



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-Accredited by NAAC with
‘A’Grade**

**FOUR YEARS PROGRAMME IN
BACHELOR IN HOTEL
MANAGEMENT & CATERING TECHNOLOGY
(BHMCT)**

CHOICE BASED CREDIT SYSTEM

SYLLABUS

**To be implemented from the Academic Year
2018 - 2019**

BHARATI Vⁱ IDYAPEETH DEEMED UNIVERSITY, PUNE

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**(Established u/s 3 of the UGC Act, 1956 Vide Notification No. F.9-15/95-
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Faculty of Management

Syllabus for Bachelor in Hotel Management and Catering Technology BHMCT

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 postgraduate 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
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

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- 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 Hotel management and Catering Technology
Revised Course Structure to be implemented from 2018-2019

I. Title:

- a) **Name of the Programme:** Bachelor in Hotel Management and Catering Technology
- b) **Nature and Duration of Programme:** Full Time under Graduate Programme of 04 Years
(Approved by A.I.C.T. E)

II. Introduction:

Bachelor in Hotel Management and Catering Technology is a Full Time Four-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 of the Four years programme in hotel management and catering technology 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 Framework of the curriculum of BHMCT programme

1. The basic objectives of the **BHMCT** 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 **BHMCT** 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 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 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 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 skill development and attitudinal orientation in management education suggest that the institutions offering **BHMCT** programmes should have some freedom on course development in choosing methods of instructions and internal assessment in abroad frame world 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, class room discussion etc.

6. The External Assessment (University Examination) has a weightage of 60 percent.

This full time Three Year programme **BHMCT** has 8 semesters. Each semester has a total of 20 academic weeks of which 16 weeks's comprises instructional weeks.

V. Eligibility for Admission

Admission to the **BHMCT** 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 Bharati Vidyapeeth Deemed University
- ii) Submission of College Leaving/Transfer/ Migration Certificate and Anti Ragging Affidavit.

VI. Structure of the Programme

1. **BHMCT** is a four years programme divided into eight semesters.
2. A student of **BHMCT** programme must take 200 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 III **BHMCT** and in order to encourage participation in extra curricular activities which is aimed at developing an all rounded personality of the students.
4. After imparting general understanding of the hotel operations during the first two years of the academic programme, 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 fifth 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 third and fourth year of **BHMCT** 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 21 weeks in a classified hotel of 3-star category and above in the elected discipline of specialization during eight semesters with 21 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 **BHMCT** programme is given in Appendix I and Detailed Syllabus is given in Annexure II.

VII. Attendance

The students are required to have atleast 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 credits system, each course is defined in terms of expected learning outcomes. The study load (The average number of clock hours spent 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 **BHMCT** programme shall be 200 credits.

The courses in **BHMCT** 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.

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 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 there of.

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 intitue shall adminster 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/ContinuousAssessment will 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 Assesment and also a minimum of grade point of 5(40%marks) for Internal Assesment.

In order to pass in curses which are assessed on the bais 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/ContinuousAssessment of a course has to appear only for Internal Assesment /Continious Assesment as a backlog student and clear the head of passing to secure the Grade Point Average (GPA) required for passing. The performance of Inernal assessment and continuous assessment will be combined to obtain Grade Point Average for the course the weights for performance at External Assesment and Internal Assesment shall be 60 % and40 % respectively. Students can avail the verification/revaluation facility as per the prevailing policy, guidelines and norms of the University.

GradingSystem

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 Table1 below

| Range of Marks (out of 100) | GradePoint | 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 GPAverage 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 formula as shown in the Table2.

After computing the gradepoint, the grade can be found from Table1.

Table2: Formula to calculate Grade Point in individual evaluations.

| Range of Marks at the 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 overall 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.

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

ATKT Rules:

A student is allowed to keep term for semester III if he/she has a backlog of not more than eleven 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 ≤ CGPA ≤ 10.00 | O | Outstanding | 80 ≤ Marks ≤ 100 |
| 9.00 ≤ CGPA ≤ 9.49 | A+ | Excellent | 70 ≤ Marks ≤ 80 |
| 8.00 ≤ CGPA ≤ 8.99 | A | Very Good | 60 ≤ Marks ≤ 70 |
| 7.00 ≤ CGPA ≤ 7.99 | B+ | Good | 55 ≤ Marks ≤ 60 |
| 6.00 ≤ CGPA ≤ 6.99 | B | Average | 50 ≤ Marks ≤ 55 |
| 5.00 ≤ CGPA ≤ 5.99 | C | Satisfactory | 40 ≤ Marks ≤ 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.

| SEM | SUBJECT CODE | SUBJECT NAME | CHOICE | MARKS | | | | HOURS/WE EK | CREDITS |
|---------|-----------------------|---|------------|-------|----|----|-------|-------------|---------|
| | | | | 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 | 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 | 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 | 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) | | | | | | | |
| | | | 40 0 | 60 0 | -- | 1000 | 30 | 23 |

*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

| SEM | SUBJECT CODE | SUBJECT NAME | CHOICE | MARKS | | | | HOURS/WEEK | CREDITS |
|-----|-----------------|---|------------|-------|----|----|-------|------------|---------|
| | | | | IA | EA | CA | TOTAL | | |
| | DSC 201 | BASIC CONTINENTAL FOOD PRODUCTION (THEORY) | COMPULSORY | 40 | 60 | -- | 100 | 03 | 03 |
| | 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 | MANAGING HOUSEKEEPING OPERATIONS (THEORY) | COMPULSORY | 40 | 60 | -- | 100 | 02 | 02 |

| | | | | | | | | | |
|----|-----------|---|------------|------------|------------|----|------------|-----------|-----------|
| II | DSC 203A | MANAGING HOUSEKEEPING OPERATIONS (PRACTICAL) | COMPULSORY | 40 | 60 | -- | 100 | 02 | 01 |
| | DSC 204 | MANAGING FRONT OFFICE OPERATIONS (THEORY) | COMPULSORY | 40 | 60 | -- | 100 | 02 | 02 |
| | DSC 204 A | MANAGING FRONT OFFICE OPERATIONS (PRACTICAL) | COMPULSORY | 40 | 60 | -- | 100 | 02 | 01 |
| | 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 |
| | | | | 380 | 570 | | 950 | 31 | 22 |

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

| SEM | SUBJECT CODE | SUBJECT NAME | CHOICE | MARKS | | | | HOURS/WE EK | CREDITS |
|-----|--------------|---|------------|-------|----|----|-------|-------------|---------|
| | | | | IA | EA | CA | TOTAL | | |
| | DSC 301 | QUANTITY FOOD PRODUCTION & BASIC BAKING (THEORY) | COMPULSORY | 40 | 60 | -- | 100 | 04 | 04 |
| | DSC 301A | QUANTITY FOOD PRODUCTION & BASIC BAKING (PRACTICAL) | COMPULSORY | 40 | 60 | -- | 100 | 08 | 04 |
| | DSC 302 | INTRODUCTION TO BEVERAGE | COMPULSORY | 40 | 60 | -- | 100 | 03 | 03 |

| | SERVICE (THEORY) | RY | | | | | | | |
|------------|-----------------------------------|---|-----------------|-----------------|----|------------|-----------|-----------|----|
| III | DSC 302A | INTRODUCTION TO BEVERAGE SERVICE (PRACTICAL) | COMPULSO RY | 40 | 60 | -- | 100 | 02 | 01 |
| | DSC 303 | ALLIED HOUSEKEEPING FUNCTIONS(THEO RY) | COMPULSO RY | 40 | 60 | -- | 100 | 02 | 02 |
| | DSC 303A | ALLIED HOUSEKEEPING FUNCTIONS (PRACTICAL) | COMPULSO RY | 40 | 60 | -- | 100 | 02 | 01 |
| | DSC 304 | FRONT OFFICE ACCOUNTING (THEORY) | COMPULSO RY | 40 | 60 | -- | 100 | 02 | 02 |
| | DSC304 A | FRONT OFFICE ACCOUNTING (PRACTICAL) | COMPULSO RY | 40 | 60 | -- | 100 | 02 | 01 |
| | LEC 101 | HOTEL FRENCH (THEORY) | COMPULSO RY | 20 | 30 | -- | 50 | 03 | 03 |
| | LEC 101A | HOTEL FRENCH (PRACTICAL) | COMPULSO RY | 20 | 30 | -- | 50 | 04 * | 02 |
| | NC 101A | COMMUNITY SERVICE | ANY ONE** | -- | -- | -- | -- | 02 | 00 |
| | NC 102A | SPORTS ACTIVITIES | | | | | | | |
| | NC 103A | CULTURAL ACTIVITIES | | | | | | | |
| NC 104A | GENERAL INTEREST ACTIVITIES | | | | | | | | |
| | | | 36 0 | 54 0 | -- | 900 | 34 | 23 | |

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

** 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 | SUBJECT NAME | CHOICE | MARKS | | | | HOURS / WEEK | CREDITS |
|-----|-----------------|--------------------------------------|------------|-------|------------|-----------|------------|-----------------|-----------|
| | | | | IA | EA | CA | TOTAL | | |
| IV | DSC 401 (I) | INDUSTRY EXPOSURE & REPORT – I | COMPULSORY | -- | 120 | 80 | 200 | 54 | 37 |
| | | | | -- | 120 | 80 | 200 | 54 | 37 |

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

| SEM | SUBJECT CODE | SUBJECT NAME | CHOICE | MARKS | | | | HOURS/WE EK | CREDIT S |
|-----|-----------------|--|---------|-------|----|----|-------|----------------|-------------|
| | | | | IA | EA | CA | TOTAL | | |
| V | DSE 101 | LARDER (THEORY) | ANY ONE | 40 | 60 | -- | 100 | 04 | 04 |
| | DSE 102 | ALCOHOLIC BEVERAGES I | | | | | | | |
| | DSE 103 | (THEORY) ACCOMMODATI ON OPERATIONS (THEORY) | | | | | | | |
| | DSE 101A | LARDER (PRACTICAL) | | | | | | | |
| | DSE 102A | ALCOHOLIC BEVERAGES I | | | | | | 08 08* | 04 |

| | | | | | | | | | |
|--|-----------------|---|----------------|-----------------|-----------------|-----------|------------|-----------|-----------|
| | DSE 103A | (PRACTICAL) ACCOMMODATI ON OPERATIONS (PRACTICAL) | | | | | | 08* | 04 |
| | SEC 102 | ACCOUNTING SKILLS FOR HOTELS (THEORY) | COMPULSO RY | 40 | 60 | -- | 100 | 03 | 03 |
| | AEC 102 | RESEARCHING FOR HOSPITALITY & TOURISM MANAGEMENT (THEORY) | COMPULSO RY | 40 | 60 | -- | 100 | 02 | 02 |
| | AEC 102A | RESEARCHING FOR HOSPITALITY & TOURISM MANAGEMENT (PRACTICAL) | COMPULSO RY | 40 | 60 | -- | 100 | 08** | 04 |
| | AEC 103 | HOSPITALITY LAW (THEORY) | COMPULSO RY | 40 | 60 | -- | 100 | 03 | 03 |
| | AEE 101 -107 | SELECT FROM LIST | ANY ONE | -- | -- | 50** * | 50 | 04 | 04 |
| | | | | 24 0 | 36 0 | 50 | 650 | 32 | 24 |

*INCLUDES CLASS HOURS AS WELL AS HOURS SPENT IN PRACTICE OUTSIDE THE CLASS
STUDENTS OPTING FOR DSE 102 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 103 A MAY ENGAGE THEMSELVES IN PRACTICAL TRAINING / PART TIME
JOB / WITH REPUTED HOTELS
FOR MINIMUM 64 HOURS IN THE SEMESTER.

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

***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 | TOTAL | | |
| VI | DSE 201 | REGIONAL CUISINES OF INDIA (THEORY) | ANY ONE | 40 | 60 | -- | 100 | 04 | 04 |
| | DSE 202 | ALCOHOLIC BEVERAGES II (THEORY) | | | | | | | |
| | DSE 203 | TRENDS IN HOUSEKEEPING (THEORY) | | | | | | | |
| | DSE 201A | REGIONAL CUISINES OF INDIA (PRACTICAL) | ANY ONE* | 40 | 60 | -- | 100 | 08 | 04 |
| | DSE 202A | ALCOHOLIC BEVERAGES II (PRACTICAL) | | | | | | 08* | 04 |
| | DSE 203A | TRENDS IN HOUSEKEEPING (PRACTICAL) | | | | | | 08* | 04 |
| | SEC 103 | TOURISM OPERATIONS (THEORY) | COMPULSORY | 40 | 60 | -- | 100 | 03 | 03 |
| DSCP | PROJECT WORK | COMPULSORY | 40 | 60 | -- | 100 | 12** | 06 | |
| AEC 104 | HOSPITALITY MARKETING (THEORY) | COMPULSORY | 40 | 60 | | 100 | 03 | 03 | |
| SEE 101-107 | SELECT FROM LIST | ANY ONE | -- | -- | 50** * | 50 | 04 | 04 | |

| | | | | | | | | | |
|--|--|--|--|---------|---------|----|-----|----|----|
| | | | | | | | | | |
| | | | | 20 0 | 30 0 | 50 | 550 | 34 | 24 |

*INCLUDES CLASS HOURS AS WELL AS HOURS SPENT IN PRACTICE OUTSIDE THE CLASS
STUDENTS OPTING FOR DSE 202 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 203 A MAY ENGAGE THEMSELVES IN PRACTICAL TRAINING / PART TIME
JOB / WITH REPUTED HOTELS FOR MINIMUM 64 HOURS IN THE SEMESTER

.** INCLUDES CLASS HOURS AS WELL AS HOURS SPENT OUTSIDE THE CLASS FOR PROJECT RELATED
WORK

***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/WEE K | CREDIT S |
|-----|----------------------------------|---|----------------|-------|----|----|-------|------------------|----------------|
| | | | | IA | EA | CA | TOTAL | | |
| VII | DSE 301 DSE 302 DSE 303 | SELECT FROM THE LIST | ANY ONE | 40 | 60 | -- | 100 | 04 | 04 |
| | DSE 301A DSE 302A DSE 303A | | ANY ONE | 40 | 60 | -- | 100 | 08 08* 08* | 04 04 04 |
| | SEC 104 | APPLICATION OF COMPUTERS IN HOTELS (THEORY) | COMPULSOR Y | 20 | 30 | -- | 50 | 02 | 02 |
| | SEE104 A | APPLICATION OF COMPUTERS IN HOTELS | COMPULSOR Y | 40 | 60 | -- | 100 | 04 | 02 |

| | | | | | | | | | |
|--------------|------------------------------------|-------------|------------|------------|-----------|------------|-----------|-----------|--|
| | | (PRACTICAL) | | | | | | | |
| AEC 105 | HUMAN RESOURCE MANAGEMENT (THEORY) | COMPULSORY | 40 | 60 | -- | 100 | 03 | 03 | |
| AEC 106 | TOTAL QUALITY MANAGEMENT (THEORY) | COMPULSORY | 40 | 60 | -- | 100 | 03 | 03 | |
| AEE 101 -107 | SELECT FROM LIST (THEORY) | ANY ONE | -- | -- | 50* * | 50 | 04 | 04 | |
| | | | 220 | 330 | 50 | 600 | 28 | 22 | |

*INCLUDES CLASS HOURS AS WELL AS HOURS SPENT IN PRACTICE OUTSIDE THE CLASS
 STUDENTS OPTING FOR DSE 302 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 303 A 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

LIST OF DISCIPLINE SPECIFIC ELECTIVE COURSE (THEORY)

- DSE 301 ADVANCED FOOD PRODUCTION & KITCHEN MANAGEMENT (THEORY)
- DSE 302 FOOD & BEVERAGE OPERATIONS & MANAGEMENT (THEORY)
- DSE 303 ACCOMMODATION MANAGEMENT (THEORY)

LIST OF DISCIPLINE SPECIFIC ELECTIVE COURSE (PRACTICAL)

- DSE 301 A ADVANCED FOOD PRODUCTION & KITCHEN MANAGEMENT (PRACTICAL)
- DSE 302 A FOOD & BEVERAGE OPERATIONS & MANAGEMENT (PRACTICAL)
- DSE 303 A ACCOMMODATION MANAGEMENT (PRACTICAL)

| SEM | SUBJECT CODE | SUBJECT NAME | CHOICE | MARKS | | | | HOURS | CREDITS |
|------|-----------------|---------------------------------------|---------|-------|-----|------|-------|-------|---------|
| | | | | IA | EA | CA | TOTAL | | |
| VIII | SEE 101- 107 | SELECT FROM LIST | ANY ONE | - | - | 50** | 50 | 04 | 04 |
| | DSE 401 I | INDUSTRY EXPOSURE & REPORT – II | ANY ONE | - | 120 | 80 | 200 | 54 | 21 |
| | | | | | | | | | |
| | | | | - | 120 | 80 | 250 | 54 | 25 |

*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 UNDERTAKE 11 WEEKS OF INDUSTRIAL EXPOSURE WITH ANY REPUTED HOSPITALITY ORGANISATION

LIST OF ABILITY ENHANCING ELECTIVE COURSES

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

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 |
| 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 | Pengiu 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 20 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 | Mise – en- place | Crumb Down |
| Fast Food | Deferred Wash | Waiter’s Friend |
| Take Away | Aboyer | Café Complet |
| Gastrodome | Bus Boy | Still Set |
| Gastropubs | Sommelier | Evian |
| Table Service | Gueridon Service | Still Room |
| Silver Service | Russian Service | Café Simple |
| English Service | Americain Service | EPNS |
| Dummy Waiter | Drive- In | Industrial Catering |
| Mise –en –scene | Food Court | ODC |
| Tray Jack | Kiosk | Bistro |
| Off Board | Drive Through | Brasserie |
| Hot Plate | Echelon | Self service |
| Chef d’etage | Carvery | Assited Service |
| Single Point Service | Transport Catering | Maitre d’hotel |
| In Situ Service | Welafare Catering | Chef de rang |
| Debarrasseur | Perrier | Barista |
| Still Room | EPOS | Polivit |
| Carte du jour | Tisane | Cover |
| Demi Chef de Rang | Station | Commis de Rang |

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 |
|---|-------------------------|----------------|---------------------|

| 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 |

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)

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

| SUBJECT CODE: DSC103 | | | | | |
|--|--------------------|----------|----------|-------------|---------|
| 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

| | | |
|----------------------|---------------------|-----------------|
| 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 | Dustette | Dust ruffle |
| Disinfectants | Drugget | Jewelers' rouge |
| Dutch wife | Vanity unit | Dust sheet |
| Shoe mitt | Johnny mop | Tent card |
| Squeegee | Upholstery | Deodorizers |
| Lint | Glass cloth | Swab |
| Wringer mop | Foot fold | Feather brush |
| Scrim | Orthodox cleaning | Linen chute |
| Block cleaning | Turndown service | Re-sheeting |
| Mitring | Damp dusting | Spring cleaning |
| Second service | Team cleaning | Jacuzzis |
| Sauna | Powder room | |

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 | | | | |
| Practical hours | IAMarks | EAMarks | CA Marks | TotalMarks | Credits |
| 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 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.

6. Cleaning of Glass surfaces

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

7. Polishing of Wooden surfaces

- Cleaning and polishing of wooden surfaces sand papering and French polishing, Waxpolishing, 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, theme, clientele, length of stay, facilities, ownership) | | |
| Chapter 2 | Front office Organisation | 06 | 10 |
| 2.1 | Introduction to Front office Department | | |
| 2.2 | Layout of Front office Department | | |
| 2.3 | Equipment's used in Front office department. | | |
| 2.4 | Essential Attributes and Qualities of Front Office staff | | |
| 2.5 | Organizational Chart of Front office department in hotels (Large, Medium, Small) | | |
| 2.6 | 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 | | |
| 3.5 | Types of 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 desk 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 department , Accounts department, Human Resource department) | | |

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 KasavannaRichard 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 | IAMarks | EAMarks | CAMarks | TotalMarks | 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

- Country, Capital, Currencies & Airlines
 - India – States and Capitals
 - 10 Tourist destination of Maharashtra
 - 10 Tourist destination of India
 - Metro cities information (Location, Shopping, Facilities, Restaurants, Places of interest, Historical Monuments)
 - 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 | | |
| Chapter 10 | 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 (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 students to the communication and presentation skills needed by hospitality professional

| | | 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 logbook | | |
| 3.4 | Paragraph structure | | |
| 3.5 | Report writing (incidents, visits) | | |
| 3.6 | Memos, notices, circulars | | |
| 3.7 | Notes Making | | |

REFERENCE BOOKS

| Sr.No | Name of the Book | Author | Publisher |
|--------------|--|--------------------------------------|----------------------------|
| 1 | TechnicalCommunication Principlesand Practice | MeenakshiRamanan, Sangeeta Sharma | Oxford University Press |
| 2 | Technicalcommunication | Urmila Rai & S.M Rai, | Himalaya Publication |
| 3 | Essentials of Technical Communication | Sunil Gokhale | Himalaya Publication |
| 4 | EnglishGrammar & Composition | Wren & Martin | Orient Longman |

SUBJECTCODE: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 |

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 Bodylanguage 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: 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 |
|-----------------|---|-----------|-----------|
| Chapter1 | INTRODUCTION | 10 | 12 |
| 1.1 | Alphabet | | |
| 1.2 | Accents | | |
| 1.3 | Articles:Definite,Indefinite, | | |
| 1.4 | Partitive and contracted articles | | |
| 1.5 | Subject Pronouns | | |
| 1.6 | Basic greetings | | |
| 1.7 | Vocabulary related to classroom | | |
| 1.8 | Cardinal Numbers (0-100) & Ordinal Numbers | | |
| 1.9 | Time,days of a week, months 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.firir) | | |
| 2.4 | Conjugation of third regular group '-re'(ex.attendre) | | |
| 2.5 | Conjugation 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 related to family | | |
| 4.3 | Hobbies,daily routine | | |
| Chapter5 | At work | 01 | 08 |
| 5.1 | Professions | | |
| 5.2 | Vocabulary related to professions | | |
| Chapter 6 | Translation | 04 | 10 |
| 6.1 | English to French | | |
| 6.2 | French to English | | |

REFERENCEBOOKS

| Sr.No. | Name of the Book | Author | Publisher |
|---------------|--|-------------------------------|------------------------------|
| 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 |

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, 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. 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 equivalents 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 Potato Hashed Brown Jacket Baked | | |
| 8.2 | Cooking Rice. - Boiling & steaming, Reheating. | | |
| 8.3 | Pasta – Varieties and Cooking of Pasta. | | |

| Chapter 9 | Culinary Terms | 06 | 04 |
|------------------|--|--|---|
| 9.1 | Bain Marie Blend Caramel Consommé Court Bouillon Beurre Manie Concasse Hors d'œuvre Mis – en- Place Paysanne Poach Ragout Simmer Infusion Bisque Fricasse Barbeque Beurre Noir Maitre – d- hotel butter | Appetizer Blanched Bouillon Dough Cutlet Fumet Liason Julienne Marinate Paner Puree Potage Royale Au gratin Macedione Pare Croutons Espagnole | Baste Bouquet garni Garniture Estouffade Garnish Glaze Mire Poix Knead Matignon Parboil Sabayon Roux Stew Sear Zest Souffle Printaniere Brunoise |

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 | Pengiu 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 20 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 |
| Aboyer | Off Board | EPOS |
| Deffered 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 | Accompaniments |

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 |

- 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 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

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 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 and sizes of Linen | | |
| 3.3 | Calculation of Linen requirement | | |
| 3.4 | Discard management | | |
| 3.5 | Issue & exchange of uniforms | | |
| 3.6 | 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 | OPL |
| Light linen | Linen Par | Sizing |
| Seersucker | Selvedge | Suds |
| Soft furnishing | Stock taking | Thread count |
| Tensile strength | Togs | Gaberdine |
| Drill | Dungarees | Seams |
| Toque | Darning | Dry cleaning |
| Shirring | Thimbles | Selvedge |
| Weft | Warp | Flannelette |
| Thread count | Flax | Napery |
| Mercerization | Saniforization | Seersucker |
| Napping | Pile weave | Sericulture |
| Yarn | Spining | Bleach |
| Felt | Weighting | Absorbents |
| Hydro extractor | Tumble dryer | Flat bed press |
| Suzie | Discard/ Condemned linen | |

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 | E L B S |
| 4 | Accommodation Management | Rosemary Hurst | Heinemann publishing |
| 5 | Accommodation Management | Rosemary Hurst | Heinemann publishing |

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**
- 2. Various forms, formats maintained at control desk**
- 3. Linen Room inventory**
- 4. Monogramming**
Monogramming of linen and uniforms using chain stitch and satin stitch
- 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.

ASSIGNMENTS

- 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:SEC 101 | | | | | |
|---|--------------------|----------|---------|-------------|---------|
| SUBJECT : PERSONALITY SKILLS FOR HOPITALITY INDUSTRY | | | | | |
| 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 ,Proxemicsand Chronemics | | |
| Chapter 4 | Personality profile and Self development | 06 | 12 |
| 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 | Set of values 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 | | |
| 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

| 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 causes stress though 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 industry

SEMESTER– III

| SUBJECT CODE:DSC 301 | | | | | |
|--|--------------------|----------|----------|-------------|---------|
| SUBJECT:QUANTITY FOOD PRODUCTION & 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 & 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 also provides a detailed understanding of meat cookery.

| | | Hours | Marks |
|------------------|--|-----------|-----------|
| Chapter 1 | Quantity Food Equipments | 06 | 06 |
| 1.1 | Selection criteria | | |
| 1.2 | Classification, Use, Care & Maintenance Of following equipments: Cooking Equipments – range, oven, salamander, grill, griddle, rotisserie, deefryer, tilting pan, steam jacket kettle, tandoor, steam cooker. Processing equipments-Mixer, food cutter, Food Processor, food grinder, potato peeler. Holding & storage equipments-Steam table,bain marie, Over head infrared lamp, refrigerator, walk in cooler, deep freeze | | |
| Chapter 2 | Introduction to Catering Industry | 06 | 08 |
| 2.1 | Types of catering establishments | | |
| 2.2 | Commercial catering- Hotels & Restaurants | | |
| 2.3 | Institutional catering- Hospital, School, College | | |
| 2.4 | Industrial catering- importance,types of management & functioning | | |
| 2.5 | Transport catering- Air, Sea, Railway | | |
| 2.6 | Outdoor catering | | |
| Chapter 3 | Kitchen Layout | 06 | 06 |
| 3.1 | Factors to be considered when planning a kitchen | | |
| 3.2 | General layout of quantity kitchen- institutional kitchen, industrial kitchen, Flight, Kitchen, Five star deluxe hotel kitchen. | | |
| Chapter 4 | Menu Planning | 06 | 08 |
| 4.1 | Types of menu | | |

| | | | |
|------------------|---|-----------|-----------|
| 4.2 | Principles of menu planning | | |
| 4.3 | Planning of menus for various catering establishment | | |
| Chapter 5 | Food & Nutrition | 04 | 04 |
| 5.1 | Food Pyramid- Importance of balanced diet | | |
| 5.2 | Points to be considered while preparing healthful meals | | |
| Chapter 6 | Elements of Costing | 08 | 06 |
| 6.1 | Objectives of Food cost Control | | |
| 6.2 | Understanding Material cost, Labour cost, Overheads, Total cost. | | |
| 6.3 | Food Cost calculation: Gross Profit, Net Margin, Net Profit. | | |
| Chapter 7 | Ingredients Used in Bakery | 04 | 08 |
| 7.1 | Flour- Functions | | |
| 7.2 | Sugars- Functions | | |
| 7.3 | Fats-Types, Functions | | |
| 7.4 | Milk& milk products- Functions, guideline for usage | | |
| 7.5 | Eggs- Functions, guidelines for usage | | |
| 7.6 | Leavening agents- - Functions, guideline for usage | | |
| 7.7 | Fruits and nuts-Types, Functions | | |
| 7.8 | Salt-Functions, guidelines for usage | | |
| 7.9 | Spices & Flavouring- Types, Functions. | | |
| 7.10 | Chocolate & Cocoa- Types, Functions, guideline for usage | | |
| Chapter 8 | Basic Principles of Baking | 08 | 14 |
| 8.1 | Formulas and Measurements- Baker's Percentage | | |
| 8.2 | Baking process | | |
| 8.3 | Steps in bread making | | |
| 8.4 | Make up methods of cookies- Rolled, Dropped, Moulded, Bagged and Ice box | | |
| 8.5 | Cake making Methods- Sugar Batter, Flour Batter, Boiling, Sugar water, All in one | | |
| 8.6 | Faults – Bread, Cake and cookies | | |

REFERENCE BOOKS

| | | | |
|----|---|-----------------------------------|---|
| 1 | Modern Cookery for Teaching & Trade. Volume I | Thangam E. Philip | Orient Longman Ltd. Mumbai |
| 2 | Food Commodities | Bernard Davis | William Heinmen Ltd. London |
| 3 | Prasad Cooking with Indian Masters | J. Indersingh & Pradeep Das Gupta | Allied Publishers Ltd., New Delhi |
| 4 | Introduction to Catering Management | John fuller | John Wiley & Sons N.Y |
| 5 | Theory of Catering | Kinton Ceserani | ELBS |
| 6 | Food & Beverage Management | Bernard Davis, Shally Stone | William Heinmen Ltd. London |
| 7 | Theory of Cookery | Krishna Arora | Frank Bros & Co. Ltd. New Delhi |
| 8 | Practical Cookery | Kinton Ceserani | ELBS |
| 9 | Menu Planning | John Kivela | Hospitality Press |
| 10 | Food and Beverage Controls | Richard Kotas & Davis Bernard | International, Text Book Co. Ltd, Glasgow |
| 11 | Food & Beverage Costing | Jagmohan Negi | Himalaya Publishing |
| 12 | Basic Baking | S.C.Dubey | The Society of Indian Bakers |
| 13 | Understanding Baking | Joseph Amendola & Donald Lundberg | John Wiley & Sons, N.Y |
| 14 | Professional Baking | Wayne Gisselen | John Wiley & Sons, N.Y |

| SUBJECT CODE:DSC 301 A | | | | | |
|---|--------------------|----------|----------|-------------|---------|
| SUBJECT:QUANTITY FOOD PRODUCTION & 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 10 menus to be conducted in Quantity Kitchen.
Menus should comprise of 08 Indian menus for Industrial and Institutional purpose and 02 snacks menus.
- Minimum 10 Bakery practicals to be conducted and should include atleast 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:INTRODUCTION TO BEVERAGE SERVICE (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 various fermented & distilled alcoholic beverages such as wines, aperitifs, spirits, liqueurs & bitters.

| | | Hours | Marks |
|------------------|--|-----------|-----------|
| Chapter 1 | Non Alcoholic Beverages | 10 | 20 |
| 1.1 | Classification | | |
| 1.2 | Hot Beverages- Types, Production and Service | | |
| 1.3 | Cold Beverages- Types, Production and Service | | |
| Chapter 2 | Aperitifs | 04 | 04 |
| 2.1 | Defination | | |
| 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 | | |
| 3.4 | 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 | Introduction to Other Beverages | 06 | 06 |
| 6.1 | Arrack, Aquavit, Schnapps, Fruit Brandies, Pastis, Kirsch | | |
| 6.2 | Feni, Calvados, Korn, Doppelkorn, Cordials | | |
| Chapter 7 | Introduction to Liqueur | 03 | 05 |
| 7.1 | Introduction , Manufaturing | | |
| 7.2 | Types | | |
| 7.3 | Brands | | |
| Chapter 8 | Introduction to Bitter | 03 | 04 |
| 8.1 | Introduction, Manufacturing | | |
| 8.2 | Types | | |
| 8.3 | Brands | | |
| Chapter 9 | Tobacco | 03 | 05 |
| 9.1 | Introduction to Tabacco | | |
| 9.2 | Types of Tobacco | | |
| 9.3 | Manufaturing of Tobacco | | |
| 9.4 | Cigar and Cigarettes | | |
| 9.5 | Brands | | |
| 9.6 | Service | | |

Glossary of Terms

| | | |
|-----------------|-------------------------|---------------------------|
| Perrier | Angostura Bitters | Amer Picon |
| Underberg | Fernet Branca | Campari |
| Pernod | Aperitif | Unicorn |
| Pastis | Bitters | Malt |
| Grist | Kilning | Draft beer |
| Wort | Hops | Weissbier / Weizenbier |
| Mash | Lager | Cider |
| Mash –Tun | Ale | Perry |
| Brewing | Stouts | Sake |
| Micro – brewery | Porter | Calvados |
| Hops | Bottle-conditioned beer | Esters |

REFERENCE BOOKS

| Sr.No. | Name of the Book | Author | Publisher |
|---------------|---|---------------------------------|----------------------------|
| 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 Mc Graw Hill |
| 4 | The Restaurant (from Concept to operation) | John Walker, Donald Lundberg | John Wiley & Sons |
| 5 | The Beverage Book | Duncan & Cousins | Hodder & Stoughton |
| 6 | Professional Guide to Alcoholic Beverages | Lipinski | Van Nostrand Reinhold |
| 7 | Oxford Companion to Wines | Jancis Robinson | Oxford University Press |

| SUBJECT CODE:DSC 302 | | | | | |
|--|--------------------|----------|----------|-------------|---------|
| SUBJECT:INTRODUCTION TO BEVERAGE SERVICE (PRACTICAL) | | | | | |
| Teaching Scheme/Week | Examination Scheme | | | | |
| Theory Hours | IA Marks | EA Marks | CA Marks | Total Marks | Credits |
| 04 | 40 | 60 | - | 100 | 04 |

| Sr.no | Topic |
|-------|---|
| 1 | Types of Glassware used in beverage Service |
| 2 | Service of Non Alcoholic Beverages (Hot & Cold) |
| 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 |
| 13 | Compiling a Wine & other drink list |
| 14 | Service of Cocktails |
| 15 | Types of bitter and service of bitter & other alcoholic beverages |
| 16 | Service of Cigar & Cigar |

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
- 5)Prepare a wine & other alcoholic beverages list.
- 6)List & give recipe of 10 cocktails of different base : Vodka, Rum, Tequila, Brandy, Whisky

| SUBJECT CODE:DSC 303 A | | | | | |
|---|--------------------|----------|----------|-------------|---------|
| SUBJECT: ALLIED HOUSEKEEPING FUNCTIONS (THEORY) | | | | | |
| Teaching Scheme/Week | Examination Scheme | | | | |
| Practical Hours | IA Marks | EA Marks | CA Marks | Total Marks | Credits |
| 02 | 40 | 60 | | 100 | 01 |

Rationale

The Subject aims to establish the importance of housekeeping operations and its role in the hospitality industry. It also prepares the student to acquire knowledge of the operational aspects in housekeeping.

| | | Hours | Marks |
|------------------|--|-----------|-----------|
| Chapter 1 | Hospitality and Flower Arrangement | 06 | 12 |
| 1.1 | Concept and importance | | |
| 1.2 | Principles, Types and Shapes of flower arrangement | | |
| 1.3 | Types of Indoor and Outdoor plants used in hotels | | |
| 1.4 | Tools, equipments and accessories used in horticulture and flower arrangements | | |
| 1.5 | Conditioning of plant material | | |
| Chapter 2 | Pest Control | 04 | 08 |
| 2.1 | Types of Pest | | |
| 2.2 | Preventive and control measures | | |
| Chapter 3 | Contract Cleaning | 04 | 08 |
| 3.1 | Definition, concept | | |
| 3.2 | Jobs given on contract by Housekeeping | | |
| 3.3 | Advantages and disadvantages | | |
| 3.4 | Pricing of Contracts | | |
| Chapter 4 | Safety and Security Processes | 06 | 10 |
| 4.1 | Safety of guest and guest property | | |
| 4.2 | Safety of hotel property and 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, cleaning agents and cleaning equipments | | |
| Chapter 6 | Housekeeping Stores | 06 | 10 |
| 6.1 | Store requisition | | |
| 6.2 | Issuing and control of materials | | |
| 6.3 | Inventory Control and 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 | NonRecycled | Store indent |
| inventory items | inventory items | Lead time |
| Purchase order | Stores requisition | Pass key |
| Grand master key | Emergency key | Floor master key |
| Contract | Stocktaking | Outsourcing |
| Charge Back | Contract Specification | |

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 | 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 303 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 fo 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 contract
9. Pest control demonstration.
10. Standard operating Procedure at housekeeping
 - Handing of keys
 - Safety of Guests & Guests 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.
2. Presentation on assignments with the use of Audio Visual aids

| SUBJECT CODE:DSC 304 | | | | | |
|---|--------------------|----------|----------|-------------|---------|
| SUBJECT: FRONT OFFICE ACCOUNTING (THEORY) | | | | | |
| Teaching Scheme/Week | Examination Scheme | | | | |
| Theory Hours | IA Marks | EA Marks | CA Marks | Total Marks | Credits |
| 02 | 40 | 60 | | 100 | 0 |

Rationale

It 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 related to front office accounting.

| | | 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 | Objective of credit control | | |
| 2.2 | Hotel credit control policy | | |
| 2.3 | Credit control measures at check-in | | |
| 2.4 | Credit control measures during occupancy | | |
| | Credit control measures at check out and after | | |
| 2.5 | 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 | | |
| 3.2 | Occupancy % House Count, House Position, etc. | | |

| | | | |
|------------------|---|-----------|-----------|
| 3.3 | Reports – DRR, Revenue Report, Daily Occupancy Report | | |
| Chapter 4 | Night Auditor | 04 | 10 |
| 4.1 | Concept of Night Audit & Role of Night Auditor | | |
| 4.2 | Night Auditors 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 Terms

| | | |
|-------------------------------|--------------|-----------------------|
| ARR | Rev Par | Yield |
| ARG | DRR | Re-capitulation sheet |
| Transcript | High Balance | High Debt |
| House count | City Ledger | House limit |
| Overstay | No show | Understay |
| Stayover | CashPaid out | Rule of Thumb |
| Hubbart's Formula Forecasting | | |
| Management Account | | |
| Market Condition approach | | |

REFERENCE BOOKS

| Sr no | Name of the Book | Author | Publication |
|-------|--|--------------------------|-------------------------|
| 1 | Hotel Front Office Operations & Management | Sudhir Andrews | Tata McGraw Hill |
| 2 | Check – in Check – out | Jerome Vallen | WMC Brown Jowa |
| 3 | Principles of Hotel Front Office | Sue Baker, P. Bradley, | Continuum |
| 4 | Hotel Front Office | Bruce Graham Stanley | Thornes |
| 5 | Managing Front Office operations | Michael Kasavanna | 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 | OziD’Cunha | Dickey Enterprises |

| SUBJECT CODE:DSC 304 A | | | | | |
|---|---------------------------|-----------------|-----------------|--------------------|----------------|
| SUBJECT: FRONT OFFICE ACCOUNTING (PRACTICAL) | | | | | |
| Teaching | Examination Scheme | | | | |
| Theory Hours | IA Marks | EA Marks | CA Marks | Total Marks | Credits |
| 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 Auditors 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 dealing with guest problems

Role play of situations pertaining to guest problems and emergency situations like bomb, terrorist attack, fire, death 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: LEC 101 | | | | | |
|--------------------------------------|----------|--------------------|----------|-------------|---------|
| SUBJECT: HOTEL FRENCH(THEORY) | | | | | |
| Teaching | | 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 |
|------------------|--|--------------|--------------|
| Chapter1 | 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 classroom | | |
| 1.7 | Cardinal Numbers (0-100) & Ordinal Numbers | | |
| 1.8 | Time,days of a week, 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.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 exaples of each course & meanings in brief | | |
| 3.4 | Wines <ul style="list-style-type: none"> • Wine of France • Wine Terminology | | |

| | | | |
|------------------|--|-----------|-----------|
| 3.5 | <ul style="list-style-type: none"> • Reading a wine label • Wine regions French Cheese | | |
| Chapter 4 | Kitchen | 10 | 12 |
| 4.1 | Equivalents of 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 | | |
| 4.5 | English | | |
| 4.6 | Recipe of any five basic food preparations (Cream of Tomato, Egg Omelette, Salad, Cake, Grilled Chicken) Translation of recipe from French to English | | |
| Chapter 5 | House keeping | 01 | 04 |
| 5.1 | Vocabulary related Guest room 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

| Sr.No. | Name of the Book | Author | Publisher |
|--------|--|-------------------------------|------------------------------|
| 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.

- 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 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 House keeping and Front Office
- 15 Questions & Answers, Dialogues related to House keeping
- 16 Question & Answers, Dialogues related to Front Office

SEMESTER IV
Industrial Training

| 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 | 37 |

In the Fourth 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 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 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.

SEMESTER V

| SUBJECT CODE:DSE 101 | | | | | |
|--------------------------|--------------------|----------|----------|-------------|---------|
| SUBJECT: LARDER (THEORY) | | | | | |
| Teaching Scheme/Week | Examination Scheme | | | | |
| Training 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.

| | | Hours | Marks |
|------------------|--|-----------|-----------|
| Chapter 1 | Le Garde Manger | 06 | 08 |
| 1.1 | Definition | | |
| 1.2 | Functions of larder department | | |
| 1.3 | Breakdown of larder department | | |
| 1.4 | Responsibilities of Chef Grade Manger | | |
| 1.5 | Larder Control | | |
| 1.6 | Liason with Kitchen and Pastry department | | |
| 1.7 | Layout of larder in a hotel | | |
| 1.8 | Equipments and tools used in larder department | | |
| Chapter 2 | Horsd' oeuvres | 02 | 06 |
| 2.1 | Types of horsd' oeuvres: Hot and Cold-Canapes, Cocktails relishes | | |
| 2.2 | Miscellaneous horsd' oeuvres-Antipasto, Bruschetta, Tapas, Amusebouche | | |
| Chapter 3 | Sandwiches | 02 | 06 |
| 3.1 | Composition | | |
| 3.2 | Types –Hot & Cold | | |

| | | | |
|------------------|--|-----------|-----------|
| Chapter 4 | Curing and Smoking | 04 | 04 |
| 4.1 | Ingredients used for curing foods | | |
| 4.2 | Curing methods | | |
| 4.3 | Smoking | | |
| Chapter 5 | Charcuterie | 08 | 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 | 08 |
| 6.1 | Duties and responsibilities of Chef du Froid | | |
| 6.2 | Aspic – Definition, function and types | | |
| 6.3 | Chaufroid-definitions, types | | |
| 6.4 | Using aspic jelly and chaufroid sauce | | |
| 6.5 | Pate and Terrines-definition, preparation and difference | | |
| 6.6 | Gallantine and Ballotine- definition, preparation and difference | | |
| 6.7 | Mousse and Mouselline- definition, preparation and difference | | |
| 6.8 | Assembly of cold buffet | | |
| 6.9 | Smorgasbord | | |
| Chapter 7 | Creams, Custard, Puddings and Frozen Desserts | 04 | 04 |
| 7.1 | Basic Custard | | |
| 7.2 | Pastry cream- definition, preparation and variations | | |
| 7.3 | Pudding types | | |
| 7.4 | Bavarians, Chiffons, Mousses and Souffles | | |
| 7.5 | Frozen desserts-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 | | |
| | Foie Gras | Jardiniere | Nori | Jus-lie | | |
| | Meringue | Navarin | Papillote | Parfait | | |
| | Praline | Provencale | Quenelle | Quiche | | |
| | Rataouille | Timbale | Darois | Crudite | | |
| | Forcemeat | Rollmops | Frizzling | Baba | | |
| | Kedergree | Rasping | Jambonnette | Fleuron | | |
| | Crepinetts | Tournedos | Zakuski | Matellote | | |
| | Civet | Tournedos | Zakuski | Taboulleh | | |
| | Macerate | Gnocchi | Sippets | Tripe | | |
| | Muesli | Neige | Pastillage | Dashi | | |
| | Bombe | Compote | Tapenade | Zabaglione | | |
| | Lardons | Panache | Piquante | Baron | | |
| | Sauerkarat | Salsa | Daube | Shaslik | | |
| | Blanquette | Sundae | Crepes | Falafel | | |
| | Qubus | Moussaka | Paella | Truffles | | |
| | Baveuse | Waffles | Blackpudding | | | |
| Chaper 9 | Meat Cookery and Poultry | | | | 12 | 12 |
| 9.1 | Composition & structure | | | | | |
| 9.2 | Quality of meat | | | | | |
| 9.3 | Factors affecting flavor and tenderness | | | | | |
| 9.4 | Cooking of meat | | | | | |
| 9.5 | Selection, cuts, approximate weight and methods of cooking of the following: Lamb, Pork, Beef, Veal | | | | | |
| 9.6 | Poultry- Selection, cuts and uses | | | | | |

REFERENCE BOOKS

| Sr.No. | Name of the Book | Author | Publisher |
|--------|----------------------|----------------|------------------------|
| 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 | |
| 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 & Management | John Fuller & David Kirk | Heinemann, Butterworth |
| 9 | Classical Food Preparation & Presentation | W.K.H.Bode | Batsford |

| | | | | | |
|------------------------------------|--------------------|----------|----------|-------------|---------|
| SUBJECT CODE:DSE 101A | | | | | |
| SUBJECT: LARDER (PRACTICAL) | | | | | |
| Teaching Scheme/Week | Examination Scheme | | | | |
| Training Hours | IA Marks | EA Marks | CA Marks | Total Marks | Credits |
| 08 | 40 | 60 | - | 100 | 04 |

Minimum 20 practicals of Advanced Continental menus to be conducted.

Menus may be designed so as to cover classical appetizers, soups, sandwiches, main course, accompaniments, salads and desserts relevant to the theory covered in classroom sessions.

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-I (THEORY) | | | | | |
| Teaching Scheme/Week | Examination Scheme | | | | |
| Training Hours | IA Marks | EA Marks | CA Marks | Total Marks | Credits |
| 04 | 40 | 60 | - | 100 | 04 |

Rationale :

The students will gain comprehensive knowledge about various types of wines, aperitifs and beers.

| | | Hours | Marks |
|------------------|--|-----------|-----------|
| Chapter 1 | Alcoholic Beverages | 16 | 16 |
| 1.1 | Introduction to alcoholic beverages | | |
| 1.2 | Manufacturing process- Fermentation, Distillation and Brewing | | |
| 1.3 | Classification of alcoholic beverages- Wines, Spirits and Brewed beverages | | |
| 1.4 | Aperitifs- Wine based and spirit based | | |
| 1.5 | Liqueurs- digestifs and after meal drinks | | |
| Chapter 2 | Fermented Alcoholic Beverages | 16 | 16 |
| 2.1 | Wines | | |
| 2.2 | Viticulture and its methods, wine diseases | | |
| 2.3 | Vinification –Still, Sparkling, Natural, Fortified and Aromatized wines. | | |
| 2.4 | Wines of France, Italy, Spain, Africa, Australia, USA and India | | |
| 2.5 | Food and wine Harmony | | |
| 2.6 | Wine Glasses and equipments | | |
| 2.7 | Storage and service of wine | | |
| 2.8 | BOT and Beverage Control | | |
| Chapter 3 | Brewed Beverages- Beer | 16 | 16 |
| 3.1 | Manufacturing process of beer | | |
| 3.2 | Types of Beer- Bottled, Canned and Draught | | |
| 3.3 | Famous Brands- International and Indian | | |
| 3.4 | Other Fermented and Brewed beverages- Cider, Perry | | |
| 3.5 | Sake | | |

| | | | |
|------------------|--|-----------|-----------|
| 3.6 | Glassware and equipments | | |
| 3.7 | Service of Beer | | |
| Chapter 4 | Tobacco | 08 | 06 |
| 4.1 | Cigar and Cigarettes | | |
| 4.2 | Types of Cigar and production of cigars | | |
| 4.3 | Cigar- strength and sizes | | |
| 4.4 | Brand names, Storage and service | | |
| Chapter 5 | Bitters | 08 | 06 |
| 5.1 | Introduction- Types and Classification of bitters. | | |
| 5.2 | Manufacturing of bitters. | | |
| 5.3 | Brands, use and service of bitters. | | |

Glossary of Terms

| | | |
|-----------------------|-----------------|--------------------|
| Distillation | Aqua – vitae | Fore shots |
| Congeners | Pot Still | Maturing |
| Blending | Coffee Still | Bonne chauffe |
| Cognac | Armagnac | Brouillis |
| Ageing | Angels Share | Fine Maison |
| Grande Fine Champagne | Fine Champagne | Old Liqueur Cognac |
| VSOP | Napolean Brandy | Grappa |
| Hors d’age | Marc | Peats reek |
| Grain Whiskey | Ouzo | Malt Whiskey |
| Single Malt | Blended Whisky | Rye Whisky |
| Dunder | Vatted Malt | Bagasse |
| Schnapps | White Rum | Dark Rum |
| Wine | Aromatised Wine | Agave |
| Blue Wine | Blush Wine | Vine |
| Champagne | Sparkling Wine | Fortified Wine |
| Asti Spumante | Vins mousseux | Jack Daniels |
| Vinho coto | Eau- de – vie | Arrack |
| Pisco | Bourbon | Pastis |
| London Dry | Gold Tequila | Silver Tequila |
| Old Tom Gin | Absinthe | Tiquira |
| | Ricard | |

REFERENCE BOOKS

| Sr.No. | Name of the Book | Author | Publisher |
|--------|---------------------------|--------------------------------|------------|
| 1 | Food and Beverage Service | Dennis Lillicrap, John Cousins | Power Book |
| 2 | Modern Restaurant Service | John Fuller | Hitchinson |

| | | | |
|---|--|--------------------------------|----------------------------|
| 3 | Food and Beverage Service- Training Manual | Sudhir Andrews | Tata Mc Graw Hill |
| 4 | The Restaurant (From Concept to Operations) | John Walker Donald Lundberg | John Wiley & Sons |
| 5 | The Beverage Book | Dunkan & Cousins | Hodder & Stoughton |
| 6 | Professional Guide to Alcoholic Beverges | Lipinski | Van Nostrand Reinhold |
| 7 | Oxford Companion to Wines | Jancis Robinson | Oxford University Press |

SUBJECT CODE:DSE 102 A**SUBJECT: ALCOHOLIC BEVERAGES-I (PRACTICAL)**

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

| Sr no | Topic |
|-------|---|
| 1 | Identification of of Glassware, Wine bottles and equipment's required for or service |
| 2 | Service of Aperitifs |
| 3 | Service of Liquors |
| 4 | Reading wine label |
| 5 | Service of wine red, white(temperature, equipment, procedure and brands) |
| 6 | Service of wine old 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 beard and service of draft beer |
| 13 | Service of beer bottle, canned |
| 14 | Bitters types of bitters and uses of bitters |
| 15 | Preparing the Beverage Menu card |
| 16 | Preparing the beverage menu card role of Sommelier in taking wine orders preparing B.O.T |

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.

| | | 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 | | |
| 5.3 | Window and Window Treatment : Different types of Windows, Curtains & Draperies, VAlance, swags, Blinds | | |
| 5.4 | 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 | Various sales tools and sales techniques- Upselling & suggestive selling, offering alternatives | | |
| 8.2 | Role of Front office staff to maximize occupancy | | |
| 8.3 | Business related marketing techniques- CVGR, Tour,MICE business,handling of group and corporate sales | | |
| Chapter 9 | Managing Guest services | 06 | 06 |
| 9.1 | Total quality management in hotel | | |
| 9.2 | The real components of Total Quality Management | | |
| 9.3 | Measuring guest services | | |
| 9.4 | Customer relationship management | | |

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 Smritee Raghubalan | Oxford University Press |
| 3 | Hotel, Hostel & Hospital Housekeeping | Branson & Lennox | ELBS |
| 4 | Accomodation 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 |

| SUBJECTCODE: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)
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.
9. Designing a model for guest room, rest room and public areas.

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 accounting operations 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 | | |
| 3.2 | 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

| Sr.No | Name of the Book | Author | Publisher |
|-------|--|--------------------------------------|--------------------------------------|
| 1 | Managerial Accounting in the Hospitality Industry- | Peter. J. Harris and Peter A Hazzard | Stanley Thornes Publishers Ltd. |
| 2 | Hotel Accounting & Financial Control | Ozi D' Cunha Glesson Fist | Dickey Enterprises, Mumbai |
| 3 | Accounting in the Hotel & Catering Industry. | Richard Kotas | International Textbook Co.Ltd |
| 4 | Hotel Management | Dr. Jagmohan Negi | Himalaya, Publishing House, Mumbai - |

| SUBJECT CODE: AEC 102 | | | | | |
|--|--------------------|----------|----------|-------------|---------|
| SUBJECT: RESEARCHING FOR HOSPITALITY & TOURISM MANAGEMENT (THEORY) | | | | | |
| Teaching Scheme/Week | Examination Scheme | | | | |
| Theory Hours | IA Marks | EA Marks | CA Marks | Total Marks | Credits |
| 03 | 40 | 60 | -- | 100 | 02 |

Rationale:

The students will be able to understand the process of Research and Report writing

| | | Hours | Marks |
|------------------|---|-----------|-----------|
| Chapter 1 | Introduction to Research | 06 | 08 |
| 1.1 | Meaning and definition of research | | |
| 1.2 | Purpose of research | | |
| 1.3 | Significance of research | | |
| 1.4 | Types of research(qualitative and quantitative) | | |
| 1.5 | Steps in research proces | | |
| Chapter 2 | Research problem and designing the title of research | 06 | 04 |
| 2.1 | Problem identification and defining problem | | |
| 2.2 | Points to be considered while selecting the topic and framing the title | | |
| 2.3 | Formulation of objectives | | |
| 2.4 | Hypothesis- definition ,meaning | | |
| Chapter 3 | Data | 06 | 08 |
| 3.1 | Primary data a.Definition and significance b.Sources | | |
| 3.2 | Secondary data a.Definition and importance of sources b.Citation (bibliography in APA and MLA style for journal, books, newspaper, magazine) c.using e-resources | | |
| Chapter 4 | Reasearch Approach | 06 | 08 |
| 4.1 | Observations | | |
| 4.2 | Focus group discussion | | |
| 4.3 | Experimentation | | |
| 4.4 | Survey | | |
| Chapter 5 | Research Instruments | 04 | 08 |
| 5.1 | Questionnaire- Essential of a good questionnaire | | |
| 5.2 | Schedule- Advantages and Limitation | | |
| Chapter 6 | Sampling Techniques | 06 | 08 |

| | | | |
|------------------|--|-----------|-----------|
| 6.1 | Concept of sampling | | |
| 6.2 | Population, Sample unit, Sampling size | | |
| 6.3 | Sampling method-Probability and Non Probability | | |
| Chapter 7 | Processing and analyzing data | 08 | 08 |
| 7.1 | Data Processing(editing, classification, tabulation) | | |
| 7.2 | Data Analysis(Qualitative and Quantative- manual and using a computer) | | |
| Chapter 8 | Report Writing | 06 | 08 |
| 8.1 | Steps in report writing | | |
| 8.2 | Structure of Report | | |

| SUBJECT CODE: AEC 102 A | | | | | |
|--|--------------------|----------|----------|-------------|---------|
| SUBJECT: RESEARCHING FOR HOSPITALITY & TOURISM MANAGEMENT (THEORY) | | | | | |
| Teaching Scheme/Week | Examination Scheme | | | | |
| Theory Hours | IA Marks | EA Marks | CA Marks | Total Marks | Credits |
| 03 | 40 | 60 | -- | 100 | 02 |

As a requirement of the Curriculum each student is required to undertake research in their Field of interest.

Students will have to spend the allotted hours for carrying out extensive literature review topic finalization, statement of objectives, setting of the hypothesis and developing a research plan.

Internal assessment will be on the basis of 3 presentations given during the semester.

- Literature review
- Approval of Objectives and Hypothesis
- Questionnaire Approval

External Assessment will be on the basis of presentation in front of the panel (one internal examiner and one external examiner) the presentation will include all the above as well as Research methodology.

| SUBJECT CODE:AEC 102 | | | | | |
|-----------------------------------|--------------------|----------|----------|-------------|---------|
| 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 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 | | |

REFERENCE BOOKS

| Sr.No | Name of the Book | Author | Publisher |
|-------|----------------------------|----------------|----------------------|
| 1 | Mercantile Law | B.D Joshi | Narendra Publication |
| 2 | Elements of Mercantile Law | B.D Joshi | Narendra Publication |
| 3 | Principles of Business Law | Ashwathappa. K | Tata Mac Graw Hill |
| 4 | Business Law | M.C. Kuchal | Vikas 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 | | | | | |
| 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 | 04 | 02 |
| 1.1 | Introduction, Definitions: Hygiene & Sanitation | | |
| 1.2 | Significance of hygiene & Sanitation in the food industry | | |
| Chapter 2 | Food Microbiology | 08 | 06 |
| 2.1 | Classification & Morphology of Microorganisms- Bacteria, Virus, Fungi, Algae, protozoa. | | |
| 2.2 | Growth of Bacteria and its relevance to the food industry. | | |
| 2.3 | Factors affecting microbial Growth. Moisture, Ph, Temperature, Oxygen, Time, Osmotic Pressure | | |
| 2.4 | How food act as a 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. | | |
| Chapter 3 | Food borne illnesses | 08 | 04 |
| 3.1 | Microbial action-Food Poisoning (Microorganisms involved, mode of transmission, control of food Borne illness) | | |
| 3.2 | Food infection (Bacterial, Viral, Protozoal) (Micro organisms involved, mode of transmission, control of food borne illness) | | |
| 3.3 | Toxic metals and chemicals | | |
| 3.4 | Naturally occurring toxicants in food. | | |
| 3.5 | Investigation of food- borne disease outbreak | | |
| Chapter 4 | Beneficial effects of micro organisms | 06 | 04 |

| | | | |
|-------------------|---|-----------|-----------|
| 4.1 | Role of micro organisms in the manufacture of fermented foods, Dairy products, Vegetable preparations, Bakery products & Alcoholic beverages. | | |
| Chapter 5 | Hygienic food Handling | 06 | 04 |
| 5.1 | Importance of following sanitary procedures. | | |
| 5.2 | Concept of danger zone | | |
| 5.3 | Sanitary procedures while Preparation, Cooking, | | |
| 5.4 | Mixing raw and cooked preparation, Holding: Hot holding, cooling, leftover | | |
| 5.5 | Common Faults in food preparation | | |
| Chapter 6 | Environmental Sanitation. Hygiene in food production and service areas | 08 | 04 |
| 6.1 | Types of wastes in catering establishments the disposal methods. Food Contamination and spoilage due to kitchen pests and Pest control. | 08 | 04 |
| Chapter 7 | HACCP | 06 | 06 |
| 7.1 | Hazard Analysis and critical control points, | | |
| 7.2 | Importance, definition & usage of HACCP. | | |
| 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 Standards. | | |
| Chapter 9 | Food Preservation | 06 | 06 |
| 9.1 | Food Preservation by canning, drying, fermentation, Pickling and curing, chemical preservatives & by irradiation. | | |
| Chapter 10 | Food Science | 06 | 06 |
| 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

| Sr.No | Name Of theBook | Author | Publisher |
|--------------|--|-----------------------------------|-------------------|
| 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 |
| 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 | 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 | 06 |
| 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 | 06 |
| 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 | | |
| Chapter 4 | Lipids | 06 | 06 |

| | | | |
|-------------------|--|-----------|-----------|
| 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 | 04 |
| 5.1 | Definition, Classification of Vitamins in to 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 | 04 | 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 | 08 | 04 |
| 8.1 | The nutritive values-cereals, pulses, nuts& Oil seeds milk & milk Products, eggs, flesh foods, Vegetables & fruits, fats & oils. | | |
| Chapter 9 | Formulation of balanced & Therapeutic Diet | 10 | 08 |
| 9.1 | Five food group's 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 trends in Nutrition (importance of avoiding junk food, gluten free diet, transfatty acids, convenience food) | | |
| Chapter 10 | Food Additives | 04 | 04 |
| 10.1 | Definition, types and functions and various uses in food industry | | |

REFERENCE BOOKS

| Sr.No | Name Of theBook | Author | Publisher |
|--------------|------------------------------------|-------------------------|---|
| 1 | Nutrition and Dietetics | Ms. Shubhangini Joshi | Tata Mc Graw Hill |
| 2 | Diet and Nutrition | BN Tiwari | Pearl Books |
| 3 | Food Science | B.Srilakshmi | New Age International Publication |
| 4 | Hand Book of Food and Nutrition | Dr. M.S. Swaminathan | Bappco Publishers |

| 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, to understand the various techniques through which revenue can be increased and pilferage can be reduced and acquire knowledge on Management Information System

| | | Hours | Marks |
|------------------|--|-----------|-----------|
| Chapter 1 | Introduction to Food & Beverage Management | 08 | 06 |
| 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 | 06 | 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 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 | 06 |

| | | | |
|------------------|---|-----------|-----------|
| 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 | 06 | 06 |
| 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 | 08 | 08 |
| 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 | 06 | 06 |
| 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 | 08 |
| 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

| Sr. No | Name Of theBook | Author | Publisher |
|---------------|---------------------------------------|--------------------------------|-------------------------------------|
| 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 | BKBhar | 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 the irpractical application in the hospitality industry.

| | | Hours | Marks |
|------------------|--|-----------|-----------|
| Chapter 1 | Introduction to management | 06 | 04 |
| | 1.1 Management and Organization defined 1.2 Elements of an organization 1.3 Levels of management 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 | 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. | | |

| | | | |
|---------------------------------|--|-----------|-----------|
| Chapter 5 | Leadership | 10 | 06 |
| 5.1 5.2 | Leadership styles- Autocratic, Democratic, Laissez faire (Blake & Mouton's Managerial Contingency Theory) | | |
| Chapter 6 | Motivation | 08 | 08 |
| 6.1 6.2 6.3 6.4 6.5 | Motivation defined Nature and importance Theories of motivation i) Maslow's Hierarchy of Needs ii) McGregor's Theory X & Theory Y Morale Morale Benefits of high morale/motivation | | |
| Chapter 7 | Co ordination | 06 | 04 |
| 7.1 7.2 7.3 7.4 | Co-ordination defined Need for Coordination Problems in achieving effective coordination Approaches to achieving effective coordination | | |
| Chapter 8 | Controlling | | |
| 8.1 8.2 8.3 | Control defined Need for control Steps in the control process | | |

REFERENCE BOOKS

| Sr.No | Name Of theBook | Author | Publisher |
|-------|---|--------------------|-------------------------|
| 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 | | | | | |
| 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 | 05 | 04 |
| 1.1 | Organizational behaviour defined. | | |
| 1.2 | Relevance and scope. | | |
| Chapter 2 | 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 | | |
| 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 | 05 | 04 |
| 5.1 | Nature of leadership | | |
| 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 | 05 | 04 |
| 7.1 | Causes of conflicts | | |
| 7.2 | Ways of overcoming conflicts | | |
| Chapter 8 | Organization | 08 | 04 |
| 8.1 | Organizational structures | | |
| 8.2 | Behavioral implications of different structures | | |
| Chapter 9 | Organizational Change | 08 | 06 |
| 9.1 | Factors responsible for change | | |
| 9.2 | Resistance to change | | |
| 9.3 | Implementation of the change process | | |
| 9.4 | Ways of overcoming the resistance | | |
| Chapter 10 | Organizational Culture | 08 | 06 |
| 10.1 | Definition and importance of organizational culture | | |
| 10.2 | Creation and sustenance of organizational culture | | |

REFERENCEBOOKS

| Sr.No | Name Of theBook | Author | Publisher |
|-------|--|----------------|--------------------------------|
| 1 | Essentials of Organizational Behaviour | Stephen. P | Robbins Prentice Hall of India |
| 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 | | | | | |
| 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. 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 Economics | | |
| 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

| Sr.No | Name Of theBook | Author | Publisher |
|-------|----------------------------|--------------------------|---------------------------|
| 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 students in analyzing the financial statements and capital budgeting.

| | | Hours | Marks |
|------------------|--|--------------|--------------|
| Chapter 1 | Financial Management | 04 | 04 |
| 1.1 | Definition, Scope and objectives-Branched 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. Profitability Ratios-Gross Profit, Net Profit, | | |
| 2.3 | 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, 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 Controls | | |
| 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 establishments | | |

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

| Sr.No | Name of theBook | Author | Publisher |
|--------------|------------------------|-------------------------|--------------------------|
| 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– VI

| SUBJECT CODE:DSE 201 | | | | | |
|--|--------------------|----------|----------|-------------|---------|
| SUBJECT: REGIONAL CUISINES OF INDIA (THEORY) | | | | | |
| Teaching Scheme/Week | Examination Scheme | | | | |
| Theory Hours | IA Marks | EA Marks | CA Marks | Total Marks | Credits |
| 04 | 40 | 60 | -- | 100 | 04 |

Rationale:- This object will give the students an insight into the Indian food ethos, indian spices, masalas, as well as promote and understanding of regional Indian cuisine

| | | Hours | Marks |
|------------------|---|-----------|-----------|
| Chapter 1 | Indian Food Ethos | 04 | 06 |
| 1.1 | Indian food ethos- Jainism, Buddhism, Hinduism, Sikhism, Muslim, jewish,Christianity | | |
| Chapter 2 | Indian spices and ingredients | 04 | 04 |
| 2.1 | Role of Indian spices and ingredients in Indian cooking | | |
| Chapter 3 | Food and Ayurveda | 04 | 06 |
| 3.1 | Introduction to Ayurveda | | |
| 3.2 | Body Constitution Types of Prakruti Tridosas – Vata, Pitta, Kapha | | |
| 3.3 | Life style related eating habits – Healthy, eating habits Sativik, Rajas, Tamas diet Incompatible foods Fast Food | | |
| Chapter 4 | Basic Masalas | 02 | 06 |
| 4.1 | Role of masalas in Indian cuisine. | | |
| 4.2 | Different masalas used in Indian cooking – wet and dry. | | |
| 4.3 | Composition of different masalas – garam masala – garam masala, sambar masala, rasam powder, chat masala, dhansak masala, goda masala, malawanimasala, kashmiri masala. | | |
| 4.4 | Proprietary masala blends | | |
| Chapter 5 | Regional Cooking Style | 24 | 26 |
| 5.1 | Cooking from different states with reference to | | |
| 5.2 | • Geographical location | | |
| 5.3 | • Historical background | | |
| 5.4 | • Seasonal availability of raw material | | |
| 5.5 | • Special equipments and fuels • Staple diet & popular food preparations. For the following cuisines / states | | |

| | | | | |
|------------------|--|---|---|----|
| | 1) Goan 2) Maharashtra 3) Gujrati / Parsi 4) Karnataka 5) Bengali 6) Punjabi 7) Andhra / Hyderabad | 8) Rajasthani 9) Tamilnadu 10) Kashmiri 11) Lucknowi 12) Kerala 13) Sindhi | | |
| Chapter 6 | Culinary Terms | | 04 | 06 |
| | Kahwah Sandesh Loochi Sorpotel phoran Payassam Brista Raita Tikka Kari Khansamah Murabba Rista Chenna Mussallum Kabachini Kalan Kheema Tandoor Malpua Roganjosh Vindaloo Zarda Bhurta Rabarhi Pakora Shikampuri kebab Khichri Dosa Baghar Yakhni Achar Bhujjia Loab Galavat Chikki | Wazwan Toddy Shukto Appam Shikora Ponga Seekh Kebab Naan Saunth Gustaba Petha Do pyazaa Imarti Bhatara Itr Burfi Moilee Kulfi Korma Kofta Khoya Kalia Kachumber Gil-e-hikmat Dhungar | Ver Panch Appam Dhansak Wark Raan Bharwaan Kachori Halwa Gujiya Moin doz Kadhi Pulao Salan Zamin | |

| | | | | | |
|------------------|--|---|-------------------------------|----|----|
| | Mutanjan Bhunao Baffad Boondi Biryani Bonda | Pachadi Falooda Gajjac Boti Bisibele huliyana | Foogath Dum Mungodi | | |
| Chapter 7 | Indian Theme Lunches | | | 06 | 06 |
| 7.1 | Concept of theme lunches | | | | |
| 7.2 | Factors to be considered when organizing theme lunches | | | | |

REFERENCE BOOKS

- 1 Historical Companion to Indian Food, K.T.Acharya, Oxford University Press
- 2 Modern Cookery for Teaching & Trade, Volume, I, Thangam E. Philip, Orient Longman Ltd. Mumbai
- 3 Ayurveda Ahara: Food, Diet, Dr.P.H.Kulkarni, India Sri Satguru Publications, New Delhi
- 4 Ayurvedic Indian Cooking, Dr. Sunanda Ranade, IAA

-
-
- 5 Ayurvedic Concept of Diet and Nutrition, Dr. Sunanda Ranade, Dr. Rajendra, Deshpande, Dr. Arti Firke, IAA
 - 6 Ayurveda Nutrition and Cooking, Dr, Sunanda Ranade
 - 7 Zaika, Sonya Atal Sapru, Harper Collins.
 - 8 Prasad Cooking with Indian Masters, J.Indersingh & Prdeep Das Gupta, Allied Publishers Ltd. New Delhi
 - 9 Hyderabadi Cuisine, Pratibha Karan, Harper Collins.
 - 10 Dastarkhwan-e-Awadh, Sangeeta Bhatnagar & R.K.Saxena, Harper Collins
 - 11 Wazwaan, Rockey Mohan, Roli & Janseen.
 - 12 Punjabi Cuisine, Premjit Gill, Harper Business
 - 13 A Taste of India, Madhur Jaffrey, Mac Millan Publishing
 - 14 Tandoor, Ranjit Rai, Overlook Press
 - 15 The Bengal Book, Das Gupta, UBSPD
 - 16 Maharastrian Cuisine, Kaumudi Marathe, Zaika

| SUBJECT CODE:DSE 201A | | | | |
|--|--------------------|----------|-------------|---------|
| SUBJECT: REGIONAL CUISINES OF INDIA (PRACTICAL) | | | | |
| Teaching Scheme/Week | Examination Scheme | | | |
| Practical Hours | IA Marks | EA Marks | Total Marks | Credits |
| 08 | 40 | 60 | 100 | 04 |

Minimum 20 Practicals including, Indian regional menus to be conducted.

The practicals should comprise dishes from the following states / cuisine:

- | | |
|------------------------|---------------|
| 1) Goan | 8) Rajasthani |
| 2) Maharashtra | 9) Tamilnadu |
| 3) Gujarati / Parsi | 10) Kashmiri |
| 4) Karnataka | 11) Lucknowi |
| 5) Bengali | 12) Kerela |
| 6) Punjabi | 13) Sindhi |
| 7) Andhra / Hyderabadi | |

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 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 |

REFERENCE BOOKS

| Sr. No. | Name of the Book | Author | Publisher |
|----------------|--|------------------------------------|------------------------------|
| 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 | Robert Lipinski, Bob 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 and Sons |
| 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 | 04 |

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

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

| SUBJECT CODE:DSE 203 | | | | | |
|--|--------------------|----------|----------|-------------|---------|
| SUBJECT: TRENDS IN HOUSEKEEPING (THEORY) | | | | | |
| Teaching Scheme/Week | Examination Scheme | | | | |
| TheoryHours | IA Marks | EA Marks | CA Marks | Total Marks | Credits |
| 04 | 40 | 60 | -- | 100 | 04 |

Rationale: The subject intends to familiarize the students with the current trends in housekeeping

| | | Hours | Marks |
|------------------|---|-----------|-----------|
| Chapter 1 | Chaning trends in Housekeeping | 06 | 06 |
| 1.1 | Introduction | | |
| 1.2 | Latest trends in Housekeeping with respect to Erogonomics Green housekeeping-Ecotel Facility management Technology | | |
| Chapter 2 | Erogonomics | 08 | 08 |
| 2.1 | Importance of Erogonomics in housekeeping | | |
| 2.2 | Time and motion study in housekeeping routine | | |
| 2.3 | Erogonomics design of furniture and fixtures | | |
| 2.4 | Erogonomics design of equipments | | |
| 2.5 | Erogonomics in housekeeping process | | |
| Chapter 3 | Introduction to Green housekeeping | 08 | 06 |
| 3.1 | Introduction to green housekeeping | | |
| 3.2 | Ecotels | | |
| 3.3 | Ecotel certification – 5 globes | | |
| 3.4 | Role of housekeeping in environmental control | | |
| 3.5 | Case study | | |
| Chapter 4 | Energy Conservation | 08 | 06 |
| 4.1 | Importance of Energy Conservation | | |
| 4.2 | Energy Monitoring and Performance | | |
| 4.3 | Guidelines for energy conservation | | |
| 4.4 | Use of energy conserving products Educating and Sensitizing housekeeping staff regarding Importance of energy conservation | | |
| Chapter 5 | Water Conservation | 08 | 06 |
| 5.1 | Importance of Water Conservation | | |
| 5.2 | General guidelines for water conservation | | |
| 5.3 | Rainwater Harvesting | | |
| 5.4 | Educating and Sensitizing housekeeping staff and guest | | |

| | | | |
|------------------|---|-----------|-----------|
| Chapter 6 | Waster Management | 06 | 06 |
| 6.1 | Importance of Waste Management | | |
| 6.2 | 3-R principle: Reduce, Reuse, Recycle | | |
| 6.3 | Types of waste in hotels | | |
| 6.4 | Waste disposal and control | | |
| 6.5 | Sewage treatment plant in hotels | | |
| 6.6 | Vermicomposting | | |
| Chapter 7 | Recent trends in Material planning for House Keeping | 08 | 08 |
| 7.1 | Bedding – Mattress, bed sheets, pillow menus Bedspreads, comforted and dust ruffle | | |
| 7.2 | Bath Linen | | |
| 7.3 | Table linen | | |
| 7.4 | Uniforms | | |
| Chapter 8 | Facility management | 06 | 06 |
| 8.1 | Introduction to Facility Management | | |
| 8.2 | Scope of Facility Management | | |
| 8.3 | Outsourcing | | |
| 8.4 | Housekeeping services in Facility Management | | |
| 8.5 | Maintenance in Facility Management | | |
| 8.6 | Security in Facility Management | | |
| Chapter 9 | Role of Technology in Housekeeping | 06 | 08 |
| 9.1 | Property Management System - PMS | | |
| 9.2 | Familiarize with software used in housekeeping- | | |
| 9.3 | Opera, Fidelio MIS-Definition, Concept and various reports generated | | |

Glossary of Terms

| | | |
|---------------------|------------------------|---------------------|
| Atrium | Feasibility study | HVAC |
| Shotgun arrangement | Tower configuration | Facilities planning |
| Eva floors | Ergonomics | Skylit bathrooms |
| Jacuzzi | Luxmeter | Outsourcing |
| Pillow menu | Productivity standards | Slumber |
| Whirlpool | Workstudy | AAC Blocks |
| Biodegradables | CFCs | CFLs |
| Ecotels | Fly ash | Green building |
| Grey water | High albedo paint | HPMV's |
| HPSV's | MDF | Mulches |
| R-value | Trellises | Vermicompost |
| Dupion silk | Bast fibre | Damask |
| Tow yarn | Jacquard | Percale |

| | | |
|-------------|--------------|----------------|
| Sericulture | FBA's | Filling yarn |
| Ergonomics | Tebilization | Anthropometry |
| Biogas | Power zone | Organic wastes |

REFRENCES 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 | Oxford University |
| 3 | Hotel, Hostel & Hospital Hosuekeeping | Branson & Lennox | ELBS |
| 4 | Accomodation Management | Rosemary Hurst | Heinemann Publishing |
| 5 | Accomodation Management | Rosemary Hurst | Heinemann publishing |

SUBJECT CODE:DSE 203A**SUBJECT: TRENDS IN HOUSEKEEPING (PRACTICAL)**

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

1. Preparation of Time and motion study and practice in Housekeeping routines.
2. Preparation of sample format of ergonomic risk factor analysis for housekeeping staff.
3. Preparation of guidelines for energy conservation in housekeeping department.
4. Preparation of lighting system design for guest rooms and public areas.
5. Preparation of safety and security systems for guest rooms and public areas.
6. Calculation of energy cost in public areas for energy management.
7. Calculation of energy cost in public areas for energy management.
8. Preparation of checklist for eco friendly housekeeping in hotels.
9. Practice with computer & PMS handling related to Housekeeping.
10. Preparation of Housekeeping staff requirement and staff scheduling using housekeeping software.
11. Preparation of daily housekeeping schedules using housekeeping software.
12. Preparation of housekeeping history and staff performance reports using housekeeping software.
13. Planning of a Facility management project for various sectors.
14. Preparation of a feasibility study for outsourcing housekeeping jobs.
15. Designing of hotel staff uniforms.
16. Various reports generated for MIS in housekeeping.

Assignments :

1. Methods of pest control and chemicals used in hotels.
2. Project report on biogas and sewage treatment plants for waste disposal.
3. Project report on Vermicomposting.
4. Project report on Rain water harvesting.
5. Project report on Ecotel.

Visits :

1. Visit to an Ecotel.
2. Visit to a biogas and sewage treatment plant.
3. Visit to a Vermicomposting plant.
4. Visit to a Rain water harvesting system.
5. Visit to a facility management agency.

| 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- Holiday, Social, Cultural, MICE, Religious, VFR (Visiting Friends and Relatives) Sports, Political, Health, Senior Citizen, Sustainable Tourism | | |
| 4.2 | Alternative Tourism : Eco Tourism, Agro Rural Tourism | | |
| Chapter 5 | The Impact of Tourism | 04 | 06 |
| 5.1 | Economic Impact - Employment generation, Foreign Exchange earnings | | |
| 5.2 | | | |

| | | | |
|-------------------|--|-----------|-----------|
| 5.3 | Multiplier Effect, Leakage, Infrastructure Development | | |
| 5.4 | Social, Cultural and Political Impact – Standard of living, Passport to Peace, International Understanding, Social Integration, Regional growth, National Integration | | |
| | Environmental Impact – Tourism Pollution and Control, Wildlife and Bird Sanctuaries and their protection for tourist industry | | |
| Chapter 6 | The Tourism Organisations – Objectives, Role and Functions | 06 | 06 |
| 6.1 | Government organizations: DOT, ITDC, MTDC, ASI, TFCI. | | |
| 6.2 | Domestic organisations: TAAI, FHRAI, IATO | | |
| 6.3 | International organizations : WTO, IATA, PATA | | |
| 6.4 | Non Government organizations : Role of NGO in making responsible tourists | | |
| Chapter 7 | The Travel Agency | 06 | 06 |
| 7.1 | Meaning & Definition of Travel Agent | | |
| 7.2 | Types of Travel Agent : Retail and Wholesale Functions of a Travel Agent : Provision of travel information, Ticketing, Itinerary preparation, Planning and Costing, Settling of accounts. Liason with service providers | | |
| 7.3 | Role of travel agents in promotion of tourism | | |
| Chapter 8 | The Tour Operator | 06 | 06 |
| 8.1 | Meaning & Definition | | |
| 8.2 | Types of Tour Operator : Inbound, Outbound and Domestic | | |
| 8.3 | Tour packaging : Definition, Components | | |
| 8.4 | Types of Package Tour : Independent Tour, Inclusive Tour, Escorted Tour, Business Tour | | |
| 8.5 | Guides and Escorts : Role and function Essential qualities to be a Guide or Escort. | | |
| Chapter 9 | Travel Formalities and Regulations | 04 | 06 |
| 9.1 | Passport : Definition, Issuing authority, Types of Passport and requirements for passport | | |
| 9.2 | Visa : Definition, Issuing authority, Types of Visa and requirements for Visa | | |
| 9.3 | Health Regulations | | |
| 9.4 | 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. | | |
| 11.2 | Current Technology used - G.D.S (Global Distribution System) | | |
| 11.3 | Use of Internet in tourism | | |

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.

REFERENCE BOOKS

| Sr.No | Name of the Book | Author | Publisher |
|-------|---|-------------------------------|------------------------------------|
| 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 | B. K. Goswami G.Raveendran | Har Anand Publications Pvt |
| | Dynamics of Modern Tourism | Ratnadeep Singh | Kanishka Publishers & Distributors |
| | Tourism Development Principles and Practices | Fletcher & Cooper | ELBS |

| SUBJECT CODE: DSCP | | | | | |
|-----------------------|--------------------|----------|----------|-------------|---------|
| SUBJECT: PROJECT WORK | | | | | |
| Teaching Scheme/Week | Examination Scheme | | | | |
| Theory Hours | IA Marks | EA Marks | CA Marks | Total Marks | Credits |
| 12 | 40 | 60 | -- | 100 | 06 |

The students have to utilize the hours allotted for data collection, data analysis & preparing a detail project report at the end of the semester to record the process of the project and the findings thereon. The report should be in spiral bound format for the internal examination and hard bound with golden embossing for external examination.

The format of the project report is as detailed below

- Cover page
- Title Page
- Certificate
- Acknowledgements
- Index
- Introduction
- Aims & Objectives
- Theoretical framework of the topic (Background of the Topic, History, Contents from Secondary Data, Explanation of Terms)
- Research Methodology (Data collection method, Sampling method)
- Data Analysis & Data Interpretation (Graphical presentation of collected data)
- Suggestions / Recommendations
- Conclusions & Limitations
- Bibliography
- Appendix (Any relevant material to support the project)

Students have to present the process and findings of the project report to the panel examiners with the help of a Power Point presentation not exceeding 15 minutes. The examiners would evaluate the project based on the parameters of quality of the study, Project Report, presentation by the student & viva.

Note

The Project Report should be market research and field work oriented and preferably related to the Elective Course (Food Production / Food & Beverage Service / Accommodation Department).

| 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 marketing, current marketing environment, challenges in marketing of services and the marketing strategies to be adopted.

| | | Hours | Marks |
|------------------|--|-----------|-----------|
| Chapter 1 | Introduction to Marketting | 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 | Definition | | |
| 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 | 04 | 04 |
| 6.1 | Definition, Concept of market segmentation, target market and market positioning. | | |
| 6.2 | Reasons for market segmentation. | | |
| 6.3 | Basis for segmentation : Geographic, Demographic, Behavioral, Psychographic | | |
| 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, 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

| Sr. No. | Name of the Book | Author | Publisher |
|----------------|---------------------------------------|---------------|---------------------------------|
| 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, | CBS Publication |

LIST OF SKILL ENHANCING ELECTIVE COURSES

| | | |
|-----|-----|---|
| SEE | 101 | FIRST AID |
| SEE | 102 | HOTEL MAINTENANCE |
| SEE | 103 | RETAIL MANAGEMENT |
| SEE | 104 | EVENT MANAGEMENT |
| SEE | 105 | ENTREPRENEURSHIP DEVELOPMENT |
| SEE | 106 | FACILITY PLANNING |
| SEE | 107 | SKILL ENHANCEMENT FOR MEDIA AND JOURNALISM IN HOSPITALITY |

| | | | | | |
|------------------------------|--------------------|----------|----------|-------------|---------|
| SUBJECT CODE: SEE 101 | | | | | |
| 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 introduce the students to first aid practices and managing emergency incidents until professional help is provided.

| | | 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 | | |
| 2.5 | Method of assesment | | |
| 2.6 | Head to toe examination | | |
| 2.7 | Monitoring vital sign | | |

| | | | |
|------------------|---|-----------|-----------|
| Chapter 3 | Managing an incident | 14 | 10 |
| 3.1 | Removing clothing and headgear | | |
| 3.2 | First aid materials: Dressing, Bandage, 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

| Sr. No. | Name of the Book | Author | Publisher |
|----------------|-------------------------|---|--|
| 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 7 th 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 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 machine 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 and 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: Lumpsum, 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 Transfers: Conduction, Convection and Radiation. | | |
| 2.3 | | | |

| | | | |
|------------------|---|-----------|-----------|
| | Refrigeration: Principles of refrigeration, Unit of refrigeration Refrigerants: Properties and types Block diagram of working of Vapour Compression Refrigeration System Domestic Refrigerator: Block diagram and working, 2.5 Maintenance, Defrosting: Need and Methods Walk in Freezer/ Cold Storage: Block Diagram and working | | |
| Chapter 3 | Air Conditioning | 06 | 06 |
| 3.1 | Types of AC: Unitary AC, Window AC, 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 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 methods 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 and Softening: Ion exchange, Limesoda | | |
| 6.4 | Water distribution system: Up Feed, Down Feed | | |
| 6.5 | Traps: Water Closets and Flushing Systems, Types, Diagram and functions | | |
| 6.6 | Various plumbing fixtures | | |
| Chapter 7 | Energy and its Conservation | 06 | 04 |

| | | | |
|-------------------|---|-----------|-----------|
| 7.1 | Various energy sources: Conventional and Non Conventional(Examples, Advantages and disadvantages) | | |
| 7.2 | Need for for energy conservation | | |
| 7.3 | Simple methods of energyconservations in Kitchen and Guest rooms. | | |
| 7.4 | Use of Solar energy in a hotel. | | |
| Chapter 8 | Fire and Its Prevention | 06 | 04 |
| 8.1 | Fire Traingle | | |
| 8.2 | Types of Fires: A,B,C, D, E and F | | |
| 8.3 | Theory of Extinguishment: Staravation, Cooling and 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:Guest key Control, kitchen Safety, Slip and falls | | |
| Chapter 10 | Pollution and 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 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. Eco-friendly Refrigerant.
2. Centralized Air Conditioning in detail with block diagram
3. Working of Air filter, Humidifier and De-humidifier in AC
4. Water purification methods
5. Various lighting systems used in a hotel
6. 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. Waste Disposal Methods– Incineration and Land Fill

REFERENCE BOOKS

| Sr. No. | Name of the Book | Author | Publisher |
|----------------|--|------------------|-------------------------|
| 1 | Hotel Engineering | Sujit Ghosal | Oxford University Press |
| 2 | Hotel Engineering | R.K.Chhatwal | |
| 3 | Text book of Hotel Maintenance | Arora | Standard Publishers |
| 4 | Hospitality Facilities Management & Design | David m Stipnauk | EIAHMA |

| | | | | | |
|-----------------------------------|--------------------|----------|----------|-------------|---------|
| SUBJECT CODE: SEE 103 | | | | | |
| 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 | Retailing as a career. | | |
| Chapter 2 | Retail formats | 08 | 06 |
| 2.1 | Store and 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 V/s 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 | Basic of Retail Mechandising | 08 | 06 |
| 7.1 | Concept, Importance, Functions | | |
| 7.2 | Functions and methods of buying for different types of organizations,introduction to Private label, Brands- concepts and needs | | |
| Chapter 8 | Retail Pricing | 06 | 06 |
| 8.1 | Factors affecting retail pricing decisions | | |
| 8.2 | Pricing Strategies | | |
| Chapter 9 | Retail Store Operations | 06 | 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 retail business | 06 | 04 |
| 10.1 | Acts pertaining to the retail sector | | |
| 10.2 | Taxation and its impact on retailing | | |

REFERENCE BOOKS

| Sr. No. | Name of the Book | Author | Publisher |
|----------------|--------------------------------|---------------|-------------------------------------|
| 1 | Retail Management | GibsonG | Vedamani and Jaico Publishing house |
| 2 | Retail Management | Chetan Baja | 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: SEE 104 | | | | | |
|---------------------------|--------------------|----------|----------|-------------|---------|
| 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 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 clients:Setting objectives, confirmation of date, list of guests, theme finalizations, event agenda | | |
| Chapter 3 | Concepts and Design | 10 | 05 |
| 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 event-Planning, staging, organization | | |
| 5.5 | Financial considerations | | |
| 5.6 | Marketing and Promtion | | |

| | | | |
|------------------|--|-----------|-----------|
| Chapter 6 | Planning Venues | 08 | 05 |
| 6.1 | Finding 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 a Event | 08 | 05 |
| 7.1 | Tools used for marketing: Advertising, Publicity, Sponsor and media. | | |
| Chapter 8 | Dealing with the Vendors | 04 | 04 |
| 8.1 | Types of vendors, choosing vendors | | |
| 8.2 | Vendor contracts | | |

REFERENCE BOOKS

| Sr. No. | Name of the Book | Author | Publisher |
|----------------|---|-----------------------------|---------------------------------|
| 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 planand deliver an event | Conway, Des | Oxford, 2006 |
| 3 | Tony Rogers Conferences and Conventions: a global industry | Tony Roger | Elsevier, 2003 |
| 4 | Marketing Destinations and Venues for Conferences, Conventions and Business Events | Tony Rogers & Rob, Davidson | Pearson, 1998 |

| | | | | | |
|--|--------------------|----------|----------|-------------|---------|
| SUBJECT CODE: SEE 105 | | | | | |
| 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 to Entrepreneurship | 10 | 08 |
| 1.1 | Who is entrepreneurship? | | |
| 1.2 | Definition of an Entrepreneur, Entrepreneurship and Intrapreneur Concept, Classification, Characteristics and skills of an Entrepreneur | | |
| 1.3 | Skills of an Entrepreneur | | |
| 1.4 | Qualities of an Entrepreneur | | |
| 1.5 | 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 | Sources of Funding for a Business: Internal and External Funds, Personal Funds, Family and friends, Commercial banks and Financial institutions | | |
| 3.2 | 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: Meaning and importance, components of a project report | | |
| 4.3 | Project Appraisal: Meaning and definition, Technical, Economic feasibility and 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 to business enterprises | | |
| 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, New Delhi, 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 requirement 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 | | |
| 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

| Sr. No. | Name of the Book | Author | Publisher |
|---------|---|--------------------|--|
| 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 | | Paladin |
| 3 | The Management of Maintenance | Frank D. Borselink | John Willey |
| 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 | Mike Lawrence | Orbis Publishing Ltd. UK, Maintenance Home |
| 7 | Engineering systems in hospitality industry | Allan .T | Status |

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 | | | | |
| Practical Hours | 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 (Atleast 2)
- Exploring journals/Literature in the digital /electronic media (Atleast 4)
- Writing a travelogue (Atleast2)
- 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 extra curricular events of the institute. (Atleast4)

SEMESTER VII

| SUBJECT CODE:DSE 201 | | | | | |
|---|--------------------|----------|----------|-------------|---------|
| SUBJECT: ADVANCED 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 an advanced understanding of technical as well as managerial skills for culinary professionals.

| | | Hours | Marks |
|------------------|--|-----------|-----------|
| Chapter 1 | Production Management | 02 | 04 |
| 1.1 | Introduction to production management | | |
| 1.2 | Kitchen organization | | |
| 1.3 | Allocation of work, Job Description, Duty Roster | | |
| 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 Presentations & Garnishes | 02 | 04 |
| 3.1 | Importance of food presentation | | |
| 3.2 | Skills and techniques in food presentation | | |
| 3.3 | Importance of garnishes | | |
| 3.4 | Classical garnishes | | |
| Chapter 4 | International Cookery | 20 | 20 |
| 4.1 | Influence of historical background, geographical location on the staple food and cuisines of the following countries/ regions: France Japan Italy China Germany Tex Mex Spain Mediterranean Great Britan South East Asia | | |
| Chapter 5 | Meringues | 02 | 02 |
| 5.1 | Making of meringues | | |
| 5.2 | Factors affecting stability of meringues Cooking of meringues Types and uses of meringue | | |

| | | | |
|-------------------|---|-----------|-----------|
| 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 and Blown Sugar | | |
| Chapter 7 | Chocolate | 02 | 04 |
| 7.1 | Manufacture | | |
| 7.2 | Couverture | | |
| 7.3 | Tempering | | |
| 7.4 | Molding | | |
| 7.5 | Chocolate Decorations | | |
| Chapter 8 | Icings & Toppings | 04 | 04 |
| 8.1 | Types of icings – Flat, Butter cream, Royal, Marzipan, Nougatine, Pastillage, Ganache | | |
| Chapter 9 | Recipe Balancing | 02 | 04 |
| 9.1 | Importance | | |
| 9.2 | Principles of recipe balancing in cake making and bakery | | |
| Chapter 10 | Pastries | 05 | 06 |
| 10.1 | Types: Short Crust, Flaky, Puff, Danish, Choux and Filo | | |
| 10.2 | Faults and their causes | | |
| Chapter 11 | New Concepts in Culinary | 05 | 04 |
| 11.1 | Understanding basics of Molecular Gastronomy | | |
| 11.2 | Organic foods | | |
| 11.3 | Vegan cuisine | | |

REFERENCE BOOKS

| Sr. No. | Name of the Book | Author | Publisher |
|----------------|-------------------------|---------------------------------|------------------------|
| 1 | Professional Cooking | Wayne Gisselen | John Wiley & Sons, N.Y |
| 2 | Practical Cookery | Kinton Ceserani | ELBS |
| 3 | Basic Cookery | Richard Maetland & Derek Welsby | Heinemann |
| 4 | Culinaria Volume I & II | Koneman | CBS Publication |
| 5 | Professional Baking | Wayne Gisselen | John Wiley & Sons, N.Y |

| | | | |
|----|--|-----------------------------|---------------------------------|
| 6 | International Cuisine and Food Production Management | Parvinder S Bali | Oxford Publications |
| 7 | Understanding Baking | Bernard Davis, Shally Stone | William Heinmen Ltd. London |
| 8 | Larousse Gastronomique | Krishna Arora | Frank Bros & Co. Ltd. New Delhi |
| 9 | Basic Baking | Kinton Ceserani | ELBS |
| 10 | Classical Food Preperation and Presentation | John Kivela | Hospitality Press |
| 11 | Theory of Cookery | Krishna Arora | Frank Bros & Co.Ltd, Delhi |
| 12 | Theory of Catering | Kinton Ceserani | Book Power |
| 13 | Professional Pastry Chef | Rocky Mohan | Roli & Janssen |

| 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. 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: FOOD & BEVERAGE 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 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 | | |
| 1.4 | Premixed Drinks Mineral, Spring water, Flavoured and Packaged waters. | | |
| 1.5 | Aperitifs, Liqueurs and digestifs | | |
| 1.6 | Types of Bars | | |
| 1.7 | Role of Various bar personnel in the bar. 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 responsibilities of banquet | | |
| 5.3 | Function catering administrative procedures | | |
| 5.4 | Preparation of function prospectus. | | |
| 5.5 | Menu planning for various types of functions | | |
| 5.6 | Seating arrangement for various functions, Table plan and space considerations. | | |
| 5.7 | 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 maintenance. | | |
| 6.4 | Service Procedure. | | |
| 6.5 | 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 | Carousal |
| Gueridon | Underbars | Over bar |
| Portable bar | Cobra Gun | IRD |
| Centralized Rook Service | RSOT | De-Centralized Room Service |
| California Menu | Cyclic Menu | EMT |
| PMT | Evlevenses | |
| SWOT | | |

REFERENCE BOOKS

| Sr. No. | Name of the Book | Author | Publisher |
|---------|--|------------------------------------|------------------------------|
| 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 | Robert Lipinski, Bob 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 and Sons |
| 8 | The Ultimate Encyclopedia of Wines, Beer, Spirits and liqueues | 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 | 04 |

- 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
- 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 |
| 04 | 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.

| | | 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 hotel chains-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 | | |
| 2.3 | Crossculture-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 Ratios | | |
| 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 homes | | |
| 9.3 | Housekeeping in Hospitals | | |
| 9.4 | Housekeeping in Retail sectors | | |
| 9.5 | Housekeeping in Art Gallery, Museum | | |
| 9.6 | Housekeeping in Aircrafts, Airports | | |
| 9.7 | 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 skills | | |

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 Richard Brooks Charles Steadmon | Continuum Thornes |
| 10 | Front Office Procedures & Management | Peter Abbott. & 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 | Ozi D'Cunha | Dickey Enterprises |

SUBJECT CODE: DSE 203 A

SUBJECT: ACCOMMODATION MANAGEMENT (PRACTICAL)

| Teaching Scheme/Week | Examination Scheme | | | | |
|----------------------|--------------------|----------|----------|-------------|---------|
| Practical Hours | 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 housekeeping operations 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

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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 Rooms Division.

| 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, | | |
| 3.3 | etc. | | |
| 3.4 | Formatting Commands - Fonts, Bullets, Borders, | | |
| 3.5 | Columns, Tabs, Indents. Tables, Auto Text, Auto Correct 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 | | | |
| 4.5 | Charts-Types, Parts of the Chart | | |

| | | | |
|---|---|-----------|-----------|
| | Databases Create, Sort, Auto Filter,Sub Total) | | |
| Chapter 5 | MS Powerpoint | 04 | 03 |
| 5.1 5.2 5.3 | Slide Layout, Slidetransition Clip Art, Organizational Chart, Graphs, Tables. Custom Animations, Slide Timings. | | |
| Chapter 6 | Internet / Email | 04 | 04 |
| 6.1 6.2 6.3 6.4 6.5 | History, Pre-requisites for Internet, Role of Modem Services - Emailing, Chatting, Surfing, Blog Search Engines, Browsers, Dial Up, Domains Broadband, Concepts of Webupload, download Threats - Spyware, Adware, SPAM | | |
| Chapter 7 | E-Commerce And ERP Concepts | 03 | 03 |
| 7.1 7.2 7.3 | Concepts of B-to-B, B-to-C ERP Concept SAP Concepts | | |
| Chapter 8 | Hospitality Software | 03 | 03 |
| 8.1 8.2 8.3 8.4 8.5 8.6 8.7 | Shawman Hospitality Software- Point of Sale (VPOS - 9) Introduction Restaurant order taking Add on command prompt Cheque making -single, split etc. Bill settlement Availing Discounts | | |
| Chapter 9 | Hospitality software | 03 | 03 |
| 9.1 9.2 9.3 9.4 9.5 9.6 9.7 | Shawman Hospitality Software-Property Management System Introduction Room Reservations Group Booking Payment Settlement Adding Discounts Payroll Management System | | |
| Chapter 10 | Hospitality Software | 03 | 03 |
| 10.1 10.2 10.3 10.4 | Shawman Hospitality Software- Human Resource Management System Sales & Catering Management System Wire data System | | |

| | | | |
|------|---|--|--|
| 10.5 | Customer feedback system | | |
| 10.6 | Introduction | | |
| 10.7 | Payroll | | |
| 10.8 | Customer Feedback | | |
| 10.9 | Communication within the property & Outside the property 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 |
| 0 | 4 | 6 | --- | 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.(WORLD 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 Hiaghlighting, 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 DiscountsBilling

Practical 16 Payroll System

Calculating Paryroll

Appraisal System

| 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 methods and errors | | |
| 4.3 | Career Management Promotion and Transfers | | |
| 4.4 | Career development and its benefits | | |
| 4.5 | Need for career counselling | | |
| 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 and limitations of Job evaluation | | |
| 5.3 | 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, 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, GHS | | |
| 8.2 | Grievance handling system | | |
| 8.3 | Discipline aims and objectives, Causes of indiscipline | | |
| 8.4 | 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 and retention strategies implemented by the hospitality industry | | |

REFERENCE BOOKS

| Sr. No. | Name of the Book | Author | Publisher |
|---------|---|------------------------------|------------------------|
| 1 | Fundamentals of Human Resource Management- content, competences and application | Gary Desslerand Biju Varkkey | Pearson Education |
| 2 | Personeel Management | C.B Mamoria | Himalaya Publishing |
| 3 | Human Resource management and human relations | Dr. V.P Michael | Himalaya Publishing |
| 4 | Human Resource Management Atextbook for the hospitality industry | Sudhir Andrews | Tata Mc Graw hill |
| 5 | Human Resource Management in Hospitality | Malay Biswas | Oxford university pres |
| 6 | Human Resource Management | Ved Prakash | |

SUBJECT CODE: AEC 106**SUBJECT: TOTAL QUALITY MANAGEMENT**

| Teaching Scheme/Week | Examination Scheme | | | |
|----------------------|--------------------|----------|-------------|---------|
| Theory Hours | IA Marks | EA Marks | Total Marks | Credits |
| 03 | 40 | 60 | 100 | 03 |

Rationale To enable the student to understand the importance of total quality management

| | | Hours | Marks |
|------------------|--|--------------|--------------|
| Chapter 1 | Introduction to Quality | 06 | 06 |
| 1.1 | Definition | | |
| 1.2 | Importance of Quality | | |
| 1.3 | Evolution of Quality | | |
| 1.4 | Determinants of Quality | | |
| 1.5 | Quality Cycle | | |
| Chapter 2 | Contribution to total quality management | 06 | 06 |
| 2.1 | Philip B. Crosby | | |
| 2.2 | W.Edwards Demings | | |
| Chapter 3 | Managing Quality | 06 | 08 |
| 3.1 | Quality Cycle | | |
| 3.2 | Cost of Quality | | |
| 3.3 | Traditional V/S Modern Management | | |
| Chapter 4 | Benchmarking | 06 | 08 |
| 4.1 | Concept of Benchmarking | | |
| 4.2 | Bench marking process | | |
| 4.3 | Advantages and limitations of benchmarking process | | |
| Chapter 5 | Focusing on Customers | 06 | 08 |
| 5.1 | Customer driven quality | | |
| 5.2 | Requirement of internal and external customers | | |
| 5.3 | Model of CRM- IDIC | | |
| Chapter 6 | Problem Solving Tools | 06 | 08 |
| 6.1 | PDCA | | |
| 6.2 | Pareto analysis | | |
| 6.3 | Quality circles | | |
| 6.4 | Ishikawa/fish bone diagram | | |
| Chapter 7 | Quality Certification and audit | 06 | 08 |
| 7.1 | ISO-9000 | | |
| 7.2 | EMS-14001 | | |

| | | | |
|------------------|------------------------------|-----------|-----------|
| 7.3 | Food Safety Management-22000 | | |
| Chapter 8 | TQM in Services | 06 | 08 |
| 8.1 | Dimension of Services | | |
| 8.2 | PZB Model | | |
| 8.3 | Rater Model | | |

REFERENCE BOOKS:

| Sr. No. | Name of the Book | Author | Publisher |
|----------------|--|-------------------|---|
| 1 | The essence of Total Quality Management | John Blake | Practice Hall of India Pvt. Ltd. New Delhi |
| 2 | Word of Kaizen – A Total Quality Culture of Survival | Shyam Talawadekar | Published by Quality Management System, Thane |
| 3 | Quality is Free – and Quality is still Free | Philip Crosby | McGraw Companies |
| 4 | The Eight Core Values of Japanese Businessmen | Yasutaka Sai | McGraw Companies |
| 5 | Total Quality Management text and cases | K. Shridhara. B | Himalya Publishing House. |
| 6 | Total Quality Management | Shailendra Nigam | Excel Books |

Semester VIII

| SUBJECT CODE: DSC | | | | | |
|--|--------------------|----------|----------|-------------|---------|
| SUBJECT: INDUSTRIAL EXPOSURE & REPORT-II | | | | | |
| Teaching Scheme/Week | Examination Scheme | | | | |
| Training Hours | IA Marks | EA Marks | CA Marks | Total Marks | Credits |
| 54 | -- | 120 | 80 | 200 | 21 |

In the Eight semester the student shall undertake industrial training for a period of 11 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 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 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.
