



**BHARATI VIDYAPEETH
(DEEMED TO BE UNIVERSITY), PUNE**

Faculty of Management

**B.Sc (H&HA)- Bachelor in Science (Hospitality &
Hotel Administration)**

New Syllabus



BHARATI VIDYAPEETH (DEEMED TO BE UNIVERSITY)

PUNE, 411030 (INDIA)

(Established under section 3 of the UGC Act, 1956

Vide notification No.F.9-15/95-U.3 of the Government of India)

'A'Grade University Status by Ministry of HRD, Govt.Of India

Re-AccreditedbyNAACwith'A'Grade

**THREE YEARS PROGRAMME IN
BACHELOR IN SCIENCE
(HOSPITALITY & HOTEL ADMINISTRATION)**

CHOICE BASED CREDIT SYSTEM

SYLLABUS

To be implemented from the Academic Year

2018 - 2019

BHARATI VIDYAPEETH DEEMED UNIVERSITY, PUNE
BHARATI VIDYAPEETH (DEEMED TO BE UNIVERSITY) PUNE

(Established u/s 3 of the UGC Act, 1956 Vide Notification No. F.9-15/95-U.3 of the Govt. Of India)

Faculty of Management
Syllabus for Bachelor in Science (Hospitality & Hotel Administration)
B.Sc (H&HA)

Bharati Vidyapeeth, the parent body of Bharati Vidyapeeth University was established on 10th May 1964, by Dr. Patangrao Kadam with the objective of bringing about intellectual awakening and all side development of the people of our country through dynamic education.

Bharati Vidyapeeth is now a leading educational institution in the country, which has created a history by establishing, within a short span of 52 years or so, 180 educational institutions imparting education from the preprimary stage to post graduate stage. Our college and institutions of higher education impart education in different disciplines including Medicine, Dentistry, Ayurved, Homeopathy, Nursing, Arts, Science, Commerce, Engineering, Pharmacy, Management, Social Sciences, Law, Environmental Science, Hotel Management and Catering Technology, Architecture, Physical Education, Journalism, Photography, Computer Science and Information Technology, Biotechnology & Agriculture.

These educational institutions which have achieved acclaimed academic excellence also cater to the educational needs of thousands of students coming from various states and abroad. Our teaching faculty includes highly qualified, experienced, dedicated and student caring teachers. These educational institutions are located at various places viz. Pune, Navi Mumbai, Kolhapur, Solapur, Sangli, Karad, Panchgani, Jawahar and New Delhi. This spectacular success achieved by Bharati Vidyapeeth is mainly a creation of unusual foresight, exceptionally dynamic leadership and able guidance of the founder of the Vidyapeeth, Dr. Patangrao Kadam. It has been our constant endeavor to impart high quality education and training to our students and so, no wonder that our institutions have been nationally known for their academic excellence. In recognition of the academic merit achieved by these institutions and their potential for development which they have, the Department of Human Resource Development, Government of India and the University Grants Commission of India have accorded the status of a deemed to be university to Bharati Vidyapeeth with its twenty nine constituent units.

Besides these 180 educational institutions, Bharati Vidyapeeth has also been running a Co-operative Bank, Co-operative Consumer Stores, Co-operative Poultry, Co-operative Sugar Factory, Charitable Hospitals and Medical Research Centre and the like.

BHARATI VIDYAPEETH DEEMED UNIVERSITY, PUNE

Bharati Vidyapeeth, the parent organization of this University is one of the largest educational organizations in the country. It has 171 educational units under its umbrella including 67 Colleges and institutes of conventional and professional disciplines.

The Department of Human Resource Development, Government of India on the recommendations of the University Grants Commission accorded the status of "Deemed to be University" initially to a cluster of 12 units of Bharati Vidyapeeth.

Subsequently, 17 additional colleges/institutes were brought within the ambit of Bharati Vidyapeeth Deemed University vide various notifications of the Government of India.

Bharati Vidyapeeth Deemed University commenced its functioning on 26th April, 1996.

Constituent Units of Bharati Vidyapeeth Deemed University

1. BVDU Medical College, Pune.
2. BVDU Dental College & Hospital, Pune
3. BVDU College of Ayurved, Pune
4. BVDU Homoeopathic Medical College, Pune
5. BVDU College of Nursing, Pune
6. BVDU Yashwantrao Mohite College of Arts, Science & Commerce, Pune.
7. BVDU New Law College, Pune
8. BVDU Social Sciences Centre (M.S.W.), Pune
9. BVDU Yashwantrao Chavan Institute of Social Science Studies & Research, Pune.
10. BVDU Centre for Research & Development in Pharmaceutical Sciences & Applied Chemistry, Pune
11. BVDU College of Physical Education, Pune.
12. BVDU Institute of Environment Education & Research, Pune
13. BVDU Institute of Management & Entrepreneurship Development, Pune

BHARATI VIDYAPEETH DEEMED UNIVERSITY, PUNE

14. BVDU Poona College of Pharmacy, Pune
15. BVDU College of Engineering, Pune
16. BVDU Interactive Research School in Health Affairs (IRSHA), Pune
17. BVDU Rajiv Gandhi Institute of Information Technology & Biotechnology, Pune
18. BVDU College of Architecture, Pune
19. BVDU Abhijit Kadam Institute of Management & Social Sciences, Solapur
20. BVDU Institute of Management, Kolhapur
21. BVDU Institute of Management & Rural Development administration, Sangli
22. BVDU Institute of Management & Research, New Delhi
23. BVDU Institute of Hotel Management & Catering Technology, Pune
24. BVDU Yashwantrao Mohite Institute of Management, Malakapur-Karad
25. BVDU Medical College & Hospital, Sangli
26. BVDU Dental College & Hospital, Mumbai
27. BVDU Dental College & Hospital, Sangli
28. BVDU College of Nursing, Sangli
29. BVDU College of Nursing, Navi Mumbai

Approval

This University has come into being as per the provisions in the Act of the University Grants Commission (Section 3 of the UGCA ct of 1956) and by the notification of Government of India. It has the same legal status as that of the other statutory Universities in India.

BHARATIVIDYAPEETH (DEEMED TO BE UNIVERSITY)
INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
Pune

A Great Choice:

BVDUIHMCT is an institute dedicated to providing quality professional hospitality education. We teach our students the knowledge & specific skills necessary to live successful and to grow into positions of influence & leadership in their chosen profession.

BVIHMCT has been engaged in preparing students to make successful careers for the last 27 years, along the way, we have developed our own way of doing things. Things that our students like, and things that the employer's like & appreciate too.

Our Vision: Our vision is "To make education affordable and accessible to masses".

Our Mission: As a part of Bharati Vidyapeeth, we contribute in our own way to the vision of our founder, Dr. Patangrao Kadam—"Social transformation through dynamic education", by nurturing the spirit of professional education as a source and a system to enhance equality of life in society.

Our Goal: To ensure professional approach to teaching within an excellent environment for students to gain an international awareness of the industry through effective communication techniques.

Our Objectives:

- To offer students the opportunity to develop their practical, management, and communication abilities.
- To provide each individual student with the training know how for a successful career in the highly competitive industry.
- To develop the personality of a student as required by the hospitality industry.
- To make students worthy citizens of the nation.

Increasingly selective hotels target BVDUIHMCT students not only for their achievements but also for their attitude which is vital in today's competitive world.

Realising the increasing importance of Hotel Management and Tourism as a profession and industry and also the need to make arrangements for Hotel Management and Tourism

Education Dr.Patangrao Kadam, the founder of Bharati Vidyapeeth with his unusual futuristic vision established the Institute of Hotel Management & Catering Technology in the year 1992.

Over the years, the institution has established itself as an ideal centre of Hotel Management education.

BHARATI VIDYAPEETH (DEEMED TO BE UNIVERSITY)

Faculty of Management Studies

Bachelor in Science (Hospitality & Hotel Administration)

Revised Course Structure to be implemented from 2018-2019

I. Title:

- a) **Name of the Programme:** Bachelor in Science (Hospitality & Hotel Administration)
- b) **Nature and Duration of Programme:** Full Time under Graduate Programme of 03 Years
(Approved by UGC)

II. Introduction:

Bachelor in Science (Hospitality & Hotel Administration) is a Full Time Three year programme offered by Bharati Vidyapeeth Deemed University and conducted at Bharati Vidyapeeth Deemed University-Institute of Hotel Management & Catering Technology, Pune.

The institute has experienced faculty members, excellent infrastructure, well stocked library and Computer Lab with LAN/Internet facility and other facilities to provide a conducive environment for learning and development.

III. Rationale for Syllabus Revision

The curriculum of the Three Years Bachelor in Science (Hospitality & Hotel Administration) is devised to incorporate changes in the hospitality and tourism industry and to keep abreast with the current trends in the hospitality industry.

In view of the dynamic nature of the hospitality industry and the evolving expectations of the stakeholders such as the students, parents and the society, need was felt for the revision of the syllabus and to introduce a Choice Based Credit system.

Over the period of two years the faculty members of the institute, adjunct faculty members and industry experts have been involved in the framing of the structure and course content.

The revised syllabus is designed to equip the students with the essential knowledge, skills and attitudinal orientation vital for successful careers in the hospitality industry.

Attempt has been made to incorporate the current trends such as Environmental studies, Safety and security, Application of Computers in Hotels, Skill

enhancement for Media and Journalism in Hospitality. Other relevant courses such as Retail Management, Event Management, Entrepreneurship Development, Hotel Economics, First aid have also been incorporated. The Curriculum provides students with an opportunity to select an area of specialization among the Discipline Specific electives.

IV. Objectives and Frame work of the curriculum of B.Sc (H&HA) programme

1. The basic objectives of the B.Sc(H&HA) programme is to provide to the hospitality industry a steady stream of competent young men and women with the necessary knowledge, skills, values and attitudes to occupy key operational positions.
2. The course structure of the B.Sc (H&HA) programme is designed keeping in view with the objectives stated above. Consequently certain essential features of such model programmes structure would be:
 - a) To impart to the student latest and relevant theoretical and practical knowledge for deloping their competencies to work in the field of hospitality services.
 - b) To provide opportunities to the students within and outside the institute for for developing necessary operational skills necessary for the hospitality industry.
 - c) To develop the right kind of values and attitudes to function effectively in the hospitality industry.
3. The following considerations have been taken into account:
 - a) The knowledge inputs and oppourtunities for skill development have been offered in an evenly distributed and logically sequenced manner.
 - b) The design is simple and logical.
4. The relative importance of skill development and attitudional oreination in management education suggest that the instituons offering B.Sc (H&HA) programmes should have some freedom on course development in choosong methods of instuctions and internal assesment ina broad frame worl of ojectives and cirriculum structure.
5. A weight age of 40 precent is given to Internal Assessment, consisting of tasks like classroom exercises, tests, seminars, presentations.quizzes, group tasks, self study assignments, class room discusiion etc.
6. The External Assessment (University Examination) has a weightage of 60 percent.

This full time Three Year programme in B.Sc (H&HA) has 6 semesters. Each semester has a total of 20 academic weeks of which 16 weeks's comprise instructional weeks.

V. Eligibility for Admission

Admission to the B.Sc (H&HA)programme is open to any candidate having passed the H.S.C.(Class XII) examination or its equivalent in academic streams of Science, Arts, Commerce or vocation from any recognized board.

Candidates who have taken admission to Four Years BHMCT and would like to change over to B.Sc(H&HA) after first year of BHMCT can do so subject to availability of seats and provided the candidate has passed all the subjects in First Year of BHMCT.

Candidates who have appeared for class XII Re-examination may also apply for admission. Admission of such candidates will remain provisional until submission of the H.S.C (Class XII) Mark list and passing Certificate in original.

Subject to the above conditions, the final admission is based solely on:

- i) Merit in the Entrance Examination conducted by Bharat iVidyapeeth Deemed University
- ii) Submission of College Leaving/Transfer/ Migration Certificate and Anti Ragging Affidavit.

VI. Structure of the Programme

1. B.Sc (H & HA) is a three years programme divided into six semesters.
2. A student of B.Sc (H & HA) programme must take 150 credits to full fill the total number of credits required for the completion of the academic programme
3. The curriculum requires the students to spend at least 32 hours per semester for non credit course options such as Community Service, Sports Activities, Cultural Activities, General Interest Activities (during Semester I and Semester III B.Sc(H&HA) in order to encourage participation in extra curricular activities which is aimed at developing an all rounded personality of the students.

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4. After imparting general understanding of the hotel operations during the first three semesters, the students are provided with an opportunity to select areas of specialization in the fourth semester from amongst the Discipline Specific Elective courses in the fourth semester and in detail in the subsequent semesters.
 5. Students have to choose and study at least any two courses from among the list of Ability Enhancing Elective Courses and at least any two courses from among the list of Skill Enhancing Elective Courses of their choice during the second and third year of their choice during the Second & Third Year of B.Sc (H&HA). Ability Enhancing Elective course and Skill Enhancing Elective course carries 04 credits each.
 6. The programme includes on the job learning in the form of Industrial Exposure for a period of 18 weeks in a classified hotel of 3 star category and above during the fourth semester with 31 credits.
 7. The medium of instruction and examination will be English.
 8. A student would be required to complete the course within 08 academic years from the date of admission.
 9. Outline of the Structure of B.Sc (H&HA) programme is given in Appendix I and Detailed Syllabus is given in Annexure II.

VII. Attendance

The students are required to have at least 75% attendance in each course. The students who fail to comply with the above requirement shall not be allowed to appear for the University examinations. Such students shall have to seek readmission in the same class of the succeeding year.

VIII. Choice Based Credit System

In the credit system. Each In the Credit system, each course is defined in terms of expected learning outcomes. The study load (The average number of clock hours spend per student is needed to achieve the Expected learning outcomes) determines the assigned credit value for each course. The total assigned credits of all courses are the assigned credit for the programme and this total constitutes the minimum credits required to be earned to complete the programme and obtain the degree from the university.

The minimum credits to complete Three Years B.Sc (H&HA) programme shall be 150 credits.

The courses in B.Sc (H&HA) programmes are of various kinds and include:

DSC Discipline Specific Compulsory Course

DSE Discipline Specific Elective Course

AEC Ability Enhancing Compulsory Course AEE Ability Enhancing Elective Course

SEC Skill Enhancing Compulsory Course

SEE Skill Enhancing Elective Course

LEC Language Enhancing Compulsory Course

LEE Language Enhancing Elective Course

NC Non Credit Course

In terms of a semester of 15/16 weeks, Every One hour session per week of theory / lecture = One Credit per semester. Every Two hours Session per week of practice = One Credit per semester.

Discipline Specific courses are about 70% of the minimum credits that constitute the programme.

Assessment

1. The final total assessment of the candidates shall be made in terms of an Internal Assessment (IA) and External Assessment (EA) with the exception of Ability Enhancing Elective courses and Skill Enhancing Elective Courses which will be made in terms of continuous Assessment only. The internal assessment will be conducted by the institute and external assessment will be conducted by the university. The external assessment will be based on the entire Syllabus. Internal Assessment (IA), Continuous Assessment (CA) and External Assessment (EA) will constitute as separate heads of passing and they will be shown separately in the transcripts.
2. For each course, the ratio of internal assessment in relation to the external assessment shall be 40:60.

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3. Internal assessment (IA) will be calculated as follows: 50% based on Attendance, class participation, performance, journal work, classroom exercises, presentations, quizzes, group tasks, self-study assignments, classroom discussion etc, and 50% based on the performance in minimum two class tests during these mester.
 4. External Assessment (EA) will be based on the examinations conducted by the University at the end of each semester.
 5. Ability Enhancing Elective courses and Skill Enhancing Elective Courses will have only Continuous Assessment (CA) based on the performance in minimum two class tests and submission of minimum 04 assignments during the semester.
 6. Industrial Exposure will have Continuous Assessment and External Assessment.

Continuous Assessment will be based on the Performance Appraisal filled by the departmental heads of the various Operational Departments of the Hotel in which the student undergoes Industrial Exposure. The Training Report has to be prepared and submitted to the Principal within the stipulated time for assessment. The training report will be assessed by a panel of examiners appointed by the University, comprising of one internal examiner and one external examiner (preferably HOD of a classified hotel of 3 Star category and above or a Senior faculty from any recognized Institute of Hotel Management).

7. Non Credit courses will be assessed as 'Satisfactory' or 'Unsatisfactory' Performance based on completion of assigned activities/tasks and submission of the report thereof.
8. Students have to complete the Compulsory Core Module in Environmental Studies and will be assessed as 'Pass or 'Fail' based on their performance in the examination conducted by the University.
9. Re-assessment of Internal Marks: In case of those students who have secured less than 5 grade points in internal assessment the institute shall administer additional internal assessment test, the result of which shall be conveyed to the University as revised internal marks. In case the result of the internal test as above results in lower marks than the original figure of

marks shall prevail, in short the rule is that the higher of the two figures of the marks, shall be taken into consideration.

10. The Grades obtained in Internal Assessment/Continuous Assessment will be communicated to the University at the end of each semester. These marks will be considered for the declaration of the results.

Standard of passing

For all courses, both internal assessment and External assessment constitute separate heads of passing. In order to pass in such courses and to earn the assigned credits, the students must obtain a minimum grade point of 5(40%marks) at External Assessment and also a minimum of grade point of 5(40%marks) for Internal Assessment.

In order to pass in courses which are assessed on the basis of continuous assessment the student must secure at least Pass Grade equivalent to 5 grade points.

A student who fails at External Assessment (EA) of a course has to reappear only for External assessment and clear the head of passing, Similarly a student who fails in internal Assessment/Continuous Assessment of a course has to appear only for Internal Assessment /Continuous Assessment as a backlog student and clear the head of passing to secure the Grade Point Average (GPA) required for passing. The performance of Internal assessment and continuous assessment will be combined to obtain Grade Point Average for the course the weights for performance at External Assessment and Internal Assessment shall be 60 % and 40 % respectively. Students can avail the verification/revaluation facility as per the prevailing policy, guidelines and norms of the University.

Grading System

10 point Grading System for grading in each head of passing shall be adopted as suggested By the Bharati Vidyapeeth University.

The grading system shall be as shown in the Table 1 below

Range of Marks (out of 100)	Grade Point	Grade
$80 \leq \text{Marks} \leq 100$	10	O
$70 \leq \text{Marks} < 80$	9	A+
$60 \leq \text{Marks} < 70$	8	A
$55 \leq \text{Marks} < 60$	7	B+

$50 \leq \text{Marks} < 55$	6	B
$40 \leq \text{Marks} < 50$	5	C
Marks < 40	0	D

The performance at Internal Assessment /Continuous Assessment will be combined to abating the Grade Point Average (GPA) and EA will be combined to obtain the Grade Point Average (GPA) for the course. The Weights for performance at External Assessment and Continuous Assessment shall be 60 % and 40% respectively.

The GP for a course shall be calculated by first finding the totalmarks for the course. The corresponding GP Average as per the table below shall be the GPA for the course.

The Formula to calculate the GradePoint (GP) -

Suppose that 'Max' is the maximum marks assigned for an examination or evaluation based on which Grade point will be computed. In order to determine the GP, set $x = \text{Max}/10$ (since we have adopted 10 Points system) The GP is calculated by the formul as shown in the Table2. After computing the grade point, the grade can be found from Table1.

Table2: Formula to calculate Grade Point in individual evaluations.

Range of Marks atthee valuation	Formula for the Grade Point
$8x \leq M \leq 10x$	10
$5.5x \leq M < 8x$	Truncate (M/x) +2
$4x \leq M < 5.5x$	Truncate (M/x) +1

Two kinds of performance indicators namely Semester Grade Point Average (SGPA) and the Cumulative Grade Point Average (CGPA) shall be computed at the end of each term. The SGPA measures the cumulative performance of the learner in all the courses in a particular semester, while the CGPA measures the cumulative performance in all courses since his/her enrolment. The CGPA of a learner when he or she completes the programme is the final result of the learner.

The SGPA is calculated by the formula

$$\text{SGPA} = \frac{\sum C_k \times \text{GP}_k}{\sum C_k}$$

Where C_k is the credit value assigned to a course and GP_k is the GPA obtained by the learner in the course. In the above, the sum is taken over all courses that the learner has

undertaken for the study during the semester, including those in which he/she might have failed or those for which he/she remained absent.

Formula to compute equivalent percentage marks for specified CGPA.

$$\begin{aligned} \% \text{Marks}(\text{CGPA}) = & 10 \times \text{CGPA} - 10, \text{ if } 5.00 \leq \text{CGPA} \leq 6.00 \\ & 05 \times \text{CGPA} + 10, \text{ if } 6.00 \leq \text{CGPA} \leq 8.00 \\ & 10 \times \text{CGPA} - 20, \text{ if } 8.00 \leq \text{CGPA} \leq 9.00 \\ & 20 \times \text{CGPA} - 110, \text{ if } 9.00 \leq \text{CGPA} \leq 9.50 \\ & 40 \times \text{CGPA} - 300, \text{ if } 9.50 \leq \text{CGPA} \leq 10.00 \end{aligned}$$

ATKT Rules:

A student is allowed to keep term for semester III if he/she has a backlog of not more than eight courses (Theory as well as Practical) in Semester I and Semester II together

A student shall be allowed to keep term for semester V, if he/she has a backlog of not more (Theory as well as Practical) in Semester III and IV together and should pass all the subjects of Semester I and Semester II.

Award of Honours

A student who has completed the minimum credit specified for the programmes shall be declared to have passed in the programme.

The final result will be in terms of letter grade only and is based on the CGPA of all courses studied and passed.

The criteria for the award of honours are given in the table below.

Question Paper Pattern for External Assessment conducted by the University

Range of CGPA	Final Grade	Performance Descriptor	Equivalent Range of Marks
$9.50 \leq \text{CGPA} \leq 10.00$	O	Outstanding	$80 \leq \text{Marks} \leq 100$
$9.00 \leq \text{CGPA} \leq 9.49$	A+	Excellent	$70 \leq \text{Marks} \leq 80$
$8.00 \leq \text{CGPA} \leq 8.99$	A	Very Good	$60 \leq \text{Marks} \leq 70$
$7.00 \leq \text{CGPA} \leq 7.99$	B+	Good	$55 \leq \text{Marks} \leq 60$
$6.00 \leq \text{CGPA} \leq 6.99$	B	Average	$50 \leq \text{Marks} \leq 55$
$5.00 \leq \text{CGPA} \leq 5.99$	C	Satisfactory	$40 \leq \text{Marks} \leq 50$

CGPA below ≤ 5.00	F	Fail	Marks below 40
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The pattern of Question Paper for External Assessment (60Marks) of Theory subjects conducted by the University will be as follows:

1. The Question Paper will be divided into 02 Sections, Section I and Section II.
2. Each Section will consist of 03 Questions and all questions will be compulsory.
3. Question 1 of each Section shall be Objective in nature (Multiple Choice Question, Fill in the Blanks, Match the Pairs, True or False etc.) and carry a total of 06 marks only.
4. Question 2 and Question 3 will be of 12 marks each with internal choice. A question may be subdivided into sub-question a, b, c ... and the allocation of marks will depend on the weight age given to the topic.
5. Questions shall be set to assess the basic knowledge acquired, comprehension and application of knowledge in a given situation.
6. The Chairman of Board of Paper Setters for each course shall ensure that the questions cover the entire syllabus as per the weight age of marks indicated in the syllabus.
7. The duration of written examination shall be 2 ½ hours.

PROGRAMME STRUCTURE FOR B.Sc. (H&HA)
B.Sc. (H&HA) (6 semesters with subjects)
Bachelor of Science (Hospitality and Hotel Administration)-Three Years under
Choice Based Credit System

DSC: DISCIPLINE SPECIFIC COMPULSORY COURSE

LEC: LANGUAGE ENHANCING COMPULSORY COURSE

NC: NON CREDIT COURSE

LEE: LANGUAGE ENHANCING ELECTIVE COURSE

AEC: ABILITY ENHANCING COMPULSORY COURSE

SEC: SKILL ENHANCING COMPULSORY COURSE

SEM	SUBJECT CODE	SUBJECT NAME	CHOICE	MARKS				HORS / WEEK	CREDITS/ WEEK
				IA	EA	CA	Total		
I	DSC 101	BASIC INDIAN FOOD PRODUCTION (THEORY)	COMPULSORY	40	60	--	100	03	03
	DSC 101 A	BASIC INDIAN FOOD PRODUCTION (PRACTICAL)	COMPULSORY	40	60	--	100	04	02
	DSC 102	BASIC FOOD & BEVERAGE SERVICE I (THEORY)	COMPULSORY	40	60	--	100	03	03
	DSC 102 A	BASIC FOOD & BEVERAGE SERVICE I (PRACTICAL)	COMPULSORY	40	60	--	100	02	01
	DSC 103	BASIC HOUSEKEEPING OPERATIONS (THEORY)	COMPULSORY	40	60	--	100	02	02
	DSC 103 A	BASIC HOUSEKEEPING OPERATIONS (PRACTICAL)	COMPULSORY	40	60	--	100	02	01
	DSC 104	BASIC FRONT OFFICE OPERATIONS (THEORY)	COMPULSORY	40	60	--	100	02	02
	DSC 104 A	BASIC FRONT OFFICE OPERATIONS (PRACTICAL)	COMPULSORY	40	60	--	100	02	01
	AEC 101	FOOD COMMODITIES	COMPULSORY	20	30	--	50	02	02
	LEE 101 LEE 102	BUSINESS COMMUNICATION*(THEORY)	ANYONE	40	60	--	100	02	02
LEE 101A LEE 102A	BUSINESS COMMUNICATION (PRACTICAL) BASIC FRENCH (PRACTICAL)	ANYONE*	20	30	--	50	04**	02	
				400	600	--	1000	28	21

*EXEMPTION OF BUSINESS COMMUNICATION ONLY IF THE CANDIDATE HAS SECURED A MINIMUM OF 60% & ABOVE IN THE QUALIFYING EXAMINATION.

**INCLUDES CLASS HOURS AS WELL AS HOURS SPENT IN PRACTICE OUTSIDE CLASS.

SEM	SUBJECT CODE	SUBJECT NAME	CHOICE	MARKS				HOURS/ WEEK	CREDITS/ WEEK
				IA	EA	CA	TOTAL		
II	DSC201	BASICCONTINENTALFOOD PRODUCTION (THEORY)	COMPULSORY	40	60	--	100	03	03
	DSC201 A	BASICCONTINENTALFOOD PRODUCTION(PRACTICAL)	COMPULSORY	40	60	--	100	04	02
	DSC202	BASICFOOD&BEVERAGES SERVICEII(THEORY)	COMPULSORY	40	60	--	100	03	03
	DSC202 A	BASICFOOD&BEVERAGES SERVICEII(PRACTICAL)	COMPULSORY	40	60	--	100	02	01
	DSC203	MANAGING HOUSEKEEPING OPERATIONS(THEORY)	COMPULSORY	40	60	--	100	02	02
	DSC203 A	MANAGING HOUSEKEEPING OPERATIONS (PRACTICAL)	COMPULSORY	40	60	--	100	02	01
	DSC204	MANAGING FRONT OFFICE OPERATIONS(THEORY)	COMPULSORY	40	60	--	100	02	02
	DSC204 A	MANAGING FRONT OFFICE OPERATIONS (PRACTICAL)	COMPULSORY	40	60	--	100	02	01
	SEC101	PERSONALITY SKILLS FOR HOSPITALITY INDUSTRY (THEORY)	COMPULSORY	40	60	--	100	03	03
	SEC101 A	PERSONALITY SKILLS FOR HOSPITALITY INDUSTRY (PRACTICAL)	COMPULSORY	20	30	--	50	04*	02
				380	570		950	27	20

*INCLUDES CLASS HOURS AS WELL AS HOURS SPENT IN PRACTICE OUTSIDE CLASS

SEM	SUBJECT CODE	SUBJECT NAME	CHOICE	MARKS				HOURS / WEEK	CREDITS / WEEK
				IA	EA	CA	Total		
III	DSC301 (I)	INDUSTRY EXPOSURE & REPORT-I	COMPULSORY	--	120	80	200	54	35
	AEE 101-107	SELECT FROM LIST	ANY ONE	--	--	50*	50	04	04
					--	120	130	250	58

THE STUDENT IS REQUIRED TO UNDERTAKE 22 WEEKS OF INDUSTRIAL EXPOSURE WITH A CLASSIFIED HOTEL (3 STAR AND ABOVE) IN THE FOLLOWING OPERATIONAL DEPARTMENTS:

- FOOD PRODUCTION OPERATIONS
- FOOD & BEVERAGE OPERATIONS
- HOUSEKEEPING /ACCOMODATION OPERATIONS
- FRONT OFFICE OPERATIONS

*ABILITY ENHANCING ELECTIVE COURSES WILL HAVE CONTINUOS ASSESSMENT BASED ON PERFORMANCE IN THE TWO CLASS TESTS AND SUBMISSION OF MINIMUM FOUR ASSIGNMENTS

SEM	SUBJECT CODE	SUBJECT NAME	CHOICE	MARKS				HOURS/WEEK	CREDITS/WEEK
				IA	EA	CA	Total		
IV	DSC 401	LARDER & BASIC BAKING (THEORY)	COMPULSORY	40	60	--	100	04	04
	DSC 401A	LARDER & BASIC BAKING (PRACTICAL)	COMPULSORY	40	60	--	100	08	04
	DSC 402	ALCOHOLIC BEVERAGES I (THEORY)	COMPULSORY	40	60	--	100	03	03
	DSC 402A	ALCOHOLIC BEVERAGES (PRACTICAL)	COMPULSORY	40	60	--	100	02	01
	DSC 403	ALLIED HOUSEKEEPING FUNCTIONS (THEORY)	COMPULSORY	40	60	--	100	02	02
	DSC 403A	ALLIED HOUSEKEEPING FUNCTIONS (PRACTICAL)	COMPULSORY	40	60	--	100	02	01
	DSC 404	FRONT OFFICE ACCOUNTING (THEORY)	COMPULSORY	40	60	--	100	02	02
	DSC 404 A	FRONT OFFICE ACCOUNTING (PRACTICAL)	COMPULSORY	40	60	--	100	02	01
	LEC101	HOTEL FRENCH (THEORY)	COMPULSORY	40	60	--	100	03	03
	LEC101A	HOTEL FRENCH (PRACTICAL)	COMPULSORY	20	30	--	50	04*	02
	SEE101-106	SELECT FROM LIST	ANY ONE	--	--	50**	50	04	04
	NC101A NC102A NC103A NC104A	COMMUNITY SERVICE SPORTS ACTIVITIES CULTURAL ACTIVITIES	ANYONE***	--	--	--	--	02	00
				380	570	50	1000	36	27

*INCLUDES CLASS HOURS AS WELL AS HOURS SPENT IN PRACTICE OUTSIDE CLASS

**SKILL ENHANCING ELECTIVE COURSES WILL HAVE CONTINUOUS ASSESSMENT
BASED ON PERFORMANCE IN THE TWO CLASS TESTS AND SUBMISSION OF
MINIMUM FOUR ASSIGNMENTS

*** STUDENTS ARE REQUIRED TO TAKE ANY ONE OF THE NON CREDIT COURSES
WHICH WILL BE ASSESSED AS "SATISFACTORY" OR "UNSATISFACTORY"
PERFORMANCE BASED ON COMPLETION OF ASSIGNED ACTIVITIES /TASKS AND
SUBMISSION OF REPORT THERE OF.

SEM	SUBJECT CODE	SUBJECTNAME	CHOICE	MARKS				HOURS/ WEEK	CREDITS/ WEEK
				IA	EA	CA	TOTAL		
V	DSE101	QUANTITY INDIAN & REGIONAL FOOD PRODUCTION (THEORY)	ANY ONE	40	60	--	100	04	04
	DSE102	ALCOHOLIC BEVERAGES II (THEORY)							
	DSE103	ACCOMMODATION OPERATIONS (THEORY)							
	DSE101A	QUANTITY INDIAN & REGIONAL FOOD PRODUCTION (PRACTICAL)	ANY ONE	40	60	--	100	08	04
	DSE102A	ALCOHOLIC BEVERAGES II (PRACTICAL)						08*	04
	DSE103A	ACCOMMODATION OPERATIONS (PRACTICAL)						08*	04
	SEC 102	ACCOUNTING SKILLS FOR HOTELS (THEORY)	COMPULSORY	40	60	--	100	03	03
	SEC 103	TOURISM OPERATIONS (THEORY)	COMPULSORY	40	60	--	100	03	03
AEC 102	HOSPITALITY LAW (THEORY)	COMPULSORY	40	60	--	100	03	03	
AEE 101-107	SELECT FROM LIST	ANY ONE	--	--	50**	50	04	04	
				200	300	50	550	25	21

*INCLUDES CLASS HOURS AS WELL AS HOURS SPENT IN PRACTICE OUTSIDE CLASS

STUDENTS OPTING FOR DSE 102A MAY UNDERTAKE MINIMUM 08 ODC OR PARTTIMEJOB/ WEEKEND JOB WITH REPUTED HOTELS/ RESTAURANTS FOR MINIMUM 64 HOURS IN THE SEMESTER.

STUDENTS OPTING FOR DSE 103A MAY ENGAGE THEMSELVES IN PRACTICAL TRAINING/ PART TIME JOB WITH REPUTED HOTELS FOR MINIMUM 64 HOURS IN THE SEMESTER

** ABILITY ENHANCING ELECTIVE COURSES WILL HAVE CONTINUOUS ASSESSMENT BASED ON PERFORMANCE IN THE TWO CLASS TESTS AND SUBMISSION OF MINIMUM FOUR ASSIGNMENTS.

SEM	SUBJECT CODE	SUBJECT NAME	CHOICE	MARKS				HOURS / WEEK	CREDITS / WEEK
				IA	EA	CA	Total		
VI	DSE 201 DSE 202 DSE 203	SELECT FROM LIST (THEORY)	ANY ONE	40	60	--	100	04	04
	DSE 201 A DSE 202 A DSE 203 A	SELECT FROM LIST (PRACTICAL)	ANY ONE	40	60	--	100	08 08* 08*	04 04 04
	SEC 104	APPLICATIONS OF COMPUTER IN HOTELS (THEORY)	COMPULSORY	20	30	--	50	02	02
	SEC 104 A	APPLICATIONS OF COMPUTER IN HOTELS (PRACTICAL)	COMPULSORY	40	60	--	100	04	02
	AEC 103	HOSPITALITY MARKETING (THEORY)	COMPULSORY	40	60	--	100	03	03
	AEC 104	HUMAN RESOURCE MANAGEMENT (THEORY)	COMPULSORY	40	60	--	100	03	03
	SEE 101 - 107	SELECT FROM LIST (THEORY)	ANY ONE OR TWO**	--	--	50 * *	50	04	04
				220	330	50	600	28	22

*INCLUDES CLASS HOURS AS WELL AS HOURS SPENT IN PRACTICE OUTSIDE CLASS

STUDENTS OPTING FOR DSE 203 A-DSE 204 A MAY UNDERTAKE MINIMUM 08 ODC OR PART TIME / WEEKEND JOB WITH REPUTED HOTELS / RESTAURANTS FOR MINIMUM 64 HOURS IN THE SEMESTER.

STUDENTS OPTING FOR DSE 205 A-DSE 206 A MAY ENGAGE THEMSELVES IN PRACTICAL TRAINING/ PART TIME JOB WITH REPUTED HOTELS FOR MINIMUM 64 HOURS IN THE SEMESTER.

**SKILL ENHANCING ELECTIVE COURSES WILL HAVE CONTINUOUS ASSESSMENT BASED ON PERFORMANCE IN THE TWO CLASS TESTS AND SUBMISSION OF MINIMUM FOUR ASSIGNMENTS

LIST OF DISCIPLINE SPECIFIC ELECTIVE COURSE(THEORY)

- DSE201 ADVANCED FOOD PRODUCTION & KITCHEN MANAGEMENT(THEORY)
DSE202 FOOD & BEVERAGE OPERATIONS & MANAGEMENT(THEORY)
DSE203 ACCOMMODATION MANAGEMENT (THEORY)

LIST OF DISCIPLINE SPECIFIC ELECTIVE COURSE(PRACTICAL)

- DSE201 ADVANCED FOOD PRODUCTION & KITCHEN MANAGEMENT
 (PRACTICAL)
DSE202 FOOD & BEVERAGE OPERATIONS & MANAGEMENT(PRACTICAL)
DSE203 ACCOMMODATION MANAGEMENT (PRACTICAL)

LIST OF ABILITY ENHANCING ELECTIVE COURSES

- AEE101 CATERING SCIENCE
AEE102 DIETITICS & NUTRITION
AEE103 FOOD & BEVERAGE CONTROLS
AEE104 PRINCIPLES OF MANAGEMENT
AEE105 ORGANISATION BEHAVIOR
AEE106 HOTEL ECONOMICS
AEE107 FINANCIAL MANAGEMENT

LIST OF SKILL ENHANCING ELECTIVE COURSES

- SEE101 FIRST AID
SEE102 HOTELMAINTENANCE
SEE103 RETAILMANAGEMENT
SEE104 EVENTMANAGEMENT
SEE105 ENTREPRENEURSHIP DEVELOPMENT
SEE106 FACILITYPLANNING
SEE107 SKILL ENHANCEMENT FOR MEDIA & JOURNALISMINHOSPITALITY
 (PRACTICAL)

SEMESTER- I

SUBJECT CODE: DSC 101					
SUBJECT : BASIC INDIAN FOOD PRODUCTION (THEORY)					
Teaching Scheme/Week	Examination Scheme				
Theory hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
03	40	60	-	100	03

Rationale :

This subject intends to develop knowledge and basic culinary skills, which will help students to develop a comprehensive insight into culinary history, ingredients and their uses, methods of cooking, basic cooking equipment and tools.

		Hours	Marks
Chapter 1	Introduction to art of cookery	06	08
1.1	Culinary History		
1.2	Origins of classical and modern cuisine		
1.3	Classical kitchen brigade for a five star hotel		
1.4	Duties and responsibilities of Executive Chef and various chefs		
1.5	Organization of modern kitchen		
1.6	Standards of professionalism		
1.7	Kitchen Uniforms		
1.8	Inter departmental co-ordination		
Chapter 2	Mise-en-place	04	08
2.1	Importance		
2.2	Weighing and measuring ingredients-weight and volume consideration		
2.3	Preparation of ingredients		
2.4	Methods of mixing food		
Chapter 3	Equivalents of ingredients	04	04
3.1	Equivalents of various ingredients used in the kitchen-cereals, pulses, vegetables, fruits, nuts, fish, meat.		
Chapter 4	Methods of Cooking	14	16
4.1	Aims and Objectives of cooking food		
4.2	Effects of heat on food- proteins, carbohydrates, vitamins, fats, minerals, fruit and vegetable fiber, flavor components		
4.3	Types of pigments in vegetables, fruits and animal products		

4.4	Effects of heat, acid, alkali, oxidation and metal on pigments		
4.5	Precautions for enhancing and retention of colour.		
4.6	Methods of heat transfer- conduction, convection, radiation.		
4.7	Cooking methods- Moist & Dry (Salient features of various cooking methods, temperature precaution) Steaming, braising, stewing, poaching, boiling, baking, roasting, grilling, frying, broiling, microwave and solar.		
Chapter 5	Tools & Equipments	04	06
5.1	Introduction to various types of Knives, Hand tools and Small equipments, Measuring devices, Pots, Pans and Containers		
5.2	Use and maintenance of Equipment- Cooking range, Mixer, OTG, Refrigerator.		
5.3	Properties, Advantages and Disadvantage of various materials used in tools and equipment		
Chapter 6	Sanitation and Safety	08	08
6.1	Personnel Hygiene		
6.2	Food Storage		
6.3	Hygiene & safe practices in food handling and preparation		
6.4	Cleaning and Sanitizing Equipments		
6.5	Rodent and insect control		
6.6	Safety practices at work place, preventing cuts & burns, falls & injuries		
6.7	Fire prevention.		
6.8	HACCP system.		
Chapter 7	Standard Recipe	04	06
7.1	Definition		
7.2	Uses & Limitations		
7.3	Structure		
Chapter 8	Culinary Terms	04	04

Raita	Payassam	Do pyaza
Murabba	Korma	Bharwaan
Phirnee	Kofta	Bhurta
Chenna	Khoya	Pakora
Rabarhi	Kachumber	Kadhi
Khichri	Kachori	Baghar
Achar	Boti	Bhujjia
Halwa	Bonda	Foogath
Bhunnana	Bhunao	Vindaloo
Boondi	Kheema	Burfi
Pachadi	Dhansak	Chikki
Kulfi	Pulao	Falooda

REFERENCE BOOKS:

Sr.No.	Name of the Book	Author	Publisher
1	Professional Cooking	Wayne Gisselen	John Weily & Sons , N.Y
2	Modern cookery for Teaching and Trade	Thangam E. Philip	Orient Longman Ltd.Mumbai
3	Theory of cookery	Krishna Arora	Frank Bros & Co. Ltd. New Delhi
4	Theory of Catering	Kinton Ceserani	ELBS
5	Practical cookery	Kinton Ceserani	ELBS
6	The book of ingredients	Jane Grigson	Pengiuin Books ,England
7	Basic Cookery	Richard Maetland & Derek Welsby	Heinemann Professional
8	Food Commodities	Bernard Davis	Heinemann Professional
9	Food Commodities For Cookery	Lingard & Sizer	Butterworth & Heinemann

SUBJECT CODE:DSC101A					
SUBJECT:BASIC INDIAN FOOD PRODUCTION (PRACTICAL)					
Teaching Scheme/Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	-----	100	02

Minimum 12 practicals of Indian menus to be conducted and should include basic rice/ Indian bread meat, vegetable and sweet dishes.

It is recommended that demonstrations be conducted in the initial stages to familiarise the students with the following:

1. Introduction of various tools and their usage.
 2. Familiarization and identification of commonly used ingredients—weights and volume conversion, yield testing.
 3. Basic hygiene practices to be observed in the kitchen.
 4. Safety practices in the kitchen.
 5. Food storage.
 6. Use of knife and cutting techniques, cuts of vegetables.
 7. Pre-preparations, mixing methods.
 8. Basic Cooking methods.
- Students are required to maintain a journal to record the various practicals attended and the teacher must record the performance evaluation of the same on a day to day basis.

SUBJECT CODE:DSC102					
SUBJECT: BASIC FOOD & BEVERAGE SERVICE-I (THEORY)					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
03	40	60	-----	100	03

Rationale:

To impart comprehensive knowledge and develop technical skills in basic aspects of Food & Beverage operations in the hotel industry.

		Hours	Marks
Chapter 1	The Food & Beverage Industry	06	08
1.1	Introduction to Food & Beverage Industry		
1.2	Classification of Catering Establishments		
1.3	Introduction to Food & Beverage Operations		
Chapter 2	Food & Beverage Service Areas in the Hotel	08	10
2.1	Restaurant , Coffee Shop, Room Service, Bars, Banquets, Snack Bars, Executives lounges,		
2.2	Business Centre & Night Clubs Auxiliary Areas		
Chapter 3	Food & Beverage Service Equipments	06	10
3.1	Types & Usage of Equipments , Furniture, Chinaware, Silverware, Glassware, Linen and Disposables		
3.2	Special Equipments,Care and maintenance of Equipments		
Chapter 4	Food & Beverage Service Personnel	08	12
4.1	Food & Beverage Service Organizations		
4.2	Job Description & Job Specification of Food & Beverage Staff		
4.3	Attitudes & attributes of Food & Beverage service personnel, competencies		
4.4	Basic etiquettes for service staff, Interdepartmental relationship		
Chapter 5	Food & Beverage Service Methods	12	12
5.1	Table Service- Silver / English, Butler / French,		

	Russian, American		
5.2	Self Service , Buffet & Cafeteria		
5.3	Specialized Service- Gueridon , Tray, Trolley, Lounge, Room		
5.4	Single Point Service – Take away, Vending Machine,		
5.5	Food Courts, Bars& Automats		
5.6	Mise-en-place & Mise-en-scene		
Chapter 6	In Room Dining-IRD	08	08
6.1	Introduction		
6.2	Equipments Required for IRD–Trays& Trolleys		
6.3	In Room Dining Procedures-Misen place activities		
6.4	Order Taking for IRD and Execution of IRD order		
6.5	Collecting the order and Carryingit to the Room		
6.6	Other Services		

Glossary of Terms

Popular Catering	Industrial Catering	ODC
Fast Food	Welfare Catering	Bistro
Take away	Transport Catering	Brasserie
Gastrodome	Carvery	Self Service
Gastropubs	Echelon	Assisted Service
Table Service	Drive thru	Maitre d’hotel
Silver Service	Kiosks	Chef de rang
English Service	Food Court	Demi Chef de rang
Russian Service	Drive-in	Station
American Service	Insitu Service	Commis de rang
Gueridon Service	Single Point Service	Debarasseur
Sommelier	Chef d’etage	Chef de sale
Bus Boy	Hot Plate	Barista
Aboyeur	Off-board	Still Room
Deferred Wash	Tray Jack	EPOS
Mise-en-place	Mise-en-scene	Polivit
Crumb down	Dummy Waiter	Carte du jour
Waiters Friend	EPNS	Tisane
Café Complet	Café Simple	Cover
Still Set	Still room	Perrier
Evian		

Assignments:

A minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

- Identify various outlets providing different types of service in the city.
- Identify different brands of various F & B service outlets in the city.
- Various F & B equipments with sizes, capacity, picture –in form of Power Point Presentation.
- Making various creative napkin folds.

REFERENCE BOOKS:

Sr.No.	Name of the Book	Author	Publisher
1	Food & Beverage Service	Denis Lillycrap Cousins	Book Power
2	Modern Restaurant Service	John Fuller	Hutchinson
3	Food & Beverage Service	Sudhir Andrews	Tata McGraw Hill

SUBJECTCODE:DSC102A					
SUBJECT: BASIC FOOD & BEVERAGE SERVICE– I (PRACTICAL)					
Teaching Scheme/Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	40	60	---	100	01

Sr.No.	Topic
1	Restaurant Etiquettes
2	Restaurant Hygiene Practices
3	Mise en place & Mise en scene
4	Identification of Equipments
5	Laying & relaying of tablecloths
6	Napkin Folds
7	Service of Water ,Carrying a salver/ tray
8	Room Service Order taking Procedure, Tray Set-ups
9	Handling service gear
10	Carrying plates, glasses & other Equipments
11	Setting of table d'hôte&A'la carte cover
12	Changing of Ashtray
13	Planning & Writing Indian Menus
14	Laying cover for Indian menu
15	Service of Indian Food & Accompaniments. Clearance following the same
16	Laying the cover for a three course continental menu (Starter, Main Courses, Sweets)

SUBJECT CODE: DSC 103					
SUBJECT : BASIC HOUSEKEEPING OPERATIONS (THEORY)					
Teaching Scheme/Week	Examination Scheme				
Theory hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	40	60	---	100	02

Rationale: The subject aims to establish the importance of Housekeeping and its role in the hospitality Industry. It prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping

		Hours	Marks
Chapter 1	Introduction to Hotel House Keeping	04	08
1.1	Importance of Housekeeping.		
1.2	Functions of Housekeeping.		
1.3	Areas of House Keeping responsibility		
1.4	Types of Guest Rooms ,		
1.5	Standard Guest Room amenities & facilities for regular and VIP rooms		
Chapter 2	Layout of House Keeping Department	04	06
2.1	Section of the housekeeping department		
2.2	Layout of Housekeeping Department		
2.3	Functions of each section		
2.4	Maids Service room - Location, Function		
Chapter 3	Organization of House Keeping Department	04	08
3.1	Hierarchy of Large, medium and small hotel's Housekeeping department.		
3.2	Attributes of Housekeeping staff.		
3.3	Job Description and Job Specification of House Keeping Personnel		
Chapter 4	Cleaning Equipment used in Housekeeping Operations	04	06
4.1	Classification, Use, care & maintenance.		
Chapter 5	Cleaning Agents	04	06
5.1	Classification , Use, care and Storage, Distribution & Control		

Chapter 6	Co-ordination of Rooms division with other Departments	02	06
6.1	Departments like Front Office, Engineering, F & B, Kitchen, Security, Purchase, HRD, Accounts		
Chapter 7	Cleaning Routine of Housekeeping Department	04	06
7.1	General principles of cleaning.		
7.2	Work routine for Housekeeping Department floor supervisors and chamber maids.		
7.3	Rules of the floor.		
Chapter 8	Cleaning Routine of Guest Rooms	04	08
8.1	Daily cleaning of occupied, departure, vacant, under repair, VIP.		
8.2	Evening service & second service procedures.		
8.3	Weekly cleaning / periodic cleaning. Spring Cleaning tasks to be carried out.		
Chapter 9	Cleaning Routine of Public Areas	02	06
9.1	Areas to be maintained		
9.2	Daily, weekly cleaning procedures for various Public areas such as Lobby/ Lounge, Restaurants, Bar, Banquet Halls, Swimming Pool, Elevators, and staircase and Corridors		

Glossary of Terms

Amenity	Back to back	Deep cleaning
Back of the house	Double lock	Faucet
Departure room	DND	Floor pantry
Front of the house	GRA	Inventory
Hardscape	Landscape	Preventive Maintaence
Job description	Job specification	Occupancy report
OOO	Organization chart	Room status discrepancy
Rooms division manager	Room status report	Twin room
WC	Maid's service room	Cabana
Hollywood room	Lanai	Suite
Interconnecting room	Efficiency room	Pent house
Duplex	Hospitality suite	Murphy bed
U/R	Z -bed	Duvet
King bed	Queen bed	Aerosols
Bidet	Abrasives	Hand caddy
Blade dispenser	Coverlet	Chamois
Buffing	Burnishing	Shams
Crib		Dust ruffle
Disinfectants	Dustette	Jewelers' rouge
Dutch wife		Dust sheet
Shoe mitt	Drugget	Tent card
Squeegee	Vanity unit	Deodorizers
Lint	Johnny mop	Swab
Wringer mop	Upholstery	Feather brush
Scrim	Glass cloth	Linen chute
Block cleaning	Foot fold	Re-sheeting
Mitring	Orthodox cleaning	Spring cleaning
Second service	Turndown service	Jacuzzis
Team cleaning	Damp dusting	Jacuzzis
Powder room	Sauna	

REFERENCE BOOKS

Sr. No.	Name of the Book	Author	Publisher
1	Hotel House Keeping Operations & Management-	Sudhir Andrews	Tata McGraw Hill
2	Hotel Housekeeping & Management	G Raghubalan Smritee Raghubalan	Oxford University Press
3	Hotel, Hostel & Hospital Housekeeping	Branson & Lennox	E L B S
4	Accomodation Management	Rosemary Hurst	Heinemann publishing

SUBJECT CODE: DSC 103A

SUBJECT : BASIC HOUSEKEEPING OPERATIONS (PRACTICAL)

Teaching Scheme/Week	Examination Scheme				
	IA Marks	EA Marks	CA Marks	Total Marks	Credits
Practical hours					
02	40	60	---	100	01

1. Introduction to the Housekeeping department.

- Identifying various sections of the Housekeeping department
- Introduction to the various types of Guest rooms and Public areas in the Hospitality Training centre
- Introduction to Guest room supplies and their placement.

2. Introduction to Cleaning Equipment's and cleaning agents.

- Identification of manual and mechanical cleaning equipment.
- Different parts of equipment.
- Function of cleaning equipments.
- Care and maintenance.
- Introduction to Cleaning Agents as per their classification and function.

3. Cleaning and Polishing of Laminated surfaces.

- Cleaning and polishing of wooden surfaces.
- Cleaning and polishing of plastic and acrylic surfaces.
- Cleaning and polishing of oil painted surfaces.

4. Polishing of Brass Articles.

- Cleaning and polishing of Brass Ornamental and utility articles.

5. Polishing of Silver articles

- Cleaning and polishing of Silver articles.
- Cleaning of oil painted surfaces.

6. Cleaning of Glass surfaces

- Cleaning and polishing of window panes.
- Cleaning and polishing of glass counters.
- Cleaning of ventilators.

7. Polishing of Wooden surfaces

- Cleaning and polishing of wooden surfaces Sand papering and French polishing. Wax polishing, Mansion polishing
- Cleaning of wooden and metal frames of furniture.

8. Cleaning of different floor finishes

- Cleaning and scrubbing of Kota, Ceramic, Wooden, Stone and Marble floor finishes.

9. Cleaning of different wall finishes

- Cleaning and scrubbing of Kota, Ceramic, Wooden, Stone and Marble wall finishes.

10. Bed making

- Different styles of making a bed- Day bed, Evening bed.
- Cleaning of Guest room- Morning service and Evening service.

11. Daily Cleaning of Guest rooms - Departure, Occupied and Vacant rooms.

12. Weekly Cleaning of Guest rooms.

- Super Cleaning and scrubbing of various surfaces in a guest room.

13. Daily, Weekly cleaning of Public Areas (Corridors, Restaurant, Administrative Offices, Staircases and Elevators, Exterior areas)

SUBJECT CODE: DSC104					
SUBJECT : BASIC FRONT OFFICE OPERATIONS (THEORY)					
Teaching Scheme/Week	Examination Scheme				
Theory hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	40	60	---	100	02

Rationale: The subject aims to establish the importance of Front office and its role in the hospitality Industry. It prepares the student to acquire basic knowledge and skills necessary to identify the required standards.

		Hours	Marks
Chapter 1	Introduction To Hospitality Industry	06	10
1.1	Evolution to Hotel Industry		
1.2	Classification of Hotels (Based on various categories like size, location, clientele, length of stay, facilities, ownership)		
Chapter 2	Front office Organisation	06	10
2.1	Introduction to Front office Dept.		
2.2	Layout of Front office Dept., Equipment's used in Front office department.		
2.3	Essential Attributes and Qualities of Front Office staff		
2.4	Organizational Chart of Hotels (Large, Medium, Small)		
2.5	Duties and Responsibilities of Front office staff		
Chapter 3	Room Rates & Tariff	06	12
3.1	Types of Guests.		
3.2	Types of room		
3.3	Room Tariff (factors affecting room Tariff, Establishing the end of the day)		
3.4	Types of Rates (Rack, FIT, Crew, Group, Corporate)		
3.5	Meal Plans		
3.6	Basis of charging Tariff		

Chapter 4	Bell Desk & Concierge	04	10
4.1	Procedure for Guest Arrival & Departure		
4.2	Procedure for Left luggage & Scanty Baggage		
4.3	Paging & Luggage Handling		
4.4	Other Duties of Bell staff		
4.5	Valet service		
Chapter 5	Guest Cycle and Room Reservations	08	12
5.1	Guest Cycle		
5.2	Modes and Sources of reservation		
5.3	Importance of reservation		
5.4	Procedure for taking reservation		
5.5	Records used in reservation		
5.6	Types of reservation		
5.7	Computerized reservation system		
5.8	Overbooking		
Chapter 6	Interdepartmental communication	02	06
6.1	Coordination of Front office department with other departments (Housekeeping, Food and Beverage department, Sales and Marketing department Engineering and Maintenance department Security, Accounts, Human Resource)		

Glossary of Terms

Resort	Motel	Transit hotel
Convention hotel	Timeshare hotel	Casino hotel
Boutique hotel	Heritage hotel	Budget hotel
American Plan	Modified American Plan	Continental Plan
Bermuda Plan	Go plan	Walk in
Check in	Checkout	Walkout
No show	Overstay	Under stay
Crib rate	Corporate rate	CVGR
Rack rate	Day rate	GDS
CRS	Amendment	Guaranteed booking
Confirmed reservation	GIT	SB
Concierge	Waitlist	PBX
Paging	Retention charge	Sleep out
NB	Left luggage	Studio
PABX	EPABX	Valet
Skipper	Quad room	

REFERENCE BOOKS

Sr. No.	Name of the Book	Author	Publisher
1	Hotel Front Office Operations & Management	Sudhir Andrews.	Tata McGraw Hill
2	Check-in Check -out	Jerome Vallen	WM.C Brown IOWA
3	Principles of Hotel Front Office Operations	Sue Baker, P. Bradley, J. Huyton	Continuum
4	Hotel Front Office	Bruce Graham Stanley	Thornes
5	Managing Front Office operations	Michael Kasavanna Richard Brooks Charles Steadmon	AH&LA,
6	Front Office Procedures & Management	Peter Abott. & Sue Lewry	Butterworth & Heinemann
7	Front Office operations	Colin Dix, Chris Baird	Pearson
8	Front Office Operations and Administration	Dennis foster	Glencoe.

SUBJECT CODE: DSC 104 A					
SUBJECT : BASIC FRONT OFFICE OPERATIONS (PRACTICAL)					
Teaching Scheme/Week	Examination Scheme				
Practical hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	40	60	-----	100	01

1. Telephone Etiquettes and mannerisms
Role play of situations pertaining to Telephone handling.
2. Handling guest mail
Role play of situations pertaining to handling guest mails (in-house, expected and checked out guests)
3. Handling guest messages
Role play of situations pertaining to handling guest message (Telephonic, In Person)
4. Situations on basis of charging Room tariff
5. Handling Arrival and Departure procedure at bell desk
6. Handling Scanty baggage and Left luggage procedure at bell desk
7. Handling Guest enquires and providing information
8. Procedure for receiving reservations
Procedure for determining room availability using conventional charts
9. Procedure for receiving reservations
Procedure for determining room availability using software
10. Procedure for receiving reservations
Procedure for Amendments & Cancellation
11. Handling guest who are blacklisted

ASSIGNMENTS

1. Country, Capital, Currencies & Airlines
2. India – States and Capitals
3. 10 Tourist destination of Maharashtra
4. 10 Tourist destination of India
5. Metro cities information (Location, Shopping, Facilities, Restaurants, Places of interest, Historical Monuments)
6. Information on National and International chain of Hotels
Presentation on assignments with the use of audio visual aids.

SUBJECT CODE: AEC 101					
SUBJECT : FOOD COMMODITIES (THEORY)					
Teaching Scheme/Week			Examination Scheme		
Theory hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	20	30	----	50	02

Rationale This subject intends to develop help students to develop an understanding into ingredients used in the kitchen, their types, uses, and storage.

		Hours	Marks
Chapter 1	Vegetables and Fruits	04	04
1.1	Classification and Uses		
1.2	Purchasing and Storage		
Chapter 2	Cereals and Pulses	04	04
2.1	Wheat – Composition and Structure, Flour Milling and Types of Flours		
2.2	Rice – Types of Rice and Rice Products		
2.3	Introduction to maize, barley and oats		
2.4	Pulses – Types, method of sprouting and cooking		
Chapter 3	Fats and Oils	03	03
3.1	Sources and Properties		
3.2	Manufacture and Uses		
3.3	Rendering of fats		
3.4	Rancidity in fats and oils		
Chapter 4	Sugar	03	03
4.1	Sources		
4.2	Types		
4.3	Functions		
4.4	Storage		
Chapter 5	Raising Agents	02	02
5.1	Definition		
5.2	Principle		
5.3	Classification		
Chapter 6	Herbs, Spices and Condiments	03	02
6.1	Functions and Storage		
6.2	Difference between Herbs and Spices		
6.3	Condiments		
Chapter 7	Colours and Flavours, Gels and Gelling Agents, Preserves	03	02
7.1	Colours – Forms, Instructions for use		

7.2	Flavours – Types		
7.3	Examples of commonly used colours, flavours and essences		
7.4	Classification, Types and Uses of Edible gums		
7.5	Preserves - Types		

Chapter 8	Milk	03	03
8.1	Composition		
8.2	Types		
8.3	Uses and Storage		
Chapter 9	Cheese	04	03
9.1	Classification		
9.2	Manufacturing of Cheddar Cheese		
9.3	Uses, Purchasing and Storage of Cheese		
Chapter10	Butter, Cream and Yoghurt	03	04
10.1	Butter – Manufacturing, Types and Uses		
10.2	Cream – Types and Uses		
10.3	Yoghurt – Types and Uses		

REFERENCE BOOKS:

Sr.No.	Name of the Book	Author	Publisher
1	Food Commodities	Bernard Davis	Heinemann Professional
2	Food Commodities For Cookery	Lingard & Sizer	Butterworth & Heinemann
3	The Book of Ingredients	Jane Grigson	Pengiu Books ,England

SUBJECT CODE:LEE101					
SUBJECT:BUSINESS COMMUNICATION					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	40	60	-----	100	0

		Hours	Marks
Chapter1	The Communication Process	06	15
1.1	Definition and importance of communication.		
1.2	Elements of communication/process of communication		
1.3	Formal and informal communication-		
1.4	Types of communication– Flow of communication (vertical, horizontal, lateral),		
1.5	Barriers to effective communication		
1.6	How to overcome communication barriers		
Chapter2	Oral communication	04	10
2.1	Advantages and disadvantages		
2.2	Articulation and delivery		
2.3	Making speeches and presentations		
2.4	Telephone etiquettes		
2.5	Standard phrases used in hotels and restaurants.		
Chapter3	Written communication	14	35
3.1	Advantages & disadvantages		
3.2	Letter of enquiry, Letter of complaint, Letter of apology, Letter of order, Letter of application Accompanied by bio-data, Letter of resignation, Letter of collection & sales		
3.3	Writing a logbook		
3.4	Paragraph structure		
3.5	Report writing (incidents, visits)		
3.6	Memos, notices, circulars		
3.7	Notes Making		

REFERENCE BOOKS

- 1 Technical Communication, an & Sharma, Oxford University Press Principle sand Practice Meenakshi Raman, Sangeeta Sharma, Oxford University Press
- 2 Technical communication, Urmila Rai & S.M Rai, Himalaya Publication
- 3 Essentials of Technical Communication, Sunil Gokhale Himalaya Publication
- 4 English Grammar & Composition, Wren & Martin, Orient Longman

SUBJECT CODE:LEE 101A					
SUBJECT:BUSINESS COMMUNICATION (PRACTICAL)					
Teaching Scheme/Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04*	20	30	----	50	02

Sr.No	Topic
1	Self introduction.
2	Extempore onvarious topics
3	Presentations onvarious topics
4	Group Discussion.
5	Telephone etiquettes and hand ling telephones.
6	Practice of Standard phrases used in hotels and restaurants
7	Preparation for interviews.
8	Importance of Body language informal situations
9	Conduct of Meeting/briefing
10	Preparing Reports-Visit/incident
11	Presentation of Reports.
12	Formal Speeches
13	Reading
14	Vocabulary development
15	Debate
16	Book reading and Discussion

SUBJECT CODE:LEE102					
SUBJECT: BASIC FRENCH(THEORY)					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	40	60	---	100	02

Rationale

To introduce basic knowledge of French language to the students of Hotel management

Chapter1	INTRODUCTION	Hours	Mark
1.1	Alphabet		
1.2	Accents		
1.3	Articles:Definite, Indefinite, partitive and contracted articles		
1.4	Subject Pronouns		
1.5	Basic greetings		
1.6	Vocabulary related to classroom		
1.7	Cardinal Numbers (0-100) & Ordinal Numbers		
1.8	Time, days of aweek, months		
1.9	Vocabulary related to seasons, weather		
Chapter2	Conjugation– PresentTense	08	08
2.1	Conjugation of verbs être and avoir		
2.2	Conjugation of first regular group ‘-er’(Ex.Parleretc)		
2.3	Conjugation of second regular group‘-ir’(Ex.finir)		
2.4	Conjugtion of third regular group‘-re’(ex.attendre)		
2.5	Conjugtion of third regular group‘oir’(ex.Vouloir)		
Chapter3	Grammar	06	12
3.1	Adjectives : Qualifying, Demonstrative, Possesive		
3.2	Preposition		
3.3	Plural		
3.4	Masculine and Feminine		

3.5	Negations		
3.6	Pronouns:Subject, object, en, y, reflexive		
Chapter4	Personal Life	03	10
4.1	Self Introduction		
4.2	Vocabulary relatedtofamily		
4.3	Hobbies,daily routine		
Chapter5	At work	01	08
4.1	Professions		
4.2	Vocabulary related to professions		
Chapter6	Translation	04	10
5.1	English to French		
5.2	French to English		

REFERENCE BOOKS

- 1 Basic French for Hotel Industry, Vaishali Mankikar Continental, Prakashan, Pune
- 2 Basic French course for the Hotel Industry, Catherine Lobo, Sonali Jadhav Tanay Enterprises, Pune

SUBJECT CODE:LEE102A					
SUBJECT: BASIC FRENCH (PRACTICAL)					
Teaching Scheme/Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04*	20	30	-	50	02

Rational: To enable students to acquire correct pronunciation of French terminology and practice basics spoken French skills.

S.No. Topic

- 1 Alphabets
- 2 Basic greetings
- 3 Numbers
- 4 Days of the week, Date, Months
- 5 Vocabulary related to Classroom
- 6 Question & Answers related to classroom
- 7 Time– Clock, Questions and Answers related to time
- 8 Seasons and weather
- 9 Question & Answers related to seasons and weather
- 10 Vocabulary related Professions
- 11 Questions & Answers related to professions
- 12 Vocabulary related to family
- 13 Questions & Answers related to family
- 14 Vocabulary related to hobbies and daily routine
- 15 Questions & Answers related to hobbies and daily routine
- 16 Self Introduction

SEMESTER- II

SUBJECT CODE: DSC 201					
SUBJECT : BASIC CONTINENTAL FOOD PRODUCTION (THEORY)					
Teaching Scheme/Week		Examination Scheme			
Theory hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
03	40	60	-	100	03

Rationale:

This subject intends to develop knowledge of stocks, soups, sauces, egg and fish cookery, salads and potato preparations and its application in continental cooking.

		Hours	Marks
Chapter 1	Stocks , Essences and Glazes	06	06
1.1	Definition of stock		
1.2	Ingredients used in stock making		
1.3	Care and rules of stock making		
1.4	Recipes of one litre of various stocks. (White stock, Brown stock, Fish stock and Vegetable stock)		
1.5	Storage of Stocks.		
1.6	Essences, Glazes & Convenience bases.		
Chapter 2	Soups	06	08
2.1	Classification of Soup with 5 examples each (Consommé, Cream, Puree, Broths, Chowder, Veloute, Bisque, National Soup)		
2.2	Consommé- Definition, Ingredients, Clarification, Recipe for one litre and five variations.		
2.3	Garnishes and Accompaniments for Soups & Consommés.		
Chapter 3	Sauces	08	10
3.1	Definition of Sauces. Structure & Functions of Sauces.		
3.2	Thickening agents – Roux: preparation and types, Beurre Manie, White Wash, Cornstarch, Arrowroot,		

3.3	Waxymaize, Instant Starches, Liaison.		
3.4	Classification of sauces.		
3.5	Recipes of Mother sauces – 1 litre&five derivatives of each sauce.		
3.6	Butter sauces – types Dessert sauces – types. Miscellaneous sauces.		
Chapter 4	Textures	03	04
4.1	Definition and Characteristics		
4.2	Types – Desirable and Undesirable		
Chapter 5	Eggs	06	08
5.1	Composition, Structure & Selection		
5.2	Uses in cookery		
5.3	General cooking principles - Effect of heat, acid, salt & sugar		
5.4	Cooking eggs – boiling, poaching, frying , shirred eggs, scrambled eggs, omelets, soufflés		
5.5	Types and Storage		
Chapter 6	Fish	06	08
6.1	Classification of fish with examples & characteristics.		
6.2	Selection of fish & shellfish		
6.3	Cuts of fish.		
6.4	Cooking of fish.		
6.5	Handling & Storage of fish		
6.6	Local equivalentents of fish varieties.		
Chapter 7	Salads	04	06
7.1	Definition of salad, Classification and structure of salad		
7.2	Rules for salad making		
7.3	Salad dressings – Definition, Ingredients used for salad dressing, Types of salad dressings		
7.4	Different types of Salad – Caesar Waldorf Nicoise Russian Cole slaw Tossed Florida German Japonaise Mimosa Raphael Andalouse Eve		
Chapter 8	Potatoes and other starches	03	06
8.1	Various styles of potato preparations: Parsley Potato, Potato Lyonnaise, Potato Marquise, Potato Duchesse, French Fries, Fried Potato, Dauphinois Potato, Potato Croquettes, Potato Lorette, Anna Potato, Macairepotato, Potato Brioche, Chester		

8.2	Potato, Hashed Brown, Jacket Baked		
8.3	Cooking Rice. - Boiling & steaming, Reheating. Pasta – Varieties and Cooking of Pasta.		
Chapter 9	Culinary Terms	06	04
9.1	Bain Marie Appetizer Baste Blend Blanched Bouquet garni Caramel Bouillon Garniture Consommé Dough Estouffade Court Bouillon Cutlet Garnish Beurre Manie Fumet Glaze Concasse Liason Mire Poix Hors d'œuvre Julienne Knead Mis – en- Place Marinate Matignon Paysanne Paner Parboil Poach Puree Sabayon Ragout Potage Roux Simmer Royale Stew Infusion Au gratin Sear Bisque Macedione Zest Fricasse Pare Souffle Barbeque Croutons Printaniere Beurre Noir Espagnole Brunoise Maitre – d- hotel butter		

REFERENCE BOOKS:

Sr.No.	Name of the Book	Author	Publisher
1	Professional Cooking	Wayne Gisselen	John Weily& Sons , N.Y
2	Modern cookery for Teaching and Trade	Thangam E. Philip	Orient Longman Ltd.Mumbai
3	Theory of cookery	Krishna Arora	Frank Bros & Co. Ltd. New Delhi
4	Theory of Catering	KintonCeserani	ELBS
5	Practical cookery	KintonCeserani	ELBS
6	The book of ingredients	Jane Grigson	Pengiuon Books ,England
7	Basic Cookery	Richard Maetland& Derek Welsby	Heinemann Professional

8	Food Commodities	Bernard Davis	Heinemann Professional
9	Food Commodities For Cookery	Lingard & Sizer	Butterworth & Heinemann

SUBJECT CODE: DSC 201A

SUBJECT : BASIC CONTINENTAL FOOD PRODUCTION (PRACTICAL)

Teaching Scheme/Week	Examination Scheme				
Practical hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	--	100	02

Minimum 12 practicals of Continental menus to be conducted and should include the following : basic soups, sauces, egg preparations, fish preparations, stews, vegetables, potatoes, salads, basic custard, puddings and mousses.

- Students are required to maintain a journal to record the various practicals attended and the teacher must record the performance evaluation of the same on a day to day basis.

SUBJECT CODE:DSC 202					
SUBJECT: BASIC FOOD & BEVERAGE SERVICE II (THEORY)					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
03	40	60	---	100	03

Rationale:

This subject aims to provide fundamental knowledge of Food & Beverage Menus with purpose to apply knowledge & skills required to provide immense services to the guest.

		Hours	Marks
Chapter 1	The Service Sequence	10	12
1.1	Taking Bookings		
1.2	Preparation for service		
1.3	Methods of Order Taking		
1.4	Types of KOT, BOT		
1.5	Service of Food & Beverage		
1.6	Clearing Following Services		
1.7	Billing Methods, dealing with discrepancies		
1.8	Feedback system		
Chapter 2	Types of Meals	10	14
2.1	Breakfast- Types & Service methods		
2.2	Brunch		
2.3	Lunch		
2.4	Afternoon Teas, High Tea		
2.5	Dinner		
2.6	Supper		
Chapter 3	Menu Knowledge	12	14
3.1	Introduction		
3.2	Menu Types – Table d’ hote& A ’la carte ´ menu		
3.3	Menu Planning, Considerations & Constraints		
3.4	Menu Terms		
3.5	French Classical Menu		
3.6	Classical Foods, Accompaniments , cover & service		

Chapter 4	Control Methods	06	08
4.1	Necessity & Functions of Control System		
4.2	Objectives of Control System		
4.3	Flow chart of F & B system		
4.4	Purpose of Revenue control system		
Chapter 5	Non Alcoholic Beverages	10	12
5.1	Classification		
5.2	Hot Beverages-Types, Production, Service		
5.3	Cold Beverages-Types, Production, Service		

Glossary of Terms

Gueridon Service	Single Point Service	Debarrasseur
Trancheur	Chef d'etage	Chef de sale
Sommelier	Mixologist	Barista
Bus Boy	Hot Plate	Still Room
Aboyeur	Off-board	EPOS
Deferred Wash	Tray Jack	Plat du jour
Mise-en-place	Mise-en-scene	Carte du jour
Crumb down	Dumb Waiter	Tisane
Waiters Friend	EPNS	Cover
BOT	KOT	Accompaniment

Assignments:

Minimum of **2 assignments** based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Collect Menus of Fine Dining Restaurants, QSR, 5 Star Hotel, Coffee Shop
2. Prepare a chart of food and accompaniments for French and Indian menu.
3. Prepare one menu each of Fixed, Cyclic for Cafeteria.

REFERENCE BOOKS:

Sr.No.	Name of the Book	Author	Publisher
1	Food & Beverage Service	Denis Lillicrap, Cousins	Book Power
2	Modern Restaurant Service	John Fuller	Hutchinson
3	Food & Beverage Service- Training Manual	Sudhir Andrews	Tata McGraw Hill
4	The Restaurant (from Concept to operation)	John Walker Donald Lundberg	John Wiley & Sons

SUBJECT CODE:DSC 202A					
SUBJECT: BASIC FOOD & BEVERAGE SERVICE– II (PRACTICAL)					
Teaching Scheme/Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	40	60	-----	100	01

Sr. No	Topic
1	Miseen place & miseen scene
2	Taking an Order for meal and writing KOT
3	Sequence of Service (Clearing , Crumbing & service of coffee and presenting the bill)
4	Restaurant Reservation System
5	Breakfast Menu Planning, Cover Layup & Service : Continental, American Breakfast
6	Service of non alcoholic beverages
7	Breakfast Menu Planning, Cover Layup & Service : Full English Breakfast
8	Menu Planning, Cover Layup & Service: Full Afternoon Tea & High Tea
9	Menu Planning, Cover Layup & Service: Brunch & Supper
10	Menu Planning, Cover Layup & Service:17 Course French Classical menu
11	Menu Planning, Cover Layup & Service: Hor-d'oeuvres, Potage, Oeuf, Farineaux
12	Menu Planning, Cover Layup & Service: Poisson, Entree ´ , Sorbet, Releve ´ , Roti, Legume, Salade
13	Menu Planning, Cover Layup & Service: Buffetfroid, Entremets, Savoureux, Fromage, Dessert
14	Menu Planning, Cover Layup & Service:5-7 Course French Classical Menu
15	Menu Planning, Cover Layup & Service:3- 4 Course French Classical menu
16	Menu Planning, Cover Layup & Service: Indian Lunch & Dinner Menu

SUBJECT CODE: DSC 203					
SUBJECT : MANAGING HOUSEKEEPING OPERATIONS (THEORY)					
Teaching Scheme/Week	Examination Scheme				
Theory hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	40	60	---	100	02

Rationale: The subject aims to establish the importance of House keeping and their role in the Hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping.

		Hours	Marks
Chapter 1	Housekeeping Supervision	04	08
1.1	Importance of supervision		
1.2	Checklist for inspection		
1.3	Dirty Dozen		
Chapter 2	Control Desk	06	12
2.1	Importance and functions of Control Desk		
2.2	Records maintained		
2.3	Key Control- Computerized keys, Manual keys,		
2.4	Key Control Procedures		
2.5	Lost & Found Procedures- Procedure for Guest articles Procedure for lost Hotel Property, Records maintained		
Chapter 3	Linen, Uniform Room& sewing room	08	14
3.1	Layout of Linen Room		
3.2	Classification of Linen		
3.3	Sizes of Linen		
3.4	Calculation of Linen requirement		
3.5	Discard management		
3.6	Issue & exchange of uniforms		
3.7	Activities & Equipments in sewing room		

Chapter 4	Textiles	06	12
4.1	Classification of fibers with examples		
4.2	Characteristics and uses of fabrics used in Hotel Industry		
Chapter 5	Laundry Management	08	14
5.1	In - house laundry v/s Contract Laundry- Merits & Demerits		
5.2	Layout, Equipment's & Agents		
5.3	Laundry procedure : Guest, House		
5.4	Stains and Stain removal		
5.5	Dry-cleaning - Agents and procedures		

Glossary of Terms

Dirty dozen	Tarnish	Guestroom inspection
Inspection checklist	Log book	Vanity unit
Vestibule	White ragging	Gate pass
Scheduled maintenance	Antichlor	Calender
Contingency plan	Cutting down	Damask
Laundromats	Linen	Discard/ Condemned
Light linen	Linen Par	OPL
Seersucker	Selvedge	Sizing
Soft furnishing	Stock taking	Suds
Tensile strength	Togs	Thread count
Drill	Dungarees	Gaberdine
Toque	Darning	Seams
Shirring	Thimbles	Drycleaning
Weft	Warp	Selvedge
Thread count	Flax	Flannelette
Mercerization	Saniforization	Napery
Napping	Pile weave	Seersucker
Yarn	Spining	Sericulture

Felt	Weighting	Antichlors
Hydro extractor	Tumble dryer	Bleach
Suzie	Flat bed press	Absorbents

REFERENCE BOOKS

Sr.No.	Name of the Book	Author	Publisher
1	Hotel House Keeping Operations & Management	Sudhir Andrews	Tata Mc Graw Hill
2	Hotel Housekeeping & Management	G Raghubalan, SmriteeRaghubalan	Oxford University Press
3	Hotel, Hostel & Hospital Housekeeping	Branson & Lennox	E L B S
4	Accommodation Management	Rosemary Hurst	Heinemann publishing
5	Accommodation Management	Rosemary Hurst	Heinemann publishing

SUBJECT CODE: DSC 203 A					
SUBJECT : MANAGING HOUSEKEEPING OPERATIONS (PRACTICAL)					
Teaching Scheme/Week	Examination Scheme				
Practical hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	40	60	-----	100	01

1. Using a Room and public area inspection checklist

- Cleaning of a Guest room and public area.
- Checking of the Guest room and public area using a check list.

2. Various forms, formats maintained at control desk

3. Linen room inventory

- Physical inventory of linen

4. Monogramming

- Monogramming of linen and uniforms using chain stitch and satin stitch
- Setting up and cleaning of linen and uniform room
- Setting up and cleaning of floor pantry

5. Mending

- Mending of torn linen and repair of uniforms- Button and hook stitching.

6. Identification and construction of weaves

- Plain weave
- Basket weave
- Figured weave
- Pile weave

7. Identification and construction of weaves

- Satin weave
- Twill weave
- Sateen weave

8. Stain Removal

- Identification, classification and stain removal procedures for- Animal, vegetable, mineral, metalloid.

9. Stain Removal

- Identification, classification and stain removal procedures for acidic, alkaline, pigments and miscellaneous stains.

10. Laundering Procedure

- Prewashing, washing, rinsing
- Starching
- Blueing

11. Laundering Procedure

- Washing, Ironing of cotton, silk and synthetic fabrics.
- Cleaning of laundry and laundry equipments.

ASSIGNMENTS

1. Fabrics used in Hotel Industry (Samples to be collected)

Presentation on assignments with the use of audio visual aids.

SUBJECT CODE: DSC 204					
SUBJECT :MANAGING FRONT OFFICE OPERATIONS (THEORY)					
Teaching Scheme/Week	Examination Scheme				
Theory hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	40	60	----	100	02

Rationale: The subject aims to establish the importance of Front office and their role in the Hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects related to arrival and Departure.

		Hours	Marks
Chapter 1	Pre- arrival Procedure	02	08
1.1	Pre Arrival activities- Preparing an arrival list.		
1.2	Pre Arrival Procedure for FIT/FFIT, VIP.		
1.3	Pre Arrival Procedure for group arrival (Special arrangements, meal coupons etc.)		
Chapter 2	Arrival procedures for various categories	08	12
2.1	Types of Registration & its importance		
2.2	Procedure for Arrival for FIT / FFIT/ Walk-in.		
2.3	Procedure for Arrival for VIP		
2.4	Procedure for Arrival for Group		
2.5	Dealing with overbooking situations and walking a guest		
Chapter 3	Procedures at Front Desk	06	10
3.1	Room change Procedure		
3.2	Safe deposit lockers		
3.3	Handling Guest Complaints		
3.4	Dealing with Emergencies,Medical,Theft, Fire, Bomb threat, Robbery, Terrorist attacks		
Chapter 4	Guest Departure	06	10
4.1	Summary of Front office Duties at checkout		
4.2	Tasks performed at Bell Desk, Cashier & Reception.		
4.3	Late checkout & Late charge		
4.4	Express checkout		
4.5	Departure Notification		

4.6	Soliciting guest comments		
4.7	Creating a good lasting Impression		
4.8	Onward & Future Reservations		
4.9	Updating Front Office Records		
Chapter 5	Methods of Payment	08	12
5.1	Handling Cash, Credit Cards		
5.2	Handling Foreign Currency, TravellersCheques , Bills to company, Travel Agent		
5.3	Foreign Currency Regulations pertaining to payment of bills.		
Chapter 6	Guest Relations	02	08
6.1	Hospitality Desk - Its Functions & role.		
6.2	Standard Operating Procedures at Hospitality Desk		

Glossary of Terms

Float	FIT	FEEC
Overbooking	Voucher	Allowances
C Form	VPO	Cut off time
Guest folio	House limit	Floor limit
Late charge	Late checkout charge	Petty cash
Posting	Transient guest	Cancellation bulletin
Sold out	House guest	Blacklist
Double occupancy	Departure	Crew
House count	No show	GRC
Room rack	Sleep out	Stay over
Under stay	Walk in	Walking a guest
Cut off time	Check out	Retention charge

REFERENCE BOOKS

Sr.No.	Name of the Book	Author	Publisher
1	Hotel Front Office Operations & Management	Sudhir Andrews.	Tata Mc Graw Hill
2	Check-in Check –out	Jerome Vallen	WM.C Brown IOWA
3	Principles of Hotel Front Office Operations	Sue Baker, P. Bradley J. Huyton	Continuum
4	Hotel Front Office	Bruce Graham Stanley	Thornes
5	Managing Front Office operations	Michael Kasavanna Richard Brooks Charles Steadmon	AH & LA,
6	Front Office Procedures & Management	Peter Abott.& Sue Lewry	Butterworth & Heinemann
7	Front Office operations	Colin Dix, Chris Baird	Pearson
8	Front Office Operations and administration	Dennis foster	Glencoe

SUBJECT CODE: DSC 204 A					
SUBJECT : MANAGING FRONT OFFICE OPERATIONS (PRACTICAL)					
Teaching Scheme/Week	Examination Scheme				
Practical hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	40	60	---	100	01

1. **Procedure for check-in walk in guests.**
Role play of situations pertaining to arrival and receiving of walk-in guests.
2. **Procedure for check-in of reserved guests.**
Role play of situations pertaining to arrival and receiving of guests with confirmed reservations.
3. **Procedure for check-in of foreigners.**
Role play of situations pertaining to arrival and receiving of foreign guests.
4. **Procedure for Group Check-in**
Role play of situations pertaining to Pre-arrival, arrival and receiving of groups.
5. **Procedure for VIP Check-in**
Role play of situations pertaining to Pre-arrival, arrival and receiving of VIP guests.
6. **Handling overbooked situations and walking a guest**
Role play of situations pertaining to overbooking and walking a guest.
7. **Procedure for room change**
Role play of situations pertaining to guests request for a room change.
8. **Procedure for checking out a guest**
Role play of situations pertaining to checking out of a guest.
9. **Procedure for accepting various forms of settlements**
Role play of situations pertaining to settlement by Cash.
Role play of situations pertaining to settlement by credit card.

10. Procedure for accepting various forms of settlements

Role play of situations pertaining to settlement by BTC.

Role play of situations pertaining to settlement by Travel agent.

Role play of situations pertaining to settlement by Travellers' cheque.

11. Procedure for accepting various forms of settlements

Role play of situations pertaining to settlement by foreign currency

12. The Hospitality desk

Role play of situations pertaining to complaint handling at hospitality desk.

13. Standard operating Procedure at front desk

Role play of situations pertaining to SOP's to be followed during reservation, occupancy and checkout.

ASSIGNMENTS

1. Metro cities information (Location, Shopping, Facilities, Restaurants, Places of interest, Historical Monuments)
2. Information on National and International chain of Hotels
3. Collection of brochures and tariff card of different types of Hotel.

Presentation on assignments with the use of audio visual aids.

SUBJECT CODE:SEC101					
SUBJECT : PERSONALITY SKILLS FOR HOPITALITY INDUSTRY (THEORY)					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CAMarks	Total Marks	Credits
03	40	60	–	100	03

Rationale: The subject is designed to make students understand the concept and components of personality, thereby to apply the acquired knowledge towards achieving excellence in their respective academic careers.

		Hours	Marks
Chapter 1	Introduction to personality development	02	02
Chapter 2	Communication Skills	06	08
2.1	Modes of communication		
2.2	Verbal and Non-verbal communication		
2.3	Professional presentations(Types, Use of A/V aids)		
Chapter 3	Impression Management	06	06
3.1	Importance of Physical appearance and grooming (presentable and attractive appearance, dressing, make up, poise and posture)		
3.2	Importance of Physical Fitness		
3.3	Body Language-Kinesics ,Haptics ,Vocalics ,Proxemics Chronemics		
Chapter 4	Personality profile and Self development	06	12
4.1	Elements of persnality		
4.2	Determinants of persnality		
4.3	Personal goal setting and action plan		
4.4	Areas of self developement		
4.5	Self Analysis (Self esteem, Motivation, Attitude)		
4.6	SWOT Analysis- Concept		
Chapter 5	Time Management	04	04
5.1	Time Planning		
5.2	Time Quadrant model		
5.3	Time Wasters and Robbers		

Chapter 6	Emotions	04	06
6.1	What are emotions		
6.2	Emotions and personality		
6.3	Emotional Stability		
6.4	Emotional Maturity		
6.5	Emotional Intelligence		
Chapter 7	Ethics	04	06
7.1	Introduction to Ethics and values		
7.2	Code of ethics		
7.3	Ethics and positive Human relationship		
7.4	Function of values		
7.5	Sets of value for harmonious life		
Chapter 8	Skill development for personality enrichment	08	08
8.1	Identifying general and specific skills		
8.2	Human Skills		
8.3	Cognitive skills		
8.4	Technical skills		
8.5	Listening Skills		
8.6	Practical skills		
Chapter 9	Stress Management	04	04
9.1	Introduction		
9.2	Management strategies		
9.3	Stress managers		
9.4	Stress control		
Chapter 10	Frustration	04	04
10.1	Introduction		
10.2	Causes of frustration		
10.3	Effects of frustration		
10.4	Solutions for avoiding frustration		

REFERENCE BOOKS:

Sr.No.	Name of the Book	Author	Publisher
1	Development of Generic Skills-I	K Sudesh	Nandu printers and publications
2	Development of Generic Skills-II	K Sudesh	Nandu printers and publications
3	Development of Generic Skills	M K MALKE	Central techno Publication
4	Basic Managerial skills for all Human learning	E H Mcgrath	Prentice Hall, India

SUBJECT CODE: SEC 101 A					
SUBJECT : PERSONALITY SKILLS FOR HOSPITALITY INDUSTRY (PRACTICAL)					
Teaching Scheme/Week	Examination Scheme				
Practical hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04*	20	30	-----	50	02

1. Development of proficiency in English

- Practice on spoken communication skills and testing voice and accent, voice clarity, voice modulation and intonation.

2. Personal Introduction

- Developing an Understanding of Social Etiquettes.

3. Business manners and etiquettes

- To understand presenting oneself with finesse.

4. Debate

- To understand subject knowledge, oral and leadership skills.

5. Group Discussion

- To understand subject knowledge, oral and leadership skills.

6. Extempore

- To understand subject knowledge, oral and leadership skills.

7. Body Language

- Study of different pictorial expression of nonverbal communications and its analysis.

8. SWOT Analysis

- Self evaluation.
- Self discipline
- Recognition of one's own limits and deficiencies.
- Self Awareness.

9. Presentation skills

- To understand Preparing and delivery of presentation.

10. Time Management techniques

- To understand Time Quadrant model and its use.

11. Stress management techniques

- To identify factors that cause stress through questionnaire/games.

12. Listening skills

- To improve note making and listening skills.

13. Organizing a seminar

14. Guest lectures of hospitality professionals.

15. Field visits

- Field visits to various sectors of the hospitality industry as a learning experience for students.

16. Report writing on guest lectures and field visits

Assignment

1. Make a SWOT Analysis to identify your strength, weaknesses, opportunity and threats
2. Identify your areas of self development and plan a strategy to improve.
3. Identify qualities, traits of a eminent admired personality
4. Prepare a tree of life to understand personality determinants
5. Identify your values and prepare a code of ethics for yourself
6. Presentation on your role model in hospitality industr

SEMESTER– III

Industrial Training

SUBJECT CODE:DSC 301-(I)					
SUBJECT:INDUSTRIAL EXPOSURE & REPORT					
Teaching Scheme/Week	Examination Scheme				
Training Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
54	--	120	80	200	37

In the fifth semester the student shall undertake industrial training for a period of 22 weeks, reputed hotel, and restaurant or hospitality organization.

The institute shall assist in the placement of students for training in various hotels. The student can make self arrangement to train in any hotel of his choice. The student will have to bear the necessary expenses involved for the same.

At the end of the industrial training the student shall submit a training Report along with the logbook maintained on a daily basis during the period of training and the performance appraisal from each department.

The training report is to be prepared by the student in two copies and to be submitted to the Training & Placement Officer within the stipulated time for assessment.

The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the training has been satisfactorily completed would the student be allowed to appear for the external assessment conducted by a panel of examiners comprising of one external examiner (the external would include preferably one from the hotel industry of the level of Head of the Department and above) and one internal examiner. The Continuous Assessment marks will be awarded based on the performance appraisals filled by the hotel managers.

The student is required to practice the disciplines & norms laid down by the institute and also follow the rules and regulations of the hotel in which he/she is undergoing training.

Any adverse remark from the hotel will call for stringent action.

SUBJECT CODE: AEE 101					
SUBJECT: CATERING SCIENCE					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	--	--	50	50	04

Rationale

To develop awareness of the importance of hygiene, sanitation and food safety in hotel industry.

		Hours	Marks
Chapter1	Importance of Hygiene in the Catering Industry.	04	02
1.1	Introduction, Definitions: Hygiene & Sanitation		
1.2	Significance of hygiene & Sanitation in the food industry		
Chapter2	Food Microbiology.	08	06
2.1	Classification & Morphology of Microorganisms- Bacteria, Virus,		
2.2	Fungi, Algae, protozoa.		
2.3	Growth of Bacteria and its relevance to the food industry. Factors affecting microbial Growth. Moisture, Ph, Temperature, Oxygen, Time, Osmotic Pressure		
2.4	How food act as substrate for micro organisms.		
2.5	Concept of food contamination, Sterility, Cross Contamination, Contamination from plants & fruits, animals, sewage, soil, water, air.		
2.6	Food spoilage, causes, chemical changes caused by microorganisms		
Chapter3	Food borne illnesses	08	04
3.1	Microbial action-Food Poisoning (Microorganisms involved, mode of transmission, control of food Borne illness) Food infection (Bacterial, Viral, Protozoal) (Micro organisms involved, mode of transmission,		

	control of food born eillness)		
3.2	Toxicmetals and chemicals		
3.3	Naturally occurring toxicants in food.		
3.4	Investigation of food– borne disease outbreak		
Chapter4	Beneficial effects of micro organisms	06	04
4.1	Role of micro organisms in the manufacture of fermented foods, Dairyproducts, Vegetable preparations, Bakery products & Alcoholic beverages.		
Chapter5	Hygienic food Handling	06	06
5.1	Importance of following sanitary procedures.		
5.2	Concept of danger zone		
5.3	Sanitaryprocedures whilePreparation,Cooking, Mixing rawand cooked preparation, Holding: Hotholding, cooling, leftover		
5.4	Common Faults in food preparation		
Chapter6	Environmental Sanitation. Hygiene in food production and service areas.	08	04
6.1	Types of wastes in catering establishments the irdisposal methods. Food Contamination and spoilage due to kitchen pests and Pest control.		
Chapter 7	Hazard Analysis and critical control points, Importance, definition & usage of HACCP.	06	06
Chapter 8	Sanitation Regulation & standards	06	06
8.1	Food adulteration. Simple tests to detect food adult erantsin milk, sugar, turmeric, chilli powder, tea, coffee semolina, Ghee, butter margarine,oil		
8.2	Control of food quality– IndianStan.		
Chapter 9	Food Preservation.	06	06
9.1	Food Preservation by canning, drying, fermentation, Pickl ingandcuring, chemical preservatives & by irradiation.		
Chapter 10	Food Science	06	06

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- 10.1 pH-Definition and its relevance in industry.
 - 10.2 Browning reactions (desirable & undesirable, enzymatic and non enzymatic reactions of food)
 - 10.3 Concept of gelatinization, inversion and crystallization in starch.
 - 10.4 Definitions and relevance of Boiling point, Boiling under pressure, Melting Point, Smoking point, Flash Point, Surface Tension.

REFERENCE BOOKS

- 1 Food Hygiene and sanitation, Ms.S. Roday, Tata Mc Graw Hill
- 2 The technology of food preservation, Norman Desrosier, CBS Publishers
- 3 Food microbiology, William Frazier & Dennis Westhoff Tata McGraw Hill
- 4 Food science & experimental foods, Dr. M.Swaminathan Bappco Publishers
- 5 Prevention of food adulteration act, 1954, Seth & Capoors, ILBS Publishers

SUBJECT CODE:AEE 102					
SUBJECT: DIETITICS & NUTRITION					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	–	–	50	50	04

Rationale

To develop basic awareness of important nutrients and knowledge of nutritional requirements for human beings & plan a balanced diet & understand the changes that occurs in the chemical components of food during preparation.

		Hours	Marks
Chapter1	Introduction to nutrition	06	04
1.1	Definitions: Food, Diet, nutrients, nutrition, Malnutrition, over and under nutrition/Energy, energy requirements.		
1.2	Basal metabolic rate, Factors affecting basal metabolic rate.		
1.3	Concept of digestion, absorption, metabolism.		
1.4	Objectives of cooking.		
Chapter 2	Carbohydrates	04	04
2.1	Definition, Composition, Classification		
2.2	Foodsources, Functions		
2.3	RDA (Adolescents and Adults)		
2.4	Importance of fiber in the Diet		
2.5	Symptoms of Deficiency and Excess of Carbohydrates In diet		
2.6	Effect of heat on Carbohydrates		
Chapter 3	Proteins	06	04
3.1	Definition, Composition, Classification		
3.2	Food sources		

3.3	Essential and Non-essential Aminoacids		
3.4	RDA (Children and Adults)		
3.5	Effect of heat on Proteins		
Chapter4	Lipids	06	04
4.1	Definition, Composition, Classification		
4.2	Food Sources		
4.3	RDA (Adolescents and Adults)		
4.4	Symptoms of deficiency and excess of fats		
4.5	Effect of heat on fats		
Chapter 5	Vitamins	06	06
5.1	Definition, Classification of Vitamins in to Fat Soluble And Water Soluble		
5.2	Functions, Sources, RDA, Symptoms of Deficiency and excess		
Chapter6	Mineral	06	04
6.1	Classification, General Functions of Minerals- Calcium, Iron, Iodine, Sodium and Chlorine		
6.2	FoodSources,Symptoms of DeficiencyandExcess		
6.3	RD Ain Adole scents and Adults		
Chapter7	Water	04	04
7.1	Sources, Functions of Water in human body, Sources Of Water		
7.2	Deficiency and Excess		
Chapter8	Classification of Raw Materials into food groups	08	04
8.1	The irnutritive values-cereals, pulses, nuts& Oil seeds milk & milk Products, eggs,flesh foods, Vegetables & fruits, fats & oils.		

Chapter 9	Formulation of balanced & Therapeutic Diet	10	06
9.1	Five food groups system diet therapeutic diet		
9.2	Exchange list system		
9.3	Planning of a diet for normal adults (male & female)		
9.4	Concepts of Therapeutic diets, Foods to be avoided and recommended in Diabetes Mellitus, Cardiovascular disorders,		
9.5	Gastro intestinal disorders, Kidney disorders and Liver disorders, Fevers and Infections		
9.6	New trend sin Nutrition (importance of avoiding junk food, gluten free diet, transfatty acids, convenience food)		
Chapter 10	Food Additives	04	04
11.1	Definition, types and functions andvarious uses in food industry		

REFERENCEBOOKS

- 1 Nutrition and Dietetics, Ms. Shubhangini Joshi, Tata Mc-Graw Hill
- 2 Hand Book of food and Nutrition, Dr. M.S. Swaminathan, Bappco
- 3 Diet and Nutrition, BN Tiwari, Pearl Books
- 4 Food Science, B.Srilakshmi, New Age International Publication

SUBJECTCODE:AEE103					
SUBJECT:FOOD & BEVERAGE CONTROLS					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	–	–	50	50	04

Rationale

To impart to students various cost, control and inventory concepts in a food and beverage operation.

		Hours	Marks
Chapter1	Introduction to Food & Beverage management	8	6
1.1	Sectors of Food & Beverage Industry		
1.2	Cost and market orientation		
1.3	Food & Beverage Management functions		
1.4	Responsibilities of food and beverage management		
1.5	Constraintst of o odand beverage management		
Chapter2	An overview of Food and Beverage control	6	04
2.1	Food and beverage control defined		
2.2	Objectives of food and beverage control		
2.3	Problems of food and beverage control		
2.4	The fundamentals of control		
Chapter3	Cost, Profit and Sales concepts	10	6
3.1	The elements of cost		
3.2	Basic cos tconcepts - Fixed and variable costs, Direct And indirect costs,Control lable and uncontrollable costs, Estimated, budgeted and Standard costs Outlay And opportunity costs		
3.3	Kinds of profit		
3.4	Break evenan alysis		
Chapter4	Budgeting for Food and Beverage Operations	10	6
4.1	Budgets defined		
4.2	Objectives of budgetary control		
4.3	Types of budgets		

4.4	Basic stages in the preparation of budgets		
4.5	Obstacles to control		
Chapter 5	Purchasing	6	6
5.1	The main duties of the purchasing manager		
5.2	The purchasing procedure for food and beverage		
5.3	The selection of a supplier		
5.4	Methods of purchasing food and beverage		
5.5	Purchase specifications for food and beverage		
Chapter 6	Receiving, Storing and Issuing	8	8
6.1	Objectives of receiving food		
6.2	Themeattag		
6.3	Stock taking of food		
6.4	Receiving of beverages		
6.5	Storing and issuing of beverages		
6.6	Cellar records		
6.7	Issuing beverages		
6.8	Stock taking of beverages		
Chapter 7	Control checklist	6	6
7.1	Food control checklist		
7.2	Beverage control checklist, bar procedures, beverage control procedures		
7.3	Prevention of fraud in the bar		
Chapter 8	Management information System	10	8
8.1	Various Reports		
8.2	Calculation of Actual Cost		
8.3	Daily Food Cost		
8.4	Monthly Food Cost		
8.5	Statistical Revenue Reports		
8.6	Cumulative and Non-Cumulative		

REFERENCE BOOKS

- 1 Food and Beverage management, Bernard Davis, Sally Stone, Butter worth Heineman Ltd
- 2 Food and beverage control, Richard Kotas Bernard Davis, International, Textbook, Glasgow
- 3 Cost accounting- Methods and Problems, BK Bhar, Academic Publishing

SUBJECT CODE: AEE104					
SUBJECT: PRINCIPLES OF MANAGEMENT					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	–	–	50	50	04

Rationale

To make the student understand the concepts of management and the irpractical application in the hospitality industry.

		Hours	Marks
Chapter1	Introduction to management	06	04
1.1	Management and Organization defined		
1.2	Elements of an organisation		
1.3	Levels of management		
1.4	External and internal factors that affect management		
Chapter2	The Evolution of Managementtheory	08	08
2.1	Brief history of management thought		
2.2	Taylor’s Scientific Management Theory		
2.3	Fayol’s Classical Organization Theory		
Chapter3	Planningand DecisionMaking	08	08
3.1	Planning defined		
3.2	Importance of plans and goals		
3.3	Hierarchy of plans/Types of plans (Objectives, Strategies, Policies, Procedures, Methods, Rules, Programmes, Budgets		
3.4	Steps in planning		
3.5	The rational model of decision making		
Chapter4	Organising& Staffing	12	08
4.1	Organising defined and importance		
4.2	Formal and informal organization		
4.3	Span of management		
4.4	Departmentation		
4.5	Centralisation & Decentralisation		
4.6	Delegation of Authority		

Chapter5	Leadership	10	06
5.1	Leadership styles- Autocratic, Democratic, Laissez faire		
5.2	Blake & Mouton's Managerial Contingency Theory) Characteristics of a good leader		
5.3			
Chapter6	Motivation	08	08
6.1	Motivation defined		
6.2	Nature and importance		
6.3	Theories of motivation		
	i) Maslow's Hierarchy of Needs		
	ii) McGregor's Theory X &Theory Y		
6.4	Morale		
6.5	Benefits of high morale/motivation		
Chapter7	Co ordination	06	04
7.1	Co-ordination defined		
7.2	Need for Coordination		
7.3	Problems in achieving effective coordination		
7.4	Approaches to achieving effective coordination		
Chapter8	Controlling	06	04
8.1	Control defined		
8.2	Need for control		
8.3	Steps in the control process		

REFERENCE BOOKS

- 1 Management, Stoner and Freeman, Prentice Hall of India
- 2 Essentials of Management, Koontz,O' Donnell, Mac Graw Publishing Co.
- 3 The best of Peter Druckeron Management, Peter Drucker Mac Graw Publishing Co.
- 4 Management Process, R. Davar, Universal Books

SUBJECT CODE:AEE105					
SUBJECT:ORGANIZATIONAL BEHAVIOUR					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	–	–	50	50	04

Rationale

The subject aims to introduce students to the various elements and dynamics of organizational behavior.

Chapter	Topic	Hours	Marks
Chapter1	Introduction to organizational behavior	05	04
1.1	Organizational behaviour defined.		
1.2	Relevance and scope.		
Chapter2	Foundation of individual behaviour	08	06
2.1	Environmental factors		
2.2	Personal factors		
2.3	Organizational factors		
2.4	Psychological factors		
2.5	Personality, perception, attitudes and learning		
Chapter3	Motivation	06	06
3.1	Nature of Motivation		
3.2	Theories of motivation-Maslow, Herzberg, Equity And Expectancy		
Chapter4	Foundation of Group Behaviour	06	06
4.1	Group Dynamics		
4.2	Group Formation		
4.3	Group Task		
4.4	Group Decision making		

Chapter 5	Leadership	05	04
5.1	Nature of leadership		
5.2	Theories of leadership-Traittheory, Behavioural and Fielder’s contingency theory		
Chapter 6	Communication	05	04
6.1	Inter personal communication		
6.2	Barriers and ways of overcoming barriers		
6.3	Organizational communication		
6.4	Informal communication		
Chapter 7	Conflicts	03	04
7.1	Causes of conflicts		
7.2	Ways of overcoming conflicts		
Chapter 8	Organization	05	04
8.1	Organizational structures		
8.2	Behavioural implications of different structures		
Chapter 9		08	06
9.1	Organizational Change		
9.2	Factors responsible for change		
9.3	Resistance to change		
9.4	Implementation of the change process		
	Ways of overcoming theresistance		
Chapter10	Organizational Culture	05	06
10.1	Definition and importance of organizational culture		
10.2	Creation and sustenance of organizational culture		

REFERENCEBOOKS

- 1 Essentials of Organizational Behaviour, Stephen. P. Robbins Prentice Hall of Indi
- 2 Organisational Behaviour, Fred Luthans, McGraw Hill
- 3 Organisational Behaviour, Ashwathappa. K,Himalaya Publishing House
- 4 Organisational Behaviour, B.P.Singh, DhanpatRai & sons
- 5 Organisation Behaviour, Umashankaran, Tata McGraw Hill

SUBJECT CODE: AEE106					
SUBJECT: HOTEL ECONOMICS					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	-	-	50	50	04

Rationale

This subject helps the students to develop an understanding of the concept and theories of application of management techniques in the field of economics. More over they should be able to understand the Manager's role in the decision making process from economic view point.

		Hours	Marks
Chapter1	Nature & Significance of Managerial Economics	04	08
1.1	Meaning, Features & Significance		
1.2	Functions of Managerial Economist		
Chapter2	Basic Terms used in Economics	08	08
2.1	Micro & Macro Economics		
2.2	Problem of Scarcity – Lionel Robbins Definition of Economics		
2.3	Economic Tasks– Production & Distribution		
2.4	Economic Entities– Household & Firm		
2.5	Distinction between Plant, Firm & Industry		
Chapter3	Demand Analysis	12	08
3.1	Meaning, Types & Determinants of Demand		
3.2	Meaning & Determinants of Individual & Market Demand		
3.3	Demand Function & Demand Schedule		
3.4	The Law of Demand		
Chapter4	Theory of Consumer Demand	10	06
4.1	Utility- Meaning & Types		
4.2	The Law of Diminishing Marginal Utility		
4.3	The Law of Equi-Marginal Utility		

Chapter5	Elasticity of Demand	10	06
5.1	Concepts, Kinds & Types		
5.2	Measurement of Price Elasticity Demand		
Chapter6	Production Analysis	08	06
6.1	Concepts & Attributes		
6.2	The Law of Variable Proportions		
6.3	The Law of Returns to Scale		
Chapter7	Supply Analysis	06	04
7.1	Meaning & Determinants of Supply		
7.2	The Law of Supply		
7.3	Elasticity of Supply-meaning, measurement & factors Affecting elasticity of Supply		
Chapter8	Types of Market	06	04
8.1	Meaning & Classification of Market Structure		
8.2	Types of Market Structures Formed by the Nature of Competition		

REFERENCE BOOKS

- 1 Business Economics, V. G. Mankar, Himalaya Publishing House,
- 2 Modern Micro Economics, Ahuja H. L, S. Chand Publishing
- 3 Business Economics (Micro), Dr. (Ms). Girija Shamkar, Nirali Prakashan

SUBJECT CODE:AEE107					
SUBJECT:FINANCIAL MANAGEMENT					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	–	–	50	50	04

Rationale

This subject helps the students to develop an understanding of the concepts and theories of Financial Management in the Hospitality industry. This will also help the student in analyzing the financial statements and capital budgeting.

		Hours	Marks
Chapter 1	Financial Management	04	04
1.1	Definition, Scope and objectives-Branches of accounting-		
1.2	Historical, cost, Financial control, Financial Management and Revenue.		
Chapter 2	Ratio Analysis	12	08
2.1	Meaning, Importance and limitations		
2.2	Practical problems on computation of Liquidity Ratios- Current and Quick Ratio. Activity /Turnover Ratios-Stock Turnover Ratio, Debtors Turnover Ratio, Creditors Turnover Ratio, Long-term Solvency Ratios-Proprietary Ratio, Debt Equity Ratio.		
2.3	Profitability Ratios-Gross Profit, Net Profit, Operating ratio, Return on Capital employed, Return on Proprietor's Fund Ratio. Practical problems on preparation of Balance sheet from given Ratios.		
Chapter 3	Funds Flow and Cash Flow Statement	12	10
3.1	Nature, Importance and Uses		
3.2	Differences between Funds Flow and Cash Flow Statement		
3.3	Practical problems on preparation of Funds Flow considering following adjustment only: Depreciation On fixed Assets, Dividend- Interim and Final and Taxation		

Chapter 4	Working Capital Management	08	06
4.1	Definition and Meaning		
4.2	Factors affecting working capital		
4.3	Working capital cycle		
4.4	Practical problems on determination of working capital		
Chapter 5	Capital Budgeting	10	06
5.1	Meaning and Importance		
5.2	Practical problems on capital budgeting : payback period, Accounting Rate of return, Netpresent Value		
Chapter6	Budgets,Budgeting and Budgetary Control	08	08
6.1	Definition and Characteristics of Budgets		
6.2	Meaning and Advantages of Budgetary control		
6.3	Practical problems on Cash Budget, Flexible Budget		
Chapter7	Introduction to Pricing and Value added Tax.	10	08
7.1	Importance of Pricing.		
7.2	Methods of Pricing- Costplus, Rate of Return, Absorption Contribution and Backward.		
7.3	History, Meaning and Advantages of Value added tax In Hotel and Catering establishment		

The students may be assigned exercises related to Hotel Accounting to get hands on experience.They may beg ivenassignments to collect various Formats use din the Hotel Industry and to present samein the class.

REFERENCE BOOKS

- 1 Financial Management, M.Y.Khan & P.K.Jain,Tata McGraw Hill
- 2 Financial Management, Prof. Dr. S.V. Patankar, Everest Publishing House
- 3 Financial Management, Prof. N. M.Vechalekar, Nirali Publication
- 4 Financial Management, Satish M Inamdar, Everest Publishing House
- 5 Introduction To Management Accounting, L.N.Chopdeand D.H.Choudhary, Sheth Publishers Pvt.Ltd
- 6 Financial and Cost Control Techniques, Dr. Jagmohan Negi, Gaurav Manohar Metropolitan Book Co. Pvt. Ltd. New Delhi.

SEMESTER– IV

SUBJECT CODE:DSC401					
SUBJECT:LARDER AND BASIC BAKING (THEORY)					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	04

Rationale

This subject in tends to develop knowledge and skills required for Garde Manger work and preparation off rozen desserts. It will also enhance understanding of the basic principles of baking, ingredients used in bakery and their role. It attempts to develop an understanding of meat cookery.

		Hours	Marks
Chapter 1	Le GardeManger	04	06
1.1	Definition		
1.2	Functions of larder department		
1.3	Break down of larder department		
1.4	Responsibilities of Chef Garde Manger		
1.5	Larder control		
1.6	Liasion with kitchen & pastry department		
1.7	Layout of larder in a hotel		
1.8	Equipments & tools use dinlarder		
Chapter 2	Horsd'oeuvres	03	04
2.1	Types of horsd'oeuvres: Hotand Cold- Canapés, Cocktails, Relishes.		
2.2	Miscellaneoushorsd'oeuvres- Antipasto, Bruschetta, Tapas, Amusebouche		
Chapter 3	Meat Cookery and Poultry	10	10
3.1	Composition & structure		
3.2	Quality of Meat		
3.3	Factors affecting flavour & tenderness		
3.4	Cooking of meats		
3.5	Selection, Cuts, approximate weights & method of cooking of the following– Lamb, Pork, Beef, Veal.		
3.6	Poultry- Selection, Cuts, Uses.		

Chapter 4	Curing And Smoking	02	02
4.1	Ingredients used for curing foods		
4.2	Curing methods		
4.3	Smoking		
Chapter 5	Charcuterie	05	06
5.1	Bacon– cuts & uses		
5.2	Ham– types & uses		
5.3	Differentiation – Ham, Bacon & Gammon		
5.4	Forcemeats – Types		
5.5	Sausages– Composition, Classification & Types		
Chapter 6	Pate,Terrines and other cold foods	05	06
6.1	Duties and responsibilities of Chef-de - froid		
6.2	Aspic– Definition, Function & Types		
6.3	Chaufroid – definition, types		
6.4	Using aspic & chaud froid sauce		
6.5	Pates & Terrines– Definition, Preparation, Difference		
6.6	Galantine & Ballotine- Definition, Preparation, Difference		
6.7	Mousse & Mouselline- Definition, Preparation, Difference		
6.8	Assembly of cold buffet		
6.9	Smorgasbord		
Chapter 7	Creams,Custards,Puddingsand FrozenDesserts	04	06
7.1	Basic custard		
7.2	Pastrycream – Definition, Preparation & Variations		
7.3	Pudding– Types		
7.4	Bavarians, Chiffons, Mousses & Souffles		
7.5	Frozen dessert – Classification, Popular ice - cream desserts		
7.6	Dessert sauces		
Chapter 8	Culinary Terms	04	06
Anglaise	Assaisonner	Ateraux	Aspic
Abattis	Ballotine	Barder	Bavarois
Beignet	Bouchee	Blondir	Chantilly
Charlotte	Chiffonade	Coulis	Crecy
Dariole	Duxelle	Panada	Farcir
FoieGras	Jardiniere	Jambonnette	Juslie
Meringue	Navarin	Papillote	Parfait
Praline	Provencale	Quenelle	Quiche
Ratatouille	Timbale	Dartois	Crudite
Forcemeat	Rollmops	Frizzling	Baba

Kedegree	Raspang	Nori	Fleuron
Crepinettes	Tournedos	Zakuski	Matellote
Civet	Duglere	Rissotto	Hummus
Macerate	Taboullah	Gnocchi	Sippets
Tripe	Muesli	Neige	Pastillage
Dashi	Bombe	Compote	Tapenade
Lardons	Panache	Piquante	Baron
Sauerkraut	Salsa	Daube	Shaslik
Blanquette	Sundae	Crepes	Zabaglion
Qubus	Moussaka	Paella	Falafel
Baveuse	Waffles	Blackpudding	Truffles

Chapter 9 Ingredients Used in Bakery 05 04

- 9.1 Flour– Functions.
- 9.2 Sugars – Functions
- 9.3 Fats - Types, Functions
- 9.4 Milk & milk products - Functions, guidelines for usage
- 9.5 Eggs - Functions, guidelines for usage
- 9.6 Leavening agents - Functions, guidelines for usage
- 9.7 Fruits and nuts - Types, Functions.
- 9.8 Salt- Functions, guidelines for usage
- 9.9 Spices & Flavouring - Types, Functions
- 9.10 Chocolate & Cocoa- Types, Functions, guidelines for usage

Chapter 10 Basic Baking 06 10

- 10.1 Steps in Bread making
- 10.2 Methods of making cookies – Rolled, Dropped, Molded, Bagged, Ice Box, Stencil, Sheet, Bar
- 10.3 Cake Mixing Methods – Sugar Batter, Flour Batter, Boiling, Sugar Water, All in One
- 10.4 Faults in Bread, Cakes, Cookies.

REFERENC EBOOKS

- 1 Professional Cooking, Wayne Gisselen, John Wiley & Sons, N.Y
- 2 Professional Baking, Wayne Gisselen, John Wiley & Sons, N.Y
- 3 Modern Cookery for Teaching & Trade (Volume I&II), Thangam E.Philip, Orient Longman Ltd.Mumbai.
- 4 The Larder Chef, Leto. M. J & Bode. K. H, Heinemann Professional
- 5 Larousse Gastronomique, Paul Hamlym,Cookery Encyclopedia
- 6 Practical Cookery, Kinton Ceserani, ELBS
- 7 Professional Chefs- Art of Garde Manger, Frederic. H & John Nicolas, John Wiley & Sons, N.Y
- 8 Kitchen Planning & Mgmt, John Fuller & David Kirk, Heinemann Butterworth
- 9 Classical Food Preparation & Presentation,W.K.H. Bode, Batsford
- 10 BasicBaking,S.C.Dubey,TheSocietyofIndianBakers
- 11 Understanding Baking, Joseph Amendola & Donald Lundberg, John Wiley & Sons, N.Y

SUBJECTCODE:DSC 401A					
SUBJECT:LARDER AND BASICBAKING(PRACTICAL)					
TeachingScheme/Week	ExaminationScheme				
Practical Hours	IAMarks	EAMarks	CAMarks	Total Marks	Credits
08	40	60	-----	100	04

- Minimum 08 practicals of Advanced Continental menus to be conducted. Menus may be designed so as to cover classical appetizers, soups, main course, accompaniments, salads and desserts.
- Minimum 04 Bakery practicals to be conducted to include varieties of bread, cookies and also introduce them to basic cake making.
- Students are required to maintain a journal to record the various practicals attended and the teacher must record the performance evaluation of the same on a day today basis.

SUBJECTCODE:DSC 402				
SUBJECT:ALCOHOLICBEVERAGES – I(THEORY)				
TeachingScheme/Week	Examination Scheme			
Theory Hours	IAMarks	EAMarks	TotalMarks	Credits
03	40	60	100	03

Rationale:

To impart comprehensive knowledge about various fermented & distilled alcoholic beverages such as wines, aperitifs, spirits, liqueurs & bitters.

		Hours	Marks
Chapter 1	Aperitifs	02	04
1.1	Definition		
1.2	Types- Wine Based, Spirit Based		
Chapter 2	Introduction to Fermented Alcoholic Beverages	10	12
2.1	Wine- Classification , Brands		
2.2	Beer – Classification, Brands		
2.3	Sake – Classification , Brand		
Chapter 3	Introduction to Distilled Alcoholic Beverages	14	16
3.1	Brandy – Classification, Brands		
3.2	Rum – Classification, Brands		
3.3	Vodka – Classification, Brands		
3.4	Gin – Classification, Brands		
3.5	Whisky – Classification, Brands		
3.6	Tequila – Classification, Brands		
Chapter 4	Introduction to Cocktails	08	10
4.1	Methods of Making Cocktails		
4.2	Golden Rules		
4.3	Classification of Cocktails		
4.4	Examples of Cocktails		
Chapter 5	Other Alcoholic Beverage	03	04
5.1	Arrack, Aquavit, Schnapps, Fruit Brandies, Pastis,		
5.2	Kirsch, Feni, Calvados, Korn, Doppelkorn, Cordials		
Chapter 6	Introduction to Liqueur	06	08
6.1	Introduction, Manufacturing		
6.2	Types		
6.3	Brands		

Chapter 7	Introduction to Bitter	03	04
7.1	Introduction, Manufacturing		
7.2	Types		
7.3	Brands		
Chapter 8	Introduction to Tobacco	02	02
8.1	Introduction		
8.2	Types, Brands of Cigar, Cigarettes.		

Glossary of Terms

Distillation	Aqua-vitae	Eau-de-vie
Congeners	Pot still	Fore-shots
Blending	Coffey still	Maturing
Cognac	Armagnac	Bonne chauffe
Ageing	Angels share	Brouillis
Grande Fine Champagne	Fine Champagne	Fine Maison
VSOP	Napoleon Brandy	Old liqueur cognac
Hors d'age	Marc	Grappa
Grain Whiskey	Ouzo	Peats reek
Single malt	Blended whisky	Malt whisky
Dunder	Vatted malt	Rye whisky
Schnapps	White rum	Bagasse
Wine	Aromatized wine	Dark rum
Blue wine	Blush wine	Agave
Champagne	Sparkling wine	Vine
Asti spumante	Vins mousseux	Fortified wine
Vinho coto		

Assignment: Minimum of two assignments to be submitted by students by the end of these semester.

1. Wines from New world countries (USA, Australia, Africa and New Zealand)
2. Price list of wines from two outlets.
3. Indian wines brand names and prices
4. Price list of Beer from two outlets
5. Prepare a wine & other alcoholic beverages list.
6. List & give recipe of 10 cocktails of different base : Vodka, Rum, Tequila, Brandy, Whisky

REFERENCE BOOKS:

Sr.No.	Name of the Book	Author	Publisher
1	Food & Beverage Service	Denis Lillicrap, Cousins	Book Power
2	Modern Restaurant Service	John Fuller	Hutchinson
3	Food & Beverage Service- Training Manual	Sudhir Andrews	Tata McGraw Hill
4	The Restaurant (from Concept to operation)	John Walker Donald Lundberg	John Wiley & Sons
5	The Beverage Book	Dunkan& Cousins	Hodder & Stoughton
6	Professional Guide to Alcoholic Beverages	Lipinski	Van Nostrand Reinhold
7	Oxford Companion to Wines	Jancis Robinson	Oxford University Press

SUBJECTCODE:DSC-402A					
SUBJECT:ALCOHOLIC BEVERAGES – I (PRACTICAL)					
TeachingScheme/Week	ExaminationScheme				
PracticalHours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	40	60	-----	100	01

Sr.No	Topic
1	Types of Glassware used in Beverage Service
2	Service of Aperitifs
3	Service of Wines
4	Setting up cover for menu with wines
5	Service of Beer – Service Temperature, Equipment, Procedure, Brands
6	Service of Brandy
7	Service of Rum
8	Service of Vodka
9	Service of Tequila
10	Service of Gin
11	Service of Whisky
12	Service of Liqueur at the bar and at the table
13	Compiling a Wine & other drink list
14	Service of Cocktails at the bar and at the table
15	Types of bitter and service of bitter& other alcoholic beverages
16	Service of Cigar & Cigarettes

SUBJECT CODE: DSC 403					
SUBJECT : ALLIED HOUSEKEEPING FUNCTIONS(THEORY)					
Teaching Scheme/Week	Examination Scheme				
Theory hours	IA	EA	CA	Total	Credits
	Marks	Marks	Marks	Marks	
02	40	60	---	100	02

Rationale:

The subject aims to establish the importance of Housekeeping Operations & its role in the Hospitality Industry. It also prepares the student to acquire knowledge of the operational aspects in housekeeping.

		Hours	Marks
Chapter1	Horticulture & Flower Arrangement	06	12
1.1	Concept and Importance		
1.2	Principles, Types and Shapes of flower arrangements		
1.3	Types of indoor and outdoor plants used in hotels		
1.4	Tools, Equipment's and Accessories used in horticulture and flower arrangement		
1.5	Conditioning of Plant Materials		
Chapter 2	Pest Control	04	08
2.1	Types of Pests		
2.2	Preventive and Control measures		
Chapter 3	Contract Cleaning	04	10
3.1	Definition, Concept		
3.2	Jobs given on contract by Housekeeping		
3.3	Advantage & Disadvantages		
3.4	Pricing a contract		
Chapter 4	Safety & Security Processes	06	10
4.1	Safety of Guests & Guests Property		
4.2	Safety of Hotel Property & employees		
4.3	Prevention of accidents		
Chapter 5	Purchasing Systems.	06	10
5.1	Types of purchasing.		
5.2	Purchase procedure for housekeeping supplies, linen,		

5.3	cleaning agents and cleaning equipments Records of storage		
Chapter 6	Housekeeping stores.	06	10
6.1	Store requisition		
6.2	Issuing & controls of materials.		
6.3	Inventory Control & Stock taking.		

Glossary of Terms

Conditioning	Fillers	Foliage
Kenzan	Ikebana	Hogarth curve
Mechanics	Moribana	Nagiere
Oasis	Bonsai	Hardscape
Perennials	Horticulture	Landscape
Trellis	Patio	Deck
Turf	Pest	Fumigation
Dry rot	Rodent	Pesticutor
Wet rot	Silver fish	OSH Standards
Recycled inventory items	NonRecycled inventory items	Store indent
Purchase order	Lead time	Stores requisition
Grand master key	Emergency key	Floor master key
Pass key	Contract	Stocktaking
Charge Back	Contract Specification	Outsourcing

REFERENCE BOOKS

Sr.No.	Name of the Book	Author	Publisher
1	Hotel House Keeping Operations & Management-	Sudhir Andrews	Tata McGraw Hill
2	Hotel Housekeeping & Management	G RaghubalanSmriteeRaghubalan	Oxford University Press
3	Hotel, Hostel & Hospital Housekeeping	Branson & Lennox	E L B S
4	Accomodation Management	Rosemary Hurst	Heinemann publishing
5	Accomodation Management	Rosemary Hurst	Heinemann publishing

SUBJECT CODE: DSC 403 A					
SUBJECT : ALLIED HOUSEKEEPING FUNCTIONS (PRACTICAL)					
Teaching Scheme/Week	Examination Scheme				
Practical hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	40	60	-----	100	01

1. Using a Room and Public area inspection checklist

- Cleaning of a Guest room and Public area.
- Checking of the Guest room and Public area using a check list.

2. Flower Arrangements

- Demonstration of various styles and shapes of flower arrangements.

3. Flower Arrangements

- Preparation of various styles and shapes of flower arrangements.

4. Introduction to Horticultural aspects.

- Visit to Green house for identification of indoor plants used in hotels.
- Identification of outdoor plants used in hotels.
- Identification and use of foliage in flower arrangements.

5. Special decorations for functions in hotel

- Preparations for events organized in hotels- Floral rangolis, Garlands, Tinsel and miscellaneous decorations.

6. Inventory and stocktaking of room and cleaning supplies

- Requisition procedure.
- Calculating par stock.
- Stock taking or physical inventory of room and cleaning supplies.
- Documentation of supplies inventory.
- Cleaning of housekeeping stores.

7. Using housekeeping software for Material Management

8. Various methods of pricing a contract

9. Pest control demonstration.

10. Standard operating Procedure at Housekeeping

- Handling of keys

-
-
- Safety of Guests & Guest Property
 - Safety of Hotel Property & employees

11. Standard operating Procedure at housekeeping

- To eliminate workplace hazards

ASSIGNMENTS

1. Indoor and outdoor plants used in hotels.

Presentation on assignments with the use of audio visual aids.

SUBJECT CODE: DSC 404					
SUBJECT : FRONT OFFICE ACCOUNTING (THEORY)					
Teaching Scheme/Week	Examination Scheme				
Theory hours	IA	EA	CA	Total	Credits
	Marks	Marks	Marks	Marks	
02	40	60	-----	100	02

Rationale:

The subject aims to establish the importance of Front office Operations & its role in the Hospitality Industry. It also prepares the student to acquire knowledge of the operational aspects in front office. It also prepares the student to acquire basic skills and knowledge necessary to calculate occupancy statistics in the front office department.

		Hours	Marks
Chapter 1	Front Office Accounting	06	10
1.1	Importance of the front office accounting system		
1.2	Types of accounts		
1.3	Vouchers		
1.4	Folios		
1.5	Ledger		
1.6	The front office accounting cycle		
1.7	Use of computers in front office accounting		
Chapter 2	Credit Control practices at front desk	06	10
2.1	Objectives of credit control		
2.2	Hotel credit control policy		
2.3	Credit control measures at check-in		
2.4	Credit control measures during occupancy		
2.5	Credit control measures at check out and after guest departure		
Chapter 3	Calculation of various Statistical data using formula	06	10
3.1	ARR, Room Occupancy %, Double Occupancy %, Bed Occupancy %, Foreign occupancy %, Local Occupancy % House Count, House Position, etc.		
3.2	Reports - DRR, Revenue Report, Daily Occupancy Report.		

Chapter4	Night Auditor	04	10
4.1	Concept of Night Audit & Role of Night Auditor		
4.2	Night Auditor's Report		
Chapter 5	Establishing Room Rates	06	10
5.1	Rule of Thumb		
5.2	Hubbart's formula		
5.3	Market Condition Approach		
Chapter 6	Forecasting Room Availability	04	10
6.1	Benefits of forecasting		
6.2	Data Required for forecasting		
6.3	Records Required for forecasting		
6.4	Room Availability forecast.		
6.5	Types of forecast & their sample format		

Glossary of Term

ARR	Rev Par	Yield
ARG	DRR	Re -capitulation sheet
Transcript	High Balance	High Debt
House count	City Ledger	House limit
Management Account	Overstay	Noshow
Stayover	Understay	Cash Paid out
Forecasting	Hubbart's Formula	Rule of Thumb
Market Condition approach		

REFERENCE BOOKS

Sr.No.	Name of the Book	Author	Publisher
1	Hotel Front Office Operations & Management	Sudhir Andrews.	Tata McGraw Hill
2	Check-in Check –out	Jerome Vallen	WM.C Brown IOWA
3	Principles of Hotel Front Office Operations	Sue Baker, P. Bradley, J. Huyton	Continuum
4	Hotel Front Office	Bruce Graham Stanley	Thornes
5	Managing Front Office operations	Michael Kasavanna Richard Brooks Charles Steadmon	AH&LA
6	Front Office Procedures & Management	Peter Abbott. & Sue Lewry	Butterworth & Heinemann
7	Front Office operations	Colin Dix, Chris Baird	Pearson
8	Front Office Operations and administration	Dennis foster	Glencoe
9	Hotel Accounting & Financial Control	OziD'Cunha	Dickey Enterprises

SUBJECT CODE: DSC 404A					
SUBJECT : FRONT OFFICE ACCOUNTING (PRACTICAL)					
Teaching Scheme/Week	Examination Scheme				
Practical hours	IA	EA	CA	Total	Credits
	Marks	Marks	Marks	Marks	
02	40	60	-----	100	01

- 1. Use of computers in front office accounting**
Practice on use of front office software for accounting at front desk.
- 2. Using and making various vouchers used at front desk**
Role play of situations pertaining to using and making vouchers like Allowance voucher, VPO, Cash voucher and miscellaneous vouchers.
- 3. Credit control practices at front desk**
Role play of situations pertaining to credit control practices during reservations.
Role play of situations pertaining to credit control practices during arrival.
- 4. Credit control practices at front desk**
Role play of situations pertaining to credit control practices during occupancy.
Role play of situations pertaining to credit control practices during checkout.
- 5. Preparing a Night Auditor's Report.**
- 6. Calculations of various statistical data using Formulae**
ARR, Rev Par, Room Occupancy %, Double Occupancy %, Bed Occupancy %, foreign occupancy %, Local Occupancy %
- 7. Calculations of various statistical data using Formulae**
Bed Occupancy %, Foreign occupancy %, Local Occupancy %
Graphical presentation.
- 8. Preparing Weekly & Monthly forecasts.**
- 9. Using Hubbart's formula for calculating room rate**
- 10. Using front office software for MIS reports**
Budgetary reports, Occupancy reports, Income and expenditure reports, forecasting reports etc.

11. Situations handling with guest problems

Role play of situations pertaining to guest problems and emergency situations like bomb, terrorist attack, fire, death, theft and natural disasters.

ASSIGNMENTS

1. Calculation of various statistical data using formula and graphical representation.
2. Hubbart's Formula for calculating Room rate.

SUBJECT CODE:LEC101					
SUBJECT:HOTEL FRENCH(THEORY)					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
0	40	60	-	100	03

Rationale

To introduce basic knowledge of French language to the students of Hotel management

		Hours	Marks
Chapter 1	Introduction	05	12
1.1	Alphabet		
1.2	Accents		
1.3	Articles: Definite, Indefinite, partitive and contracted articles		
1.4	Subject Pronouns		
1.5	Basic greetings		
1.6	Vocabulary related to classroom		
1.7	Cardinal Numbers (0-100) & Ordinal Numbers		
1.8	Time, days of a week, months		
1.9	Vocabulary related to seasons, weather		
Chapter 2	Conjugation-Present Tense(verb relevant to hotel only)	05	08
2.1	Conjugation of verbs être and avoir		
2.2	Conjugation of first regular group '-er'(Ex.Parler etc)		
2.3	Conjugation of second regular group '-ir'(Ex.firir)		
2.4	Conjugation of third regular group '-re'(ex.attendre)		
2.5	Conjugation of third regular group '-oir'(ex.Vouloir)		
Chapter 3	Food & Beverage Service	06	12
3.1	Equivalents		
3.2	Restaurant Brigade		
3.3	French Classical menu (17 course) With classic examples of each course, & meanings in brief		
3.4	Wines <ul style="list-style-type: none"> • Wine of France • Wine Terminology • Reading a wine label • Wine regions 		
3.5	French Cheese		

Chapter 4	Kitchen	10	12
4.1	Equivalents		
	<ul style="list-style-type: none"> • Kitchen Tools • Dairy Products • Vegetables • Fruits • Herbs and spices • Meat, fish, Poultry • Cereals • Seasoning 		
4.2	Weights and Measurements		
4.3	The Kitchen Brigade		
4.4	French Culinary Terms and the meaning in English		
4.5	Recipe of any five basic food preparations (Cream of Tomato, Egg Omelette, Salad, Cake, Grilled Chicken)		
4.6	Translation of recipe from French to English		
Chapter5	House keeping	01	04
5.1	Vocabulary related Guest room and hotel Floor		
Chapter6	Front Office	01	04
6.1	Vocabulary related to Front Office operations		
Chapter7	Standard Phrases use dina hotel	04	08
7.1	Translation from English to French		
7.2	Translation from French to English		

REFERENCE BOOKS

- 1 Basic French for Hotel Industry, Vaishali Mankikar, Continental Prakashan, Pune
- 2 Basic French course for the Hotel Industry, Catherine Lobo, Sonali Jadhav, Tanay Enterprises, Pune

SUBJECT CODE:LEC 101A					
SUBJECT:HOTEL FRENCH (PRACTICAL)					
Teaching Scheme/Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	20	30	-	50	02

Rationale

To enable students to acquire correct pronunciation of French hotel terminology, to use standard phrase in French related to hotel operations and also practice spoken French skills.

S.No. Topic

- 1 Alphabets
- 2 Basic greetings, Days of the week, Date, Months– Question and Answers
- 3 Time– Clock, Questions and Answers related to time
- 4 Kitchen Equivalentents
- 5 Kitchen Equivalentents
- 6 Kitchen Equivalentents
- 7 To plan and read a menu in French and briefly describe the dishesin English
- 8 To read, translate and say the recipe for basic dishes covered in theory class
- 9 To read, translate and say the recipe for basic dishes covered in theory class-Practice
- 10 Question and Answers related to Kitchen
- 11 Reading of a wine label
- 12 Dialogues related to F & B Service
- 13 Question and Answers related to F & B Service
- 14 Standard phrases use din House keeping and Front Office
- 15 Questions & Answers, Dialogues related to House keeping
- 16 Question &Answers, Dialogues related to Front Office

SEMESTER - V

SUBJECT CODE:DSE 101					
SUBJECT:QUANTITY & INDIAN REGIONAL FOOD PRODUCTION (THEORY)					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	-----	100	04

Rationale

This subject intends to develop knowledge & skills required for catering with emphasis on operational techniques practiced in quantity food production which will help students to produce quality products in a large quantity. It also provides a detailed understanding of meat cookery.

		Hours	Marks
Chapter 1	Quantity Food Equipments	03	06
1.1	Selection criteria		
1.2	Classification, Use, Care & Maintenance of following equipments. Cooking Equipments - range, oven, salamander, grill, griddle, rotisserie, deep fryer, tilting pan, steam jacket kettle, tandoor, steam cooker. Processing equipments - Mixer, food cutter, slicer, food processor, food grinder, potato peeler. Holding & storage equipments - Steam table, bain marie, overhead infrared lamp, refrigerator, walk in cooler, deep freezer		
Chapter 2	Introduction to Catering Industry	06	06
2.1	Institutional catering - Hospital, School, College		
2.2	Industrial catering		
2.3	Transport catering - Air, Sea, Railway Outdoor catering		
2.4	Outdoor catering		
Chapter 3	Kitchen Layout	03	06
3.1	Factors to be considered when planning a kitchen		
3.2	General layout of quantity kitchen of Institutional, Industrial, Flight catering, Five star deluxe hotels.		
Chapter 4	Menu Planning	04	06
4.1	Types of menu		
4.2	Principles of menu planning		

4.3	Planning of menus for various catering establishments.		
Chapter 5	Food and Nutrition	02	04
5.1	Importance of Balance diet Preparing		
5.2	Points to be considered while healthful meals.		
Chapter 6	Indian Spices and Masalas		04 06
6.1	Role of Indian spices and ingredients in Indian Cooking.		
6.2	Role of masalas in Indian cuisine.		
6.3	Different masalas used in Indian cooking - Wet and Dry.		
6.4	Composition of different masalas - garam masala, sambar masala , rasam powder, chat Goda masala		
6.5	Proprietary masala blends		
6.6	Basic Indian Gravies - Makhani, Kadhai Brown, White, Green		
Chapter 7	Regional Cooking Style	22	20
7.1	Cooking from different states with reference to - - Geographical location - Historical background - Seasonal availability of raw material - Special equipments and fuels. Staple diet & popular food preparations. For the following cuisines / states.		
	1. Maharashtrian	7. Tamilnadu	
	2. Gujarati	8. Kashmiri	
	3. Karnataka	9. Lucknowi	
	4. Bengali	10. Kerala	
	5. Punjab	11. Hyderabadi	
	6. Bengali	12. Goan	

Chapter 8 Culinary Terms**04 06**

Kahwah	Wazwan	Ver
Sandesh	Toddy	Loochi
Sorpotel	Shukto	Imarti
Kari	Shikora	Gile hikmat
Gustaba	Seekh kebab	Galavat
Kalan	Saunth	Gajjac
Malpua	Rista	Wark
Roganjosh	Raan	Tandoor
Ittr	Pongal	Gujjiya
Zarda	Panch phoran	Bisi bela huliyaana
Shikampuri kebab	Naan	Kabachini
Dosa	Mussallum	Salan
Yakhini	Moin	Baffad
Bhatura	Biryani	Falooda
Dhungar	Kalia	Loab
		Kalia
		Dhungar

REFERENCE BOOKS

Sr. No.	Name of the Book	Author	Publisher
1	Professional Cooking	Wayne Gisselen	John Wiley & Sons, N.Y
2	Modern cookery for teaching & trade. Volume I	Thangam E. Philip	Orient Longman Ltd. Mumbai
3	Food commodities	Bernard Davis	William Heinmen Ltd. London
4	Prasad Cooking with Indian Masters	J. Indersingh & Pradeep Das Gupta	Allied publishers Ltd. New Delhi
5	Introduction to Catering Management	John Fuller	John Wiley & Sons, N.Y
6	Theory of Catering	Kinton ceserani	ELBS
7	Food & Beverage Management	Bernard Davis, Shally Stone	William Heinmen Ltd. London
8	Theory of cookery	Krishna Arora	Frank Bros & Co. Ltd.

			New Delhi
9	Practical cookery	Kinton Ceserani	ELBS
10	Menu Planning	John Kivela	Hospitality Press
11	Hyderabadi Cuisine	Pratibha Karam	Harper Collins
12	Dastarkhwan-e-A-wadh	Sangeeta Bhatnagar & R.K Saxena	Harper Collins
13	Wazwaan	Rocky Mohan	Roli & Janssen
14	Punjabi Cuisine	Premjit Gill	Harper Business
15	A Taste of India	Madhur Jaffrey	Mac Millan Publishing
16	Tandoor	Ranjit Rai	Overlook Press
17	The Bengal Book	Das Gupta	UBSPD
18	Maharastrian Cuisine	Kaumudi Marathe	Zaika

SUBJECT CODE:DSE 101 A					
SUBJECT: Quantity & Indian Regional FOOD Production (PRACTICAL)					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	40	60	-----	100	04

Minimum 20 menus to be conducted.

Menus should comprise of 06 Indian menus for Industrial and Institutional purpose and 02 snack menus in quantity kitchen and 12 Indian Regional menus.

Students are required to maintain a journal to record the various practicals attended and the teacher first record the performance evaluation of the same on a day to day basis.

SUBJECT CODE:DSE 102					
SUBJECT: ALCOHOLIC BEVERAGES II (THEORY)					
Teaching Scheme/Week		Examination Scheme			
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	-----	100	0

Rationale

To impart comprehensive knowledge of various spirits, liqueurs and cocktails.

		Hours	Marks
Chapter 1	Spirits	08	06
1.1	Introduction to Spirits		
1.2	Fermentation and Distillation Process		
1.3	Pot Still and Patent still.		
1.4	Various methods of Measuring Alcoholic Strength		
Chapter 2	Whisky	10	08
2.1	Ingredients used in making of Whisky.		
2.2	Manufacturing process of Whisky.		
2.3	Types of Whisky-Scotch and Irish Whisky		
2.4	Americal and Canadian Whisky		
2.5	International and IMFL Brand		
Chapter 3	Brandy	08	08
3.1	Ingredients used in making of Brandy		
3.2	Manufacturing process of Brandy		
3.3	Types of Brandy - Cognac and Armagnac		
3.4	Labeling Terminology		
3.5	Fruit and other Brandies.		
3.6	International and IMFL Brands.		

Chapter 4	Rum	06	06
4.1	Ingredients used in making of Rum		
4.2	Manufacturing process of Rum		
4.3	Tyype of Rum-White, dark and golden		
4.4	International and IMFL Brands		
Chapter 5	Gin	06	06
5.1	Ingredients used in making of Gin.		
5.2	Manufacturing process of Gin		
5.3	Types of Gin.		
5.4	International and IMFL Brands		
Chapter 6	Vodka	04	04
6.1	Ingredients used in making of Vodka		
6.2	Manufacturing process of Vodka.		
6.3	Types of Vodka		
6.4	International and IMFL Brands.		
Chapter 7	Tequila	06	04
7.1	Ingredients used in making of Tequila.		
7.2	Manufacturing process of Tequila		
7.3	Types of tequila		
7.4	Brands of Tequila		
Chapter 8	Other Alcoholic Beverages	04	06
8.1	Aquavit		
8.2	Schnapps		
8.3	Pastis		
8.4	Feni		
8.5	Arrack		
Chapter 9	Liqueurs.	06	06

9.1	Definition and types of liqueurs		
9.2	Production methods		
9.3	Service of Liqueurs.		
Chapter 10	Cocktails	06	06
10.1	Introduction and history of cocktails		
10.2	Methods of making cocktails and rules for making cocktails		
10.3	Equipments glassware, and garnishes used in making of cocktails, Cocktail recipe		

Glossary of Terms

Hors d'age	Marc	Grappa
Pisco	Ouzo	Peats Reek
Grain whisky	Blended whisky	Malt whisky
Single malt	Vatted malt	Rye whisky
Corn whisky	Bourbon	Jack Daniels
London dry gin	Plymouth	Steinhaeger
Old tom gin	Dutch gin	Bagasse
Dunder	White rum	Dark rum
Silver Tequila	Gold Tequila	Agave
Schnapps	Aquavit	Arrack
Tiquira	Absinthe	Pastis
Pernod	Ricard	Apertitifs
Angostura bitters	Cordials	Aromatized wines
Ale	Lager	Stout
Porter	Boquet	Burgundy
Aguardante	Grappa	Quetsch
Himadors		

Field Visit

Students should be taken for visit to Winery and report must be submitted individually.

Work Shop -A cocktail and mocktail workshop to be conducted and the report must be submitted individually.

Minimum of 02 assignments to be submitted by students by the end of these semester based on following topics.

- 1 Types of mocktail with recipes, glassware, method and presentation
- 2 Collecting themed bar menu cards (Minimum 5)
- 3 Price list of Spirits from 5 outlets

REFERENCE BOOKS

- 1 Food and Beverage Service, Dennis Lillicrap, John Cousins Power Book
- 2 Modern Restaurant Service, John Fuller, Hutchinson
- 3 Food and Beverage Service, Sudhir Andrews, Tata Mc Graw Hill Edition
- 4 The Beverage Book, Durkan & Cousins, Hodder Arnold, H & S Toughton
- 5 Professional Guide to Alcoholic Beverages, Lipinski Van Nostrand Reinhold
- 6 Oxford Companion to wines, Jancis Robinson, Oxford University Press
- 7 The Restaurant (From Concept to Operations), Donald lundberg John Willey
- 8 The ultimate Encyclopedia of Wines, Beer, Spirits and liqueues, Stuart Walton, brain Glover hermes house

SUBJECT CODE:DSE 102 A					
SUBJECT: ALCOHOLIC BEVERAGES II (PRACTICAL)					
Teaching Scheme/Week		Examination Scheme			
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	40	60	---	100	02

Sr. No.	Topic
1.	Preparing a Beverage list
2.	Preparing an Beverage order ticket
3.	Service of Whisky
4.	Service of Brandy
5.	Service of Rum
6.	Service of Gin
7.	Service of Vodka
8.	Service of Tequila
9.	Service of other alcoholic beverages
10.	Service of Liqueurs
11.	Types of Cocktails
12.	Methods of making cocktails-Buildup, Stirred
13.	Methods of making cocktails-Layered, Floating
14.	Menu planning and Service of food and alcoholic beverages
15.	Preparing of Beverage List for a Specialty bar
16.	Maintenance of statutory books

SUBJECT CODE:DSE 103					
SUBJECT: ACCOMMODATION OPERATIONS (THEORY)					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	-	100	04

Rationale

The subjects aims to introduce students to the elements of interior designing of guest rooms and public areas with respect to colour, lighting, window treatment, floor and wall finishes. It helps the student to understand sales techniques and role of sales and marketing department.

	Inventory	Hours	Marks
Chapter 1	Parstock Calculation and InVENTORY	04	04
1.1	Linen		
1.2	Uniform		
1.3	Guest Supplies and consumables		
1.4	Cleaning supplies and consumables		
1.5	Stocktaking and inventory		
Chapter 2	Standard contents of a guest room	06	06
2.1	Guest room furniture		
2.2	Standard furniture and room sizes		
2.3	Furniture arrangement in guest rooms		
2.4	Guest room fixtures and fitting		
2.5	Beds, mattresses and bedding		
2.6	Soft furnishings		
2.7	Accessories		
Chapter 3	Interior Designing	06	06

3.1	Importance & Definition		
3.2	Principles of Design		
3.3	Elements of Design- Line/Form/colour /texture		
Chapter 4	Refurbishing & Redecoration	04	04
4.1	Definition		
4.2	Factors		
4.3	Snagging list		
Chapter 5	Interior Decoration	20	20
5.1	Colour : Colour Wheel, Colour schemes (used in hotel areas), Psychological effects of colour		
5.2	Lighting : Type / classification / importance, Lighting for guest rooms & public areas		
	Window and Window Treatment : Different types of Windows, Curtains & Draperies, Valance, swags, Blinds		
	Floor finishes & wall coverings:		
	Classification /Types		
	Characteristics & use		
	Selection criteria		
	Cleaning procedures- Agents used / polishing/		
	Burnishing, Floor seals		
	Carpets - Types, selection, care & maintenance		
	Types & functions of wall coverings		
Chapter 6	Hospitality	04	04
6.1	Importance of Hospitality		
6.2	Managing the delivery of Hospitality		
6.3	Developing a service management programme		
Chapter 7	Hotel Technology	06	06
7.1	Technology in guest room-cost & benefits		

7.2	Locking system		
7.3	Energy management and climate control system		
7.4	Network fire alarm system		
7.5	Communication systems		
7.6	Other technology-In room entertainment system, control panels		
Chapter 8	Sales Techniques	04	04
8.1	Co-ordination between front office & sales and marketing department in a hotel.		
8.2	MICE business		
8.3	Handling of group and corporate sales		
	Setting the price		
	Objective/ Determining Demand/ Estimating Costs/ Analysis of competitors cost, Prices and offers/ Pricing method and final price / Adoption of pricing strategy promotional pricing / Discriminative pricing		
Chapter 9	Managing Guest services	06	06
9.1	Total quality management in Inn keeping		
9.2	The real components of Total quality management		
9.3	Measuring guest services		
9.4	Customer relationship management		
9.5	Complaint handling		

Glossary of Terms

Dado	Atrium	Valence
Cornice	Cascade	Swag
Pelmet	Terrazzo	Granolithic
Tessellated tiles	Anaglypta	Lincrusta
Anglepoise	CFL	LED

Parquet	Pile	Wilton
PVC	Chenille Axminster	Axminster
Shoji screen	Supaglypta	Tint
Tufted carpet	Broad loom carpet	Persian carpet
Pile bonded carpet	Bay window	Bow window
Plantation window	Dalhousie	Attic window
Louvers	Venetian blinds	Sky lights
Refurbishing	Renovation	Underlay
Soffit lighting	Diffused lighting	Incandescent lighting
Tertiary colours	Bolsters	Shams
Triad	Accents	Up selling
Upgrading	MICE	USP
Hospitality	Moment of truth	Point of sale
TQM	CRM	AIOD
ATM	EDP	HOBIC
HITIS	LEED	Moment of truth
Opaque	WATS	PIP
Quality assurance	Quality circle	VoIP
ELS	RFID	CAS
OTA	Biometric lock	

REFERENCE BOOKS

Sr. No.	Name of the Book	Author	Publisher
1	Hotel House Keeping Operations & Management -	Sudhir Andrews	Tata Mc Graw Hill
2	Hotel Housekeeping & Management	G Raghubalan	Oxford University
		Smritee Raghubalan	Press
3	Hotel, Hostel & Hospital	Branson & Lennox	ELBS

	Housekeeping		
4	Accommodation Management	Rosemary Hurst	Heinemann
5	Hotel Front Office Operations & Management	Sudhir Andrews	Tata Mc Graw Hill
6	Check-in check out	Jerome Vallen	WMC Brown IOWA
7	Principles of Hotel Front Office Operations	Sue Baker, P. Bradley J. Huyton	Continuum
8	Hotel Front Office	Bruce Graham Stanley	Thornes
9	Managing Front Office operations	Michael Kasavanna Richard Brooks Charles Steadmon	AH & LA
10	Front Office Procedures & Management	Peter Abott. & Sue Lewry	Butterworth & Heinemann
11	Front Office operations	Colin Dix, Chris Baird	Pearson
12	Front Office Operations and administration	Dennis foster	Glencoe.
13	Hotel Accounting & Financial Control	OxiD'Cunha	Dickey Enterprises

SUBJECT CODE:DSE 103 A					
SUBJECT: ACCOMMODATION OPERATION (PRACTICAL)					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	40	60	---	100	02

1. Drawing of colour wheel, identification of different types of colours.
2. Identification of different types of colour schemes.
3. Planning and designing colour schemes for - Different types of rooms and suite rooms.
4. Planning and designing colour schemes for the public areas of a hotel.
5. Preparation of a Snagging list.
6. Designing of various floor coverings for guest rooms and public areas.
7. Designing of various wall coverings for guest rooms and public areas.
8. Designing of various curtains and draperies for guest rooms and public areas.
9. Designing a lighting plan for guest rooms and public areas.
10. Role play of situations pertaining to USP in selling rooms, Upgrading of guests.
11. Role play of situations pertaining to up selling, suggestive selling.
12. Role play of situations pertaining to Business techniques for CVGR and Groups.
13. Comparison of hotel Advertisements - Business hotel, Heritage hotel, Resort.
14. Comparative study of MICE destinations, Convention hotels.
15. Role play of situations pertaining to repeat clientele.
16. Role play of situations pertaining to offering alternatives to guests.

Assignments :

1. Field visits related to above topics.
2. Assignment on floor finishes (samples to be collected)
3. Assignment on wall coverings (samples to be collected)
4. Assignment on soft furnishings. (samples to be collected)

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5. Assignment on different types of windows and window treatments.
 6. Assignment on lighting systems in guest rooms and public areas.
 7. Collection of brochures and tariff cards of different types of hotels.
 8. Designing a brochure for - A Business hotel, Heritage hotel, Resort.

Presentation on above topics with use of audio visual aids.

SUBJECT CODE: SEC 102					
SUBJECT: ACCOUNTING SKILLS FOR HOTELS (THEORY)					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
03	40	60	--	100	03

Rationale

The course aims to help students to acquire the basic knowledge of Accounting as practiced in Hotels for the day-to-day operations of the organization. It would also prepare them to comprehend and utilize this knowledge in day-to-day operations undertaken in the various department in hotels.

Chapter 1	Introduction to Accounting	Hours	Marks
1.1	Terms and terminologies used in Accounting	04	04
1.2	Definition, Objectives and Importance of Accounting and Hotel Accounting		
Chapter 2	Double Entry System of Book - Keeping	04	04
2.1	Nature, Advantages and Principles		
2.2	Classification of Accounts		
2.3	Golden rules of Debit and Credit		
2.4	Accounting Concepts and Convention		
Chapter 3	Journal and special function books	04	06
3.1	Practical problems on Journalizing-simple entries		
	Practical problems on special function books		
Chapter 4	Trial Balance	04	06
4.1	Definition, need and types of Trial Balance		
4.2	Practical problems on preparation of Trial balance		
Chapter 5	Final accounts of Small Hotels and Restaurants	10	10

5.1	Need for preparation of Trading account, Profit and Loss account and Balance Sheet		
5.2	Practical problems on Trading account, Profit and Loss account and Balance Sheet with following adjustments only : Closing stock, Depreciation of fixed assets and Staff meals		
Chapter 6	Allowances, Discount and Visitors Paid Out	04	06
6.1	Meaning and Types		
6.2	Formats of Allowance and VPO Vouchers		
6.3	Difference between Allowance & Discount		
6.4	Difference between Discount & VPO		
Chapter 7	Visitors Tabular Ledger	04	06
7.1	Format and Use of Visitors Tabular Ledger		
7.2	Practical Problems on Visitors Tabular Ledger		
Chapter 8	Guest Weekly Bill	06	08
8.1	Format and Use of Guest Weekly Bill		
8.2	Practical Problems on Guest Weekly Bill		
8.3	Difference between VTL and GWB		
Chapter 9	Uniform System of Accounting	08	10
9.1	Introduction to Uniform System of Accounting (Practical problems on Cost of Food and Beverage sales)		
9.2	Practical problems on preparation of Income Statement as per Uniform System of Account.		

REFERENCE BOOKS

1. Managerial Accounting in the Hospitality Industry-Vol-II, Peter. J. Harris and Peter A Hazzard, Fourth Edition, Stanley Thornes Publishers Ltd. Gloucestershire.
2. Hotel Accounting & Financial Control, OziD' Cunha, Gleson Fist-, 2002- Dickey Enterprises, Kandivali (w) Mumbai
3. Accounting in the Hotel & Catering Industry, Richard Kotas - Fourth edition International Textbook Company Co. Ltd.
4. Hotel Management, Dr. Jagmohan Negi, First Edition 2005 Himalaya, Publishing House, Mumbai - 400004

SUBJECT CODE: SEC 103					
SUBJECT: TOURISM OPERATIONS (THEORY)					
Teaching Scheme/Week		Examination Scheme			
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
03	40	60	-	100	03

Rationale

To inculcate a sense of importance and establish a link between the tourism industry and the hotel industry and to highlight tourism industry as an alternative career path.

		Hours	Marks
Chapter 1	The Tourism Phenomenon	04	03
1.1	Definition - Tourism, Tour; Tourist; Visitor; Excursionist; Domestic; International; Inbound; Outbound; Destination.		
1.2	Growth of Tourism / Evolution / History of Tourism.		
1.3	Present status of tourism in India.		
Chapter 2	Constituents of Tourism Industry	04	05
2.1	Primary Constituents		
2.2	Secondary Constituents		
2.3	The 5 A's of Tourism - Attractions, Accessibility, Accommodation, Amenities, Activities.		
2.4	Career Opportunities for tourism professionals.		
Chapter 3	Infrastructure of Tourism	04	06
3.1	Role of Transport in Tourism		
3.2	Modes of Transport: Road, Rail, Air, Sea.		
3.3	Types of Accommodation- Main Alternate & Supplementary accommodation.		

Chapter 4	Types of Tourism	04	06
4.1	Types of Tourism -		
4.2	Various motivators, Holiday, Social, Cultural, MICE, Religious, VFR (Visiting Friends and Relatives), Sports, Political, Health, Senior Citizen, Sustainable Tourism		
4.3	Alternative Tourism : Eco Tourism, Agro Rural Tourism		
Chapter 5	The Impact of Tourism	04	06
5.1	Economic Impact - Employment generation, Foreign Exchange earnings.		
Chapter 10	Itinerary Planning	04	06
10.1	Definition		
10.2	Steps to plan a Tour		
10.3	Route map		
10.4	Transport booking - reservation		
10.5	Accommodation - reservation		
10.6	Food facilities		
10.7	Local guide / escort		
10.8	Climate / seasonality		
10.9	Shopping & cultural show		
10.10	Costing		
Chapter 11	Technology in the Travel Industry	02	04
11.1	Relationship between Information Technology and Tourism Industry. Current Technology used.		
11.2	G.D.S (Global distribution system)		
11.3	Use of Internet in tourism.		

REFERENCE BOOKS

- 1 Introduction to Travel & Tourism, Michael M. Cottman, Van Nostrand Reinhold
- 2 Travel Agency & Tour Operation, Jagmohan Negi, Kanishka Publishers & Distributors
- 3 Concepts & Principles International Tourism, A.K. Bhatia, Sterling Publishers PVT. LTD.
- 4 Fundamentals & Practices A Textbook of Indian Tourism, B. K. Goswami G. Raveendran, HarAnand Publications Pvt.
- 5 Dynamics of Modern Tourism, Ratnadeep Singh, Kanishka Publishers & Distributors
- 6 Tourism Development, Principles, Fletcher & Cooper, ELBS and Practices

Assignments

1. Preparation of Itinerary - 2 days, 15 days, 21 days etc. for well-known tourist destinations in India and abroad.
2. Preparation of passport and visa-Documents and procedural requirements
3. Field visit to a Travel Agency, Airport etc.

SUBJECT CODE:AEC 102				
SUBJECT: HOSPITALITY LAW (THEORY)				
Teaching Scheme/Week	Examination Scheme			
Theory Hours	IA Marks	EA Marks	Total Marks	Credits
03	40	60	100	03

Rationale

The subject aims to provide information regarding the various laws pertaining to the hotel and catering industry.

		Hours	Marks
Chapter 1	The Indian Contract Act 1872	06	06
1.1	Definition and essentials of a contract.		
1.2	Valid, void and voidable contracts		
1.3	Free consent and consideration		
1.4	Performance and discharge of contracts		
1.5	Breach of contract and remedies for breach of contract.		
Chapter 2	The Sales of Goods Act 1932	04	04
2.1	Meaning of contract of sale.		
2.2	Difference between sale and agreement to sale.		
2.3	Rights and duties of seller and buyer.		
2.4	Unpaid seller.		
Chapter 3	The Partnership Act 1932	04	04
3.1	Nature of partners.		
3.2	Rights and duties of partners.		
Chapter 4	The Companies Act 1956	04	06
4.1	Essential features of company.		
4.2	Legal aspects of corporate social responsibility.		

Chapter 5	The Bombay Shop and Establishment Act	04	06
5.1	General Provisions applicable to the Hotel industry		
5.2	Daily and weekly working hours, over time, Annual leave with wages,		
Chapter 6	The Industrial Dispute Act 1948	04	06
6.1	Definition of Industry.		
6.2	Industrial disputes		
6.3	Settlement of industrial disputes		
6.4	Strike, lay-off, lock out, retrenchment and closure.		
Chapter 7	The Payment of Wages Act 1936.	04	06
7.1	Responsibility of payment of wages.		
7.2	Rules for payment of wages.		
7.3	Permissible deductions.		
Chapter 8	Food Legislation.	06	06
8.1	The prevention of food Adulteration Act 1954		
8.2	Role of Food inspector and public analyst.		
8.3	Colouring, packing and labeling,		
8.4	Prohibition and regulation of sales		
8.5	Preservatives.		
8.6	Anti-oxidants, emulsifying, stabilizing and anti-caking agents.		
Chapter 9	The Food Safety and Standards Act 2006	04	06
9.1	Food Safety and Standards Authority of India		
9.2	General Principles of Food Safety		
9.3	General Provisions as to Articles of Food		
9.4	Provisions Relating to Import		
9.5	Special responsibilities related to food safety		

9.6	Offences and penalties		
Chapter 10	The Consumer Protection Act.	04	04
10.1	Rights of a consumer		
10.2	Redressal of consumer disputes		
Chapter 11	Licenses and Permits	04	06
11.1	Licenses and permits required for hotel and catering establishments		
11.2	Procedure for applying and renewal of licenses and Permits.		
11.3	Provisions for suspension and cancellation of licenses		
11.4	By laws for operating Permit Rooms and Bar		

REFERENCES

- 1 Mercantile Law, B.D Joshi, Narendra Publication
- 2 Elements of Mercantile Law, N.D. Kapoor, Tata Mac Graw Hill
- 3 Principles of Business Law, Ashwathappa. K, Himalaya Publication
- 4 Business Law, M.C. Kuchal, Viaks Publication
- 5 Various Bare Acts

LIST OF ABILITY ENHANCING ELECTIVE COURSES

AEE 101	CATERING SCIENCE
AEE 102	DIETITICS & NUTRITION
AEE 103	FOOD & BEVERAGE CONTROLS
AEE 104	PRINCIPLES OF MANAGEMENT
AEE 105	ORGANISATION BEHAVIOR
AEE 106	HOTEL ECONOMICS
AEE 107	FINANCIAL MANAGEMENT

SUBJECT CODE: AEE 101					
SUBJECT: CATERING SCIENCE (THEORY)					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	---	---	50	50	04

Rationale

To develop awareness of the importance of hygiene, sanitation and food safety in hotel industry.

		Hours	Marks
Chapter 1	Importance of Hygiene in the Catering Industry.	02	02
1.1	Introduction, Definitions : Hygiene & Sanitation		
1.2	Significance of hygiene & Sanitation in the food industry		
Chapter 2	Food Microbiology	10	06
2.1	Classification & Morphology of Microorganisms Bacteria, Virus,		
2.2	Fungi, Algae, protozoa.		
2.3	Growth of Bacteria and its relevance to the food industry. Factors affecting microbial Growth, Moisture, Ph, Temperature, Oxygen, Time, Osmotic Pressure		
2.4	How food act as a substrate for microorganisms.		
2.5	Concept of food contamination, Sterility, Cross Contamination, Contamination from plants & fruits, animals, sewage, soil, water, air.		
2.6	Food spoilage, causes, chemical changes caused by microorganisms		
Chapter 3	Food borne illnesses	10	04
3.1	Microbialaction-Food Poisoning (Microorganisms involved, mode of transmission, control of food Borneillness) Food infection (Bacterial, Viral Protozoal) (Microorganisms involved, mode of transmission,		

	control of food borne illness)		
3.2	Toxic metals and chemicals		
3.3	Naturally occurring toxicants in food.		
3.4	Investigation of food - borne disease outbreak		
Chapter 4	Beneficial effects of microorganisms	08	06
4.1	Role of microorganisms in the manufacture of fermented foods, Dairy products, Vegetable preparations, Bakery Products & Alcoholic beverages.		
Chapter 5	Hygienic food Handling	08	06
5.1	Importance of following sanitary procedures.		
5.2	Concept of danger zone		
5.3	Sanitary procedures while Preparation, Cooking, Mixing raw and cooked preparation, Holding: Hot holding, cooling, leftover		
5.4	Common Faults in food preparation		
Chapter 6	Environmental Sanitation. Hygiene in food production and service areas.	08	08
6.1	Types of wastes in catering establishments their disposal methods. Food Contamination and spoilage due to kitchen pests and Pest control.		
Chapter 7	Hazard Analysis and critical control points, Importance, definition & usage of HACCP.	06	06
Chapter 8	Sanitation Regulation & standards	06	06
8.1	Food adulteration. Simple tests to detect food adulterants in milk, sugar, turmeric, chilli powder, tea, coffee, semolina, Ghee, butter margarine, oil		
8.2	Control of food quality - Indian Stan.		
Chapter 9	Food Preservation.	06	08
9.1	Food Preservation by canning, drying, fermentation, Pickling and curing, chemical preservatives & by irradiation.		

REFERENCE BOOKS

- 1 Food Hygiene and sanitation, Ms. S. Roday, Tata McGraw Hill
- 2 The technology of food preservation, Narman Desrosier, CBS Publishers
- 3 Food microbiology, William Frazier & Dennis Westhoff Tata McGraw Hill
- 4 Food science & experimental foods, Dr. M. Swaminathan Bapco Publishers
- 5 Prevention of food adulteration act, 1954, Seth & Capoor, ILBS Publishers

SUBJECT CODE: AEE 102					
SUBJECT: DIETITICS & NUTRITION (THEORY)					
Teaching Scheme/Week		Examination Scheme			
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	---	--	50	50	04

Rationale

To develop basic awareness of important nutrients and knowledge of nutritional requirements for human beings & plan a balanced diet & understand the changes that occurs in the chemical components of food during preparation.

		Hours	Marks
Chapter 1	Introduction to nutrition	04	04
1.1	Definitions : Food, Diet, nutrients, nutrition, Malnutrition over and under nutrition/Energy energy requirements.		
1.2	Basal metabolic rate, Factors affecting basa Imetabolic rate.		
1.3	Concept of digestion, absorption, metabolism.		
1.4	Objectives of cooking.		
Chapter 2	Carbohydrates	04	04
2.1	Definition, Composition, Classification		
2.2	Food sources, Functions		
2.3	RDA (Adolescents and Adults)		
2.4	Importance of fiber in the Diet		
2.5	Symptoms of Deficiency and Excess of Carbohydrates in diet		
2.6	Effect of heat on Carbohydrates		
Chapter 3	Proteins		
3.1	Definition, Composition, Classification		
3.2	Food sources		

3.3	Essential and Non-essential Amino acids		
3.4	RDA (Children and Adults)		
3.5	Effect of heat on Proteins		
Chapter 4	Lipids	06	04
4.1	Definition, Composition, Classification		
4.2	Food Sources		
4.3	RDA (Adolescents and Adults)		
4.4	Symptoms of deficiency and excess of fats		
4.5	Effect of heat on fats		
Chapter 5	Vitamins	06	06
5.1	Definition, Classification of Vitamins into Fat Soluble And Water Soluble		
5.2	Functions, Sources, RDA, Symptoms of Deficiency and excess		
Chapter 6	Mineral	06	04
6.1	Classification, General Functions of Minerals, Calcium, Iron Iodine, Sodium and Chlorine		
6.2	Food Sources, Symptoms of Deficiency and Excess		
6.3	RDA in Adolescents and Adults		
Chapter 7	Water	02	04
7.1	Sources, Functions of Water in human body, Sources of Water		
7.2	Deficiency and Excess		
Chapter 8	Classification of Raw Materials into food groups	06	04
8.1	Their nutritive values-cereals, pulses, nuts & Oil seeds milk & Products, eggs, flesh foods, Vegetables & fruits, fats & oils.		
Chapter 9	Formulation of balanced & Therapeutic Diet	10	06
9.1	Five food groups system diet therapeutic diet Exchange list system		
9.2	Exchange list system		
9.3	Planning of a diet for normal adults (male & female)		

9.4	Concepts of Therapeutic diets, Foods to be avoided and recommended in Diabetes Mellitus, Cardiovascular disorders,		
9.5	Gastro intestinal disorders, Kidney disorders and Liver disorders, Fevers and Infections		
9.6	New trends in Nutrition (importance of avoiding junk food, gluten free diet, trans fatty acids, convenience food)		
Chapter 10	Food Science	10	06
10.1	pH-Definition and its relevance in industry		
10.2	Browning reactions (desirable & undesirable, enzymatic And non enzymic reactions in food)		
10.3	Concept of gelatinization, inversion and cystallization in starch.		
10.4	Definitions and relevance of Boiling point, Boiling under pressure, Melting Point Smoling point, Flash Point, Surface Tension		
Chapter 11	Food Additives	04	04
11.1	Definition, types and functions and various uses in food industry		

REFERENCE BOOKS

- 1 Nutrition and Dietetics, Ms. Shubhangini Joshi, Tata Mc-Graw Hill
- 2 Hand Book of food and Nutrition, Dr. M.S. Swaminathan, Bappco
- 3 Diet and Nutrition, BN Tiwari, Pearl Books
- 4 Food Science, B. Srilakshmi, New Age International Publication

SUBJECT CODE: AEE 103					
SUBJECT: FOOD & BEVERAGE CONTROLS					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	-	--	50	50	04

Rationale : To impart to students various cost, control and inventory concepts in a food and beverage operation.

		Hours	Marks
Chapter 1	Introduction to Food & Beverage management	8	6
1.1	Sectors of Food & Beverage Industry		
1.2	Cost and market orientation		
1.3	Food & Beverage Management functions		
1.4	Responsibilities of food and beverage management		
1.5	Constraintst of o odand beverage management		
Chapter 2	An overview of Food and Beverage control	6	04
2.1	Food and beverage control defined		
2.2	Objectives of food and beverage control		
2.3	Problems of food and beverage control		
2.4	The fundamentals of control		
Chapter 3	Cost, Profit and Sales concepts	10	06
3.1	The elements of cost		
3.2	Basic cost concepts - Fixed and variable costs, Direct costs, Estimated, budgetd and Standard costs Outlay		
3.3	Kinds of profit		
3.4	Break evenan alysis		

Chapter 4	Budgeting for Food and Beverage Operations	10	6
4.1	Budgets defined		
4.2	Objectives of budgetary control		
4.3	Types of budgets		
4.4	Basic stages in the preparation of budgets		
4.5	Obstacles to control		
Chapter 5	Purchasing	6	6
5.1	The main duties of the purchasing manager		
5.2	The purchasing procedure for food and beverage		
5.3	The selection of a supplier		
5.4	Methods of purchasing food and beverage		
5.5	Purchase specifications for food and beverage		
Chapter 6	Receiving, Storing and Issuing	8	8
6.1	Objectives of receiving food		
6.2	Themeattag		
6.3	Stock taking of food		
6.4	Receiving of beverages		
6.5	Storing and issuing of beverages		
6.6	Cellar records		
6.7	Issuing beverages		
6.8	Stock taking of beverages		
Chapter 7	Control checklist	6	6
7.1	Food control checklist		
7.2	Beverage control checklist, bar procedures, beverage control procedures		
7.3	Prevention of fraud in the bar		

Chapter 8	Management information System	10	8
8.1	Various Reports		
8.2	Calculation of Actual Cost		
8.3	Daily Food Cost		
8.4	Monthly Food Cost		
8.5	Statistical Revenue Reports		
8.6	Cumulative and Non-Cumulative		

REFERENCE BOOKS

- 1 Food and Beverage management, Bernard Davis, Sally Stone, Butter worth heinemanltd
- 2 Food and beverag control, Richard Kotas Bernard Davis, International, Textbook,
Glasagow
- 3 Cost accounting- Methods and Problems, Bk Bhar, Academic Publishing

SUBJECT CODE:AEE 104					
SUBJECT: PRINCIPLES OF MANAGEMENT					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	-	--	50	50	04

Rationale

To make the student understand the concepts of management and their practical application in the hospitality industry.

		Hours	Marks
Chapter 1	Introduction to Management	06	04
1.1	Management and Organization defined		
1.2	Why organizations and managers are needed		
1.3	Types of managers		
1.4	External and internal factors that affect management.		
Chapter 2	The Evolution of Management theory	08	08
2.1	Brief history of management thought		
2.2	Taylor's Scientifica Management Thory		
2.3	Fayol's Classical Organization Theory		
Chapter 3	Planning and Decision Making	08	08
3.1	Planning defined		
3.2	Importance of plans and goals		
3.3	Hierarchy of plans/Types of plans (Objectives, Strategies, Policies, Procedures, Methods, Rules,		
3.4	Steps in planning		
3.5	The rational mode of decision making		

Chapter 4	Organising & Staffing	12	08
4.1	Organising define and importance		
4.2	Formal and informal organization		
4.3	Span of management		
4.4	Departmentation		
4.5	Centralisation & Decentralisation		
4.6	Delegation of Authority		
Chapter 5	Leadership	10	06
5.1	Leadership styles		
5.2	Leadership theory (Blake & Mouton's Managerial Grid, Trait Theory, Contingency Theory) Characteristics		
5.3	of a good leader		
Chapter 6	Motivation	08	08
6.1	Motivation define		
6.2	Nature and importance		
6.3	Theories of motivation		
	i) Maslow's Hierarchy of Needs		
	ii) Mc Gregor's Theory X & Theory		
6.4	Y Morale		
6.5	Benefits of high morale/motivation		
Chapter 7	Co- ordination	06	04
7.1	Co-ordination defined		
7.2	Need for Co ordination		
7.3	Problems in achieving effective coordination		
7.4	Approaches to achieving effective coordination		

Chapter 8**Controlling****06****04**

- 8.1 Control defined
- 8.2 Need for control
- 8.3 Steps in the control process

REFERENCE BOOKS

- 1 Management, Stoner and Freeman, Prentice Hall of India
- 2 Essentials of Management, Koonts, O' Donnell, Mac Graw Publishing Co.
- 3 The best of Peter Drucker on Management, Peter Drucker Mac Graw Publishing Co.
- 4 Management Process, R. Davar, Universal Books

SUBJECT CODE:AEE 105					
SUBJECT: ORGANIZATIONAL BEHAVIOUR					
Teaching Scheme/Week		Examination Scheme			
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	---	--	50	50	04

Rationale

The Subject aims to introduce students to the various elements and dynamics of organizational behavior.

		Hours	Marks
Chapter 1	Introduction to organizational behavior	04	04
1.1	Organizational behaviour defined		
1.2	Relevance and Scope.		
Chapter 2	Foundation of individual behaviour	06	06
2.1	Environmental factors		
2.2	Personal factors		
2.3	Organizational factors		
2.4	Psychological factors		
2.5	Personality, perception, attitudes and learning		
Chapter 3	Motivation	06	06
3.1	Nature of Motivation		
3.2	Theories of motivation-Maslow, Herzberg, Equity And Expectancy		
Chapter 4	Foundation of Group Behaviour	06	06
4.1	Group Dynamics		
4.2	Group Formation		
4.3	Group Task		
4.4	Group Decision making		

Chapter 5	Leadership	04	04
5.1	Nature of leadership		
5.2	Theories of leadership - Traittheory, Behavioural and Fielder's contingency theory		
Chapter 6	Communication	04	04
6.1	Inter personal communication		
6.2	Barriers and ways of ovrcoming barrirs		
6.3	Organizational communication		
6.4	Informal communication		
Chapter 7	Conflicts	03	04
7.1	Causes of conflicts		
7.2	Ways of overcoming conflicts		
Chapter 8	Organization	05	04
8.1	Organizational structures		
8.2	Behavioural implications of diffrent structures		
Chaper 9		05	06
9.1	Organizational Change		
9.2	Factors responsible for change		
9.3	Resistance to change		
9.4	Implementation of the change process		
	Ways of overcoming the resistance		
Chapter 10	Organizational Culture	05	06
10.1	Definition and importance of organizational culture		
10.2	Creation and sustenance of organizational culture		

REFERENCE BOOKS

- 1 Essentials of Organizational Behaviour, Stephen. P. Robbins Prentice Hall of Indi
- 2 Organizational Behaviour, Fred Luthans, Mc Graw Hill
- 3 Organisational Behaviour, Ashwathappa. k, Himalaya Publishing House
- 4 Organisational Behaviour, B.P. Singh, Dhnapat Rai & sons
- 5 Organisation Behaviour, Umashankaran, Tata Mc Graw Hill

SUBJECT CODE: AEE 106					
SUBJECT: HOTEL ECONOMICS					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	-	-	50	50	04

Rationale

This subject helps the students to develop an understanding of the concepts and theories of application of management techniques in the field of economics. Moreover they should be able to understand the Manager's role in the decision making process from economic view point.

		Hours	Marks
Chapter 1	Nature & Significance of Managerial Economics	04	08
1.1	Meaning, Features & Significance		
1.2	Functions of Managerial Economist		
Chapter 2	Basic Terms used in Economics	08	08
2.1	Micro & Macro Economics		
2.2	Problem of Scarcity - Lionel Robbins Definition of Economics		
2.3	Economic Tasks-Production & Distribution		
2.4	Economic Entities - Household & Firm		
2.5	Distinction between Plant, Firm & Industry		
Chapter 3	Demand Analysis	12	08
3.1	Meaning Types & Determinants of Demand		
3.2	Meaning & Determinants of Individual & Market Demand		
3.3	Demand Function & Demand Schedule		
3.4	The Law of Demand		
Chapter 4	Theory of Consumer Demand	10	06
4.1	Utility - Meaning & Types		
4.2	The Law of Diminishing Marginal Utility		
4.3	The Law of Equi-Marginal Utility		

Chapter 5	Elasticity of Demand	10	06
5.1	Concepts, Kinds & Types		
5.2	Measurement of Price Elasticity Demand		
Chapter 6	Production Analysis	08	06
6.1	Concepts & Attributes		
6.2	The Law of Variable Proportions		
6.3	The Law of Returns to Scale		
Chapter 7	Supply Analysis	06	04
7.1	Meaning & Determinants of Supply		
7.2	The Law of Supply		
7.3	Elasticity of Supply meaning, measurement & factors Affecting elasticity of Supply		
Chapter 8	Types of Market	06	04
8.1	Meaning & Classification of Market Structure		
8.2	Types of Market Structures Formed by the Nature of Competition		

REFERENCE BOOKS

- 1 Business Economics, V.G. Mankar, Himalaya Publishing House,
- 2 Modern Micro Economics, Ahuja H.L.S. Chand Publishing
- 3 Business Economics (Micro), Dr. (Ms). Girija Shamkar, Nirali Prakashan

SUBJECT CODE: AEE 107					
SUBJECT: FINANCIAL MANAGEMENT					
Teaching Scheme/Week		Examination Scheme			
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	--	--	50	50	04

Rationale

This subject helps the students to develop an understanding of the concepts and theories of Financial Management in the Hospitality industry. This will also help the student in analyzing the financial statements and capital budgeting.

		Hours	Marks
Chapter 1	Financial Management	04	04
1.1	Definition, Scope and objectives Branches of accounting.		
1.2	Historical, Cost, Financial control , Financial Management and Revenue.		
Chapter 2	Ratio Analysis	12	08
2.1	Meaning, Importance and limitations		
2.2	Practical problems on computation of Liquidity Ratios. Turnover Ratio, Debtors Turnover Ratio, Creditors Turnover Ratio, Long-term Solvency Ratios-Proprietary Ratio, Debt Equity Ratio.		
2.3	Profitability Ratios - Gross Profit, Net Profit, Operating ratio, Practical problems on preparation of Balance sheet from given Ratios.		
Chapter 3	Funds Flow and Cash Flow Statement	12	10
3.1	Nature, Importance and Uses		
3.2	Differences between Funds Flow and Cash Flow Statement Practical problems on preparation of Funds Flow considering following adjustment only : Depreciation		

	Onfixed Assets, Dividend- Interim and Finaland Taxation		
Chapter 4	Working Capital Management	08	06
4.1	Definition and Meaning		
4.2	Factors affecting working capital		
4.3	Working capital cycle		
4.4	Practical problems on determination of working capital		
Chapter 5	Capital Budgeting	10	06
5.1	Meaning and Importance		
5.2	Practical problems on capital budgeting : payback period, Accounting Rate of return, Netpresent Value		
Chapter 6	Budgets, Budgeting and Budgetary Control	08	08
6.1	Definition and Characteristics of Budgets		
6.2	Meaning and Advantages of Budgetary control		
6.3	Practical problems on Cash Budget, Flexible Budget		
Chapter 7	Introduction to Pricing and Value added Tax.	10	08
7.1	Importance of Pricing.		
7.2	Methods of Pricing - Costplus, Rate of Return, History, Meaning and Advantages of Value added tax		
7.3	History, Meaning and Advantages of Value added tax In Hotel and Catering establishment		

The students may be assigned exercises related to Hotel Accounting to get hands on experience. They may be given assignments to collect various Formats use din the Hotel Industry and to present same in the class.

REFERENCE BOOKS

- 1 Financial Management, M.Y. Khan & P.K. Jain, Tata Mc Graw Hill
- 2 Financial Management, Prof. Dr. S.V. Patankar, Everest Publishing House
- 3 Financial Management, Prof. N.M. Vechalekar, Nirali Publication
- 4 Financial Management, Satish M Inamdar, Everest Publishing House

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-
- 5 Introduction To Management Accounting, L.N. Chopdeand D.H. Choudhary, Sheth Publishers Pvt. Ltd
 - 6 Financial and Cost Control Techniques, Dr. Jagmohan Negi, Gaurav Manohar Metropolitan Book Co. Pvt. Ltd. New Delhi.

Sem VI

SUBJECT CODE:DSE 201					
SUBJECT: ADVANCED FOOD PRODUCTION & KITCHEN MANAGEMENT					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
0	40	60	-	100	04

Rationale

The subject intends to provide indepth insight into international cuisine and develop advanced understanding of technical as well as managerial skills for culinary professional.

		Hours	Marks
Chapte 1	Production Management	02	04
1.1	Introduction to production management		
1.2	Kitchen organization		
1.3	Allocation of work, Job Description, Duty Roaster		
1.4	Production planning & scheduling		
1.5	Production Quality & Quantity Control		
1.6	Forecasting and Budgeting		
Chapter 2	Nouvelle cuisine	02	04
2.1	Evolution of Nouvelle cuisine		
2.2	Principles of Nouvelle cuisine		
Chapter 3	Food presentation & Garnishes	02	04
3.1	Importance of food presentation		
3.2	Skills and techniques in food presentation		
3.3	Importance of garnishes		
3.4	Ten classical garnishes		
Chapter 4	International Cuisine	20	20
4.1	Influence of Geographical location, Historical background on		

staple food and cuisines of following countries.

1. Tex-Mex 2. France 3. Italy 4 China

5. Spain 6. Germany 7. Great Britain 8. Japan

9. Mediterranean region 10. South East Asia

Chapter 5	Meringues	02	02
5.1	Making of meringues		
5.2	Factors affecting stability		
5.3	Cooking of meringues		
5.4	Types & uses of meringues,		
Chapter 6	Sugar	02	04
6.1	Tools required for sugar work		
6.2	Types of Sugar as decorative work-spun sugar, pulled sugar, poured sugar, blown sugar		
Chapter 7	Chocolate	02	04
7.1	Manufacture		
7.2	Couverture		
7.3	Tempering		
7.4	Moulding		
7.5	Chocolate decorations		
Chapter 8	Icing & Topping	04	04
8.1	Icing : Types- Flat, Royal, Butter Cream		
8.2	Marzipan, Nougatine, pastillage, Ganache		
8.3	Cooking of meringues		
8.4	Types & uses of meringues.		
Chapter 9	Recipe Balancing	02	04
9.1	Importance of recipe balancing		
9.2	Principles of recipe balancing in cake making & bakery		

Chapter 10	Pastries	05	06
10.1	Types-Shortcrust, Flakey, Puff, Danish, Choux, Filo		
10.2	Faults & their causes.		
Chapter 11	New Concepts in Culinary	05	04
11.1	Molecular Gastronomy : Concept.		
11.2	Organic foods		
11.3	Vegan cuisine		

REFERENCE BOOKS

- 1 Professional Cooking, Wayne Gisselen, John Wiley & Sons, N.Y
- 2 Theory of Cookery, Krishna Arora, Frank Bros & Co. Ltd, Delhi
- 3 Theory of Catering, Kinton ceserani, Book Power
- 4 Practical Cookery, Kinton Ceserani, ELBS
- 5 Basic Cookery, Richard Maetland & Derek Welsby, Heinemann
- 6 Culinaria Volume I & II Konemann, CBS Publication
- 7 Professional Baking, Wayne Gisslen, John Wiley & Sons, N.Y.
- 8 International Cuisine & Food Oroduction Management, Parvinder S. Bali, Oxford Publication.
- 9 Professional Baking, Wayne Gisslen, John Wiley & Sons, N.Y
- 10 Understanding Baking, Joseph Amendola & Donald Lundberg John Wiley & Sons, N.Y
- 11 Larousse Gastronomique, Paul Hamlym, Cookery Encyclopedia
- 12 Basic baking, S.C. Dubey, The Society of Indian Bakers
- 13 Classical Food Preparation & Presentation, W.K.H. Bode, Batsford
- 14 Professional Pastry Chef, Bo Friberg John Wiley & Sons, N.Y.

SUBJECT CODE:DSE 201 (A)				
SUBJECT: ADVANCED FOOD PRODUCTION & KITCHEN MANAGEMENT (PRACTICAL)				
Teaching Scheme/Week	Examination Scheme			
Practical Hours	IA Marks	EA Marks	Total Marks	Credits
08	40	60	100	04

Minimum 24 International menus to be conducted.

The menus should cover the following regions of the world :

1. Tex-Mex
2. France
3. Italy
4. China
5. Spain
6. Germany
7. Great Britain
8. Japan
9. Mediterraneanregion
10. South East Asia

Students are required to maintain a journal to record the various practicals attended and the teacher must record the performance evaluation of the same on a day to day basis.

SUBJECT CODE:DSE 202					
SUBJECT: FOOD & BEVERAGE OPERATIONS & MANAGEMENT (THEORY)					
Teaching Scheme/Week		Examination Scheme			
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	4	60	-	100	04

Rationale

To impart comprehensive knowledge about bar operation and management skills.

		Hours	Marks
Chapter 1	Introduction to Bar & Bar Beverages	12	12
1.1	Alcoholic Beverages		
1.2	Non Alcoholic Beverages,		
1.3	Aerated Beverages, Bar Syrups, Squashes and Cordials		
	Premixed Drinks Mineral, Spring water, flavoured and packaged waters.		
1.4	Aperitifs, Liqueurs and digestifs		
1.5	Types of Bars		
1.6	Role of Various personnel's in the bar.		
1.7	Bar Equipment's and their uses (Large and Small equipment's)		
Chapter 2	Planning of Bar	08	06
2.1	Layout of a bar		
2.2	Factors to be considered while planning a bar		
2.3	Safety and hygiene consideration		
2.4	Seating Arrangements of various bars.		
Chapter 3	Bar Controls & Statutory Requirements	08	06
3.1	Purchasing, Receiving and storing of Beverages		

3.2	Inventory/Stock Control methods.		
3.3	Calculation of Beverage cost., Daily, Weekly Bar Reports.		
3.4	Sales Summary and Sales Analysis, Sales Mix.		
Chapter 4	Mixology	10	10
4.1	Introduction to the science of Mixology.		
4.2	Cocktail making		
4.3	Glassware and garnishes.		
4.4	Making of Traditional and Innovative cocktails.		
4.5	Flair bartending		
Chapter 5	Function and Event Catering	08	10
5.1	Definition of function catering and types of functions		
5.2	Organizational structure of Banquet department, duties and		
5.3	Responsibilities of various personnel's		
5.4	Function catering administrative procedures		
5.5	Preparation of function prospectus.		
5.6	Menu planning for various types of functions		
5.7	Seating arrangement for various functions, Table plan and		
5.8	space considerations. Off premises / out-door catering.		
Chapter 6	Gueridon Service	08	06
6.1	Origin and Definition.		
6.2	Types of trolleys.		
6.3	Special equipments used in Gueridon service care and		
6.4	Maintenance.		
6.5	Service Procedure.		
6.6	Service of classical dishes.		
Chapter 7	Buffets	04	04
7.1	Definition		

7.2	Types of Buffets		
7.3	Equipments and set up of buffets.		
Chapter 8	Menu Engineering	03	03
8.1	Concept and application.		
8.2	SWOT analysis of various food and beverage outlets.		
Chapter 9	Customer Relationship	03	03
9.1	Handling Customer Complaints.		
9.2	Customer SAtisfaction		

Glossary of Terms

Fortified wines	Cobblers	Collins
Blended drinks	Coolers	Crustas
Cups	Daisies	Egg nogs
Fixes	Flips	Frappes
High ball	Juleps	Pick-me-up
Pousee-cafe	Smashes	Sours
Swizzles	Toddies	Amer-picon
Campari	Bar die	Hawthorne strainer
Boston shaker	Cassis	Cerise
Citronelle	Framboise	Gomme
Grenadine	Orgeat	Squashes
Bar-blade	Speed pourers	Bar optics
Front bar	Back bar	Kirsch
Generic liqueurs	Proprietary liqueurs	Pousee cafe
Jigger	Asian Buffet	Gala Reception
Dispense Bar	Smorgasbord	Easter Buffet
Brunch Buffet	Candelabra	Casserole Stations
Fork Buffet	Suzette Pans	Beverage Urns

Chafing Dish	Portion scale	Props
Floral Accessories	Skirting	Waffle Irons
Rechaud Stores	Trancheur	Carousel
Gueridon	Underbars	Over bar
Portable bar	Cobra Gun	IRD
Centralized Rook Service	De-Centralized Romm Service	RSOT
California Menu	Cyclic Menu	EMT
PMT	Evlevenses	
SWOT		

REFERENCE BOOKS

- 1 Food and Beverage Service, Dennis Lillicrap, John cousins, Power Book
- 2 Modern Restaurant Service, John Fuller, Hutchinson
- 3 Food and Beverage Service, Sudhir Andrews, Tata Mc Graw Hill Edition
- 4 The Beverage Book, Durkan & Cousins, Hodder Arnold, H & S Toughton
- 5 Professional Guide to Alcoholic Beverages, Lipinski, Van Nostrand Reinhold
- 6 Oxford Companion to wines, Jancis Robinson, Oxford University Press
- 7 The Restaurant (From Concept to Operations), Donald Lundberg, John Willey
- 8 The ultimate Encyclopedia of Wines, Beer, Spirits and liqueurs. Stuart Walton, Brain Glover, Hermes House.
- 9 Food and Beverage Management, Bernard Davis, Sally Stone Butterworth Heineman Ltd

SUBJECT CODE:DSE 202A**SUBJECT: FOOD & BEVERAGE OPERATIONS & MANAGEMENT (PRACTICAL)**

Teaching Scheme/Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	40	60	-----	100	02

Sr. No.	Topic
1	Preparation of Various types of Beverage lists
2	Service of Various Spirits & Cocktails
3	Planning and layout of various types of bars
4	Maintenance of statutory Records
5	Preparing of Daily/Weekly Bar Reports
6	Flair Bartending Principles : Types of Flair Bartending
7	Molecular Mixology
8	Innovative Cocktails & Mocktails
9	Filling up of Banquet function prospectus
10	Banquet seating arrangements, formal banquet service
11	Mise-en-place for service from Gueridon trolley and service of dishes
12	Setting up of buffets and service procedures
13	Planning of Off premises catering functions
14	Menu Engineering Analysis of Menu.
15	SWOT Analysis of fine dining establishment, QSR
16	Planning and service of food festivals and other promotional events

SUBJECT CODE:DSE 203					
SUBJECT: ACCOMMODATION MANAGEMENT (THEORY)					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
0	40	60	-	100	04

Rationale :

The subject aims to establish the importance of management in Accommodation Operations.

This course aims to establish the importance of Front Office within the hospitality industry. It also prepares the student to acquire management skills and knowledge in the Department.

	Topic	Hours	Marks
Chapter 1	Pioneers of the hotel industry	04	02
1.1	Founders of the Hotel Industry		
1.2	Developments in hotel industry		
1.3	Indian chain hotels-History & growth		
Chapter 2	Social skills required for Rooms Division staff	06	06
2.1	Introduction and Importance of social skills		
2.2	Behaviorial skills-self presentation, body language Cross culture-Styles of welcoming, need for foreign language, global language		
Chapter 3	Budgeting in Rooms Division	06	08
3.1	Definition, concept & importance		
3.2	Type of budgets - capital & operating		
3.3	Budgeting for front office operations- Forecasting Revenue, Estimating Expenses, Refining Budget Plans		
Chapter 4	Revenue Management	06	06
4.1	Concept		

4.2	Measuring & maximizing Yield		
4.3	Elements of Revenue Management		
4.4	Using Revenue Management- concept of ARR and REV PAR		
4.5	Calculation of Yield statistics and yield management		
Chapter 5	Evaluating Front Office Operations	06	06
5.1	Daily Operations Report		
5.2	Occupancy Rations		
5.3	Rooms Revenue Analysis		
5.4	Hotel Income Statement		
5.5	Rooms Division Income Statement		
5.6	Rooms Division Budget Reports		
5.7	Operating Ratios		
5.8	Ratio Standards		
Chapter 6	Introduction to Management Information System	06	06
6.1	MIS-Introduction, Definition, Concept Understanding information system, MIS for key decisions		
6.2	Property management system - Various modules related to Reservations, Registration, Cashiering, Telephones, Guest history		
Chapter 7	Managing Human Resource in Rooms Division Department	06	06
7.1	Determining manpower requirements.		
7.2	Recruitment		
7.3	Training		
7.4	Staff Scheduling		
7.5	Staff Motivation		
7.6	Performance Appraisal		

7.7	Effective use of SOP's in front office departments.		
Chapter 8	New property operations	06	06
8.1	Starting up Rooms Division Operations		
8.2	Systems and procedures		
8.3	Staffing consideration		
8.4	Count down		
Chapter 9	Housekeeping in Allied sectors	08	08
9.1	Need & Importance		
9.2	Institutional Housekeeping-Hostels, guest houses & residential		
9.3	Homes		
9.4	Housekeeping in Hospitals		
9.5	Housekeeping in Retail sectors		
	Housekeeping in Art Gallery, Museum		
	Housekeeping in Aircrafts, Airports		
	Corporate Housekeeping.		
Chapter 10	Customer Relationship Management in Rooms Division	06	06
10.1	Definition & concept		
10.2	Importance of loyalty programme		
10.3	Benefits of loyalty Programme		
10.4	Types of loyalty programme		

Glossary of Terms

Capital budget	Operating budget	Pre opening budget
Flexible bedget	Fixed budget	Master budget
Variable expenses	Semi variable expenses	Yield Management
GOPPAR	Performance Appraisal	Induction

Orientation	Cross training	Multi skilling
Time and motion study	Soft opening	Countdown
Zero base budgeting	Contingency plan	Graveyard shift
Job description	Job specification	Job analysis
Job assignment	Job breakdown	Productivity standard
Job assignment	Work study	Pre opening budget
Zero base budgeting	Job analysis	Facility management
Buddy system	Productivity standard	Countdown
Social Skills	Staffing guide	Graveyard shift
Behavioral skillas		

REFERENCE BOOKS

Sr. No.	Name of the Book	Author	Publisher
1	Hotel House Keeping Operations & Management-	Sudhir Andrews	Tata Mc Graw Hill
2	Hotel Housekeeping & Management	G Raghubalan, Smritee Raghubalan	Oxford University Press
3	Hotel, Hostel & Hospital Housekeeping	Branson & Lennox	ELBS
4	Accomodation Management	Rosemary Hurst	Heinemann publishing
5	Hotel Front Office Operations & Management	Sudhir Andrews.	ELBS
6	Check-in Check-out	Jerome Vallen	Heinemann publishing
7	Principles of Hotel Front Office Operations	Sue Baker, P. Bradly, J. Huyton	Tata Mc Graw Hill
8	Hotel Front Office	Bruce Graham Stanley	WM.C Brown IOWA
9	Managing Front Office operations	Michael Kasavanna	Continuum

		Richard Brooks Charles Steadmon	Thornes
10	Front Office Procedures & Management	Peter Abott. & Sue Lewry	AH & LA Butterworth & Heinemann
11	Front Office operations	Colin Dix, Chris Baird	Pearson
12	Front Office Operations And administration	Dennis foster	Glencoe.
13	Hotel Accounting & Financial Control	OziD'Cunha	Dickey Enterprises

SUBJECT CODE:DSE 203 A

SUBJECT: ACCOMMODATION MANAGEMENT (PRACTICAL)

Teaching Scheme/Week	Examination Scheme				
	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	40	60	-----	100	04

1. Preparing of various budgets in Rooms Division department.
2. Calculation of stocks and expenses for Rooms Division department.
3. Preparation of Rooms division income statement.
4. Preparation of reports for consumption of guest consumables.
5. Calculations of various statistical data using Formulae : ARR, Room Occupancy %, Double Occupancy %, Bed Occupancy %, Foreign occupancy %, Local Occupancy %
6. Calculation of Yield statistics and yield management.
7. Calculation of staffing requirements and staff scheduling for the Rooms Division department in different types of hotels.
8. Preparation of duty roster for Rooms Division department in different types of hotels.
9. Preparation of orientation and training programme for new recruits in Rooms Division department.
10. Preparation of format for performance appraisal and various rating systems.
11. Preparation of Time and motion study for Rooms Division jobs.
12. Practice with computer & PMS handling related to Rooms Division
13. Practice of mock interviews of Rooms Division job positions.
14. Preparation of a checklist for Rooms Division tasks in the countdown of a new property launch.
15. Planning Start up systems and procedures in the Rooms Division department of a new start up property.
16. Planning for a housekeeping operation in Retail and Corporate sectors, Hostels, Guest houses and Hospitals.

Assignment

1. Preparation of job descriptions for housekeeping personnel
2. Preparation of orientation and induction training programme for housekeeping staff
3. Preparation of performance appraisal report
4. Preparation of SWOT analysis for Rooms Division Department
5. Preparation of SOP's for front office department. Preparation of SOP's for Protocols of VVIP, VIP's and CIP's & traditional welcome amenities (Ministers, Dignitaries, Govt. Officials, Foreign delegates and others)
6. Preparation of SOP's for different tasks in Housekeeping department.

SUBJECT CODE:SEC 104**SUBJECT: APPLICATION OF COMPUTERS IN HOTELS (THEORY)**

Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	20	30	---	50	02

Rationale

The subject aims to give a basic knowledge of computers and its operations and enables the student to operate the computer with enough practice to get confidence.

		Hours	Marks
Chapter 1	Computer Fundamentals	03	03
1.1	Features of Computer System		
1.2	Block Diagram		
1.3	Hardware Input & Output Devices, CPU, RAM, ROM		
1.4	Software - System, Applications/W		
1.5	Networks - LAN, MAN, WAN, Topologies		
1.6	Viruses- Types, Precautions		
1.7	Types of Software- System & Application software's		
Chapter 2	Windows	03	03
2.1	Features		
2.2	Terminologies - Desktop, Windows, Wallpaper, Icons, File, Folder, etc. Windows Explorer - (Assignment with files, folders)		
2.3	Accessories - Paint, Notepad, Calculator,		
Chapter 3	MS Word	03	02
3.1	File Commands, Print, Page Setup		
3.2	Editing - Cut, Copy, Paste, Find, Replace, etc.		

3.3	Formatting Commands - Fonts, Bullets, Borders, Columns, Tabs, Indents.		
3.4	Tables, Auto Text, Auto Correct		
3.5	Mail Merge, Hyperlinks		
Chapter 4	MS Excel	03	03
4.1	Features, Auto Fill, Custom Listsetc		
4.2	Cell Reference - Relative & Absolute (s)		
4.3	Formulae, Functions (Math/Stats, Text, Date, IF)		
4.4	Charts-Types, Parts of the Chart		
4.5	Databases (Create, Sort, Auto Filter, Sub Total)		
Chapter 5	MS Powerpoint	04	03
5.1	Slide Layout, Slidetransition		
5.2	Clip Art, Organizational Chart, Graphs, Tables.		
5.3	Custom Animations, Slide Timings.		
Chapter 6	Internet / Email	04	04
6.1	History, Pre-requisites for Internet, Role of Modem		
6.2	Services - Emailing, Chatting, Surfing, Blog		
6.3	Search Engines, Browsers, Dial Up, Domains		
6.4	Broadband, Concepts of Webupload, download		
6.5	Threats - Spyware, Adware, SPAM		
Chapter 7	E-Commerce And ERP Concepts	03	03
7.1	Concepts of B-to-B, B-to-C		
7.2	ERP Concept		
7.3	SAP Concepts		
Chapter 8	Hospitality Software	03	03
8.1	Shawman Hospitality Software- Point of Sale (VPOS - 9)		

8.2	Introduction		
8.3	Restaurant order taking		
8.4	Add on command prompt		
8.5	Cheque making -single, split etc.		
8.6	Bill settlement		
8.7	Availing Discounts		
Chapter 9	Hospitality software	03	03
9.1	Shawman Hospitality Software-Property Management System		
9.2	Introduction		
9.3	Room Reservations		
9.4	Group Booking		
9.5	Payment Settlement		
9.6	Adding Discounts		
9.7	Payroll Management System		
Chapter 10	Hospitality Software	03	03
10.1	Shawman Hospitality Software- Human Resource Management System		
10.2	Sales & Catering Management System		
10.3	Wire data System		
10.4	Customer feedback system		
10.5	Introduction		
10.6	Payroll		
10.7	Customer Feedback		
10.8	Communication within the property & Outside the property		
10.9	Other Hospitality Software's Fidelio, Opera, Oracle, Micros		

REFERENCE BOOKS

- 1 Mastering MS-OFFICE, Lonnie E. Moseley & David M. Boodey, BPB Publication
- 2 Computer Fundamentals, P.K. Sinha, BPB Publication
- 3 Computer Fundamentals, Anita Goel, BPB Publication

SUBJECT CODE: SEC 104 - A

SUBJECT: APPLICATION OF COMPUTERS IN HOTELS (PRACTICAL)

Teaching Scheme/Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	02

Practical 1 COMPUTER FUNDAMENTALS

Input Devices, Output devices,
LAN, WAN, MAN

Practical 2 WINDOWS

Change wallpaper, set screen saver, Create folders and files using Notepad.
Cut, copy and paste files to floppy/ pen drives.
Create images using Paint
Check free disk space and speed of processor.
Change date and time.

Practical 3, 4, 5, 6 WORD

Type recipe of any dish, with its image, with ingredients inatable.
Create KOT, Student's Resumes with students photograph. (WORD)
Letter Writing
KOT Making
Company Letter head making
File, Edit, View, Insert, Format, Tools, Table Commands Page Setup, Print File, Edit, View, Insert, Format, Tools, Table Commands Page Setup, Print Options, Setting Page Margins Clip Arts, Inserting Pictures/Charts/Files Correcting Text, Cut, Paste, Undo, Redo, Deleting Blank lines, Inserting A Page, Typing Over Text, Replacing Text, Moving And Copying Text. menu Method, Key Board Method, Tool Bar Method, Drag & Drop Method, Checking Text, The Spell Checker, Auto Correct Check Up, The Grammar Checker, Formatting A Text, Changing Type Style, Character Highlighting, Alignment of Text, Left, Right

Center, Justifying Text-Types & Tab Setting, Setting Tab Using Ruler, Indenting Paragraphs, Increasing And Decreasing Indents, Using Ruler To set Indents, Spacing Paragraph Line Spacing, Spacing Between Paragraphs. Page Views, Normal Views, Page Layout View, Outline View, Print Preview, "Full Screen View, Master Document View, Magnification, Page Formatting, Setting Margins, Paper Size, Printing in Landscape Or Portrait Orientation, Page Numbering, Adjoining Page Numbering, Deleting Page Numbering, Header & Footer, Creating And Editing Inserting And Deleting Pages in A Document, Saving The Text, Saving The File To Disk, Closing A file, Opening A Non-Work document Printing Text.

Practical 7, 8, 9

EXCEL

List of employees, with salary,

KOT,

Report Card with Pass/Fail Result, Bills with details of Hotel Rooms, Charts, Data base of Employees with filters

Processing With MS Excel, Starting Excel, Starting New Work Book, Entering And Editing Data, Formatting Work Sheet, Sorting The DATA, The Worksheet Selecting Cells And Ranges, Selecting With Mouse, Data Entry, Entering Numbers, Text, DATE & Time Entries, Entering Series, Filing A Text Series With Auto Fill, Filing A Number Series, Editing DATA, Clearance And Replacing Contents of A Cell, Deleting The Contents of A Range of Cell, Re-arranging Work sheet data, Copying Auto Correct, Spell Checking, File dose, Formatting Data, Font Selection, Aligning DATA, Format Style, Formatting Work Book, Arranging, Hiding, Unhiding, Inserting Columns And Rows, Adjusting Width, Copying And Moving, Inserting And Deleting Sheets From Work Book, Mathematical Operator, Exponentiation And Percentage Operators, Logical Or Comparison Operator, Exponentiation And Percentage Operators, Logical Or Comparison Operators, Using Mouse To Create A Formula. Inserting A Chart, Chart Types, Modifying Chart Adding Drawing To the Chart, Printing In Excel, Print Parameters, Default And Changing Default Settings, Sorting, Printing Etc.

Practical 10, 11

POWER POINT

To Present the above information as a presentation as an assignment.

Use different layout, organization chart, design templates, in the presentation.

Opening And Saving Presentations The Easy Way -Using Auto Content Wizard-Working With Blank Presentation -Using The Templates -Using

The Slide Master Working with Color Schemes- Working with slides, Making A New Slide Move, Copy or Duplicate Slides Delete A Slide Copy A Slide From One Presentation To Another Go To Specific Slide-Change The Lay Out of A Slide Zoom In or Out of Slide Working With Text In Power Point Cutting, Copying and Pasting-Formatting Text, Change Font & Size, Shadowing, Embossing-Alignment The Text-Left, Center, Right And Justify-Power Of Graphics In Power Point Working With Clipart Picture- Using Microsoft Excel-Chart-Using Organization Charts-Power Point Drawings Ways To Draw- Adding Lines Connecting Lines Borders And Adding Curves - Creating Word Tables Making Great Looking Presentations (Putting On A Show)- Arranging, Creating Animated Slides - Manually Advancing Slides-Adding And Removing Transitions - Running A Presentation Continuously Printing The Presentation Elements.

Practical 12

INTERNET

To search and downloading formation from the internet as a topica and submit (Hard/Softcopy)

Create email id, send mail to faculty as an assignment.

Practical 13, 14

Shawman - Point of Sale

Shawman Hospitality Software - Point of Sale (VPOS9)

Introduction

Restaurant ordertaking

Add on command prompt

Cheque making - single, split etc.

Availing Discounts

Bill Printing, Re-printing, Bill settlement

Practical 15

Property Management System

Taking Rooms Booking

Adding Discounts

Billing

Practical 16

Payroll System

Calculating Paryroll

Appraisal System

SUBJECT CODE:AEC 103					
SUBJECT: HOSPITALITY MARKETING (THEORY)					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
03	40	60	--	100	03

Rationale

This subject intends to promote and understanding of core concepts of marketting, current marketing environment, challenges in marketing of services and the marketing strategies to be adopted.

		Hours	Marks
		04	04
Chapter 1	Introduction to Marketting		
1.1	Defining Marketing		
1.2	Core concepts of Marketing		
1.3	Orientations towards Marketing. Production concept, Product concept, Selling concept, Marketing concept, Sociatal Marketing concept		
1.4	Difference between Selling and Marketing		
1.5	Marketing Mix		
Chapter 2	Introduction to Services Marketing	06	08
2.1	Introduction to Services Marketing		
2.2	Goods Vs. Service		
2.3	Characteristics of Services		
2.4	Problems in marketing of services and its solution		
2.5	Scope of Service		
Chapter 3	Customer Value and Satisfaction	04	04
3.1	Defining Customer Value and Satisfaction		

3.2	Delivering Customer Value and Satisfaction		
3.3	Attracting and Retaining customers		
3.4	Concept of Customer Profitability		
Chapter 4	Understanding the Marketing Environment	02	04
4.1	Demographic environment		
4.2	Economic environment		
4.3	Technological environment		
4.4	Political environment		
4.5	Social Cultural environment		
4.6	Business environment		
Chapter 5	Analyzing Consumer Markets and Buying Behavior	04	04
5.1	Consumer Behavior Model		
5.2	Factors influencing buyer behavior : Cultural, Social Personal, Psychological		
5.3	Buying decision process		
Chapter 6	Market Segmentation, Targeting and Positioning	04	04
6.1	Concept of market segmentation,		
6.2	Basis for segmentation : Geographic, Demographic, behavioral, Psychographic		
6.3	Concept of Market Targeting & of Market Positioning		
Chapter 7	Product Strategies	06	08
7.1	Levels of Product		
7.2	New Product Development		
7.3	Product Life cycle concept		
7.4	Product Differentiation		
7.5	Concept of Branding		

Chapter 8	Pricing Strategies	06	08
8.1	Price and its importance		
8.2	Internal and external factors affecting pricing decisions		
8.3	Pricing strategies adopted by hotel for : Room Tariff, F & B items, Functions & Packages.		
Chapter 9	Physical Distribution Strategies	06	08
9.1	Importance of distribution		
9.2	Channel Level		
9.3	Channels of distribution in the hospitality industry (Travel agents, Tour operators, Internet, Consortia, Hotel Representative, CRS etc.)		
9.4	Franchising		
9.5	Alliances		
9.6	Location of Services		
Chapter 10	Promotion Strategies	06	08
10.1	Definition and Characteristics of Promotional tools used in the hotel industry.		
10.2	Advertising		
10.3	Sales Promotion		
10.4	Publicity & Public Relations		
10.5	Personal Selling		
10.6	Direct Marketing.		

REFERENCE BOOKS

- 1 Marketing for Hospitality and Tourism, Philip Kotler, Pearson Education.
- 2 hotel Marketing, S M Jha, Himalaya Publishing
- 3 Hospitality Marketing, Neil Warne, Hospitality Press, Melbourne
- 4 Hospitality Marketing Management, Robert Reid, John Wiley & Sons, N.Y

SUBJECT CODE: AEC 104					
SUBJECT: HUMAN RESOURCE MANAGEMENT (THEORY)					
Teaching Scheme/Week		Examination Scheme			
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
03	40	60	-	100	03

Rationale :

The student will be able to understand the role and importance of Human Resource Management in the modern hospitality environment.

		Hours	Marks
Chapter 1	Introduction to Human Resource Management.	04	06
1.1	Human Resource Management defined.		
1.2	Human Resource Management and Personnel Management.		
1.3	Role, Nature and Characteristics of Human Resource Management		
1.4	Functions of Human Resource Management		
1.5	Challenges for Human Resource Management		
Chapter 2	Human Resource Planning	10	10
2.1	Man power planning-concept need and technique.		
2.2	Process of manpower planning.		
2.3	Job analysis, job description, job specification.		
2.4	Recruitment/Sources of recruitment.		
2.5	Selection, orientation and induction process		
Chapter 3	Human Resource Development	06	06
3.1	Definition and elements of Human Resource Development.		
3.2	Training - need and importance.		
3.3	Assessment of training needs.		
3.4	Difference between training and development		

Chapter 4	Performance Management and Appraisal	08	08
4.1	Performance Management - Need and importance.		
4.2	Performance Appraisal - Purpose method sanderrours.		
4.3	Career Management promotion and transfers.		
4.4	Career development and its benefits.		
4.5	Need for career counseling		
Chapter 5	Performance and Job Evaluation	08	04
5.1	Performance evaluation and its objectives		
5.2	Job Evaluation-concept and objectives, methods of job evaluation		
5.3	Limitations of Job Evaluation.		
5.4	Competency matrix-concept, benefits and implementation In the hospitality industry.		
Chapter 6	Compensation Administration	10	08
6.1	Objectives of compensation administration.		
6.2	Types of compensation-direct and indirect.		
6.3	Factors influencing compensation administration- External and internal factors, concept of Cost to Company (CTC)		
6.4	Steps in formulation of compensation packages.		
6.5	Current trend in compensation - competency and Skill based pay, Broad banding.		
Chapter 7	Incentives and Benefits	08	06
7.1	Objectives of wage incentives.		
7.2	Wage incentives planning process.		
7.3	Types of incentive schemes in brief-straight piece rate, differential piecerate, task and time bonus, meritrating.		
7.4	Organisation wide incentive plans-profit sharing, Employee stock options (ESOP)		
7.5	Fringe benefits -objectives and forms		
Chapter 8	Grievances and Discipline	03	06
8.1	Grievance Handling -causes of grievances.		

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- 8.2 Grievance handling system.
 - 8.3 Discipline aims and objectives.
 - 8.4 Causes of indiscipline.
 - 8.5 Women Grievance committee-importance, Role and functions.

Chapter 9 Industrial Relations - Labour and Management Relations 03 06

- 9.1 Trade union-concept, objectives and functions.
- 9.2 Collective Bargaining.
- 9.3 Workers participation in management in hospitality industry.
- 9.4 Labour turn over-causes and measures for reducing labour turnover, retention
- 9.5 Strategies implemented by the hospitality industry.

REFERENCE BOOKS.

- 1 Fundamentals of Human Resource Management- content, competences and application, Gary Dessler and Biju Varkkey, Pearson.
- 2 Personnel Management, C.B Mamoria, Himalaya Publishing.
- 3 Human Resource management and human relations., Dr. V.P, Michael Himalaya Publishing
- 4 Human Resource Management in Hospitality, Malay Biswas, Oxford university press
- 5 Human Resource Management A textbook for the hospitality industry, Sudhir Andrews Tata Mc Graw hill
- 6 Human Resource Management, Ved Prakash

SUBJECT CODE:SEE101					
SUBJECT: FIRST AID					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	--	--	50	50	04

Rationale

To develop awareness of the importance of hygiene, sanitation and food safety in hotel industry.

		Hours	Marks
Chapter 1	Introduction to First Aid	10	10
1.1	First Aid		
1.2	First aid priorities		
1.3	How to prepare yourself during an emergency		
1.4	Looking after yourself: Personal safety and protection from infections		
Chapter 2	Accidents and Injuries	12	10
2.1	Dealing with a casualty		
2.2	Requesting help		
2.3	Use of medication		
2.4	Assessing a casualty: Methods of assessment Head to toe examination Monitoring vital sign		
Chapter 3	Managing an incident	14	10
3.1	Removing clothing and headgear		
3.2	First aid material: Dressings, Bandages, slings.		
3.3	Action at an emergency		
3.4	Traffic incidents		

3.5	Fires		
3.6	Electrical incidents		
3.7	Water incidents		
Chapter 4	Emergency first aid for	14	10
4.1	Wounds and bleeding		
4.2	Shock		
4.3	Head injury		
4.4	Spinal injury		
4.5	Broken bones		
4.6	Burns and Scalds		
4.7	Poisoning		
4.8	Bites and Stings		
Chapter 5	Life saving procedures	14	10
5.1	Resuscitation		
5.2	Choking		
5.3	Hanging and Strangulation		
5.4	Drowning		
5.5	Inhalation of fumes		
5.6	Asthma		

REFERENCE BOOKS

- 1 First aid manual, Written and endorsed by St John Ambulance, St Andrew's First Aid and the British Red Cross, DK
- 2 First aid Manual, St. John Ambulance (Author), Dorling Kindersley Publishers Ltd;
7th Revised edition edition (1 May 1997)

SUBJECT CODE:SEE 102					
SUBJECT: HOTEL MAINTENANCE					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	--	--	50	50	04

Rationale

The subject will provide information regarding the basic services and different types of engineering and maintenance systems in hotel industry. This subject will help students understand various aspects and importance of the Engineering department in a hotel. At the end of the course students will be thorough with various machines and their working, fuels, electricity, safety and security, water distribution systems and energy conservation in hotel.

		Hours	Marks
Chapter 1	Maintenance & Replacement Policy	07	05
1.1	Definition of Maintenance		
1.2	Importance of Maintenance department in the hotel Industry		
1.3	Organization chart of Maintenance department in 3/4/5 star hotels		
1.4	Duties & responsibilities of Chief Engineer of a hotel		
1.5	Types on maintenance and their advantages and disadvantages <ul style="list-style-type: none"> • Breakdown/Corrective • Preventive • Predictive. 		
1.6	Contract Maintenance <ul style="list-style-type: none"> • Need of contract maintenance • Types: Lumpsum, Unit price/Unit Rate, cost plus upper limit Contract 		
1.7	Maintenance chart for <ul style="list-style-type: none"> • Swimming Pool: Daily basis and Quarterly basis • Kitchen: Daily basis and Quarterly basis 		
1.8	Replacement of Equipments: <ul style="list-style-type: none"> • Reasons for replacement • Economic placement of equipments 		
Chapter 2	Refrigeration	08	08
2.1	Definitions: Heat, Temperature, Sensible heat, Latent Heat, Relative Humidity, Zero Law of Thermodynamics, First Law of Thermodynamics,		

2.2	Methods of Heat Transfer:		
	• Conduction		
	• Convection		
	• Radiation		
2.3	Refrigeration		
	• Principle of refrigeration		
	• Unit of Refrigeration		
	• Refrigerants: Properties and Types		
	• Block diagram and working of Vapour Compression Refrigeration System		
	• Block diagram and working of Vapour Absorption Refrigeration System		
2.4	Domestic Refrigerator:		
	• Block Diagram and working		
	• Maintenance		
	• Defrosting: Need, Methods		
2.5	Walk in Freezer/Cold Storage		
	• Block diagram		
	• Working		
Chapter 3	Air Conditioning	06	06
3.1	Types of AC		
	• Unitary AC: Window A C and S plit AC		
	• Block Diagram and Working		
3.2	Factors affecting Load on AC		
3.3	Factors affecting AC Comfort		
Chapter4	Fuels	04	04
4.1	Types of Fuels		
4.2	Comparison of various Fuels: Solid, Liquid And Gaseous		
4.3	Fuels used in the hotel industry		
Chapter5	Electricity	07	06
5.1	Types of Electricity supply: Single and Three Phase		
5.2	Types of Fuse: Re-wireable, Cartridge, MCB.		
5.3	Importance and method of Earthing		
5.4	Calculation of Electricity Bill		

Chapter 6	Water Systems	08	07
6.1	Sources of water.		
6.2	Adverse effects of hard water		
6.3	Methods of purification & water softening: Ion Exchange, limesoda.		
6.4	Water Distribution System: Up Feed and Down Feed		
6.5	Traps, Water Closets and Flushing Systems: Types, diagrams, functions.		
6.6	Various plumbing fixtures		
Chapter 7	Energy & Its Conservation	06	04
7.1	Various energy sources:Conventional & Non Conventional (Examples, Advantages and Disadvantages)		
7.2	Need for energy conservation		
7.3	Simple Methods of energy conservation in Kitchen & Guest room.		
7.4	Use of Solar Energy in a hotel		
Chapter 8	Fire & Its Prevention	06	04
8.1	Fire Triangle		
8.2	Fire types: A, B,C,D, E,F		
8.3	Theory of Extinguishment: Starvation, Cooling, Smothering		
8.4	Various types of fire extinguishers		
8.5	Smoke Detectors and Fire Alarm system		
Chapter 9	Safety and Security in Hotel	06	03
9.1	Causes of Accidents		
9.2	Prevention /Control of Accidents		
9.3	Safety Issues in Hotel: <ul style="list-style-type: none"> • Guest Key Control • Kitchen Safety • Slip & fall 		
Chapter 10	Pollution & Control	06	03
10.1	Air Pollution: Causes and Effects		
10.2	Water Pollution: Causes and Effects		
10.3	Noise Pollution: Causes and Effects		
10.4	Waste Management		

Note

Field Visits–Field visit to be arranged for students to engineering department of a five star hotel. Working of AC Plants and other aspects and systems of maintenance department to be shown to students. Are part of the same must be submitted by students individually.

Assignments

1. Write Short Note one co-friendly Refrigerant.
2. Explain Centralized Air Conditioning in Detail with block diagram
3. Explain the working of Air filter, Humidifier and Dehumidifier in AC
4. Enlist and Explain water purification methods
5. Explain various Lighting systems used in Hotel
6. Write procedure to be followed in case of Fire Alarm in Hotel
7. Make a chart for various fire extinguishers with colour code and the type of fire it extinguishes.
8. Write notes on: Waste Disposal Methods– Incineration and Land Fill

REFERENCES

1. Hotel Engineering, Sujit Ghosal, Oxford University Press
2. Hotel Engineering, R.K.Chhatwal,
3. Hotel Maintenance, Arora
4. Hospitality Facilities Management & Design, David m Stipnauk, EIAHMA

SUBJECT CODE:SEE103					
SUBJECT: RETAIL MANAGEMENT					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	--	--	50	50	04

Rationale

This subject helps the students to develop an understanding of the concepts and application of retail management techniques.

		Hours	Marks
Chapter 1	Retailing	04	04
1.1	Concept, Importance, Functions		
1.2	Retail as a career.		
Chapter 2	Retailformats	08	06
2.1	Store & NonStore		
2.2	Retailing		
2.3	Franchising		
2.4	Unconventional channels		
2.5	Retail expansion-need for foreign direct investment in Indian retail.		
Chapter3	Indian Vs. Global Scenario in Retail	08	06
3.1	Evolution of retail in India		
3.2	Traditional business models in Indian retail		
3.3	Drivers of retail change in India		
3.4	Key sectors in Indian Retail		
3.5	International retailing- factors contributing to it's growth		
Chapter 4	The Retail Consumer	06	06
4.1	Need for understanding consumer buying behavior		
4.2	Customer decision making process		
4.3	Factors influencing the retail shopper		
Chapter 5	Retail Strategy	06	06
5.1	Importance of strategy from a retail perspective.		
5.2	The strategic planning process		

Chapter 6	Retail Location	06	06
6.1	Factors affecting location decision		
6.2	Site Selection		
6.3	Store Design		
Chapter 7	Basics of Retail Merchandising	08	06
7.1	Concept, Importance, Functions		
7.2	Function and methods of buying for different types of organizations Introduction to Private label Brands-concept and need.		
Chapter 8	Retail Pricing	06	06
8.1	Factors affecting retail pricing decisions		
8.2	Pricing Strategies		
Chapter 9	Retail Store Operations	08	06
9.1	Concept		
9.2	Functional are as of retail operations		
9.3	Floor space management		
9.4	Managing store inventories and display		
Chapter 10	The legal and Ethical aspects of the retail business	06	04
10.1	Acts pertaining to the retail sector		
10.2	Taxation and its impact on retailing		

REFERENCE BOOKS

- 1 Retail Management, GibsonG Vedamani, and Jaico Publishing house
- 2 Retail Management, Chetan Bajaj, and Oxford University press
- 3 Retail Management Text & Cases, Sapna Pradhan, Tata Mc Graw Hill
- 4 Retail Management Text & Cases, UC Mathur, K. International Publishing house

SUBJECT CODE:SEE104					
SUBJECT: EVENT MANAGEMENT					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	--	--	50	50	04

Rationale

This subject helps the students to develop an understanding of the concepts and theories of application of management techniques inorganising of events.

		Hours	Marks
Chapter 1	Event Management	08	08
1.1	Introduction - Event Management		
1.2	Size of Event		
1.3	Types of Events - Cultural, festivals, religious, business etc.		
1.4	Case study of some events		
Chapter 2	Planning an Event	08	08
2.1	Principles and steps in Planning		
2.2	Consultation with client: Setting objectives, confirmation of date, list of guests, theme finalization, Event agenda		
Chapter 3	Conceptand Design	10	5
3.1	Developing the concept		
3.2	Analyzing the concept		
3.3	Designing the event		
3.4	Logistics of the concept		
3.5	Feasibility		
Chapter 4	Legal Compliance	06	05
4.1	Relevant legislations		
Chapter 5	Activities in Event Management	12	10
5.1	Pre event activities		
5.2	During event activities		

5.3	Post event activities		
5.4	Managing an event– Planning, Staging, Staging, Organizing, Leadership and Co-ordination, Controlling, Evaluation, Protocol		
5.5	Financial Considerations		
5.6	Marketing and Promotion		
Chapter 6	Planning Venues	08	05
6.1	Finding a venue, requirement of space		
6.2	Creating request for proposal		
6.3	Site inspection and confirmation		
6.4	Pre event meeting		
Chapter 7	Marketing of the Event	08	05
7.1	Tools used for marketing: advertising, publicity, Sponsorship and media.		
Chapter 8	Dealing with the Vendors	04	04
8.1	Types of vendors, choosing vendors		
8.2	Vendor contracts		

REFERENCE BOOKS

- 1 Event planning: the ultimate guide to successful meetings, corporate events, fundrai singgal as, conferences, conventions, incentives, Allen, Judy, Mississauga, Ont.
:John Wiley & Sons Canada, c2009
- 2 The event manager’s bible: how to plan and deliver an event, Conway, Des,
Oxford, 2006
- 3 Tony Rogers Conferences and Conventions: a global industry, Tony Rogers, Elsevier, 2003
- 4 Marketing Destinations and Venues for Conferences, Conventions and Business
Events, Tony Rogers & Rob, Davids on Pearson, 1998

SUBJECT CODE:SEE105					
SUBJECT: ENTREPRENEURSHIP DEVELOPMENT					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	--	--	50	50	04

Rationale:

The subject aims to provide information regarding the various aspects pertaining to becoming a successful entrepreneur in the Hotel & Catering Industry.

	Hours	Marks
Chapter 1 Introduction of Entrepreneurship	10	08
1.1 Who is an entrepreneur?		
1.2 Definition of an Entrepreneur, Entrepreneurship and Intrapreneur Concept, Classification, Characteristics and skills of an Entrepreneur		
1.3 Qualities of an Entrepreneur		
1.4 “ Women Entrepreneurship “		
Chapter 2 Introduction to Entrepreneurship	10	08
2.1 Entrepreneurship as a Career		
2.2 Role of an Entrepreneur and Economic development		
2.3 Various Entrepreneurs in India and abroad		
2.4 Identifying the Opportunity (SWOT Analysis)		
Chapter 3 Market Assessment	10	08
3.1 Source of Funding to Business		
Sources of Finance-		
<ul style="list-style-type: none"> • Internal & External Funds • Personal Funds 		

	<ul style="list-style-type: none"> • Family and friends • Commercial Banks • Procedure to get loan from Various banks for Business 		
Chapter 4	Tools and Techniques of Ideation	12	10
4.1	Business plan – Steps involved from concept to commissioning		
4.2	Project report – 1. Meaning and importance		
	2. Components of project report.		
4.3	Project Appraisal -1. Meaning and definition		
	2. Technical, Economic feasibility		
	3. Cost- benefit analysis		
4.4	Risktaking		
Chapter 5	Modern Trends in Entrepreneurship	10	08
5.1	E-Commerce		
5.2	Concept and process		
5.3	Global Entrepreneur		
Chapter 6	Legal acts prevailing in India	12	08
6.1	Various acts applicable in business		
6.2	GST – Introduction		

REFERENCE BOOKS:

Sr.No.	Name of the Book	Author	Publisher
1	Entrepreneurship Theory & Practice	J.S.Saini B.S.Rathore	Wheeler Publisher
2	Entrepreneurship Development	E.Gorden k.Natrajan	Himalaya Publishing
3	Entrepreneurship Development	J.B.Patel D.G.Allampally	Tata McGraw Hill
4	A Manual On How to Prepare a Project Reports	J.B.Patel S.S.Modi	EDI STUDY MATERIAL, Gujarat,India
5	Entrepreneurship	Rajiv Roy	Oxford Higher Education
6	Principals of Entrepreneurship	Prof.Satish C.Ailawadi Mrs.Romy Banerjee	Everest Publishing House
7	Entrepreneurship	Robert D Michael P.Peters Dean A Shepherd	Tata McGraw Hill Education Private Limited,NewDelhi,Sixth Edition

SUBJECT CODE : SEE 106					
SUBJECT:FACILITY PLANNING (THEORY)					
Teaching Scheme/Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	--	--	50	50	04

Rationale

To introduce students to the fundamentals of planning and design related to hotel operation areas.

		Hours	Marks
Chapter 1	Introduction to Planning and Designing	08	10
1.1	Principles of planning and designing		
1.2	Trends in catering		
1.3	Time and motion study		
Chapter 2	Building and Exterior Facilities	08	10
2.1	Roof, exterior walls, windows and doors		
2.2	Structural frame & foundation.		
2.3	Elevators.		
2.4	Storm water drainage systems, utilities.		
2.5	Landscaping and grounds		
Chapter 3	Parking Areas	08	10
3.1	Parking lots		
3.2	Structural features		
3.3	Lay out considerations		
3.4	Maintenance		
3.5	Parking garages		
3.6	Accessibility requirements for parking areas		
3.7	Valet parking.		
Chapter 4	Lodging Planning and design	16	10
4.1	Development process		
4.2	Feasibility studies		
4.3	Space allocation programme		
4.4	Operational criteria		
4.5	Budget		
4.6	Preliminary schedule		

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- 4.7 Site design
 - 4.8 Hotel design
 - 4.9 Guestrooms and suites
 - 4.10 Lobby
 - 4.11 Food and beverage outlets
 - 4.12 Function areas
 - 4.13 Recreational facilities
 - 4.14 Back of the house areas

Chapter 5 Food Service Planning and Design 08 10

- 5.1 Concept development
- 5.2 Feasibility
- 5.3 Regulations
- 5.4 Planning layout
- 5.5 Receiving areas
- 5.6 Storage areas
- 5.7 Kitchen
- 5.8 Office space
- 5.9 Sample blue print

REFERENCE BOOKS

1. Hospitality Facilities management, David M. Stipanuk, Educational Institute, and Design, Harold Roffmann, AHMA
2. How things work–The Universal Encyclopedia of Machines. Volume 1&2
3. The Management of Maintenance, Frank D. Borselink & John Willey & Engineering system's in the Hospitality Industry, Alan T. Status., Sons Inc. NY
4. Air Conditioning Engineering, W.P. Jones, English Language Book, Society Edward Arnold
5. Building Construction, Sushil Kumar, Standard Publishers, Distributors, Delhi
6. The Complete Guide to DIY and Mike Lawrence, Orbis Publishing Ltd. UK, Maintenance Home

Assignments

Assignments based on all the above topics to be done.

SUBJECT CODE:SEE107					
SUBJECT:SKILL ENHANCEMENT FOR MEDIA & JOURNALISM IN HOSPITALITY					
Teaching Scheme/Week	Examination Scheme				
PracticalHours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	--	--	50	50	04

Rationale

The subject in to develop creative writing skills among hospitality students

The students are expected to utilize the allotted hours in the following activities:

- Book reading and discussion (Atleast2)
- Exploring journals/literature in the digital /electronic media(Atleast4)
- Writing a travelogue (Atleast2)
- Writing are view of a book or are staurant(Atleast4)
- Creating promotional material such as posters, pamphlets etc.forth evarious curricular as well as extra curricular events of the institute.(Atleast4)



**BHARATI VIDYAPEETH
(DEEMED TO BE UNIVERSITY), PUNE**

Faculty of Management

**B.Sc (H&HA)- Bachelor in Science
(Hospitality & Hotel Administration)**

Old Syllabus



BHARATI VIDYAPEETH DEEMED UNIVERSITY
PUNE: 411 030 (INDIA)

(Established under section 3 of the UGC Act, 1956
vide notification No.F.9-15/95-U.3 of the Government of India)

'A' Grade University Status by Ministry of HRD, Govt. Of India
Re-Accredited by NAAC with 'A' Grade

THREE YEARS PROGRAMME IN
BACHELOR IN SCIENCE
(HOSPITALITY & HOTEL ADMINISTRATION)

CHOICE BASED CREDIT SYSTEM
SYLLABUS

To be implemented from the Academic Year
2016 - 2017

BHARATI VIDYAPEETH DEEMED UNIVERSITY, PUNE

(Established u/s 3 of the UGC Act, 1956 Vide Notification No.F.9-15/95-U.3 of the Govt. Of India)

Faculty of Management

Syllabus for Bachelor in Science (Hospitality & Hotel Administration)

B.Sc (H&HA)

Bharati Vidyapeeth, the parent body of **Bharati Vidyapeeth University** was established in 10th May 1964, by Dr. Patangrao Kadam with the objective of bringing about intellectual awakening and all sided development of the people of our country through dynamic education.

Bharati Vidyapeeth is now a leading educational institution in the country, which has created a history by establishing, within a short span of 52 years or so, 180 educational institutions imparting education from the pre primary stage to post graduate stage. Our college and institutions of higher education impart education in different disciplines including Medicine, Dentistry, Ayurved, Homeopathy, Nursing, Arts, Science, Commerce, Engineering, Pharmacy, Management, Social Sciences, Law, Environmental Science, Hotel Management and Catering Technology, Architecture, Physical Education, Journalism, Photography, Computer Science and Information Technology, Biotechnology & Agriculture.

These educational institutions which have achieved acclaimed academic excellence also cater to the educational needs of thousands of students coming from abroad. Our teaching faculty includes highly qualified, experienced, dedicated and student caring teachers. These educational institutions are located at various places viz. Pune, Navi Mumbai, Kolhapur, Solapur, Sangli, Karad, Panchgani, Jawahar and New Delhi. The spectacular success achieved by Bharati Vidyapeeth is mainly a creation of unusual foresight, exceptionally dynamic leadership and able guidance of the founder of the Vidyapeeth, **Dr. Patangrao Kadam**. It has been our constant endeavour to impart high quality education and training to our students and so, no wonder that our institutions have been nationally known for their academic excellence. In recognition of the academic merit achieved by these institutions and their potential for development which they have, the Department of Human Resource Development, Government of India and the University Grants Commission of India have accorded the status of a deemed to be university to Bharati Vidyapeeth with its twenty nine constituent units.

Besides these 180 educational institutions, Bharati Vidyapeeth has also been running a Co-operative Bank, Co-operative Consumer Stores, Co-operative Poultry, Co-operative Sugar Factory, charitable Hospitals and Medical Research Centre and the like.

BHARATI VIDYAPEETH DEEMED UNIVERSITY, PUNE

Bharati Vidyapeeth, the parent organization of this University is one of the largest educational organizations in the country. It has 171 educational units under its umbrella including 67 Colleges and Institutes of conventional and professional disciplines..

The Department of Human Resource Development, Government of India on the recommendations of the University Grants Commission accorded the status of "Deemed to be University" initially to a cluster of 12 units of Bharati Vidyapeeth. Subsequently, 17 additional colleges / institutes were brought within the ambit of Bharati Vidyapeeth Deemed University wide various notifications of the Government of India. Bharati Vidyapeeth Deemed University commenced its functioning on 26th April, 1996.

Constituent Units of Bharati Vidyapeeth Deemed University

1. BVDU Medical College, Pune.
2. BVDU Dental College & Hospital, Pune
3. BVDU College of Ayurved, Pune
4. BVDU Homoeopathic Medical College, Pune
5. BVDU College of Nursing, Pune
6. BVDU Yashwantrao Mohite College of Arts, Science & Commerce, Pune.
7. BVDU New Law College, Pune
8. BVDU Social Sciences Centre (M.S.W.), Pune
9. BVDU Yashwantrao Chavan Institute of Social Science Studies & Research, Pune.
10. BVDU Centre for Research & Development in Pharmaceutical Sciences & Applied Chemistry, Pune
11. BVDU College of Physical Education, Pune.
12. BVDU Institute of Environment Education & Research, Pune
13. BVDU Institute of Management & Entrepreneurship Development, Pune
14. BVDU Poona College of Pharmacy, Pune
15. BVDU College of Engineering, Pune
16. BVDU Interactive Research School in Health Affairs (IRSHA), Pune
17. BVDU Rajiv Gandhi Institute of Information Technology & Biotechnology, Pune
18. BVDU College of Architecture, Pune
19. BVDU Abhijit Kadam Institute of Management & Social Sciences, Solapur
20. BVDU Institute of Management, Kolhapur

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21. BVDU Institute of Management & Rural Development administration, Sangli
 22. BVDU Institute of Management & Research, New Delhi
 23. BVDU Institute of Hotel Management & Catering Technology, Pune
 24. BVDU Yashwantrao Mohite Institute of Management, Malakapur-Karad
 25. BVDU Medical College & Hospital, Sangli
 26. BVDU Dental College & Hospital, Mumbai
 27. BVDU Dental College & Hospital, Sangli
 28. BVDU College of Nursing, Sangli
 29. BVDU College of Nursing, Navi Mumbai

Approval

This University has come into being as per the provisions in the act of the University Grants Commission (Section 3 of the UGC Act of 1956) and by the notification of Government of India. It has the same legal status as that of other statutory Universities in India.

BHARATI VIDYAPEETH DEEMED UNIVERSITY
INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY
Pune

A Great Choice:

BVDUIHMCT is an institute dedicated to providing quality professional hospitality education. We teach our students the knowledge & specific skills necessary to live successful lives and to grow into positions of influence & leadership in their chosen profession.

BVIHMCT has been engaged in preparing students to make successful careers for the last 24 years. Along the way, we have developed our own way of doing things. Things that our students like, and things that the employer's like & appreciate too.

Our Vision: Our vision is “To make education affordable and accessible to masses”.

Our Mission: As a part of Bharati Vidyapeeth, we contribute in our own way to the vision of our founder, Dr. Patangrao Kadam –“Social transformation through dynamic education”, by nurturing the spirit of professional education as a source and a system to enhance quality of life in society.

Our Goal: To ensure professional approach to teaching with an excellent environment for students to gain an international awareness of the industry through effective communication techniques.

Our Objectives:

- To offer students the opportunity to develop their practical, management, and communication abilities.
- To provide each individual student with the training know how for a successful career in the highly competitive industry.
- To develop the personality of a student as required by the hospitality industry.
- To make students worthy citizens of the nation.

Increasingly selective hotels target BVDUIHMCT students not only for their achievements but also for their attitude and that's vital in today's competitive world.

Realising the increasing importance of Hotel Management and Tourism as a profession and industry and also the need to make arrangements for Hotel Management and Tourism education, Dr. Patangrao Kadam, the founder of Bharati Vidyapeeth with his unusual futuristic vision established Institute of Hotel Management & Catering Technology in 1992.

Over the years, the institution has established itself as an ideal centre of Hotel Management education.

BHARATI VIDYAPEETH DEEMED UNIVERSITY

Faculty of Management Studies

Bachelor in Science (Hospitality & Hotel Administration)

Revised Course Structure to be implemented from 2016 -2017.

I. Title:

- a) **Name of the Programme** : Bachelor in Science (Hospitality & Hotel Administration)
- b) **Nature and Duration of Programme:** Full Time Under Graduate Programme of 03 Years (Approved by UGC)

II. Introduction:

Bachelor in Science (Hospitality & Hotel Administration) is a Full Time Three year programme offered by Bharati Vidyapeeth Deemed University and conducted at Bharati Vidyapeeth Deemed University- Institute of Hotel Management & Catering Technology,Pune.

The institute has experienced faculty members, excellent infrastructure, well stocked library and Computer Lab with LAN/Internet facility and other facilities to provide a conducive environment for learning and development.

III. Rationale for Syllabus Revision

The basic idea is to devise the curriculum of the Three Years Bachelor in Science (Hospitality & Hotel Administration) is to keep abreast with the current trends in the hospitality industry.

In view of the dynamic nature of the hospitality industry and the evolving expectations of the stakeholders such as the students, parents, industry and the society, need was felt for the revision of the syllabus and introduction of the Choice Based Credit System.

Over the last two years institute faculty, several subject experts as well as industry professionals were involved in the framing of the structure and course contents.

The revised syllabus is designed to equip the students with essential knowledge, skills and attitude essential for successful careers in the hospitality industry.

Attempt has been made to incorporate the current trends such as Environmental Studies, Safety & Security, Application of Computers in Hotels, Skill enhancement for Media & Journalism in Hospitality. Other relevant courses such as Retail Management, Event Management, Entrepreneurship Development, Hotel Economics, First Aid have also been incorporated. The curriculum also provides students with an opportunity to select an area of specialisation from among the Discipline Specific Elective courses from the third semester.

IV. Objectives and Framework of the curriculum of B.Sc (H&HA)programme

1. The basic objective of the B.Sc (H&HA) programme is to provide to the hospitality industry a steady stream of competent young men and women with the necessary knowledge, skills, values and attitudes to occupy key operational positions.
2. The course structure of the given B.Sc (H&HA) programme is designed keeping in view the basic objective stated above. Consequently certain essential features of such model programme structure would be:
 - a) To impart to the students latest and relevant theoretical and practical knowledge for developing their competencies to work in the field of hospitality services.
 - b) To provide opportunities to the students, within and outside the institute, for developing necessary operating skills relating to the hotel industry;
 - c) To develop the right kind of values and attitudes to function effectively in the hospitality trade.
3. The following considerations have been taken into account :
 - a) The knowledge inputs and opportunities for skill development have been offered in an evenly distributed and logically sequenced manner.
 - b) The design is simple and logical.
4. The relative importance of skills development and attitudinal orientation in management education suggests that an institution offering B.Sc (H&HA) programme should have some freedom on course development in choosing methods of instruction, and internal assessment within a broad framework of objectives and curriculum structure.
5. A weightage of 40 percent is given to Internal Assessment, consisting of tasks like classroom exercises, tests, seminars, presentations, quizzes, group tasks, self study assignments, classroom discussion etc.
6. The External Assessment (University Examination) has a weightage of 60 percent.

This full time Three Year programme in B.Sc (H&HA) has 6 semesters. Each semester has a total of 20 academic weeks of which 16 weeks comprise instruction.

V. Eligibility for Admission

Admission to the B.Sc (H&HA) programme is open to any candidate having passed the H.S.C.(Class XII) examination or its equivalent in academic streams of Science, Arts, Commerce or vocation from any recognized board.

Candidates who have taken admission to Four Years BHMCT and would like to change over to B.Sc (H&HA) after first year of BHMCT can do so subject to availability of seats and provided the candidate has passed all the subjects in First Year of BHMCT.

Candidates who have appeared for Class XII Re-examinations may also apply for admission. Admission of such candidates will remain provisional until submission of the H.S.C (Class XII) Mark list and Passing Certificate in original.

Subject to the above conditions, the final admission is based solely on:

- i) Merit in the Entrance Examination conducted by Bharati Vidyapeeth Deemed University
- ii) Submission of College Leaving/ Transfer/ Migration Certificate and Anti Ragging Affidavit.

VI. Structure of the Programme

1. B.Sc (H&HA) is a three years programme divided into six semesters.
2. A student of B.Sc (H&HA) programme must take 150 credits to fulfill the total number of credits required for successful completion of the academic programme.
3. The curriculum requires the students to spend at least 32 hours per semester for noncredit course options such as Community Service, Sports Activities, Cultural Activities, General Interest Activities (during Semester I and Semester III B.Sc (H&HA)) in order to encourage participation in extracurricular activities which is aimed at developing an all rounded personality of the students.
4. After imparting general understanding of hotel operations during the first three semesters of the academic programme, the students are provided with an opportunity to select an area of specialisation in the fourth semester from among the Discipline Specific Elective Courses in the fourth semester and study it in detail in the subsequent semesters.
5. Students have to choose and study at least any two courses from among the list of Ability Enhancing Elective Courses and at least any two courses from among the list of Skill Enhancing Elective Courses of their choice during the Second & Third Year of B.Sc (H&HA). Ability Enhancing Elective course and Skill Enhancing Elective course carries 04 credits each.
6. The programme includes on the job learning in the form of Industrial Exposure for a period of 18 weeks in a classified hotel of 3 star category and above during the fourth semester, with 31 credits.
7. The medium of instruction and examination will be English.
8. A student would be required to complete the course within 08 academic years from the date of admission.
9. Outline of the Structure of B.Sc (H&HA) programme is given in Appendix I and Detailed Syllabus is given in Annexure II.

VII. Attendance

The students are required to have at least 75% attendance in each course. The students who fail to comply with the above requirements shall not be allowed to appear for the University examinations. Such students shall have to seek readmission in the same class of the succeeding year.

VIII. Choice Based Credit System

In the Credit system, each course is defined in terms of expected learning outcomes.

The study load (the average number of clock hours per student needed to achieve the expected learning outcomes) determines the assigned credits or credit value for each course. The total assigned credits of all courses are the assigned credit for the programme and this total constitutes the minimum credits required to be earned to complete the programme and obtain the degree from the university.

The minimum credits to complete Three Years B.Sc (H&HA) programme shall be 150 credits.

The courses in B.Sc (H&HA) programme are of various kinds and include:

DSC	Discipline Specific Compulsory Course
DSE	Discipline Specific Elective Course
AEC	Ability Enhancing Compulsory Course
AEE	Ability Enhancing Elective Course
SEC	Skill Enhancing Compulsory Course
SEE	Skill Enhancing Elective Course
LEC	Language Enhancing Compulsory Course
LEE	Language Enhancing Elective Course
NC	Non Credit Course

In terms of a semester of 15/16 weeks, Every One hour session per week of theory / lecture = One Credit per semester Every Two hours session per week of practice = One Credit per semester.

Discipline Specific courses are about 70 % of the minimum credits that constitute the programme.

Assessment

1. The final total assessment of the candidate shall be made in terms of an Internal Assessment (IA) and External assessment (EA) for each course with the exception of Ability Enhancing Elective Courses and Skill Enhancing Elective Courses which will be made in terms of Continuous Assessment only. The internal assessment will be will be conducted by the institute and external assessment will be conducted by the University. The external assessment will be based on the entire syllabus. IA, CA

and EA will constitute separate heads of passing and they will be shown separately in the transcripts.

2. For each course, the ratio of internal assessment in relation to the external assessment shall be 40:60.
3. Internal assessment (IA) will be calculated as follows: 50% based on Attendance, class participation, performance, journal work, classroom exercises, presentations, quizzes, group tasks, self-study assignments, classroom discussion etc, and 50 % based on the performance in minimum two class tests during the semester.
4. External Assessment (EA) will be based on the examinations conducted by the University at the end of each semester.
5. Ability Enhancing Elective courses and Skill Enhancing Elective Courses will have only Continuous Assessment (CA) based on the performance in minimum two class tests and submission of minimum 04 assignments during the semester.
6. Industrial Exposure will have Continuous Assessment and External Assessment.

Continuous Assessment will be based on the Performance Appraisal filled by the departmental heads of the various operational departments of a hotel in which the student undergoes Industrial Exposure. The Training Report has to be prepared and submitted to the Principal within the stipulated time for assessment. The Training Report will be assessed by a panel of examiners appointed by the University comprising of one internal examiner and one external examiner (preferably HOD of a classified hotel of 3 star category and above or a Senior faculty from any recognized institute of Hotel Management.
7. Non Credit courses will be assessed as ‘Satisfactory’ or ‘Unsatisfactory’ Performance based on completion of assigned activities/ tasks and submission of a report thereof.
8. Students have to complete the Compulsory Core Module in Environmental Studies and will be assessed as ‘Pass or ‘Fail’ based on their performance in the examination conducted by the University.
9. Reassessment of Internal Marks: In case of those students who have secured less than 5 grade point in internal assessment, the institute shall administer an additional internal test, the result of which may be conveyed to the University as the revised internal marks. In case the result of the internal test as above results in lower marks than the original, the original figure of the marks shall prevail. In short, the rule is that the higher of the two figures of the marks, shall be taken into consideration.
10. The grades obtained in Internal Assessment / Continuous Assessment will be communicated to the University at the end of each semester .These marks will be considered for the declaration of the results.

Standard of passing

For all courses, both IA and EA constitute separate heads of passing. In order to pass in such courses and to earn the assigned credits, the student must obtain a minimum grade point of 5 (40% marks) at EA and also a minimum of grade point of 5 (40 % marks) for IA.

In order to pass in courses which are assessed on the basis of continuous assessment, the student must secure at least Pass Grade equivalent to 5 grade points.

A student who fails at External Assessment (EA) of a course has to reappear only for EA as a backlog student and clear the head of passing. Similarly, a student who fails in Internal Assessment / Continuous Assessment of a course has to reappear only for IA / CA as backlog student and clear the head of passing to secure the Grade Point Average. (GPA) required for passing.

The performance of IA, CA and EA will be combined to obtain GPA for the course.

The weights for performance at EA and IA shall be 60 % and 40 % respectively.

Students can avail the verification / revaluation facility as per the prevailing policy, guidelines and norms of the University.

Grading System

10 point Grading System for grading in each head of passing shall be adopted as suggested by the Bharati Vidyapeeth University.

The grading system shall be as shown in the Table 1 below

Range of Marks (out of 100)	Grade Point	Grade
$80 \leq \text{Marks} \leq 100$	10	O
$70 \leq \text{Marks} < 80$	9	A +
$60 \leq \text{Marks} < 70$	8	A
$55 \leq \text{Marks} < 60$	7	B+
$50 \leq \text{Marks} < 55$	6	B
$40 \leq \text{Marks} < 50$	5	C
Marks < 40	0	D

The performance at IA / CA and EA will be combined to obtain the Grade Point Average (GPA) for the course. The weights for performance at EA and IA shall be 60% and 40% respectively.

The GPA for a course shall be calculated by first finding the total marks for the course. The corresponding GP as per the table below shall be the GPA for the course.

The Formula to calculate the grade Point (GP)

Suppose that 'Max' is the maximum marks assigned for an examination or evaluation based on which GP will be computed. In order to determine the GP, set $x = \text{Max}/10$ (since we have adopted 10 point system). The GP is calculated by the formulas shown in the Table 2. After computing the grade point, the grade can be found from Table 1.

Table 2: Formula to calculate Grade Point in individual evaluations.

Range of Marks at the evaluation	Formula for the Grade Point
$8x \leq M \leq 10x$	10
$5.5x \leq M < 8x$	Truncate $(M / x) + 2$
$4x \leq M < 5.5x$	Truncate $(M / x) + 1$

Two kinds of performance indicators namely Semester Grade Point Average (SGPA) and the Cumulative Grade Point Average (CGPA) shall be computed at the end of each term. The SGPA measures the cumulative performance of the learner in all the courses in a particular semester, while the CGPA measures the cumulative performance in all courses since his/her enrolment. The CGPA of a learner when he or she completes the programme is the final result of the learner.

The SGPA is calculated by the formula

$$\text{SGPA} = \frac{\sum C_k \times \text{GP}_k}{\sum C_k}$$

Where C_k is the credit value assigned to a course and GP_k is the GPA obtained by the learner in the course. In the above, the sum is taken over all courses that the learner has undertaken for the study during the semester, including those in which he/she might have failed or those for which he/she remained absent.

The SGPA shall be calculated up to two decimal place accuracy.

The CGPA is calculated by the formula

$$\text{CGPA} = \frac{\sum C_k \times \text{GP}_k}{\sum C_k}$$

Where C_k is the credit value assigned to a course and GP_k is the GPA obtained by the learner in the course. In the above, the sum is taken over all courses that the learner has undertaken for the study from the time of enrolment and also during the semester for which CGPA is calculated, including those in which he/she might have failed or those for which he/she remained absent.

The CGPA shall be calculated up to two decimal place accuracy.

Formula to compute equivalent percentage marks for specified CGPA.

$$\begin{aligned} & 10 \times \text{CGPA} - 10, \text{ if } 5.00 \leq \text{CGPA} \leq 6.00 \\ & 05 \times \text{CGPA} + 10, \text{ if } 6.00 \leq \text{CGPA} \leq 8.00 \\ \% \text{ Marks (CGPA)} = & 10 \times \text{CGPA} - 20, \text{ if } 8.00 \leq \text{CGPA} \leq 9.00 \\ & 20 \times \text{CGPA} - 110, \text{ if } 9.00 \leq \text{CGPA} \leq 9.50 \\ & 40 \times \text{CGPA} - 300, \text{ if } 9.50 \leq \text{CGPA} \leq 10.00 \end{aligned}$$

ATKT Rules:

A student is allowed to keep term for Semester III if he/she has a backlog of not more than eight courses (Theory as well as Practical) in Semester I and Semester I together

A student shall be allowed to keep term for Semester V, if he/she has a backlog of not more than eight courses (Theory as well as Practical) in Semester III and IV together and should pass all the subjects of Semester I and Semester II.

Award of Honours

A student who has completed the minimum credits specified for the programme shall be declared to have passed in the programme.

The final result will be in terms of letter grade only and is based on the CGPA of all courses studied and passed.

The criteria for the award of honours are given in the table below.

Question Paper Pattern for External Assessment conducted by the University

Range of CGPA	Final Grade	Performance Descriptor	Equivalent Range of Marks
$9.50 \leq \text{CGPA} \leq 10.00$	O	Outstanding	$80 \leq \text{Marks} \leq 100$
$9.00 \leq \text{CGPA} \leq 9.49$	A+	Excellent	$70 \leq \text{Marks} \leq 80$
$8.00 \leq \text{CGPA} \leq 8.99$	A	Very Good	$60 \leq \text{Marks} \leq 70$
$7.00 \leq \text{CGPA} \leq 7.99$	B+	Good	$55 \leq \text{Marks} \leq 60$
$6.00 \leq \text{CGPA} \leq 6.99$	B	Average	$50 \leq \text{Marks} \leq 55$
$5.00 \leq \text{CGPA} \leq 5.99$	C	Satisfactory	$40 \leq \text{Marks} \leq 50$
CGPA below ≤ 5.00	F	Fail	Marks below 40

The pattern of Question Paper for External Assessment (60 Marks) of Theory subjects conducted by the University will be as follows:

1. The Question Paper will be divided into 02 Sections, Section I and Section II.
2. Each Section will consist of 03 Questions and all questions will be compulsory.
3. Question 1 of each Section shall be Objective in nature (Multiple Choice Question, Fill in the Blanks, Match the Pairs, True or False etc.) and carry a total of 06 marks only.
4. Question 2 and Question 3 will be of 12 marks each with internal choice. A question may be subdivided into sub-question a, b, c... and the allocation of marks will depend on the weightage given to the topic.
5. Questions shall be set to assess the basic knowledge acquired, comprehension and application of knowledge in a given situation.
6. The Chairman of Board of Paper Setters for each course shall ensure that the questions cover the entire syllabus as per the weightage of marks indicated in the syllabus.
7. The duration of written examination shall be 2 ½ hours.

Annexure I : Structure of B.Sc. (H & HA) programme

DSC: DISCIPLINE SPECIFIC COMPULSORY COURSE
 DSE: DISCIPLINE SPECIFIC ELECTIVE COURSE
 LEC: LANGUAGE ENHANCING COMPULSORY COURSE
 LEE: LANGUAGE ENHANCING ELECTIVE COURSE
 NC: NON CREDIT COURSE

AEC: ABILITY ENHANCING COMPULSORY COURSE
 AEE: ABILITY ENHANCING ELECTIVE COURSE
 SEC: SKILL ENHANCING COMPULSORY COURSE
 SEE: SKILL ENHANCING ELECTIVE COURSE

SEM	SUBJECT CODE	SUBJECT NAME	CHOICE	MARKS			HOURS/ WEEK	CREDITS	
				IA	EA	CA			TOTAL
I	DSC 101	BASIC INDIAN FOOD PRODUCTION (THEORY)	COMPULSORY	40	60	--	100	04	04
	DSC 101 A	BASIC INDIAN FOOD PRODUCTION (PRACTICAL)	COMPULSORY	40	60	--	100	08	04
	DSC 102	BASIC FOOD & BEVERAGE SERVICE I (THEORY)	COMPULSORY	40	60	--	100	03	03
	DSC 102 A	BASIC FOOD & BEVERAGE SERVICE I (PRACTICAL)	COMPULSORY	40	60	--	100	02	01
	DSC 103	ROOMS DIVISION OPERATIONS I (THEORY)	COMPULSORY	40	60	--	100	04	04
	DSC 103 A	ROOMS DIVISION OPERATIONS I (PRACTICAL)	COMPULSORY	40	60	--	100	04	02
	LEE 101	BUSINESS COMMUNICATION* (THEORY)	ANY ONE	40	60	--	100	02	02
	LEE 102	BASIC FRENCH (THEORY)							
	LEE 101 A	BUSINESS COMMUNICATION (PRACTICAL)*	ANY ONE	20	30	--	50	04 **	02
	LEE 102 A	BASIC FRENCH (PRACTICAL)							
	NC 101 A	COMMUNITY SERVICE							
	NC 102 A	SPORTS ACTIVITIES							
	NC 103 A	CULTURAL ACTIVITIES							
	NC 104 A	GENERAL INTEREST ACTIVITIES	ANY ONE***	--	--	--	--	02	00
	TOTAL			300	450	--	750	31	22

*EXEMPTION OF BUSINESS COMMUNICATION ONLY IF THE CANDIDATE HAS SECURED MINIMUM 60 % & ABOVE IN QUALIFYING EXAMINATION.

** INCLUDES CLASS HOURS AS WELL AS HOURS SPENT IN PRACTICE OUTSIDE CLASS

*** STUDENTS ARE REQUIRED TO TAKE ANY ONE OF THE NON CREDIT COURSE OPTIONS WHICH WILL BE ASSESSED AS "SATISFACTORY" OR "UNSATISFACTORY" PERFORMANCE BASED ON COMPLETION OF ASSIGNED ACTIVITIES / TASKS AND SUBMISSION OF REPORT THEREOF

SEM	SUBJECT CODE	SUBJECT NAME	CHOICE	MARKS			HOURS/ WEEK	CREDITS		
				IA	EA	CA			TOTAL	
II	DSC 201	BASIC CONTINENTAL FOOD PRODUCTION (THEORY)	COMPULSORY	40	60	--	100	04	04	
	DSC 201A	BASIC CONTINENTAL FOOD PRODUCTION (PRACTICAL)	COMPULSORY	40	60	--	100	08	04	
	DSC 202	BASIC FOOD & BEVERAGE SERVICE II (THEORY)	COMPULSORY	40	60	--	100	03	03	
	DSC 202A	BASIC FOOD & BEVERAGE SERVICE II(PRACTICAL)	COMPULSORY	40	60	--	100	02	01	
	DSC 203	ROOMS DIVISION OPERATIONS II (THEORY)	COMPULSORY	40	60	--	100	04	04	
	DSC 203A	ROOMS DIVISION OPERATIONS II (PRACTICAL)	COMPULSORY	40	60	--	100	04	02	
	SEC 101	PERSONALITY SKILLS FOR HOSPITALITY INDUSTRY (THEORY)	COMPULSORY	40	60	--	100	03	03	
	SEC 101A	PERSONALITY SKILLS FOR HOSPITALITY INDUSTRY (PRACTICAL)	COMPULSORY	20	30	--	50	04*	02	
		TOTAL			300	450	--	750	30	23

* INCLUDES CLASS HOURS AS WELL AS HOURS SPENT IN PRACTICE OUTSIDE CLASS

SEM	SUBJECT CODE	SUBJECT NAME	CHOICE	MARKS				HOURS/ WEEK	CREDITS
				IA	EA	CA	TOTAL		
	DSC 301	LARDER & BASIC BAKING (THEORY)	COMPULSORY	40	60	--	100	04	04
	DSC 301A	LARDER & BASIC BAKING (PRACTICAL)	COMPULSORY	40	60	--	100	08	04
	DSC 302	ALCOHOLIC BEVERAGES - I (THEORY)	COMPULSORY	40	60	--	100	03	03
	DSC 302A	ALCOHOLIC BEVERAGES - I (PRACTICAL)	COMPULSORY	40	60	--	100	02	01
	DSC 303	ACCOMMODATION OPERATIONS - I (THEORY)	COMPULSORY	40	60	--	100	04	04
	DSC 303A	ACCOMMODATION OPERATIONS - I (PRACTICAL)	COMPULSORY	40	60	--	100	04	02
	LEC 101	HOTEL FRENCH (THEORY)	COMPULSORY	40	60	--	100	03	03
	LEC 101A	HOTEL FRENCH (PRACTICAL)	COMPULSORY	20	30	--	50	04*	02
	AEE 101-107	SELECT FROM LIST	ANY ONE OR TWO**	--	--	50**	50	04	04
	NC 201 A	COMMUNITY SERVICE							
	NC 202 A	SPORTS ACTIVITIES							
	NC 203 A	CULTURAL ACTIVITIES							
	NC 204 A	GENERAL INTEREST ACTIVITIES	ANY ONE ****	--	--	--	--	02	00
		TOTAL		300	450	50	800	36	27

* INCLUDES CLASS HOURS AS WELL AS HOURS SPENT IN PRACTICE OUTSIDE CLASS

** STUDENTS MAY TAKE ONE OR TWO ABILITY ENHANCING COURSES TO FULFILL THE TOTAL NUMBER OF CREDITS (150) REQUIRED FOR SUCCESSFUL COMPLETION OF THE ACADEMIC PROGRAM

*** ABILITY ENHANCING ELECTIVE COURSES WILL HAVE CONTINUOUS ASSESSMENT BASED ON PERFORMANCE IN THE TWO CLASS TESTS AND SUBMISSION OF MINIMUM FOUR ASSIGNMENTS

**** STUDENTS ARE REQUIRED TO TAKE ANY ONE OF THE NON CREDIT COURSES WHICH WILL BE ASSESSED AS "SATISFACTORY" OR "UNSATISFACTORY" PERFORMANCE BASED ON COMPLETION OF ASSIGNED ACTIVITIES / TASKS AND SUBMISSION OF REPORT THEREOF.

SEM	SUBJECT CODE	SUBJECT NAME	CHOICE	MARKS			HOURS/ WEEK	CREDITS
				IA	EA	CA		
IV	DSE 101	QUANTITY INDIAN FOOD PRODUCTION (THEORY)	ANY ONE	40	60	--	100	04
	DSE 102	ALCOHOLIC BEVERAGES - II (THEORY)						
	DSE 103	ACCOMMODATION OPERATIONS - II (THEORY)						
	DSE 101A	QUANTITY INDIAN FOOD PRODUCTION (PRACTICAL)	ANY ONE *	40	60	--	100	04
	DSE 102A	ALCOHOLIC BEVERAGES - II (PRACTICAL)						02
	DSE 103A	ACCOMMODATION OPERATIONS - II						02
	SEC 102	ACCOUNTING SKILLS FOR HOTELS (THEORY)	COMPULSORY	40	60	--	100	03
	SEC 103	TOURISM OPERATIONS (THEORY)	COMPULSORY	40	60	--	100	03
	AEC 101	HOSPITALITY LAW (THEORY)	COMPULSORY	40	60	--	100	03
	SEE 101 -107	SELECT FROM LIST	ANY ONE OR TWO*	--	--	50**	50	04
	TOTAL		200	300	50	550	25	21

* STUDENTS OPTING FOR DSE 102A & DSE 103A MAY TAKE AN ADDITIONAL SKILL ENHANCING ELECTIVE TO FULFILL THE TOTAL NUMBER OF CREDITS (150) REQUIRED FOR SUCCESSFUL COMPLETION OF THE ACADEMIC PROGRAMME. ALTERNATIVELY, STUDENTS OPTING FOR DSE 102A MAY UNDERTAKE MINIMUM 08 ODC / PART TIME JOB / WEEKEND JOB WITH REPUTED HOTELS (3 STAR AND ABOVE) / RESTAURANTS.

STUDENTS OPTING FOR DSE 103A MAY ENGAGE THEMSELVES IN PRACTICAL TRAINING / PART TIME JOB WITH REPUTED HOTELS (3 STAR AND ABOVE) FOR MINIMUM 64 HOURS IN THE SEMESTER.

** SKILL ENHANCING ELECTIVE COURSES WILL HAVE CONTINUOUS ASSESSMENT BASED ON PERFORMANCE IN THE TWO CLASS TESTS AND SUBMISSION OF MINIMUM FOUR ASSIGNMENTS.

SEM	SUBJECT CODE	SUBJECT NAME	CHOICE	MARKS			HOURS/ WEEK	CREDITS	
				IA	EA	CA			TOTAL
V	DSC 401 I	INDUSTRY EXPOSURE & REPORT	COMPULSORY	--	120	80	200	54	31
	AEE 101-107	SELECT FROM LIST	ANY ONE	--	--	50*	50	4	4
		TOTAL			--	120	130	250	58

THE STUDENT IS REQUIRED TO UNDERTAKE 18 WEEKS OF INDUSTRIAL EXPOSURE WITH A CLASSIFIED HOTEL (3 STAR AND ABOVE) IN THE FOLLOWING OPERATIONAL DEPARTMENTS: FOOD PRODUCTION, FOOD & BEVERAGE, HOUSEKEEPING / ACCOMMODATION, FRONT OFFICE.

* ABILITY ENHANCING ELECTIVE COURSES WILL HAVE CONTINUOUS ASSESSMENT BASED ON PERFORMANCE IN THE TWO CLASS TESTS AND SUBMISSION OF MINIMUM FOUR ASSIGNMENTS

SEM	SUBJECT CODE	SUBJECT NAME	CHOICE	MARKS			HOURS/ WEEK	CREDITS
				IA	EA	CA		
VI	DSE 201	SELECT FROM LIST (THEORY)	ANY ONE	40	60	--	100	04
	DSE 202							
	DSE 203							
	DSE 204							
	DSE 205							
	DSE 206							
	DSE 201A	SELECT FROM LIST (PRACTICAL)	ANY ONE*	40	60	--	100	04
	DSE 202A			08	04			04
	DSE 203A			04	02			02
	DSE 204A			04	02			02
DSE 205A	04	02			02			
DSE 206A	04	02			02			
SEC 104	APPLICATION OF COMPUTERS IN HOTELS (THEORY)	COMPULSORY	20	30	--	50	02	
SEC104A	APPLICATION OF COMPUTERS IN HOTELS (PRACTICAL)	COMPULSORY	40	60	--	100	02	
AEC 102	HOSPITALITY MARKETING (THEORY)	COMPULSORY	40	60	--	100	03	
AEC 103	HUMAN RESOURCE MANAGEMENT (THEORY)	COMPULSORY	40	60	--	100	03	
SEE 101-107	SELECT FROM LIST (THEORY)	ANY ONE OR TWO*	--	--	50**	50	04	
TOTAL			220	330	50	600	28	22

*STUDENTS OPTING FOR DSE 203A - DSE 206A MAY TAKE AN ADDITIONAL SKILL ENHANCING ELECTIVE TO FULFILL THE TOTAL NUMBER OF CREDITS (150) REQUIRED FOR SUCCESSFUL COMPLETION OF THE ACADEMIC PROGRAMME.

ALTERNATIVELY, STUDENTS OPTING FOR DSE 203A AND DSE 204A MAY UNDERTAKE MINIMUM 08 ODC / PART TIME JOB / WEEKEND JOB WITH REPUTED HOTELS (3 STAR AND ABOVE) / RESTAURANTS.

STUDENTS OPTING FOR DSE 205A AND DSE 206A MAY ENGAGE THEMSELVES IN PRACTICAL TRAINING / PART TIME JOB / WITH REPUTED HOTELS (3 STAR AND ABOVE) FOR MINIMUM 64 HOURS IN THE SEMESTER

** SKILL ENHANCING ELECTIVE COURSES WILL HAVE CONTINUOUS ASSESSMENT BASED ON PERFORMANCE IN THE TWO CLASS TESTS AND SUBMISSION OF MINIMUM FOUR ASSIGNMENTS

LIST OF DISCIPLINE SPECIFIC ELECTIVE COURSE (THEORY)

DSE 201	INTERNATIONAL FOOD PRODUCTION & KITCHEN MANAGEMENT (THEORY)
DSE 202	ADVANCED BAKING & MANAGEMENT (THEORY)
DSE 203	BAR OPERATIONS & MANAGEMENT (THEORY)
DSE 204	FOOD & BEVERAGE OPERATIONS & MANAGEMENT (THEORY)
DSE 205	FRONT OFFICE MANAGEMENT (THEORY)
DSE 206	ACCOMMODATION MANAGEMENT (THEORY)

LIST OF DISCIPLINE SPECIFIC ELECTIVE COURSE (PRACTICAL)

DSE 201A	INTERNATIONAL FOOD PRODUCTION & KITCHEN MANAGEMENT (PRACTICAL)
DSE 202 A	ADVANCED BAKING & MANAGEMENT (PRACTICAL)
DSE 203A	BAR OPERATIONS AND MANAGEMENT (PRACTICAL)
DSE 204 A	FOOD & BEVERAGE OPERATIONS & MANAGEMENT (PRACTICAL)
DSE 205 A	FRONT OFFICE MANAGEMENT (PRACTICAL)
DSE 206 A	ACCOMMODATION MANAGEMENT (PRACTICAL)

LIST OF ABILITY ENHANCING ELECTIVE COURSES

AEE 101	CATERING SCIENCE
AEE 102	DIETITICS & NUTRITION
AEE 103	FOOD & BEVERAGE CONTROLS
AEE 104	PRINCIPLES OF MANAGEMENT
AEE 105	ORGANISATION BEHAVIOR
AEE 106	HOTEL ECONOMICS
AEE 107	FINANCIAL MANAGEMENT

LIST OF SKILL ENHANCING ELECTIVE COURSES

SEE 101	FIRST AID
SEE 102	HOTEL MAINTENANCE
SEE 103	RETAIL MANAGEMENT
SEE 104	EVENT MANAGEMENT
SEE 105	ENTREPRENUERSHIP DEVELOPMENT
SEE 106	FACILITY PLANNING
SEE 107	SKILL ENHANCEMENT FOR MEDIA & JOURNALISM IN HOSPITALITY (PRACTICAL)

SEMESTER - I

SUBJECT CODE: DSC 101					
SUBJECT : BASIC INDIAN FOOD PRODUCTION (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	04

Rationale

This subject intends to develop knowledge and basic culinary skills, which will help students to develop a comprehensive insight into culinary history, ingredients and their uses, methods of cooking, basic cooking equipment and tools.

	Hours	Marks
Chapter 1 Introduction to art of cookery	06	04
1.1 Culinary History		
1.2 Origins of classical and modern cuisine		
1.3 Classical kitchen brigade for a five star hotel		
1.4 Duties and responsibilities of Executive Chef and various chefs		
1.5 Organization of modern kitchen		
1.6 Standards of Professionalism		
1.7 Kitchen Uniforms		
1.8 Inter departmental co-ordination		
Chapter 2 Mise-en-place	04	04
2.1 Importance		
2.2 Weighing and measuring ingredients-weight and volume consideration		
2.3 Preparation of ingredients		
2.4 Methods of mixing food		
Chapter 3 Equivalents of ingredients	04	04
3.1 Equivalents of various ingredients used in the kitchen-cereals, pulses, vegetables, fruits, nuts, fish, meat.		
Chapter 4 Methods of Cooking	11	10
4.1 Aims and Objectives of cooking food		
4.2 Effects of heat on food- proteins, carbohydrates, vitamins, fats, minerals, fruit and vegetable fibre, flavor components.		
4.3 Types of pigments in vegetables, fruits.		
4.4 Effects of heat, acid, alkali, oxidation and metal on pigments		
4.5 Precautions for enhancing and retention of colour.		

4.6	Methods of heat transfer- conduction, convection, radiation.		
4.7	Cooking methods- Moist & Dry (Salient features of various cooking methods, temperature precaution) Steaming, braising, stewing, poaching, boiling, baking, roasting, grilling, frying, broiling, microwave and solar.		
Chapter 5	Tools & Equipments	04	04
5.1	Introduction to various types of Knives, Hand tools and Small equipments, Measuring devices, Pots, Pans and Containers.		
5.2	Use and maintenance of Equipments- Cooking range, Mixer, OTG, Refrigerator.		
5.3	Properties, Advantages and Disadvantage of various materials used in tools and equipments.		
Chapter 6	Sanitation and Safety	06	06
6.1	Personnel Hygiene		
6.2	Food Storage		
6.3	Hygiene & safe practices in food handling and preparation		
6.4	Cleaning and Sanitizing Equipments		
6.5	Rodent and insect control		
6.6	Safety practices at work place, preventing cuts & burns, falls & injuries		
6.7	Fire prevention.		
6.8	HACCP system.		
Chapter 7	Vegetables and Fruits	04	04
7.1	Classification and Uses		
7.2	Purchasing and Storage		
Chapter 8	Cereals and Pulses	06	04
8.1	Wheat – Composition and Structure, Flour Milling and Types of Flours		
8.2	Rice – Types of rice and rice products		
8.3	Introduction to maize, barley and oats		
8.4	Pulses – Types, method of sprouting and cooking		
Chapter 9	Fats and Oils	06	04
9.1	Sources and Properties		
9.2	Manufacture and Uses		
9.3	Rendering of fats		
9.4	Rancidity in fats and oils		

Chapter 10	Sugar	03	04
10.1	Sources, Types, Functions and Storage		
Chapter 11	Raising Agents	03	04
11.1	Definition, Principle and Classification		
Chapter 12	Herbs, Spices and Condiments	04	04
12.1	Functions and Storage		
12.2	Difference between Herbs and Spices		
12.3	Condiments		
Chapter 13	Colours and Flavours, Gels and Gelling Agents, Preserves	03	04
13.1	Colours – Forms, Instructions for use		
13.2	Flavours – Types		
13.3	Examples of commonly used colours, flavours and essences		
13.4	Classification, Types and Uses of Edible gums		
13.5	Preserves - Types		

Reference Books

- 1 Professional Cooking, Wayne Gisselen, John Wiley & Sons , N.Y
- 2 Modern cookery for Teaching and Trade, Thangam E. Philip, Orient Longman Ltd.Mumbai
- 3 Theory of cookery, Krishna Arora, Frank Bros & Co. Ltd. New Delhi
- 4 Theory of Catering, Kinton Ceserani, ELBS
- 5 Practical cookery, Kinton Ceserani, ELBS
- 6 The book of ingredients, Jane Grigson, Pengiun Books ,England
- 7 Basic Cookery, Richard Maetland & Derek Welsby, Heinemann Professional
- 8 Food Commodities, Bernard Davis, Heinemann Professional
- 9 Food Commodities For Cookery, Lingard & Sizer, Butterworth & Heinemann

SUBJECT CODE: DSC 101A					
SUBJECT : BASIC INDIAN FOOD PRODUCTION (PRACTICAL)					
Teaching Scheme /Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	40	60	---	100	04

Minimum 24 practicals of Indian menus to be conducted and should include basic rice , meat , vegetable and sweet dishes.

It is recommended that demonstrations be conducted in the initial stages to familiarise the students with the following:

1. Introduction of various tools and their usage.
 2. Familiarization and identification of commonly used ingredients – weight and volume conversion, yield testing.
 3. Basic hygiene practices to be observed in the kitchen.
 4. Safety practices in the kitchen.
 5. Food storage.
 6. Use of knife and cutting techniques, cuts of vegetables.
 7. Pre-preparations
 8. Basic Cooking methods
- Students are required to maintain a journal to record the various practicals attended and the teacher must record the performance evaluation of the same on a day to day basis.

SUBJECT CODE: DSC 102					
SUBJECT : BASIC FOOD & BEVERAGE SERVICE– I (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
03	40	60	---	100	03

Rationale:

To impart comprehensive knowledge and develop technical skills in basic aspects of food & beverage operations in the hotel industry.

		Hours	Marks
Chapter 1	The Food & Beverage Industry	08	08
1.1	Introduction to Food & Beverage Industry		
1.2	Classification of Catering Establishments		
1.3	Introduction to Food & Beverage Operations.		
Chapter 2	Food & Beverage Service Areas in the Hotel	08	10
2.1	Restaurant , Coffee Shop, Room Service, Bars, banquets, Snack Bars, Executives lounges, Business Centre & Night Clubs		
2.2	Auxiliary Areas		
Chapter 3	Food & Beverage Service Equipment's	08	14
3.1	Types & Usage of Equipments , Furniture, Chinaware, Silverware, Glassware, Linen and Disposable		
3.2	Special Equipments		
3.3	Care and maintenance of Equipments		
Chapter 4	Food & Beverage Service Personnel	10	14
4.1	Food & Beverage Service Organizations		
4.2	Job Description & Job Specification of Food & Beverage Staff		
4.3	Attitudes & Attributes of Food & Beverage service personnel,		
4.4	competencies		
4.5	Basic etiquettes for service staff Interdepartmental relationship		

Chapter 5	Food & Beverage Service Methods	14	14
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- 5.1 Table Service- Silver / English, Butler / French, Russian, American
- 5.2 Self Service , Buffet & Cafeteria
- 5.3 Specialized Service- Gueridon , Tray, Trolley, Lounge, Room Service
- 5.4 Single Point Service – Take away, Vending Machine, Food Courts & Bars, Automats
- 5.5 Mise-en-place & Mise-en-scene

Glossary of Terms

Popular Catering	Industrial Catering	ODC
Fast Food	Welfare Catering	Bistro
Take away	Transport Catering	Brasserie
Gastrodome	Carvery	Self Service
Gastropubs	Echelon	Assisted Service
Table Service	Drive thru	Maitre d'hotel
Silver Service	Kiosks	Chef de rang
English Service	Food Court	Demi Chef de rang
Russian Service	Drive-in	Station
American Service	Insitu Service	Commis de rang
Gueridon Service	Single Point Service	Debarrasseur
Sommelier	Chef d'etage	Chef de sale
Bus Boy	Hot Plate	Barista
Aboyeur	Off-board	Still Room
Deferred Wash	Tray Jack	EPOS
Mise-en-place	Mise-en-scene	Polivit
Crumb down	Dummy Waiter	Carte du jour
Waiters Friend	EPNS	Tisane
Café Complet	Café Simple	Cover
Still Set	Still room	Perrier
Evian		

Assignments

A minimum of 2 assignments based on the following topics to be given to individual student and the marks to be considered in internal marks.

- a. Identify various outlets providing different types of service in city.
- b. Identify different brands of various F & B service outlets in city.
- c. Various F & B equipments with sizes, capacity, picture –in form of Power Point Preseantation.
- d. Making various creative napkin folds.

REFERENCE BOOKS

- 1 Food & Beverage Service, Dennis Lillicrap Cousins, Book Power
- 2 Modern Restaurant Service, John Fuller, Hutchinson
- 3 Food & Beverage Service, Sudhir Andrews, Tata McGraw Hill

SUBJECT CODE: DSC 102 A					
SUBJECT : BASIC FOOD & BEVERAGE SERVICE – I (PRACTICAL)					
Teaching Scheme /Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	40	60	---	100	01

Sr. No. Topic

- 1 Restaurant Etiquettes
- 2 Restaurant Hygiene Practices
- 3 Mise en place & Mise en scene
- 4 Identification of Equipments
- 5 Laying & relaying of tablecloths
- 6 Napkin Folds
- 7 Rules for laying the table
- 8 Carrying a salver/ tray
- 9 Service of Water
- 10 Handling service gear
- 11 Carrying plates, glasses & other Equipments
- 12 Setting of table d' hote & A'la carte cover
- 13 Changing of Ashtray
- 14 Planning & Writing Indian Menus
- 15 Laying cover for Indian menu
- 16 Service of Indian Food & Accompaniments. Clearance following the same
- 17 Laying the cover for a three course continental menu (Starter, Main Courses, Sweets)

SUBJECT CODE: DSC103					
SUBJECT : ROOMS DIVISION OPERATIONS-I (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	04

Rationale :

The subject aims to establish the importance of Rooms Division and its role in the hospitality industry. It prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping and front office.

		Hours	Marks
Chapter 1	Introduction to Hotel House Keeping	04	04
1.1	Importance of Housekeeping.		
1.2	Functions of Housekeeping		
1.3	Guest satisfaction and repeat business		
1.4	Areas of House Keeping responsibility		
1.5	Types of Guest Rooms , Standard Guest Room amenities & facilities for regular and VIP rooms		
Chapter 2	Layout of House Keeping Department	04	04
2.1	Section of the housekeeping department		
2.2	Layout of Housekeeping Department		
2.3	Functions of each section		
2.4	Maids Service room - Location, Layout and Function		
Chapter 3	Organization of House Keeping Department	04	04
3.1	Hierarchy of Large, medium and small hotel's Housekeeping department.		
3.2	Attributes of Housekeeping staff.		
3.3	Job Description and Job Specification of House Keeping Personnel		
Chapter 4	Cleaning Equipment used in Housekeeping Operations	04	04
4.1	Classification, Use, care & maintenance.		
4.2	Selection & purchase criteria.		

Chapter 5	Cleaning Agents	04	04
5.1	Classification , Use, care and Storage, Distribution & Control		
5.2	Selection Criteria		
Chapter 6	Co-ordination of Rooms Division with other departments	04	02
6.1	Departments like Front Office, Engineering, F & B, Kitchen, Security, Purchase, HRD, Accounts		
Chapter 7	Cleaning Routine of Housekeeping Department	04	04
7.1	General principles of cleaning.		
7.2	Work routine for Housekeeping Department, floor supervisors and chamber maids.		
7.3	Rules of the floor.		
Chapter 8	Cleaning Routine of Guest Rooms	04	04
8.1	Daily cleaning of occupied, departure, vacant, under repair, VIP.		
8.2	Evening service & second service procedures.		
8.3	Weekly cleaning / periodic cleaning. Special Cleaning Tasks to be carried out.		
8.4	Spring cleaning procedures		
Chapter 9	Cleaning Routine of Public Areas	04	04
9.1	Areas to be maintained		
9.2	Daily, weekly and spring cleaning procedures for various Public Areas such as Lobby/ Lounge, Restaurants, Bar, Banquet Halls, Swimming Pool, Elevators, staircase and Corridors		
Chapter 10	Introduction To Hospitality Industry	04	04
10.1	Evolution to Hotel Industry		
10.2	Classification of Hotels (Based on various categories like size, location, clientele, length of stay, facilities, ownership)		
10.3	Organizational Chart of Hotels (Large, Medium, Small)		
Chapter 11	Front office Department	04	04
11.1	Introduction to Front office Department		
11.2	Layout of Front office Department, Equipment's used in Front office department.		

11.3	Essential Attributes and Qualities of Front Office staff		
11.4	Duties and Responsibilities of Front office staff		
Chapter 12	Room Rates & Tariff	04	04
12.1	Types of Guests.		
12.2	Types of room		
12.3	Types of Rates (Rack, FIT, Crew, Group, Corporate)		
12.4	Basis of charging Tariff		
Chapter13	Bell Desk & Concierge	04	04
13.1	Procedure for Guest Arrival & Departure		
13.2	Procedure for left luggage & scanty Baggage		
13.3	Paging & luggage Handling		
13.4	Other Duties of Bell staff		
13.5	Valet service		
Chapter14	Reservation	04	04
14.1	Guest Cycle		
14.2	Modes & Sources of Reservation		
14.3	Importance of Reservation		
14.4	Procedure for taking reservation		
14.5	Records used in reservation		
14.6	Types of reservation		
14.7	Computerised Reservation System		
14.8	Forecasting		
14.9	Overbooking		
Chapter15	Pre- arrival Procedure	04	02
15.1	Pre Arrival activities- Preparing an arrival list		
15.2	Pre Arrival Procedure for FIT/FFIT, VIP.		
14.3	Pre Arrival Procedure for group arrival (special arrangements, meal coupons etc.)		
Chapter16	Arrival procedures for various categories	04	04
16.1	Types of Registration & its importance		
16.2	Procedure for Arrival for FIT / FFIT/ Walk-in.		
16.3	Procedure for Arrival for VIP		
16.4	Procedure for Arrival for Group		
16.5	Dealing with overbooking situations and walking a guest		

Glossary of Terms

Amenity	Back to back	Deep cleaning
Back of the house	Double lock	Faucet
Departure room	DND	Floor pantry
Front of the house	GRA	Inventory
Hardscape	Landscape	Preventive Maintenance
Job description	Job specification	Occupancy report
OOO	Organization chart	Room status discrepancy
Rooms division manager	Room status report	Twin room
WC	Maid's service room	Cabana
Hollywood room	Lanai	Suite
Interconnecting room	Efficiency room	Pent house
Duplex	Hospitality suite	Murphy bed
U/R	Z -bed	Aerosols
King bed	Queen bed	Hand caddy
Bidet	Abrasives	Chamois
Blade dispenser	Coverlet	Shams
Buffing	Burnishing	Dust ruffle
Crib	Duvet	Jewelers' rouge
Disinfectants	Dustette	Dust sheet
Dutch wife	Floor pantry	Tent card
Shoe mitt	Drugget	Deodorizers
Squeegee	Vanity unit	Swab
Lint	Johnny mop	Feather brush
Wringer mop	Upholstery	Linen chute
Scrim	Glass cloth	Re-sheeting
Block cleaning	Foot fold	Spring cleaning
Mitring	Orthodox cleaning	Jacuzzis
Second service	Turndown service	Studio
Team cleaning	Damp dusting	Transit hotel
Powder room	Sauna	Casino hotel
Resort	Motel	Budget hotel
Convention hotel	Timeshare hotel	ContinentalPlan
Boutique hotel	Heritage hotel	Walk in
American Plan	ModifiedAmericanPlan	Walkout
BermudaPlan	Go plan	Under stay
Check in	Checkout	CVGR
No show	Overstay	GDS
Crib rate	Corporate rate	Guaranteed booking
Rack rate	Day rate	GIT
CRS	Amendment	Waitlist
Confirmed reservation	FIT	Retention charge

Overbooking	Sold out	Left luggage
Cut off time	Concierge	EPABX
SB	NB	House guest
PBX	PABX	Quad room
Sleep out	Skipper	
Paging	Valet	

REFERENCE BOOKS

- 1 Hotel House Keeping Operations & Management, Sudhir Andrews, Tata McGraw Hill
- 2 Hotel Housekeeping & Management, G Raghubalan, Smritee Raghubalan, Oxford University Press.
- 3 Hotel, Hostel & Hospital Housekeeping, Branson & Lennox E L B S
- 4 Accomodation Management, Rosemary Hurst, Heinemann publishing
- 5 Accomodation Management, Rosemary Hurst, Heinemann publishing
- 6 Hotel Front Office Operations , Sudhir Andrews, Tata McGraw Hill & Management
- 7 Check-in Check -out, Jerome Vallen, WM.C Brown IOWA
- 8 Principles of Hotel Front Office Operations, Sue Baker, P.Bradley, J. Huyton Continuum
- 9 Hotel Front Office, Bruce Graham, Stanley Thornes
- 10 Managing Front Office operations, Michael Kasavanna, Richard Brooks Charles Steadmon, AH&LA,
- 11 Front Office Procedures & Management, Peter Abott. & Sue Lewry, Butterworth & Heinemann
- 12 Front Office operations, Colin Dix, Chris Baird,Pearson
- 13 Front Office Operations and Administration , Dennis foster Glencoe.

SUBJECT CODE: DSC 103A					
SUBJECT : ROOMS DIVISION OPERATIONS-I (PRACTICAL)					
Teaching Scheme /Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	02

1. Introduction to the Housekeeping department.

- Identifying various sections of the Housekeeping department
- Introduction to the various types of guest rooms and Public areas in the Hospitality Training centre
- Introduction to Guest room supplies and their placement.

2. Introduction to Cleaning Equipment's and cleaning agents.

- Identification of manual and mechanical cleaning equipment.
- Different parts of equipment.
- Function of cleaning equipments.
- Care and maintenance.
- Introduction to Cleaning Agents as per their classification and function.
- Cleaning (dusting, sweeping, mopping) to be carried out for all practicals.

3. Cleaning and Polishing of various surfaces.

- Cleaning and polishing of wooden surfaces.
- Cleaning and polishing of plastic and acrylic surfaces.
- Cleaning and polishing of oil painted surfaces.
- Cleaning and polishing of laminated surfaces.

4. Polishing of Brass Articles.

- Cleaning and polishing of Brass Ornamental and utility articles.
- Sweeping and mopping of Public areas.

5. Polishing of Silver articles

- Cleaning and polishing of silver articles.
- Cleaning of oil painted surfaces.

6. Polishing of Copper articles

- Cleaning and polishing of Copper articles.
- High level cleaning- Removal of cobwebs, dust removal from ledges.

7. Cleaning of Glass surfaces

- Cleaning and polishing of window panes.
- Cleaning and polishing of glass counters.
- Cleaning of ventilators.

8. Mansion polishing

- Mansion polishing of wooden and marble surfaces.
- Cleaning and scrubbing of marble tiles.

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- 9. Polishing of Wooden surfaces**
 - Cleaning and polishing of wooden surfaces Sand papering and French polishing.
 - Wax polishing.
 - Cleaning of wooden and metal frames of furniture.
 - 10. Vacuum Cleaning**
 - Vacuum cleaning of Carpets and upholstery.
 - Cleaning and scrubbing of floor skirting's.
 - 11. Cleaning of different floor finishes**
 - Cleaning and scrubbing of kota, ceramic, wooden, stone and marble floor finishes.
 - 12. Cleaning of different wall finishes**
 - Cleaning and scrubbing of kota, ceramic, wooden, stone and marble wall finishes.
 - 13. Bed making**
 - Different styles of making a bed- Day bed, Evening bed.
 - Cleaning of Guest room- Morning service and Evening service.
 - 14. Arrangement of the Maids Cart.**
 - Cleaning and equipping of floor pantries.
 - Setting of the chambermaid's trolley.
 - 15. Cleaning of Staircases**
 - Cleaning and scrubbing of Staircases and corridors.
 - 16. Cleaning of Soft furnishings**
 - Vacuum cleaning of curtains, mattresses, beds and bedding.
 - Vacuum cleaning of Guestroom fixtures and fittings.
 - 17. Practice of Guest room servicing**
 - Equipping Maids Cart / Trolley
 - Making Day Bed, Evening Bed (Turn Down Service)
 - Cleaning of Guest room.
 - 18. Daily Cleaning of Guest rooms - Departure, Occupied and Vacant rooms.**
 - 19. Weekly/Spring Cleaning of Guest rooms.**
 - Super Cleaning and scrubbing of various surfaces in a guest room.
 - 20. Daily cleaning of Public Areas**
 - 21. Weekly/Spring Cleaning of Public areas**
 - Super Cleaning and scrubbing of various surfaces in public areas.
 - 22. Situations on key control, Lost & found at control desk**
 - Forms, formats, Records and Registers maintained at the Control desk.
 - 23. Telephone Etiquettes and mannerisms**
 - Role play of situations pertaining to Telephone handling .

24. Handling guest mail & messages

- Role play of situations pertaining to handling guest mails(in-house, expected and checked out guests)
- Role play of situations pertaining to handling guest message(Telephonic, In Person)

25. Situations on basis of charging rooms tariff.**26. Procedure for receiving reservations**

- Procedure for determining room availability using conventional charts
- Procedure for determining room availability using software
- Procedure for Amendments & Cancellation

27. Procedure for check-in of walk in guests.

- Role play of situations pertaining to arrival and receiving of walk-in guests.

28. Procedure for check-in of reserved guests.

- Role play of situations pertaining to arrival and receiving of guests with confirmed reservations.

29. Procedure for check-in of foreigners.

- Role play of situations pertaining to arrival and receiving of foreign guests.

30. Procedure for Group Check-in

- Role play of situations pertaining to Pre-arrival, arrival and receiving of groups.

31. Procedure for VIP Check-in

- Role play of situations pertaining to Pre-arrival, arrival and receiving of VIP guests.

32. Handling overbooked situations and walking a guest

- Role play of situations pertaining to overbooking and walking a guest.

ASSIGNMENTS

1. Country, Capital, Currencies & Airlines.
2. India - States & Capitals.
3. 10 Tourist destination of Maharashtra
4. 10 Tourist destination of India.
5. Metro Cities information (Location, Shopping, Facilities, Restaurants, Places of interest, Historical Monuments.)
6. Information on National & International chain of Hotels.

Presentation on assignments with the use of audio usual aids.

SUBJECT CODE: LEE 101					
SUBJECT : BUSINESS COMMUNICATION					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	40	60	---	100	02

		Hours	Marks
Chapter 1	The Communication Process	06	15
1.1	Definition and importance of communication.		
1.2	Elements of communication / process of communication		
1.3	Formal and informal communication-		
1.4	Types of communication – Flow of communication (vertical, horizontal, lateral),		
1.5	Barriers to effective communication		
1.6	How to overcome communication barriers		
Chapter 2	Oral communication	04	10
2.1	Advantages and disadvantages		
2.2	Articulation and delivery		
2.3	Making speeches and presentations		
2.4	Telephone etiquettes		
2.5	Standard phrases used in hotels and restaurants.		
Chapter 3	Written communication	14	35
3.1	Advantages & disadvantages		
3.2	Letter of enquiry, Letter of complaint, Letter of apology, Letter of order, Letter of application accompanied by bio-data, Letter of resignation, Letter of collection & sales		
3.3	Writing a log book		
3.4	Paragraph structure		
3.5	Report writing (incidents, visits)		
3.6	Memos, notices, circulars		
3.7	Notes Making		

REFERENCE BOOKS

- 1 Technical Communication, an & Sharma, Oxford University Pres Principles and Practice Meenakshi Raman, Sangeeta Sharma, Oxford University Press
- 2 Technical communication, Urmila Rai & S.M Rai, Himalaya Publication
- 3 Essentials of Technical Communication, Sunil Gokhale Himalaya Publication
- 4 English Grammar & Composition, Wren & Martin, Orient Longman

SUBJECT CODE: LEE 101 A					
SUBJECT : BUSINESS COMMUNICATION (PRACTICAL)					
Teaching Scheme /Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04*	20	30	---	50	02

Sr. No Topic

- 1 Self introduction.
- 2 Extempore on various topics
- 3 Presentations on various topics
- 4 Group Discussion.
- 5 Telephone etiquettes and handling telephones.
- 6 Practice of Standard phrases used in hotels and restaurants
- 7 Preparation for interviews.
- 8 Importance of Body language in formal situations
- 9 Conduct of Meeting / briefing
- 10 Preparing Reports- Visit/ incident
- 11 Presentation of Reports.
- 12 Formal Speeches
- 13 Reading
- 14 Vocabulary development
- 15 Debate
- 16 Book reading and Discussion

SUBJECT CODE: LEE 102					
SUBJECT : BASIC FRENCH (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	40	60	---	100	02

Rationale

To Introduce basic knowledge of French language to the students of Hotel management

		Hours	Marks
Chapter 1	Introduction	10	12
1.1	Alphabet		
1.2	Accents		
1.3	Articles: Definite ,Indefinite , partitive and contracted articles		
1.4	Subject Pronouns		
1.5	Basic greetings		
1.6	Vocabulary related to class room		
1.7	Cardinal Numbers (0-100) & Ordinal Numbers		
1.8	Time, days of a week, months		
1.9	Vocabulary related to seasons, weather		
Chapter 2	Conjugation – Present Tense	08	08
2.1	Conjugation of verbs être and avoir		
2.2	Conjugation of first regular group ‘-er’ (Ex. Parler etc)		
2.3	Conjugation of second regular group ‘-ir’ (Ex. finir)		
2.4	Conjugation of third regular group ‘-re’ (ex. attendre)		
2.5	Conjugation of third regular group ‘oir’ (ex. Vouloir)		
Chapter 3	Grammar	06	12
3.1	Adjectives : Qualifying, Demonstrative, Possesive		
3.2	Preposition		
3.3	Plural		
3.4	Masculine and Feminine		

3.5	Negations		
3.6	Pronouns: Subject, object, en, y, reflexive		
Chapter 4	Personal Life	03	10
4.1	Self Introduction		
4.2	Vocabulary related to family		
4.3	Hobbies, daily routine		
Chapter 5	At work	01	08
4.1	Professions		
4.2	Vocabulary related to professions		
Chapter 6	Translation	04	10
5.1	English to French		
5.2	French to English		

REFERENCE BOOKS

- 1 Basic French for Hotel Industry, Vaishali Mankikar Continental, Prakashan, Pune
- 2 Basic French course for the Hotel Industry, Catherine Lobo, Sonali Jadhav Tanay Enterprises, Pune

SUBJECT CODE: LEE 102A					
SUBJECT : BASIC FRENCH (PRACTICAL)					
Teaching Scheme /Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04*	20	30	---	50	02

Rationale : To enable students to acquire correct pronunciation of French terminology and practice basic spoken French skills.

S.No. Topic

- 1 Alphabets
- 2 Basic greetings
- 3 Numbers
- 4 Days of the week, Date, Months
- 5 Vocabulary related to Class room
- 6 Question & Answers related to classroom
- 7 Time – Clock, Questions and Answers related to time
- 8 Seasons and weather
- 9 Question & Answers related to seasons and weather
- 10 Vocabulary related Professions
- 11 Questions & Answers related to professions
- 12 Vocabulary related to family
- 13 Questions & Answers related to family
- 14 Vocabulary related to hobbies and daily routine
- 15 Questions & Answers related to hobbies and daily routine
- 16 Self Introduction

NC 101A, NC 102A, NC 103A, NC104 A

Students are required to take any one of the non credit courses mentioned in the structure which will be assessed as ‘Satisfactory or ‘Unsatisfactory ‘performance based on completion of assigned activities /tasks and submission of report thereof.

The tasks/activities to be carried out will be finalized after discussion with the Class Counsellor at the beginning of the semester and may include hours spent at a orphanage/ old age home/ hospital/ social, sports and cultural activities or any other general interest activity.

SEMESTER - II

SUBJECT CODE: DSC 201					
SUBJECT : BASIC CONTINENTAL FOOD PRODUCTION (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	04

Rationale

This subject intends to develop knowledge & basic culinary skills, which will help the students to use the principles of food production in an efficient & effective way.

	Hours	Marks
Chapter 1 Stocks , Essences and Glazes	06	04
1.1 Definition of stocks		
1.2 Ingredients used in stock making		
1.3 Care and rules of stock making		
1.4 Recipes of one litre of various stocks. (White stock, Brown stock, Fish stock and Vegetable stock)		
1.5 Storage of Stocks.		
1.6 Essences ,Glazes & Convenience bases.		
Chapter 2 Soups	06	04
2.1 Classification of Soup with 5 examples each (Consommé, Cream, Puree, Broths, Chowder, Veloute, Bisque, National Soup)		
2.2 Consommé- Definition, Ingredients, Clarification, Recipe for one litre and five variations.		
2.3 Garnishes and Accompaniments for Soups & Consommés.		
Chapter 3 Sauces	08	08
3.1 Definition of Sauces. Structure & Functions of Sauces.		
3.2 Thickening agents – Roux: preparation and types, Beurre Manie, White Wash, Cornstarch, Arrowroot, Waxymaize, Instant Starches, Liaison.		
3.3 Classification of sauces.		
3.4 Recipes of Mother sauces – 1 litre & five derivatives of each sauce.		
3.5 Butter sauces – types		
3.6 Dessert sauces – types.		
3.7 Miscellaneous sauces..		

Chapter 4	Textures		03	04
4.1	Definition and Characteristics			
4.2	Types – Desirable and Undesirable			
Chapter 5	Eggs		06	06
5.1	Composition, Structure & Selection			
5.2	Uses in cookery			
5.3	General cooking principles -Effect of heat, acid, salt & sugar			
5.4	Cooking eggs – boiling, poaching, frying , shirred eggs, scrambled eggs, omelets, soufflés			
5.5	Types and Storage			
Chapter 6	Fish		06	06
6.1	Classification of fish with examples & characteristics.			
6.2	Selection of fish & shellfish			
6.3	Cuts of fish.			
6.4	Cooking of fish.			
6.5	Handling & Storage of fish			
6.6	Local equivalents of fish varieties.			
Chapter 7	Salads		04	04
7.1	Definition of salad, classification and structure of salad			
7.2	Rules for salad making			
7.3	Salad dressings – Definition, Ingredients used for salad dressing, Types of salad dressings			
7.4	Different types of Salad –			
	Caesar	Waldorf	Nicoise	Russian
	Cole slaw	Tossed	Florida	German
	Japonaise	Mimosa	Raphael	Andalouse
	Eve			
Chapter 8	Potatoes and other starches		03	04
8.1	Various styles of potato preparations:			
8.2	Parsley Potato	Potato Lyonnaise		Potato Marquise
	Duchesse Potato	French Fries		Fried Potato
	Dauphinoise Potato	Potato Croquettes,		Potato Lorette
	Anna Potato	Macaire Potato		Potato Brioche
	Chester Potato.	Hashed Brown		Jacket Baked Potato
8.3	Cooking Rice. - Boiling & Steaming, Reheating.			
8.4	Pasta – Varieties and Cooking of Pasta.			

Chapter 9	Culinary Terms	06	06
	Abbats	Appetizer	Aperitif
	Blanched	Cart de jour	Bain Marie
	Baste	Blend	Bouillon
	Caramel	Charlotte	Cisel
	Dough	Garniture	Court Bouillon
	Estouffade	Beurre Manie	Fumet
	Concasse	Genoese	Glaze
	Liaison	Mire Poix	Infusion
	Knead	Larding	Marinate
	Mis – en- Place	Paner	Parboil
	Puree	Sabayon	Poach
	Pulses	Ragout	Rechauffe
	Royal	Royale	Stew
	Au gratin	Sear	Roe
	Zest	Infusion	Pare
	Bisque	Croutons	Printaniere
	Espagnole	Brunoise	Barbeque
	Beurre Noir		Maitre-d-hotel butter
Chapter10	Milk	04	04
10.1	Composition, Types, Uses and Storage		
Chapter11	Cheese	06	06
11.1	Classification		
11.2	Manufacturing of Cheddar Cheese		
11.3	Uses, Purchasing and Storage of Cheese		
Chapter12	Butter, Cream and Yoghurt	06	04
12.1	Butter – Manufacturing, Types and Uses		
12.2	Cream – Types and Uses		
12.3	Yoghurt – Types and Uses		

REFERENCE BOOKS

- 1 Professional Cooking, Wayne Gisselen, John Wiley & Sons , N.Y
- 2 Modern cookery for Teaching and Trade, Thangam E. Philip, Orient Longman Ltd.Mumbai
- 3 Theory of cookery, Krishna Arora, Frank Bros & Co. Ltd. New Delhi
- 4 Theory of Catering, Kinton Ceserani, ELBS
- 5 Practical cookery, Kinton Ceserani,ELBS
- 6 The book of ingredients, Jane Grigson, Pengiun Books ,England
- 7 Basic Cookery, Richard Maetland & Derek Welsby, Heinemann Professional
- 8 Food Commodities, Bernard Davis, Heinemann Professional
- 9 Food Commodities For Cookery, Lingard & Sizer, Butterworth & Heinemann

SUBJECT CODE : DSC 201A					
SUBJECT : BASIC CONTINENTAL FOOD PRODUCTION (PRACTICAL)					
Teaching Scheme /Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	40	60	–	100	04

- Minimum 24 practicals of Continental menus to be conducted and should include the following : basic soups , sauces, egg preparations , fish preparations , stews , vegetables, potatoes, salads , basic custard, puddings and mousses.
- Students are required to maintain a journal to record the various practicals attended and the teacher must record the performance evaluation of the same on a day to day basis.

SUBJECT CODE: DSC 202					
SUBJECT : BASIC FOOD & BEVERAGE SERVICE II (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
03	40	60	---	100	03

Rationale:

This subject aims to provide fundamental knowledge of Food & Beverage Menus with purpose to apply knowledge & skills required to provide immense services to the guest.

		Hours	Marks
Chapter 1	The Service Sequence	10	12
1.1	Taking Bookings		
1.2	Preparation for service		
1.3	Methods of Order Taking		
1.4	Types of KOT, BOT		
1.5	Service of Food & Beverage		
1.6	Clearing During Services		
1.7	Billing Methods, dealing with discrepancies		
1.8	Feedback system		
Chapter 2	Types of Meals	14	18
2.1	Breakfast- Types & Service methods		
2.2	Brunch		
2.3	Lunch		
2.4	Afternoon Teas, High Tea		
2.5	Dinner		
2.6	Supper		
Chapter 3	Menu Knowledge	14	18
3.1	Introduction		
3.2	Menu Types – Table d’ hote & a ’la carte menu		
3.3	Menu Planning, Considerations & Constraints		
3.4	Menu Terms		
3.5	French Classical Menu		
3.6	Classical Foods, Accompaniments , cover & service		

Chapter 4	Control Methods	10	12
4.1	Necessity & Functions of Control System		
4.2	Objectives of Control System		
4.3	Flow chart of F & B system		
4.4	Purpose of Revenue control system		

Glossary of Terms

Gueridon Service	Single Point Service	Debarrasseur
Trancheur	Chef d'etage	Chef de sale
Sommelier	Mixologist	Barista
Bus Boy	Hot Plate	Still Room
Aboyeur	Off-board	EPOS
Deferred Wash	Tray Jack	Plat du jour
Mise-en-place	Mise-en-scene	Carte du jour
Crumb down	Dumb Waiter	Tisane
Waiters Friend	EPNS	Cover
BOT	KOT	Accompaniment

REFERENCE BOOKS

- 1 Food & Beverage Service, Dennis Lillicrap, Cousins, Book Power
- 2 Modern Restaurant Service, John Fuller, Hutchinson
- 3 Food & Beverage Service- Training Manual, Sudhir AndrewsTata McGraw Hill
- 4 The Restaurant (from Concept to operation), John Walker ,Donald Lund berg, John Wiley & Sons

Assignments

Minimum of 2 assignments based on the following topics to be given to individual student and the marks to be considered in internal marks.

1. Collect Menus of Fine Dining Restaurants, QSR, 5 Star Hotel, Coffee Shop
2. Prepare a chart of food and accompaniments for French and Indian menu.
3. Prepare one menu each of Fixed, Cyclic for Cafeteria.

SUBJECT CODE: DSC 202 A					
SUBJECT : BASIC FOOD & BEVERAGE SERVICE II (PRACTICAL)					
Teaching Scheme /Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	40	60	---	100	01

Sr. No. Topic

- 1 Mise en place & mise en scene
- 2 Taking an Order for meal and writing KOT
- 3 Sequence of Service (Clearing , Crumbing & service of coffee and presenting the bill)
- 4 Restaurant Reservation System
- 5 Breakfast Menu Planning, Cover Layup & Service : Continental, American Breakfast
- 6 Breakfast Menu Planning, Cover Layup & Service : Full English Breakfast
- 7 Menu Planning , Cover Layup & Service: Full Afternoon Tea & High Tea
- 8 Menu Planning , Cover Layup & Service: Brunch & Supper
- 9 Menu Planning , Cover Layup & Service:17 Course French Classical menu
- 10 Menu Planning , Cover Layup & Service: Hors d' oeuvres, Potage, Oeuf, Farineux
- 11 Menu Planning , Cover Layup & Service: Poisson,Entree, Sorbet, Releve, Roti, Legume, Salade
- 12 Menu Planning , Cover Layup & Service: Buffet froid, Entremets, Savoureux, Fromage, Dessert, Boissons
- 13 Menu Planning , Cover Layup & Service:13Course French Classical Menu
- 14 Menu Planning , Cover Layup & Service:5-7 Course French Classical Menu
- 15 Menu Planning , Cover Layup & Service:3- 4 Course French Classical menu
- 16 Menu Planning , Cover Layup & Service: Indian Lunch & Dinner Menu

SUBJECT CODE: DSC 203					
SUBJECT : ROOMS DIVISION OPERATIONS-II (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	04

Rationale : The subject aims to establish the importance of House Keeping and Front office and their role in the Hospitality Industry. It also prepares the student to acquire basic knowledge and skills necessary for different tasks and aspects of housekeeping and Front office.

		Hours	Marks
Chapter 1	Housekeeping Supervision	04	02
1.1	Importance of supervision		
1.2	Checklist for inspection		
1.3	Dirty Dozen		
Chapter 2	Control Desk	04	02
2.1	Importance and functions of Control Desk		
2.2	Records maintained		
2.3	Key Control- Computerized keys, Manual keys, Key Control Procedures		
2.4	Lost & Found Procedures- Procedure for Guest articles Procedure for lost Hotel Property, Records maintained		
Chapter 3	Contract Cleaning	04	04
3.1	Definition, Concept		
3.2	Jobs given on contract by Housekeeping		
3.3	Advantage & Disadvantages		
3.4	Pricing a contract		
Chapter 4	Linen, Uniform Room& Sewing room	06	06
4.1	Layout of Linen Room		
4.2	Classification & Selection of Linen		
4.3	Classification of Bed, Bath & Restaurant Linen		
4.4	Sizes of Linen, purchase of linen-latest trends		
4.5	Calculation of Linen requirement		

4.6	Linen Control - Linen Inventory		
4.7	Par stock, Linen Coverage		
4.8	Discard management		
4.9	Activities & equipment's in sewing room		
Chapter 5	Textiles	04	06
5.1	Classification of fibers with examples		
5.2	Characteristics and uses of fabrics used in Hotel Industry		
Chapter 6	Laundry Management	06	06
6.1	In - house laundry v/s Contract Laundry- Merits & Demerits		
6.2	Layout, Equipment's & Agents		
6.3	Laundry procedure : Guest, House		
6.4	Stains and Stain removal		
6.5	Dry-cleaning - Agents and procedures		
Chapter 7	Procedures at Front Desk	04	06
7.1	Room Change Procedure		
7.2	Safe Deposit Lockers Procedure		
7.3	Passport (Concept & Types)		
7.4	Visa (Concept & Types)		
7.5	Handling guest complaints		
7.6	Dealing with emergencies, medical, theft, fire, bomb threat, robbery, terrorist attacks etc.)		
Chapter 8	Guest Departure	08	06
8.1	Summary of Front office Duties at checkout		
8.2	Tasks performed at Bell Desk, Cashier & Reception.		
8.3	Late checkout & Late charge		
8.4	Express checkout		
8.5	Departure Notification		
8.6	Soliciting guest comments		
8.7	Creating a good lasting Impression		
8.8	Onward & Future Reservations.		
8.9	Updating Front Office Records		
Chapter 9	Methods of Payment	08	06
9.1	Handling Cash, Credit Cards		
9.2	Handling Foreign Currency, Travellers Cheques , Bills to company, Travel Agent		
9.3	Foreign Currency Regulations pertaining to payment of bills.		
9.4	Currency regulations for foreigners coming to India.		
9.5	Unpaid account balances		

Chapter 10	Front Office Accounting	06	06
10.1	Importance of the front office accounting system		
10.2	Types of accounts		
10.3	The front office accounting cycle		
10.4	Use of computers in front office accounting		
Chapter 11	Guest Relations	04	04
11.1	Hospitality Desk - Its Functions & role.		
11.2	Standard Operating Procedures at Hospitality. Desk.		
Chapter 12	Credit Control practices at front desk	06	06
12.1	Objectives of credit control		
12.2	Hotel credit control policy		
12.3	Credit control measures at check-in		
12.4	Credit control measures during occupancy		
12.5	Credit control measures at check out and after guest departure		

Glossary of Terms

Dirty dozen	Tarnish	Guestroom inspection
Inspection checklist	Log book	Vanity unit
Vestibule	White ragging	Gate pass
Scheduled maintenance	Outsourcing	Contract
Contract specification	Antichlor	Calender
Contingency plan	Cutting down	Damask
Laundromats	Linen	Discard/ Condemned linen
Light linen	Linen Par	OPL
Seersucker	Selvedge	Sizing
Soft furnishing	Stock taking	Suds
Tensile strength	Togs	Thread count
Drill	Dungarees	Gaberdine
Toque	Darning	Seams
Shirring	Thimbles	Drycleaning
Weft	Warp	Selvedge
Thread count	Flax	Flannelette
Mercerization	Saniforization	Napery
Napping	Pile weave	Seersucker
Yarn	Spining	Sericulture
Felt	Weighting	Antichlors
Hydro extractor	Tumble dryer	Bleach
Suzie	Flat bed press	Absorbents
Float	FEMA	FEEC
FRRO	Voucher	Allowances
C Form	VPO	City ledger
Guest folio	House limit	Floor limit
Late charge	Late checkout charge	Petty cash
Posting	Transient guest	Management account
High balance	High debt	Blacklist

Double occupancy	Departure	Crew
House count	No show	GRC
Room rack	Sleep out	Stay over
Under stay	Walk in	Walking a guest
VISA	Passport	Retention charge
Cut off time	Check out	B Folio
Cash paid out	Charge back	Cancellation bulletin

REFERENCE BOOKS

- 1 Hotel House Keeping Operations & Management, Sudhir Andrews, Tata McGraw Hill
- 2 Hotel Housekeeping & Management, G Raghubalan, Smritee Raghubalan, Oxford University Press.
- 3 Hotel, Hostel & Hospital Housekeeping, Branson & Lennox E L B S
- 4 Accommodation Management, Rosemary Hurst, Heinemann publishing
- 5 Accommodation Management, Rosemary Hurst, Heinemann publishing
- 6 Hotel Front Office Operations, Sudhir Andrews, Tata McGraw Hill & Management
- 7 Check-in Check -out, Jerome Vallen, WM.C Brown IOWA
- 8 Principles of Hotel Front Office, Sue Baker,P.Bradley, Continuum Operations, J.Huyton
- 9 Hotel Front Office, Bruce Graham Stanley, Thornes
- 10 Managing Front Office operations, Michael Kasavanna, Richard Brooks, Charles Steadmon AH&LA,
- 11 Front Office Procedures & Management, Peter Abott. & Sue Lewry Butterworth & Heinemann
- 12 Front Office operations, Colin Dix, Chris Baird, Pearson
- 13 Front Office Operations and administration,Dennis foster Glencoe.

ASSIGNMENTS

1. Fabrics used in Hotel Industry (Samples to be Collected)
2. Metro Cities information (Location, Shopping, Facilities, Restaurants, Places of interest, Historical Monuments.)
3. Information on National & International chain of Hotels.
4. Collection of brochures and tariff card of different types of Hotel.

Presentation on assignments with the use of audio usual aids.

SUBJECT CODE: DSC 203 A					
SUBJECT : ROOMS DIVISION OPERATIONS-II (PRACTICAL)					
Teaching Scheme /Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	02

1. Using a Room and public area inspection checklist

- Cleaning of a Guest room and public area.
- Checking of the Guest room and public area using a check list.
- Cleaning (dusting, sweeping, mopping) to be carried out for all practicals.

2. Bed making

- Different styles of making a bed- Day bed, Evening bed.
- Cleaning of Guest room- Morning service and Evening service.

3. Vacuum Cleaning

- Vacuum cleaning of Carpets and upholstery.
- Cleaning and scrubbing of floor skirting's.

4. Cleaning of Staircases

- Cleaning and scrubbing of Staircases and corridors.

5. Cleaning of Soft furnishings

- Vacuum cleaning of curtains, mattresses, beds and bedding.
- Vacuum cleaning of Guestroom fixtures and fittings.

6. Cleaning of different floor finishes

- Cleaning and scrubbing of Kota, ceramic, wooden, stone and marble floor finishes.

7. Cleaning of different wall finishes

- Cleaning and scrubbing of Kota, ceramic, wooden, stone and marble wall finishes

8. Monogramming

- Monogramming of linen and uniforms using chain stitch and satin stitch
- Setting up and cleaning of linen and uniform room
- Setting up and cleaning of floor pantry

9. Mending

- Mending of torn linen and repair of uniforms- Button and hook stitching.

10. Linen room Inventory - Stock Taking

- Linen exchange procedure.
- Calculating par stock.
- Stock Taking or physical inventory of linen.
- Documentation of linen inventory.
- Cleaning of back of the house areas.

11. Identification and construction of weaves

- Plain weave
- Basket weave
- Figured weave
- Pile weave

12. Identification and construction of weaves

- Satin weave
- Twill weave
- Sateen weave

13. Stain Removal

- Identification, classification and stain removal procedures for- Animal, vegetable, mineral, metalloid (Allstains).

14. Stain Removal

- Identification, classification and stain removal procedures for acidic, alkaline, pigments and miscellaneous stains.

15. Laundering Procedure

- Prewashing, washing, rinsing
- Starching
- Blueing

16. Laundering Procedure

- Ironing of cotton, silk and synthetic fabrics.
- Cleaning of laundry and laundry equipments.

17. Telephone Etiquettes and mannerisms

- Role play of situations pertaining to Telephone handling.

18. Procedure for room change

- Role play of situations pertaining to guests request for a room change.

19. Procedure for Safe deposit of valuables

- Role play of situations pertaining to guests request for safe deposit of guest valuables.

20. Handling of guest complaints.

- Role play of situations pertaining to guest complaints during their stay.

21. Procedure for checking out a guest

- Role play of situations pertaining to checking out of a guest.

22. Procedure for Group Check-out

- Role play of situations pertaining to checkout of groups.

23. Procedure for accepting various forms of settlements

- Role play of situations pertaining to settlement by Cash.
- Role play of situations pertaining to settlement by credit card.

24. Procedure for accepting various forms of settlements

- Role play of situations pertaining to settlement by Bill to company.
- Role play of situations pertaining to settlement by Travel agent Voucher.
- Role play of situations pertaining to settlement by Traveller's cheque.

25. Procedure for accepting various forms of settlements

- Role play of situations pertaining to settlement by acceptable Foreign currency

26. Procedure for Group Check-out, Express check out

- Role play of situations pertaining to express check out of a guest.
- Role play of situations pertaining to Group check out .

27. Using and making various vouchers used at front desk

- Role play of situations pertaining to using and making vouchers like Allowance voucher, visitors paid out, Cash voucher and miscellaneous vouchers.

28. Credit control practices at front desk

- Role play of situations pertaining to credit control practices during reservations.
- Role play of situations pertaining to credit control practices during arrival.

29. Credit control practices at front desk

- Role play of situations pertaining to credit control practices during occupancy.
- Role play of situations pertaining to credit control practices during checkout.

30. The hospitality desk

- Role play of situations pertaining to complaint handling at hospitality desk.

31. Standard operating Procedure at front desk

- Role play of situations pertaining to Standard Operating Procedures to be followed during reservation, occupancy and checkout .

32. Use of computers in front office accounting

- Practice on use of front office software for accounting at front desk.

ASSIGNMENTS

1. Fabrics used in Hotel Industry (Samples to be Collected)
2. Metro Cities information (Location, Shopping, Facilities, Restaurants, Places of interest, Historical Monuments.)
3. Information on National & International chain of Hotels.
4. Collection of brochures and tariff card of different types of Hotel.

Presentation on assignments with the use of audio usual aids.

SUBJECT CODE: SEC 101					
SUBJECT : PERSONALITY SKILLS FOR HOSPITALITY INDUSTRY (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
03	40	60	---	100	03

Rationale : The subject is designed to make students understand the concept and components of personality, thereby to apply the acquired knowledge towards achieving excellence in their respective academic careers.

		Hours	Marks
Chapter 1	Introduction to personality development	02	02
Chapter 2	Communication Skills	06	10
2.1	Modes of communication		
2.2	Verbal and Non verbal communication		
2.3	Explaining, Justifying, Convincing		
2.4	Expressing an opinion		
2.5	Persuasive skills		
2.6	Pronunciation & diction		
2.7	Extempore		
2.8	Debates		
2.9	Group Discussion		
2.10	Personal Interviews		
2.11	Professional presentations(Types, Use of Audio/Visual aids)		
Chapter 3	Impression Management	06	06
3.1	Importance of physical appearance and grooming (presentable and attractive appearance, Dressing, make up, poise and posture)		
3.2	Importance of Physical Fitness		
3.3	Body Language-Kinesics ,Haptics ,Vocalics ,Proxemics, Chronemics		
Chapter 4	Personality profile and Self development	06	08
4.1	Elements of personality		
4.2	Determinants of personality		
4.3	Personal goal setting and action plan		
4.4	Areas of self development		
4.5	Self Analysis (Self esteem, Motivation, Attitude)		
4.6	SWOT Analysis- Concept		

Chapter 5	Time Management	04	04
5.1	Time Planning		
5.2	Time Quadrant model		
5.3	Time Wasters and Robbers		
Chapter 6	Emotions	04	06
6.1	What are emotions		
6.2	Emotions and personality		
6.3	Emotional Stability		
6.4	Emotional Maturity		
6.5	Emotional Intelligence		
Chapter 7	Ethics	04	06
7.1	Introduction to Ethics and Values		
7.2	Code of ethics		
7.3	Ethics and positive human relationship		
7.4	Function of values		
7.5	Sets of value for harmonious life		
Chapter 8	Skill development for personality enrichment	08	10
8.1	Identifying general and specific skills		
8.2	Human Skills / Organisational Skills		
8.3	Cognitive skills		
8.4	Technical skills		
Chapter 9	Stress Management	04	04
9.1	Introduction		
9.2	Management strategies		
9.3	Stress managers		
9.4	Stress control		
Chapter10	Frustration	04	04
10.1	Introduction		
10.2	Causes of frustration		
10.3	Effects of frustration		
10.4	Solutions for avoiding frustration		

REFERENCE BOOKS

- 1 Development of Generic Skills-I, K Sudesh, Nandu Printers and Publications
- 2 Development of Generic Skills-II, K Sudesh, Nandu Printers and Publications
- 3 Development of Generic Skills, S. Balaraman, Central techno, M K MALKE Publication
- 4 Basic Managerial skills for all Human learning, E H Mcgrath, Prentice Hall, India

SUBJECT CODE: SEC101 A					
SUBJECT : PERSONALITY SKILLS FOR HOSPITALITY INDUSTRY (PRACTICAL)					
Teaching Scheme /Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04*	20	30	---	50	02

- 1. Importance of Physical appearance and grooming**
 - Presentable and acceptable appearance, dressing, makeup, poise and posture.
- 2. Development of proficiency in English**
 - Practice on spoken communication skills and testing voice and accent, voice clarity, voice modulation and intonation.
- 3. Personal Introduction**
 - Developing an Understanding of Social Etiquettes.
- 4. Business manners and etiquettes**
 - To understand presenting oneself with finesse.
- 5. Debate**
 - To understand subject knowledge, oral and leadership skills.
- 6. Group Discussion**
 - To understand subject knowledge, oral and leadership skills.
- 7. Extempore**
 - To understand subject knowledge, oral and leadership skills.
- 8. Body Language**
 - Study of different pictorial expression of nonverbal communications and its analysis.
- 9. SWOT Analysis**
 - Self evaluation.
 - Self discipline
 - Recognition of one's own limits and deficiencies.
 - Self Awareness.

10. Presentation skills

- To understand preparing and delivery of presentation.

11. Time Management techniques

- To understand Time Quadrant model and its use.

12. Stress management techniques

- To identify factors that cause stress through questionnaire/games.

13. Listening skills

- To improve note making and listening skills.

14. Organizing a seminar**15. Guest lectures of hospitality professionals.****16. Field visits**

- Field visits to various sectors of the hospitality industry as a learning experience for students.

Assignment

1. Make a SWOT Analysis to identify your strength, weaknesses, opportunity and threats
2. Identify your areas of self development and plan a strategy to improve.
3. Identify qualities, traits of a eminent admired personality
4. Prepare a tree of life to understand personality determinants
5. Identify your values and prepare a code of ethics for yourself
6. Presentation on your role model in hospitality industry.

Presentation on assignment with use of audio visual aids.

SEMESTER – III

SUBJECT CODE: DSC 301					
SUBJECT : LARDER AND BASIC BAKING (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	04

Rationale

This subject intends to develop knowledge and skills required for Garde Manger work and preparation of frozen desserts. It will also enhance understanding of the basic principles of baking, bakery tools, ingredients used in bakery and their role, and awareness of the technical skills required to produce a variety of products in the bakery. It also provides a detailed understanding of meat cookery.

	Hours	Marks
Chapter 1 Le Garde Manger	05	04
1.1 Definition		
1.2 Functions of larder department		
1.3 Breakdown of larder department		
1.4 Responsibilities of Chef Garde Manger		
1.5 Larder control		
1.6 Liaison with kitchen & pastry department		
1.7 Layout of larder in a hotel		
1.8 Equipment & tools used in larder		
Chapter 2 Hors d'oeuvres	03	04
2.1 Types of hors d'oeuvres: Hot and Cold - Canapés, Cocktails, Relishes.		
2.2 Miscellaneous hors d'oeuvres- Antipasto, Bruschetta, Tapas, Amuse bouche		
Chapter 3 Meat Cookery and Poultry	10	10
3.1 Composition & structure		
3.2 Quality of Meat		
3.3 Factors affecting flavour & tenderness		
3.4 Cooking of meats		
3.5 Selection, Cuts, approximate weights & method of cooking of the following – Lamb, Pork, Beef, Veal.		
3.6 Poultry- Selection, Cuts, Uses		

Chapter 4	Curing And Smoking		04	04
4.1	Ingredients used for curing foods			
4.2	Curing methods			
4.3	Smoking			
Chapter 5	Charcuterie		06	06
5.1	Bacon – cuts & uses			
5.2	Ham – types & uses			
5.3	Differentiation – Ham, Bacon & Gammon			
5.4	Forcemeats – types			
5.5	Sausages – composition, classification & types			
Chapter 6	Pate, Terrines and other cold foods		06	06
6.1	Duties and responsibilities of Chef du Froid			
6.2	Aspic – definition, function & types			
6.3	Chaud froid – definition, types			
6.4	Using aspic jelly & chauxfroid sauce			
6.5	Pates & Terrines – definition, preparation, difference			
6.6	Galantine & Ballotine - definition, preparation, difference			
6.7	Mousse & Mouselline - definition, preparation, difference			
6.8	Assembly of cold buffet			
6.9	Smorgasbord			
Chapter 7	Creams, Custards, Puddings and Frozen Desserts		04	04
7.1	Basic custard			
7.2	Pastry cream – definition , preparation & variations			
7.3	Pudding – types			
7.4	Bavarians, Chiffons, Mousses & Souffles			
7.5	Frozen dessert – classification, popular ice-cream desserts			
7.6	and dessert sauces			
Chapter 8	Culinary Terms		06	04
	Anglaise	Assaisonner	Ateraux	Aspic
	Abattis	Ballotine	Barder	Bavarois
	Beignet	Bouchee	Blondir	Chantilly
	Charlotte	Chiffonade	Coulis	Crecy
	Dariole	Duxelle	Panada	Farcir
	Foie Gras	Jardiniere	Jambonnette	Jus lie
	Meringue	Navarin	Papillote	Parfait
	Praline	Provencale	Quenelle	Quiche
	Ratatouille	Timbale	Dartois	Crudite
	Forcemeat	Roll mops	Frizzling	Baba

	Kedegree	Rasping	Nori	Fleuron		
	Crepinettes	Tournedos	Zakuski	Matellote		
	Civet	Duglere	Rissotto	Hummus		
	Macerate	Tabouleh	Gnocchi	Sippets		
	Tripe	Muesli	Neige	Pastillage		
	Dashi	Bombe	Compote	Tapenade		
	Lardons	Panache	Piquante	Baron		
	Sauerkraut	Salsa	Daube	Shaslik		
	Blanquette	Sundae	Crepes	Zabaglione		
	Qubus	Moussaka	Paella	Falafel		
	Baveuse	Waffles	Black pudding	Truffles		
Chapter 9	Basic Principles of Baking				05	04
9.1	Formulas and Measurements – Baker’s Percentage.					
9.2	Baking process.					
9.3.	Gluten & gluten development.					
9.4	Formula yields.					
9.5	Staling					
Chapter10	Ingredients Used in Bakery				05	04
10.1	Flour – Functions.					
10.2	Sugars - Functions					
10.3	Fats - Types, Functions					
10.4	Milk & milk products - Functions, guidelines for usage					
10.5	Eggs - Functions, guidelines for usage					
10.6	Leavening agents - Functions, guidelines for usage					
10.7	Fruits and nuts - Types, Functions.					
10.8	Salt - Functions, guidelines for usage					
10.9	Spices & Flavouring - Types, Functions					
10.10	Chocolate & Cocoa - Types, Functions, guidelines for usage					
Chapter11	Bread				06	06
11.1	Types of bread dough – lean & rich					
11.2	Role of Ingredients in bread making.					
11.3	Mixing methods					
11.4	Steps in bread making					
11.5	Controlling fermentation					
11.6	Faults					

Chapter12	Cookies	04	04
12.1	Role of Ingredients.		
12.2	Characteristics of Cookies & their causes.		
12.3	Mixing methods.		
12.4	Types and makeup methods.		
12.5	Faults and their causes		

REFERENCE BOOKS

- 1 Professional Cooking, Wayne Gisselen, John Wiley & Sons , N.Y
- 2 Professional Baking, Wayne Gisselen, John Wiley & Sons , N.Y
- 3 Modern Cookery for Teaching & Trade (Volume I & II), Thangam E. Philip, Orient Longman Ltd. Mumbai.
- 4 The Larder Chef, Leto.M.J & Bode.K.H, Heinemann Professional
- 5 Larousse Gastronomique, Paul Hamlyn, Cookery Encyclopedia
- 6 Practical Cookery, Kinton Ceserani, ELBS
- 7 Professional Chefs- Art of Garde Manger, Frederic.H & John Nicolas, John Wiley & Sons , N.Y
- 8 Kitchen Planning & Mgmt, John Fuller & David Kirk, Heinemann Butterworth
- 9 Classical Food Preparation & Presentation, W.K.H.Bode, Batsford
- 10 Basic Baking, S.C.Dubey, The Society of Indian Bakers
- 11 Understanding Baking, Joseph Amendola & Donald Lundberg, John Wiley & Sons , N.Y

SUBJECT CODE: DSC 301A					
SUBJECT : LARDER AND BASIC BAKING (PRACTICAL)					
Teaching Scheme /Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	40	60	---	100	04

- Minimum 14 practicals of **Advanced Continental** menus to be conducted. Menus may be designed so as to cover classical appetizers, soups, main course, accompaniments, salads and desserts.
- Minimum 10 **Bakery** practicals to be conducted and should atleast include 10 varieties of bread, 10 varieties of cookies and also introduce them to basic cake making.
- Students are required to maintain a journal to record the various practicals attended and the teacher must record the performance evaluation of the same on a day to day basis.

SUBJECT CODE: DSC 302					
SUBJECT : ALCOHOLIC BEVERAGES – I (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
03	40	60	---	100	03

Rationale

To impart comprehensive knowledge about various fermented & distilled alcoholic beverages such as wines, aperitifs, spirits, liqueurs & bitters.

		Hours	Marks
Chapter 1	Non Alcoholic Beverages	10	12
1.1	Classification		
1.2	Hot Beverages – Types, Production, Service		
1.3	Cold Beverages- Types, Production, Service		
Chapter 2	Aperitifs	04	04
2.1	Definition		
2.2	Types- Wine Based, Spirit Based		
2.3	Service of Aperitifs		
2.4	Brands		
Chapter 3	Introduction to Fermented Alcoholic Beverages	06	08
3.1	Wine- Classification , Brands		
3.2	Beer – Classification, Brands		
3.3	Sake – Classification , Brands		
Chapter 4	Introduction to Distilled Alcoholic Beverages	10	12
4.1	Brandy – Classification , Brands		
4.2	Rum – Classification , Brands		
4.3	Vodka – Classification , Brands		
4.4	Gin – Classification , Brands		
4.5	Whisky – Classification , Brands		
4.6	Tequila – Classification , Brands		
Chapter 5	Introduction to Cocktails	06	06
5.1	Methods of Making Cocktails		
5.2	Golden Rules		
5.3	Classification of Cocktails		
5.4	Examples of Cocktails		
Chapter 6	Other Alcoholic Beverage	03	04
6.1	Arrack, Aquavit, Schnapps, Fruit Brandies, Pastis, Kirsch, Feni, Calvados, Korn, Doppelkorn		
6.2	Cordials		
Chapter 7	Introduction to Liqueur	03	05
7.1	Introduction		
7.2	Types		
7.3	Brands		

Chapter 8	Introduction to Bitter	03	04
8.1	Introduction		
8.2	Types		
8.3	Brands		
Chapter 9	Tobacco	03	05
9.1	Introduction to Tobacco		
9.2	Types of Tobacco		
9.3	Manufacturing of Tobacco		
9.4	Cigar & Cigarettes		
9.5	Brands		
9.6	Service		

Glossary of Terms

Distillation	Aqua-vitae	Eau-de-vie
Congeners	Pot still	Fore-shots
Blending	Coffey still	Maturing
Cognac	Armagnac	Bonne chauffe
Ageing	Angels share	Brouillis
Grande Fine Champagne	Fine Champagne	Fine Maison
VSOP	Napoleon Brandy	Old liqueur cognac
Hors d'age	Marc	Grappa
Grain Whiskey	Ouzo	Peats reek
Single malt	Blended whisky	Malt whisky
Dunder	Vatted malt	Rye whisky
Schnapps	White rum	Bagasse
Wine	Aromatized wine	Dark rum
Blue wine	Blush wine	Agave
Champagne	Sparkling wine	Vine
Asti spumante	Vins mousseux	Fortified wine
Vinho coto		

REFERENCE BOOKS

- 1 Food & Beverage Service, Dennis Lillicrap, Cousins, Book Power
- 2 Modern Restaurant Service, John Fuller, Hutchinson
- 3 Food & Beverage Service- Training Manual, Sudhir Andrews, Tata McGraw Hill
- 4 The Restaurant (from Concept to operation), John Walker, Donald Lundberg John Wiley & Sons
- 5 The Beverage Book, Dunkan & Cousins, Hodder & Stoughton
- 6 Professional Guide to Alcoholic Beverages, Lipinski, Van Nostrand Reinhold
- 7 Oxford Companion to Wines, Jancis Robinson, Oxford University Press
- 8 Official Bartender Guide, Boston, Warner

Assignment

Minimum of two assignments to be submitted by students by the end of the semester.

- 1 Wines from New world countries (USA, Australia, Africa and New Zealand)
- 2 Price list of wines from two outlets.
- 3 Indian wines brand names and prices
- 4 Price list of Beer from two outlets

SUBJECT CODE: DSC 302 A					
SUBJECT : ALCOHOLIC BEVERAGES I (PRACTICAL)					
Teaching Scheme /Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	40	60	---	100	01

Sr. No Topic

- 1 Types of Glassware used in Beverage Service
- 2 Service of Hot & Cold Non Alcoholic Beverages
- 3 Service of Aperitifs
- 4 Service of Wines
 Setting up cover for menu with wines
- 5 Service of Beer – Service Temperature, Equipment, Procedure, Brands
- 6 Service of Brandy
- 7 Service of Rum
- 8 Service of Vodka
- 9 Service of Tequila
- 10 Service of Gin
- 11 Service of Whisky
- 12 Service of Liqueur at the bar and at the table
- 13 Compiling a Wine & other drink list
- 14 Service of Cocktails at the bar and at the table
- 15 Types of bitter and service of bitter & other alcoholic beverages
- 16 Service of Cigar & Cigarettes

SUBJECT CODE: DSC 303					
SUBJECT : ACCOMMODATION OPERATIONS – I (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	04

Rationale :

The subject aims to establish the importance of Accommodations Operations & its role in the Hospitality Industry. It also prepares the student to acquire knowledge of the operational aspects in housekeeping and front office. It also prepares the student to acquire basic skills and knowledge necessary to calculate occupancy statistics in the front office department.

	Hours	Marks
Chapter 1 Horticulture & Flower Arrangement	06	08
1.1 Concept and Importance		
1.2 Principles, Types and Shapes of flower arrangements		
1.3 Types of indoor and outdoor plants used in hotels		
1.4 Tools, Equipment's and Accessories		
1.5 Conditioning of Plant Materials		
Chapter 2 Pest Control	04	04
2.1 Types of Pests		
2.2 Preventive and Control measures		
Chapter 3 Safety & Security Processes	06	04
3.1 Safety of Guests & Guests Property		
3.2 Safety of Hotel Property & employees		
3.3 Prevention of accidents		
Chapter 4 Purchasing Systems.	08	08
4.1 Types of purchasing.		
4.2 Purchase procedure for housekeeping supplies		
4.3 Storage of records.		
Chapter 5 Housekeeping stores.	08	06
5.1 Store requisition		
5.2 Issuing & controls of materials.		
5.3 Inventory Control & Stock taking.		
Chapter 6 Calculations of various statistical data using Formulae	08	08
6.1 ARR, Room Occupancy %, Double Occupancy %, Bed Occupancy %, Foreign occupancy %, Local Occupancy % House Count, House Position, etc.		
6.2 Reports - DRR, Revenue Report, Daily Occupancy Report.		

Chapter 7	Night Auditor	08	08
7.1	Concept of Night Audit & Role of Night Auditor		
7.2	Night Auditors Report		
Chapter 8	Establishing Room Rates	08	08
8.1	Rule of Thumb		
8.2	Hubbart's formula		
8.3	Market Condition Approach		
Chapter 9	Forecasting Room Availability	08	06
9.1	Useful Forecasting Data		
9.2	Room Availability forecast.		
9.3	Types of forecast & their sample format		
Glossary of Terms			
Conditioning	Fillers	Foliage	
Kenzan	Ikebana	Hogarth curve	
Mechanics	Moribana	Nagiere	
Oasis	Bonsai	Hardscape	
Perennials	Horticulture	Landscape	
Trellis	Patio	Deck	
Turf	Pest	Fumigation	
Dry rot	Rodent	Pesticutor	
Wet rot	Silver fish	OSH Standards	
Recycled inventory items	NonRecycled inventory items	Store indent	
Purchase order	Lead time	Stores requisition	
Grand master key	Emergency key	Floor master key	
Pass key	Skipper	Stocktaking	
ARR	Rev Par	Yield	
ARG	DRR	Re -capitulation sheet	
Transcript	Hubbart's formula	Rule of Thumb	
House count	Market condition approach	House limit	
Forecasting	Overstay	Noshow	
Stayover	Understay		

REFERENCE BOOKS

- 1 Hotel House Keeping Operations & Management, Sudhir Andrews, Tata McGraw Hill
- 2 Hotel Housekeeping & Management, G Raghubalan, Smritee Raghubalan, Oxford University Press.
- 3 Hotel, Hostel & Hospital Housekeeping, Branson & Lennox E L B S
- 4 Accomodation Management, Rosemary Hurst, Heinemann publishing
- 5 Accomodation Management, Rosemary Hurst, Heinemann publishing
- 6 Hotel Front Office Operations, Sudhir Andrews, Tata McGraw Hill & Management
- 7 Check-in Check -out, Jerome Vallen, WM.C Brown IOWA

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- 8 Principles of Hotel Front Office operations, Sue Baker, P.Bradley, J. Huyton Continuum.
 - 9 Hotel Front Office, Bruce Graham, Stanley Thornes
 - 10 Managing Front Office operations, Michael Kasavanna, Richard Brooks, Charles Steadmon, AH&LA,
 - 11 Front Office Procedures & Management, Peter Abott. &Sue Lewry Butterworth & Heinemann
 - 12 Front Office operations, Colin Dix, Chris Baird, Pearson
 - 13 Front Office Operations and Administration, Dennis foster, Glencoe.
 - 14 Hotel Accounting & Financial Control, Ozi D'Cunha, Dickey Enterprises

SUBJECT CODE: DSC 303A					
SUBJECT : ACCOMMODATION OPERATIONS I (PRACTICAL)					
Teaching Scheme /Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	02

1. Bed making

- Different styles of making a bed- Day bed, Evening bed.
- Cleaning of Guest room- Morning service and Evening service.

2. Cleaning and Polishing of Laminated surfaces.

- Cleaning and polishing of wooden surfaces.
- Cleaning and polishing of plastic and acrylic surfaces.
- Cleaning and polishing of oil painted surfaces.
- Cleaning (dusting, sweeping, mopping) to be carried out for all practicals.

3. Polishing of Brass Articles.

- Cleaning and polishing of Brass Ornamental and utility articles.

4. Polishing of Silver articles

- Cleaning and polishing of silver articles.
- Cleaning of oil painted surfaces.

5. Polishing of Copper articles

- Cleaning and polishing of Copper articles.

6. Cleaning of Glass surfaces

- Cleaning and polishing of window panes.
- Cleaning and polishing of glass counters.
- Cleaning of ventilators.

7. Mansion polishing

- Mansion polishing of wooden and marble surfaces.
- Cleaning and scrubbing of marble tiles.

8. Polishing of Wooden surfaces

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- Cleaning and polishing of wooden surfaces Sand papering and French polishing.
 - Wax polishing.
 - Cleaning of wooden and metal frames of furniture.
- 9. Vacuum Cleaning**
- Vacuum cleaning of Carpets and upholstery.
- 10. Cleaning of different floor finishes**
- Cleaning and scrubbing of kota, ceramic, wooden, stone and marble floor finishes.
- 11. Cleaning of different wall finishes**
- Cleaning and scrubbing of kota, ceramic, wooden, stone and marble wall finishes.
- 12. Using a Room and public area inspection checklist**
- Cleaning of a Guest room and public area.
 - Checking of the Guest room and public area using a check list.
- 13. Flower Arrangements**
- Demonstration of various styles and shapes of flower arrangements.
- 14. Flower Arrangements**
- Preparation of various styles and shapes of flower arrangements.
- 15. Introduction to Horticultural aspects.**
- Visit to green house for identification of indoor plants used in hotels.
 - Identification of outdoor plants used in hotels.
 - Identification and use of foliage in flower arrangements.
- 16. Special decorations for functions in hotel**
- Preparations for events organized in hotels- floral rangolis, garlands, tinsel and miscellaneous decorations.
- 17. Inventory and stocktaking of room and cleaning supplies**
- Requisition procedure.
 - Calculating par stock.
 - Stock Taking or physical inventory of room and cleaning supplies.
 - Documentation of supplies inventory.
 - Cleaning of housekeeping stores.
- 18. Using housekeeping software for material management**
- 19. Pest control demonstration**

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- 20. Telephone Etiquettes & mannerisms**
 - Role play of situations pertaining to Telephone handling.
 - 21. Use of computers at front office.**
 - Practice on use of front office software for reservation.
 - 22. Use of computers at front office.**
 - Practice on use of front office software for check-in.
 - 23. Use of computers at front office.**
 - Practice on use of front office software for billing and checkout.
 - 24. Use of computers at front office.**
 - Practice on use of front office software for Management Information System.
 - 25. Preparing various vouchers at front desk**
 - Role play of situations pertaining to using and making vouchers like Allowance voucher, VPO, Cash voucher and miscellaneous vouchers.
 - 26. Credit control practices at front desk**
 - Role play of situations pertaining to credit control practices during reservations.
 - Role play of situations pertaining to credit control practices during arrival.
 - 27. Credit control practices at front desk**
 - Role play of situations pertaining to credit control practices during occupancy.
 - Role play of situations pertaining to credit control practices during checkout.
 - 28. Preparing a Night Auditors Report.**
 - 29. Preparing Weekly & Monthly forecasts.**
 - 30. Situations dealing with guest complaints.**
 - Role play of situations pertaining to guest complaints and emergency situations like bomb, terrorist attack, fire, death, theft and natural disasters.
 - 31. Standard operating Procedure at front desk**
 - Role play of situations pertaining to standard operating procedures to be followed during reservation, occupancy and checkout.
 - 32. Case studies at front office to be taken after completion of each chapter.**

Assignments.

1. Calculations of various statistical data using formula and graphical representation.
2. Hubbart's formula for calculating roomrate.

SUBJECT CODE: LEC 101					
SUBJECT : HOTEL FRENCH (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
03	40	60	---	100	03

Rationale

To Introduce basic knowledge of French language to the students of Hotel management

		Hours	Marks
Chapter 1	Introduction	05	12
1.1	Alphabet		
1.2	Accents		
1.3	Articles: Definite ,Indefinite , partitive and contracted articles		
1.4	Subject Pronouns		
1.5	Basic greetings		
1.6	Vocabulary related to class room		
1.7	Cardinal Numbers (0-100) & Ordinal Numbers		
1.8	Time, days of a week, months		
1.9	Vocabulary related to seasons, weather		
Chapter 2	Conjugation - Present Tense (verbs relevant to hotel only)	05	08
2.1	Conjugation of verbs être and avoir		
2.2	Conjugation of first regular group ‘-er’ (Ex. Parler etc)		
2.3	Conjugation of second regular group ‘-ir’ (Ex. finir)		
2.4	Conjugation of third regular group ‘-re’ (ex. attendre)		
2.5	Conjugation of third regular group ‘oir’ (ex. Vouloir)		
Chapter 3	Food & Beverage Service	06	12
3.1	Equivalents		
3.2	Restaurant Brigade		
3.3	French Classical menu (17 course) With classic examples of each course, & meanings in brief		
3.4	Wines <ul style="list-style-type: none"> • Wine of France • Wine Terminology • Reading a wine label • Wine regions 		
3.5	French Cheese		

Chapter 4	Kitchen	10	12
4.1	Equivalents		
	<ul style="list-style-type: none"> • Kitchen Tools • Dairy Products • Vegetables • Fruits • Herbs and spices • Meat, fish, Poultry • Cereals • Seasoning 		
4.2	Weights and Measurements		
4.3	The Kitchen Brigade		
4.4	French Culinary Terms and their meaning in English		
4.5	Recipe for any five basic food preparations (Cream of Tomato, Egg Omelette, Salad, Cake, Grilled Chicken)		
4.6	Translation of recipe from French to English		
Chapter 5	Housekeeping	01	04
5.1	Vocabulary related Guestroom and hotel Floor		
Chapter 6	Front Office	01	04
6.1	Vocabulary related to Front Office operations		
Chapter 7	Standard Phrases used in a hotel	04	08
7.1	Translation from English to French		
7.2	Translation from French to English		

REFERENCE BOOKS

- 1 Basic French for Hotel Industry, Vaishali Mankikar, Continental Prakashan, Pune
- 2 Basic French course for the Hotel Industry, Catherine Lobo, Sonali Jadhav, Tanay Enterprises, Pune

SUBJECT CODE: LEC 101A					
SUBJECT : HOTEL FRENCH (PRACTICAL)					
Teaching Scheme /Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04*	20	30	---	50	02

Rationale

To enable students to acquire correct pronunciation of French hotel terminology , to use standard phrase in French related to hotel operations and also practice spoken French skills.

S.No. Topic

- 1 Alphabets
- 2 Basic greetings, Days of the week, Date, Months – Question and Answers
- 3 Time – Clock, Questions and Answers related to time
- 4 Kitchen Equivalents
- 5 Kitchen Equivalents
- 6 Kitchen Equivalents
- 7 To plan and read a menu in French and briefly describe the dishes in English
- 8 To read, translate and say the recipe for basic dishes covered in theory class
- 9 To read, translate and say the recipe for basic dishes covered in theory class -Practice
- 10 Question and Answers related to Kitchen
- 11 Reading of a wine label
- 12 Dialogues related to F&B Service
- 13 Question and Answers related to F&B Service
- 14 Standard phrases used in Housekeeping and Front Office
- 15 Questions & Answers ,Dialogues related to Housekeeping
- 16 Question & Answers ,Dialogues related to Front Office

LIST OF ABILITY ENHANCING ELECTIVE COURSES

- AEE 101 CATERING SCIENCE
- AEE 102 DIETITICS & NUTRITION
- AEE 103 FOOD & BEVERAGE CONTROLS
- AEE 104 PRINCIPLES OF MANAGEMENT
- AEE 105 ORGANISATION BEHAVIOR
- AEE 106 HOTEL ECONOMICS
- AEE 107 FINANCIAL MANAGEMENT

SUBJECT CODE: AEE 101					
SUBJECT : CATERING SCIENCE (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	--	--	–	50	04

Rationale

To develop awareness of the importance of hygiene, sanitation and food safety in hotel industry

		Hours	Marks
Chapter 1	Importance of Hygiene in the Catering Industry.	02	02
1.1	Introduction, Definitions : Hygiene & Sanitation		
1.2	Significance of hygiene & Sanitation in the food industry.		
Chapter 2	Food Microbiology.	10	06
2.1	Classification & Morphology of Microorganisms- Bacteria, Virus,		
2.2	Fungi, Algae, protozoa.		
2.3	Growth of Bacteria and its relevance to the food industry. Factors affecting microbial Growth. Moisture, Ph, Temperature, Oxygen, Time, Osmotic Pressure		
2.4	How food acts as a substrate for microorganisms.		
2.5	Concept of food contamination, Sterility, Cross Contamination, Contamination from plants & fruits, animals, sewage, soil, water, air.		
2.6	Food spoilage, causes, chemical changes caused by microorganisms		
Chapter 3	Food borne illnesses	10	04
3.1	Microbial action- Food Poisoning (Microorganisms involved, mode of transmission, control of food borne illness) Food infection (Bacterial, Viral, Protozoal) (Microorganisms involved, mode of transmission, control of food borne illness)		
3.2	Toxic metals and chemicals		

3.3	Naturally occurring toxicants in food.		
3.4	Investigation of food – borne disease outbreak		
Chapter 4	Beneficial effects of microorganisms	08	04
4.1	Role of microorganisms in the manufacture of fermented foods, Dairy products, Vegetable preparations, Bakery products & Alcoholic beverages.		
Chapter 5	Hygienic food Handling	08	06
5.1	Importance of following sanitary procedures.		
5.2	Concept of danger zone		
5.3	Sanitary procedures while Preparation, Cooking, Mixing raw and cooked preparation, Holding : Hot holding, cooling, leftover		
5.4	Common Faults in food preparation		
5.5	Rules to be observed during food service Personnel Hygiene for food handlers. Necessity of Personal Hygiene, Health of staff, Sanitary practices, Protective clothing, Importance of rest recreation and exercise.		
Chapter 6	Environmental Sanitation. Hygiene in food production and service areas.	06	10
6.1	Layout of premises. Importance of ventilation in food preparation & types of ventilation		
6.2	Hygiene for food preparation surfaces.		
6.3	Methods to wash, rinse and sanitize food contact surfaces.		
6.4	Types of wastes in catering establishments their disposal methods. Food Contamination and spoilage due to kitchen pests and Pest control.		
Chapter 7	Hazard Analysis and critical control points, Importance, definition & usage of HACCP.	04	06
Chapter 8	Sanitation Regulation & standards	04	06
8.1	Food adulteration. Simple tests to detect food adulterants In milk, sugar, turmeric, chilli powder, tea, coffee semolina, Ghee, butter margarine, oil		
8.2	Control of food quality – Indian Standards.		

Chapter 9	Food & Storage.	06	08
9.1	Classification of foods based on the ease of spoilage foods		
9.2	Different types of storage- Dry food store, Refrigerated store & Freezer store, Protective display of hot and cold foods.		
9.3	Storage of meat, poultry, eggs, seafood, dairy products, fruits & vegetables.		
Chapter 10	Food Preservation.	06	08
10.1	Food Preservation by canning, drying, fermentation, pickling and curing, chemical preservatives & by irradiation.		

REFERENCE BOOKS

- 1 Food Hygiene and sanitation, Ms. S. Roday, Tata McGraw Hill
- 2 The technology of food preservation, Norman Desrosier, C B S Publishers
- 3 Food microbiology, William Frazier & Dennis Westhoff Tata McGraw Hill
- 4 Food science & experimental foods, Dr. M. Swaminathan Bappco Publishers
- 5 Prevention of food adulteration act, 1954, Seth & Capoors, ILBS Publishers

SUBJECT CODE: AEE 102					
SUBJECT : DIETITICS & NUTRITION (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	–	–	–	50	04

Rationale

To develop basic awareness of important nutrients and knowledge of nutritional requirements for human beings & plan a balanced diet & understand the changes that occur in the chemical components of food during preparation.

	Hours	Marks
Chapter 1 Introduction to nutrition	04	04
1.1 Definitions: Food, Diet, nutrients, nutrition, malnutrition, over and under nutrition/Energy, energy requirements.		
1.2 Basal metabolic rate, Factors affecting basal metabolic rate.		
1.3 Concept of digestion, absorption, metabolism.		
1.4 Objectives of cooking.		
Chapter 2 Carbohydrates	04	04
2.1 Definition, Composition, Classification		
2.2 Food sources ,Functions		
2.3 RDA (Adolescents and Adults)		
2.4 Importance of fiber in the Diet		
2.5 Symptoms of Deficiency and Excess of Carbohydrates in diet		
2.6 Effect of heat on Carbohydrates		
Chapter 3 Proteins	06	04
3.1 Definition, Composition, Classification		
3.2 Food sources		

3.3	Essential and Non-essential Amino acids		
3.4	RDA (Children and Adults)		
3.5	Effect of heat on Proteins		
Chapter 4	Lipids	06	04
4.1	Definition, Composition, Classification		
4.2	Food Sources		
4.3	RDA (Adolescents and Adults)		
4.4	Symptoms of deficiency and excess of fats		
4.5	Effect of heat on fats		
Chapter 5	Vitamins	06	06
5.1	Definition, Classification of Vitamins into Fat Soluble and Water Soluble		
5.2	Functions,sources, RDA, Symptoms of Deficiency and excess		
Chapter 6	Mineral	06	04
6.1	Classification, General Functions of Minerals- Calcium , Iron , Iodine , Sodium and Chlorine		
6.2	Food Sources,Symptoms of Deficiency and Excess		
6.3	RDA in Adolescents and Adults		
Chapter 7	Water	02	04
7.1	Sources, Functions of Water in human body, Sources of Water		
7.2	Deficiency and Excess		
Chapter 8	Classification of Raw Materials into food groups	06	04
8.1	Their nutritive values- cereals, pulses, nuts & oilseeds milk & milk Products, eggs, flesh foods , vegetables & fruits, fats & oils.		
Chapter 9	Formulation of balanced & Therapeutic Diet	10	06
9.1	Five food groups system diet therapeutic diet		
9.2	Exchange list system		

9.3	Planning of a diet for normal adults (male & female)		
9.4	Concepts of Therapeutic diets ,Foods to be avoided and recommended in Diabetes Mellitus, Cardiovascular disorders,		
9.5	Gastrointestinal disorders, Kidney disorders and Liver disorders , Fevers and Infections		
9.6	New trends in Nutrition(importance of avoiding junk food, gluten free diet, trans fatty acids, convenience food)		
Chapter 10	Food Science	10	06
10.1	pH- Definition and its relevance in industry		
10.2	Browning reactions (desirable & undesirable , enzymatic and non enzymatic reactions in food)		
10.3	Effect of cooking, acids, alkalis on cereals, pulses, eggs, milk, vegetables & fruits		
10.4	Temperature (Conversion of Celsius Scale to Fahrenheit Scale)		
10.5	Definitions and relevance of Boiling point, Boiling under pressure, Melting Point, Smoking point, Flash Point, Surface Tension		
Chapter 11	Food Additives	04	04
11.1	Definition, types and functions and various uses in food industry		

REFERENCE BOOKS

- 1 Nutrition and Dietetics, Ms. Shubhangini Joshi, Tata Mc-Graw Hill
- 2 Hand Book of food and Nutrition, Dr. M. S. Swaminathan, Bappco
- 3 Diet and Nutrition, B N Tiwari, Pearl Books
- 4 Food Science, B .Srilakshmi, New Age International Publication

SUBJECT CODE: AEE 103					
SUBJECT : FOOD & BEVERAGE CONTROLS (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	–	–	50	50	04

Rationale

To impart to students various cost, control and inventory concepts in a food and beverage operation

		Hours	Marks
Chapter 1	Introduction to Food & Beverage management	8	6
1.1	Sectors of food & beverage Industry		
1.2	Cost and market orientation		
1.3	Food & beverage management functions		
1.4	Responsibilities of food and beverage management		
1.5	Constraints to food and beverage management		
Chapter 2	An overview of food and beverage control	6	04
2.1	Food and beverage control defined		
2.2	Objectives of food and beverage control		
2.3	Problems of food and beverage control		
2.4	The fundamentals of control		
Chapter 3	Cost, profit and sales concepts	10	6
3.1	The elements of cost		
3.2	Basic cost concepts- Fixed and variable costs, Direct and indirect costs, Controllable and uncontrollable costs, Estimated, budgeted and Standard costs Outlay and opportunity costs		
3.3	Kinds of profit		
3.4	Break even analysis		
Chapter 4	Budgeting for food and beverage operations	10	6
4.1	Budgets defined		
4.2	Objectives of budgetary control		

4.3	Types of budgets		
4.4	Basic stages in the preparation of budgets		
4.5	Obstacles to control		
Chapter 5	Purchasing	6	6
5.1	The main duties of the purchasing manager		
5.2	The purchasing procedure for food and beverage		
5.3	The selection of a supplier		
5.4	Methods of purchasing food and beverage		
5.5	Purchase specifications for food and beverage		
Chapter 6	Receiving, Storing and Issuing	8	8
6.1	Objectives of receiving food		
6.2	The meat tag		
6.3	Stock taking of food		
6.4	Receiving of beverages		
6.5	Storing and issuing of beverages		
6.6	Cellar records		
6.7	Issuing beverages		
6.8	Stock taking of beverages		
Chapter 7	Control checklist	6	6
7.1	Food control checklist		
7.2	Beverage control checklist, bar procedures, beverage control procedures		
7.3	Prevention of fraud in the bar		
Chapter 8	Management information System	10	8
8.1	Various Reports		
8.2	Calculation of Actual Cost		
8.3	Daily Food Cost		
8.4	Monthly Food Cost		
8.5	Statistical Revenue Reports		
8.6	Cumulative and Non- Cumulative		

REFERENCE BOOKS

- 1 Food and Beverage management, Bernard Davis, Sally Stone, Butterworth Heineman ltd
- 2 Food and beverage control, Richard Kotas Bernard Davis, International, Text book , Glasgow
- 3 Cost accounting - Methods and Problems, BK Bhar, Academic Publishing

SUBJECT CODE: AEE 104					
SUBJECT : PRINCIPLES OF MANAGEMENT (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	–	–	50	50	04

Rationale

To make the student understand the concepts of management and their practical application in the hospitality industry.

	Hours	Marks
Chapter 1 Introduction to management	06	04
1.1 Management and Organization defined		
1.2 Why organizations and managers are needed		
1.3 Types of managers		
1.4 External and internal factors that affect management		
Chapter 2 The Evolution of management theory	08	08
2.1 Brief history of management thought		
2.2 Taylor's Scientific Management Theory		
2.3 Fayol's Classical Organization Theory		
Chapter 3 Planning and Decision Making	08	08
3.1 Planning defined		
3.2 Importance of plans and goals		
3.3 Hierarchy of plans / Types of plans (Objectives, Strategies, Policies, Procedures, Methods, Rules, Programmes, Budgets		
3.4 Steps in planning		
3.5 The rational model of decision making		
Chapter 4 Organising & Staffing	10	08
4.1 Organising defined and importance		
4.2 Formal and informal organization		
4.3 Span of management		
4.4 Departmentation		
4.5 Centralisation & Decentralisation		
4.6 Delegation of Authority		

Chapter 5	Leadership	08	06
5.1	Leadership styles		
5.2	Leadership theory (Blake & Mouton's Managerial Grid, Trait Theory, Contingency Theory)		
5.3	Characteristics of a good leader		
Chapter 6	Motivation	06	08
6.1	Motivation defined		
6.2	Nature and importance		
6.3	Theories of motivation		
	i) Maslow's Hierarchy of Needs		
	ii) Mc Gregor's Theory X & Theory Y		
6.4	Morale		
6.5	Benefits of high morale/ motivation		
Chapter 7	Co ordination	04	04
7.1	Co ordination defined		
7.2	Need for Co ordination		
7.3	Problems in achieving effective coordination		
7.4	Approaches to achieving effective coordination		
Chapter 8	Controlling	04	04
8.1	Control defined		
8.2	Need for control		
8.3	Steps in the control process		

REFERENCE BOOKS

- 1 Management, Stoner and Freeman, Prentice Hall of India
- 2 Essentials of Management, Koontz, O'Donnell, Mac Graw Publishing Co.
- 3 The best of Peter Drucker on Management, Peter Drucker Mac Graw Publishing Co.
- 4 Management Process, R. Davar, Universal Books

SUBJECT CODE: AEE 105					
SUBJECT : ORGANIZATIONAL BEHAVIOUR- (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	–	–	50	50	04

Rationale

The subject aims to introduce students to the various elements and dynamics of organizational behavior.

		Hours	Marks
Chapter 1	Introduction to organizational behavior	04	04
1.1	Organizational behaviour defined.		
1.2	Relevance and scope.		
Chapter 2	Foundation of individual behaviour	06	06
2.1	Environmental factors		
2.2	Personal factors		
2.3	Organizational factors		
2.4	Psychological factors		
2.5	Personality , perception , attitudes and learning		
Chapter 3	Motivation	06	06
3.1	Nature of Motivation		
3.2	Theories of motivation- Maslow, Herzberg, Equity and Expectancy		
Chapter 4	Foundation of Group Behaviour	06	06
4.1	Group Dynamics		
4.2	Group Formation		
4.3	Group Task		
4.4	Group Decision making		
Chapter 5	Leadership	04	04
5.1	Nature of leadership		
5.2	Theories of leadership- Trait theory, Behavioural and Fielder's contingency theory		

Chapter 6	Communication	04	04
6.1	Interpersonal communication		
6.2	Barriers and ways of overcoming barriers		
6.3	Organizational communication		
6.4	Informal communication		
Chapter 7	Conflicts	03	04
7.1	Causes of conflicts		
7.2	Ways of overcoming conflicts		
Chapter 8	Organization	05	04
8.1	Organizational structures		
8.2	Behavioural implications of different structures		
Chapter 9		05	06
9.1	Organizational Change		
9.2	Factors responsible for change		
9.3	Resistance to change		
9.4	Implementation of the change process		
	Ways of overcoming the resistance		
Chapter10	Organizational Culture	05	06
10.1	Definition and importance of organizational culture		
10.2	Creation and sustenance of organizational culture		

REFERENCE BOOKS

- 1 Essentials of Organizational Behaviour, Stephen .P. Robbins Prentice Hall of Indi
- 2 Organisational Behaviour, Fred Luthans, McGraw Hill
- 3 Organisational Behaviour, Ashwathappa.K, Himalaya Publishing House
- 4 Organisational Behaviour, B.P. Singh, Dhanpat Rai &sons
- 5 Organisation Behaviour, Umashankaran, Tata McGraw Hill

SUBJECT CODE: AEE 106					
SUBJECT : HOTEL ECONOMICS (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	–	–	50	50	04

Rationale

This subject helps the students to develop an understanding of the concepts and theories of application of management techniques in the field of economics. Moreover they should be able to understand the Manager's role in the decision making process from economic view point.

		Hours	Marks
Chapter 1	Nature & Significance of Managerial Economics	04	08
1.1	Meaning, Features & Significance		
1.2	Functions of Managerial Economist		
Chapter 2	Basic Terms used in Economics	08	08
2.1	Micro & Macro Economics		
2.2	Problem of Scarcity – Lionel Robbins Definition of Economics		
2.3	Economic Tasks – Production & Distribution		
2.4	Economic Entities – Household & Firm		
2.5	Distinction between Plant, Firm & Industry		
Chapter 3	Demand Analysis	12	08
3.1	Meaning, Types & Determinants of Demand		
3.2	Meaning & Determinants of Individual & Market Demand		
3.3	Demand Function & Demand Schedule		
3.4	The Law of Demand		
Chapter 4	Theory of Consumer Demand	10	06
4.1	Utility - Meaning & Types		
4.2	The Law of Diminishing Marginal Utility		
4.3	The Law of Equi-Marginal Utility		

Chapter 5	Elasticity of Demand	10	06
5.1	Concepts, Kinds & Types		
5.2	Measurement of Price Elasticity Demand		
Chapter 6	Production Analysis	08	06
6.1	Concepts & Attributes		
6.2	The Law of Variable Proportions		
6.3	The Law of Returns to Scale		
Chapter 7	Supply Analysis	06	04
7.1	Meaning & Determinants of Supply		
7.2	The Law of Supply		
7.3	Elasticity of Supply- meaning, measurement & factors affecting elasticity of Supply		
Chapter 8	Types of Market	06	04
8.1	Meaning & Classification of Market Structure		
8.2	Types of Market Structures Formed by the Nature of Competition		

REFERENCE BOOKS

- 1 Business Economics, V.G.Mankar, Himalaya Publishing House,
- 2 Modern Micro Economics, Ahuja H.L, S. Chand Publishing
- 3 Business Economics(Micro),Dr. (Ms).Girija Shamkar, Nirali Prakashan

SUBJECT CODE : AEE 107					
SUBJECT : FINANCIAL MANAGEMENT (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	–	–	50	50	04

Rationale

This subject helps the students to develop an understanding of the concepts and theories of Financial Management in the Hospitality industry. This will also help the students in analyzing the financial statements and capital budgeting.

	Hours	Marks
Chapter 1 Financial Management	04	04
1.1 Definition, Scope and objectives-Branches of accounting-		
1.2 Historical, cost, Financial control, Financial Management and Revenue.		
Chapter 2 Ratio Analysis	12	08
2.1 Meaning, Importance and limitations		
2.2 Practical problems on computation of Liquidity Ratios- Current and Quick Ratio. Activity/Turnover Ratios-Stock Turnover Ratio, Debtors Turnover Ratio, Creditors Turnover Ratio, Long-term Solvency Ratios- Proprietary Ratio, Debt Equity Ratio.		
2.3 Profitability Ratios- Gross Profit, Net Profit, Operating ratio, Return on Capital employed, Return on Proprietor's Fund Ratio. Practical problems on preparation of Balance sheet from given Ratios.		
Chapter 3 Funds Flow and Cash Flow Statement	12	10
3.1 Nature, Importance and Uses		
3.2 Differences between Funds Flow and Cash Flow Statements		

3.3	Practical problems on preparation of Funds Flow considering following adjustments only: Depreciation on fixed Assets, Dividend- Interim and Final and Taxation		
Chapter 4	Working Capital Management	08	06
4.1	Definition and Meaning		
4.2	Factors affecting working capital		
4.3	Working capital cycle		
4.4	Practical problems on determination of working capital		
Chapter 5	Capital Budgeting	10	06
5.1	Meaning and Importance		
5.2	Practical problems on capital budgeting : payback period, Accounting Rate of return, Net present Value		
Chapter 6	Budgets, Budgeting and Budgetary Control	08	08
6.1	Definition and Characteristics of Budgets		
6.2	Meaning and Advantages of Budgetary control		
6.3	Practical problems on Cash Budget, Flexible Budget,		
Chapter 7	Introduction to Pricing and Value added Tax.	10	08
7.1	Importance of Pricing.		
7.2	Methods of Pricing- Cost plus, Rate of Return, Absorption Contribution and Backward.		
7.3	History, Meaning and Advantages of Value added tax in Hotel and Catering Establishment		

The students may be assigned exercises related to Hotel Accounting to get hands on experience. They may be given assignments to collect various Formats used in the Hotel Industry and to present same in the class.

REFERENCE BOOKS

- 1 Financial Management, M.Y. Khan & P.K.Jain, Tata McGraw Hill
- 2 Financial Management, Prof. Dr. S. V. Patankar, Everest Publishing House
- 3 Financial Management, Prof. N. M. Vechalekar, Nirali Publication
- 4 Financial Management, Satish M Inamdar, Everest Publishing House
- 5 Introduction To Management Accounting, L. N. Chopde and D. H. Choudhary, Sheth Publishers Pvt. Ltd
- 6 Financial and Cost Control Techniques, Dr. Jagmohan Negi ,Gaurav Manohar Metropolitan Book Co. Pvt. Ltd. New Delhi.

SEMESTER- IV



SUBJECT CODE: DSE 101					
SUBJECT : QUANTITY INDIAN FOOD PRODUCTION (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	04

Rationale

This subject intends to develop knowledge & skills required for catering with emphasis on operational techniques practiced in quantity food production which will help students to produce quality food products in a large quantity. It will also promote greater understanding of regional Indian cuisine.

	Hours	Marks
Chapter 1 Quantity Food Equipments	03	04
1.1 Selection criteria		
1.2 Classification, Use, Care & Maintenance of following equipments. Cooking Equipments – range , oven, salamander, grill, griddle, rotisserie, deep fryer, tilting pan, steam jacket kettle, tandoor, steam cooker. Processing equipments – Mixer, food cutter, slicer, food processor, food grinder, potato peeler. Holding & storage equipments – Steam table, bain marie, overhead infrared lamp, refrigerator, walk in cooler, deep freezer.		
Chapter 2 Introduction to Catering Industry	06	06
2.1 Types of catering establishments		
2.2 Commercial – Hotels & Restaurants		
2.3 Institutional catering – Hospital, School, College		
2.4 Industrial catering - Importance, types of management and functioning		
2.5 Transport catering – Air, Sea, Railway		
2.6 Outdoor catering		
Chapter 3 Kitchen Layout	03	04
3.1 Factors to be considered when planning a kitchen		
3.2 General layout of quantity kitchen - Institutional, Industrial, Flight catering, Five star deluxe hotels.		

Chapter 4	Standard Recipe	03	04
4.1	Definition		
4.2	Uses & Limitations		
4.3	Structure		
Chapter 5	Menu Planning	04	04
5.1	Types of menu		
5.2	Principles of menu planning		
5.3	Planning of menus for various catering establishments		
Chapter 6	Food and Nutrition	02	04
6.1	Importance of Balance diet		
6.2	Points to be considered while preparing healthful meals		
Chapter 7	Elements of Costing	04	04
7.1	Objectives of Food Cost Control		
7.2	Understanding Material cost, Labour cost, Overheads, Total cost		
7.3	Food cost calculation: Gross Profit, Net Margin, Net Profit.		
Chapter 8	Convenience Food	03	04
8.1	Definition		
8.2	Processing methods		
8.3	Advantages and disadvantages		
Chapter 9	Indian Spices and Masalas	04	04
9.1	Role of Indian spices and ingredients in Indian cooking.		
9.2	Role of masalas in Indian cuisine.		
9.3	Different masalas used in Indian cooking – wet and dry.		
9.4	Composition of different masalas – garam masalas, sambar masala, rasam powder, chat masala, dhansak masala, goda masala, malawani masala, kashmiri masala.		
9.5	Proprietary masala blends.		
Chapter10	Basic Indian Gravies	04	04
10.1	Types – Makhani , Kadhai, White, Brown, Green.		
10.2	Recipes for 100 portions for each gravy.		
10.3	Five examples of dishes for each gravy		
		Hours	Marks
Chapter11	Regional Cooking Style	24	14
11.1	Cooking from different states with reference to – . Geographical location		

- . Historical background
- . Seasonal availability of raw material
- . Special equipments and fuels.
- . Staple diet & Popular food preparations.

For the following cuisines / states

- | | |
|----------------------|---------------|
| 1) Goan | 8) Rajasthani |
| 2) Maharashtrian | 9) Tamilnadu |
| 3) Gujarati / Parsi | 10) Kashmiri |
| 4) Karnataka | 11) Lucknowi |
| 5) Bengali | 12) Kerela |
| 6) Punjabi | 13) Sindhi |
| 7) Andhra/ Hyderabad | |

Chapter12 Culinary Terms			Hours	Marks
			04	04
Kahwah	Wazwan	Ver	Sandesh	
Toddy	Loochi	Sorpotel	Shukto	
Payassam	Raita	Shikora	Tikka	
Kari	Seekh kebab	Khansamah	Murabba	
Saunth	Brista	Gustaba	Rista	
Wark	Kalan	Raan	Kheema	
Malpua	Pongal	Gujiya	Roganjosh	
Panch phoran	Dhansak	Phirnee	Naan	
Petha	Chenna	Mussallum	Do pyazaa	
Ittr	Moin	Bharwaan	Zarda	
Moilee	Bhurta	Rabarhi	Kulfi	
Pakora	Shikampuri kebab	Korma	Kadhi	
Khichri	Kofta	Pulao	Dosa	
Khoya	Kabachini	Yakhni	Kalia	
Salan	Achar	Kachumber	Vindaloo	
Halwa	Kachori	Tandoor	Bhatura	
Imarti	Burfi	Loab	Gile hikmat	
Zamin doz	Bhunna	Galavat	Dhungar	
Boondi	Gajjac	Chikki	Biryani	
Boti	Falooda	Mungodi	Bonda	
Bisi bela huliyana	Dum	Bhunao	Baghar	
Pachadi	Baffad	Bhujjia	Mutanjan	
Appam	Foogath			

REFERENCE BOOKS

- 1 Professional Cooking, Wayne Gisselen, John Wiley & Sons , N.Y
- 2 Modern Cookery for Teaching & Trade Volume I, Thangam E. Philip, Orient Longman Ltd. Mumbai
- 3 Food Commodities, Bernard Davis, William Heinmen Ltd. London
- 4 Prasad Cooking with Indian Masters, J. Indersingh & Pradeep Das Gupta, Allied Publishers Ltd. , New Delhi
- 5 Introduction to Catering Management, John Fuller, John Wiley & Sons , N.Y
- 6 Theory of Catering, Kinton Ceserani, ELBS
- 7 Food & Beverage Management, Bernard Davis, Shally Stone, William Heinmen Ltd. London
- 8 Theory of Cookery, Krishna Arora, Frank Bros & Co. Ltd. New Delhi
- 9 Practical Cookery, Kinton Ceserani, ELBS
- 10 Menu Planning, John Kivela, Hospitality Press
- 11 Food and Beverage Controls, Richard Kotas & Davis Bernard, International Text Book Co. Ltd, Glasgow
- 12 Food & Beverage Costing, Jagmohan Negi, Himalaya Publishing , New Delhi
- 13 Hyderabadi Cuisine, Pratibha Karan, Harper Collins.
- 14 Dastarkhwan-e-Awadh, Sangeeta Bhatnagar & R.K.Saxena, Harper Collins
- 15 Wazwaan, Rocky Mohan, Roli & Janssen.
- 16 Punjabi Cuisine, Premjit Gill, Harper Business
- 17 A Taste of India, Madhur Jaffrey, Mac Millan Publishing
- 18 Tandoor, Ranjit Rai, Overlook Press
- 19 The Bengal Book, Das Gupta, UBSPD
- 20 Maharastrian Cuisine, Kaumudi Marathe, Zaika.

SUBJECT CODE: DSE 101A					
SUBJECT : QUANTITY INDIAN FOOD PRODUCTION (PRACTICAL)					
Teaching Scheme /Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	40	60	---	100	04

- Minimum 24 menus to be conducted.
Menus should comprise of 6 Indian menus for Industrial and Institutional purpose, 03 snack menus in quantity kitchen and 15 Indian Regional menus.
- Students are required to maintain a journal to record the various practicals attended and the teacher must record the performance evaluation of the same on a day to day basis.

SUBJECT CODE: DSE 102					
SUBJECT : ALCOHOLIC BEVERAGES – II (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	04

Rationale

To impart comprehensive knowledge about Alcoholic Beverages & about various spirits, liqueur & tobacco.

	Hours	Marks
Chapter 1 Aperitifs	08	08
1.1 Introduction to Aperitifs		
1.2 Manufacturing Process		
1.3 Classification- Wine Based , Spirit Based		
1.4 Brands of Aperitifs		
1.5 Service of Aperitifs		
Chapter 2 Fermented Alcoholic Beverages	16	14
2.1 Wine- Introduction, Definition		
2.2 Viticulture & its methods, Wine Diseases		
2.3 Vinification- Still, Sparkling, Natural, Fortified & Aromatized Wines		
2.4 Classification of Wines		
2.5 Wines of France, Italy , Portugal, Spain, Germany & their categories		
2.6 New World Wines- South Africa, Australia, California & India		
2.7 Food & Wine Harmony		
2.8 Wine Glasses & Equipments		
2.9 Storage & Service of Wines		
2.10 BOT & Beverage Controls		
Chapter 3 Beer	10	10
3.1 Introduction		
3.2 Production of Beer		
3.3 Types- Bottle, Canned & Draught		
3.4 Brands- International & Indian		
3.5 Other Fermented & brewed beverages		
3.6 Service of Beer		
Chapter 4 Tobacco	06	06
4.1 Introduction		
4.2 Cigars & Cigarettes		
4.3 Types of Cigars & Production of Cigars		
4.4 Cigars- Strength & Sizes		
4.5 Brand Names , Storage & Service		
Chapter 5 Spirits	12	08
5.1 Introduction to Spirits		
5.2 Distillation Process- Pot Still & Patent Still		

5.3	Production, Types, Service , Brands of Brandy, Whisky, Rum, Gin, Vodka, Tequila		
5.4	Other Alcoholic Beverages- Aquavit, Arrack, Schnapps, Pastis, Feni, Calvados & Other Fruit Brandies		
Chapter 6	Liqueur	07	08
6.1	Introduction , Manufacturing of Liqueurs		
6.2	Types of Liqueurs		
6.3	Brands		
6.4	Service of Liqueurs		
Chapter 7	Bitters	05	06
7.1	Introduction to Bitters		
7.2	Manufacturing process of Bitter		
7.3	Classification of Bitters		
7.4	Service of Bitters.		

Glossary of Terms

Pisco	Marc	Grappa
Grain whisky	Ouzo	Peats Reek
Single malt	Blended whisky	Malt whisky
Corn whisky	Vatted malt	Rye whisky
London Dry Gin	Bourbon	Jack Daniels
Old Tom Gin	Plymouth	Steinhaeger
Dunder	Dutch gin	Bagasse
Silver Tequila	Gold Tequila	Blue Agave
Tiquira	Aquavit	Arrack
Pernod	Absinthe	Pastis
Angostura bitters	Ricard	Apertitifs
Ale	Cordials	Aromatized wines
Porter	Lager	Stout
	Bouquet	Burgundy

REFERENCE BOOKS

- 1 Food & Beverage Service, Dennis Lillicrap, Cousins, Book Power
- 2 Modern Restaurant Service, John Fuller, Hutchinson
- 3 Food & Beverage Service- Training Manual, Sudhir Andrews, Tata McGraw Hill
- 4 The Restaurant (from Concept to operation), John Walker, Donald Lundberg
John Wiley & Sons
- 5 The Beverage Book, Dunkan & Cousins, Hodder & Stoughton
- 6 Professional Guide to Alcoholic Beverages, Lipinski, Van Nostrand Reinhold
- 7 Oxford Companion to Wines, Jancis Robinson, Oxford University Press
- 8 Official Bartender Guide, Boston, Warner

Field Visits – Winery and Brewery.

Assignment

Minimum of two assignments to be submitted by students by the end of the semester.

- 1 Wine laws of France, Italy and Germany.
- 2 Presentation on Wines from New world countries (USA, Australia, Africa and New Zealand, India)
- 3 Flavored Beer available in the market with prices
- 4 Fruit wines available in the market with prices
- 5 Presentation on Cigar & Cigar Brands

SUBJECT CODE: DSE 102 A					
SUBJECT : ALCOHOLIC BEVERAGES – II (PRACTICAL)					
Teaching Scheme /Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	02

Sr. No. Topic

- 1 Identification of Glassware, Wine bottles & Equipments required for service
- 2 Service of Aperitifs.
- 3 Service of Liqueurs
- 4 Reading Wine label
- 5 Service of Wine- Red, White (temperature, Equipment, Procedure and Brands)
- 6 Service of Wine- Old Red Wine (Decanting of Wine), (temperature, Equipment, Procedure and Brands)
- 7 Service of Wine-Rose, Fortified(temperature, Equipment, Procedure and Brands)
- 8 Service of Champagne-(Classification, temperature, Equipment, Procedure and Brands)
- 9 Food and Wine Harmony- traditional and modern approach to wine and food matching.
- 10 Planning of French Classical Menu with Wines
- 11 Service of cigars and cigarettes.
- 12 Draught/ Draft beer equipments and service of draft beer.
- 13 Service of Beer-Bottled ,Canned
- 14 Bitters- Types of bitters and uses of bitters.
- 15 Preparing the Beverage Menu Card
- 16 Role of sommelier in taking wine orders, preparing B.O.T.

SUBJECT CODE: DSE 103					
SUBJECT : ACCOMMODATION OPERATIONS –II (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	04

Rationale

The subjects aims to introduce students to the elements of interior designing of guest rooms and public areas with respect to color, lighting, window treatment, floor and wall finishes. It helps the student to understand sales techniques and role of sales and marketing department.

	Hours	Marks
Chapter 1 Interior Decoration	06	06
1.1 Importance & Definition		
1.2 Principles of Design		
1.3 Elements of Design - Line / Form / colour / texture		
Chapter 2 Refurbishing & Redecoration	04	04
2.1 Definition		
2.2 Factors		
2.3 Snagging list		
Chapter 3 Colour	06	06
3.1 Colour Wheel		
3.2 Colour schemes (used in hotel areas)		
3.3 Psychological effects of colour		
Chapter 4 Lighting	04	04
4.1 Type / classification / importance		
4.2 Lighting for guest rooms & public areas		
Chapter 5 Windows & window treatment	06	06
5.1 Different types of windows		
5.2 Curtains & draperies, valences, swags, blinds.		
5.3 Window cleaning		
Chapter 6 Soft furnishing, Furniture & Accessories	06	06
6.1 Types, use & care of soft furnishings		
6.2 Role of accessories		
6.3 Furniture and fittings		

Chapter 7	Floor finishes & wall coverings-	06	04
7.1	Classification / Types		
7.2	Characteristics & use		
7.3	Selection criteria		
7.4	Cleaning procedures- Agents used / polishing / Burnishing,		
7.5	Floor seals		
7.6	Carpets- Types, selection, care & maintenance		
7.7	Types & functions of wall coverings		
Chapter 8	Effective inter departmental communication	04	04
8.1	Co-ordination with department in the hotel (Marketing & Sales, Houskeeping, Food & Beverage, Maintenance, Security, Human Resource etc.)		
Chapter 9	Security	04	04
9.1	Importance of a security department		
9.2	Room key security.		
9.3	Fire safety		
9.4	Employee safety programmes.		
9.5	Emergency communication procedures.		
Chapter 10	Hospitality	04	04
10.1	Importance of hospitality		
10.2	Managing the delivery of hospitality		
10.3	Developing a service management programme		
Chapter 11	Promoting In-House sales	04	04
11.1	Role of front office in marketing		
11.2	Planning a “Point of Sale” front office		
11.3	Areas for promotion, Incentive programmes.		
Chapter 12	Sales Techniques	04	04
12.1	Various sales Tools		
12.2	Role of Front Desk staff to maximize occupancy Repeated Clientele		
12.3	Upselling & suggestive Selling; Offering Alternatives		
12.4	Business Related Mktg Techniques - CVGR, Tour		
Chapter 13	Role of Sales and marketing department	06	04
13.1	Co-ordination between front office & sales and marketing department in a hotel.		
13.2	MICE business		
13.3	Handling of corporate & group sales.		

Glossary of Terms

Dado	Atrium	Valence
Cornice	Cascade	Swag
Pelmet	Terrazzo	Granolithic
Tessellated tiles	Anaglypta	Lincrusta
Anglepoise	CFL	LED
Parquet	Pile	Wilton
PVC	Chenille Axminster	Axminster
Shoji screen	Supaglypta	Tint
Tufted carpet	Broad loom carpet	Persian carpet
Pile bonded carpet	Bay window	Bow window
Plantation window	Dalhousie	Attic window
Louvers	Venetian blinds	Sky lights
Refurbishing	Renovation	Underlay
Soffit lighting	Diffused lighting	Incandescent lighting
Tertiary colours	Bolsters	Shams
Triad	Accents	Up selling
Upgrading	MICE	USP
Hospitality	Moment of truth	Point of sale

REFERENCE BOOKS

- 1 Hotel House Keeping Operations & Management, Sudhir Andrews, Tata McGraw Hill
- 2 Hotel Housekeeping & Management, G Raghubalan, Smritee Raghubalan Oxford University Press.
- 3 Hotel, Hostel & Hospital Housekeeping, Branson & Lennox E L B S
- 4 Accomodation Management, Rosemary Hurst, Heinemann publishing
- 5 Accomodation Management, Rosemary Hurst, Heinemann publishing
- 6 Hotel Front Office Operations, Sudhir Andrews, Tata McGraw Hill & Management
- 7 Check-in Check -out, Jerome Vallen, WM.C Brown IOWA
- 8 Principles of Hotel Front Office Operations, Sue Baker, P.Bradley, J. Huyton Continuum
- 9 Hotel Front Office, Bruce Graham, Stanley, Thornes
- 10 Managing Front Office operations, Michael Kasavanna, Richard Brooks, Charles Steadmon AH&LA,
- 11 Front Office Procedures & Management, Peter Abott.& Sue Lewry, Butterworth & Heinemann
- 12 Front Office operations, Colin Dix, Chris Baird, Pearson
- 13 Front Office Operations, and administration, Dennis foster Glencoe.
- 14 Hotel Accounting & Financial , Control , Ozi D'Cunha Dickey Enterprises
15. Hotel Front office Management, James A. Bardi, VNR.

SUBJECT CODE: DSE103A					
SUBJECT : ACCOMMODATION OPERATIONS –II (PRACTICAL)					
Teaching Scheme /Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	02

1. Drawing of colour wheel, identification of different types of colours.
2. Identification of different types of colour schemes.
3. Planning and designing colour schemes for – Different types of rooms and suite rooms.
4. Planning and designing colour schemes for the public areas of a hotel.
5. Preparation of a Snagging list.
6. Cleaning procedures and agents used / polishing / Burnishing, use of Floor seals.
7. Cleaning procedures and agents used for windows and window treatments.
8. Cleaning procedures and agents for used soft furnishing.
9. Cleaning procedures and agents used for lighting fixtures in rooms and public areas.
10. Cleaning procedures and agents used for furniture and fittings in rooms and public areas.
11. Cleaning procedures and agents used for wall coverings.
12. Designing of various floor coverings for guest rooms and public areas.
13. Designing of various wall coverings for guest rooms and public areas.
14. Designing of various curtains and draperies for guest rooms and public areas.
15. Designing a lighting plan for guest rooms and public areas.
16. Tasks to be performed in public areas in Night shift-daily, weekly, periodic
17. Role play of situations pertaining to Unique Selling Proposition in selling rooms, Upgrading of guests.
18. Role play of situations pertaining to up selling, suggestive selling.
19. Role play of situations pertaining to upgrading guests.
20. Role play of situations pertaining to Business techniques for CVGR and Groups.
21. Designing a brochure for- A Business hotel, Heritage hotel, Resort.
22. Comparison of hotel Advertisements- Business hotel, Heritage hotel, Resort.
23. Comparative study of MICE destinations, Convention hotels.
24. Preparing Standard Operating Procedures for –Guest Arrival, Guest Departure.

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25. Preparing Standard Operating Procedures for Handling complaints.
 26. Preparing Standard Operating Procedures for emergency situations.
 27. Preparing Standard Operating Procedures for credit control practices at front desk.
 28. Using front office software for Management Information System.
 29. Role play of situations pertaining to repeat clientele.
 30. Role play of situations pertaining to offering alternatives to guests.
 31. Role play of situations pertaining to MICE guests.
 32. Case study at front office to be taken after completion of each chapter.

Assignments

1. Field visits related to above topics.
2. Assignment on floor finishes (samples to be collected)
3. Assignment on wall coverings (samples to be collected)
4. Assignment on soft furnishings.(samples to be collected)
5. Assignment on different types of windows and window treatments.
6. Assignment on lighting systems in guest rooms and public areas.
7. Collection of brochures and tariff cards of different types of hotels.

Presentation of assignment with use of audio visual aids.

SUBJECT CODE: SEC 102					
SUBJECT : ACCOUNTING SKILLS FOR HOTELS (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
03	40	60	–	100	03

Rationale

The course aims to help students to acquire the basic knowledge of Accounting as practiced in Hotels for the day-to-day operations of the organization. It would also prepare them to comprehend and utilize this knowledge in day-to-day operations undertaken in the various department in hotels

	Hours	Marks
Chapter 1 Introduction to Accounting	04	04
1.1 Terms and terminologies used in Accounting		
1.2 Definition, Objectives and Importance of Accounting and Hotel Accounting		
Chapter 2 Double Entry System of Book - keeping	04	04
2.1 Nature, Advantages and Principles		
2.2 Classification of Accounts		
2.3 Golden rules of Debit and Credit		
2.4 Accounting Concepts and Convention		
Chapter 3 Journal and special function books	04	06
3.1 Practical problems on Journalizing- simple entries		
Practical problems on special function books		
Chapter 4 Trial Balance	04	06
4.1 Definition, need and types of Trial Balance		
4.2 Practical problems on preparation of Trial balance		
Chapter 5 Final accounts of Small Hotels and Restaurants	10	10
5.1 Need for preparation of Trading account, Profit and Loss account and Balance Sheet		
5.2 Practical problems on Trading account, Profit and Loss account and Balance Sheet with following adjustments only: Closing stock, Depreciation of fixed assets and Staff meals		

Chapter 6	Allowances, Discount and Visitors Paid Out	04	06
6.1	Meaning and Types		
6.2	Formats of Allowance and VPO Vouchers		
6.3	Difference between Allowance & Discount		
6.4	Difference between Discount & VPO		
Chapter 7	Visitors Tabular Ledger	04	06
7.1	Format and Use of Visitors Tabular Ledger		
7.2	Practical Problems on Visitors Tabular Ledger		
Chapter 8	Guest Weekly Bill	06	08
8.1	Format and Use of Guest Weekly Bill		
8.2	Practical Problems on Guest Weekly Bill		
8.3	Difference between VTL and GWB		
Chapter 9	Uniform System of Accounting	08	10
9.1	Introduction to Uniform System of Accounting (Practical problems on Cost of Food and Beverage sales)		
9.2	Practical problems on preparation of Income Statement as per Uniform System of Accounting		

REFERENCE BOOKS

- 1 Managerial Accounting in the Hospitality Industry- Vol – II, Peter. J. Harris and Peter A Hazzard, Fourth Edition, Stanley Thornes Publishers Ltd. Gloucestershire.
- 2 Hotel Accounting & Financial Control, Ozi D’Cunha ,GlesonFist-, 2002-Dickey Enterprises , Kandivali (W) Mumbai
- 3 Accounting in the Hotel & Catering Industry, Richard Kotas –Fourth edition International Textbook Company Co.Ltd.
- 4 Hotel Management, Dr. Jagmohan Negi, First Edition 2005Himalaya, Publishing House , Mumbai - 400004

SUBJECT CODE: SEC103					
SUBJECT : TOURISM OPERATIONS					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
03	40	60	---	100	03

Rationale

To inculcate a sense of importance and establish a link between the tourism industry and the hotel industry and to highlight the tourism industry as an alternative career path.

	Hours	Marks
Chapter 1 The Tourism Phenomenon	04	03
1.1 Definition-Tourism, Tour; Tourist; Visitor; Excursionist; Domestic; International; Inbound; Outbound; Destination.		
1.2 Growth of Tourism / Evolution / History of Tourism.		
1.3 Present status of tourism in India.		
Chapter 2 Constituents of tourism Industry	04	05
2.1 Primary Constituents		
2.2 Secondary Constituents		
2.3 The 5 A's of Tourism - Attractions, Accessibility, Accommodation, Amenities, Activities.		
2.4 Career Opportunities for tourism professionals.		
Chapter 3 Infrastructure of Tourism	04	06
3.1 Role of Transport in Tourism		
3.2 Modes of Transport: Road. Rail, Air, Sea.		
3.3 Types of Accommodation- Main, Alternate & Supplementary accommodation.		
Chapter 4 Types of Tourism	04	06
4.1 Types of Tourism-		
4.2 Various motivators, Holiday, Social, Cultural, MICE, Religious, VFR (Visiting Friends and Relatives), Sports, Political, Health, Senior Citizen, Sustainable Tourism		
4.3 Alternative Tourism: Eco Tourism, Agro Rural Tourism		

Chapter 5	The Impact of Tourism	04	06
5.1	Economic Impact - Employment generation, Foreign Exchange Earnings, Multiplier effect, Leakage, Infrastructure Development		
5.2	Social, Cultural & Political Impact - Standard of living, Passport to peace, International understanding, Social Integration, Regional Growth, National Integration.		
5.3	Environment Impact - Tourism pollution & control, wild life & bird sanctuaries & their protection for tourism industry.		
Chapter 6	The Tourism Organization	06	06
6.1	Role and Function of various tourism organizations :		
6.2	Government Organizations: DoT, ITDC, MTDC, ASI, TFCI		
6.3	Domestic Organizations: TAAI, FHRAI, IATO.		
6.4	International Organizations: WTO, IATA, PATA.		
6.5	NGO: Role of NGO in making responsible tourists		
Chapter 7	The Travel Agency	06	06
7.1	Meaning & Definition of a Travel Agent.		
7.2	Types of Travel Agent: Retail & Wholesale.		
7.3	Functions of a Travel Agent: Provision of Travel Information, Ticketing, Itinerary Preparation, Planning & Costing, Settling of Accounts, Liaisons with service providers, Role of Travel Agent in promotion of Tourism.		
Chapter 8	The Tour Operator	06	06
8.1	Meaning & Definition		
8.2	Types of Tour operators Inbound, Outbound & Domestic.		
8.3	Tour Packaging - definition, components of a tour package		
8.4	Types of Package Tours: Independent Tour, Inclusive Tour, Escorted Tour, Business Tour		
8.5	Guides & escorts - Their role and function, Qualities required to be a guide or escort.		
Chapter 9	Travel Formalities & Regulations	04	06
9.1	Passport - Definition, issuing authority, Types of Passport. Requirements for passport.		
9.2	Visa - Definition, issuing authority, Types of visa Requirements for visa.		
9.3	Health Regulations - Foreign Exchange		

Chapter 10	Itinerary Planning	04	06
10.1	Definition		
10.2	Steps to plan a Tour		
10.3	Route map		
10.4	Transport booking - reservation		
10.5	Accommodation - reservation		
10.6	Food facilities		
10.7	Local guide / escort		
10.8	Climate / seasonality		
10.9	Shopping & cultural show		
10.10	Costing		
Chapter 11	Technology in the Travel Industry	02	04
11.1	Relationship between Information Technology and Tourism Industry. Current Technology used.		
11.2	G. D. S (Global distribution system)		
11.3	Use of Internet in tourism.		

REFERENCE BOOKS

- 1 Introduction to Travel & Tourism, Michael M. Cottman, Van Nostrand Reinhold
- 2 Travel Agency & Tour Operation, JagmohanNegi, Kanishka Publishers & Distributors
- 3 Concepts & Principles International Tourism, A. K. Bhatia, Sterling Publishers PVT.LTD.
- 4 Fundamentals & Practices A Textbook of Indian Tourism, B. K. Goswami G. Raveendran, HarAnand Publications Pvt.
- 5 Dynamics of Modern Tourism, Ratnadeep Singh, Kanishka Publishers & Distributors
- 6 Tourism Development, Principles, Fletcher & Cooper, ELBS and Practices

Assignments

1. Preparation of Itinerary - 2 days, 7 days, 15 days, 21 days etc. for well known tourist destinations in India and abroad.
2. Preparation of passport and visa- Documents and procedural requirements
3. Field visit to a Travel Agency, Airport etc.

SUBJECT CODE: AEC 101					
SUBJECT : HOSPITALITY LAW (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
03	40	60	---	100	03

Rationale

The subject aims to provide information regarding the various laws pertaining to the hotel and catering industry.

	Hours	Marks
Chapter 1 The Indian Contract Act 1872	06	06
1.1 Definition and essentials of a contract.		
1.2 Valid, void and voidable contracts		
1.3 Free consent and consideration.		
1.4 Performance and discharge of contracts		
1.5 Breach of contract and remedies for breach of contract.		
Chapter 2 The Sales of Goods Act 1932	04	04
2.1 Meaning of contract of sale.		
2.2 Difference between sale and agreement to sale.		
2.3 Rights and duties of seller and buyer.		
2.4 Unpaid seller.		
Chapter 3 The Partnership Act 1932	04	04
3.1 Nature of partners.		
3.2 Rights and duties of partners.		
Chapter 4 The Companies Act 1956	04	06
4.1 Essential features of company.		
4.2 Legal aspects of corporate social responsibility.		
Chapter 5 The Bombay Shop and Establishment Act	04	06
5.1 General Provisions applicable to the Hotel industry		
5.2 Daily and weekly working hours, over time, Annual leave with wages,		
Chapter 6 The Industrial Dispute Act 1948	04	06
6.1 Definition of Industry.		
6.2 Industrial disputes		
6.3 Settlement of industrial disputes		
6.4 Strike, lay-off, lock out, retrenchment and closure.		

Chapter 7	The Payment of Wages Act 1936.	04	06
7.1	Responsibility of payment of wages.		
7.2	Rules for payment of wages.		
7.3	Permissible deductions.		
Chapter 8	Food Legislation.	06	06
8.1	The prevention of food Adulteration Act 1954		
8.2	Role of Food inspector and public analyst.		
8.3	Colouring , packing and labeling,		
8.4	Prohibition and regulation of sales		
8.5	Preservatives.		
8.6	Anti-oxidants, emulsifying, stabilizing and anti-caking agents.		
Chapter 9	The Food Safety and Standards Act 2006	04	06
9.1	Food Safety and Standards Authority of India		
9.2	General Principles of Food Safety		
9.3	General Provisions as to Articles of Food		
9.4	Provisions Relating to Import		
9.5	Special responsibilities related to food safety		
9.6	Offences and penalties		
Chapter 10	The Consumer Protection Act.	04	04
10.1	Rights of a consumer		
10.2	Redressal of consumer disputes		
Chapter 11	Licenses and Permits	04	06
11.1	Licenses and permits required for hotel and catering establishment		
11.2	Procedure for applying and renewal of licenses and permits.		
11.3	Provisions for suspension and cancellation of licenses		
11.4	By laws for operating Permit Rooms and Bar		

REFERENCE BOOKS

- 1 Mercantile Law, B.D Joshi, Narendra Publication
- 2 Elements of Mercantile Law, N.D. Kapoor, Tata Mac Graw Hill
- 3 Principles of Business Law, Ashwathappa. K, Himalaya Publication
- 4 Business Law, M.C. Kuchal, Vikas Publication
- 5 Various Bare Acts

LIST OF SKILL ENHANCING ELECTIVE COURSES

SEE 101	FIRST AID
SEE 102	HOTEL MAINTENANCE
SEE 103	RETAIL MANAGEMENT
SEE 104	EVENT MANAGEMENT
SEE 105	ENTREPRENUERSHIP DEVELOPMENT
SEE 106	FACILITY PLANNING
SEE 107	SKILL ENHANCEMENT FOR MEDIA & JOURNALISM IN HOSPITALITY (PRACTICAL)

SUBJECT CODE: SEE 101					
SUBJECT : FIRST AID (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	--	--	50	50	04

Rationale

To develop awareness of the importance of hygiene, sanitation and food safety in hotel industry

	Hours	Marks
Chapter 1 Introduction to First Aid	10	10
1.1 First Aid		
1.2 First aid priorities		
1.3 How to prepare yourself during an emergency		
1.4 Looking after yourself: Personal safety and protection from infections		
Chapter 2 Accidents and Injuries	12	10
2.1 Dealing with a casualty		
2.2 Requesting help		
2.3 Use of medication		
2.4 Assessing a casualty:		
• Methods of assessment		
• Head to toe examination		
• Monitoring vital sign		
Chapter 3 Managing an incident	14	10
3.1 Removing clothing and head gear		
3.2 First aid material: Dressings, bandages, slings.		
3.3 Action at an emergency		
3.4 Traffic incidents		
3.5 Fires		
3.6 Electrical incidents		
3.7 Water incidents		
Chapter 4 Emergency first aid for	14	10
4.1 Wounds and bleeding		
4.2 Shock		
4.3 Head injury		

4.4	Spinal injury		
4.5	Broken bones		
4.6	Burns and Scalds		
4.7	Poisoning		
4.8	Bites and Stings		
Chapter 5	Life saving procedures	14	10
5.1	Resuscitation		
5.2	Choking		
5.3	Hanging and Strangulation		
5.4	Drowning		
5.5	Inhalation of fumes		
5.6	Asthma		

REFERENCE BOOKS

- 1 First aid manual, Written and endorsed by St John Ambulance, St Andrew's First Aid and the British Red Cross, DK
- 2 First aid Manual, St John Ambulance (Author), St Andrew's Ambulance Association (Author), Dorling Kindersley Publishers Ltd; 7th Revised edition edition (1 May 1997)

SUBJECT CODE: SEE 102					
SUBJECT : HOTEL MAINTENANCE (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	--	--	50	50	04

Rationale

The subject will provide information regarding the basic services and different types of engineering and maintenance systems in hotel industry. This subject will help students to understand various aspects and importance of the Engineering department in a hotel. At the end of the course students will be thorough with various machines and their working, fuels, electricity, safety and security, water distribution systems and energy conservation in hotel.

	Hours	Marks
Chapter 1 Maintenance & Replacement Policy	07	05
1.1 Definition of Maintenance		
1.2 Importance of Maintenance department in the hotel Industry		
1.3 Organization chart of Maintenance department in 3/4/5 star hotels		
1.4 Duties & responsibilities of Chief Engineer of a hotel		
1.5 Types on maintenance and their advantages and disadvantages		
• Breakdown/ Corrective		
• Preventive		
• Predictive.		
1.6 Contract Maintenance		
• Need of contract maintenance		
• Types:Lump sum, Unit price/ Unit Rate, cost plus upper limit Contract		
1.7 Maintenance chart for		
• Swimming Pool: Daily basis and Quarterly basis		
• Kitchen: Daily basis and Quarterly basis		
1.8 Replacement of Equipments:		
• Reasons for replacement		
• Economic replacement of equipments		
Chapter 2 Refrigeration	08	08
2.1 Definitions: Heat, Temperature, Sensible heat, Latent Heat, Relative Humidity, Zero Law of Thermodynamics, IInd Law of Thermodynamics,.		

2.2	Methods of Heat Transfer:		
	• Conduction		
	• Convection		
	• Radiation		
2.3	Refrigeration		
	• Principle of refrigeration		
	• Unit of Refrigeration		
	• Refrigerants: Properties and Types		
	• Block diagram and working of Vapour Compression Refrigeration System		
	• Block diagram and working of Vapour Absorption Refrigeration System		
2.4	Domestic Refrigerator:		
	• Block Diagram and working		
	• Maintenance		
	• Defrosting: Need, Methods		
2.5	Walk in Freezer/ Cold Storage		
	• Block diagram		
	• Working		
Chapter 3	Air Conditioning	05	06
3.1	Types of AC		
	• Unitary AC: Window AC and Split AC		
	• Block Diagram and Working		
3.2	Factors affecting Load on AC		
3.3	Factors affecting AC Comfort		
Chapter 4	Fuels	04	04
4.1	Types of Fuels		
4.2	Comparison of various Fuels: Solid, Liquid and Gaseous		
4.3	Fuels used in the hotel industry		
Chapter 5	Electricity	07	06
5.1	Types of Electricity supply: Single and Three Phase		
5.2	Types of Fuse: Re-wireable, Cartridge ,MCB.		
5.3	Importance and method of Earthing		
5.4	Calculation of Electricity Bill		
Chapter 6	Water Systems	08	07
6.1	Sources of water.		

6.2	Adverse effects of hard water		
6.3	Methods of purification & water softening: Ion Exchange, lime soda.		
6.4	Water Distribution System: Up Feed and Down Feed		
6.5	Traps, Water Closets and Flushing Systems: Types, diagrams, functions.		
6.6	Various plumbing fixtures		
Chapter 7	Energy & Its Conservation	05	04
7.1	Various energy sources: Conventional & Non Conventional (Examples, Advantages and Disadvantages)		
7.2	Need for energy conservation		
7.3	Simple Methods of energy conservation in Kitchen & Guest room.		
7.4	Use of Solar Energy in a hotel		
Chapter 8	Fire & Its Prevention	06	04
8.1	Fire Triangle		
8.2	Fire types: A, B, C, D, E, F		
8.3	Theory of Extinguishment: Starvation, Cooling, Smothering		
8.4	Various types of fire extinguishers		
8.5	Smoke Detectors and Fire Alarm system		
Chapter 9	Safety and Security in Hotel	05	03
9.1	Causes of Accidents		
9.2	Prevention / Control of Accidents		
9.3	Safety Issues in Hotel: <ul style="list-style-type: none"> • Guest Key Control • Kitchen Safety • Slip & Fall 		
Chapter 10	Pollution & Control	05	03
10.1	Air Pollution: Causes and Effects		
10.2	Water Pollution: Causes and Effects		
10.3	Noise Pollution: Causes and Effects		
10.4	Waste Management		

Note

Field Visits – Field visit to be arranged for students to engineering department of a five star hotel. Working of AC Plants and other aspects and systems of maintenance department to be shown to students. A report of the same must be submitted by students individually.

Assignments

1. Write Short Note on eco-friendly Refrigerant.
2. Explain Centralized Air Conditioning in Detail with block diagram
3. Explain the working of Air filter, Humidifier and Dehumidifier in AC
4. Enlist and Explain water purification methods
5. Explain various Lighting systems used in Hotel
6. Write procedure to be followed in case of Fire Alarm in Hotel
7. Make a chart for various fire extinguishers with colour code and the type of fire it extinguishes.
8. Write notes on: Waste Disposal Methods – Incineration and Land Fill

REFERENCES

1. Hotel Engineering, Sujit Ghosal, Oxford University Press
2. Hotel Engineering, R.K. Chhatwal,
3. Hotel Maintenance, Arora
4. Hospitality Facilities Management & Design, David m Stipnauk, EIAHMA

SUBJECT CODE: SEE 103					
SUBJECT : RETAIL MANAGEMENT(THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	--	--	50	50	04

Rationale

This subject helps the students to develop an understanding of the concepts and application of retail management techniques.

	Hours	Marks
Chapter 1 Retailing	04	04
1.1 Concept, Importance, Functions		
1.2 Retail as a career.		
Chapter 2 Retail formats	08	06
2.1 Store & Non Store		
2.2 Retailing		
2.3 Franchising		
2.4 Unconventional channels		
2.5 Retail expansion- need for foreign direct investment in Indian retail.		
Chapter 3 Indian Vs. Global Scenario in Retail	08	06
3.1 Evolution of retail in India		
3.2 Traditional business models in Indian retail		
3.3 Drivers of retail change in India		
3.4 Key sectors in Indian Retail		
3.5 International retailing- factors contributing to its growth		
Chapter 4 The Retail Consumer	06	06
4.1 Need for understanding consumer buying behavior		
4.2 Customer decision making process		
4.3 Factors influencing the retail shopper		
Chapter 5 Retail Strategy	06	06
5.1 Importance of strategy from a retail perspective.		
5.2 The strategic planning process		

Chapter 6	Retail Location	06	06
6.1	Factors affecting location decision		
6.2	Site Selection		
6.3	Store Design		
Chapter 7	Basics of Retail Merchandising	08	06
7.1	Concept, Importance, Functions		
7.2	Function and methods of buying for different types of organizations Introduction to Private label brands- concept and need.		
Chapter 8	Chapter 8 Retail Pricing	06	06
8.1	Factors affecting retail pricing decisions		
8.2	Pricing Strategies		
Chapter 9	Retail Store Operations	08	06
9.1	Concept		
9.2	Functional areas of retail operations		
9.3	Floor space management		
9.4	Managing store inventories and display		
Chapter 10	The legal and Ethical aspects of the retail business	06	04
10.1	Acts pertaining to the retail sector		
10.2	Taxation and its impact on retailing		

REFERENCE BOOKS

- 1 Retail Management, Gibson G Vedamani, Jaico Publishing house
- 2 Retail Management, Chetan Bajaj, Oxford University press
- 3 Retail Management Text & Cases, Sapna Pradhan, Tata Mc Graw Hill
- 4 Retail Management Text & Cases, U C Mathur, K. International Publishing house

SUBJECT CODE: SEE 104					
SUBJECT : EVENT MANAGEMENT(THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	--	--	50	50	04

Rationale

This subject helps the students to develop an understanding of the concepts and theories of application of management techniques in organising of events.

	Hours	Marks
Chapter 1 Event Management	08	08
1.1 Introduction- Event Management		
1.2 Size of Event		
1.3 Types of Events-Cultural, festivals, religious, business etc.		
1.4 Case study of some events		
Chapter 2 Planning an event	08	08
2.1 Principles and steps in Planning		
2.2 Consultation with client : Setting objectives, confirmation of date, list of guests, theme finalization, event agenda		
Chapter 3 Concept and Design	10	5
3.1 Developing the concept		
3.2 Analyzing the concept		
3.3 Designing the event		
3.4 Logistics of the concept		
3.5 Feasibility		
Chapter 4 Legal compliance	06	05
4.1 Relevant legislations		
Chapter 5 Activities in event management	12	10
5.1 Pre event activities		
5.2 During event activities		
5.3 Post event activities		
5.4 Managing an event – Planning, Staging, Staging,		

	Organizing, Leadership and Co-ordination, Controlling, Evaluation , Protocol		
5.5	Financial Considerations		
5.6	Marketing and Promotion		
Chapter 6	Planning venues	08	05
6.1	Finding a venue, requirement of space		
6.2	Creating request for proposal		
6.3	Site inspection and confirmation		
6.4	Pre event meeting		
Chapter 7	Marketing of the event	08	05
7.1	Tools used for marketing: advertising, publicity, Sponsorship and media.		
Chapter 8	Dealing with the Vendors	04	04
8.1	Types of vendors, choosing vendors		
8.2	Vendor contracts		

REFERENCE BOOKS

- 1 Event planning : the ultimate guide to successful meetings,corporate events, fundraising galas,conferences,conventions, incentives, Allen, Judy, Mississauga, Ont. : John Wiley & Sons Canada, c2009
- 2 The event manager's bible :how to plan and deliver an event, Conway, Des, Oxford, 2006
- 3 Tony Rogers Conferences and Conventions: a global industry, Tony Rogers, Elsevier, 2003
- 4 Marketing Destinations andVenues for Conferences,Conventions and Business Events, Tony Rogers & Rob, Davidson Pearson, 1998

SUBJECT CODE: SEE 105					
SUBJECT : ENTREPRENEURSHIP DEVELOPMENT (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	--	--	50	50	04

Rationale :

The subject aims to provide information regarding the various aspects pertaining to becoming a successful entrepreneur in the Hotel & Catering Industry.

	Hours	Marks
Chapter 1 Introduction of Entrepreneurship	12	08
1.1 Definition of an Entrepreneur, Entrepreneurship and Intrapreneur.		
1.2 Concept, Classification & Characteristics and skills of Entrepreneur		
1.3 Reasons for growth of Entrepreneurship		
1.4 Creativity and Risk taking		
Chapter 2 Business Idea generation and evaluation	06	08
2.1 Sources of business idea		
2.2 Evaluation of the idea		
2.3 Methods and techniques		
2.4 Transforming Ideas in to opportunities :		
• Assessment of idea		
• Feasibility of opportunity		
• SWOT Analysis		
Chapter 3 Market Assessment	06	08
3.1 Marketing -Concept and Importance		
3.2 Market Identification, Survey, Key components		
3.3 Market Assessment		
Chapter 4 Business Finance & Accounts	08	04
4.1 Sources of Finance:		
• Internal or External funds		
• Personal funds		
• Family and friends		
• Commercial Banks		
• Various Financial Institutions-SIDBI,NABARD, IDBI.		

Chapter 5	Business Plan & Project Report	12	08
5.1	Business plan : Steps involved from concept to commissioning: Activity Recourses, Time, Cost		
5.2	Project Report 1) Meaning and Importance 2) Components of project report/profile (Give list)		
5.3	Project Appraisal 1) Meaning and definition 2) Technical, Economic feasibility 3) Cost benefit Analysis		
Chapter 6	Modern Trends in Entrepreneurship	12	08
6.1	E-Commerce		
6.2	Concept and process		
6.3	Global Entrepreneur		
Chapter 7	Growth and Social Responsibility	08	06
7.1	Growth		
7.2	Stages of growth (Coming into existence, Survival, Success, Take-off, Consolidation)		
7.3	Growth strategies		
7.4	Diversification, launching New Product in same Market, Joint Ventures, Mergers and Acquisitions, Franchising, E-Commerce		

REFERENCE BOOKS

- 1 Entrepreneurship Theory and Practice, J.S. Saini B.S.Rathore, Wheeler Publisher
- 2 Entrepreneurship Development, E. Gorden K.Natrajan, Himalaya Publishing.
- 3 Entrepreneurship Development, J.B.Patel D.G.Allampally, Tata Mc Graw Hill
- 4 A Manual on How to Prepare a Project Report5, J B.Patel S.S.Modi, EDI STUDY MATERIAL, Gujarat,India
- 5 Entrepreneurship, Rajeev Roy, Oxford Higher Education
- 6 Principles of Entrepreneurship, Prof. Satish C. Ailawadi, Mrs. Romy Banerjee, Everest Publishing House
- 7 Entrepreneurship Robert D Hisrich, Michael P. Peters, Dean A Shepherd, Tata McGraw Hill Education Private Limited, New Delhi, Sixth Edition. (Chapter 4.1, 4.2)

SUBJECT CODE: SEE 106					
SUBJECT: FACILITY PLANNING (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	--	--	50	50	04

Rationale

To introduce students to the fundamentals of planning and design related to hotel operation areas.

	Hours	Marks
Chapter 1 Introduction to planning and designing	08	10
1.1 Principles of planning and designing		
1.2 Trends in catering		
1.3 Time and motion study		
Chapter 2 Building And Exterior Facilities	08	10
2.1 Roof, exterior walls, windows and doors		
2.2 Structural frame & foundation.		
2.3 Elevators.		
2.4 Storm water drainage systems, utilities.		
2.5 Landscaping and grounds		
Chapter 3 Parking Areas	08	10
3.1 Parking lots		
3.2 Structural features		
3.3 Layout considerations		
3.4 Maintenance		
3.5 Parking garages		
3.6 Accessibility requirements for parking areas		
3.7 Valet parking.		
Chapter 4 Lodging planning and design	16	20
4.1 Development process		
4.2 Feasibility studies		
4.3 Space allocation programme		
4.4 Operational criteria		
4.5 Budget		
4.6 Preliminary schedule		
4.7 Site design		

4.8	Hotel design		
4.9	Guest rooms and suites		
4.10	Lobby		
4.11	Food and beverage outlets		
4.12	Function areas		
4.13	Recreational facilities		
4.14	Back of the house areas		
Chapter 5	Food service planning and design	08	10
5.1	Concept development		
5.2	Feasibility		
5.3	Regulations		
5.4	Planning layout		
5.5	Receiving areas		
5.6	Storage areas		
5.7	Kitchen		
5.8	Office space		
5.9	Sample blueprint		

REFERENCE BOOKS

1. Hospitality Facilities management, David M. Stipanuk, Educational Institute, and Design, Harold Roffmann, AHMA
2. How things work - The Universal Encyclopedia of Machines. Volume 1&2
3. The Management of Maintenance, Frank D. Borselink & John Willey & Engineering systems in the Hospitality Industry, Alan T. Status., Sons Inc. NY
4. Air Conditioning Engineering, W. P. Jones, English LanguageBook, Society/Edward Arnold
5. Building Construction, Sushil Kumar, Standard Publishers, Distributors, Delhi
6. The Complete Guide to DIY and Mike Lawrence, Orbis Publishing Ltd. UK, Maintenance Home

Assignments

Assignments based on all the above topics to be done.

SUBJECT CODE: SEE 107					
SUBJECT : SKILL ENHANCEMENT FOR MEDIA & JOURNALISM IN HOSPITALITY (PRACTICAL)					
Teaching Scheme /Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	--	--	50	50	04

Rationale

The subject intends to develop creative writing skills among hospitality students
The students are expected to utilize the allotted hours in the following activities:

- Book reading and discussion (Atleast 2)
- Exploring journals / literature in the digital / electronic media (Atleast 4)
- Writing a travelogue (Atleast 2)
- Writing a review of a book or a restaurant (Atleast 4)
- Creating promotional material such as posters, pamphlets etc. for the various curricular as well as extracurricular events of the institute. (Atleast 4)

SEMESTER-V

SUBJECT CODE: DSC 401-I					
SUBJECT : INDUSTRIAL EXPOSURE & REPORT					
Teaching Scheme /Week	Examination Scheme				
Training Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
54	--	120	80	200	31

In the fifth semester the student shall be sent for industrial training for a period of 18 weeks, where they would work 5 weeks in Food Production, 5 weeks in Food and Beverage Service, 4 weeks in Front office, 4 weeks in House keeping in Government Classified Hotels of the level of three star and above category.

The Institute shall assist in the placement of students for training in various hotels The student can train in any hotel of his choice provided he/she makes his own arrangement. The student will have to bear the necessary expenses involved for the same.

At the end of the industrial training the student shall submit a training report along with the logbook maintained on daily basis during the period of training and the performance appraisal from each department.

The training report is to be prepared by the student in two typed copies and to be submitted to the Principal within the stipulated time for assessment.

The report will be assessed by the internal examiner and only on the basis of a certificate of the examiner concerned that the training has been satisfactorily completed would the student be allowed to appear for the external assessment conducted by a panel of examiners comprising of one external examiner (the external would include preferably one from the Hotel Industry of the level of Head of the Department and above) and one internal examiner. The Continuous Assessment marks will be awarded based on the performance appraisals filled by the hotel managers.

The student is required to practice the discipline norms laid down by the Institute and also follow the rules and regulations of the Hotel in which he/she is undergoing training.

Any adverse remark from the hotel will call for stringent action.

SUBJECT CODE: AEE 101 - 107					
SUBJECT : AEE 101 - CATERING SCIENCE / AEE 102 - DIETITICS & NUTRITION / AEE 103 - FOOD & BEVERAGE CONTROLS / AEE 104 - PRINCIPLES OF MANAGEMENT / AEE 105 - ORGANISATION BEHAVIOR / AEE 106 HOTEL ECONOMICS / AEE 107 - FINANCIAL MANAGEMENT					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	--	--	50	50	04

For Detailed Syllabus of AEE 101 - 107 kindly refer to Sem III (Page No 85 - 100)

SEMESTER-VI

SUBJECT CODE: DSE - 201					
SUBJECT : INTERNATIONAL FOOD PRODUCTION & KITCHEN MANAGEMENT (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	04

Rationale

The subject intends to provide indepth insight into international cuisine and develop advanced understanding of technical as well as managerial skills for culinary professional.

	Hours	Marks
Chapter 1 Production Management	06	06
1.1 Introduction to production management		
1.2 Management defined		
1.3 Production process		
1.4 Task analysis		
1.5 Production planning		
1.6 Production scheduling		
1.7 Quality defined		
1.8 Controlling production - quality & quantity		
1.9 Standardization of recipes		
Chapter 2 Food Production Administration	04	04
2.1 Need for food production administration		
2.2 Maintenance of various records-logbook, leave record, appraisal.		
2.3 Communication with other department, Conducting meeting- maintaining records of the meeting.		
Chapter 3 Nouvelle cuisine	04	04
3.1 Evolution of Nouvelle cuisine		
3.2 Principles of Nouvelle cuisine		
Chapter 4 Food presentation & Garnishes	04	04
4.1 Food Presentation principles : Basic preparation, Modern perspectives, Use of technology, Contemporary plates, Unconventional garnishes		
4.2 Role and use of garnish.		
4.3 Food Styling: Food photography and the problems therein, use of non edible components, role of dimension in food photography.		

Chapter 5	International Cuisine	22	20
5.1	Influence of Geographical location, Historical background on Staple food and cuisines of following countries- 1. Tex-Mex 2. France 3. Italy 4. China 5. Spain 6. Germany 7. Great Britain 8. Japan 9. Mediterranean region 10. South East Asia		
Chapter 6	Breakfast Cookery	02	02
6.1	Breads- Pancakes and Waffles, French toast		
6.2	Cereals- Types		
6.3	Classical breakfast items		
6.4	Power breakfast and Brunch		
Chapter 7	Meringues	02	02
7.1	Making of meringues		
7.2	Factors affecting stability		
7.3	Cooking of meringues		
7.4	Types & uses of meringues.		
Chapter 8	Sugar	04	04
8.1	Sugar cooking – Syrup strength, Stages of sugar cooking, Basic syrups, Crystallization, Inversion		
8.2	Tools required for sugar work		
8.3	Types of Sugar as decorative work- spun sugar, pulled sugar, poured sugar, blown sugar.		
Chapter 9	Chocolate	04	04
9.1	Manufacture		
9.2	Couverture		
9.3	Tempering		
9.4	Moulding		
9.5	Chocolate decorations		
9.6	Chocolate Truffle		
Chapter 10	Product Research and Development	04	04
10.1	Developing new recipes		
10.2	Organoleptic and Sensory evaluation of Food		
Chapter 11	New Concepts in Culinary	08	06
11.1	Molecular Gastronomy: Concept, Techniques, Tools and Ingredients.		
11.2	Genetically modified foods		

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- 11.3 Organic foods
 - 11.4 Vegan cuisine
 - 11.5 Automation in Food Industry: Objectives, Latest automation trends

REFERENCE BOOKS

- 1 Professional Cooking, Wayne Gisselen, John Wiley & Sons, N.Y
- 2 Theory of Cookery, Krishna Arora, Frank Bros & Co. Ltd, Delhi
- 3 Theory of Catering, Kinton Ceserani, Book Power
- 4 Practical Cookery, Kinton Ceserani, ELBS
- 5 Basic Cookery, Richard Maetland & Derek Welsby, Heinemann
- 6 Culinaria Volume I & II, Konemann, CBS Publication
- 7 Professional Baking, Wayne Gisslen, John Wiley & Sons, N.Y

SUBJECT CODE: DSE 201A					
SUBJECT : INTERNATIONAL FOOD PRODUCTION & KITCHEN MANAGEMENT (PRACTICAL)					
Teaching Scheme /Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	40	60	---	100	04

- Minimum 24 International menus to be conducted.
The menus should cover the following regions of the world:
 1. Tex-Mex 2. France 3. Italy 4. China
 5. Spain 6. Germany 7. Great Britain 8. Japan
 9. Mediterranean region 10. South East Asia
- Students are required to maintain a journal to record the various practicals attended and the teacher must record the performance evaluation of the same on a day to day basis.

SUBJECT CODE: DSE 202					
SUBJECT : ADVANCED BAKING & MANAGEMENT (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	04

Rationale

The subject intends to develop advanced and detailed understanding of technical as well as managerial skills for bakery professional.

	Hours	Marks
Chapter 1 Bakery Management	06	06
1.1 Introduction to bakery management		
1.2 Management defined		
1.3 Production process		
1.4 Task analysis		
1.5 Production planning		
1.6 Production scheduling		
1.7 Quality defined		
1.8 Controlling production - quality & quantity		
1.9 Standardization of recipes		
Chapter 2 Bakery Administration	04	04
2.1 Need for bakery administration		
2.2 Maintenance of various records-logbook, leave record, appraisal.		
2.3 Communication with other department, Conducting meeting- maintaining records of the meeting.		
Chapter 3 Recipe Balancing	04	04
3.1 Importance of recipe balancing		
3.2 Principles of recipe balancing in cake making & bakery.		
Chapter 4 Pastries	06	06
4.1 Role of Ingredients.		
4.2 Types – Shortcrust, Flaky, Puff, Danish, Choux, Filo.		
4.3 Recipes & Methods of preparation of each pastry.		
4.4 Differences.		
4.5 Uses of each pastry.		
4.6 Faults & their causes.		

Chapter 5	Cakes	10	8
5.1	Role of each ingredient in cake making.		
5.2	Mixing methods.		
5.3	Cake formula types		
5.4	Common cake faults and their causes.		
5.5	Speciality cakes and Tortes		
Chapter 6	Quick Breads	03	04
6.1	Types of Dough		
6.2	Gluten Development		
6.3	Mixing methods – biscuit method & muffin method		
Chapter 7	Assembling and Decorating cakes	06	06
7.1	Icings: Types- flat, fudge, royal, butter cream		
7.2	Marzipan, Nougatine, Pastillage, Ganache.		
Chapter 8	Chocolate	06	04
8.1	Manufacture		
8.2	Couverture		
8.3	Tempering		
8.4	Moulding		
8.5	Chocolate decorations		
8.6	Chocolate Truffle		
Chapter 9	Doughnuts, Fritters, Pancakes and Waffles	03	02
9.1	Types		
Chapter10	Sugar	04	04
10.1	Sugar cooking – Syrup strength, Stages of sugar cooking, Basic syrups, Crystallization, Inversion		
10.2	Tools required for sugar work		
10.3	Types of Sugar as decorative work- spun sugar, pulled sugar, poured sugar, blown sugar.		
Chapter11	Meringues	03	02
11.1	Making of meringues		
11.2	Factors affecting stability		
11.3	Cooking of meringues		
11.4	Types & uses of meringues.		

Chapter12	Dessert Presentation		03	04
12.1	Importance			
12.2	Plating guidelines			
Chapter13	Bakery Terms		06	06
	Fermentation	Proving	Ovenspring	
	Gluten	Dredge	Brioche	
	Croissant	Petit four	Baker's percentage	
	Straight dough	Ganache	Croquembouche	
	Truffle	No time dough	Crimping	
	Docking	Staling	Retarding	
	Profiteroles	Eclairs	Lamination	
	Barquettes	Pie	Flan	
	Tart Creaming	Angel food cake	Beating	
	Nougat	Praline	Devil food cake	
	Mince meat	Chiffon	Pastillage	
	Marzipan	Phyllo	Genoise	
	Gateaux	Lean dough	Rich dough	
	Flying sponge	Punching	Young dough	
	Quick bread	Old dough	Baklava Strudel	
	Pithiviers	Baked alaska	Vol-au vent	
	Scones	Muffin	Swiss roll	
	Shortbread	Blind baking	Macaroon	
	Mocha	Pitta bread	Napoleon	
	Patent flour	Crullers	Fleurons	
	Trifle	French bread	Cheese cake	
	Stollen			

REFERENCE BOOKS

- 1 Professional Cooking, Wayne Gisselen, John Wiley & Sons , N.Y
- 2 Professional baking, Wayne Gisselen, John Wiley & Sons , N.Y
- 3 Modern cookery for teaching & trade (volume I & II), Thangam E. Philip
Orient Longman Ltd. Mumbai.
- 4 Understanding Baking, Joseph Amendola & Donald Lundberg, John Wiley & Sons , N.Y
- 5 Larousse Gastronomique, Paul Hamlym, Cookery Encyclopedia
- 6 Basic Baking, S.C.Dubey, The Society of Indian Bakers
- 7 Professional Chefs- Art of Garde Manger, Frederic.H & John Nicolas, John Wiley &
Sons , N.Y
- 8 Kitchen Planning & Mgmt, John Fuller & David Kirk, Heinemann Butterworth
- 9 Classical Food Preparation & Presentation, W.K.H.Bode, Batsford
- 10 Professional Pastry Chef, Bo Friberg, John Wiley & Sons , N.Y

SUBJECT CODE: DSE 202 A					
SUBJECT : ADVANCED BAKING & MANAGEMENT (PRACTICAL)					
Teaching Scheme /Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
08	40	60	---	100	04

- Minimum 24 practicals may be conducted to include the variations of pastries, cakes, speciality cakes, cake decoration, international breads, quick breads, chocolate and sugar work as well as dessert presentation.
- Students are required to maintain a journal to record the various practicals attended and the teacher must record the performance evaluation of the same on a day to day basis.

SUBJECT CODE: DSE 203					
SUBJECT : BAR OPERATIONS MANAGEMENT (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	04

Rationale

To impart comprehensive knowledge about bar operation.

	Hours	Marks
Chapter 1 Bar Beverages -an overview	12	10
1.1 Alcoholic Beverages.		
1.2 Non Alcoholic Beverages.		
1.3 Aerated Beverages-		
1.4 Bar Syrups, Squashes and Cordials.		
1.5 Pre- mixed Drinks		
1.6 Mineral, Spring water, flavoured and packaged waters.		
1.7 Aperitifs.		
1.8 Liqueurs and digestifs.		
Chapter 2 Introduction to Bar.	12	08
2.1 Types of Bars,		
2.2 Role of Various personnel's in the bar.		
2.3 Bar Equipments and their uses (Large and Small equipments)		
Chapter 3 Planning of Bar	10	10
3.1 Layout of a bar		
3.2 Factors to be considered while planning a bar		
3.3 Safety and hygiene consideration.		
3.4 Seating Arrangements of various bars.		
Chapter 4 Statutory Requirements	10	10
4.1 Licenses and permits required for bar		
4.2 Legal considerations		
4.3 Maintenance of Statutory Records.		
Chapter 5 Bar Controls	10	12
5.1 Purchasing, Receiving and Storing of Beverages		
5.2 Inventory/ Stock Control methods.		

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- 5.3 Calculation of Beverage cost.
 - 5.4 Daily, Weekly Bar Reports.
 - 5.5 Sales Summary and Sales Analysis.
 - 5.6 Sales Mix.

Chapter 6	Mixology	10	10
6.1	Introduction to the science of Mixology.		
6.2	Cocktail making		
6.3	Glassware and garnishes.		
6.4	Making of Traditional and Innovative cocktails.		
6.5	Flair bartending		

Glossary of Terms

Fortified wines	Cobblers	Collins
Blended drinks	Coolers	Crustas
Cups	Daisies	Egg nogs
Fixes	Flips	Frappes
High ball	Juleps	Pick-me-up
Pousee-cafe	Smashes	Sours
Swizzles	Toddies	Amer-picon
Campari	Bar die	Hawthorne strainer
Boston shaker	Cassis	Cerise
Citronelle	Framboise	Gomme
Grenadine	Orgeat	Squashes
Bar- blade	Speed pourers	Bar optics
Front bar	Back bar	Kirsch
Generic liqueurs	Proprietary liqueurs	Pousee café
Jigger		

REFERENCE BOOKS

- 1 Food and Beverage Service, Dennis Lillicrap, John Cousins, Power Book
- 2 Modern Restaurant Service, John Fuller, Hutchinson
- 3 Food and Beverage Service, Sudhir Andrews, Tata Mc Graw Hill Edition
- 4 The Beverage Book, Durkan & Cousins, Hodder Arnold, H&S Toughton
- 5 Professional Guide to Alcoholic Beverages, Lipinski, Van Nostrand Reinhold
- 6 Oxford Companion to wines, Jancis Robinson, Oxford University Press
- 7 The Restaurant(From Concept to Operations), Donald Lundberg, John Willey
- 8 The ultimate Encyclopedia of Wines, Beer, Spirits and liqueurs. Stuart Walton, Brain Glover, Hermes House
- 9 Food and Beverage Management, Bernard Davis, Sally Stone Butterworth Heineman Ltd.

SUBJECT CODE: DSE 203 A					
SUBJECT : BAR OPERATIONS MANAGEMENT (PRACTICAL)					
Teaching Scheme /Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	02

Sr. No. Topic

- 1 Preparation of Various types of Beverage lists
- 2 Service of Various Spirits
- 3 Service of Various Cocktails.
- 4 Service of Mock-tails and non alcoholic beverages.
- 5 Service of aperitifs
- 6 Service of wines
- 7 Service of liqueurs
- 8 Planning and layout of various types of bars.
- 9 Maintenance of statutory Records
- 10 Preparing of Daily / Weekly Bar Reports
- 11 Innovative cocktails
- 12 Flair Bartending Principles
- 13 Types of Flair Bartending-Working Flare
- 14 Types of Flair Bartending-Show Flare
- 15 Molecular Mixology
- 16 Innovative Mocktails

SUBJECT CODE: DSE 204					
SUBJECT : FOOD AND BEVERAGE OPERATIONS AND MANAGEMENT (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	04

Rationale

To impart comprehensive knowledge and develop food and beverage operation and management skills.

	Hours	Marks
Chapter 1 Function and Event Catering	08	08
1.1 Definition of function catering and types of functions.		
1.2 Organizational structure of Banquet department, duties and responsibilities of various personnel's.		
1.3 Function catering administrative procedures.		
1.4 Preparation of function prospectus.		
1.5 Menu planning for various types of functions.		
1.6 Seating arrangement for various functions, Table plan and space considerations.		
1.7 Off premises / outdoor catering.		
Chapter 2 Buffets	10	08
2.1 Definition.		
2.2 Types of Buffets.		
2.3 Equipments and setup of buffets.		
Chapter 3 Gueridon Service	10	08
3.1 Origin and Definition.		
3.2 Types of trolleys.		
3.3 Special equipments used in Gueridon service care and maintenance.		
3.4 Service Procedure.		
3.5 Service of classical dishes.		
Chapter 4 In room dining services (IRD)	08	06
4.1 General principles		
4.2 Cycle of service, scheduling and staffing.		

4.3	Order taking procedure, suggestive selling and up- selling.		
4.4	Time management – lead time from order taking to clearance		
Chapter 5	Customer Relationship	06	06
5.1	Handling Customer Complaints.		
5.2	Customer Satisfaction		
Chapter 6	Traditional Indian Service	06	08
6.1	Thali service layout and sequence		
6.2	Regional Cuisine for special occasions.		
Chapter 7	International Cuisine	06	08
7.1	Menus and service of classical dishes –		
	• Mexico		
	• Italy		
	• Orient and Far East		
	• Spain		
	• America		
	• Germany		
Chapter 8	Menu Engineering	10	08
8.1	Concept and application.		
8.2	SWOT analysis of various food and beverage outlets.		

Glossary of Terms

Dispense Bar	Asian Buffet	Gala Reception
Brunch Buffet	Smorgasbord	Easter Buffet
Fork Buffet	Candelabra	Casserole Stations
Chafing Dish	Suzette Pans	Beverage Urns
Floral Accessories	Portion scale	Props
Rechaud Stores	Skirting	Waffle Irons
Gueridon	Trancheur	Carousal
Portable bar	Underbars	Over bar
Centralized Room Service	Cobra Gun	IRD
California Menu	De-Centralized Room Service	RSOT
PMT	Cyclic Menu	EMT
SWOT	Evlevenses	

REFERENCE BOOKS

- 1 Food and Beverage Service, Dennis Lillicrap, John Cousins, Power Book
- 2 Modern Restaurant Service, John Fuller, Hutchinson
- 3 Food and Beverage Service, Sudhir Andrews, Tata Mc Graw Hill Edition
- 4 The Restaurant(From Concept to Operations), Donald Lundberg, John Willey
- 5 Food and Beverage Management, Bernard Davis, Sally Stone, Butterworth Heineman Ltd.
- 6 Professional Table Service, S Meyer, C Sphuler E. Schmid, Willey

SUBJECT CODE: DSE 204 A					
SUBJECT : FOOD AND BEVERAGE OPERATIONS AND MANAGEMENT. (PRACTICAL)					
Teaching Scheme /Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	02

Sr. No. Topic

- 1 Filling up of Banquet function prospectus
- 2 Menu planning and service.
- 3 Banquet seating arrangements, formal banquet service.
- 4 Mise-en-place for service from Gueridon trolley and service of dishes
- 5 Setting up of buffets and service procedures.
- 6 Laying up a tray / trolley for room service. Breakfast hanger & Service procedures.
- 7 Mini bar - Format & Service procedures.
- 8 Breakfast door knob card- service procedure.
- 9 Planning and service of theme lunches.
- 10 Planning and service of food festivals and other promotional events.
- 11 Planning and service of Indian cuisine menus.
- 12 Planning and service of international cuisine menus.
- 13 Planning of off premises catering functions.
- 14 Menu Engineering Analysis of Menu.
- 15 SWOT Analysis of fine dining establishment.
- 16 SWOT Analysis of quick service establishment.

SUBJECT CODE: DSE 205					
SUBJECT : FRONT OFFICE MANAGEMENT (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	04

Rationale

The subject aims to establish the importance of Front office management in Rooms Division. It also prepares the student to acquire management skills and knowledge in the Department.

	Hours	Marks
Chapter 1 Pioneers of the hotel industry	04	02
1.1 Founders of the Hotel Industry		
1.2 Developments in hotel industry		
1.3 Indian chain hotels-History & growth		
Chapter 2 Social skills required for front office staff	06	04
2.1 Introduction and Importance of social skills		
2.2 Behavioral skills- self presentation, body language		
2.3 Cross culture-Styles of welcoming, need for foreign language, global language		
Chapter 3 Budget & Budgetary control	06	06
3.1 Definition, concept & importance		
3.2 Type of budgets - capital & operating		
3.3 Budgeting for front office operations- Forecasting # Revenue,		
3.4 Estimating Expenses, Refining Budget Plans		
Chapter 4 Revenue Management	06	06
4.1 Concept		
4.2 Measuring & maximizing Yield		
4.3 Elements of Revenue Management		
4.4 Using Revenue Management- concept of ARR and REV PAR		
4.5 Calculation of Yield statistics and yield management		

Chapter 5	Evaluating Front Office Operations	06	06
5.1	Daily Operations Report		
5.2	Occupancy Rations		
5.3	Rooms Revenue Analysis		
5.4	Hotel Income Statement		
5.5	Rooms Division Income Statement		
5.6	Rooms Division Budget Reports		
5.7	Operating Ratios		
5.8	Ratio Standards		
Chapter 6	Introduction to Management Information System and Property Management System.	06	06
6.1	MIS-Introduction, Definition, Concept		
6.2	Understanding information system, Management Information System for key decisions		
6.3	Property management system- Various modules related to Reservations, Registration, Cashiering, Telephones, Guest history		
Chapter 7	Managing Human Resource in front office department	06	06
7.1	Determining manpower requirements.		
7.2	Recruitment		
7.3	Training		
7.4	Staff Scheduling		
7.5	Staff Motivation		
7.6	Performance Appraisal		
7.7	Effective use of Standard Operating Procedures in front office departments		
Chapter 8	Managing guest services	06	06
8.1	Total quality management in Innkeeping.		
8.2	The real components of Total quality management.		
8.3	Measuring guest services.		
8.4	Customer relationship Management.		
8.5	Complaints handling.		
Chapter 9	Hotel Technology	06	06
9.1	Technology in the guest room - costs and benefits.		
9.2	Locking systems		
9.3	Energy management and climate control system.		
9.4	Networked fire alarm systems.		
9.5	Communication systems.		

9.6	Other Technologies - in room entertainment systems, control panels.		
Chapter 10	New Property Operations	06	06
10.1	Starting up front office department		
10.2	System and procedures		
10.3	Staffing considerations		
10.4	Countdown		
Chapter 11	Loyalty Programme	06	06
11.1	Definition & concept		
11.2	Importance of loyalty programme		
11.3	Benefits of loyalty programme		
11.4	Types of loyalty programme		
Glossary of Terms			
Capital budget	Operating budget	Pre opening budget	
Flexible budget	Fixed budget	Master budget	
Variable expenses	Semi variable expenses	Yield Management	
GOP PAR	Performance Appraisal	Induction	
Orientation	Cross training	Multi skilling	
Time and motion study	Soft opening	Countdown	
Zero base budgeting	Contingency plan	Graveyard shift	
Job description	Job specification	Job analysis	
Job assignment	Job breakdown	Productivity standard	
TQM	CRM	AIOD	
ATM	EDP	HOBIC	
HITIS	LEED	Moment of truth	
Opaque	WATS	PIP	
Quality assurance	Quality circle	VoIP	
ELS	RFID	CAS	
OTA	Biometric lock		

REFERENCE BOOKS

- 1 Hotel Front Office Operations, Sudhir Andrews., Tata McGraw Hill, & Management
- 2 Check-in Check –out, Jerome Vallen, WM.C Brown IOWA
- 3 Principles of Hotel Front Office Operations, Sue Baker, P.Bradley, J.Huyton Continuum
- 4 Hotel Front Office, Bruce Graham, Stanley, Thornes
- 5 Managing Front Office operations, Michael Kasavanna, Richard Brooks, Charles Steadmon AH&LA,
- 6 Front Office Procedures & Management, Peter Abott.& Sue Lewry Butterworth & Heinemann
- 7 Front Office operations, Colin Dix, Chris Baird, Pearson,
- 8 Front Office Operations and administration Dennis foster Glencoe.
- 9 Hotel Accounting & Financial Control, Ozi D'Cunha, Dickey Enterprises
10. Hotel Front office Management, James A. Bardi, VNS.

SUBJECT CODE: DSE 205 A					
SUBJECT : FRONT OFFICE MANAGEMENT (PRACTICAL)					
Teaching Scheme /Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	02

1. Preparing of various budgets in front office department.
2. Calculation of stocks and expenses in front office department.
3. Preparation of Rooms division income statement and Budget Reports.
4. Calculation of Yield statistics and yield management.
5. Calculation of staffing requirements and staff scheduling for the front office department in different types of hotels.
6. Preparation of duty roster for front office department in different types of hotels.
7. Preparation of orientation and training programme for new recruits in front office department.
8. Preparation of format for performance appraisal and various rating systems.
9. Preparation of SWOT analysis for front office department.
10. Preparation of Standard Operating Procedures for front office department. Preparation of Standard Operating Procedures for Protocols of VVIP , VIP's and CIP's & traditional welcome amenities (Ministers, Dignitaries, Govt. Officials, Foreign delegates and others)
11. Practice of Property management system handling related to front office department. Use of various modules related to Reservations, Registration, Cashiering, Telephones, Guest history database.
12. Practice of mock interviews of Front Office job positions.
13. Preparation of a checklist for front office department tasks in the countdown of a new property launch
14. Planning Start up systems and procedures in the front office department of a new start up property.
15. Role play of situations pertaining to front office staff motivation aspects.
16. Complaints handling at front office.

Assignments, case studies, situation handling, role plays, quiz, group discussions, public speaking, etc. to enhance the student personality.

Presentaion on assignment with the use of audio visual aids.

SUBJECT CODE: DSE 206					
SUBJECT : ACCOMMODATION MANAGEMENT (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	04

Rationale

The subject aims to establish the importance of management in Accommodation Operations. It also prepares the student to acquire management skills and knowledge in the department.

	Hours	Marks
Chapter 1 Budget & Budgetary control	08	08
1.1 Definition, concept & importance		
1.2 Type of budgets - capital & operating		
1.3 H/K Room - operating costs		
Chapter 2 Managing Human Resources in Housekeeping Department	10	08
2.1 Determining manpower requirements.		
2.2 Recruitment		
2.3 Training		
2.4 Staff Scheduling		
2.5 Staff Motivation		
2.6 Performance Appraisal		
2.7 Effective use of Standard Operating Procedures in housekeeping department		
2.8 Time and motion study		
Chapter 3 Standard contents of a guest room	10	08
3.1 Guest room furniture		
3.2 Standard furniture and room sizes		
3.3 Furniture arrangement in guest rooms		
3.4 Guest room fixtures and fitting		
3.5 Beds, mattresses and bedding		
3.6 Soft furnishings		

Chapter 4	Hotel Renovation and Restoration	10	10
4.1	Reasons to renovate		
4.2	Types of renovation		
4.3	Renovation process		
4.4	Restoration		
Chapter 5	New property operations	08	08
5.1	Starting up housekeeping in a new property.		
5.2	Systems and procedures		
5.3	Staffing considerations		
5.4	Countdown		
Chapter 6	Housekeeping in Allied sectors	08	08
6.1	Need & Importance		
6.2	Institutional Housekeeping- Hostels, guest houses & residential Homes		
6.3	Housekeeping in Hospitals		
6.4	Housekeeping in Retail sectors		
6.5	Housekeeping in Art Gallery, Museum		
6.6	Housekeeping in Aircrafts, Airports		
6.7	Corporate Housekeeping		
Chapter 7	Use of computer technology in Housekeeping	04	04
7.1	Application and importance of Property Management System.		
7.2	Generating various reports		
7.3	Application of Information Technology in housekeeping		
Chapter 8	Audits in Housekeeping Department	06	06
8.1	Application of HACCP in Housekeeping		
8.2	Scope of Audit		
8.3	Advantages of brand standard Audit		
8.4	Continuous improvement in Housekeeping practices		

Glossary of Terms

Capital budget	Operating budget	Pre opening budget
Flexible budget	Fixed budget	Master budget
Variable expenses	Semi variable expenses	Yield Management
GOPPAR	Performance Appraisal	Induction
Orientation	Cross training	Multi skilling
Ergonomics	Time and motion study	Facility management
Ecotel	Soft opening	Countdown
Restoration	Contingency plan	Graveyard shift
Job description	Job specification	Job analysis
Job assignment	Job breakdown	Productivity standard
Zero base budgeting	Antimacassars	Cantilevered furniture
Castors	Compendium	Credenza
Curio	Grille	Louvers
Ottoman	Pillow menu	Pot pourri
Wicker	Wing chair	Zed bed
Anglepoise	Black lacquer	Grouting
Buddy system	Snag list	Staffing guide
LED	Personal digital assistant(PDA)	Voice over internet protocol(VoIP)
Work study	HACCP	Audit

REFERENCE BOOKS

- 1 Hotel House Keeping Operations & Management-Sudhir Andrews,Tata McGraw Hill
- 2 Hotel Housekeeping & Management, G Raghubalan, Oxford University Smritee Raghubalan Press
- 3 Hotel, Hostel & Hospital Housekeeping, Branson & Lennox, E L B S
- 4 Accomodation Management, Rosemary Hurst, Heinemann publishing
- 5 Accomodation Management, Rosemary Hurst, Heinemann publishing

SUBJECT CODE: DSE 206 A					
SUBJECT : ACCOMMODATION MANAGEMENT (PRACTICAL)					
Teaching Scheme /Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	---	100	02

1. Preparing of various budgets in housekeeping department.
2. Calculation of stocks and expenses for Linen and guest supplies.
3. Calculation of Laundry operating cost.
4. Preparation of Rooms division income statement.
5. Preparation of reports for consumption of guest consumables.
6. Calculation of staffing requirements for different types of hotels.
7. Preparation of duty roster for different types of hotels.
8. Preparation of Standard Operating Procedures for different tasks in housekeeping department.
9. Preparation of Time and motion study for Housekeeping jobs.
10. Practice of Property Management System handling related to Housekeeping.
11. Practice of mock interviews of housekeeping job positions.
12. Preparation of snag list for renovation and restoration projects.
13. Preparation of a checklist for housekeeping tasks in the countdown of a new property launch.
14. Planning for a housekeeping operation in Hostels and Guest houses.
15. Planning for a housekeeping operation in Hospitals.
16. Planning for a housekeeping operation in Retail and Corporate sectors.

ASSIGNMENT

1. Preparation of job descriptions for housekeeping personnel
2. Preparation of orientation and induction training programme for housekeeping staff
3. Preparation of Performance appraisal report
4. Preparation of a report on guest room layouts, detailing furniture sizes and furniture arrangements considering Ergonomic viability, soft furnishings, accessories, fixtures and fittings
5. Preparation of a model guest room(Single, double, twin, suites)
6. Preparation of model guest rooms for differently abled guests.

Presentaion on assignment with use of audio visual aids.

SUBJECT CODE: SEC 104					
SUBJECT : APPLICATION OF COMPUTERS IN HOTELS (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
02	20	30	--	50	02

Rationale

The subject aims to give a basic knowledge of computers and its operations and enables the student to operate the computer with enough practice to get confidence.

	Hours	Marks
Chapter 1 COMPUTER FUNDAMENTALS	03	03
1.1 Features of Computer System		
1.2 Block Diagram		
1.3 Hardware Input & Output Devices, CPU, RAM, ROM		
1.4 Software – System, Application S/W		
1.5 Networks – LAN, MAN, WAN, Topologies		
1.6 Viruses – Types, Precautions		
1.7 Types of Software-System & Application software's		
Chapter 2 WINDOWS	03	03
2.1 Features		
2.2 Terminologies - Desktop, Windows, Wallpaper, Icons, File, Folder, etc. Windows Explorer- (Assignment with files, folders)		
2.3 Accessories – Paint, Notepad, Calculator.		
Chapter 3 MS WORD	03	02
3.1 File Commands, Print, Page Setup		
3.2 Editing - Cut, Copy, Paste, Find, Replace, etc		
3.3 Formatting Commands – Fonts, Bullets, Borders, Columns, Tabs, Indents		
3.4 Tables, Auto Text, Auto Correct		
3.5 Mail Merge, Hyperlinks		
Chapter 4 MS EXCEL	03	03
4.1 Features, Auto Fill, Custom Lists etc		
4.2 Cell Reference – Relative & Absolute (\$)		
4.3 Formulae, Functions (Math/Stats, Text, Date, IF)		

4.5	Charts – Types, Parts of the Chart		
4.6	Databases (Create, Sort, AutoFilter, Sub Total)		
Chapter 5	MS POWER POINT	04	03
5.1	Slide Layout, Slide transition		
5.2	ClipArt, Organizational Chart, Graphs, Tables		
5.3	Custom Animations, Slide Timings		
Chapter 6	INTERNET / EMAIL	04	04
6.1	History, Pre-requisites for Internet, Role of Modem		
6.2	Services – Emailing, Chatting, Surfing, Blog		
6.3	Search Engines, Browsers, Dial Up, Domains		
6.4	Broadband, Concepts of Web upload, download		
6.5	Threats – Spyware, Adware, SPAM		
Chapter 7	E-COMMERCE AND ERP CONCEPTS	03	03
7.1	Concepts of B-to-B, B-to-C		
7.2	ERP concept		
7.3	SAP Concepts		
Chapter 8	HOSPITALITY SOFTWARE	03	03
8.1	Shawman Hospitality Software.- Point of Sale (VPOS - 9)		
8.2	Introduction		
8.3	Restaurant order taking		
8.4	Add on command prompt		
8.5	Cheque making – single, split etc.		
8.6	Bill settlement		
8.7	Availing Discounts		
Chapter 9	HOSPITALITY SOFTWARE	03	03
9.1	Shawman Hospitality Software.-Property Management System		
9.2	Introduction		
9.3	Room Reservations		
9.4	Group Booking		
9.5	Payment Settlement		
9.6	Adding Discounts		
9.7	Payroll Management System		

Chapter 10	HOSPITALITY SOFTWARE	03	03
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- 10.1 Shawman Hospitality Software.-Human Resource Management System
- 10.2 Sales & Catering Management System
- 10.3 Wire data System
- 10.4 Customer feedback System
- 10.5 Introduction
- 10.6 Payroll
- 10.7 Customer Feedback
- 10.8 Communication within the property & outside the property
- 10.9 Other Hospitality Software's : Fidelio, Opera, Oracle, Micros

REFERENCE BOOKS

- 1 Mastering MS-OFFICE, Lonnie E. Moseley & David M. Boodey, BPB Publication
- 2 Computer Fundamentals, P. K. Sinha, BPB Publication
- 3 Computer Fundamentals, Anita Goel, BPB Publication

SUBJECT CODE: SEC 104 A					
SUBJECT : APPLICATION OF COMPUTERS IN HOTELS (PRACTICAL)					
Teaching Scheme /Week	Examination Scheme				
Practical Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	40	60	--	100	02

Practical 1 COMPUTER FUNDAMENTALS

Input Devices
Output devices
LAN, WAN, MAN

Practical 2 WINDOWS

Change wallpaper, set screen saver.
Create folders and files using Notepad.
Cut, copy and paste files to floppy/ pen drives.
Create images using Paint.
Check free disk space and speed of processor.
Change date and time.

Practical 3,4,5,6 WORD

Type recipe of any dish, with its image, with ingredients in a table.
Create KOT, Students' Resumes with students' photograph. (WORD)
Letter Writing
KOT Making
Company Letterhead making
File, Edit, View, Insert, Format, Tools, Table Commands Page Setup, Print Options, Setting Page Margins Clip Arts, Inserting Pictures/Charts/Files Correcting Text, Cut, Paste, Undo, Redo, Deleting Blank Lines, Inserting A Page, Typing Over Text, Replacing Text, Moving And Copying Text. Menu Method, Key Board Method, Tool Bar Method, Drag & Drop Method, Checking Text, The Spell Checker, Auto Correct Check Up, The Grammar Checker, Formatting A Text, Changing Type Style, Character Highlighting, Alignment Of Text, Left, Right, Center, Justifying Text-Types & Tab Setting, Setting Tab Using Ruler, Indenting Paragraphs, Increasing And Decreasing Indents, Using Ruler To Set Indents, Spacing Paragraph Line Spacing, Spacing Between Paragraphs, Page Views, Normal Views, Page Layout View, Outline View, Print Preview, "Full Screen View, Master

Document View, Magnification, Page Formatting, Setting Margins, Paper Size, Printing In Landscape Or Portrait Orientation, Page Numbering, Adjoining Page Numbering, Deleting Page Numbering, Header & Footer, Creating And Editing, Inserting And Deleting Pages In A Document, Saving The Text, Saving The File To Disk, Closing A File, Opening A Non-Work document Printing Text.

Practical 7.8.9 EXCEL

List of employees, with salary,

KOT,

Report Card with Pass / Fail Result,

Bills with details of Hotel Rooms, Charts,

Database of Employees with filters

Processing With Ms Excel, Starting Excel, Starting New Work Book, Entering And Editing Data, Formatting Work Sheet, Sorting The Data, The Worksheet Selecting Cells And Ranges, Selecting With Mouse, Data Entry, Entering Numbers, Text, Date 4 Time Entries, Entering Series, Filing A Text Series With Auto Fill, Filing A Number Series, Editing Data, Clearance And Replacing Contents Of A Cell, Deleting The Contents Of A Range Of Cell, Rearranging Work Sheet Data, Copying, Auto Correct, Spell Checking, File dose, Formatting Data, Font Selection, Aligning Data, Format Style, Formatting Work Book, Arranging, Hiding, Un hiding, Inserting Columns And Rows, Adjusting Width, Copying And Moving, Inserting And Deleting Sheets From Work Book, Mathematical Operator, Exponentiation And Percentage Operators, Logical Or Comparison Operators, Using Mouse To Create A Formula. Inserting A Chart, Chart Types, Modifying Chart, Adding Drawing To The Chart, Printing In Excel, Print Parameters, Default And Changing Default Settings, Sorting, Printing Etc

Practical 10,11 POWER POINT

To present the above information as a presentation as an assignment.

Use different layouts, organizational chart, design templates, in the presentation.

Opening And Saving Presentations- The Easy Way-Using Auto Content Wizard-Working With Blank Presentation-Using The Templates-Using The Slide Master-Working With Color Schemes-Working With Slides-Making A New Slide -Move, Copy Or Duplicate Slides-Delete A Slide-Copy A Slide From One Presentation To Another-Go To Specific Slide-Change The Lay Out Of A Slide-Zoom In Or Out Of Slide-Working With Text In Power Point-Cutting, Copying and Pasting-Formatting Text, Change Font & Size, Shadowing, Embossing-Alignment The Text-Left, Center, Right And

Justify-Power Of Graphics In Power Point-Working With Clipart Picture-Using Microsoft Excel-Chart-Using Organization Charts-Power Point Drawings-Ways To Draw-Adding Lines-Connecting Lines-Borders And Adding Curves-Creating Word Tables-Making Great Looking Presentations(Putting On A Show)-Arranging, Creating Animated Slides-Manually Advancing Slides-Adding And Removing Transitions-Running A Presentation Continuously-Printing The Presentation Elements

Practical 12 INTERNET

To search and download information from the internet as a topic and submit (Hard / Soft copy).

Create email id, send mail to faculty as an assignment.

Practical 13,14 Shawman –Point of Sale

Shawman Hospitality Software.- Point of Sale (VPOS 9)

Introduction

Restaurant order taking

Add on command prompt

Cheque making – single, split etc.

Availing Discounts

Bill Printing, Re-printing,Bill settlement

Practical 15 Property Management System

Taking Rooms Booking

Adding Discounts

Billing

Practical 16 Payroll System

Calculating Payroll

Appraisal System

SUBJECT CODE: AEC 102					
SUBJECT : HOSPITALITY MARKETING (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
03	40	60	---	100	03

Rationale

This subject intends to promote and understanding of core concepts of marketing, current marketing environment, challenges in marketing of services and the marketing strategies to be adopted.

	Hours	Marks
Chapter 1 Introduction to Marketing	04	04
1.1 Defining Marketing		
1.2 Core concepts of Marketing		
1.3 Orientations towards Marketing: Production concept, Product concept, Selling concept, Marketing concept, Societal Marketing concept		
1.4 Difference between Selling and Marketing		
1.5 Marketing Mix		
Chapter 2 Introduction to Services Marketing	06	08
2.1 Introduction to Services Marketing		
2.2 Goods Vs. Service		
2.3 Characteristics of Services		
2.4 Problems in marketing of services and its solution		
2.5 Scope of Service		
Chapter 3 Customer Value and Satisfaction	04	04
3.1 Defining Customer Value and Satisfaction		
3.2 Delivering Customer Value and Satisfaction		
3.3 Attracting and Retaining customers		
3.4 Concept of Customer Profitability		
Chapter 4 Understanding the Marketing Environment	02	04
4.1 Demographic environment		
4.2 Economic environment		
4.3 Technological environment		
4.4 Political environment		

4.5	Social – Cultural environment		
4.6	Business environment		
Chapter 5	Analysing Consumer Markets and Buying Behavior	04	04
5.1	Consumer Behavior Model		
5.2	Factors influencing buyer behaviour : Cultural, Social, Personal, Psychological		
5.3	Buying decision process		
Chapter 6	Market Segmentation, Targeting and Positioning	04	04
6.1	Concept of market segmentation,		
6.2	Basis for segmentation : Geographic, Demographic, Behavioral, Psychographic		
6.3	Concept of Market Targeting & of Market Positioning		
Chapter 7	Product Strategies	06	08
7.1	Levels of Product		
7.2	New Product Development		
7.3	Product Life cycle concept		
7.4	Product Differentiation		
7.5	Concept of Branding		
Chapter 8	Pricing Strategies	06	08
8.1	Price and its importance		
8.2	Internal and External factors affecting pricing decisions		
8.3	Pricing strategies adopted by hotel for: Room Tariff, F & B items, Functions & Packages		
Chapter 9	Physical Distribution Strategies	06	08
9.1	Importance of distribution		
9.2	Channel Level		
9.3	Channels of distribution in the hospitality industry (Travel agents, Tour operators, Internet, Consortia, Hotel Representative, CRS etc)		
9.4	Franchising		
9.5	Alliances		
9.6	Location of Services		
Chapter 10	Promotion Strategies	06	08
10.1	Definition and Characteristics of promotional tools used in the hotel industry.		

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- 10.2 Advertising
 - 10.3 Sales Promotion
 - 10.4 Publicity & Public Relations
 - 10.5 Personal Selling
 - 10.6 Direct Marketing

REFERENCE BOOKS

- 1 Marketing for Hospitality and Tourism, Philip Kotler, Pearson Education.
- 2 Hotel Marketing, S M Jha, Himalaya Publishing
- 3 Hospitality Marketing, Neil Warne, Hospitality Press, Melbourne
- 4 Hospitality Marketing Mangement, Robert Reid, John Wiley & Sons , N.Y

SUBJECT CODE: AEC 103					
SUBJECT : HUMAN RESOURCE MANAGEMENT (THEORY)					
Teaching Scheme /Week	Examination Scheme				
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
03	40	60	---	100	03

Rationale :

The student will be able to understand the role and importance of Human Resource Management in the modern hospitality environment.

	Hours	Marks
Chapter 1 Introduction to Human Resource Management.	04	06
1.1 Human Resource Management defined.		
1.2 Human Resource Management and Personnel Management.		
1.3 Role, Nature and Characteristics of Human Resource Management		
1.4 Functions of Human Resource Management		
1.5 Challenges for Human Resource Management		
Chapter 2 Human Resource Planning	10	10
2.1 Man power planning- concept need and technique.		
2.2 Process of man power planning.		
2.3 Job analysis, job description, job specification.		
2.4 Recruitment/ Sources of recruitment.		
2.5 Selection, orientation and induction process		
Chapter 3 Human Resource Development	06	06
3.1 Definition and elements of Human Resource Development.		
3.2 Training- need and importance.		
3.3 Assessment of training needs.		
3.4 Difference between training and development		
Chapter 4 Performance Management and Appraisal	08	08
4.1 Performance Management- Need and importance.		
4.2 Performance Appraisal- Purpose methods and errors.		
4.3 Career Management- promotion and transfers.		
4.4 Career development and its benefits.		
4.5 Need for career counseling		

Chapter 5	Performance and Job Evaluation	08	04
5.1	Performance evaluation and its objectives		
5.2	Job Evaluation- concept and objectives, methods of job evaluation		
5.3	Limitations of Job Evaluation.		
5.4	Competency matrix- concept, benefits and implementation in the hospitality industry.		
Chapter 6	Compensation Administration	10	08
6.1	Objectives of compensation administration.		
6.2	Types of compensation- direct and indirect.		
6.3	Factors influencing compensation administration – external and internal factors, concept of Cost to Company(CTC)		
6.4	Steps in formulation of compensation packages.		
6.5	Current trend in compensation- competency and skill based pay, Broad banding.		
Chapter 7	Incentives and Benefits	08	06
7.1	Objectives of wage incentives.		
7.2	Wage incentives planning process.		
7.3	Types of incentive schemes in brief- straight piece rate, differential piece rate, task and time bonus, merit rating.		
7.4	Organisation wide incentive plans- profit sharing, employee stock options (ESOP)		
7.5	Fringe benefits- objectives and forms		
Chapter 8	Grievances and Discipline	03	06
8.1	Grievance Handling- causes of grievances.		
8.2	Grievance handling system.		
8.3	Discipline aims and objectives.		
8.4	Causes of indiscipline.		
8.5	Women Grievance committee- importance, role and functions.		
Chapter 9	Industrial Relations- Labour and Management Relations	03	06
9.1	Trade union- concept, objectives and functions.		
9.2	Collective Bargaining.		

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- 9.3 Workers participation in management in hospitality industry.
 - 9.4 Labour turnover- causes and measures for reducing labour turnover, retention
 - 9.5 strategies implemented by the hospitality industry.

REFERENCE BOOKS

- 1 Fundamentals of Human Resource Management- content, competencies and application, Gary Dessler and Biju Varkkey, Pearson.
- 2 Personnel Management, C.B Mamoria, Himalaya Publishing.
- 3 Human Resource management and human relations., Dr. V.P. Michael Himalaya Publishing
- 4 Human Resource Management in Hospitality, Malay Biswas, Oxford university press
- 5 Human Resource Management- A textbook for the hospitality industry, Sudhir Andrews Tata McGraw hill
- 6 Human Resource Management, Ved Prakash, Anmol Publishing

SUBJECT CODE: SEE 101 - 107					
SUBJECT : SEE 101 - FIRST AID / SEE 102 - HOTEL MAINTENANCE / SEE 103 - RETAIL MANAGEMENT / SEE 104 - EVENT MANAGEMENT / SEE 105 - ENTREPRENUERSHIP DEVELOPMENT / SEE 106 - FACILITY PLANNING / SEE 107 - SKILL ENHANCEMENT FOR MEDIA & JOURNALISM IN HOSPITALITY (PRACTICAL)					
Teaching Scheme /Week		Examination Scheme			
Theory Hours	IA Marks	EA Marks	CA Marks	Total Marks	Credits
04	--	--	50	50	04

For Detailed Syllabus of SEE 101 - 107 kindly refer to Sem IV (Page No 122 - 136)