

Chaudhary Ranbir Singh University, Jind



Scheme of Examination for Under Graduate Programme

BACHELOR OF HOTEL MANAGEMENT SCHEME-D

as per NEP 2020

Curriculum and Credit Framework for Undergraduate Programme

With Multiple Entry-Exit, Internship and CBCS-LOCF

With effect from the session 2025-26 (in phased manner)

**DEPARTMENT OF TOURISM & HOTEL MANAGEMENT
FACULTY OF COMMERCE & MANAGEMENT
CHAUDHARY RANBIR SINGH UNIVERSITY, JIND-126102
HARYANA, INDIA**

Program Learning Outcomes for the Faculty of Commerce and Management

On successful completion of a program under Faculty of Commerce and Management, students will be able to develop:

PLO-1. Soft skills and Working Skills: To comprehend, communicate and execute effectively and efficiently in all of their dealings.

PLO-2. Leadership: To develop abilities to both lead and respect the views, positions and beliefs of others and to plan and manage effectively

PLO-3. Innovativeness and Entrepreneurship: To explore issues and problems that needs solutions with entrepreneurial orientation

PLO-4. Ethics and Values: To recognize, appreciate and follow ethical standards in all walks of life

PLO-5. Adaptability and Sociability: Ready to understand and adapt the changing environment.

PLO-6. Research and Analytical Abilities: To Explore, analyses and provide solutions on emerging issues concerning various fields including public policy.

PLO-7. Practical exposure and Employability: Exposure to actual working environment leading to employability

PLO-8. Environmental Consciousness: In every action, dealing, service and manifestation

GENERAL INSTRUCTIONS FOR EXAMINERS / PAPER SETTERS / SUBJECT TEACHERS

EVALUATION AND EXAMINATION

- The students will be assessed through a system of Continuous Comprehensive Assessment (CCA).
- Evaluation will be done by Internal assessment (broadly 30% of total weight age) and by end term exam for rest 70%).

Theory Internal Assessment shall broadly based on the following defined composition:

- a) Class Participation
- b) Seminar/Presentation/Assignment/Quiz/Class Test, etc.
- c) Mid-Term Exam

| Total Internal Assessment Marks (Practical) | Class Participation | Seminar/Demonstration/Viva-Voce/Lab Record etc. | Mid-Term Exam |
|--|----------------------------|--|----------------------|
| 10 | 04 | - | 06 |
| 15 | 04 | 04 | 07 |
| 20 | 05 | 05 | 10 |
| 25 | 05 | 07 | 13 |
| 30 | 05 | 10 | 15 |

Practical Internal Assessment shall broadly based on the following defined composition:

- a) Class Participation
- b) Seminar/Presentation/Viva-voce/Lab Records, etc.
- c) Mid-Term Exam

| Total Internal Assessment Marks (Practical) | Class Participation | Seminar/Demonstration/Viva-Voce/Lab Record etc. | Mid-Term Exam |
|--|----------------------------|--|----------------------|
| 05 | - | 05 | NA |
| 10 | - | 10 | NA |
| 15 | 05 | 10 | NA |
| 30 | 05 | 10 | 15 |

MODE OF PAPER SETTING FOR END-TERM EXAMINATION:

Every course irrespective of credit will have an End-Term Examination with every course paper having 09 questions in all. Question No. 1 will be compulsory. Duration of the exam will be 3 hours irrespective of credit. These questions shall judge both theoretical and applied knowledge of students. Case studies may also be given as questions.

Chaudhary Ranbir Singh University, Jind



Syllabus of the Programme for Under Graduate Programme

BACHELOR OF HOTEL MANAGEMENT SCHEME-D

as per NEP 2020

Curriculum and Credit Framework for Undergraduate Programme

**With Multiple Entry-Exit, Internship and CBCS-LOCF
With effect from the session 2025-26 (in phased manner)**

**DEPARTMENT OF HOTEL & TOURISM MANAGEMENT
FACULTY OF COMMERCE & MANAGEMENT
CHAUDHARY RANBIR SINGH UNIVERSITY, JIND
HARYANA, INDIA**

| SEMESTER-I | | | | | | | | | |
|------------------|-------------|---|--|---------|---------------|----------------|----------------|-------------|----------------------------|
| Sem | Course Type | Course Code | Nomenclature of Paper | Credits | Contact Hours | Internal Marks | End Term Marks | Total Marks | Duration of Exam (Hrs) T+P |
| I | CC-A1 | B23-HMT-101 | Front Office Operations – I (Theory) | 3 | 3 | 20 | 50 | 70 | 3 |
| | | | Front Office Operations – I (Practical) | 1 | 2 | 10 | 20 | 30 | 3 |
| | CC-B1 | B23-HMT-102 | Food Production Foundation –I (Theory) | 3 | 3 | 20 | 50 | 70 | 3 |
| | | | Food Production Foundation –I (Practical) | 1 | 2 | 10 | 20 | 30 | 3 |
| | CC-C1 | B23-HMT-103 | Food & Beverage Service Foundation – I (Theory) | 3 | 3 | 20 | 50 | 70 | 3 |
| | | | Food & Beverage Service Foundation – I (Practical) | 1 | 2 | 10 | 20 | 30 | 3 |
| | CC-M1 | B23-HMT-104 | Tourism Business | 2 | 2 | 15 | 35 | 50 | 3 |
| | MDC-1 | B23-HMT-105 (For students of other departments) | Indian Ethnic Food | 3 | 3 | 25 | 50 | 75 | 3 |
| | AEC-1 | AEC-1 of 2 credits to be opted from pool of AEC-1 available in Department/College/Institute | | | | | | | |
| | SEC-1 | SEC-1 of 3 credits to be opted from pool of SEC-1 available in Department/College/Institute | | | | | | | |
| | VAC-1 | VAC-1 of 2 credits to be opted from pool of VAC-1 available in Department/College/Institute | | | | | | | |
| TOTAL CREDITS=24 | | | | | | | | | |

| SEMESTER-II | | | | | | | | | |
|------------------|-------------|---|---|---------|---------------|----------------|----------------|-------------|----------------------------|
| Sem | Course Type | Course Code | Nomenclature of Paper | Credits | Contact Hours | Internal Marks | End Term Marks | Total Marks | Duration of Exam (Hrs) T+P |
| II | CC-A2 | B23-HMT-201 | Housekeeping Operations – I (Theory) | 3 | 3 | 20 | 50 | 70 | 3 |
| | | | Housekeeping Operations – I(Practical) | 1 | 2 | 10 | 20 | 30 | 3 |
| | CC-B2 | B23-HMT-202 | Food Production Foundation -II (Theory) | 3 | 3 | 20 | 50 | 70 | 3 |
| | | | Food Production Foundation -II (Practical) | 1 | 2 | 10 | 20 | 30 | 3 |
| | CC-C2 | B23-HMT-203 | Food & Beverage Service Foundation - II (Theory) | 3 | 3 | 20 | 50 | 70 | 3 |
| | | | Food & Beverage Service Foundation - II (Practical) | 1 | 2 | 10 | 20 | 30 | 3 |
| | CC-M2 | B23-HMT-204 | Basics of French for Hotel Management | 2 | 2 | 15 | 35 | 50 | 3 |
| | MDC-2 | B23-HMT-205 (For students of other departments) | Introduction to Hospitality &Tourism Industry | 3 | 3 | 25 | 50 | 75 | 3 |
| | AEC-2 | AEC-2 of 2 credits to be opted from pool of AEC-2 available in Department/College/Institute | | | | | | | |
| | SEC-2 | SEC-2 of 3 credits to be opted from pool of SEC-2 available in Department/College/Institute | | | | | | | |
| | VAC-2 | VAC-2 of 2 credits to be opted from pool of VAC-2 available in Department/College/Institute | | | | | | | |
| TOTAL CREDITS=24 | | | | | | | | | |

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|--|
| INTERNSHIP OF 4 CREDITS OF 4-6 WEEKS DURATION AFTER 2 ND SEMESTER |
|--|

| SEMESTER-III | | | | | | | | | |
|--------------|-------------|---|--|---------|---------------|----------------|----------------|-------------|----------------------------|
| Sem | Course Type | Course Code | Nomenclature of Paper | Credits | Contact Hours | Internal Marks | End Term Marks | Total Marks | Duration of Exam (Hrs) T+P |
| III | CC-A3 | B23-HMT-301 | Indian Cooking (Theory) | 3 | 3 | 20 | 50 | 70 | 3 |
| | | | Indian Cooking (Practical) | 1 | 2 | 10 | 20 | 30 | 3 |
| | CC-B3 | B23-HMT-302 | Food & Beverage Service operations (Theory) | 3 | 3 | 20 | 50 | 70 | 3 |
| | | | Food & Beverage Service operations (Practical) | 1 | 2 | 10 | 20 | 30 | 3 |
| | CC-C3 | B23-HMT-303 | Front Office Operations – II (Theory) | 3 | 3 | 20 | 50 | 70 | 3 |
| | | | Front Office Operations – II (Practical) | 1 | 2 | 10 | 20 | 30 | 3 |
| | CC-M3 | B23-HMT-304 | Interior Decoration | 4 | 4 | 30 | 70 | 100 | 3 |
| | MDC-3 | B23-HMT-305 (For students of other departments) | Food Commodities | 3 | 3 | 25 | 50 | 75 | 3 |
| | AEC-3 | AEC-3 of 2 credits to be opted from pool of AEC-3 available in Department/College/Institute | | | | | | | |
| | SEC-3 | SEC-3 of 3 credits to be opted from pool of SEC-3 available in Department/College/Institute | | | | | | | |
| | | TOTAL CREDITS=24 | | | | | | | |

| SEMESTER-IV | | | | | | | | | |
|-------------|------------------|---|---|---------|---------------|----------------|----------------|-------------|----------------------------|
| Sem | Course Type | Course Code | Nomenclature of Paper | Credits | Contact Hours | Internal Marks | End Term Marks | Total Marks | Duration of Exam (Hrs) T+P |
| IV | CC-A4 | B23-HMT-401 | Housekeeping Operations -II (Theory) | 3 | 3 | 20 | 50 | 70 | 3 |
| | | | Housekeeping Operations -II (Practical) | 1 | 2 | 10 | 20 | 30 | 3 |
| | CC-B4 | B23-HMT-402 | Regional Cuisine of India -I (Theory) | 3 | 3 | 20 | 50 | 70 | 3 |
| | | | Regional Cuisine of India -I (Practical) | 1 | 2 | 10 | 20 | 30 | 3 |
| | CC-C4 | B23-HMT-403 | Food & Beverage Service Management -I (Theory) | 3 | 3 | 20 | 50 | 70 | 3 |
| | | | Food & Beverage Service Management -I (Practical) | 1 | 2 | 10 | 20 | 30 | 3 |
| | CC-M4 (V) | CC-M4 (V) of 4 credits to be opted from pool of VOC-2 available in Department/College/Institute | | | | | | | |
| | AEC-4 | AEC-4 of 2 credits to be opted from pool of AEC-4 available in Department/College/Institute | | | | | | | |
| | VAC-3 | VAC-3 of 2 credits to be opted from pool of VAC-3 available in Department/College/Institute | | | | | | | |
| | TOTAL CREDITS=20 | | | | | | | | |

INTERNSHIP OF 4 CREDITS OF 4-6 WEEKS DURATION AFTER 4TH SEMESTER

| SEMESTER-V | | | | | | | | | |
|------------------|-------------|---|---|---------|---------------|----------------|----------------|-------------|----------------------------|
| Sem | Course Type | Course Code | Nomenclature of Paper | Credits | Contact Hours | Internal Marks | End Term Marks | Total Marks | Duration of Exam (Hrs) T+P |
| V | CC-A5 | B23-HMT-501 | Human Resource Management in hotels | 4 | 4 | 30 | 70 | 100 | 3 |
| | CC-B5 | B23-HMT-502 | Nutrition & Principles of Food Science | 4 | 4 | 30 | 70 | 100 | 3 |
| | CC-C5 | B23-HMT-503 | Hygiene & Sanitation in Catering Industry | 4 | 4 | 30 | 70 | 100 | 3 |
| | CC-M5(V) | CC-M5 (V) of 4 credits to be opted from pool of VOC-1 available in Department/College/Institute | | | | | | | |
| | | Internship (Done in summer break) | Training Report/Viva-Voce | 4 | 4-6 Weeks | 50 | 50 | 100 | 1 |
| TOTAL CREDITS=20 | | | | | | | | | |

| SEMESTER-VI | | | | | | | | | | |
|-------------|------------------|---|---|----------|---------------|----------------|----------------|-------------|----------------------------|--|
| Sem | Course Type | Course Code | Nomenclature of Paper | Cred its | Contact Hours | Internal Marks | End Term Marks | Total Marks | Duration of Exam (Hrs) T+P | |
| VI | CC-A6 | B23-HMT-601 | Regional Cuisine of India - II (Theory) | 3 | 3 | 20 | 50 | 70 | 3 | |
| | | | Regional Cuisine of India - II (Practical) | 1 | 2 | 10 | 20 | 30 | 3 | |
| | CC-B6 | B23-HMT-602 | Food & Beverage Service Management - II (Theory) | 3 | 3 | 20 | 50 | 70 | 3 | |
| | | | Food & Beverage Service Management - II (Practical) | 1 | 2 | 10 | 20 | 30 | 3 | |
| | CC-C6 | B23-HMT-603 | Accommodation Management(Theory) | 3 | 3 | 20 | 50 | 70 | 3 | |
| | | | Accommodation Management (Practical) | 1 | 2 | 10 | 20 | 30 | 3 | |
| | CC-M6 | B23-HMT-604 | Hospitality Marketing | 4 | 4 | 30 | 70 | 100 | 3 | |
| | CC M7(V) | CC-M7 (V) of 4 credits to be opted from pool of VOC-3 available in Department/College/Institute | | | | | | | | |
| | TOTAL CREDITS=20 | | | | | | | | | |

| | | | | | | | | |
|----------------|-----------------|-----------------|---------------|---------------|---------------|---------------|----------------------|-------------------|
| Credits | Major=72 | Minor=24 | MDC=09 | SEC=09 | AEC=08 | VAC=06 | Internship=04 | Total =132 |
|----------------|-----------------|-----------------|---------------|---------------|---------------|---------------|----------------------|-------------------|

| SEMESTER-VII | | | | | | | | | |
|------------------|-------------|-------------|--------------------------------------|---------|---------------|----------------|----------------|-------------|----------------------------|
| Sem | Course Type | Course Code | Nomenclature of Paper | Credits | Contact Hours | Internal Marks | End Term Marks | Total Marks | Duration of Exam (Hrs) T+P |
| VII | CC-H1 | B23-HMT-701 | International Cuisine | 4 | 4 | 30 | 70 | 100 | 3 |
| | CC- H2 | B23-HMT-702 | Retail Management | 4 | 4 | 30 | 70 | 100 | 3 |
| | CC-H3 | B23-HMT-703 | Principles of Management | 4 | 4 | 30 | 70 | 100 | 3 |
| | DSE-H1 | B23-HMT-704 | Hotel Facility Planning | 4 | 4 | 30 | 70 | 100 | 3 |
| | | OR | | | | | | | |
| | | B23-HMT-705 | Advance Food & Beverage Service | 4 | 4 | 30 | 70 | 100 | 3 |
| | PC-H1 | B23-HMT-706 | Practical Based on B-23-HMT- 701-705 | 4 | 8 | 30 | 70 | 100 | 4 |
| | CC-HM1 | B23-HMT-707 | Indian Sweets & Snacks | 4 | 4 | 30 | 70 | 100 | 3 |
| TOTAL CREDITS=24 | | | | | | | | | |

| SEMESTER-VIII | | | | | | | | | |
|------------------|-------------|-------------|--|---------|---------------|----------------|----------------|-------------|----------------------------|
| Sem | Course Type | Course Code | Nomenclature of Paper | Credits | Contact Hours | Internal Marks | End Term Marks | Total Marks | Duration of Exam (Hrs) T+P |
| VIII | CC-H4 | B23-HMT-801 | Marketing Research (Online Course) | 4 | 4 | 30 | 70 | 100 | 3 |
| | CC- H5 | B23-HMT-802 | Personality Development in Hospitality Industry (Online Course) | 4 | 4 | 30 | 70 | 100 | 3 |
| | PROJECT | B23-HMT-803 | On Job Training (OJT) | 12 | | | 300 | 300 | 1 |
| | CC-HM-2 | B23-HMT-804 | Food Costing (Online Course) | 4 | 4 | 30 | 70 | 100 | 3 |
| TOTAL CREDITS=24 | | | | | | | | | |

SEMESTER-I

CC-A1 B23-HMT-101 FRONT OFFICE OPERATIONS-I

| | | | |
|---|--|-----------|-------|
| Session: 2024-25 | | | |
| Part A– Introduction | | | |
| Subject | FRONT OFFICE OPERATIONS-I | | |
| Semester | I | | |
| Name of the Course | FRONT OFFICE OPERATIONS-I | | |
| Course Code | B23-HMT-101 | | |
| Course Type: (CC/MCC/MDC/CC-M/DSEC/VOC/DSE/PC/AEC/VAC) | CC-A1 | | |
| Level of the course (As per Annexure-I) | 100-199 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | After completing this course, the learner will be able to: CLO 101.1: Examining hotel start-up process and its classification. CLO 101.2: Defining the basics of hotel front office and its sections. CLO 101.3: Summarizing organizational structure of front office and its coordination. CLO 101.4: Memorizing guestrooms, tariff and guest cycle. CLO 101.5: Gain knowledge of front office terminology and basic knowhow of front office operations. | | |
| Credits | Theory | Practical | Total |
| | 3 | 1 | 4 |
| Contact Hours | 3 | 2 | 5 |
| Max. Marks: 100 Internal Assessment Marks: 20(T) + 10(P) = 30 End Term Exam Marks: 50(T) + 20(P) = 70 | | | |
| Part B-Contents of the Course | | | |
| <u>Instructions for Paper- Setter</u> | | | |
| Total number of questions set will be Nine . Question no. 1 is compulsory covering the entire syllabus and will have 10 short answer type questions. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 10 marks. All questions carry equal marks. The duration of time allowed | | | |

in final theory exam will be 3 hours.

| Unit | Topics | Contact hours |
|---|---|--|
| I | 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. | 12 |
| II | 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. | 11 |
| III | 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). | 11 |
| IV | 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. | 11 |
| V | FRONT OFFICE OPERATIONS-I (PRACTICAL) <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> ○ Check-in Procedure ○ Receiving at the porch ○ Bell Desk functions ○ Concierge ○ Reception | 30 |
| Suggested Evaluation Methods | | |
| Internal Assessment: <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> • Class Participation: 5 • Seminar/presentation/assignment/quiz/class test etc.: 5 • Mid-Term Exam: 10 | | End Term Examination: Internal Assessment Marks: 20 (T)+10 (P)=30 |

| | |
|---|--|
| <p>➤ Practicum</p> <ul style="list-style-type: none"> • Class Participation: NA • Seminar/Demonstration/Viva-voce/Lab records etc.: 10 • Mid-Term Exam: NA | <p>End Term Exam Marks: 50 (T)+20 (P)=70</p> |
| Part C- Learning Resources | |
| <p>Recommended Books/e-resources/LMS:</p> <p>Reference books:</p> <ul style="list-style-type: none"> • Gonda, M. C. (2015). Handbook of Attire & Grooming. Embassy Books; First edition. • Kasavana, L. M, Cahil, J. J (1992). Managing Computers in the Hospitality Industry. Educational Institute of the Amer Hotel; 2nd edition • Smart Family (2018). All Countries, Capitals and Flags of the World!.Create Space Independent Publishing Platform. • World Tourism Organization (2015). Hotel Classification Systems. WTO. <p>Text Books:</p> <ul style="list-style-type: none"> • Andrews, S. (2017). Hotel Front Office: A Training Manual. McGraw Hill Education; Third edition. • Bardi, A. J. (2012). Hotel Front Office Management. Wiley India Pvt Ltd; Fifth edition. • Bhakta, A. (2011). Professional Hotel Front Office Management. McGraw Hill Education. • Bhatnagar, S. K. (2011). Front Office Management. Frank Bros. • Kasavana, L. M. (2000). Managing Front Office Operations. Educational Institute of the American Hotel & Motel Association; 5th edition edition • Tewari, J. (2016). Hotel Front Office: Operations and Management. Oxford University Press; Second edition. • Woods, H. R., Ninemeier, J. D., Hayes, D. K. and Austin, M. A (2013). Professional Front Office Management: Pearson New International Edition, Pearson Education Limited; illustrated. • Yadav, M. K. (2014). Hotel Front Office- Management & Operations. Aman Publications; 2 edition. | |
| | |

CC-B1 B23-HMT-102 FOOD PRODUCTION FOUNDATION –I

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|---|--|-------------|---------|
| | | | |
| Session: 2024-25 | | | |
| Part A – Introduction | | | |
| Subject | FOOD PRODUCTION FOUNDATION –I | | |
| Semester | I | | |
| Name of the Course | FOOD PRODUCTION FOUNDATION –I | | |
| Course Code | B23-HMT-102 | | |
| Course Type: (CC/MCC/MDC/CC-M/DSEC/VOC/DSE/PC/AEC/VAC) | CC-B1 | | |
| Level of the course (As per Annexure-I) | 100-199 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | After completing this course, the learner will be able to: CLO 102.1: Knowledge of Professional Kitchen & Cooking in Hotels CLO 102.2: Familiarizing with Kitchen Equipment’s, Fuels & Safety CLO 102.3: Ability to identify different cooking Ingredients CLO 102.4: Knowledge of various cooking methods & food production system CLO 102.5: To gain knowledge of basics of kitchen operations. | | |
| Credits | Theory | Practical | Total |
| | 3 | 1 | 4 |
| Contact Hours | 3 | 2 | 5 |
| Max. Marks: 100 | | Time: 3 Hrs | |
| Internal Assessment Marks: 20(T) + 10(P) = 30 | | | |
| End Term Exam Marks: 50(T) + 20(P) = 70 | | | |
| Part B-Contents of the Course | | | |
| Instructions for Paper- Setter | | | |
| Total number of questions set will be Nine . Question no. 1 is compulsory covering the entire syllabus and will have 10 short answer type questions. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 10 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact |

| | | hours |
|-----|---|-------|
| I | Professional Kitchen & Cooking: <ul style="list-style-type: none"> • 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, Classical Kitchen Brigade, • Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes Coordination of kitchen with other departments of hotels | 11 |
| II | Kitchen Equipment's, Fuels & Safety: <ul style="list-style-type: none"> • Kitchen Equipment's, Classifications & their usage • Knives- its types and their Usage • Fuel – its Types and their Usage • Personal Hygiene, Uniform, Protective clothing • Kitchen Hygiene • Basic First Aid- Burns, Scalds,Cuts | 12 |
| III | Ingredients used in cooking: introduction, types, uses in kitchen <ul style="list-style-type: none"> • Cereals • Pulses • Fruits • Vegetables & their cuts • Nuts • Salt • Sweeteners • Fat & oil • Milk and Milk Products • Herbs • Spices • Condiments | 11 |
| IV | Various cooking methods & food production system <ul style="list-style-type: none"> • Moist heat methods • Dry methods • Modern & advanced methods of cooking • Cook chill • Cook freeze • Sous vide | 11 |
| V | FOOD PRODUCTION FOUNDATION –I (PRACTICAL) <ul style="list-style-type: none"> • Understanding Personal Hygiene & Kitchen Hygiene • Grooming for Professional Kitchen – Do's & Don'ts • Understanding kitchen Layouts. • Familiarization with kitchen equipment's and tools • Kitchen First Aid • Familiarization, identification of commonly used ingredients in kitchen • Vegetables Varieties, Classifications | 30 |

| | | |
|---|--|--|
| | <ul style="list-style-type: none"> • Various Cuts of Vegetables • Methods Of Cooking Vegetables • Vegetables –Their usage and cooking precautions • Preparation of Various egg dishes like: Omelet's (Plain, Spanish, Stuffed) • Preparation of Various evening snacks • Preparations of various cookies • Culinary Terms | |
| Suggested Evaluation Methods | | |
| Internal Assessment: <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> • Class Participation: 5 • Seminar/presentation/assignment/quiz/class test etc.: 5 • Mid-Term Exam: 10 ➤ Practicum <ul style="list-style-type: none"> • Class Participation: NA • Seminar/Demonstration/Viva-voce/Lab records etc.: 10 • Mid-Term Exam: NA | | End Term Examination: Internal Assessment Marks: 20 (T)+10 (P)=30 End Term Exam Marks: 50 (T)+20 (P)=70 |
| Part C- Learning Resources | | |
| Recommended Books/e-resources/LMS: <ul style="list-style-type: none"> • Food Production Operations: Parvinder S Bali, Oxford University Press • Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman • Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu • Theory of Cookery By K Arora, Publisher: Frank Brothers | | |

CC-C1 B23-HMT-103 FOOD & BEVERAGE SERVICE FOUNDATION -I

| | | | |
|---|---|-----------|----------------|
| Session: 2024-25 | | | |
| Part A– Introduction | | | |
| Subject | FOOD & BEVERAGE SERVICE FOUNDATION -I | | |
| Semester | I | | |
| Name of the Course | FOOD & BEVERAGE SERVICE FOUNDATION -I | | |
| Course Code | B23-HMT-103 | | |
| Course Type: (CC/MCC/MDC/CC-M/DSEC/VOC/DSE/PC/AEC/VAC) | CC-C1 | | |
| Level of the course (As per Annexure-I) | 100-199 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | After completing this course, the learner will be able to: CLO 103.1: Gain the Knowledge of Food & beverage service department in hotels. CLO 103.2: Familiar with Food &Service equipment's. CLO 103.3: Learn about different types of menu and their planning. CLO 103.4: Remember the various food and beverage service methods. CLO 103.5: To gain knowledge of basic restaurant operations. | | |
| Credits | Theory | Practical | Total |
| | 3 | 1 | 4 |
| Contact Hours | 3 | 2 | 5 |
| Max. Marks: 100 Internal Assessment Marks: 20(T) + 10(P) = 30 End Term Exam Marks: 50(T) + 20(P) = 70 | | | |
| Part B-Contents of the Course | | | |
| <u>Instructions for Paper- Setter</u> | | | |
| Total number of questions set will be Nine . Question no. 1 is compulsory covering the entire syllabus and will have 10 short answer type questions. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 10 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact |

| | | hours |
|---|--|--|
| I | Food and Beverage Services: - <ul style="list-style-type: none"> • Introduction, concept, and, their importance, • Personal hygiene, • Uniform & grooming standards, -food & beverage service outlet. • Hierarchy of food & beverage service department, • Duties & responsibilities of various employees in food & beverage service, their attributes; • Coordination of food & beverage service with other departments. • Classification of catering establishment: commercial and non-commercial. | 11 |
| II | Food Service Equipment's: <ul style="list-style-type: none"> • Food Service Equipment's, criteria for selection, • Classification, • Usage, • Storage, • Care & Maintenance, • Other equipment's. | 12 |
| III | Menu planning: <ul style="list-style-type: none"> • Menu planning concept, • Factors to be considered while planning a menu • Menu Types, • Salient Features, • Menu Designs, • Presenting of Menu, Layout of Table, • Napkin Folding (At least Ten Types) | 11 |
| IV | Food & Beverage service Methods: <ul style="list-style-type: none"> • Introduction, • Classification of Services Methods, • Mise-en-place and Mise-en-scene, • Arrangement and setting up of station, • Procedure of taking a guest order. • Par stocks maintained at each side station | 11 |
| V | FOOD & BEVERAGE SERVICE FOUNDATION -I (PRACTICAL) <ul style="list-style-type: none"> • Understanding Personal Hygiene & Food Service Hygiene • Grooming for Professional Food Service – Do's & Don'ts • Understanding Food Service Outlets. • Familiarization with Food Service equipment's: • Identification of crockery, cutlery, hollowware, flatware and tableware. • Understanding Service Methods, Setting up of Side • Station, Table Layouts, Presenting Menus. | 30 |
| Suggested Evaluation Methods | | |
| Internal Assessment: <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> • Class Participation: 5 | | End Term Examination: Internal Assessment Marks: |

| | |
|--|--|
| <ul style="list-style-type: none"> • Seminar/presentation/assignment/quiz/class test etc.: 5 • Mid-Term Exam: 10 <p>➤ Practicum</p> <ul style="list-style-type: none"> • Class Participation: NA • Seminar/Demonstration/Viva-voce/Lab records etc.: 10 • Mid-Term Exam: NA | 20 (T)+10 (P)=30 End Term Exam Marks: 50 (T)+20 (P)=70 |
| Part C-Learning Resources | |
| <p>Recommended Books/e-resources/LMS:</p> <p>Text Book:</p> <ul style="list-style-type: none"> • 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. | |

CC-M1 B23-HMT-104 TOURISM BUSINESS

| Session: 2024-25 | | | |
|--|---|------------|---------------|
| Part A– Introduction | | | |
| Subject | TOURISM BUSINESS | | |
| Semester | I | | |
| Name of the Course | TOURISM BUSINESS | | |
| Course Code | B23-HMT-104 | | |
| Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VAC) | CC-M1 | | |
| Level of the course (As per Annexure-I | 100-199 | | |
| Pre-requisite for the course (ifany) | NA | | |
| Course Learning Outcomes(CLO): | After completing this course, the learner will be able to: CLO 104.1: Knowledge of tourism industry CLO 104.2: Familiarizing with trends in international tourism CLO 104.3: Knowledge of types and forms of tourism CLO 104.4: Understand the relevance of accommodation and transportation in tourism | | |
| Credits | Theory | Practical | Total |
| | 2 | - | 2 |
| Contact Hours | 2 | - | 2 |
| Max. Marks: 50 | | Time: 3Hrs | |
| Internal Assessment Marks: 15 | | | |
| End Term Exam Marks: 35 | | | |
| Part B-Contents of the Course | | | |
| Instructions for Paper- Setter | | | |
| Total number of questions set will be Nine . Question no. 1 is compulsory covering the entire syllabus and will have 07 short answer type questions. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 7 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |
| I | Tourism: Meaning, nature and scope Economic, social and cultural significance of tourism Key Tourism Concepts – Tourism, Tourist, Excursionist, tourism Product, destination, pleasure & relaxation. | | 8 |

| | | |
|--|--|--|
| II | Factors contributing and affecting the growth of tourism Trends and Patterns in International Tourism | 7 |
| III | Motivations in tourism Types and forms of tourism | 8 |
| IV | Transportation: Types & relevance in tourism Accommodation: Types and relevance in tourism | 7 |
| Suggested Evaluation Methods | | |
| Internal Assessment: ➤ Theory <ul style="list-style-type: none"> Class Participation: 04 Seminar/presentation/assignment/quiz/class test etc.: 04 Mid-Term Exam: 07 ➤ Practicum <ul style="list-style-type: none"> Class Participation: NA Seminar/Demonstration/Viva-voce/Lab records etc.: NA Mid-Term Exam: NA | | End Term Examination: Internal Assessment Marks: 15 End Term Exam Marks: 35 |
| Part C- Learning Resources | | |
| Recommended Books/e-resources/LMS: <ul style="list-style-type: none"> Anand, M.M., Tourism and hotel Industry in India, Prentice Hall, New Delhi, 1976 Bhatia, A. K., Tourism development: Principles, Practices and Philosophies, Sterling Publishers, New Delhi Goeldner, Charles & Brent Ritchie, J.R., 2006 Tourism: Principles, Practices, Philosophies, Wiley India McIntosh, Robert, W. Goldner, Charles, Tourism: Principles, Practices and Philosophies, John Wiley and Sons Inc. New York, 1990 (9th edition) Negi, J.M.S., Tourism and Travel- Concepts and principles, Gitanjali Publishing house, New Delhi, 1990 Kaul, R.N., Dynamics of Tourism: A Trilogy, Sterling Publishers, New Delhi Peters, M., International Tourism, Hutchinson, London | | |

MDC-1 B23-HMT-105 INDIAN ETHNIC FOOD

| | | | |
|---|--|-----------|----------------------|
| Session: 2024-25 | | | |
| PartA - Introduction | | | |
| Subject | INDIAN ETHNIC FOOD | | |
| Semester | I | | |
| Name of the Course | INDIAN ETHNIC FOOD | | |
| CourseCode | B23-HMT-105 | | |
| CourseType: (CC/MCC/MDC/CCM/DSEC/VOC/ DSE/PC/AEC/VAC) | MDC-1 | | |
| Level of the course (As per Annexure-I) | 100-199 | | |
| Pre-requisitefor the course (ifany) | NA | | |
| CourseLearningOutcomes(CLO): | After completing this course, the learner will be able to: CLO 105.1:Familiar with north Indian cuisine CLO 105.2:Knowledge of south Indian cuisine CLO 105.3:Familiar with east Indian cuisine CLO 105.4:Knowledge with west Indian cuisine | | |
| Credits | Theory | Practical | Total |
| | 3 | 0 | 3 |
| Contact Hours | 3 | 0 | 3 |
| Max. Marks: 75 Time: 3 Hrs Internal Assessment Marks: 25 End Term Exam Marks: 50 | | | |
| PartB-Contentsofthe Course | | | |
| <u>Instructions for Paper- Setter</u> | | | |
| Total number of questions set will be Nine . Question no. 1 is compulsory covering the entire syllabus and will have 10 short answer type questions. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 10 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |
| I | Introduction to North Indian Food and Features; Important spices and Ingredients Common Recipes | | 12 |
| II | Introduction to South Indian Food Introduction and Features Important spices and Ingredients Common Recipes | | 11 |

| | | |
|---|---|--|
| III | Introduction to East Indian Food Introduction and Features Important spices and Ingredients Common Recipes | 11 |
| IV | Introduction to West Indian Food Introduction and Features; Important spices and Ingredients; Common Recipes | 11 |
| Suggested Evaluation Methods | | |
| Internal Assessment: ➤ Theory <ul style="list-style-type: none"> • Class Participation: 5 marks • Seminar/presentation/assignment/quiz/class test etc: 7 marks • Mid-Term Exam: 13 marks | | Internal Assessment: 25 End Term Exam: 50 |
| Part C-Learning Resources | | |
| Recommended Books/e-resources/LMS: 1. The Mughal Feast By Salma Husain, Author: Salma Yusuf Hussain, Publisher: Roli Books Private Limited. 2. Buried Seeds—The story of Chef Vikas Khanna, Author: Karan Bellani, Publisher: Wisdom Tree. 3. Indian-ish—Recipes and Antics from a Modern American family, Author: Priya Krishna, Mackenzie Kelley, Publisher: HMH Books. | | |

SEMESTER-II

CC-A2 B23-HMT-201 HOUSEKEEPING OPERATIONS-I

| | | | |
|---|---|-----------|----------------------|
| Session: 2024-25 | | | |
| Part A–Introduction | | | |
| Subject | HOUSEKEEPING OPERATIONS-I | | |
| Semester | II | | |
| Name of the Course | HOUSEKEEPING OPERATIONS-I | | |
| Course Code | B23-HMT-201 | | |
| Course Type: (CC/MCC/MDC/CC-M/DSEC/VOC/DSE/PC/AEC/VAC) | CC-A2 | | |
| Level of the course (As per Annexure-I) | 100-199 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | After completing this course, the learner will be able to: CLO 201.1: Developing an understanding of housekeeping department and its organizational structure. CLO 201.2: Acquire the skills about Housekeeping control desk procedures. CLO 201.3: Attain knowledge about hotel guest rooms and guest room features. CLO 201.4: Students able to understand the methods of cleaning. CLO 201.5: To gain knowledge of housekeeping operations. | | |
| Credits | Theory | Practical | Total |
| | 3 | 1 | 4 |
| Contact Hours | 3 | 2 | 5 |
| Max. Marks: 100 Time: 3 Hrs Internal Assessment Marks: 20(T) + 10(P) = 30 End Term Exam Marks: 50(T) + 20(P) = 70 | | | |
| Part B-Contents of the Course | | | |
| <u>Instructions for Paper- Setter</u> | | | |
| Total number of questions set will be Nine . Question no. 1 is compulsory covering the entire syllabus and will have 10 short answer type questions. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 10 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |
| I | MEANING, IMPORTANCE AND ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT | | 12 |

| | | |
|-----|--|----|
| | <ul style="list-style-type: none"> • Introduction: Meaning and definition and Importance of Housekeeping department • Role of Housekeeping in Guest Satisfaction and Repeat Business • Hierarchy of Housekeeping Department in small, medium, large and chain hotels • Identifying Housekeeping Responsibilities • Personality Traits of housekeeping Management Personnel. • Duties and Responsibilities of Housekeeping staff • Layout of the Housekeeping Department | |
| II | ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT <ul style="list-style-type: none"> • 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 Report • Handover Records • Reporting Staff placement • Guest's Special Requests Register • Record of Special Cleaning Call Register • VIP Lists • Interdepartmental relationship with Front Office, Maintenance, Security, Stores, Accounts, Personnel | 11 |
| III | ROOM LAYOUT <ul style="list-style-type: none"> • Types and Layout of Guest Room • Difference between Standard room and VIP Room • Guest Room Supplies • Use of Computers in House Keeping department • Functions of Housekeeping in other industries Hospital, Airlines, Cruise, Multiplexes etc. | 11 |
| IV | CLEANING ORGANISATION <ul style="list-style-type: none"> • Principles of cleaning, hygiene and safety factors in cleaning • Methods of organising cleaning • Frequency of cleaning daily, periodic, special, Deep Cleaning • Design features that simplify cleaning • Cleaning Equipment (Mechanical/Manual) • Characteristics of Good equipment • Care, Storage, and Maintenance and control of equipment | 11 |
| V | HOUSEKEEPING OPERATIONS-I (PRACTICAL) <ol style="list-style-type: none"> 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, | |

| | | |
|---|---|--|
| | <p>Different parts, Function, Care and maintenance</p> <p>4. Maids Trolley: Set Up, Stocking and usage.</p> <p>5. Daily Cleaning of Guest room and Bath Room</p> <p>6. Control desk records and formats</p> <ul style="list-style-type: none"> • 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 | 30 |
| Suggested Evaluation Methods | | |
| Internal Assessment: <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> • Class Participation: 5 • Seminar/presentation/assignment/quiz/class test etc.: 5 • Mid-Term Exam: 10 ➤ Practicum <ul style="list-style-type: none"> • Class Participation: NA • Seminar/Demonstration/Viva-voce/Lab records etc.: 10 • Mid-Term Exam: NA | | End Term Examination: <p>Internal Assessment Marks: 20 (T)+10 (P)=30</p> <p>End Term Exam Marks: 50 (T)+20 (P)=70</p> |
| Part C- Learning Resources | | |
| Recommended Books/e-resources/LMS: <ul style="list-style-type: none"> • Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc GrawHill. • Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press. | | |

CC-B2 B23-HMT-202 FOOD PRODUCTION FOUNDATION –II

| | | | |
|---|---|-----------|----------------------|
| Session: 2024-25 | | | |
| Part A– Introduction | | | |
| Subject | FOOD PRODUCTION FOUNDATION –II | | |
| Semester | II | | |
| Name of the Course | FOOD PRODUCTION FOUNDATION –II | | |
| Course Code | B23-HMT-202 | | |
| Course Type: (CC/MCC/MDC/CC-M/DSEC/VOC/DSE/PC/AEC/VAC) | CC-B2 | | |
| Level of the course (As per Annexure-I) | 100-199 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | After completing this course, the learner will be able to: CLO 202.1: Understand the effects of heat on vegetables & chemical changes CLO 202.2: Familiarizing with Preparation techniques CLO 202.3: Ability to understand stock, soup, sauces, sausages & salad CLO 202.4: Knowledge of various eggs, fish's poultry, meat & offal's in cooking. CLO 202.5: To gain knowledge of basic cooking techniques. | | |
| Credits | Theory | Practical | Total |
| | 3 | 1 | 4 |
| Contact Hours | 3 | 2 | 5 |
| Max. Marks: 100 Internal Assessment Marks: 20(T) + 10(P) = 30 End Term Exam Marks: 50(T) + 20(P) = 70 | | | Time: 3 Hrs |
| Part B-Contents of the Course | | | |
| <u>Instructions for Paper- Setter</u> | | | |
| Total number of questions set will be Nine . Question no. 1 is compulsory covering the entire syllabus and will have 10 short answer type questions. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 10 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |
| I | Vegetable Cookery: Introduction <ul style="list-style-type: none"> Pigments and color changes Effects of heat on vegetables Food Preservatives & Additives-natural and chemical. | | 11 |

| | | |
|--|--|--|
| | <ul style="list-style-type: none"> • Various Flavoring agent • Thickening agents / binding agents <p>Souring agents</p> | |
| II | Preparation of ingredients: <ul style="list-style-type: none"> • Pre- Preparation techniques & their types • Preparation techniques & their types <p>Methods of mixing foods</p> | 12 |
| III | Stock, soup, sauces, salami, sausages & salads: <ul style="list-style-type: none"> • Stocks, Types of Stock, Uses of Stocks, • Preparation of Stock, Recipes • Soups, types of soup, uses of soup • Preparation of Soup, Recipes • Sauces, Classification of Sauces, • Preparation of sauces Recipes for Mother Sauces, their derivatives • Salads, its composition & types • salad dressings & emerging trends in salad dressing | 11 |
| IV | Eggs, fish's, Poultry, Meat & offal's: <ul style="list-style-type: none"> • Eggs – Introduction, Usage in Kitchen, • Structure of Egg, • Classification of Eggs, Types • Selection, Storage and preparation of breakfast dishes with eggs • Fish & Shellfish, Their Classification, various cuts, selection criterion, • Poultry and Game: Introduction, Classification, Selection Criterion, Cuts of Poultry • Meat: Characteristics, selection and Classification (Bovines, Ovine's and Swine's) | 11 |
| V | FOOD PRODUCTION FOUNDATION –II (PRACTICAL) <ul style="list-style-type: none"> • Preparation of various Stocks • Preparation of various Soups • Preparation of mother sauces • Preparation of various salads • Familiarization with, Poultry, Meats & Fishes – Their Simple Cuts and Cooking • Preparations of various Breakfast • Preparation of various cupcakes & muffins | 30 |
| Suggested Evaluation Methods | | |
| Internal Assessment: <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> • Class Participation: 5 • Seminar/presentation/assignment/quiz/class test etc.: 5 • Mid-Term Exam: 10 ➤ Practicum <ul style="list-style-type: none"> • Class Participation: NA | | End Term Examination: Internal Assessment Marks: 20 (T)+10 (P)=30 End Term Exam Marks: |

| | |
|--|------------------|
| <ul style="list-style-type: none"> • Seminar/Demonstration/Viva-voce/Lab records etc.: 10 • Mid-Term Exam: NA | 50 (T)+20 (P)=70 |
| Part C-Learning Resources | |
| Recommended Books/e-resources/LMS: <ul style="list-style-type: none"> • Food Production Operations: Parvinder S Bali, Oxford University Press • Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman • Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu • Theory of Cookery By K Arora, Publisher: Frank Brother | |

CC-C2 B23-HMT-203 FOOD & BEVERAGE SERVICE FOUNDATION -II

| | | | |
|---|---|-----------|----------------------|
| Session: 2024-25 | | | |
| Part A–Introduction | | | |
| Subject | FOOD & BEVERAGE SERVICE FOUNDATION -II | | |
| Semester | II | | |
| Name of the Course | FOOD & BEVERAGE SERVICE FOUNDATION -II | | |
| Course Code | B23-HMT-203 | | |
| Course Type: (CC/MCC/MDC/CC-M/DSEC/VOC/DSE/PC/AEC/VAC) | CC-C2 | | |
| Level of the course (As per Annexure-I) | 100-199 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | After completing this course, the learner will be able to: CLO 203.1: Create awareness about different meals during the day. CLO 203.2: Understanding of various food and beverage Restaurant & French Classical menu. CLO 203.3: Remember the concept of room service/ In Room Dinning. CLO 203.4: Analyze about Non- Alcoholic beverages and their control. CLO 203.5: To gain knowledge of various menus, beverages, layout and table services. | | |
| Credits | Theory | Practical | Total |
| | 3 | 1 | 4 |
| Contact Hours | 3 | 2 | 5 |
| Max. Marks: 100 Internal Assessment Marks: 20(T) + 10(P) = 30 End Term Exam Marks: 50(T) + 20(P) = 70 | | | |
| Time: 3 Hrs | | | |
| Part B-Contents of the Course | | | |
| <u>Instructions for Paper- Setter</u> | | | |
| Total number of questions set will be Nine . Question no. 1 is compulsory covering the entire syllabus and will have 10 short answer type questions. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 10 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |
| I | Meals during the day:- <ul style="list-style-type: none"> Breakfast: Types & classification, Preparation for Breakfast Services, arrangement and setting up of tables/ trays, | | 11 |

| | | |
|--|---|----|
| | <ul style="list-style-type: none"> • Brunch • Lunch • High tea • Dinner • Supper & Emerging trends in F&B service. | |
| II | Food and Beverage Services in Restaurants: <ul style="list-style-type: none"> • Concept of Restaurant, Types of Restaurants, • Set up of Restaurants and their Layouts, • Equipment, furniture and fixtures used in the restaurant and their use and maintenance, • Classical French menu & its Accompaniments with cover. | 12 |
| III | Room Service/ In Room Dinning: <ul style="list-style-type: none"> • Introduction, Concept of Room Service/ In Room Dinning • Room service staffing and Room service menu, • Room Service cycle, • Room Service Equipment's, Set up of Trays & Trolleys, • Breakfast card, • Mini Bar Management in Guest Rooms. | 11 |
| IV | Non-Alcoholic Beverages & control methods: <ul style="list-style-type: none"> • Introduction, • Types - Hot & cold Beverages, popular brands, • Mocktails- Introduction, Types, Preparation and Service Techniques, • Billing methods- duplicate & Triplicate system, • Computerized KOTs & BOTs. | 11 |
| V | FOOD & BEVERAGE SERVICE FOUNDATION -II (PRACTICAL) <ul style="list-style-type: none"> • Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance & Acknowledging guests. • Familiarization with Food Service in Restaurants Receiving Guests, Table Layouts, Complimenting them, Presentation of Bills. • Restaurant Services – Their salient features, Table Layouts, Presenting Menus, precautions while dealing with guests, Commitments with guests, Food Pickup Procedures, • Clearance and Dishwashing Procedures. • Room Service Practical, Taking of Orders, Delivery of Food Services, Identifying Room Service Equipment. • Understanding Non-Alcoholic Beverages, Types & Service Techniques. • Guest Interactions while on Food Service – Do's & Don'ts. | 30 |
| <p style="text-align: center;">Suggested Evaluation Methods</p> | | |

| | |
|--|--|
| | |
| Internal Assessment: <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> • Class Participation: 5 • Seminar/presentation/assignment/quiz/class test etc.: 5 • Mid-Term Exam: 10 ➤ Practicum <ul style="list-style-type: none"> • Class Participation: NA • Seminar/Demonstration/Viva-voce/Lab records etc.: 10 • Mid-Term Exam: NA | End Term Examination: <p>Internal Assessment Marks: 20 (T)+10 (P)=30</p> <p>End Term Exam Marks: 50 (T)+20 (P)=70</p> |
| Part C-Learning Resources | |
| Recommended Books/e-resources/LMS: <ul style="list-style-type: none"> • 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 – R. Singaravelavan. • Food & Beverage Service & Management -- Bobby George & Sandeep Chatterjee • Food & Beverage Service- Anita Sharma & S N Bagchi. | |

CC-M2B23-HMT-204BASICS OF FRENCH FOR HOTEL MANAGEMENT

Session: 2024-25

PartA–Introduction

| | | | |
|---|---|-----------|-------|
| Subject | BASICS OF FRENCH FOR HOTEL MANAGEMENT | | |
| Semester | II | | |
| Name of the Course | BASICS OF FRENCH FOR HOTEL MANAGEMENT | | |
| CourseCode | B23-HMT-204 | | |
| CourseType: (CC/MCC/MDC/CCM/DSEC/VOC/DSE/P C/AEC/VAC) | CC-M2 | | |
| Level of the course (As per Annexure-I) | 100-199 | | |
| Pre-requisitefor the course (ifany) | NA | | |
| CourseLearningOutcomes(CLO): | After completing this course, the learner will be able to: CLO 204.1: Identify & use French Alphabet, numbers, time & auxiliary verbs. CLO 204.2: Read & Recite basic French introduction, fruits, vegetables & 1st group French verbs. CLO 204.3: Describe places, Use adjectives & 2 nd group verbs. CLO 204.4: Constructs negative sentences & use irregular verbs. | | |
| Credits | Theory | Practical | Total |
| | 2 | 0 | 2 |
| Contact Hours | 2 | 0 | 2 |
| Max. Marks: 50Time:3 HRS Internal Assessment Marks: 15 End Term Exam Marks: 35 | | | |

PartB-Contentsofthe Course

Instructions for Paper- Setter

Total number of questions set will be **Nine**. Question no. 1 is compulsory covering the entire syllabus and will have 07 short answer type questions. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 7 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours.

| Unit | Topics | Contact hours |
|-------------|--|----------------------|
| I | Pronunciation - The Alphabet - The Accents; ‘Formules de politesse’; The numbers:Cardinal– Ordinal; Time (only 24 hr clock); Weights & Measures; The subjective pronouns; Auxiliaryverbs :etre and avoir Book lessons – 1 to 4 | 08 |
| II | Self-introduction; presenting and introducing other person; Name of vegetables and fruits;Conjugation of first group of verbs; Days of the week; Months of the year; Date; The definiteand indefinite articles Book lessons – 4 to 7 | 07 |

| | | |
|---|---|--|
| III | Name of the Countries and their Nationalities; Conjugation of second group of verbs; Adjectives of place; Preposition of place; Describing a place (your city/ tourist place) Book lessons – 8 to 11 | 08 |
| IV | Vocabulary describing family; Describe your family; Name of dairy products and Cereals; Negation; Conjugation of irregular verbs :venir, aller; Demonstrative Adjectives, Simple translation (Oral) Role-playing of different situations Understanding questions Conversation Picture composition Book lessons – 12 to 14 | 07 |
| Suggested Evaluation Methods | | |
| Internal Assessment: ➤ Theory <ul style="list-style-type: none"> • Class Participation: 04 • Seminar/presentation/assignment/quiz/class test etc.: 04 • Mid-Term Exam: 07 ➤ Practicum <ul style="list-style-type: none"> • Class Participation: NA • Seminar/Demonstration/Viva-voce/Lab records etc.: NA • Mid-Term Exam: NA | | End Term Examination: Internal Assessment Marks: 15 End Term Exam Marks: 35 |
| Part C-Learning Resources | | |
| Recommended Books/e-resources/LMS: <ol style="list-style-type: none"> 1. G Mauger Blue - Cours de Langue et de Civilization Francaise 1 with Cd (Lecon 1-14) (French) (Prescribed book) 2. Larousse compact Dictionary: French-English/ English-French 3. Conjugaison - Le Robert & Nathan 4. Larousse French Grammar 5. Grammaire Collection "Le Nouvel Entraînez-vous" level debutant 6. Parlez à l'hôtel by A. Talukdar 7. A Votre Service 1 8. French for Hotel and Tourism Industry by S. Bhattacharya 9. Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav | | |

**MDC-2 B23-HMT-205 INTRODUCTION TO HOSPITALITY & TOURISM
INDUSTRY**

| | | | |
|---|---|-------------|---------------|
| Session: 2024-25 | | | |
| Part A– Introduction | | | |
| Subject | INTRODUCTION TO HOSPITALITY & TOURISM INDUSTRY | | |
| Semester | II | | |
| Name of the Course | INTRODUCTION TO HOSPITALITY & TOURISM INDUSTRY | | |
| Course Code | B23-HMT-205 | | |
| Course Type: (CC/MCC/MDC/CC-M/DSEC/VOC/DSE/PC/AEC/VAC) | MDC-2 | | |
| Level of the course (As per Annexure-I | 100-199 | | |
| Pre-requisite for the course (ifany) | NA | | |
| Course Learning Outcomes(CLO): | After completing this course, the learner will be able to: CLO 205.1: Knowledge of hospitality industry CLO 205.2: Familiarizing with Ownership structure of hotels CLO 205.3: Knowledge of hotel organization CLO 205.4: Ability to identify different Hospitality sector | | |
| Credits | Theory | Practical | Total |
| | 3 | - | 3 |
| Contact Hours | 3 | - | 3 |
| Max. Marks: 75 | | Time: 3 Hrs | |
| Internal Assessment Marks: 25 | | | |
| End Term Exam Marks: 50 | | | |
| PartB-Contentsofthe Course | | | |
| <u>Instructions for Paper- Setter</u> | | | |
| Total number of questions set will be Nine . Question no. 1 is compulsory covering the entire syllabus and will have 10 short answer type questions. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 10 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |
| I | Hospitality Industry- An introduction: <ul style="list-style-type: none">• Concept, origin,growth and development overtime,• scope, current and future trends in hospitality Industry• Hospitality industry & linkages with other industries• Role in global and Indian economy. | | 12 |

| | | |
|--|--|--|
| | <ul style="list-style-type: none"> Major international & Indian hotel chains | |
| II | Ownership structure of hotels: <ul style="list-style-type: none"> Types- Sole proprietorship, Partnership, Management Contract, Joint Venture, Franchisee, Public Sector, Private Sector Referral Groups/Consortium-Concept, Features, Advantages and Disadvantages. | 11 |
| III | Hotel Organization: Small, Medium, Large <ul style="list-style-type: none"> Organization structure& hierarchy of hotels Departments in hotels Front office, Housekeeping, Food and Beverage (service & production), Engineering & Maintenance, Security, Human Resource depts., Sales & Marketing, Purchase & Stores, Accounts. Inter relationship among various departments of hotels | 11 |
| IV | Hospitality Sectors: <ul style="list-style-type: none"> Accommodation: concept and types Food & Beverage sectors Tourism- concept, types Transportation: air, water & land Attraction, Recreation, Events and others. | 11 |
| Suggested Evaluation Methods | | |
| Internal Assessment: <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> Class Participation: 5 marks Seminar/presentation/assignment/quiz/class test etc: 7 marks Mid-Term Exam: 13 marks | | Internal Assessment: 25 End Term Exam: 50 |
| Part C- Learning Resources | | |
| Recommended Books/e-resources/LMS: <ul style="list-style-type: none"> Introduction to Hospitality-John R. Walker University of South Florida Publisher: Prentice Hall Managing Front Office Operations – Kasavana& Brooks Introduction to Tourism & Hospitality Industry – Sudhir Andrews – TATA Mc Graw – Hill Hospitality World!: An Introduction- Harold E. Lane, Denise Dupré ; Wiley International Introduction to the Hospitality Industry, Study Guide, 7th Edition - Clayton W. Barrows, Wiley | | |

SEMESTER-III

CC-A3 B23-HMT-301 INDIAN COOKING

| | | | |
|---|--|-----------|----------------------|
| Session: 2025-26 | | | |
| PartA – Introduction | | | |
| Subject | INDIAN COOKING | | |
| Semester | III | | |
| Name of the Course | INDIAN COOKING | | |
| Course Code | B23-HMT-301 | | |
| CourseType: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VAC) | CC-A3 | | |
| Level of the course (As per Annexure-I) | 200-299 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | After completing this course, the learner will be able to: CLO 301.1: Knowledge of Indian cooking to the beginners. CLO 301.2: Familiarizing with Menu Planning & Purchasing, Storing & issuing of food CLO 301.3: Understand Indian gravies and uses of Dry and Wet masalas used in Indian cuisine. CLO 301.4: Knowledge about Indian Food & Safety laws. CLO 301.5: To learn about Indian cuisine and preparation of Indian food. | | |
| Credits | Theory | Practical | Total |
| | 3 | 1 | 4 |
| Contact Hours | 3 | 2 | 5 |
| Max. Marks: 100 Internal Assessment Marks: 20(T) + 10(P) = 30 End Term Exam Marks: 50(T) + 20(P) = 70 | | | |
| Time: 3 Hrs | | | |
| PartB-Contents of the Course | | | |
| <u>Instructions for Paper- Setter</u> | | | |
| Total number of questions set will be Nine . Question no. 1 is compulsory covering the entire syllabus and will have 10 short answer type questions. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 10 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |
| I | Indian Cooking <ul style="list-style-type: none"> • Introduction to Indian Cooking • Heritage of Indian Cuisine, • Factors that affect eating habits in different parts of the country, • Cuisine and its highlights of different states/regions/communities | | 11 |

| | | |
|-----|--|----|
| II | Menu Planning & Purchasing, Storing & issuing of food: <ul style="list-style-type: none"> • 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 | 12 |
| III | Masalas, Pastes and Gravies in Indian cooking: <ul style="list-style-type: none"> • Masalas and Pastes: Introduction, • Types, Blending of Spices, • Concept of Dry and Wet Masalas, • Pastes used in Indian Cooking, • Basic Indian Gravies: Introduction, • Gravies and Curries, • Regional Gravies, • Gravy Preparations | 11 |
| IV | Indian Food & Safety laws: <ul style="list-style-type: none"> • The Prevention of Food Adulteration Act, 1954 • The Fruit Products Order, 1955 • The Meat Food Products Order, 1973 • The Milk and Milk Products Order, 1992 • Essential Commodities Act, 1955 (in relation to food). • Bureau of Indian Standards • Hazard Analysis Critical Control Point (HACCP) • FSSAI | 11 |
| V | INTRODUCTION TO INDIAN COOKING (PRACTICAL) <ol style="list-style-type: none"> 1. Understanding Indian Cooking and Preparation of popular foods of India (At least three course menu) 2. Condiments, Herbs & Spices in Indian Kitchen – Do's & Don'ts 3. Understanding Preparations of Masalas, Pastes and Gravies in Indian Kitchen Preparation of: <ol style="list-style-type: none"> a) Makhni Gravy b) Green Gravy c) White Gravy d) Lababdar Gravy e) Kadhni Gravy f) Achari Gravy g) Malai Kofta Gravy h) Yakhni Gravy i) Yellow Gravy j) Korma Gravy 4. Familiarization with, commodities and their usage in Indian Kitchens with the help of simple dishes preparations indicating their usage. | 30 |

| Suggested Evaluation Methods | |
|---|--|
| Internal Assessment: ➤ Theory <ul style="list-style-type: none"> • Class Participation: 5 • Seminar/presentation/assignment/quiz/class test etc.: 5 • Mid-Term Exam: 10 ➤ Practicum <ul style="list-style-type: none"> • Class Participation: NA • Seminar/Demonstration/Viva-voce/Lab records etc.: 10 • Mid-Term Exam: NA | End Term Examination: Internal Assessment Marks: 20 (T)+10 (P)=30 End Term Exam Marks: 50 (T)+20 (P)=70 |
| Part C-Learning Resources | |
| Recommended Books/e-resources/LMS: <ul style="list-style-type: none"> • Food Production Operations: Parvinder S Bali, Oxford University Press • Theory of Cookery By K Arora, Frank Brothers • A Culinary Tour of India by Yogesh Singh, I.K. International Publishing House Pvt. Ltd. | |

CC-B3 B23-HMT-302FOOD & BEVERAGE SERVICE OPERATIONS

| | | | |
|---|---|-----------|----------------------|
| Session: 2025-26 | | | |
| PartA– Introduction | | | |
| Subject | FOOD & BEVERAGE SERVICE OPERATIONS | | |
| Semester | III | | |
| Name of the Course | FOOD & BEVERAGE SERVICE OPERATIONS | | |
| Course Code | B23-HMT-302 | | |
| CourseType: (CC/MCC/MDC/CC-M/DSEC/VOC/DSE/PC/AEC/VAC) | CC-B3 | | |
| Level of the course (As per Annexure-I) | 200-299 | | |
| Pre-requisite for the course (ifany) | NA | | |
| CourseLearningOutcomes (CLO): | After completing this course, the learner will be able to: CLO 302.1: Creating awareness about how to handle different situation in Restaurant. CLO 302.2: Developing an Understanding about buffet management & catering establishment. CLO 302.3: Analyze the various f & b control methods. CLO 302.4: Remember about various budget and their control CLO 302.5: To gain knowledge of various set up used in Restaurant. | | |
| Credits | Theory | Practical | Total |
| | 3 | 1 | 4 |
| Contact Hours | 3 | 2 | 5 |
| Max. Marks: 100 Internal Assessment Marks: 20(T) + 10(P) = 30 End Term Exam Marks: 50(T) + 20(P) = 70 | | | |
| Time: 3 Hrs | | | |
| PartB-Contentsofthe Course | | | |
| <u>Instructions for Paper- Setter</u> | | | |
| Total number of questions set will be Nine . Question no. 1 is compulsory covering the entire syllabus and will have 10 short answer type questions. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 10 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |
| I | Planning of restaurant & food service facilities & Situation handling in food & beverage outlets: Introduction, Planning & Operating various food & beverage Outlets, ancillary areas. | | 11 |

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|---|--|--|
| | Factors-Concept, Menu, Space & Lighting, Colours and Restaurant Design team. Restaurant Problems and Guest Situation Handling (Related to food, ambience, hygiene etc.) | |
| 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. | 12 |
| 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. | 11 |
| IV | Budgetary Control: - Introduction, Objectives, Kinds of Budget, Budgetary Control Process, Stages in the preparation of Budgets. Budgeting for Food & Beverage Operations. Menu Management- Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue. | 11 |
| V | FOOD & BEVERAGE SERVICE OPERATIONS(PRACTICAL) <ul style="list-style-type: none"> • 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 | 30 |
| Suggested Evaluation Methods | | |
| Internal Assessment: <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> • Class Participation: 5 • Seminar/presentation/assignment/quiz/class test etc.: 5 • Mid-Term Exam: 10 ➤ Practicum <ul style="list-style-type: none"> • Class Participation: NA • Seminar/Demonstration/Viva-voce/Lab records etc.: 10 • Mid-Term Exam: NA | | End Term Examination: Internal Assessment Marks: 20 (T)+10 (P)=30 End Term Exam Marks: 50 (T)+20 (P)=70 |
| Part C-Learning Resources | | |
| Text book: <ul style="list-style-type: none"> • 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 & Management -- Bobby George & Sandeep Chatterjee • Food & Beverage Service- Anita Sharma & S N Bagchi. | | |

CC-C3 B23-HMT-303 FRONT OFFICE OPERATIONS -II

| | | | |
|---|---|-----------|----------------------|
| Session: 2025-26 | | | |
| PartA – Introduction | | | |
| Subject | FRONT OFFICE OPERATIONS -II | | |
| Semester | III | | |
| Name of the Course | FRONT OFFICE OPERATIONS -II | | |
| Course Code | B23-HMT-303 | | |
| CourseType: (CC/MCC/MDC/CC-M/DSEC/VOC/DSE/PC/AEC/VAC) | CC-C3 | | |
| Level of the course (As per Annexure-I) | 200-299 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | After completing this course, the learner will be able to: CLO 303.1: Managing cash and credit control. CLO 303.2: Assessing the role of front office cashier and night auditor. CLO 303.3: Validating security functions and dealing with emergencies. CLO 303.4: Understanding if budget and its control. CLO 303.5: To learn about registration process and various role play performed in front office | | |
| Credits | Theory | Practical | Total |
| | 3 | 1 | 4 |
| Contact Hours | 3 | 2 | 5 |
| Max. Marks: 100 Time: 3 Hrs Internal Assessment Marks: 20(T) + 10(P) = 30 End Term Exam Marks: 50(T) + 20(P) = 70 | | | |
| PartB-Contentsofthe Course | | | |
| <u>Instructions for Paper- Setter</u> | | | |
| Total number of questions set will be Nine . Question no. 1 is compulsory covering the entire syllabus and will have 10 short answer type questions. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 10 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |
| I | Cash and Credit Control Cash Control: Introduction, frauds & internal control, cash receipt control, physical control measures. Credit Control: Meaning, objective and methods, Hotel credit policy, Control measures; during occupancy, checkout, after departure, Prevention of Skippers: on arrival/during stay/on departure day. | | 11 |

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|---|--|------------------------------|
| II | Front Office Cashier: -Role of the Front desk cashier, Importance of front office cash, Duties and responsibilities of front desk cashier. Night Auditing: Introduction, Objective, functions and job description of Night Auditor, Night Audit process, Preparing night audit reports. | 12 |
| III | Security functions Front Office Security Functions; Guest security, hotel property security, Security measures taken by hotel. Dealing with emergencies: Bomb threat, Sickness and death, fire, Guest and employee thefts, planning for emergency situations. | 11 |
| IV | Budgeting: Introduction, types, advantage and disadvantages of budgeting, budgetary controls, The budgeting process, Planning capital budget, Planning operation budget, Operating budget – controlling expenses – income statement, Purchasing systems – methods of buying, Stock records – issuing and control. | 11 |
| V | FRONT OFFICE OPERATIONS -III (PRACTICAL) <ul style="list-style-type: none"> Hands on practical of computer application on software, students should be able to: <ol style="list-style-type: none"> Register- in a reservation Register an arrival Amend a reservation Cancel a reservation Post a charge Make a group reservation Make a folio Make a room change Show a departure/ checkout Print a folio Print reports such as expected arrivals and departure for the day. Develop an understanding about requirements of different guests, with children, business travelers', single woman traveler, differently abled travelers' and acquaint the learners with procedures like expression about sharing of hotel services and facilities to guests, employees as brand ambassadors of hotels, managing guest interactions effectively. Familiarization with first aid kit and its contents. Role play: In reference to the theory syllabus: Problem handling on different problems/situations. <ol style="list-style-type: none"> GRE Lobby Manager Bell Captain <ul style="list-style-type: none"> Bell Boys- luggage handling Concierge and Car Valet | 30 |
| Suggested Evaluation Methods | | |
| Internal Assessment: ➤ Theory | | End Term Examination: |

| | |
|---|---|
| <ul style="list-style-type: none"> • Class Participation: 5 • Seminar/presentation/assignment/quiz/class test etc.: 5 • Mid-Term Exam: 10 <p>➤ Practicum</p> <ul style="list-style-type: none"> • Class Participation: NA • Seminar/Demonstration/Viva-voce/Lab records etc.: 10 • Mid-Term Exam: NA | <p>Internal Assessment Marks: 20 (T)+10 (P)=30</p> <p>End Term Exam Marks: 50 (T)+20 (P)=70</p> |
| PartC-Learning Resources | |
| <p>Recommended Books/e-resources/LMS:</p> <ul style="list-style-type: none"> • Deshmukh, S. (2011). Hotel Maintenance: Security, Safety & First Aid. Naman Publisher & Distributors. • Kotas, R. (2014). Management Accounting for Hotels and Restaurants. Routledge, 2nd edition. • Le, T., Bhushan, V., Sochat, M., Vaidyanathan, V. (2020). First Aid for the USMLE Step 1 2020. McgrawHill publication; 30th anniversary edition. • Maheshwari S.N., Maheshwari S.K. (2018).Advanced Accountancy Volume-II. Vikas Publishing House; 11th Edition. • McCrie, R. (2006). Security Operations Management. Butterworth-Heinemann. • Singh, R. K. (2007). Safety and Security in Hotels and Restaurants. Aman Publications. <p>Text Books:</p> <ul style="list-style-type: none"> • Andrews, S. (2017). Hotel Front Office: A Training Manual. McGraw Hill Education; Third edition. • Bardi, A. J. (2012). Hotel Front Office Management. Wiley India Pvt Ltd; Fifth edition. • Bhakta, A. (2011). Professional Hotel Front Office Management. McGraw Hill Education. • Bhatnagar, S. K. (2011). Front Office Management. Frank Bros. • Kasavana, L. M. (2000). Managing Front Office Operations. Educational Institute of the American Hotel & Motel Association; 5th edition edition • Tewari, J. (2016). Hotel Front Office: Operations and Management. Oxford University Press; Second edition. • Woods, H. R., Ninemeier, J. D., Hayes, D. K. and Austin, M. A (2013). Professional Front Office Management: Pearson New International Edition, Pearson Education Limited; illustrated. • Yadav, M. K. (2014). Hotel Front Office- Management & Operations. Aman Publications; 2 edition. | |

CC-M3 B23-HMT-304 INTERIOR DECORATION

| | | | |
|---|---|------------|---------------|
| Session: 2025-26 | | | |
| PartA–Introduction | | | |
| Subject | INTERIOR DECORATION | | |
| Semester | III | | |
| Name of the Course | INTERIOR DECORATION | | |
| Course Code | B23-HMT-304 | | |
| CourseType: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VA C) | CC-M3 | | |
| Level of the course (As per Annexure-I | 200-299 | | |
| Pre-requisite for the course (ifany) | NA | | |
| CourseLearningOutcomes (CLO): | After completing this course, the learner will be able to: CLO 304.1: Identifyvarious elements& PrinciplesofInteriorDecoration. CLO 304.2: Knowledge aboutcareto betakenforplantsandfloralmaterial CLO 304.3: UnderstandFurniture,SoftFurnishingsandFloorFurnishingsf oundinhotel guestrooms. CLO 304.4: AssessontheSelectionoffurnishingfabrics. | | |
| Credits | Theory | Practical | Total |
| | 4 | 0 | 4 |
| Contact Hours | 4 | 0 | 4 |
| Max. Marks: 100 | | Time: 3HRS | |
| Internal Assessment Marks: 30 | | | |
| End Term Exam Marks:70 | | | |
| PartB-Contentsofthe Course | | | |
| <u>Instructions for Paper- Setter</u> | | | |
| Total number of questions set will be nine. Question no. 1 is compulsory covering the entire syllabus and will have 07 short answer type questions of 2 marks each. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 14 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |
| I | Meaning & ObjectivesofInteriordecoration Principlesofdesigns,theirapplicationinhotelindustry. Elements of design: - Line, color, pattern, texture etc. | | 15 |

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|---|--|--|
| II | Furniture&itsarrangements: types offurniture & selectionof furniture Soft Furnishings – Curtains, cushions,bedspread Selectionoffurnishingfabrics. FloorFurnishings–floorcoverings. | 15 |
| III | Flower arrangements – Western and Easternstyles. Guidelines on preserving freshness offlowers and arrangement for differentoccasions. Knowledge of indoor plant &horticulture Glossary of art forms – rangoli, flower carpet,design,dryflowerarrangements,wallhangingsofdifferents | 15 |
| IV | Colors: Color harmonies, association of colors and their application in the variousareasof thehotel industry Lighting & types of light used in hotels. Interior design: Definition, Functional design, Traditional design, Folk and modern design. Purpose of design. | 15 |
| SuggestedEvaluation Methods | | |
| InternalAssessment: ➤ Theory <ul style="list-style-type: none"> • Class Participation: 5 Marks • Seminar/presentation/assignment/quiz/class test etc.: 10 • Mid-Term Exam: 15 Marks ➤ Practicum <ul style="list-style-type: none"> • Class Participation: NA • Seminar/Demonstration/Viva-voce/Lab records etc.: NA • Mid-Term Exam: NA | | End Term Examination: Internal Assessment Marks: 30 End Term Exam Marks: 70 |
| PartC-Learning Resources | | |
| <ul style="list-style-type: none"> • Hotel Housekeeping: Operati • ons and Management: <i>G. Raghubalan, Smritee Raghubalan.</i> • Professional Management of Housekeeping Operations <i>Professional Management of... Thomas J A Jones.</i> | | |

MDC-3 B23-HMT-305 FOOD COMMODITIES

| Session: 2025-26 | | | |
|---|--|-------------|---------------|
| Part A – Introduction | | | |
| Subject | FOOD COMMODITIES | | |
| Semester | III | | |
| Name of the Course | FOOD COMMODITIES | | |
| Course Code | B23-HMT-305 | | |
| Course Type: (CC/MCC/MDC/CCM/DSEC/VOC/ DSE/PC/AEC/VAC) | MDC-3 | | |
| Level of the course (As per Annexure-I | 200-299 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | After completing this course, the learner will be able to: CLO 305.1: Classify Cereals and Describe their uses and storage. CLO 305.2: Classify Pulses and Describe their uses and storage. CLO 305.3: Define and Classify Fruits and Vegetables. CLO 305.4: Classify dairy products and describe the composition and storage of milk, cheese, butter and cream. | | |
| Credits | Theory | Practical | Total |
| | 3 | 0 | 3 |
| Contact Hours | 3 | 0 | 3 |
| Max. Marks: 75 | | Time: 3 Hrs | |
| Internal Assessment Marks: 25 | | | |
| End Term Exam Marks: 50 | | | |
| Part B-Contents of the Course | | | |
| Instructions for Paper- Setter | | | |
| Total number of questions set will be Nine . Question no. 1 is compulsory covering the entire syllabus and will have 10 short answer type questions. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 10 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |
| I | Pulses - introduction, classification and uses in Indian cookery. Cereals- – introduction, classification and uses in Indian cookery Purchasing and storing of pulses & cereals | | 12 |

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|--|--|--|
| II | Fruits – introduction, classification and uses in Indian cookery. Vegetables- – introduction, classification and uses in Indian cookery. | 11 |
| III | Dairy products- milk –its uses composition and storage, classification and uses of cheese, butter, cream, Types of sweeteners, Flour introduction, classification and uses. | 11 |
| IV | Herbs- introduction, classification and uses in Indian cookery. Spices- introduction, classification and uses in Indian cookery. Condiments- introduction, classification and uses in Indian cookery. Flavoring agents and seasoning agents | 11 |
| Suggested Evaluation Methods | | |
| Internal Assessment: ➤ Theory <ul style="list-style-type: none"> • Class Participation: 5 marks • Seminar/presentation/assignment/quiz/class test etc: 7 marks • Mid-Term Exam: 13 marks | | Internal Assessment: 25 End Term Exam: 50 |
| Part C-Learning Resources | | |
| Recommended Books/e-resources/LMS: <ol style="list-style-type: none"> 1. Food Facts and Principles -N. Shakuntala Manay& M. Shadaksharaswamy, New Age International (P) Limited, New Delhi. 2. Food Science – B. Srilakshmi, New Age international (P) Limited, New Delhi. 3. Essentials of Food & Nutrition-M. Swaminathan-vol I &vol II. 4. Nutrition: An Integrated Approach- Pike & Brown 5. Principles of Nutrition E. D. Wilson, K. H. Fisher & M.C. Faqua | | |

SEMESTER-IV

CC-M3 B23-HMT-401HOUSEKEEPING OPERATIONS -II

| | | | |
|---|--|-----------|----------------------|
| Session: 2025-26 | | | |
| PartA – Introduction | | | |
| Subject | HOUSEKEEPING OPERATIONS -II | | |
| Semester | IV | | |
| Name of the Course | HOUSEKEEPING OPERATIONS -II | | |
| Course Code | B23-HMT-401 | | |
| CourseType: (CC/MCC/MDC/CC-M/DSEC/VOC/DSE/PC/AEC/VAC) | CC-A4 | | |
| Level of the course (As per Annexure-I) | 200-299 | | |
| Pre-requisite for the course (ifany) | NA | | |
| CourseLearningOutcomes (CLO): | After completing this course, the learner will be able to: CLO 401.1: Gain the knowledge of different types of Linen in hotels. CLO 401.2: Remember the advantages of providing staff uniforms. CLO 401.3: Acquire the knowledge of laundry section. CLO 401.4: Understand the concept of safety and security procedure. CLO 401.5: To learn about guest handling and emergencies situation | | |
| Credits | Theory | Practical | Total |
| | 3 | 1 | 4 |
| Contact Hours | 3 | 2 | 5 |
| Max. Marks: 100 Internal Assessment Marks: 20(T) + 10(P) = 30 End Term Exam Marks: 50(T) + 20(P) = 70 | | | |
| PartB-Contentsofthe Course | | | |
| <u>Instructions for Paper- Setter</u> | | | |
| Total number of questions set will be Nine. Question no. 1 is compulsory covering the entire syllabus and will have 10 short answer type questions. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 10 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |
| I | 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, | | 12 |

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| | Purchase of Linen, Calculation of Linen requirements, Linen control-procedures and records, Stocktaking-procedures and records Recycling of discarded linen, Linen purchase. | |
| II | 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. | 11 |
| III | 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. | 11 |
| IV | 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. | 11 |
| V | <p style="text-align: center;">HOUSEKEEPING OPERATIONS -III (PRACTICAL)</p> <ul style="list-style-type: none"> • Guest room inspection • First aid, first aid kit, maintaining records • Dealing with emergency situation • Fire safety -firefighting, safety measures, fire drill (demo). • Guest handling, Guest request, Guest complaints • Handling room linen, guest supplies maintaining register and record replenishing floor pantry, stock taking, maintaining records • Stain Removal • Selection and Designing of Uniforms • Laundry Machinery and Equipment <p>Standard operating procedure- skill oriented task (e.g. cleaning and polishing glass, brass)</p> | 30 |
| SuggestedEvaluationMethods | | |
| Internal Assessment: ➤ Theory <ul style="list-style-type: none"> • Class Participation: 5 • Seminar/presentation/assignment/quiz/class test etc.: 5 • Mid-Term Exam: 10 ➤ Practicum <ul style="list-style-type: none"> • Class Participation: NA • Seminar/Demonstration/Viva-voce/Lab records etc.: 10 • Mid-Term Exam: NA | | End Term Examination: Internal Assessment Marks: 20 (T)+10 (P)=30 End Term Exam Marks: 50 (T)+20 (P)=70 |
| PartC-Learning Resources | | |
| Recommended Books/e-resources/LMS: <ul style="list-style-type: none"> • Le, T., Bhushan, V., Sochat, M., Vaidyanathan, V. (2020). First Aid for the USMLE Step 1 | | |

2020. McgrawHill publication; 30th anniversary edition.

- Talawadekar, S. (2016). 5-S in 5 Days: For Lean-Clean Workplace. Kaizen Management Systems publication, Fourth edition.
- Tiwari, S. B. (2014). Current trends in hospitality and tourism. Generic books.
- Stiel, H., Ivce, L. (2011). The Art & Science of the Hotel Concierge. Amer Hotel & Motel Assn; First edition

Text Books:

- Andrews, S. (2017). Hotel Housekeeping: A Training Manual. McGraw Hill Education; Third edition.
- Andrews, S. (2017). Hotel Front Office: A Training Manual. McGraw Hill Education; Third edition.
- Bardi, A. J. (2012). Hotel Front Office Management. Wiley India Pvt Ltd; Fifth edition.
- Bhatnagar, S. K. (2011). Front Office Management. Frank Bros.
- Ganguly, P. (2019). Housekeeping Management in Hotel and Service Industry. Dreamtech Press.
- Jagmohan, N. (2013). Housekeeping (Theory and Practices). S Chand & Company.
- Raghubalan, G., Raghubalan, S. (2015). Hotel Housekeeping: Operations and Management. Oxford University Press India; 3 edition.
- Singh, M. (2012). Hotel Housekeeping. McGraw Hill Education; 1 edition
- Tewari, J. (2016). Hotel Front Office: Operations and Management. Oxford University Press; Second edition.
- Yadav, M. K. (2014). Hotel Front Office- Management & Operations. Aman Publications; 2 edition.

CC-B4 B23-HMT-402 REGIONAL CUISINES OF INDIA –I

| | | | |
|---|--|-----------|----------------------|
| Session: 2025-26 | | | |
| PartA– Introduction | | | |
| Subject | REGIONAL CUISINES OF INDIA –I | | |
| Semester | IV | | |
| Name of the Course | REGIONAL CUISINES OF INDIA –I | | |
| Course Code | B23-HMT-402 | | |
| CourseType: (CC/MCC/MDC/CC-M/DSEC/VOC/DSE/PC/AEC/VAC) | CC-B4 | | |
| Level of the course (As per Annexure-I) | 200-299 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | After completing this course, the learner will be able to: CLO 402.1: Knowledge About the Cuisines of Kashmir, Himachal & Uttarakhand CLO 402.2: Familiarizing with Punjab, Haryana, Delhi Cuisine CLO 402.3: Ability to Identify Different Food of Rajasthan & Gujarat CLO 402.4: Knowledge of Maharashtra & Goa Cuisine CLO 402.5: - To gain knowledge about various regional food of India | | |
| Credits | Theory | Practical | Total |
| | 3 | 1 | 4 |
| Contact Hours | 3 | 2 | 5 |
| Max. Marks: 100 Internal Assessment Marks: 20(T) + 10(P) = 30 End Term Exam Marks: 50(T) + 20(P) = 70 <b align="right">Time: 3 Hrs | | | |
| PartB-Contents of the Course | | | |
| <u>Instructions for Paper- Setter</u> | | | |
| Total number of questions set will be Nine. Question no. 1 is compulsory covering the entire syllabus and will have 10 short answer type questions. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 10 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |

| | | |
|-------------------------------------|--|----|
| I | Cuisines of Kashmir, Himachal & Uttarakhand: <ul style="list-style-type: none"> • 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 | 11 |
| II | Cuisines of Punjab, Haryana & Delhi: <ul style="list-style-type: none"> • 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 | 12 |
| III | Cuisines of Rajasthan & Gujarat: <ul style="list-style-type: none"> • 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 | 11 |
| IV | Cuisines of Maharashtra & Goa: <ul style="list-style-type: none"> • 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 | 11 |
| V | REGIONAL CUISINES OF INDIA –I (PRACTICAL) <ul style="list-style-type: none"> • 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 <p>Note: For focused inputs Regional Theme Lunches/ Festivals may be organized as a part of activity-based learning.</p> | 30 |
| Suggested Evaluation Methods | | |

| | |
|---|--|
| Internal Assessment: <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> • Class Participation: 5 • Seminar/presentation/assignment/quiz/class test etc.: 5 • Mid-Term Exam: 10 ➤ Practicum <ul style="list-style-type: none"> • Class Participation: NA • Seminar/Demonstration/Viva-voce/Lab records etc.: 10 • Mid-Term Exam: NA | End Term Examination: <p>Internal Assessment Marks: 20 (T)+10 (P)=30</p> <p>End Term Exam Marks: 50 (T)+20 (P)=70</p> |
| PartC-Learning Resources | |
| References: <ul style="list-style-type: none"> ○ 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 | |

CC-C4 B23-HMT-403FOOD & BEVERAGE SERVICE MANAGEMENT – I

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|---|---|-----------|----------------------|
| Session: 2025-26 | | | |
| PartA – Introduction | | | |
| Subject | FOOD & BEVERAGE SERVICE MANAGEMENT – I | | |
| Semester | IV | | |
| Name of the Course | FOOD & BEVERAGE SERVICE MANAGEMENT – I | | |
| Course Code | B23-HMT-403 | | |
| CourseType: (CC/MCC/MDC/CC-M/DSEC/VOC/DSE/PC/AEC/VAC) | CC-C4 | | |
| Level of the course (As per Annexure-I) | 200-299 | | |
| Pre-requisite for the course (ifany) | NA | | |
| CourseLearningOutcomes (CLO): | After completing this course, the learner will be able to: CLO 403.1: Gain Knowledge of Bar, bar menu, & bar licenses. CLO 403.2: Understanding about wines, wines service and their storage. CLO 403.3: Creating awareness about beers, their production & other fermented alcoholic beverages. CLO 403.4: Remember the concept various Distilled Alcoholic Beverages & cocktails. CLO 403.5: To learn about alcoholic beverage & cigar, cigarettes | | |
| Credits | Theory | Practical | Total |
| | 3 | 1 | 4 |
| Contact Hours | 3 | 2 | 5 |
| Max. Marks: 100 Internal Assessment Marks: 20(T) + 10(P) = 30 End Term Exam Marks: 50(T) + 20(P) = 70 | | | |
| PartB-Contentsofthe Course | | | |
| <u>Instructions for Paper- Setter</u> | | | |
| Total number of questions set will be Nine. Question no. 1 is compulsory covering the entire syllabus and will have 10 short answer type questions. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 10 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |
| I | Basics of Bar: Introduction to bar, bar types, Layout of bar area & bar counter, bar stocks maintenance, Equipment's Used in bar, bar Licenses, | | 11 |

| | | |
|--|--|--|
| | Staffing, job description, job specification, understanding Bar Menus. | |
| II | Alcoholic Beverages: Wines – Introduction, Classification, Brief Description & manufacturing process, Major Indian and International Brands. glasses and equipment, Storage and service of wine | 12 |
| III | Introduction, Ingredients Used, Production, Types and brands, Indian and International. Services, bottled, canned and draught beers. Other Fermented & Brewed Beverages:Sake, Cider, Perry. Tobacco: Types, Production, Brands & Service – Indian and International | 11 |
| IV | Distilled Alcoholic Beverages: Introduction to Spirits (Whisky, Brandy, Rum, Vodka, Gin & Tequila), Spirits- Types, Production, Brands Indian and International & Service, Introduction & history of Cocktails, Types & Preparation, Classic Cocktails recipes. | 11 |
| V | FOOD & BEVERAGE SERVICE MANAGEMENT– I(PRACTICAL) Service of Alcoholic Beverages: Wines, Spirits. Opening & closing of wines corks (Champagne, Red & White wines) Service of Spirits & Liqueurs Bar setup and operations Service of Cigars & cigarettes Service of Beer, Other Fermented & Brewed Beverages Service of Sparkling, Aromatized, Fortified, Still Wines. Set up a table with Prepared Menu with wines | 30 |
| Suggested Evaluation Methods | | |
| Internal Assessment: ➤ Theory <ul style="list-style-type: none"> Class Participation: 5 Seminar/presentation/assignment/quiz/class test etc.: 5 Mid-Term Exam: 10 ➤ Practicum <ul style="list-style-type: none"> Class Participation: NA Seminar/Demonstration/Viva-voce/Lab records etc.: 10 Mid-Term Exam: NA | | End Term Examination: Internal Assessment Marks: 20 (T)+10 (P)=30 End Term Exam Marks: 50 (T)+20 (P)=70 |
| PartC-Learning Resources | | |
| References: <ul style="list-style-type: none"> 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. Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S.Negi | | |

| | | | |
|---|--|-------------|---------------|
| Session: 2024-25 | | | |
| Part A – Introduction | | | |
| Subject | Human Resource Management in Hotels | | |
| Semester | V | | |
| Name of the Course | Human Resource Management in Hotels | | |
| Course Code | B23-HMT-501 | | |
| Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VAC) | CC | | |
| Level of the course (As per Annexure-I | 300-399 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | 1. Knowledge about basic of human resource management 2. Familiarizing With Recruitments, Learning & Development, Performance Appraisal 3. Ability To Identify Employee Motivation, Compensation & Benefit Management 4. Knowledge about Employees health & safety, Employees Welfare and social security | | |
| Credits | Theory | Practical | Total |
| | 4 | 0 | 4 |
| Contact Hours | 4 | 0 | 4 |
| Max. Marks: 100 | | Time: 3 Hrs | |
| Internal Assessment Marks: = 30 | | | |
| End Term Exam Marks: = 70 | | | |
| Part B-Contents of the Course | | | |
| Instructions for Paper- Setter | | | |
| Total number of questions set will be nine. Question no. 1 is compulsory covering the entire syllabus and will have 07 short answer type questions of 2 marks each. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 14 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |
| I | HRM Introduction, Definition & Concept: <ul style="list-style-type: none">• Concept & Objectives Of HRM• HRM Functions• Scope of HRM• Importance of HRM• HR Planning & Process,• Approaches To HRM | | 15 |

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| II | Recruitments <ul style="list-style-type: none"> • Introduction, Concept, Sources, • What to look for in prospective candidates, • Recruitments Policy and Techniques. Selection: <ul style="list-style-type: none"> • Introduction, meaning, Concept, • Steps in selection process Induction: <ul style="list-style-type: none"> • meaning & importance • Types of induction methods Training: <ul style="list-style-type: none"> • meaning & importance • Methods of training | 15 |
| III | Performance Appraisal: <ul style="list-style-type: none"> • Introduction, Purpose, Process, • Methods of Performance Appraisal • The 360 Degree Feedback System, Employee Motivation: <ul style="list-style-type: none"> • Concept, Various Motivation Theories (Maslow's Theory, Herzberg's Theory, Adam's Equity Theory, B.F Skinner's Reinforcement Theory), Compensation: <ul style="list-style-type: none"> • Meaning & Policies of compensation • Employee Compensation Practices in India | 15 |
| IV | Employees health & safety: <ul style="list-style-type: none"> • Meaning & concept of employee's health's • Employees safety & their importance Employees Welfare and social security: <ul style="list-style-type: none"> • Concept & scope • Agencies of employee's welfare • Types of welfare service • Social security in India | 15 |
| | Suggested Evaluation Methods | |
| Internal Assessment: <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> • Class Participation: 5 Marks • Seminar/presentation/assignment/quiz/class test etc.: 10 • Mid-Term Exam: 15 Marks ➤ Practicum <ul style="list-style-type: none"> • Class Participation: NA • Seminar/Demonstration/Viva-voce/Lab records etc.: NA • Mid-Term Exam: NA | | End Term Examination: End Term Exam Marks: 70 |
| Part C-Learning Resources | | |

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| | <ul style="list-style-type: none"> • Human Resource Development & Management in the Hotel Industry – S.K. Bhatia, Nirmal Singh • Principal and Techniques of Personnel Management Human Resource Management – Dr. Jagmohan Negi • Human Resource Management – Rao V S P • Human Resource Management: T .N.Chabbra | |
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| Session: 2024-25 | | | |
|---|---|-------------|---------------|
| Part A – Introduction | | | |
| Subject | Nutrition & Principles of Food Science | | |
| Semester | V | | |
| Name of the Course | Nutrition & Principles of Food Science | | |
| Course Code | B23-HMT-502 | | |
| Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VAC) | CC | | |
| Level of the course (As per Annexure-I | 300-399 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | 1. Prepare Students to Fully Understand Food Nutrients and Nutrition 2. Familiarizing The Students to Understand Importance Of Healthy Diet. 3. Ability to Understand Food Composition 4. Knowledge Of Various Techniques to Improve Nutritional Quality | | |
| Credits | Theory | Practical | Total |
| | 4 | 0 | 4 |
| Contact Hours | 4 | 0 | 4 |
| Max. Marks: 100 | | Time: 3 Hrs | |
| Internal Assessment Marks: = 30 | | | |
| End Term Exam Marks: = 70 | | | |
| Part B-Contents of the Course | | | |
| <u>Instructions for Paper- Setter</u> | | | |
| Total number of questions set will be nine. Question no. 1 is compulsory covering the entire syllabus and will have 07 short answer type questions of 2 marks each. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 14 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |
| I | Food And Nutrition • Food –Definition, Classification and Functions • Nutrition –Introduction, Optimum and Malnutrition • Nutrients –Classification and Functions • Carbohydrate, Lipid, Protein, Vitamins and Minerals | | 15 |

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|--|--|---|
| II | Balance And Therapeutic Diets <ul style="list-style-type: none"> • Recommended Daily Allowances • Balance Diet, Therapeutic Diet – Principles and Planning of Low And High Calorie Diet • Low Salt and Low Carbohydrates Diet <ul style="list-style-type: none"> • Low And High Proteins Diet, Low Fat Diets | 15 |
| III | Food Composition and Nutritional Contribution: <ul style="list-style-type: none"> • Cereals And Millets, Spices • Pulses And Legumes, Nuts and Seeds • Fruit And Vegetable, Milk and Milk Products • Meat, Fish, Poultry and Egg • Fats And Sugar | 15 |
| IV | Improving Nutritional Quality: <ul style="list-style-type: none"> • Effects On Nutritive Value and Principles to Conserve During Cooking • Methods Of Cooking, Their Advantages and Disadvantage • Improving Nutritional Quality of Food by Germination, Fermentation • Supplementation, Fortification and Enrichment | 15 |
| Suggested Evaluation Methods | | |
| Internal Assessment: <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> • Class Participation: 5 Marks • Seminar/presentation/assignment/quiz/class test etc.: 10 • Mid-Term Exam: 15 Marks ➤ Practicum <ul style="list-style-type: none"> • Class Participation: NA • Seminar/Demonstration/Viva-voce/Lab records etc.: NA • Mid-Term Exam: NA | | End Term Examination: End Term Exam Marks: 70 |
| Part C-Learning Resources | | |
| | Text Books: <ul style="list-style-type: none"> • Food Science and Nutrition – Sunetra Roday • Essentials Of Food and Nutritions – Swaminathan, M. S. • Nutrition And Dietics– Joshi, S.A Reference Books: <ul style="list-style-type: none"> • The Food We Eat – Warren, C. C • Nutrition And Diet Therapy – Williams, S.R • Introductory Nutrition – Guthrie, A. H | |

Session 2024-25**Part A – Introduction**

| | | | |
|---|---|--------------------|-------|
| Subject | Hygiene & Sanitation in Catering Industry | | |
| Semester | V | | |
| Name of the Course | Hygiene & Sanitation in Catering Industry | | |
| Course Code | B23-HMT-503 | | |
| Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VAC) | CC | | |
| Level of the course (As per Annexure-I) | 300-399 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | <ol style="list-style-type: none"> 1. Understand the fundamental principles of hygiene and sanitation & guest satisfaction. 2. Learn and apply food safety standards, contamination prevention techniques, and sanitation. 3. Develop knowledge of water safety, waste disposal, and pest control management. 4. Understand occupational health and safety regulations. | | |
| Credits | Theory | Practical | Total |
| | 4 | 0 | 4 |
| Contact Hours | 4 | 0 | 4 |
| Max. Marks: 100 | | Time: 3 Hrs | |
| Internal Assessment Marks: = 30 | | | |
| End Term Exam Marks: = 70 | | | |

Part B-Contents of the Course**Instructions for Paper- Setter**

Total number of questions set will be nine. Question no. 1 is compulsory covering the entire syllabus and will have 07 short answer type questions of 2 marks each. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 14 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours.

| Unit | Topics | Contact hours |
|-------------|---|----------------------|
| I | Fundamentals of Hygiene & Sanitation in Hospitality | 15 |
| | <ol style="list-style-type: none"> 1. Introduction to Hygiene & Sanitation <ul style="list-style-type: none"> ○ Definition and importance of hygiene & sanitation ○ Role of hygiene in guest satisfaction and brand reputation | |

| | | |
|-----|--|----|
| | <ul style="list-style-type: none"> Global hygiene standards in hospitality (WHO, HACCP, FSSAI, FDA) <p>2. Personal Hygiene & Grooming Standards</p> <ul style="list-style-type: none"> Importance of personal hygiene for hospitality employees Grooming standards for hotel & restaurant staff Health and safety protocols for employees | |
| II | <p>Food Safety & Hygiene in the Hospitality Industry</p> <p>1. Food Safety Standards & Regulations</p> <ul style="list-style-type: none"> Food Safety and Standards Authority of India (FSSAI) guidelines Hazard Analysis and Critical Control Points (HACCP) principles ISO 22000: Food safety management in hospitality <p>2. Food Contamination & Prevention</p> <ul style="list-style-type: none"> Types of food contamination (biological, chemical, physical) Safe food handling and storage practices Cross-contamination prevention and hygiene audits <p>3. Sanitation in Food & Beverage Services</p> <ul style="list-style-type: none"> Kitchen hygiene and sanitation techniques Cleaning and disinfection of kitchen equipment Best practices for food handlers in restaurants | 15 |
| III | <p>Water, Waste & Pest Management in Hospitality</p> <p>1. Water Safety & Sanitation</p> <ul style="list-style-type: none"> Importance of clean water in hospitality operations Water treatment and filtration techniques Regulations for water safety and storage <p>2. Waste Management & Sustainability in Hospitality</p> <ul style="list-style-type: none"> Solid waste and liquid waste disposal in hotels Recycling and sustainable waste management practices Legal and environmental aspects of waste disposal <p>3. Pest Control in Hotels & Restaurants</p> <ul style="list-style-type: none"> Common pests in hospitality establishments Preventive measures and pest control techniques Integrated Pest Management (IPM) strategies | 15 |
| IV | <p>1. Occupational Health & Safety in Hospitality</p> <ul style="list-style-type: none"> Workplace hygiene and safety measures Fire safety, emergency preparedness, and first aid Risk management and safety audits in hotels <p>2. Legal Aspects of Hygiene & Sanitation in Hospitality</p> <ul style="list-style-type: none"> Food safety laws and hygiene regulations Health codes and compliance with safety standards Ethical responsibilities of hospitality businesses <p>3. COVID-19 & Future Hygiene Trends in Hospitality</p> <ul style="list-style-type: none"> Post-pandemic hygiene practices in hotels & restaurants Contactless services and digital hygiene solutions Future trends in hospitality sanitation and cleanliness | 15 |

Suggested Evaluation Methods

Internal Assessment:**➤ Theory**

- Class Participation: 5 Marks
- Seminar/presentation/assignment/quiz/class test etc.: 10
- Mid-Term Exam: 15 Marks

➤ Practicum

- Class Participation: NA
- Seminar/Demonstration/Viva-voce/Lab records etc.: NA
- Mid-Term Exam: NA

End Term Examination:

End Term Exam Marks: 70

Part C-Learning Resources

- Food Hygiene and Sanitation" – S. Roday
- "Fundamentals of Food Hygiene, Safety, and Sanitation" – Surendra Nath Kundu
- Hygiene and Sanitation in Food Industry" – Maria Salome Mariam & N. Bhaskar
- Professional Garde Manger: A Comprehensive Guide to Cold Food Preparation" – Lou Sacket
- Food Safety and Standards Act, 2006 (FSSAI)" – Government of India
- Introduction to Hospitality Management" – John R. Walker
- Occupational Health and Safety Management: A Practical Approach" – Charles D. Reese
- Environmental Management for Hotels" – David Kirk
- Pest Control Procedures in the Food Industry" – Adrian M. Meyer
- "Principles of Food Sanitation" – Norman G. Marriott
- Food Safety Management: A Practical Guide for the Food Industry" – Yasmine Motarjemi

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|--|---|--|-----------|
| Session: 2024-25 | | | |
| Part A – Introduction | | | |
| Subject | Internship | | |
| Semester | V | | |
| Name of the Course | Internship | | |
| Course Code | B23-HMT-INTERNSHIP | | |
| Course Type: (CC/MCC/MDC/CC-M/DSEC/VOC/DSE/PC/AEC/VAC) | INTERNSHIP | | |
| Level of the course (As per Annexure-I | 300-399 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | 1. To get industrial exposure in all four major operational departments of the hotel/allied sector i.e., in Front Office, Housekeeping, Food & Beverage Service and Food & Beverage Production. | | |
| Credits | Theory | Practical | Total |
| | 0 | 0 | 4 |
| Contact Hours | 0 | 4-6 Weeks | 4-6 Weeks |
| Max. Marks: 100 | | Time: 3 Hrs | |
| End Term Exam Marks: 100 | | | |
| Part B-Contents of the Course | | | |
| <u>Instructions for Examiner</u> | | | |
| The evaluation will be done on the basis of viva-voce and log book by the examiner. | | | |
| Suggested Evaluation Methods | | | |
| Internal Assessment: ➤ Practicum <ul style="list-style-type: none">Class Participation: NASeminar/Demonstration/Viva-voce/Lab records etc.: NAMid-Term Exam: NA | | End Term Examination: Log Book: 50 Marks & End Term Exam (viva-voce): 50 Marks | |

Semester-6th

| Session: 2024-25 | | | |
|---|--|-------------|---------------|
| Part A – Introduction | | | |
| Subject | Regional Cuisine of India - II | | |
| Semester | VI | | |
| Name of the Course | Regional Cuisine of India - II | | |
| Course Code | B23-HMT-601 | | |
| Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VAC) | CC | | |
| Level of the course (As per Annexure-I | 300-399 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | 1. Knowledge About The Cuisines Of Andhra Pradesh, Tamil Nadu & Kerala 2. Familiarizing With Awadhi, Bengal & Odisha cuisines 3. Ability To Identify Different Indian Sweets & Desserts 4. Knowledge about the Food of India 5. Hand-on Skills of regional cuisine of India. | | |
| Credits | Theory | Practical | Total |
| | 3 | 1 | 4 |
| Contact Hours | 3 | 2 | 5 |
| Max. Marks: 100 | | Time: 3 Hrs | |
| Internal Assessment Marks: 20(T) + 10(P) = 30 | | | |
| End Term Exam Marks: 50(T) + 20(P) = 70 | | | |
| Part B-Contents of the Course | | | |
| Instructions for Paper- Setter | | | |
| Total number of questions set will be Nine . Question no. 1 is compulsory covering the entire syllabus and will have 10 short answer type questions. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 10 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |
| I | Cuisines of Andhra Pradesh, Tamil Nadu & Kerala: • Introduction, • Geographical Perspectives, • Brief Historical Background, • Characteristics & Salient Features of Cuisine, | | 12 |

| | | |
|-------------------------------------|---|----|
| | <ul style="list-style-type: none"> • Key Ingredients, Popular Foods, • Seasonal Foods & Special Equipments, • Staple Diets, Specialties during Festivals and Other Occasions, Community Foods | |
| II | Cuisines of Awadhi, Bengal & Odisha: <ul style="list-style-type: none"> • 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 | 11 |
| III | Indian Sweets & Desserts: <ul style="list-style-type: none"> • Introduction, • Geographical Perspectives, • Brief Historical Background, • Characteristics & Salient Features, • Key Ingredients, Popular Sweets, Seasonal Sweets, • Special Equipments, Specialties during Festivals and Other Occasions | 11 |
| IV | New concept in cooking: <ul style="list-style-type: none"> • vegan cooking • gluten free cooking • sugar free cooking • Plant based cooking • Healthy food cooking • Low Fat cooking • Fusion Cooking • Fire less cooking | 11 |
| V | REGIONAL CUISINES OF INDIA –I (PRACTICAL) <ul style="list-style-type: none"> • 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 <p>Note: For focused inputs Regional Theme Lunches/ Festivals may be organized as a part of activity-based learning.</p> | 30 |
| Suggested Evaluation Methods | | |

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| Internal Assessment: <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> • Class Participation: 5 • Seminar/presentation/assignment/quiz/class test etc.: 5 • Mid-Term Exam: 10 ➤ Practicum <ul style="list-style-type: none"> • Class Participation: NA • Seminar/Demonstration/Viva-voce/Lab records etc.: 10 • Mid-Term Exam: NA | End Term Examination: End Term Exam Marks: 50 (T)+20 (P)=70 |
| Part C-Learning Resources | |
| References: <ul style="list-style-type: none"> • 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 | |

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| Session: 2024-25 | | | |
| Part A – Introduction | | | |
| Subject | FOOD & BEVERAGE SERVICE MANAGEMENT-II | | |
| Semester | VI | | |
| Name of the Course | FOOD & BEVERAGE SERVICE MANAGEMENT-II | | |
| Course Code | B23-HMT-602 | | |
| Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VAC) | CC | | |
| Level of the course (As per Annexure-I | 300-399 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | 1. Understand the Fundamentals of Food & Beverage Management 2. Analyse Liqueurs & Mixed Drinks 3. Explore Wines and Wine Management 4. Develop Bar Management Skills 5. Hand-on skills related to bar setup and beverage service | | |
| Credits | Theory | Practical | Total |
| | 3 | 1 | 4 |
| Contact Hours | 3 | 2 | 5 |
| Max. Marks: 100 | | Time: 3 Hrs | |
| Internal Assessment Marks: 20(T) + 10(P) = 30 | | | |
| End Term Exam Marks: 50(T) + 20(P) = 70 | | | |
| Part B-Contents of the Course | | | |
| Instructions for Paper- Setter | | | |
| Total number of questions set will be Nine . Question no. 1 is compulsory covering the entire syllabus and will have 10 short answer type questions. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 10 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |
| I | Food & Beverage Management Introduction, Objectives of F&B Management, Responsibilities of F&B Management, Constraints to F&B Management. Managing quality in food & beverage operations at Catering Establishments. | | 12 |

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| II | Liqueurs & Mixed drinks- <ul style="list-style-type: none"> Definition and characteristics of liqueurs Difference between spirits and liqueurs Types of liqueurs based on flavour profiles: <ul style="list-style-type: none"> Fruit liqueurs (e.g., Grand Marnier, Cointreau) Cream liqueurs (e.g., Baileys Irish Cream) Herbal liqueurs (e.g., Chartreuse, Jägermeister) Nut liqueurs (e.g., Amaretto) Spice liqueurs (e.g., Fireball) Chocolate liqueurs (e.g., Godiva) Basic production steps: maceration, distillation, infusion, and blending Brands & Service -Indian and International. | 11 |
| III | Wines <ul style="list-style-type: none"> Grape varieties: introduction to common red and white varieties (e.g., Cabernet Sauvignon, Chardonnay, etc.) Different wine regions: <p>Wines of France, Germany, Italy, Spain. Portugal, USA, Australia; India, Chile, South Africa, Algeria, New Zealand.</p> <ul style="list-style-type: none"> Storage and service of wine | 11 |
| IV | Bar Management: Introduction and history of bar bar controlling:Purchasing, Storing, Receiving, issuing; Controlling, Reducing waste: strategies for controlling over-pouring, spoilage, and product theft Creating and Maintaining a Bar Business, Legal Aspects. | 11 |
| V | FOOD & BEVERAGE SERVICE MANAGEMENT-II (PRACTICAL) Service of Wines & Bar Menus Reading Wine Labels, Cocktail parties <ul style="list-style-type: none"> Role Plays & Situation handling in Bar Bar setup. | 30 |
| Suggested Evaluation Methods | | |

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| Internal Assessment: <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> • Class Participation: 5 • Seminar/presentation/assignment/quiz/class test etc.: 5 • Mid-Term Exam: 10 ➤ Practicum <ul style="list-style-type: none"> • Class Participation: NA • Seminar/Demonstration/Viva-voce/Lab records etc.: 10 • Mid-Term Exam: NA | End Term Examination: End Term Exam Marks: 50 (T)+20 (P)=70 |
| Part C-Learning Resources | |
| References: 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. Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S.Negi | |

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| Session: 2024-25 | | | |
| Part A – Introduction | | | |
| Subject | ACCOMODATION MANAGEMENT | | |
| Semester | VI | | |
| Name of the Course | ACCOMODATION MANAGEMENT | | |
| Course Code | B23-HMT-603 | | |
| Course Type: (CC/MCC/MDC/CC-M/DSEC/VOC/DSE/PC/AEC/VAC) | CC | | |
| Level of the course (As per Annexure-I) | 300-399 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | <ol style="list-style-type: none"> 1. Develop a comprehensive understanding of interior decoration design. 2. Explore waste management strategies 3. Implement eco-friendly practices in housekeeping operations. 4. Promote energy and water conservation in housekeeping 5. Exposure to components of accommodation operations | | |
| Credits | Theory | Practical | Total |
| | 3 | 1 | 4 |
| Contact Hours | 3 | 2 | 5 |
| Max. Marks: 100 Time: 3 Hrs Internal Assessment Marks: 20(T) + 10(P) = 30 End Term Exam Marks: 50(T) + 20(P) = 70 | | | |
| Part B-Contents of the Course | | | |
| <u>Instructions for Paper- Setter</u> Total number of questions set will be Nine . Question no. 1 is compulsory covering the entire syllabus and will have 10 short answer type questions. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 10 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |

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| I | INTERIOR DECORATION DESIGN : <ul style="list-style-type: none"> • Elements Of Design: Understanding line,form,color,texture and space • Color Theory: Exploring the color wheel, various color schemes and the Psychological impacts of colors • Lighting: Examining different types of Lighting, Fixtures, and their effects on ambiance • Floor and Wall coverings: Reviewing Materials, selection Criteria and maintenance practices • Furniture And Fittings: Guidelines for selection, arrangement and ergonomics | 11 |
| II | WASTE MANAGEMENT: <ul style="list-style-type: none"> • Principles of Waste Management: Emphasis on three Rs-Reduce, Reuse and Recycle • Garbage Segregation: Methods and Importance of Separating Waste Types • Disposal Methods: Techniques for effective waste disposal and Management • Compositing: Processes and Benefits of compositing organic waste • Energy Generation: Exploring Waste-to-energy technologies | 11 |
| III | ECO-FRIENDLY PRACTICES <ul style="list-style-type: none"> • Green Housekeeping: Implementing sustainable Practices within Housekeeping operations • Guest Supplies: Selection of Environment Friendly Products • Cleaning Agents: Utilization of Eco-Friendly cleaning solutions • Ecotel Certification: Understanding the Criteria and Processes for obtaining Ecotel Certification | 12 |
| IV | ENERGY AND WATER CONSERVATION IN HOUSEKEEPING OPERATIONS: <ul style="list-style-type: none"> • Energy Conservation: Strategies to reduce energy consumption in Housekeeping • Water Conservation: Techniques to minimize water usage and promote Sustainability • Best Practices: Case Studies and Implementation of conservation Methods | 11 |
| V | ACCOMODATION MANAGEMENT (PRACTICAL) <ul style="list-style-type: none"> ➤ Designing a model guestroom layout using design elements and furniture arrangement. ➤ Practical demonstration on color schemes and lighting techniques in | |

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| | <p>guest room setups</p> <ul style="list-style-type: none"> ➤ Selection and Placement of accessories to enhance the room ambiance ➤ Demonstration of appropriate floor and wall covering materials ➤ Demonstration of composting methods for organic waste ➤ Case studies on successful waste management programs in Hotels ➤ Mock preparation for Ecotel certification by fulfilling Key Requirements ➤ Analyzing case studies on successful resource conservation Strategies ➤ Practical Demonstration on water saving Techniques in Laundry and cleaning Processes ➤ Conducting energy audits in hotel rooms and Public Areas | 30 |
| Suggested Evaluation Methods | | |
| Internal Assessment: <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> • Class Participation: 5 • Seminar/presentation/assignment/quiz/class test etc.: 5 • Mid-Term Exam: 10 ➤ Practicum <ul style="list-style-type: none"> • Class Participation: NA • Seminar/Demonstration/Viva-voce/Lab records etc.: 10 • Mid-Term Exam: NA | | End Term Examination: End Term Exam Marks: 50 (T)+20 (P)=70 |
| Part C-Learning Resources | | |
| SUGGESTED READINGS Reference books: <ul style="list-style-type: none"> • Iyengar, A. (2008). Hotel Finance. OUP India publication. • Plunkett, D., Reid, O. (2013). Detail in Contemporary Hotel Design. Laurence King Publishing. • Seal, P. P (2013). Computers in hotels: Concepts and Applications. OUP India publication. • Tregenza, P., Loe, D. (2014). The design of lighting. Routledge publication; second edition. • Uysal, M., Schwartz, Z., Turk, E. S. (2011). Management Science in Hospitality and Tourism. Apple Academic Press Inc. Text Books: <ul style="list-style-type: none"> • Andrews, S. (2017). Hotel Housekeeping: A Training Manual. McGraw Hill Education; Third edition. • Andrews, S. (2017). Hotel Front Office: A Training Manual. McGraw Hill Education; Third edition. • Bhatnagar, S. K. (2011). Front Office Management. Frank Bros. • Jagmohan, N. (2013). Housekeeping (Theory and Practices). S Chand & Company. • Raghubalan, G., Raghubalan, S. (2015). Hotel Housekeeping: Operations and Management. Oxford University Press India; 3 edition. • Tewari, J. (2016). Hotel Front Office: Operations and Management. Oxford University Press; Second edition. | | |

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| Session: 2024-25 | | | |
| Part A – Introduction | | | |
| Subject | Hospitality Marketing | | |
| Semester | VI | | |
| Name of the Course | Hospitality Marketing | | |
| Course Code | B23-HMT-604 | | |
| Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VAC) | CC | | |
| Level of the course (As per Annexure-I | 300-399 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | 1. Understand Core Marketing Principles in Hospitality 2. Analyze Market Environment and Consumer Behaviour 3. Knowledge about how to Apply Marketing Mix Strategies in Hospitality 4. Examine Emerging Trends and Innovations in Hospitality Marketing | | |
| Credits | Theory | Practical | Total |
| | 4 | 0 | 4 |
| Contact Hours | 4 | 0 | 4 |
| Max. Marks: 100 | | Time: 3HRS | |
| Internal Assessment Marks: 30 | | | |
| End Term Exam Marks:70 | | | |
| Part B- Contents of the Course | | | |
| <u>Instructions for Paper- Setter</u> | | | |
| Total number of questions set will be nine. Question no. 1 is compulsory covering the entire syllabus and will have 07 short answer type questions of 2 marks each. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 14 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |

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| I | Fundamentals of Hospitality Marketing <ol style="list-style-type: none"> 1. Introduction to Marketing <ul style="list-style-type: none"> Definition, nature, and scope of marketing Core marketing concepts (Needs, Wants, Demands, Exchange) Role of marketing in the hospitality industry 2. Marketing Environment in Hospitality <ul style="list-style-type: none"> Micro and macro environment factors affecting hospitality marketing Current trends and challenges in hospitality marketing 3. Customer Behaviour in Hospitality Industry <ul style="list-style-type: none"> Understanding consumer behaviour and decision-making process Factors influencing consumer choices in hospitality | 15 |
| II | Marketing Mix for Hospitality <ol style="list-style-type: none"> 1. Product and Service Management <ul style="list-style-type: none"> Designing hospitality products and services Hotel service quality and customer satisfaction 2. Pricing Strategies <ul style="list-style-type: none"> Pricing approaches in hospitality (Cost-based, Value-based, Competitive pricing) Revenue management and dynamic pricing 3. Place (Distribution) Strategies <ul style="list-style-type: none"> Direct and indirect distribution channels in hospitality Role of travel agencies, OTAs (Online Travel Agencies), and aggregators 4. Promotion Strategies <ul style="list-style-type: none"> Advertising, Public Relations, and Sales Promotion in hospitality Digital and social media marketing strategies for hotels and restaurants | 15 |
| III | Branding and Customer Relationship Management (CRM) <ol style="list-style-type: none"> 1. Branding in Hospitality <ul style="list-style-type: none"> Importance of brand identity in hotels and restaurants Strategies for building a strong hospitality brand 2. Customer Relationship Management (CRM) <ul style="list-style-type: none"> Role of CRM in hospitality marketing Guest loyalty programs and customer retention strategies 3. Marketing Communication and Public Relations <ul style="list-style-type: none"> Role of public relations in hotel marketing Crisis communication and reputation management | 15 |

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| IV | Emerging Trends and Digital Marketing in Hospitality 1. E-Marketing & Social Media <ul style="list-style-type: none">○ Role of websites, SEO, and content marketing in hospitality○ Social media platforms (Facebook, Instagram, YouTube, LinkedIn) in hospitality promotions 2. Technology and Innovation in Hospitality Marketing <ul style="list-style-type: none">○ AI, chatbots, and automation in guest engagement○ Virtual reality (VR) and augmented reality (AR) in hotel marketing 3. Sustainable and Ethical Marketing <ul style="list-style-type: none">○ Green marketing in the hospitality industry○ Ethical considerations and responsible tourism marketing | 15 |
| Suggested Evaluation Methods | | |
| Internal Assessment: ➤ Theory <ul style="list-style-type: none">● Class Participation: 5 Marks● Seminar/presentation/assignment/quiz/class test etc.: 10● Mid-Term Exam: 15 Marks ➤ Practicum <ul style="list-style-type: none">● Class Participation: NA● Seminar/Demonstration/Viva-voce/Lab records etc.: NA● Mid-Term Exam: NA | | End Term Examination: End Term Exam Marks: 70 |
| Part C-Learning Resources | | |
| <ul style="list-style-type: none">● Marketing for Hospitality and Tourism" – Philip Kotler, John Bowen, James Makens● Hospitality Marketing Management" – David C. Bojanic, Robert D. Reid● Principles of Marketing" – Philip Kotler, Gary Armstrong● Consumer Behavior in Tourism" – John Swarbrooke, Susan Horner● Understanding the Hospitality Consumer" – Alistair Williams● Hospitality Sales and Marketing" – James R. Abbey● Hospitality Digital Marketing Essentials" – Are Morch● Strategic Brand Management for Hospitality" – Scott McCabe● Green Marketing in Hospitality" – John Grant● Hospitality Digital Marketing" – Erik Wolf● AI in Marketing, Sales and Service" – Peter Gentsch | | |

Semester-7th

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| Session: 2024-25 | | | |
| Part A – Introduction | | | |
| Subject | INTERNATIONAL CUISINE | | |
| Semester | VII | | |
| Name of the Course | INTERNATIONAL CUISINE | | |
| Course Code | B23-HMT-701 | | |
| Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VAC) | CC | | |
| Level of the course (As per Annexure-I | 400-499 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | 1. To gain knowledge of Larder department. 2. To learn and familiarizing with food presentation techniques, sandwiches and role of garnishes 3. To be able to understand French cuisine, Mexican & Italian cuisine 4. To get knowledge of Lebanese, Chinese & Thai cuisine | | |
| Credits | Theory | Practical | Total |
| | 4 | 0 | 4 |
| Contact Hours | 4 | 0 | 4 |
| Max. Marks: 100 | | Time: 3 Hrs | |
| Internal Assessment Marks: 30 | | | |
| End Term Exam Marks: 70 | | | |
| Part B-Contents of the Course | | | |
| Instructions for Paper- Setter | | | |
| Total number of questions set will be nine. Question no. 1 is compulsory covering the entire syllabus and will have 07 short answer type questions of 2 marks each. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 14 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |

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| I | Larder- Layout & Equipment: Introduction of Larder Work, Definition, Equipment found in the larder, Layout of a typical larder with equipment and various sections. Yield Testing. Duties and Responsibilities of The Larder Chef: Functions of the Larder, Hierarchy of Larder Staff, Sections of the Larder, and Duties & Responsibilities of a larder Chef. | 15 |
| II | Food Presentation Principles: Basic presentations, Modern perspectives, Use of technology, Use of contemporary plates, Role and use of garnish, Unconventional garnishes, Plate Presentation techniques. Sandwiches- Parts of Sandwiches, Types of Bread, Types of filling: Classification, Spreads and Garnishes, Types of Sandwiches, Making of Sandwiches, Storing of Sandwiches. | 15 |
| III | Introduction to French cuisine, Mexican & Italian cuisine : <ul style="list-style-type: none"> • Historical Background, • Regions &Regional Cooking Styles, • Equipment & utensils, • Ingredients & Dishes • Staple food with regional Influences | 15 |
| IV | Introduction to Lebanese, Chinese & Thai cuisine: <ul style="list-style-type: none"> • Historical Background, • Regions &Regional Cooking Styles, • Equipment & utensils, • Ingredients & Dishes • Staple food with regional Influences | 15 |
| Suggested Evaluation Methods | | |
| Internal Assessment: <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> • Class Participation: 5 Marks • Seminar/presentation/assignment/quiz/class test etc.: 10 • Mid-Term Exam: 15 Marks ➤ Practicum <ul style="list-style-type: none"> • Class Participation: NA • Seminar/Demonstration/Viva-voce/Lab records etc.: NA • Mid-Term Exam: NA | | End Term Examination: End Term Exam Marks: 70 |
| Part C-Learning Resources | | |
| REFERENCE BOOKS: <ul style="list-style-type: none"> • Accompaniments & Garnishes from waiter, Communicate: Fuller J. Barrie & Jenkins • Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman • Practical Cookery By Kinton &Cessarani • Professional Cooking By Wayne Gisslen, Publisher Le Cordon Bleu • The Professional Chef (4th Edition) By Le Rol A.Polsom • The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC • Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann • Practical Professional Cookery By Kauffman & Cracknell | | |

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| Session: 2024-25 | | | |
| Part A – Introduction | | | |
| Subject | Retail Management | | |
| Semester | VII | | |
| Name of the Course | Retail Management | | |
| Course Code | B23-HMT-702 | | |
| Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VAC) | CC | | |
| Level of the course (As per Annexure-I | 400-499 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | 1. Define the scope & importance of retailing. 2. Explain & illustrate various retail models. 3. Point out merchandise planning. 4. Create the awareness in retail management information system. | | |
| Credits | Theory | Practical | Total |
| | 4 | 0 | 4 |
| Contact Hours | 4 | 0 | 4 |
| Max. Marks: 100 | | Time: 3HRS | |
| Internal Assessment Marks: 30 | | | |
| End Term Exam Marks:70 | | | |
| Part B- Contents of the Course | | | |
| Instructions for Paper- Setter | | | |
| Total number of questions set will be nine. Question no. 1 is compulsory covering the entire syllabus and will have 07 short answer type questions of 2 marks each. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 14 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |

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| I | Introduction to Retail Management in Hospitality <ol style="list-style-type: none"> Fundamentals of Retail Management <ul style="list-style-type: none"> Meaning, scope, and importance of retail in hospitality Evolution of retailing in the hospitality industry Trends and challenges in hospitality retail Types of Retail Formats in Hospitality <ul style="list-style-type: none"> Hotel retail outlets (gift shops, souvenir stores, boutiques) Food & beverage retailing (coffee shops, quick service restaurants, convenience stores) Online and Omni-channel retail in hospitality Consumer Behavior in Hospitality Retail <ul style="list-style-type: none"> Understanding customer preferences in hospitality retail Factors influencing buying decisions Customer loyalty and retention strategies | 15 |
| II | Retail Operations and Merchandising in Hospitality <ol style="list-style-type: none"> Retail Store Management <ul style="list-style-type: none"> Layout and design of hospitality retail stores Inventory management and stock control Supplier selection and vendor management Visual Merchandising & Sales Techniques <ul style="list-style-type: none"> Importance of visual merchandising in hospitality retail Product display, lighting, and store ambiance Upselling and cross-selling techniques in hospitality retail Pricing Strategies and Revenue Management <ul style="list-style-type: none"> Pricing methods in hospitality retail (cost-based, value-based, competition-based) Seasonal pricing and promotional strategies Revenue management in retail and F&B services | 15 |
| III | Customer Service & Relationship Management <ol style="list-style-type: none"> Service Excellence in Hospitality Retail <ul style="list-style-type: none"> Role of customer service in retail success Managing customer expectations in hospitality retail Handling complaints and customer grievances Retail Technology & Innovation <ul style="list-style-type: none"> Use of POS (Point of Sale) systems in hospitality retail Digital transformation and AI in retail operations Contactless payment systems and self-service kiosks Loyalty Programs & CRM in Hospitality Retail <ul style="list-style-type: none"> Customer Relationship Management (CRM) strategies Loyalty programs and their impact on customer retention Personalization and customer engagement through technology | 15 |

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| IV | Legal, Ethical, and Sustainability Issues in Hospitality Retail 1. Legal Aspects of Hospitality Retail <ul style="list-style-type: none">○ Retail licensing and regulations in the hospitality industry○ Consumer protection laws and rights○ Intellectual property rights and branding issues 2. Ethical Considerations in Hospitality Retailing <ul style="list-style-type: none">○ Fair trade practices and ethical sourcing○ Employee ethics and responsible selling○ Data privacy and security in retail transactions 3. Sustainability and Green Retailing in Hospitality <ul style="list-style-type: none">○ Sustainable product sourcing and eco-friendly packaging○ Energy efficiency in retail operations○ Waste management and recycling in hospitality retail | 15 |
| Suggested Evaluation Methods | | |
| Internal Assessment: <ul style="list-style-type: none">➤ Theory<ul style="list-style-type: none">● Class Participation: 5 Marks● Seminar/presentation/assignment/quiz/class test etc.: 10● Mid-Term Exam: 15 Marks➤ Practicum<ul style="list-style-type: none">● Class Participation: NA● Seminar/Demonstration/Viva-voce/Lab records etc.: NA● Mid-Term Exam: NA | | End Term Examination: End Term Exam Marks: 70 |
| Part C-Learning Resources | | |
| <ul style="list-style-type: none">➤ "Retail Management for Hospitality and Tourism" – Martin M. Pegler.➤ "Hospitality Retail Management: A Strategic Approach" – Conrad Lashley & Alison Morrison.➤ "Retailing in Hospitality and Tourism: A Global Perspective" – Peter Jones & Andrew Lockwood.➤ "Managing Hospitality Retailing" – Chris Thomas & Norman Burgess.➤ "Retail Management: A Strategic Approach" – Barry Berman & Joel R. Evans | | |

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| Session: 2024-25 | | | |
| Part A – Introduction | | | |
| Subject | PRINICIPLES OF MANAGEMENT | | |
| Semester | VII | | |
| Name of the Course | PRINICIPLES OF MANAGEMENT | | |
| Course Code | B23-HMT-703 | | |
| Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VAC) | CC | | |
| Level of the course (As per Annexure-I | 400-499 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | 1. Understand the Fundamentals of Management 2. Develop Strategic Planning and Decision-Making Skills. 3. Enhance Leadership and Organizational Skills 4. Apply Management Techniques in a Dynamic Business Environment | | |
| Credits | Theory | Practical | Total |
| | 4 | 0 | 4 |
| Contact Hours | 4 | 0 | 4 |
| Max. Marks: 100 | | Time: 3HRS | |
| Internal Assessment Marks: 30 | | | |
| End Term Exam Marks:70 | | | |
| Part B- Contents of the Course | | | |
| <u>Instructions for Paper- Setter</u> | | | |
| Total number of questions set will be nine. Question no. 1 is compulsory covering the entire syllabus and will have 07 short answer type questions of 2 marks each. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 14 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |
| | Introduction to Management & Evolution of Management: 1. Concept and Functions of Management <ul style="list-style-type: none">○ Definition, nature, and scope of management○ Levels of management (Top, Middle, and Operational)○ Managerial roles and responsibilities 2. Evolution of Management Theories | | |

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| I | <ul style="list-style-type: none"> ○ Classical management theories (Scientific Management by F.W. Taylor, Administrative Theory by Henry Fayol) ○ Behavioral and Human Relations Approach (Elton Mayo) ○ Modern management approaches (Systems Approach, Contingency Approach, TQM) <p>3. Management as an Art, Science, and Profession</p> <ul style="list-style-type: none"> ○ Characteristics of management as a science and art ○ Professionalism in management ○ Management vs. Administration | 15 |
| II | <p>Planning and Decision Making</p> <p>1. Nature and Importance of Planning</p> <ul style="list-style-type: none"> ○ Types of plans: Strategic, Tactical, and Operational planning ○ Steps in planning process ○ Barriers to effective planning <p>2. Management by Objectives (MBO)</p> <ul style="list-style-type: none"> ○ Concept and process of MBO ○ Benefits and limitations of MBO ○ Difference between MBO and traditional planning <p>3. Decision Making in Management</p> <ul style="list-style-type: none"> ○ Types of decisions (Programmed & Non-programmed decisions) ○ Steps in decision-making process ○ Techniques of decision making (Qualitative & Quantitative techniques) | 15 |
| III | <p>Organizing, Staffing, and Leadership</p> <p>1. Organizing Principles & Structure</p> <ul style="list-style-type: none"> ○ Types of organizational structures (Line, Functional, Matrix, Divisional) ○ Principles of organizing (Unity of Command, Span of Control, Authority & Responsibility) ○ Centralization vs. Decentralization <p>2. Staffing and Human Resource Management</p> <ul style="list-style-type: none"> ○ Importance of staffing in organizations ○ Recruitment, selection, and training processes ○ Performance appraisal and employee motivation <p>3. Leadership and Motivation</p> <ul style="list-style-type: none"> ○ Leadership theories (Trait, Behavioral, Situational Leadership) ○ Leadership styles (Autocratic, Democratic, Laissez-faire) ○ Motivation theories (Maslow's Hierarchy of Needs, Herzberg's Two-Factor Theory, McGregor's Theory X and Y) | 15 |

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| IV | Directing, Controlling, and Emerging Trends in Management 1. Directing and Communication in Management <ul style="list-style-type: none">Meaning and importance of directingElements of directing (Supervision, Motivation, Leadership, Communication)Barriers to effective communication and ways to overcome them 2. Controlling Process and Techniques <ul style="list-style-type: none">Meaning, need, and importance of controlSteps in the controlling processTypes of control (Budgetary and Non-budgetary control, Feedback control) 3. Emerging Trends in Management <ul style="list-style-type: none">Corporate Social Responsibility (CSR) and Business EthicsDigital transformation in management (AI & automation in decision-making)Sustainable management practices | 15 |
| Suggested Evaluation Methods | | |
| Internal Assessment: ➤ Theory <ul style="list-style-type: none">Class Participation: 5 MarksSeminar/presentation/assignment/quiz/class test etc.: 10Mid-Term Exam: 15 Marks ➤ Practicum <ul style="list-style-type: none">Class Participation: NASeminar/Demonstration/Viva-voce/Lab records etc.: NAMid-Term Exam: NA | | End Term Examination: |

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| Session: 2024-25 | | | |
| Part A – Introduction | | | |
| Subject | HOTEL FACILITY PLANNING | | |
| Semester | VII | | |
| Name of the Course | HOTEL FACILITY PLANNING | | |
| Course Code | B23-HMT-704 | | |
| Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VAC) | DSE | | |
| Level of the course (As per Annexure-I | 400-499 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | 1. Understand Hotel Classification and Design Principles 2. Analyze Hotel and Restaurant Layout and Design 3. Explore Food and Beverage Storage and Equipment Management 4. Apply Project Management Techniques in Hospitality Facility Planning | | |
| Credits | Theory | Practical | Total |
| | 4 | 0 | 4 |
| Contact Hours | 4 | 0 | 4 |
| Max. Marks: 100 | | Time: 3HRS | |
| Internal Assessment Marks: 30 | | | |
| End Term Exam Marks:70 | | | |
| Part B- Contents of the Course | | | |
| <u>Instructions for Paper- Setter</u> | | | |
| Total number of questions set will be nine. Question no. 1 is compulsory covering the entire syllabus and will have 07 short answer type questions of 2 marks each. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 14 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |
| I | <ul style="list-style-type: none">Understanding Hotel Classification & Guidelines – Indian contextIntroduction to hotels – types of hotelsArchitectural features, facilities And Services in star, heritage & apartment hotels. | | 15 |

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| II | <ul style="list-style-type: none"> • Hotel design Introduction, • design considerations, Systematic Layout planning (SLP), • Rules for Allocation of space in a hotel, • formulation of project / feasibility report | 15 |
| III | <ul style="list-style-type: none"> • Kitchen & Restaurant Design • Basic Physical Layout of kitchen & Restaurant, • Designing & planning Kitchen, • Restaurant & restaurant bar design | 15 |
| IV | <ul style="list-style-type: none"> • Specification for equipment, ventilation, kitchen safety & various storage facilities. • Features of good kitchen, care and maintenance of kitchen equipment, • Kitchen equipment specifications. • Food store: definition & types, role of a storekeeper, Food beverage storage facilities • Project management & Masterpieces of Facility planning The network models (CPM / PERT), Drawing of a Network diagram • Project cost analysis • Few masterpieces of facility planning in Hotels & Restaurant. | 15 |
| Suggested Evaluation Methods | | |
| Internal Assessment: <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> • Class Participation: 5 Marks • Seminar/presentation/assignment/quiz/class test etc.: 10 • Mid-Term Exam: 15 Marks ➤ Practicum <ul style="list-style-type: none"> • Class Participation: NA • Seminar/Demonstration/Viva-voce/Lab records etc.: NA • Mid-Term Exam: NA | | End Term Examination: End Term Exam Marks: 70 |
| Part C-Learning Resources | | |
| <ul style="list-style-type: none"> ▪ Hotel facility planning by Tarun Bansal, Oxford University Press. New Delhi ▪ Hotel Venture Management by Pandit S.N, Hotex Publishers, New Delhi ▪ Hotel Management Theory by B.K Chakaravati | | |

| Session: 2024-25 | | | |
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| Part A – Introduction | | | |
| Subject | Advance Food & Beverage Service | | |
| Semester | VII | | |
| Name of the Course | Advance Food & Beverage Service | | |
| Course Code | B23-HMT-705 | | |
| Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VAC) | DSE | | |
| Level of the course (As per Annexure-I) | 400-499 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | 1. Knowledge about Advanced Service Techniques and Enhance Guest Experience 2. Know about Technology for Efficient Food and Beverage Operations 3. How to develop Strategic Menu Designs and Adapt to Food Trends 4. Ensure Compliance with Health, Safety, and Sustainability Standards | | |
| Credits | Theory | Practical | Total |
| | 4 | 0 | 4 |
| Contact Hours | 4 | 0 | 4 |
| Max. Marks: 100 | | Time: 3 Hrs | |
| Internal Assessment Marks: = 30 | | | |
| End Term Exam Marks: = 70 | | | |
| Part B-Contents of the Course | | | |
| Instructions for Paper- Setter | | | |
| Total number of questions set will be Nine . Question no. 1 is compulsory covering the entire syllabus and will have 07 short answer type questions. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 7 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |
| I | Unit 1: Advanced Service Techniques and Customer Experience <ul style="list-style-type: none">Refined Dining Service Techniques:<ul style="list-style-type: none">Fine Dining Service: Understanding and executing Gueridon service, silver service, and Trolley service.Wine Service: Decanting, serving wines by glass, temperature control, and correct glassware for various types of wine. | | 15 |

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| | <ul style="list-style-type: none"> ○ Specialized Service: Service for high-end clientele (VIPs, celebrities, and dignitaries) and during special events. ○ Service Etiquette: Proper table settings, multi-course service, • Guest Experience Management: <ul style="list-style-type: none"> ○ Personalized Service ○ Upselling and Cross-Selling ○ Handling Difficult Situations | |
| II | Food and Beverage Service Technology: <ul style="list-style-type: none"> • POS Systems: Training on the use of advanced Point of Sale (POS) systems for billing, inventory tracking, and order management. • Reservation Systems: Managing digital booking systems and optimizing seating arrangements for guest satisfaction. • Data Analytics: Using data from POS systems to analyse customer preferences, sales trends, and optimize operations. | 15 |
| III | Advanced Menu Design, Trends, and Marketing <ul style="list-style-type: none"> • Advanced Menu Design: <ul style="list-style-type: none"> ○ Menu Creation: Creating a balance of high-margin and high-demand items. Analysing guest preferences and dietary trends (e.g., vegan, gluten-free, etc.). ○ Menu Engineering: Strategies to arrange and design the menu for maximum profitability (e.g., use of price psychology, highlighting profitable items). ○ Seasonal Menus and Special Diets: Designing menus based on seasonal availability and catering to special dietary needs. <p>Current Food Trends and Innovations:</p> <ul style="list-style-type: none"> • Plant-Based and Sustainable Menus • Health and Wellness Trends | 15 |
| IV | Legal, Health, and Sustainability Compliance <p>Health, Hygiene, and Food Safety:</p> <ul style="list-style-type: none"> • Advanced HACCP Practices: Understanding advanced hazard analysis and critical control points to ensure food safety from preparation to serving. • Employee Hygiene and Training: Ensuring food safety through rigorous hygiene standards and training employees to follow food safety regulations. • Foodborne Illness Prevention: Identifying potential risks and how to prevent foodborne illnesses in high-volume service environments. | 15 |
| Suggested Evaluation Methods | | |

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| <p>Internal Assessment:</p> <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> • Class Participation: 5 Marks • Seminar/presentation/assignment/quiz/class test etc.: 10 • Mid-Term Exam: 15 Marks ➤ Practicum <ul style="list-style-type: none"> • Class Participation: NA • Seminar/Demonstration/Viva-voce/Lab records etc.: NA • Mid-Term Exam: NA | <p>End Term Examination:</p> <p>End Term Exam Marks: 70</p> |
| <p align="center">Part C-Learning Resources</p> | |
| <ul style="list-style-type: none"> • Food & Beverage Service – Dennis R.Lillicrap. & John A. CousinesPublisher: 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. | |

| Session: 2024-25 | | | |
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| Part A – Introduction | | | |
| Subject | Practical based on B-23 701-705 | | |
| Semester | VII | | |
| Name of the Course | Practical based on B-23 701-705 | | |
| Course Code | B23-HMT-706 | | |
| Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VAC) | PC | | |
| Level of the course (As per Annexure-I | 400-499 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | 1. To gain knowledge of Larder department. 2. To learn and familiarizing with food presentation techniques, sandwiches and role of garnishes 3. To be able to understand French cuisine, Mexican & Italian cuisine 4. To get knowledge of Lebanese, Chinese & Thai cuisine | | |
| Credits | Theory | Practical | Total |
| | 0 | 4 | 4 |
| Contact Hours | 0 | 8 | 8 |
| Max. Marks: 100 | | Time: 3 Hrs | |
| Internal Assessment Marks: 30 | | | |
| End Term Exam Marks: 70 | | | |
| Part B-Contents of the Course | | | |
| Instructions for Examiner | | | |
| The evaluation will be done on the basis of viva-voce and practical by examiner. | | | |
| Unit | Topics | | Contact hours |
| | Fine Dining Service: <ul style="list-style-type: none">○ Demonstration and practice of Gueridon Service, Silver Service, and Trolley Service. <ul style="list-style-type: none">● Wine Service:<ul style="list-style-type: none">○ Practical training on decanting, pouring, and serving wines according to standard guidelines.● Specialized Service for High-End Clientele:<ul style="list-style-type: none">○ Training on serving VIPs, celebrities, and dignitaries with professionalism.○ Handling special requests and personalized service.○ Managing high-profile events with exclusive service styles.● Service Etiquette and Table Settings: | | |

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| <p>705 I</p> | <ul style="list-style-type: none"> ○ Multi-course service execution with proper etiquette. ○ Practical table setting and napkin folding workshops. ○ Handling service sequence for a five-course fine dining experience. <p>POS Systems Training</p> <ul style="list-style-type: none"> • Hands-on training on modern POS systems for billing, inventory tracking, and order management. • Live simulation of guest transactions and order modifications. • Integrating guest profiles, loyalty programs, and payment methods. <p>Menu Creation:</p> <ul style="list-style-type: none"> ○ Designing menus based on customer demand, profitability, and dietary trends. ○ Hands-on workshop on creating seasonal and specialty menus. <p>Menu Engineering:</p> <ul style="list-style-type: none"> ○ Analyzing menu performance and applying psychological pricing. ○ Optimizing menu layout and descriptions for maximum sales impact. <p>Advanced HACCP Practices</p> <ul style="list-style-type: none"> • Training on identifying and mitigating food safety risks. • Role-playing food safety inspections and audits. • Live temperature checks, contamination control, and food storage protocols. <p>Employee Hygiene and Training</p> <ul style="list-style-type: none"> • Practicing handwashing, sanitation techniques, and uniform standards. • Testing compliance with hospitality hygiene policies. <p>Foodborne Illness Prevention</p> <ul style="list-style-type: none"> • Identifying contamination sources and prevention methods. • Conducting simulated food safety inspections. • Training on high-volume food service safety protocols. | <p>60</p> |
| <p>701 II</p> | <p>Introduction to Larder Work (Practical Sessions)</p> <ul style="list-style-type: none"> • Familiarization with larder operations and its role in kitchen operations. • Demonstration of common larder techniques, including cold food preparation and charcuterie. <p>Food Presentation Principles (Practical Sessions)</p> <ul style="list-style-type: none"> • Classic plate presentation and arrangement of cold dishes. • Hands-on training in modern plating styles, focusing on minimalism and color contrast. • Use of contemporary plates and non-traditional garnishes. <p>Role of Garnish & Unconventional Garnishes</p> <ul style="list-style-type: none"> • Workshop on matching garnishes with flavors for enhanced visual appeal. • Live plating exercise with innovative garnishes. <p>Sandwiches – Types & Preparation Techniques (Practical Sessions)</p> <ul style="list-style-type: none"> • Identifying and tasting various types of bread used for sandwiches. | <p>60</p> |

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| <ul style="list-style-type: none"> Experimenting with different fillings, spreads, and condiments. <p>Introduction to French, Mexican & Italian Cuisine (Practical Sessions)</p> <ul style="list-style-type: none"> Preparing traditional dishes from each cuisine, spices and ingredients. French Cuisine: Preparing Ratatouille, Coq au Vin, and Quiche Lorraine. Mexican Cuisine: Cooking Tacos, Enchiladas, and Guacamole. Italian Cuisine: Making Fresh Pasta, Risotto, and Tiramisu. <p>Introduction to Lebanese, Chinese & Thai Cuisine</p> <ul style="list-style-type: none"> Practical training on using woks, bamboo steamers, and tagines. Identifying spices, herbs, and staple foods (e.g., tahini, lemongrass, hoisin sauce). <p>Practical Cooking Sessions</p> <ul style="list-style-type: none"> Lebanese Cuisine: Preparing Hummus, Falafel, and Shawarma. Chinese Cuisine: Cooking Dim Sum, Peking Duck, and Kung Pao Chicken. Thai Cuisine: Making Pad Thai, Green Curry, and Tom Yum Soup. | |
| <p align="center">Suggested Evaluation Methods</p> | |
| <p>Internal Assessment:</p> <p>➤ Practicum</p> <ul style="list-style-type: none"> Class Participation: 05 Seminar/Demonstration/Viva-voce/Lab records etc.: 10 Mid-Term Exam: 15 | <p>End Term Examination:</p> |
| | <p>End Term Exam (viva-voce) Marks: 70</p> |

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| Session: 2024-25 | | | |
| Part A – Introduction | | | |
| Subject | INDIAN SWEETS & SNACKS | | |
| Semester | VII | | |
| Name of the Course | INDIAN SWEETS & SNACKS | | |
| Course Code | B23-HMT-707 | | |
| Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VAC) | CC | | |
| Level of the course (As per Annexure-I | 400-499 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | 1. Understand the Cultural and Regional Diversity of Indian Sweets & Snacks 2. Master the Preparation Techniques and Cooking Methods 3. Develop Skills in Food Safety, Packaging, and Commercial Production 4. Explore Entrepreneurship and Innovation in the Sweets & Snacks Industry | | |
| Credits | Theory | Practical | Total |
| | 4 | 0 | 4 |
| Contact Hours | 4 | 0 | 4 |
| Max. Marks: 100 | | Time: 3HRS | |
| Internal Assessment Marks: 30 | | | |
| End Term Exam Marks:70 | | | |
| Part B- Contents of the Course | | | |
| Instructions for Paper- Setter | | | |
| Total number of questions set will be nine. Question no. 1 is compulsory covering the entire syllabus and will have 07 short answer type questions of 2 marks each. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 14 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |

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| I | Introduction to Indian Sweets & Snacks <ol style="list-style-type: none"> Overview of Indian Culinary Heritage <ul style="list-style-type: none"> History and cultural significance of Indian sweets and snacks Regional variations in sweets and snacks across India Importance of traditional recipes in festivals and celebrations Ingredients & Essential Cooking Techniques <ul style="list-style-type: none"> Common ingredients used in Indian sweets (Milk, Sugar, Jaggery, Ghee, Dry fruits, Flour, etc.) Common ingredients used in Indian snacks (Lentils, Rice, Chickpea flour, Spices, etc.) Cooking techniques (Deep-frying, Roasting, Steaming, Fermentation, Baking) Hygiene & Food Safety in Sweet and Snack Preparation <ul style="list-style-type: none"> Best practices in handling ingredients Food storage and shelf-life of sweets and snacks FSSAI guidelines for preparation and sale of Indian sweets and snacks | 15 |
| II | Traditional & Regional Indian Sweets <ol style="list-style-type: none"> Milk-based Sweets <ul style="list-style-type: none"> Kheer, Rabri, Rasgulla, Sandesh, Rasmalai, Basundi Preparation methods and regional influences Flour & Lentil-based Sweets <ul style="list-style-type: none"> Besan Ladoo, Mohanthal, Mysore Pak, Malpua, Balushahi Techniques of roasting, frying, and shaping Sugar & Jaggery-based Sweets <ul style="list-style-type: none"> Jalebi, Petha, Gajak, Chikki, Tilgul Differences in texture and taste using different sweeteners Festival & Special Occasion Sweets <ul style="list-style-type: none"> Modak (Ganesh Chaturthi), Gujiya (Holi), Puran Poli (Makar Sankranti), Seviyaan (Eid) Significance and preparation styles across regions | 15 |
| III | Popular Indian Snacks & Street Food <ol style="list-style-type: none"> Savory Deep-Fried Snacks <ul style="list-style-type: none"> Samosa, Kachori, Pakora, Bhajiya, Aloo Bonda Techniques for crispiness and flavor balancing Dry Snacks & Namkeen <ul style="list-style-type: none"> Sev, Bhujia, Chivda, Murukku, Shakarpara Storage and shelf-life considerations Healthy & Steamed Snacks <ul style="list-style-type: none"> Dhokla, Idli, Paniyaram, Poha, Upma Fermentation techniques and nutritional benefits Chaat & Street Food Specialties <ul style="list-style-type: none"> Pani Puri, Bhel Puri, Dahi Puri, Pav Bhaji, Vada Pav Balancing flavors of spicy, tangy, sweet, and crunchy elements | 15 |

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| IV | Modern Innovations, Packaging & Business Opportunities 1. Fusion & Contemporary Indian Sweets and Snacks <ul style="list-style-type: none">Chocolate Barfi, Baked Gujiya, Low-sugar and Vegan SweetsModern presentation techniques and plating 2. Commercial Production & Packaging of Sweets and Snacks <ul style="list-style-type: none">Large-scale production methodsTraditional vs. modern packaging techniquesShelf-life improvement and preservative use 3. Entrepreneurship in Indian Sweets & Snacks Industry <ul style="list-style-type: none">Business opportunities in the sweets and snack industryMarketing and branding strategiesSetting up a small-scale or home-based sweets/snacks business | 15 | |
| | Suggested Evaluation Methods | | |
| | Internal Assessment: ➤ Theory <ul style="list-style-type: none">Class Participation: 5 MarksSeminar/presentation/assignment/quiz/class test etc.: 10Mid-Term Exam: 15 Marks ➤ Practicum <ul style="list-style-type: none">Class Participation: NASeminar/Demonstration/Viva-voce/Lab records etc.: NAMid-Term Exam: NA | | End Term Examination: End Term Exam Marks: 70 |
| Part C-Learning Resources | | | |
| <ul style="list-style-type: none">Traditional Indian Sweets & Desserts"The Sweet Kitchen: Tales and Recipes of India’s Favourite Desserts" – Rajyasree Sen"Mithai: Classic Indian Sweets" – Jiggs Kalra"Indian Desserts" – Tarla DalalIndian Snacks & Street Food"Chaat: The Best Recipes from India’s Snack Capital" – Maneet Chauhan & Jody Eddy"Street Foods of India" – Sephi BergersonFlavors of India: Snacks & Savories" – Tarla DalaProfessional & Commercial Sweet & Snack Making"The Art of Indian Sweets" – Krishna Dutta"Indian Fast Food: A Global Perspective" – Ranjit Kumar"Sweets and Desserts: A Comprehensive Guide to Indian Confectionery" – Asha Khatau | | | |

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| Session: 2024-25 | | | |
| Part A – Introduction | | | |
| Subject | MARKETING RESEARCH | | |
| Semester | VIII | | |
| Name of the Course | MARKETING RESEARCH | | |
| Course Code | B23-HMT-801 | | |
| Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VAC) | CC | | |
| Level of the course (As per Annexure-I) | 400-499 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | 1. Understand the Fundamentals of Marketing Research 2. Develop Skills in Data Collection and Analysis 3. Apply Research Methods to Real-World Marketing Problems 4. Explore Emerging Trends and Technologies in Marketing Research | | |
| Credits | Theory | Practical | Total |
| | 4 | 0 | 4 |
| Contact Hours | 4 | 0 | 4 |
| Max. Marks: 100 | | Time: 3HRS | |
| Internal Assessment Marks: 30 | | | |
| End Term Exam Marks:70 | | | |
| Part B- Contents of the Course | | | |
| <u>Instructions for Paper- Setter</u> | | | |
| Total number of questions set will be nine. Question no. 1 is compulsory covering the entire syllabus and will have 07 short answer type questions of 2 marks each. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 14 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |
| I | Introduction to Marketing Research 1. Fundamentals of Marketing Research <ul style="list-style-type: none">○ Definition, nature, and scope of marketing research○ Importance of research in decision-making○ Applications of marketing research in business 2. Types of Marketing Research | | |

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| | <ul style="list-style-type: none"> ○ Exploratory, Descriptive, and Causal Research ○ Qualitative vs. Quantitative Research ○ Primary vs. Secondary Research <p>3. Marketing Research Process</p> <ul style="list-style-type: none"> ○ Defining the problem and research objectives ○ Research design formulation ○ Ethical considerations in marketing research | 15 |
| II | <p>Data Collection and Sampling Techniques</p> <p>1. Sources of Data</p> <ul style="list-style-type: none"> ○ Primary data collection methods (Surveys, Focus Groups, Observations, Experiments) ○ Secondary data sources (Internal and External) ○ Online and digital data collection methods <p>2. Sampling Methods in Marketing Research</p> <ul style="list-style-type: none"> ○ Probability vs. Non-Probability Sampling ○ Sample size determination and selection ○ Challenges in sampling and data collection <p>3. Measurement and Scaling Techniques</p> <ul style="list-style-type: none"> ○ Nominal, Ordinal, Interval, and Ratio scales ○ Likert scale, Semantic Differential scale, and Ranking scale ○ Reliability and validity in research | 15 |
| III | <p>Data Analysis and Interpretation</p> <p>1. Data Processing and Preparation</p> <ul style="list-style-type: none"> ○ Editing, coding, and tabulation of data ○ Handling missing data and outliers ○ Data visualization techniques <p>2. Quantitative Data Analysis</p> <ul style="list-style-type: none"> ○ Descriptive statistics (Mean, Median, Mode, Standard Deviation) ○ Inferential statistics (Correlation, Regression, Hypothesis Testing) ○ Use of statistical software (SPSS, Excel, R, or Python) <p>3. Qualitative Data Analysis</p> <ul style="list-style-type: none"> ○ Content analysis and Thematic analysis ○ Sentiment analysis in marketing research ○ Case study analysis and interpretation | 15 |

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| IV | Marketing Research Applications and Emerging Trends <ol style="list-style-type: none"> 1. Applications of Marketing Research <ul style="list-style-type: none"> ○ Product research and test marketing ○ Consumer behavior and brand perception studies ○ Advertising effectiveness and media research 2. Market Intelligence and Competitive Analysis <ul style="list-style-type: none"> ○ SWOT Analysis and Competitive Benchmarking ○ Big Data Analytics in marketing research ○ Social media analytics and customer insights 3. Emerging Trends in Marketing Research <ul style="list-style-type: none"> ○ Artificial Intelligence and Machine Learning in market research ○ Role of Blockchain in data security ○ Ethics and privacy concerns in marketing research | 15 |
| Suggested Evaluation Methods | | |
| Internal Assessment: <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> ● Class Participation: 5 Marks ● Seminar/presentation/assignment/quiz/class test etc.: 10 ● Mid-Term Exam: 15 Marks ➤ Practicum <ul style="list-style-type: none"> ● Class Participation: NA ● Seminar/Demonstration/Viva-voce/Lab records etc.: NA ● Mid-Term Exam: NA | | End Term Examination: End Term Exam Marks: 70 |
| Part C-Learning Resources | | |
| <ul style="list-style-type: none"> ➤ Marketing Research: An Applied Orientation" – Naresh K. Malhotra ➤ Marketing Research" – David A. Aaker, V. Kumar & George S. Day ➤ Marketing Research: Text and Cases" – Rajendra Nargundkar ➤ Essentials of Marketing Research" – William G. Zikmund & Barry J. Babin ➤ Business Research Methods" – Donald R. Cooper & Pamela S. Schindler | | |

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| Session: 2024-25 | | | |
| Part A – Introduction | | | |
| Subject | Personality Development in Hospitality Industry | | |
| Semester | VIII | | |
| Name of the Course | Personality Development in Hospitality Industry | | |
| Course Code | B23-HMT-802 | | |
| Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VAC) | DSE | | |
| Level of the course (As per Annexure-I) | 400-499 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | <ol style="list-style-type: none"> 1. Understand the Role of Personality in Hospitality 2. Enhance Self-Awareness, Emotional Intelligence, and Stress Management 3. Develop Effective Communication and Interpersonal Skills 4. Cultivate Professionalism, Leadership, and Career Growth | | |
| Credits | Theory | Practical | Total |
| | 4 | 0 | 4 |
| Contact Hours | 4 | 0 | 4 |
| Max. Marks: 100 Internal Assessment Marks: 30 End Term Exam Marks:70 | | | |
| Time: 3HRS | | | |
| Part B- Contents of the Course | | | |
| <u>Instructions for Paper- Setter</u> | | | |
| Total number of questions set will be nine. Question no. 1 is compulsory covering the entire syllabus and will have 07 short answer type questions of 2 marks each. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 14 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |

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| I | Introduction to Personality Development <ol style="list-style-type: none"> Understanding Personality & Its Importance in Hospitality <ul style="list-style-type: none"> Definition and components of personality Role of personality in hospitality industry Attributes of a well-developed personality in hospitality Self-Awareness & Self-Assessment <ul style="list-style-type: none"> Understanding self-concept and self-image Identifying strengths and weaknesses Developing a positive attitude and self-confidence Emotional Intelligence & Stress Management <ul style="list-style-type: none"> Concept and importance of emotional intelligence in hospitality Managing emotions and handling workplace stress Mindfulness and resilience in customer service | 15 |
| II | Communication Skills & Public Relations <ol style="list-style-type: none"> Verbal & Non-Verbal Communication in Hospitality <ul style="list-style-type: none"> Elements of effective communication Body language, gestures, and facial expressions Overcoming communication barriers Interpersonal Skills & Customer Interaction <ul style="list-style-type: none"> Building rapport with guests and colleagues Active listening and empathy in customer service Handling difficult customers and conflict resolution Public Speaking & Presentation Skills <ul style="list-style-type: none"> Developing confidence in speaking Effective storytelling and engaging guests Hospitality etiquette in public speaking | 15 |
| III | Grooming, Etiquette, and Professionalism <ol style="list-style-type: none"> Personal Grooming and Hygiene in Hospitality <ul style="list-style-type: none"> Importance of personal hygiene and grooming Dress code and appearance standards in hospitality First impressions and professional image Business & Social Etiquette <ul style="list-style-type: none"> Hospitality etiquette (greeting, addressing guests, table manners) Telephone and email etiquette in customer service Cultural sensitivity and diversity awareness Time Management & Work Ethics <ul style="list-style-type: none"> Importance of punctuality and discipline Prioritization and multitasking in hospitality roles Professional ethics and integrity | 15 |
| IV | Leadership, Teamwork & Career Growth <ol style="list-style-type: none"> Developing Leadership Skills in Hospitality <ul style="list-style-type: none"> Leadership qualities and styles in hospitality Decision-making and problem-solving skills Delegation and team motivation Teamwork & Collaboration in Hospitality Industry <ul style="list-style-type: none"> Importance of teamwork in hotels and restaurants Conflict management in teams Working in a multicultural environment | 15 |

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| | 3. Career Development & Personal Branding <ul style="list-style-type: none"> ○ Setting career goals in the hospitality industry ○ Resume writing and interview preparation ○ Building a professional network and personal brand | |
| Suggested Evaluation Methods | | |
| Internal Assessment: <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> • Class Participation: 5 Marks • Seminar/presentation/assignment/quiz/class test etc.: 10 • Mid-Term Exam: 15 Marks ➤ Practicum <ul style="list-style-type: none"> • Class Participation: NA • Seminar/Demonstration/Viva-voce/Lab records etc.: NA • Mid-Term Exam: NA | | End Term Examination: End Term Exam Marks: 70 |
| Part C-Learning Resources | | |
| <ul style="list-style-type: none"> • "Personality Development and Soft Skills" – Barun K. Mitra • "The 7 Habits of Highly Effective People" – Stephen R. Covey • "How to Win Friends and Influence People" – Dale Carnegie • Communication & Public Relations in Hospitality • "Business Communication" – Meenakshi Raman & Prakash Singh • "Communication Skills for Hospitality Professionals" – Lynn Van Der Wagen • "Modern Etiquette for a Better Life" – Diane Gottsman • "Professionalism in Hospitality: Student Workbook" – Dana Tesone • "Leaders Eat Last" – Simon Sinek. • "Emotional Intelligence 2.0" – Travis Bradberry & Jean Greave • "The Art of Hospitality: A European Approach to Excellence" – Gilles Quillot | | |

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| Session: 2024-25 | | | |
| Part A – Introduction | | | |
| Subject | On Job Training (OJT) | | |
| Semester | VII | | |
| Name of the Course | On Job Training (OJT) | | |
| Course Code | B23-HMT-803 | | |
| Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VAC) | PROJECT | | |
| Level of the course (As per Annexure-I) | 400-499 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | CO 1: To get on-the-job training in any one major operational department of the hotel/allied sector. | | |
| Credits | Theory | Practical | Total |
| | 0 | 0 | 12 |
| Contact Hours | 0 | 20-22 Weeks | 20-22 Weeks |
| Max. Marks: 100 | | Time: 3 Hrs | |
| Internal Assessment Marks: 30 | | | |
| End Term Exam Marks: 70 | | | |
| Part B-Contents of the Course | | | |
| <u>Instructions for Examiner</u> | | | |
| The evaluation will be done on the basis of viva-voce and log book by the examiner. | | | |
| Suggested Evaluation Methods | | | |
| Internal Assessment: ➤ Practicum <ul style="list-style-type: none">Class Participation: NASeminar/Demonstration/Viva-voce/Lab records etc.: NAMid-Term Exam: NA | | End Term Examination: Log Book: 150 Marks & End Term Exam (viva-voce): 150 Marks | |

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| Session: 2024-25 | | | |
| Part A – Introduction | | | |
| Subject | Food Costing | | |
| Semester | VIII | | |
| Name of the Course | Food Costing | | |
| Course Code | B23-HMT-804 | | |
| Course Type: (CC/MCC/MDC/CC-M/DSEC/VOC/DSE/PC/AEC/VAC) | CC-HM2 | | |
| Level of the course (As per Annexure-I) | 400-499 | | |
| Pre-requisite for the course (if any) | NA | | |
| Course Learning Outcomes (CLO): | 1. Understand the Fundamentals of Food Costing and Control 2. Develop Effective Purchasing and Inventory Management Skills 3. Master Menu Pricing and Recipe Costing Techniques 4. Implement Cost Control Measures and Sustainable Practices | | |
| Credits | Theory | Practical | Total |
| | 4 | 0 | 4 |
| Contact Hours | 4 | 0 | 4 |
| Max. Marks: 100 Internal Assessment Marks: 30 End Term Exam Marks:70 | | | |
| Time: 3HRS | | | |
| Part B- Contents of the Course | | | |
| <u>Instructions for Paper- Setter</u> | | | |
| Total number of questions set will be nine. Question no. 1 is compulsory covering the entire syllabus and will have 07 short answer type questions of 2 marks each. Two questions will be set from each unit. Students have to attempt five questions in all selecting one question from each unit including the compulsory question. Each question is of 14 marks. All questions carry equal marks. The duration of time allowed in final theory exam will be 3 hours. | | | |
| Unit | Topics | | Contact hours |

| | | |
|-----|---|----|
| I | Introduction to Food Costing & Cost Control <ol style="list-style-type: none"> Fundamentals of Food Costing <ul style="list-style-type: none"> Definition, scope, and importance of food costing Objectives of food cost control in the hospitality industry Relationship between cost, revenue, and profit Types of Costs in Food Service Operations <ul style="list-style-type: none"> Fixed costs vs. Variable costs Direct costs and Indirect costs Prime costs and Overhead costs Cost Control Techniques in Food Service <ul style="list-style-type: none"> Role of cost control in food & beverage operations Methods of cost reduction and efficiency improvement Importance of portion control and standardization | 15 |
| II | Food Purchasing, Receiving & Storage Costs <ol style="list-style-type: none"> Purchasing Principles & Cost Considerations <ul style="list-style-type: none"> Importance of effective purchasing in cost control Supplier selection and vendor negotiations Economic order quantity (EOQ) and procurement planning Receiving, Storing & Issuing of Food Supplies <ul style="list-style-type: none"> Receiving process and quality control measures Storage techniques and inventory management FIFO & LIFO methods in food storage Inventory Management & Cost Tracking <ul style="list-style-type: none"> Types of inventory and stock levels (Par stock, Minimum stock, Safety stock) Inventory valuation methods (Weighted Average, FIFO, LIFO) Impact of stock management on food cost percentage | 15 |
| III | Menu Engineering & Recipe Costing <ol style="list-style-type: none"> Food Cost Calculation Methods <ul style="list-style-type: none"> Recipe standardization and yield management Portion control and cost per portion calculation Calculation of food cost percentage Menu Pricing Strategies <ul style="list-style-type: none"> Cost-plus pricing, competition-based pricing, and perceived value pricing Menu engineering and profitability analysis Balancing food cost and customer satisfaction Break-even Analysis in Food Costing <ul style="list-style-type: none"> Understanding contribution margin Fixed vs. variable cost impact on menu pricing Break-even point calculation and decision-making | 15 |

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| IV | Food Cost Reporting & Control Measures 1. Food Cost Analysis & Budgeting <ul style="list-style-type: none">○ Role of budgeting in food service management○ Cost variance analysis and corrective actions○ Preparing food cost reports and tracking performance 2. Waste Management & Cost Control Measures <ul style="list-style-type: none">○ Identifying causes of food wastage and minimizing losses○ Waste management strategies in kitchen operations○ Sustainable food costing and cost-effective measures 3. Technology in Food Costing & Future Trends <ul style="list-style-type: none">○ Use of software for food cost control and inventory management○ Role of AI and automation in cost management○ Emerging trends in food pricing and sustainability | 15 |
| Suggested Evaluation Methods | | |
| Internal Assessment: ➤ Theory <ul style="list-style-type: none">● Class Participation: 5 Marks● Seminar/presentation/assignment/quiz/class test etc.: 10● Mid-Term Exam: 15 Marks ➤ Practicum <ul style="list-style-type: none">● Class Participation: NA● Seminar/Demonstration/Viva-voce/Lab records etc.: NA● Mid-Term Exam: NA | | End Term Examination: End Term Exam Marks: 70 |
| Part C-Learning Resources | | |
| <ul style="list-style-type: none">● Food and Beverage Cost Control" – Lea R. Dopson & David K. Hayes● Principles of Food, Beverage, and Labor Cost Controls" – Paul R. Dittmer & J. Desmond Keefe III● Foodservice Organizations: A Managerial and Systems Approach" – Mary B. Gregoire● The Restaurant: From Concept to Operation" – John R. Walker● Menu Engineering: A Practical Guide to Menu Analysis" – Michael Kasavana& Donald Smith● Purchasing and Supply Management for the Hospitality Industry" – Francis Kwansa& H.G. Parsa | | |