

**CURRICULUM AND CREDIT FRAMEWORK FOR UNDERGRADUATE PROGRAMME (CCFUGP)**

**SYLLABUS FRAMED ACCORDING TO THE NATIONAL EDUCATION POLICY (NEP-2020)**

**FOR  
BACHELOR OF HOTEL MANAGEMENT**

w.e.f. Academic session 2024-25



**DEPARTMENT OF HOTEL AND TOURISM MANAGEMENT**

**CHAUDHARY RANBIR SINGH UNIVERSITY, JIND (HR)**

**Chaudhary Ranbir Singh University, Jind**  
**Department of Hotel and Tourism Management**  
**Bachelor of Hotel Management with Research Structure with Credit hours**  
**First Year**

Semester - I										
Domain	Course Code	Course Title	Lectures	Tutorials	Practical	Credit	(External + Internal+ Practical) Marks = Total Marks	Total Credits		
CoreCourse-A1	B24-HM101	Front office operations- I	3	0	1	4	T= (50+20)+P= 10+20 = 100			
CoreCourse-B1	B24-HM102	Food Production Foundation - I	3	0	1	4	T= (50+20)+P= 10+20 = 100			
CoreCourse-C1	B24-HM103	Food & Beverage service foundation- I	3	0	1	4	T= (50+20)+P= 10+20 = 100			
Minor/Vocational	B24-HM 104	Introduction to Tourism	2	0	0	2	(35+15) = 50			
Multidisciplinary Courses	MDC1*	Haryana Tourism	2	1	0	3	(50+25) = 75			
Ability Enhancement Courses	AEC-1	English Language - I	2	0	0	2	(35+15) = 50			
		To be opt from Department of							24	

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		English										
Skill Enhancement Courses	SEC-1	Basic IT Tools	2	0	1	3	$P=(15+05) + T=(35+20) = 75$					
Value Added Courses	VAC-1	Choose from Common Pool Human Value and Ethics/ Environmental Studies	2	0	0	2	$(35+15) = 50$					

Semester - II

Domain	Course Code	Course Title	Lectures	Tutorials	Practical	Credit	(External+Internal+ Practical) Marks = Total Marks	Total Credit
CoreCourse-A2	B24-HM201	Housekeeping Operation- I	3	0	1	4	$T=(50+20)+P= 10+20 = 100$	
CoreCourse-B2	B24-HM202	Food Production Foundation - II	3	0	1	4	$T=(50+20)+P= 10+20 = 100$	
CoreCourse-C2	B24-HM203	Food & Beverage Service Foundation - II	3	0	1	4	$T=(50+20)+P= 10+20 = 100$	24
Minor/Vocational	B24-HM204	Hotel Property Management System	2	0	0	2	$(35+15) = 50$	

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Multidisciplinary Courses	MDC2*	Basic Of Indian Food	2	0	1	3	(50+25) =75
Ability Enhancement Courses	AEC-2	Language English-II	2	0	0	2	(35+15) =50
Skill Enhancement Courses	SEC-2	Business Communication	3	0	0	3	(50+25) =75
Value Added Courses	CC-M2	Environmental Studies/ Human Values and Ethics	2	0	0	2	(35+15) =50

Undergraduate Certificate in Discipline with 52 credits

Note: Internship of 4 credits of (4 -6) weeks duration after 2<sup>nd</sup> semester.

Second Year

Semester- III

Domain	Course Code	Course Title	Lectures	Tutorials	Practical	Credit	(External+Internal + Practical) Marks = Total Marks	Total Credits
CoreCourse-A3	B24- HM301	Indian Cooking	3	0	1	4	(T= (50+20)+P= 10+20 = 100	
CoreCourse-B3	B24- HM302	F& B Service Operation	3	0	1	4	T= (50+20)+P= 10+20 = 100	

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										24	
Core Course-C3	B24- HM303	Front Office Operation-II	3	0	1	4					$(T = (50+20)+P = 10+20 = 100$
Minor/Vocational	B24- HM304	Interior Decoration	3	0	1	4					$T = (50+20)+P = 10+20 = 100$
Multidisciplinary Courses	MDC3*	Guest Relationship Management	2	0	1	3					$(50+25) = 75$
Ability Enhancement Courses	AEC-3	Hindi Language - I	2	0	0	2					$(35+15) = 50$
Skill Enhancement Courses	SEC-3	Communication in Professional Life	3	0	0	3					$(50+25) = 75$

\* A student will opt for multidisciplinary course from the subject which is different from the discipline. Student are not allowed to choose or repeat courses already undergone at the higher secondary level (12<sup>th</sup> class) or opted as major and minor discipline under this category provided further the if a multidisciplinary course across. The discipline cannot be offered by the department/institute/college, due to its constraints and available resources, then

- I. MDC can be opted out of MOOCs through SWAYAM
- II. MDC can be completed out of online courses offered by Chaudhary Ranbir Singh University, Jind
- III.

	Code								Total Marks	Credits
CoreCourse-A4	B24-HM 401	House Keeping Operation-II	3	0	1	4			T = (50+20)+P= 10+20 = 100	
CoreCourse-B4	B24-HM 402	Regional Cuisine of India-I	3	0	1	4			T = (50+20)+P= 10+20 = 100	
CoreCourse-C4	B24-HM 403	Food and Beverage Service Management-I	3	0	1	4			T = (50+20)+P= 10+20 = 100	20
Minor/Vocational	B24-HM 404	Banquet Management	3	0	1	4			T = (50+20)+P= 10+20 = 100	
Ability Enhancement Courses	AEC-4	Hindi Language - II	2	0	0	2			(35+15) = 50	
Value Added Courses	VAC-3	Art of Happiness/ Financial Literacy	2	0	0	2			(35+15) = 50	

**Note : Students exiting the programme after fourth semester and securing 96 credits including 4 credits of summerinternship will be awarded UG Diploma in the relevant Discipline/Subject**

➤ Internship of 4 credits of 4-6 weeks duration after 4<sup>th</sup> semester (if not done after second semester).

Code	Code	House Keeping Operation-II	3	0	1	4	Total Marks	Credits
CoreCourse-A4	B24-HM 401	House Keeping Operation-II	3	0	1	4	T= (50+20)+P= 10+20 = 100	
CoreCourse-B4	B24-HM 402	Regional Cuisine of India-I	3	0	1	4	T= (50+20)+P= 10+20 = 100	
CoreCourse-C4	B24-HM 403	Food and Beverage Service Management-I	3	0	1	4	T= (50+20)+P= 10+20 = 100	
Minor/Vocational	B24-HM 404	Banquet Management	3	0	1	4	T= (50+20)+P= 10+20 = 100	
Ability Enhancement Courses	AEC-4	Hindi Language - II	2	0	0	2	(35+15) = 50	
Value Added Courses	VAC-3	Art of Happiness/ Financial Literacy	2	0	0	2	(35+15) = 50	
<p><b>Note : Students exiting the programme after fourth semester and securing 96 credits including 4 credits of summerinternship will be awarded UG Diploma in the relevant Discipline/Subject</b></p> <p>➤ Internship of 4 credits of 4-6 weeks duration after 4<sup>th</sup> semester (if not done after second semester).</p>								

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**UG Programme (Interdisciplinary) Curriculum Framework: Scheme -D**  
**Bachelor of Hotel Management (BHM)**

**First Year: Bachelor of Hotel Management (BHM)**

Semester	Subject-Courses	Subject-Courses	Subject-Courses	Minor/Vocational *	Multi disciplinary Courses**	Ability Enhancement Courses *	Skill Enhancement Courses *	Value Added Course *	Total Credits	Exit Option
I	CC-A1 (4 credit) <b>B24-HM-101</b> Front Office Operations – I	CC-B1 (4 credit) <b>B24-HM-102</b> Food Production Foundation -I	CC-C1 (4 credit) <b>B24-HM-103</b> Food & Beverage Service Foundation - I	CC-M1 (2 credit) <b>B24-HM-104</b> Introduction to Tourism	MDC-1 (3 credit) Haryana Tourism	AEC-1 (2 credit) English Language Level-1 To be opt from Dept of English	SEC-1 (3 credit) Choice to be choose from the common pool of SEC -1	VAC-1 (2 credit) Human Value and Ethics/ Environmental Studies	24	Under Graduate Certificate in Discipline with 52 credits
	CC-A2 (4 credit) <b>B24-HM-201</b> Housekeeping Operations – I	CC-B2 (4 credit) <b>B24-HM-202</b> Food Production Foundation - II	CC-C2 (4credit) <b>B24-HM-203</b> Food & Beverage Service Foundation - II	CC-M2 (2 credit) <b>B24-HM-204</b> Hotel Property Management System	MDC-2 (3 credit) Basics of Indian Food	AEC-2 (2 credit) English Language– Level 2 To be opt from Dept of English	SEC-2 (3 credit) Business Communication	VAC-2 (2 credit) Environmental Studies/ Human Values and Ethics		

**Internship of 4 credits of 4-6 weeks duration after 2<sup>nd</sup> Semester**

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**2<sup>nd</sup> Year Scheme D: Bachelor of Hotel Management (BHM)**

Semester	Subject-1 Core Courses	Subject-2 Core Courses	Subject-3 Core Courses	Minor/Vocational *	Multidisciplinary Courses **	Ability Enhancement Courses *	Skill Enhancement Courses *	Value Added Course *	Total Credits	Exit Option
<b>III</b>	CC-A3 (4 credit) B24-HM-301 Indian Cooking	CC-B3 (4 credit) B24-HM-302 Food & Beverage Service operations	CC-C3 (4 credit) B24-HM-303 Front Office Operations – II	CC-M3 (4 credit) B24-HM-304 Interior Decoration	MDC-3 (3 credit) Guest Relationship Management	AEC-3 (2 credit) Language Hindi Level-1 To be opt from Dept of Hindi	SEC-3 (3 credit) Communication in Professional Life	-	24	Under Graduate Diploma in Discipline with 92 credits
<b>IV</b>	CC-A4 (4 credit) B24-HM-401 Housekeeping Operations – II	CC-B4 (4 credit) B24-HM-402 Regional Cuisine of India -I	CC-C4 (4 credit) B24-HM-403 Food & Beverage Service Management -I	CC-M4 (V) (4 credit) B24-HM-404 Banquet Management	-	AEC-4 (2 credit) Language Level- 2 To be opt from Dept of Hindi	-	VAC-3 (2 credit) Art of Happiness/ Financial Literacy	20	

**Internship of 4credits of 4-6 weeks duration after 4<sup>th</sup> Semester**

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**Note:**

1. Credits(C), Core Courses (CC); Discipline Specific Elective Courses (DSE); Discipline Skill Enhancement Courses (DSEC); Skill Enhancement Courses (SEC); Ability Enhancement Courses (AEC); Practicum Courses (PC); Value Added Courses(VAC);Multidisciplinary Courses(MDC).
2. \*A student will opt for AEC, SEC, VAC and Minor (Vocational) courses from the respective pools of courses offered by the University/Department/College/Institute duly approved by the University.
3. \*\*A student will opt for Multidisciplinary Course (MDC) from the subject which is different from the discipline of the programme in which admission is taken from the respective pools of courses offered by the University/Department/College/Institute duly approved by the University.

**Notes:**

1. Subjects, DSE, DSEC, SEC, AEC, MDC and VAC courses will be offered by the Department/College/Institute depending upon its Available faculty, infrastructure and time table.
2. A student will opt for Multidisciplinary Course (MDC) from the subject which is different from the discipline of the programme in which admission is taken.  
Students are not allowed to choose or repeat courses already undergone at the higher secondary level (12th class) or opted as major and minor courses under this category.  
Provided further that if a Multidisciplinary Course across the discipline cannot be offered by the Department/Institute/College, due to its constraints and available resources, then
  - iv. MDC can be opted out of MOOCs through SWAYAM
  - v. MDC can be completed out of online courses offered by the Chaudhary Ranbir Singh University
  - vi. MDC can be completed from a cluster college, i.e., from a neighboring college/institute
3. A student will opt for AEC, SEC, VAC and Mino (Vocational) courses from the respective pools of courses offered by the Department/College/Institute duly approved by the University. A Department/Institute/College can add more courses in the pools of AEC, SEC, VAC and Vocational courses with prior approval of the university.
4. For first and second semester of UG programme (Interdisciplinary) (Scheme D), a student can choose a Minor Course of 2 credit from the pool of minor subjects in that semester offered by the Department/Institute/College.
5. From 3<sup>rd</sup> semester onwards of the scheme D, a student can choose a Minor Course, say Subject E, out of available Core Courses of that subject E offered in that semester.
6. In the subjects/courses which involve practicum, i.e. Practical/ Laboratory/ Studio/ Project/ Survey/Field work, etc., a course of 4 credits will dedicate 3 credits for lectures and one credit for practicum and in other subjects/courses, a course of 4 credits will dedicate 3 credits for lectures and 1 credit for tutorial. During 4<sup>th</sup> year, when the practicum course is offered as a separate course in that subject, then a course of 4credits will dedicate 3 credits for lectures and 1 credit for tutorial. However, for any DSE course, a course of 4 credits will dedicate 3 credits for lecture sand one credit for tutorial.
7. In case of AECof2credits, theentire2credits will be dedicated for lectures.
8. In the SEC courses of 3credits, 2 credits will be dedicated for lectures and 1 credit for practicum and in the DSEC courses of 4 credits, 3 credits will be dedicated for lectures and 1credit for practicum.
9. If a student takes exit after the second semester, then Undergraduate Certificate in Discipline will be awarded after earning 52 credits including 4 credits for the internship of 4-6 weeks during the summer vacation.
10. If a student takes exit after the 4<sup>th</sup> semester, then Undergraduate Diploma in Discipline will be awarded after earning 96 credits including 4 Credits for the internship of 4-6 weeks during the summer vacation

## Criteria for Question Paper Setting

### External Marks:- 50

The examiner will set 5 questions in all. Question no 1 is compulsory and would contain 5 (five) questions of two (2) marks. Further questions of ten (10) marks are to be set from each unit and students should select one question from each unit.

### External Marks: - 35

Each question paper shall have five questions. Question No. 1 shall have 5 short – answer type questions, covering all four units, all of which shall be compulsory and each question shall carry 03 marks. Question No. 2 to 5 has internal choice and shall carry 05 marks each.



**BHM**

**Session: 2024-2025**

**SEMESTER 1<sup>st</sup>**

**B24-HM-101**  
**FRONT OFFICE OPERATIONS - I**

External Marks: 50  
Internal Marks: 20  
External Practical: 20  
Internal Practical Marks:- 10  
Time: 3 Hrs

**Course outcomes:**

- CO1 Able to know hotel Classification, size of hotel,
- CO2 Describe Function of Hotel and different sections of the front office department.
- CO3 Identify Organization structure and hierarchy of Front Office Department
- CO4 Able to know type of guestroom and tariff..

**Theory**

**Unit 1**

**Hotel and its classification:** Introduction, hotel approval and classification (HRACC), Classification of hotel on the basis of Star category, size of the hotel, clientele, Location, Ownership, Independent, Management Contract, Chains/Franchise/Affiliated hotels and Time share hotels.

**Unit 2**

**Hotel Front Office:** Introduction, Functions and its importance in hotel, Layout of the front office department, Different sections of the front office department– Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Business Communication.

**Unit 3**

**Front Office Staff:** Organization structure and hierarchy of Front Office Department in a Small, Medium and Large Hotels. Job description and specification of different front office personnel, Uniform and grooming standard, Attributes of front office employees.

**Front office Coordination:** Coordination of front office department (Inter and intra departmental).

**Unit 4**

**Guestrooms and tariff:** Different types of rooms, Numbering of rooms, meal plans combined with room tariff, Tariff Card, Rates, Discounts, Allowance.

**Guest Cycle:** Pre-Arrival, Arrival, Occupancy, Departure, Post Departure.

**Practical**

- Preparation and study of countries, capitals, flags and currencies in terms of tourist arrival.
- Get familiarize with airports and airport codes, major airlines in terms of tourist arrivals.
- Understanding Personal Hygiene Grooming Standards
- Understanding Layouts of Front Office department.
- Identification of Front Office equipment and furniture.
- DO'S and Don'ts for new entrants/employees in the front office
- Basic front office terminology.
- Role play in reference to the theory syllabus
  - Check-in Procedure
  - Receiving at the porch
  - Bell Desk functions
  - Concierge
  - Reception

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**Suggested Readings:**

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks
- Principal of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum
- Check in Check out – Jerome Vallen
- Hotel Front Office Management, 4<sup>th</sup> Edition by James Socrates Bardi; Wiley International

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**B24-HM-102**  
**FOOD PRODUCTION FOUNDATION-I**

External Marks: 50  
Internal Marks: 20  
External Practical: 20  
Internal Practical Marks:- 10  
Time: 3 Hrs

**Course Outcomes:**

- CO1 Students will be able to understand the technicalities and beauty of cooking.
- CO2 The undergraduates will acquire skills to deal with different types of accidents and fire.
- CO3 The learners will be able to identify, classify and purchase good quality food ingredients.
- CO4 The beginners will become capable in their selection of better quality raw material.

**Course Contents:**

- Unit – 1**        **Cooking:** - Introduction, Definition, and its importance.  
                  **Hygiene:** introduction, importance and types. Qualities of F & B production employees
- Unit – 2**        **Handling kitchen accidents** e.g. burns cuts, fractures and Heart attack.  
                  **Fire:** Introduction, Types and how to extinguish different types of fire.
- Unit – 3**        **Ingredients used in cooking- I:** Cereals and Grains, Fruits and Vegetables, and Sweeteners'-  
                  Types, Purchasing and Storing considerations.
- Unit – 4**        **Ingredients used in cooking- II:** Egg, Milk and Milk Products, Salt and Oil & Fat-  
                  Introduction, Types, Purchasing and Storing considerations.

**Practical**

1. Proper usage of a kitchen knife and hand tools
2. Understanding the usage of small equipments
3. Familiarization, identification of commonly used raw material
4. Basic hygiene practices to be observed in the Kitchen
5. First aid for cuts & burns
6. **Egg Cookery**  
Preparation of:
  - (i) Hard & soft boiled eggs.
  - (ii) Fried eggs.
  - (iii) Poached eggs.
  - (iv) Scrambled eggs.
  - (v) Omelet's (Plain, Spanish, Stuffed)
7. **Preparation of Vegetables**
  - Cuts of vegetables: Julienne Jardiniere, Dices, Cubes, Macedoine, Paysanne, Shredding, Concasse, Mire-poix
  - Blanching of Tomatoes and Capsicum
  - Cooking vegetables: Boiling (potatoes, peas); Frying (Aubergine, Potatoes); Steaming (Cabbage) Braising (Potatoes); Braising (Onions, cabbage)
8. **Rice & Pulses Cooking**
  - (i) Identification of types of rice varieties & pulses.
  - (ii) Simple preparation of (a) Boiled rice (Draining & absorption) Method.
  - (iii) Fried rice.
  - (iv) Simple dal preparation



- 9 (v) Wheat, products like making chapattis, parathas, phulkas, Kulchas & puris.  
**Indian Breakfast**  
(i) Preparation of Puri/ Bhujji, Allo Paratha, Chola Bhatura,

**Suggested Readings:**

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Bakery & Confectionery By S.C Dubey, Publisher: Society of Indian Bakers
- Cooking Essentials for the New Professional Chef
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
- The Professional Chef (4<sup>th</sup> Edition) By Le Rol A. Polson
- The Professional Pastry Chef, Forth Edition By Bo Friberg Publisher: Wiley & Sons INC
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers

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**B24-IIM-103**  
**FOOD & BEVERAGE SERVICE FOUNDATION-I**

External Marks: 50  
Internal Marks: 20  
External Practical: 20  
Internal Practical Marks:- 10  
Time: 3 Hrs

**Course Outcomes:**

After completion of the course students will be expected to be able to:

- CO1 Able to know the origin and development of the food service in various catering establishments.
- CO2 Describe various job description of different position in F& B Service Department.
- CO3 Identify various equipments use in F&B Service Department
- CO4 Identify and describe the various methods of service and at least two other food service categories.

**Theory**

– **1 F & B Services:** - Introduction, Importance, Functions, Sections Classification of catering establishment- commercial and non-commercial

**Unit – 2 Departmental Organization & Staffing** – Organization Structure of F & B Services in different types of Hotels. Job Descriptions and job specifications of different F & B service positions, attributes of F & B personnel

**Unit – 3 Food & Beverage Service equipments:** Introduction, Classification and features.

**Unit – 4 Food & Beverage Service Methods:** Introduction, Classification and features.

**Practical:**

- Personal grooming
- Knowledge of equipments
- Knowledge of various food service methods
- F & B Service terminology
- Basic food service- Indian Breakfast, Egg preparation

**Suggested Reading:**

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher: ELBS
- Food & Beverage Service Management – Brian Varghes
- Food & beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F & B Service- Brown, Heppner & Deegan
- Menu Planning- Jaks Kivela, Hospitality Press
- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management – Brian Varghese
- The Restaurant ( From Concept to Operation)
- The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi.



**B24-HIM-104**  
**INTRODUCTION TO TOURISM**

External Marks: 35  
Internal Marks: 15  
Time: 2 Hours

**Course outcomes:**

After the completion of the course the students will be able to;

1. Describe the history and structure of international travel and hospitality industry
2. Appraise the positive and negative impacts of tourism destination development
3. Analyze arrange of tourist needs and motivations to travel
4. Discuss the development and distribution of tourism products

**Unit I**

Meaning, definition, characteristics and types of Tourism, components of Tourism, tourism as an industry.

**Unit II**

History of Tourism through ages, linkages of tourism with other subjects like History, sociology, geography, management and economics, Economic impacts of tourism

**Unit III**

Tourism Organizations: Origin, Organization and Function of WTO, IATA as International Organizations while TAAI, IATC and ITDC as Domestic Organizations

**Unit IV**

Explaining of the terms- Tours, Tourist, and Visitor, traveller, Excursionist, Resource, Attraction, W.T.O. classification of Tourists and its significance. Problem and Prospects of Tourism

**Suggested Readings:**

- Anand, M.M., Tourism and hotel Industry in India, Prentice Hall, New Delhi, 1976
- Bhatia, A. K., International Tourism, Sterling Publishers, New Delhi
- Bhatia, A. K., Tourism development: Principles, Practices and Philosophies, Sterling Publishers, New Delhi
- McIntosh, Robert, W. Goldner, Charles, Tourism: Principles, Practices and Philosophies, John Wiley and Sons Inc. New York, 1990 (9th edition)
- Mill, Robert Christie and Alastair M. Morrison, The Tourism System, Englewood Cliffs, N.J., Prentice Hall, 1985
- Negi, J.M.S., Tourism and Travel- Concepts and principles, Gitanjali Publishing House, New Delhi, 1990
- Robinson, H.A., Geography of Tourism, Mc Donald and Evans, London, 1976



**MDC1\***  
**HARYANA TOURISM**

External Marks: 50

Internal Marks: 25

Time: 3 Hrs

**Course Objectives:**

The course aims at providing a comprehensive overview on Haryana Tourism: elucidating State' tourist resource potential, Tourism infrastructure and tourist trends over the years. It critically examines existing tourism planning and policy, framework and reviews the performance of Haryana in the context of both domestic and international.

**Unit – I**

Geographical and historical background of Haryana and their importance for tourism  
Religious & cultural tourism potential in Haryana including dance, music, fair & festivals

**UNIT – II**

Tourist Resources of Haryana:  
- Monuments of touristic significance and museums  
- Religious & pilgrimage centres of Haryana  
- Music, dance, fairs & festivals in Haryana

**UNIT – III**

Tourism Infrastructure in Haryana  
- Transportation and accommodation sector in Haryana  
- Recreational and entertainment facilities at the tourism complexes/resorts in Haryana  
- Tourism organization in Haryana  
- Haryana Tourism Policy - 2008

**UNIT – IV**

Tourism Trends in Haryana  
Major types of tourism in Haryana  
Major tourist destinations of Haryana

**Suggested Readings:**

- Anand, M.M., Tourism and hotel Industry in India, Prentice Hall, New Delhi, 1976
- Bhatia, A. K., International Tourism, Sterling Publishers, New Delhi
- Bhatia, A. K., Tourism development: Principles, Practices and Philosophies, Sterling Publishers, New Delhi
- McIntosh, Robert, W. Goldner, Charles, Tourism: Principles, Practices and Philosophies, John Wiley and Sons Inc. New York, 1990 (9th edition)
- Mill, Robert Christie and Alastair M. Morrison, The Tourism System, Englewood Cliffs, N.J., Prentice Hall, 1985
- Negi, J.M.S., Tourism and Travel- Concepts and principles, Gitanjali Publishing House, New Delhi, 1990
- Robinson, H.A., Geography of Tourism, Mc Donald and Evans, London, 1976



**SEMESTER**

**2<sup>nd</sup>**

**B24-HIM-201**  
**HOUSEKEEPING OPERATION - I**

External Marks: 50  
Internal Marks: 20  
External Practical: 20  
Internal Practical Marks:- 10  
Time: 3 Hrs

**Course Outcomes:** On completion of this module students will be able to;

CO1 Describe the history and structure of international travel and hospitality industry  
CO2 Appraise the positive and negative impacts of tourism  
CO3 To analyze a range of 5 A's of Tourism  
CO4 Discuss the development and distribution of hospitality products  
CO5 Different departments in a hotel and their role

**Theory:**

**Unit 1: The Hotel Guest Room:** Layout of guest room (Type), Types of guest rooms in hotels  
**Cleaning Science:** Characteristics of a good cleaning agent, Types of cleaning agents and usage.

**Unit 2: Cleaning Equipment:** Types of Equipment, Operating Principles of Equipment, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment.  
**Cleaning of Different Surfaces:** Metal, Glass, Leather, Rexene, Ceramic and Wood

**Unit 3:** Meaning and definition and Importance of Housekeeping department, Role of Housekeeping in Hierarchy of Housekeeping Department in small, medium, large and chain hotels, Housekeeping Responsibilities, Duties and Responsibilities of Housekeeping staff

**UNIT 4** Report Functions of Control Desk and its importance, Room Occupancy Report, Guest Room Inspection, Entering Checklists, Floor Register, Work Orders, Log Sheet, Lost and Found Register and Enquiry File, Maid's Report and Housekeeper's

**Practical**

- 1 Sample Layout of Guest Rooms Single room, Double room, Twin room, Suite
- 2 Guest Room Supplies and Position in Standard room, Suite, VIP room special amenities
- 3 Cleaning Equipment-(manual and mechanical) Familiarization, Different parts, Function, Care and maintenance
- 4 Maids Trolley: Set Up, Stocking and usage.
- 5 Daily Cleaning of Guest room and Bath Room
- 6 Control desk records and formats  
Inspection checklist  
Records Room occupancy report Checklist  
Floor register  
Work/ maintenance order Lost and found  
Maid's report  
Housekeeper's report  
Log book  
Floor linen book/ register VIP



list

Call register

Record of special cleaning Guest special request register

**Suggested Readings:**

- Hotel and Catering Studies – Ursula Jones
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- House Craft – Valerie Paul
- House Keeping Management – Matt A. Casado; Wiley Publications
- Housekeeping and Front Office – Jones
- Housekeeping Management by A.K. Bhatiya.
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks
- Principal of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continum
- Check in Check out – Jerome Vallen
- Hotel Front Office Management, 4<sup>th</sup> Edition by James Socrates Bardi; Wiley Internatioanl

B24-HIM-202

**FOOD PRODUCTION FOUNDATION - II**

External Marks: 50  
Internal Marks: 20  
External Practical: 20  
Internal Practical Marks:- 10  
Time: 3 Hrs

**Course Outcomes:**

- CO1 Students will acquaint themselves about different types of equipment, and fuel.  
CO2 The undergraduates will get of knowledge of various cooking methods.  
CO3 The pupils will be able to identify different sections of a professional kitchen and their organizational hierarchy.  
CO4 The learners will have thorough knowledge of Indian and French Cuisine.

**Theory**

- Unit – 1** **Equipments-** Introduction, Classifications, use and Selection criterion  
**Commercial Kitchen Fuel-** Introduction, Types, characteristics, advantages and disadvantages.  
**Pre- Preparation techniques:** Introduction, types and their detail.
- Unit – 2** **Cooking Methods – Introduction,** types and their detailed description
- Unit – 3** **Hotel Kitchen:** Introduction and its sections.  
**Food Production Organizational Hierarchy:** Introduction, duties and responsibilities of staff.
- Unit – 4** **Stock –** Introduction, Classification, and their recipes  
**Soup –** Introduction, Classification, and their recipes

**Practical**

- Introduction of Fuels
- Knowledge of pre-preparation techniques
- Knowledge of various cooking methods
- Preparation of Indian dishes (Three course Indian menu for lunch & dinner, lassi, Jaljeera, & Lam Panna,
- Introduction of French Dishes (Soups, Salads, Sandwiches five of each)
- F & B production terminology

**Suggested Readings:**

- Art of Indian Cookery, Rocky Mohan, Roli
- Prased- Cooking with Masters, J. Inder Singh Kalra, Allied
- Modern cookery (Vol- I & II) For Teaching & Trade, Philip E. Thangam, Orient Longman
- Larousse Grastonomique- Cookery Encyclopedia, Paul Hamlyn
- The Complete Guide to the Art of Modern Cookery, Escoffier



B24-IIM-203

**FOOD & BEVERAGE SERVICE FOUNDATION - II**

External Marks: 50  
Internal Marks: 20  
External Practical: 20  
Internal Practical Marks:- 10  
Time: 3 Hrs

**Course Outcomes:**

CO1 Students will be able to describe menu, its types, cover set for each type of menu and also will be able to plan a menu for various types of functions.

CO2 Students will be able to understand the service and storage of various types of beverages mainly non-alcoholic.

CO3 Students will be able to understand breakfast and their service and cover setup.

CO4 Students will be able to understand the procedure of room service.

**Theory**

**Unit – 1** **Menu:** - Introduction, Importance, and Types (detailed description of each type): A la Carte & TDH, Factors affecting menu item selection. French Classical Menu

**Unit – 2** **Non Alcoholic Beverages:** Classification & Services, Storage.

**Unit – 3** **Breakfast Service:** Introduction, types, features, table layouts and service. KOT

**Unit – 4** **Room Service:** Introduction, Organization, Cycle, Equipments, Types, Menu and various forms.

**Practical:**

- Various menu services, their table layouts and service sequences for:
  - A La Carte and TDH
  - Room Service
  - Breakfast
- **Breakfast Services Practical**
  - Laying of Difference type of breakfast cover with all table appointments like butter dish, supreme bowl (for service of grape fruit etc)
  - Laying a room service tray for bed tea and breakfast (Continental & English)
- **Room Service:** - Trolley Tray Breakfast set up and service for rooms.

**Suggested Reading:**

- Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata MC Graw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F & B Service – Brown, Heppner & Deegan
- Menu Planning- Jaks Kivela, Hospitality Press
- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management- Brian Varghese
- The Waiter Handbook - Graham Brown, Publisher: Global Books & Subscription Services New Delhi.



**B24-HIM-204**  
**Hotel Property Management system**

**Total Marks:- 50**  
**Internal marks:- 15**  
**External Marks:- 35**

**Course Outcomes:-**

- CO1 Describe the Property Management system.
- CO2 Able to know different Front Office Module.
- CO3 To analyze the f and b service module.
- CO4 Discuss the development and distribution of hospitality products
- CO5 knowledge of Sales Module.

**UNIT 1**

**Property Management system**

- Definition of PMS
- Type of PMS
- How to work PMS

**UNIT 2**

- Rooms Management and Guest Accounting Applications
- Room Management Module
- Guest Accounting Module
- Point of Sale Technologies
- POS Order entry units
- POS Printers
- Accounts Settlement
- Managing Guest Accounts
- POS Software
- Automated Beverage control systems

**UNIT 3**

- Food & Beverage Management Applications
- Recipe Management
- Sales Analysis
- Menu Management
- Integrated Food Service software Automated Beverage system report

**UNIT 4**

- Sales & Catering Applications
- Hotel Sales Office Automation
- Revenue Management
- Catering Software

**Suggested Readings:**

- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks
- Principal of Hotel Front Office Operations, Sue Baker & Jermy Huyton, Continuum
- Check in Check out – Jerome Vallen
- Hotel Front Office Management, 4<sup>th</sup> Edition by James Socrates Bardi; Wiley International



**MDC 2\***  
**Basic of Indian Food**

**Total marks: 75**  
**External Marks: 50**  
**Internal Marks: 25**

**CO1 Understanding Indian Culinary History:** Students will be able to articulate the historical evolution of Indian cuisine and identify the key influences that have shaped it over centuries.

**CO2** Students will understand and describe the unique characteristics of various regional cuisines in India.

**CO3** Students will understand and describe the unique characteristics of various regional cuisines in India.

**CO4** Students will categorize and explain various cooking methods.

**Unit 1**

**Basic Indian Cookery** -History of Indian Food- Characteristics and Regional differences. Introduction to Indian Spices .Role of spices in Indian cookery, Hindi equivalent names of spices, Masalas-Blending of spices, Different Masalas used in Indian cookery.

**Unit 2**

**Cuisines of Punjab:** Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine, Key Ingredients, Popular Foods, Seasonal Foods & Special Equipment's, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods

**Unit 3**

**Professional Cooking:** Introduction, Definition, and its importance Culinary History, Origin of Modern Cookery Aims and objectives of cooking food Kitchen Layouts (Basic, Bulk and Show kitchens) Hierarchy of Kitchen Department, Duties & Responsibilities of various chefs in kitchen, their attributes Coordination of kitchen with other departments of hotels

**Unit 4**

**Cooking Methods – Introduction,** types and their detailed description

**Suggested Reading**

- Art of Indian Cookery, Rocky Mohan, Roli
- Prasad- Cooking with Masters, J. Inder Singh Kalra, Allied
- Modern cookery (Vol- I & II) For Teaching & Trade, Philip E. Thangam, Orient Longman
- Larousse Gastronomique- Cookery Encyclopedia, Paul Hamlyn
- The Complete Guide to the Art of Modern Cookery, Escoffier

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**SEMESTER**

**3<sup>rd</sup>**

**B24-IIM301  
INDIAN COOKING**

External Marks: 50  
Internal Marks: 20  
External Practical: 20  
Internal Practical Marks:- 10  
Time: 3 Hrs

**Course Outcomes**

- CO1 Able to know introduction to Indian cuisine.
- CO2 Knowledge about the menu planning and purchasing , storing
- CO3 able to know about the masala and gravies
- CO4 Able to know about Indian Sweet and Dessert.

**Unit 1**

**Indian Cooking**

- Introduction to Indian Cuisine,
- Heritage of Indian Cuisine,
- Factors that affect eating habits in different parts of the country,
- Cuisine and its highlights of different states/regions/communities To be discussed: Geographic location,
- Historical background,
- Seasonal availability,
- Special equipment,
- Staple diets,

**Unit 2**

**Menu Planning & Purchasing ,Storing & issuing of food :**

- Definition & Menu and its Types
- Factor effecting menu planning and construction of menu
- Purchasing & purchasing procedure
- The purchasing of food
- Receiving of food
- Storing of food
- Issuing of food

**Unit 3**

**Masalas, Pastes and Gravies in Indian cooking:**

- Masalas and Pastes: Introduction,
- Types, Blending of Spices,
- Concept of Dry and Wet Masalas,
- Pastes used in Indian Cooking,
- Purchasing, Storing Considerations.
- Basic Indian Gravies: Introduction,
- Gravies and Curries,
- Regional Gravies, Gravy Preparations.

*CR*

## Unit 4

### Indian Sweets & Desserts:

- Introduction,
- Geographical Perspectives,
- Brief Historical Background,
- Characteristics & Salient Features ,
- Key Ingredients, Popular Sweets, Seasonal Sweets,
- Special Equipments, Specialties during Festivals and Other Occasions

### PRACTICAL

1. Understanding Indian Cooking and Preparation of simple popular foods of India (At least one simple three course menu from each region of India , North, East, South, West and Central India its salient features and cooking).
2. Condiments, Herbs & Spices in Indian Kitchen – Do's & Don't's
3. Understanding Preparations of Masalas, Pastes and Gravies in Indian Kitchen Preparation of:
  - (i) Makhni Gravy
  - (ii) White Gravy
  - (iii) Yellow Gravy
  - (iv) Masala Gravy
4. Familiarization with, commodities and their usage in Indian Kitchens with the help of simple dishes preparations indicating their usage.

### Suggested Readings:

- Art of Indian Cookery, Rocky Mohan, Roli
- Prasad- Cooking with Masters, J. Inder Singh Kalra, Allied
- Modern cookery (Vol- I & II) For Teaching & Trade, Philip E. Thangam, Orient Longman
- Larousse Gastronomique- Cookery Encyclopedia, Paul Hamlyn
- The Complete Guide to the Art of Modern Cookery, Escoffier

**B24 HM302**  
**FOOD & BEVERAGE SERVICE OPERATION**

External Marks: 50  
Internal Marks: 20  
External Practical: 20  
Internal Practical Marks:- 10  
Time: 3 Hrs

**Course Outcomes:-**

- CO1: Able to know Planing of restaurant.
- CO2: able to know about Buffet Management and Catering.
- CO3: Able to know to F & B control.

**Theory**

**Unit I**

**Planning of restaurant & food service facilities & Situation handling in food & beverage outlets:**

Introduction, Planning & Operating various food & beverage Outlets , ancillary areas,  
Factors-Concept, Menu, Space & Lighting , Colours and Restaurant Design team.  
Restaurant Problems and Guest Situation Handling (related to food, ambience, hygiene etc.)

**UNIT- II**

**Buffet management:**

Introduction, Types, Equipment's Used, Factors, Space requirements & Checklist, Buffet Presentation, menu planning, staff requirement . Function Catering: Introduction, Types of Function, Function Booking Procedure, Seating Arrangements.  
Other Catering Operations: Hospital Catering, Industrial & Institutional Catering, Airline & Railway catering, Home Delivery, Take away.

**UNIT-III**

**F & B Control:**

Overview: Introduction, Objectives of F & B Control, Problems in F & B Control, Personnel Management in F & B Control. F&B control cycle & monitoring.

**Practical**

Restaurant Set –ups of different types & services.  
Service of High tea.  
Buffet Lay –up, theme Buffets set up  
Theme Parties  
Role Plays & Situation handling in Restaurant

**Suggested Readings:-**

- Food & Beverage Service - Dennis R.Lillicrap. & John .A. Cousins. Publisher: ELBS
- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F& B Service- Brown, Heppner & Decgan
- Menu Planning- Jaksu Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson



**B24-HM303**  
**FRONT OFFICE OPERATION-**

External Marks: 50  
Internal Marks: 20  
External Practical: 20  
Internal Practical Marks:- 10  
Time: 3 Hrs

**Course Outcomes**

- CO1 Able to know about registration.
- CO2 Able to know guest security.
- CO3 Able to front office accounting.

**Theory**

**Unit 1:**

Registration: concept, systems and its procedure, Registration form and C Form  
Bell Desk and concierge: functions; luggage, paging, message and left luggage handling procedure

**Unit 2:**

Guest Security: Introduction and importance, handling emergency situations ,Key control

**Unit 3:**

Guest check out procedures and systems, Cash and billing operations, manual and computer accounting, Foreign exchange handling

**Unit 4:**

Front Office Accounting: Ledger, Guest Ledger, City Ledger, Cash paid out, Tips and advances  
Front office Cashiering, Foreign currency awareness and handling procedures, The guest folio,  
Tracking transactions - account allowance.

**Practical**

**HANDS ON PRACTICAL OF MANUAL / COMPUTER APPLICATION ON SOFTWARE, STUDENTS SHOULD BE ABLE TO :**

- (i) Register- in a reservation
- (ii) Register an arrival
- (iii) Amend a reservation
- (iv) Cancel a reservation
- (v) Post a charge
- (vi) Make a group reservation
- (vii) Make a folio
- (viii) Make a room change
- (ix) Show a departure/ checkout
- (x) Print a folio
- (xi) Print reports such as expected arrivals and departure for the day.

**02 FAMILIRISATION WITH RECORD BOOKS, LISTS &FORMS SUCH. AS :**

*dh*

- a) Arrival/ departure register
  - b) Departure intimation
  - c) Arrival/ Departure list
  - d) No show/ cancellation report
  - e) VIP List
  - f) Fruits & Flowers requisition
  - g) Left luggage register
  - h) Bell boy movement control sheet
  - i) Scanty Baggage Register
  - j) Arrival & Departure errands cards
  - k) Expected arrival/ departure list
- Skills to handle luggage, paging, message and left luggage  
Skills to handle Guest check out procedures

**Suggested Readings:-**

1. Front office operations by Colin Dix & Chirs Baird
2. Hotel front office management by James Bardi
3. Managing front office operations by Kasavana & Brooks
4. Front office training manual by Sudhir Andrews
5. Managerial accounting and hospitality accounting by Raymond S Schmidgall
6. Managing computers in hospitality industry by Michael Kasavana and Cahell
7. Principles of Hotel Front Office Operations, Sue Baker & Jeremy Huyton, Continuum

dr



**B24-IIM304**  
**INTERIOR DECORATION**

External Marks: 50  
Internal Marks: 20  
External Practical: 20  
Internal Practical Marks:- 10  
Time: 3 Hrs

**Course Outcomes**

- CO1 Able to know interior decoration.
- CO2 Understanding about colour wheel and classification of colour.
- CO3 Able to know floor and wall covering.
- CO3 Understanding safety Awareness and First Aid .

**Theory**

**Unit-1**

**Interior Decoration:** Importance, Definition & Types, Classification, Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis, Elements of Design: Line, Form, Colors, Texture.

**Unit-2**

**Colors:** Color Wheel, Importance & Characteristics, Classification of colors, Color Schemes. **Lighting:** Classification, Types & Importance, Applications. **Furniture Arrangements:** Principles, Types of joints, Selection.

**Unit-3**

**Floor & Wall Covering:** Types and Characteristics, Carpets: Selection, types, Characteristics, Care and Maintenance. **Windows, Curtains, and Blinds** Soft Furnishings and Accessories: Types, use and care of Soft furnishing, Types of Accessories: Functional and Decorative. **Flower Arrangement:** Concept & Importance, Types & Shapes, Principles.

**Unit-4**

**Safety Awareness and First Aid:** Concept and Importance, **Safety:** Accidents, Fires (Cause, Procedure, Accident report form), **Security:** Security of Guest/Staff/Public areas/Rooms/Back office areas, **First Aid:** Concept and Emergency Procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration).

**PRACTICAL**

1. TEAM CLEANING { VARIOUS AREAS }
2. First Aid Familiarization of basic medicines and bandaging, Covering cuts and wounds.
3. Flower arrangements
4. Special Decorations
5. How to do a guest room inspection :
  - Use of check list.
  - Making a maintenance order
  - Follow up with control Desk.

**Suggested Readings:-**

- Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
- Hotel and Catering Studies – Ursula Jones
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).



**MDC3**  
**Guest Relationship Management**

**Total Marks:- 75**  
**External Marks: 50**  
**Internal Marks: 25**

**Course outcome**

**CO1** Participants will develop the skills to interact effectively with guests, ensuring positive experiences  
**CO2** understand and implement strategies for guest retention and loyalty  
**CO3** Participants will establish and maintain high standards of service, utilizing benchmarking.  
**CO4** understanding of the importance of communication in guest relationship management,

**Unit-1:**

**GUEST CONTACT & CURRENT HOSPITALITY PRACTICE**

Guest Relations, Service culture, Handling awkward difficult situation, Guest communication, Guest preferences and guest history, Complaint Management System, Guest satisfaction tracking system .

**Unit-2:**

**DEFINING LOYALTY**

Understanding loyalty segment, Loyalty schemes, Guest retention techniques, creating service excellence

**Unit-3:**

**SERVICE EXCELLENCE & EXPERIENCE**

Creating standards in services, Benchmarking, Principles of Guest Service, Personalized services & Quality and feedback

**Unit-4:**

**Communication skill**

Understanding the communication important for better relationship with guest, Communication, Process of communication, Need and Importance of communication skills, Types of communication,

**Suggested Readings:**

-Jagdish N Sheth, Parvatiyar Atul, G Shainesh, Customer Relationship Management:Emerging Concepts, Tools and Applications, 1st Edition, Tata McGraw Hill, June 2008

-Judith W .Kincaid , Customer Relationship Management Getting it Right, Pearson Education

-H.Peeru Mohamed , A Sagadevan, Customer Relationship Management, A Step by Step Approach, Vikas Publishing House

-Customer Centricity –Focus on right customer for strategic advantage, by Peter Fader, Wharton Digital Press, 2012



**SEMESTER**

**4<sup>th</sup>**

**B24-HIM401**  
**Housekeeping operation**

External Marks: 50  
Internal Marks: 20  
External Practical: 20  
Internal Practical Marks:- 10  
Time: 3 Hrs

**Course Outcomes:-**

- CO1 able to know about the Room Linen
- CO2 able to know about the uniform and sewing room.
- CO3 understanding about the laundry
- CO4 understanding about the safety and security

**Theory**

**Unit-1**

**LINEN ROOM:** Activities of the Linen Room, Layout and equipment in the Linen Room, Selection criteria for various Linen Items & fabrics suitable for this purpose, Purchase of Linen, Calculation of Linen requirements, Linen control-procedures and records, Stocktaking-procedures and records Recycling of discarded linen, Linen Hire

**Unit-2**

**UNIFORMS:** Advantages of providing uniforms to staff Issuing and exchange of uniforms, type of uniforms Selection and designing of uniforms, Layout of the Uniform room,

**SEWING ROOM -** Activities and areas to be provided, Equipment provided

**Unit-3**

**LAUNDRY:** Commercial and On-site Laundry, Flow process of Industrial Laundering-OPL, Stages in the Wash Cycle, Laundry Equipment and Machines, Layout of the Laundry, Laundry Agents, Dry Cleaning, Guest Laundry/Valet service, Different types of stains and Stain removal.

**Unit-4**

**SAFETY AND SECURITY:** Introduction, work environment safety and safety analysis, potential hazards in housekeeping operations, safety awareness and accident prevention, role of housekeeping in safety, Crime prevention and dealing with emergency situations.

First Aid, first aid procedure, first aid box, first aid for common situations.

**Practical**

1. Laundry equipment handling
2. Laundry operations
3. Handling different types of fabrics in manual & mechanical laundry
4. Stain Removal: Different types of stains to be removed by hand using different chemicals.

**Suggested Readings:-**

- Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
- Hotel and Catering Studies – Ursula Jones
- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
- House Craft – Valerie Paul
- House Keeping Management by Dr. D.K. Agarwal .
- House Keeping Management for Hotels, Rosemary Hurst, Heinemann
- Housekeeping and Front Office – Jones
- Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
- In House Management by A.K. Bhatiya.
- Key of House Keeping by Dr. Lal Commercial



**B24-HIM402**  
**REGIONAL CUISINES OF INDIA**

External Marks: 50  
Internal Marks: 20  
External Practical: 20  
Internal Practical Marks:- 10  
Time: 3 Hrs

**Course Outcomes:-**

- CO1 Able to know cuisine of kasmir , Himachal & Uttrakhand.  
CO2 Able of know cuisines of Punjab Haryana and delhi  
CO3 Able to know about Cuisines of Rajasthan & Gujarat  
CO4 Able to know about Cuisines of Maharashtra & Goa:

**Theory**

**Unit 1**

**Cuisines of Kashmir, Himachal & Uttarakhand:**

- Introduction
- Geographical Perspectives,
- Brief Historical Background,
- Characteristics & Salient Features of Cuisine
- Key Ingredients, Popular Foods
- Seasonal Foods & Special Equipments
- Staple Diets, Specialties during Festivals and Other Occasions, Community Foods

**Unit 2**

**Cuisines of Punjab, Haryana & Delhi:**

- Introduction,
- Geographical Perspectives,
- Brief Historical Background,
- Characteristics & Salient Features of Cuisine ,
- Key Ingredients, Popular Foods,
- Seasonal Foods & Special Equipments,
- Staple Diets, Specialties during Festivals and Other Occasions, Community Foods

**Unit 3**

**Cuisines of Rajasthan & Gujarat:**

- Introduction,
- Geographical Perspectives,
- Brief Historical Background,
- Characteristics & Salient Features of Cuisine ,
- Key Ingredients, Popular Foods,
- Seasonal Foods & Special Equipments
- Staple Diets, Specialties during Festivals and Other Occasions, Community Foods



## Unit 4

### Cuisines of Maharashtra & Goa:

- Introduction,
- Geographical Perspectives,
- Brief Historical Background,
- Characteristics & Salient Features of Cuisine ,
- Key Ingredients, Popular Foods,
- Seasonal Foods & Special Equipments,
- Staple Diets, Specialties during Festivals and Other Occasions, Community

### Practical

- Popular Breakfast dishes the states
- Two or more lunch Menus about 3-5 dishes per state.
- Famous desserts of the states
- Famous regional dishes of states
- Preparation of various breads & bun

Note: For focused inputs Regional Theme Lunches/ Festivals may be organized as a part of activity based learning.

### Suggested Readings:-

- Quantity Food Production Op. and Indian Cuisine – Parvinder S Bali, Oxford University Press
- A Taste of India By Madhur Jaffrey - John Wiley & Sons
- Indian Gastronomy – Manjit Gill, DK Publishers
- Punjabi Cuisine – Manjit Gill
- My Great India Cook Book – Vikas Khanna

## Unit 4

### Cuisines of Maharashtra & Goa:

- Introduction,
- Geographical Perspectives,
- Brief Historical Background,
- Characteristics & Salient Features of Cuisine ,
- Key Ingredients, Popular Foods,
- Seasonal Foods & Special Equipments,
- Staple Diets, Specialties during Festivals and Other Occasions, Community

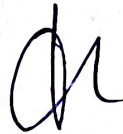
### Practical

- Popular Breakfast dishes the states
- Two or more lunch Menus about 3-5 dishes per state.
- Famous desserts of the states
- Famous regional dishes of states
- Preparation of various breads & bun

Note: For focused inputs Regional Theme Lunches/ Festivals may be organized as a part of activity based learning.

### Suggested Readings:-

- Quantity Food Production Op. and Indian Cuisine – Parvinder S Bali, Oxford University Press
- A Taste of India By Madhur Jafferey - John Wiley & Sons
- Indian Gastronomy – Manjit Gill, DK Publishers
- Punjabi Cuisine – Manjit Gill
- My Great India Cook Book – Vikas Khanna



**B24-IIM403**  
**FOOD & BEVERAGE SERVICE MANAGEMENT-1**

External Marks: 50  
Internal Marks: 20  
External Practical: 20  
Internal Practical Marks:- 10  
Time: 3 Hrs

**Course Outcomes:-**

- CO1: Able to know Planing of restaurant.  
CO2: able to know about Buffet Management and Catering.  
CO3: Able to know to F & B control.

**UNIT I**

**Planning of restaurant & food service facilities & Situation handling in food & beverage outlets:**  
Introduction, Planning & Operating various food & beverage Outlets , ancillary areas,  
Factors-Concept, Menu, Space & Lighting , Colours and Restaurant Design team.  
Restaurant Problems and Guest Situation Handling (related to food, ambience, hygiene etc.)

**UNIT- II**

**Buffet management:**

Introduction, Types, Equipment's Used, Factors, Space requirements & Checklist, Buffet Presentation, menu planning, staff requirement . Function Catering: Introduction, Types of Function, Function Booking Procedure, Seating Arrangements. Other Catering Operations: Hospital Catering, Industrial & Institutional Catering, Airline & Railway catering, Home Delivery, Take away.

**UNIT-III**

**F & B Control:**

Overview: Introduction, Objectives of F & B Control, Problems in F & B Control, Personnel Management in F & B Control. F&B control cycle & monitoring.

**Practical**

Restaurant Set –ups of different types & services.  
Service of High tea.  
Buffet Lay –up, theme Buffets set up  
Theme Parties  
Role Plays & Situation handling in Restaurant

**Suggested Readings :**

Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher:  
ELBS Food & beverage Service Training Manual – Sudhir Andrews, Tata Mc  
Graw Hill.  
Food & Beverage Service – R. Singaravelavan.  
Food & Beverage Service & Management -- Bobby George & Sandeep  
Chatterjee Food & Beverage Service- Anita Sharma & S N Bagchi.





**B24-HIM404**  
**Banquet Management**

External Marks: 50  
Internal Marks: 20  
External Practical: 20  
Internal Practical Marks:- 10

- CO1. Prepare students to meet the challenges of functional catering specialized service.  
CO2. Acquires information about the suppliers and manufacturers,  
CO3. Familiarize planning and operating in Banquet.  
CO4 . Able to know about different type of catering.

**Theory**

**Unit 1**

**Planning and Operating Various F & B Outlet**

- Physical layout of functional and ancillary areas,
- Objective of a good layout
- Steps in planning
- Factors to be considered while planning
- Calculating space requirement
- Various set ups for seating
- Planning staff requirement
- Suppliers & manufacturers
- Approximate cost
- Planning Décor, furnishing fixture etc.

**Unit 2 Function Catering**

History, Types, Organization of Banquet department, Duties & responsibilities, Sales, Booking procedure, Banquet menus

**BANQUET PROTOCOL** • Space Area requirement • Table plans/arrangement • Misc-en-place • Service • Toast & Toast procedures

**INFORMAL BANQUET**• Réception • Cocktail parties • Convention • Seminar • Exhibition• Fashion shows

**Unit 3 Buffet Catering**

Introduction, Factors to plan buffets, Area requirement, Planning and organization, Sequence of food, Menu planning , Types of Buffet, Display, Sit down, Fork, Finger, Cold Buffet, Breakfast Buffets, Equipment, Supplies, Check list.

**Unit 4 Types of Volume Catering Establishments**

Institutional and industrial catering hospital catering, Off premises catering, Airline catering, Railway catering, Planning menus for industrial workers , Airline, Railways, cruise liners, theme dinners, and hostels.

**Practical**

1. Different type of Banquet Setup
2. Booking Procedure Role-Play
3. Theme Parties
4. Situation handling in Banquet



## 5. Setup outdoor catering

### **Suggested Reading:**

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousins. Publisher: ELBS
- Food & Beverage Service Management – Brian Varghes
- Food & beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill.  
Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F & B Service- Brown, Heppner & Deegan
- Menu Planning- Jaks Kivela, Hospitality Press
- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management – Brian Varghese

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