

**Department of Tourism and Hotel Management
Kurukshetra University, Kurukshetra**

**Under
Faculty of Commerce and Management,
Kurukshetra University, Kurukshetra**

PROGRAMME TITLE

**BACHELOR OF HOTEL MANAGEMENT
&
CATERING TECHNOLOGY
(BHM&CT)
(L.O.C.F / C.B.C.S)**

**w.e.f
Session: 2020-2024**

Program 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:

- PO1. Soft skills and Working Skills: To comprehend, communicate and execute effectively and efficiently in all of their dealings.
- PO2. Leadership: To develop abilities to both lead and respect the views, positions and beliefs of others and to plan and manage effectively
- PO3. Innovativeness and Entrepreneurship: To explore issues and problems that needs solutions with entrepreneurial orientation
- PO4. Ethics and Values: To recognize, appreciate and follow ethical standards in all walks of life
- PO5. Adaptability and Sociability: Ready to understand and adapt the changing environment.
- PO6. Research and Analytical abilities: To Explore, analyses and provide solutions on emerging issues concerning various fields including public policy.
- PO7. Practical exposure and Employability: Exposure to actual working environment leading to employability
- PO8. Environmental Consciousness: In every action, dealing, service and manifestation

Programme Specific Objectives (PSO) of BHM &CT Programme

- To prepare students for entry level operational positions in hotels
- Knowledge of hotel functions
- Ability to work in different departments of the hotels
- Apply standard hotel management practices to operational work requirements.
- Becoming socially responsible hotel professional

**Bachelors in Hotel Management & Catering Technology Programme
(BHM&CT Programme)**

under

Learning Outcome Based Curriculum & Choice based credit system (LOCF / CBCS)

An undergraduate degree in Bachelors in Hotel Management & Catering Technology Programme (BHMCT Programme) under Learning Outcome Based Curriculum & Choice based credit system (LOCF/CBCS) will be awarded if the student complete **15 Core courses / papers** in the discipline, **2 AECC courses, 6 SEC courses** and **15 DSE courses / papers**.

Proposed syllabus Structure of Bachelors in Hotel Management & Catering Technology Programme (BHMCT Programme) under Learning Outcome Based Curriculum & Choice based credit system (LOCF / CBCS)

Sem ester	CORE COURSE(CC) @6CREDITS	Ability Enhancement Compulsory Courses(AECC) @2 CREDITS	Skill Enhancement Courses (SEC) @2 CREDITS	Discipline Specific Elective (DSE) @6 CREDITS
1	CC-BHMCT-1	AECC-BHMCT-1 (English/MIL communication)/		DSE-BHMCT -1
	CC- BHMCT-2			
	CC- BHMCT-3			
	CC- BHMCT-4			
2	CC- BHMCT-5	AECC-BHMCT-2 Environmental Studies		DSE-BHMCT-2
	CC- BHMCT-6			
	CC- BHMCT-7			
	CC- BHMCT-8			
3	CC- BHMCT-9		SEC-BHMCT -1 Accounting skills for Hospitality	DSE-BHMCT-3
	CC- BHMCT-10			
	CC- BHMCT-11			
	CC- BHMCT-12			

4			SEC-BHMCT-2 French for Hotels -I	DSE-BHMCT-4
				DSE-BHMCT-5
				DSE-BHMCT-6
5	CC- BHMCT-13		SEC-BHMCT -3 Personality Development	
	CC- BHMCT-14			
	CC- BHMCT-15			
6			SEC- BHMCT-4 French for Hotels –II	DSE-BHMCT-7
				DSE-BHMCT-8
				DSE-BHMCT-9
7			SEC-BHMCT-5	DSE-BHMCT-10
				DSE-BHMCT-11
				DSE-BHMCT-12
8			SEC-BHMCT-6	DSE-BHMCT-13
				DSE-BHMCT-14
				DSE-BHMCT-15

AECC will be offered according to the time table adjustments in the Department /College.

*MOOC Course from Swayam portal

General instructions:

1. One credit equivalent to 1 hour of teaching/2 hours of Practical work
2. One credit (teaching /Practical) equivalent to 20 marks

Total credit hours for Bachelors in Hotel Management & Catering Technology Programme (BHMCT Programme) under Learning Outcome Based Curriculum & Choice based credit system (CBCS)

Course	Number of courses	Contact hrs	Credits
Core Course (CC)	15	6 (15x6=90)	90
Ability Enhancement compulsory course (AECC)	2	2 (2x2=4)	4
Skill Enhancement course (SEC)	6	2 (6x2=12)	12
Discipline Specific Elective Course (DSE)	15	6 (15x6=90)	90
Total	38	196 hrs	196 credits

BHM & CT

Under

**Learning Outcome Based Curriculum & Choice based credit system
(LOCF / CBCS)
(Course Structure & detail syllabus)**

w.e.f

Session: 2020-2024

Department of Tourism and Hotel Management
Kurukshehra University, Kurukshehra
Programme- BHM&CT
Scheme of Examination and Syllabus
w.e.f

Session: 2020-2024

Semester I										
Course Code		Course Title	Contact hrs Per week		C	Max Marks			Total Marks	Pass Marks
			Th.	P / Tu.		Internal	T	P		
CC-BHMCT-1	A	Food Production Foundation -I (Theory)	4	0	4	16	64	-	80	32
	B	Food Production Foundation -I (Practical)	0	4	2	08	-	32	40	16
CC- BHMCT-2	A	Food & Beverage Service Foundation - I (Theory)	4	0	4	16	64	-	80	32
	B	Food & Beverage Service Foundation – I (Practical)	0	4	2	08	-	32	40	16
CC-BHMCT-3	A	Front Office Operations – I (Theory)	4	0	4	16	64	-	80	32
	B	Front Office Operations - I (Practical)	0	4	2	08	-	32	40	16
CC- BHMCT-4	A	Housekeeping Operations – I (Theory)	4	0	4	16	64	-	80	32
	B	Housekeeping Operations – I (Practical)	0	4	2	08	-	32	40	16
DSC –BHMCT-1		Introduction to Hospitality & Tourism Industry	5	1	6	20	80	-	100	40
AECC- BHMCT -1		English / Communication Skills/in Hotels / MIL	2	0	2	08	32	-	40	16
			23	17	32				620	

CC- Core, T-Theory, P- Practical, Tu. – Tutorial, C-Credits, AECC - Ability Enhancement Compulsory Course, DSE – Discipline Specific Elective

Semester II										
Course Code		Course Title	Contact hrs Per week		C	Max Marks			Total Marks	Pass Marks
			Th.	P / Tu.		Internal	T	P		
CC-BHMCT-5	A	Food Production Foundation -II (Theory)	4	0	4	16	64	-	80	32
	B	Food Production Foundation -II (Practical)	0	4	2	08	-	32	40	16
CC- BHMCT-6	A	Food & Beverage Service Foundation - II (Theory)	4	0	4	16	64	-	80	32
	B	Food & Beverage Service Foundation – II (Practical)	0	4	2	08	-	32	40	16
CC-BHMCT-7	A	Front Office Operations – I (Theory)	4	0	4	16	64	-	80	32
	B	Front Office Operations - I (Practical)	0	4	2	08	-	32	40	16
CC- BHMCT-8	A	Housekeeping Operations – I (Theory)	4	0	4	16	64	-	80	32
	B	Housekeeping Operations – I (Practical)	0	4	2	08	-	32	40	16
DSC –BHMCT-2		Global trends in Hotel Operations	5	1	6	16	64	-	80	32
AECC- BHMCT -2		Environmental & Ecological Practices in Hotels	2	0	2	08	32	-	40	16
			23	17	32				620	

CC- Core, T-Theory, P- Practical, Tu. – Tutorial, C-Credits, AECC - Ability Enhancement Compulsory Course

Semester III										
Course Code		Course Title	Contact hrs Per week		C	Max Marks			Total Marks	Pass Marks
			Th.	P / Tu.		Internal	T	P		
CC-BHMCT-9	A	Introduction to Indian Cooking (Theory)	4	0	4	16	64	-	80	32
	B	Introduction to Indian Cooking (Practical)	0	4	2	08	-	32	40	16
CC- BHMCT-10	A	Food & Beverage Service operations (Theory)	4	0	4	16	64	-	80	32
	B	Food & Beverage Service operations (Practical)	0	4	2	08	-	32	40	16
CC-BHMCT-11	A	Front Office Operations – I (Theory)	4	0	4	16	64	-	80	32
	B	Front Office Operations - I (Practical)	0	4	2	08	-	32	40	16
CC- BHMCT-12	A	Housekeeping Operations – I (Theory)	4	0	4	16	64	-	80	32
	B	Housekeeping Operations – I (Practical)	0	4	2	08	-	32	40	16
DSE-BHMCT-3		Hygiene & Sanitation in Hospitality Industry	5	1	6	16	64	-	80	32
SEC-BHMCT-1		Accountancy Skills for Hospitality	2	0	2	08	32	-	40	16
			23	17	32				620	

CC- Core, T-Theory, P- Practical, Tu. – Tutorial, C-Credits, AECC - Ability Enhancement Compulsory Course

Semester IV										
Course Code	Course Title	T	P	C	Max Marks			Total Marks	Pass Marks	
					Internal	T	P			
SEC-BHMCT-2	French for Hotels – I	2	-	2	8	32	-	40	16	
DSE-BHMCT-4	A1	Regional Cuisine of India -I (Theory)	4	0	4	16	64	-	80	32
	A2	Regional Cuisine of India -I (Practical)	-	4	2	8	-	32	40	16
		OR								
	B1	Food & Beverage Service Management - I (Theory)	4	0	4	16	64	-	80	32
	B2	Food & Beverage Service Management-I (Practical)	-	4	2	8	-	32	40	16
		OR								
	C1	Accommodation Management – I (Theory)	4	0	4	16	64	-	80	32
	C2	Accommodation Management –I (Practical)	-	4	2	8	-	32	40	16
DSE-BHMCT – 5	A	Researching in Hospitality & Tourism Management	5	1	6	20	80	-	100	40
		OR								
	B	Retail Management (Theory)	5	1	6	20	80	-	100	40
DSE-BHMCT -6	A	Hospitality Law	5	1	6	20	80	-	100	40
		OR								
	B	Nutrition & Principle of Food Science	5	1	6	20	80	-	100	40
		OR								
	C	MOOC			6					
			16	6	20				360	

DSE – Discipline specific Elective T-Theory, P- Practical, C-Credits, SEC – Skill Enhancement Course

Semester V
6 Months Hotel Industrial Training
(Duration of exposure : 20 – 22 weeks)

Course Code	Course Title	Hours/ weeks	Credit		Total Marks	Pass Marks
CC- BHMCT- 13	Food Production Operations- Industry Exposure	180 hrs/ 4-6 weeks	6		120	
CC-BHMCT -14	Food & Beverage Service operations - Industry Exposure	180hrs / 4-6 weeks	6		120	
CC-BHMCT–15	Accommodation operation	180hrs / 4-6 weeks	6		120	
SEC-BHMCT-3	Personality Skills for Hospitality Learning from Industry	60 hrs	2		40	16
			20		400	

CC- Core, T-Theory, P- Practical, C-Credits, Core, SEC- Skill Enhancement Course

Semester VI										
Course Code	Course Title	T	P	C	Max Marks			Total Marks	Pass Marks	
					Internal	T	P			
SEC-BHMCT -4	French for Hotels – II	2	-	2	8	32	-	40	16	
DSE - BHMCT -7	A1	Regional Cuisine of India -II (Theory)	4	0	4	16	64	-	80	32
	A2	Regional Cuisine of India -II (Practical)	-	4	2	8		32	40	16
		OR								
	B1	Food & Beverage Service Management - II (Theory)	4	0	4	16	64	-	80	32
	B2	Food & Beverage Service Management-II (Practical)	-	4	2	8		32	40	16
		OR								
	C1	Accommodation Management – II (Theory)	4	0	4	16	64	-	80	32
	C2	Accommodation Management –II (Practical)	-	4	02	8		32	40	16
DSE-BHMCT – 8	A	Project work / Dissertation	4	2	6	20	80	-	100	40
		OR								
	B	Event Management (Theory)	5	1	6	20	80	-	100	40
DSE-BHMCT-9	A	Hospitality Marketing	5	1	6	20	80	-	100	40
		OR								
	B	Hotel Facility Planning	5	1	6	20	80	-	100	40
		OR								
	C	MOOC			6					
			16 or 15	7 or 6	20				360	

Semester VII										
Course Code		Course Title	T	P / T u.	C	Max Marks			Total Mark s	Pass Marks
						Inter nal	T	P		
SEC -BHMCT -5	A 1	Skill Enhancement for Media & Journalism	2	-	2	8	32	-	40	16
		OR								
	B 1	Application of Computers in Hospitality & Tourism	2	-	2	8	32	-	40	16
		OR								
	C1	Web Application in Hospitality & Tourism (Theory)	2	-	2	8	32	-	40	16
DSE- BHMCT – 10	A1	Human Resource Management in Hotels (Theory)	5	1	6	20	80	-	100	40
		OR								
	B2	Front office Management (Theory)	5	1	6	20	80	-	100	40
DSE- BHMCT – 11	A1	Safety Security and Travel Documentation (Theory)	5	1	6	20	80	-	100	40
		OR								
	B2	Laundry management (Theory)	5	1	6	20	80	-	100	40
DSE- BHMCT – 12	A1	Bakery Management (Theory)	5	1	6	20	80	-	100	40
		OR								
	B2	Foreign Cuisine (Italian / Mexican / Chinese / Thai) (Theory)	5	1	6	20	80	-	100	40
			17	03	20				340	136

DSE – Discipline specific Elective, T-Theory, P- Practical, C-Credits, SEC – Skill Enhancement Course

<h2 style="text-align: center;">Semester VIII</h2> <p style="text-align: center;">(Industry Exposure – On the job training, 15-18 weeks – 90-100 days)</p>								
Course Code		Course Title	Industry Exposure	Credits			Total Marks	Pass Marks
SEC - BHMCT -6	B1	Writing Skills for hospitality	60 hrs	2			40	16
		OR						
	B2	Hospitality Operations Software Skills	60hrs	2			40	16
		OR						
	C2	Trade presentation Skills	60hrs	2			40	16
DSE – BHMCT- 13	A1	Human Resource Management in Hotels (Industry exposure)	180 hrs/ 4-5 weeks	6			100	40
		OR						
	B2	Practices in Front office Management (Industry Exposure)	180hrs / 4-5 weeks	6			100	40
DSE - BHMCT – 14	A1	Safety Security and Travel Documentation (Industry exposure)	180hrs / 4-5 weeks	6			100	40
		OR						
	B2	Practices in Laundry Management (Industry exposure)	180hrs / 4-5 weeks	6			100	40
DSE - BHMCT – 15	A1	Bakery Management (Industry exposure)	180 hrs / 5-6 weeks	6			100	40
		OR						
	B2	Foreign Cuisine (Italian / Mexican / Chinese / Thai) (Industry exposure)	180 hrs / 5-6 weeks	6			100	40
				20			340	136

DSE – Discipline specific Elective, T-Theory, P- Practical, C-Credits, SEC – Skill Enhancement Course

Total Semesters & Credits

Marks Distribution	Sem 1	Sem 2	Sem 3	Sem 4	Sem 5	Sem 6	Sem 7	Sem 8	Total
Credits allocated	32	32	32	20	20	20	20	20	196
Marks in Each Sem	620	620	620	360	400	360	340	340	3660
Grand Total Marks	3660								
Grand Total credits	196 credits								

BHM & CT

(Detail Syllabus)

w.e.f

Session: 2020-2024

SEMESTER I

CC-BHMCT-1A FOOD PRODUCTION FOUNDATION –I (THEORY)		
		Credits – 04 External Marks - 64 Internal Marks - 16 Total marks – 80
COURSE OBJECTIVES:		
Co 1 : Knowledge of Professional Kitchen & Cooking in Hotels Co 2 : familiarizing with Kitchen Equipments, Fuels & Safety Co 3 : Ability to identify different cooking Ingredients Co 4 : Knowledge of various cooking methods & food production system		
UNIT- 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 	CO 1
UNIT- II	Kitchen Equipments, Fuels & Safety: <ul style="list-style-type: none"> • Kitchen Equipments, 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 	CO 2
UNIT-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 	CO 3

UNIT- 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	CO4
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REFERENCE :

- 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-BHMCT-1B FOOD PRODUCTION FOUNDATION –I (PRACTICAL)

Credits – 02

External Marks - 32

Internal Marks - 08

Total marks – 40

- Understanding Personal Hygiene & Kitchen Hygiene
- Grooming for Professional Kitchen – Do’s & Don’ts
- Understanding kitchen Layouts.
- Familiarization with kitchen equipments and tools
- Kitchen First Aid
- Familiarization, identification of commonly used ingredients in kitchen
- Vegetables Varieties, Classifications
- 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

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	1	1	2	1	1	2	3	1
Co 2	1	1	2	1	1	2	3	1
Co 3	1	2	2	1	1	2	3	1
Co 4	1	1	2	1	1	1	3	2
	1.	1.25	2	1	1	1.75	3	1.25

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	3	1	2	2
Co 2	3	2	1	2	1
Co 3	3	3	2	3	3
Co 4	3	3	3	2	2
	3	2.75	1.75	2.25	2

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
Co 1	1	1	2	1	1	2	3	1	3	3	1	2	2
Co 2	1	1	2	1	1	2	3	1	3	2	1	2	1
Co 3	1	2	2	1	1	2	3	1	3	3	2	3	3
Co 4	1	1	2	1	1	1	3	2	3	3	3	2	2
	1.	1.25	2	1	1	1.75	3	1.25	3	2.75	1.75	2.25	2

CC-BHMCT-2A FOOD & BEVERAGE SERVICE FOUNDATION -I (THEORY)		
		Credits – 04
		External Marks - 64
		Internal Marks - 16
		Total marks – 80
COURSE OBJECTIVES:		
<ul style="list-style-type: none"> - Co 1 Gain the Knowledge of Food & beverage service department in Hotels. - Co 2 Familiar with Food & Service equipment's. - Co 3 Learn about different types of menu and their planning. - Co 4 Remember the various food and beverage service methods. 		
UNIT- I	Food and Beverage Services: - 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	CO 1
UNIT- II	Food Service Equipments: <ul style="list-style-type: none"> • Food Service Equipments, criteria for selection, • Classification, , • Usage, • Storage, • Care & Maintenance, • Other equipments. 	CO 2,
UNIT-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) 	CO 3
UNIT- IV	Food & Beverage service Methods: <ul style="list-style-type: none"> • Introduction, • Classification of Services Methods, , • Mise-en-place and Mise-en-scene, 	CO4

	<ul style="list-style-type: none">• arrangement and Setting up of station,• procedure of taking a guest order.• Par stocks maintained at each side station	
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REFERENCES:

Text Book:

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.

<p>CC-BHMCT-2B FOOD & BEVERAGE SERVICE FOUNDATION -I (PRACTICAL)</p> <p style="text-align: right;">Credits – 02</p> <p style="text-align: right;">External Marks - 32</p> <p style="text-align: right;">Internal Marks - 08</p> <p style="text-align: right;">Total marks – 40</p>
<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 equipments: identification of crockery, cutlery, hollowware, flatware and tableware. • Understanding Service Methods, Setting up of Side Station, Table Layouts, Presenting Menus.

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	2	2	2	1	3	1	2	2
Co 2	2	1	1	1	1	1	3	2
Co 3	2	2	2	2	2	2	1	1
Co 4	3	2	1	2	2	1	3	2
	2.75	1.75	1.5	1.5	2	1.25	2.25	1.75

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	3	1	2	2
Co 2	1	2	1	2	2
Co 3	3	1	1	3	2
Co 4	3	3	1	2	2
	2.5	2.25	1	2.25	2

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	2	2	2	1	3	1	2	2	3	3	1	2	2
Co 2	2	1	1	1	1	1	3	2	1	2	1	2	2
Co 3	2	2	2	2	2	2	1	1	3	1	1	3	2
Co 4	3	2	1	2	2	1	3	2	3	3	1	2	2
	2.75	1.75	1.5	1.5	2	1.25	2.25	1.75	2.5	2.25	1	2.25	2

CC-BHMCT-3A FRONT OFFICE OPERATIONS-I (THEORY)		
Credits – 04 External Marks - 64 Internal Marks - 16 Total marks – 80		
COURSE OBJECTIVES:		
<ul style="list-style-type: none"> - Co 1: Examining hotel startup process and its classification. - Co 2: Defining the basics of hotel front office and its sections. - Co 3: Summarizing organizational structure of front office and its coordination. - Co 4: Memorizing guestrooms, tariff and guest cycle. 		
UNIT- 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.	CO 1
UNIT- 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.	CO 2
UNIT-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.	CO 3

	Front office Coordination: Coordination of front office department (Inter and intra departmental).	
UNIT- 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.	CO 4

SUGGESTED READINGS

Reference books:

- 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!.CreateSpace Independent Publishing Platform.
- World Tourism Organization (2015). Hotel Classification Systems. WTO.

Text Books:

- 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-BHMCT-3B FRONT OFFICE OPERATIONS-I (PRACTICAL)

Credits – 02
External Marks - 32
Internal Marks - 08
Total marks – 40

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

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
Co 1	2	2	3	1	2	1	1	2
Co 2	3	2	1	1	1	1	3	1
Co 3	3	3	1	2	1	1	3	2
Co 4	3	2	2	1	1	2	3	1
	2.75	2.25	1.75	1.25	1.25	1.25	2.5	1.5

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	2	1	2	2
Co 2	3	3	2	3	1
Co 3	3	3	3	3	3
Co 4	3	3	3	3	3
	3	2.75	2.25	2.75	2.25

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
Co 1	2	2	3	1	2	1	1	2	3	2	1	2	2
Co 2	3	2	1	1	1	1	3	1	3	3	2	3	1
Co 3	3	3	1	2	1	1	3	2	3	3	3	3	3
Co 4	3	2	2	1	1	2	3	1	3	3	3	3	3
	2.75	2.25	1.75	1.25	1.25	1.25	2.5	1.5	3	2.75	2.25	2.75	2.25

CC-BHMCT-4A HOUSEKEEPING OPERATIONS-I (THEORY)		
		Credits – 04 External Marks - 64 Internal Marks - 16 Total marks – 80
COURSE OBJECTIVES:		
<p>CO1 Developing an understanding of housekeeping department and its organizational structure.</p> <p>CO2 Acquire the skills about Housekeeping control desk procedures.</p> <p>CO3 Attain knowledge about hotel guest rooms and guest room features.</p> <p>CO4 Students able to understand the methods of cleaning.</p>		
UNIT- I	<p>MEANING, IMPORTANCE AND ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT</p> <p>Introduction: Meaning and definition and Importance of Housekeeping department</p> <p>Role of Housekeeping in Guest Satisfaction and Repeat Business</p> <p>Hierarchy of Housekeeping Department in small, medium, large and chain hotels</p> <p>Identifying Housekeeping Responsibilities</p> <p>Personality Traits of housekeeping Management Personnel.</p> <p>Duties and Responsibilities of Housekeeping staff</p> <p>Layout of the Housekeeping Department</p>	
UNIT- II	<p>ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT</p> <p>Functions of Control Desk and its importance</p> <ul style="list-style-type: none"> • 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 	CO 2,

	<ul style="list-style-type: none"> • Handover Records • Reporting Staff placement • Guest's Special Requests Register • Record of Special Cleaning Call Register • VIP Lists <p>Interdepartmental relationship with Front Office, Maintenance, Security, Stores, Accounts, Personnel</p>	
UNIT-III	<p>ROOM LAYOUT</p> <p>Types of Guest Room</p> <p>Layout of guest room</p> <p>Difference between Standard room and VIP Room</p> <p>Guest Room Supplies</p> <p>Use of Computers in House Keeping department</p> <p>Functions of Housekeeping in other industries Hospital, Airlines, Cruise, Multiplexes etc.</p>	CO 3
UNIT- IV	<p>CLEANING ORGANISATION</p> <p>Principles of cleaning, hygiene and safety factors in cleaning</p> <p>Methods of organising cleaning</p> <p>Frequency of cleaning daily, periodic, special, Deep Cleaning</p> <p>Design features that simplify cleaning</p> <p>Cleaning Equipment (Mechanical/Manual)</p> <p>Characteristics of Good equipment</p> <p>Care, Storage, and Maintenance and control of equipment</p>	CO4

REFERENCES:

Text book :

- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.

CC-BHMCT-4B HOUSEKEEPING OPERATIONS-I (PRACTICAL)

Credits – 02

External Marks - 32

Internal Marks - 08

Total marks – 40

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

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	2	2	2	1	2	1	3	1
Co 2	3	2	1	1	1	1	2	1
Co 3	3	2	2	1	2	1	3	2
Co 4	2	2	2	1	2	1	3	1
	2.5	2	1.75	1	1.75	1	2.75	1.25

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	3	2	2	2
Co 2	3	3	2	3	1
Co 3	3	3	1	2	2
Co 4	3	2	1	2	1
	3	2.75	1.5	2.25	1.5

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	2	2	2	1	2	1	3	1	3	3	2	2	2
Co 2	3	2	1	1	1	1	2	1	3	3	2	3	1
Co 3	3	2	2	1	2	1	3	2	3	3	1	2	2
Co 4	2	2	2	1	2	1	3	1	3	2	1	2	1
	2.5	2	1.75	1	1.75	1	2.75	1.25	3	2.75	1.5	2.25	1.5

DSE-BHMCT-1 INTRODUCTION TO HOSPITALITY & TOURISM INDUSTRY		
Credits – 06 External Marks - 80 Internal Marks - 20 Total marks – 100		
COURSE OBJECTIVES: Co 1 : Knowledge of hospitality industry Co 2 : familiarizing with Ownership structure of hotels Co 3 : Knowledge of hotel organization Co 4 : Ability to identify different Hospitality sector		
UNIT- I	Hospitality Industry- An introduction : <ul style="list-style-type: none"> • Concept, origin and growth overtime, • scope, current and future trends and developments in Industry • Hospitality industry & linkages with other industries • Role in global and Indian economy. • External environment and hospitality industry • Major international & Indian hotel chains 	CO 1
UNIT- 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. 	CO 2
UNIT- 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. 	CO 3

	<ul style="list-style-type: none"> • Inter relationship among various departments of hotels • Hotel management & career opportunity 	
UNIT-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. 	CO4

REFERENCES:

- 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

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	1	2	1	1	1	1	1	1
Co 2	1	2	1	1	1	1	1	1
Co 3	3	2	2	1	2	2	3	1
Co 4	2	1	1	1	1	1	2	2
	1.75	1.75	1.25	1	1.25	1.25	1.75	1.25

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	2	1	1	2
Co 2	1	1	1	1	1
Co 3	3	3	3	3	3
Co 4	2	3	3	2	2
	2.25	2.25	2	1.75	2

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
Co 1	1	2	1	1	1	1	1	1	3	2	1	1	2
Co 2	1	2	1	1	1	1	1	1	1	1	1	1	1
Co 3	3	2	2	1	2	2	3	1	3	3	3	3	3
Co 4	2	1	1	1	1	1	2	2	2	3	3	2	2
	1.75	1.75	1.25	1	1.25	1.25	1.75	1.25	2.25	2.25	2	1.75	2

AECC-BHMCT-1 BUSINESS COMMUNICATION		
		Credits – 02 External Marks - 32 Internal Marks - 08 Total marks – 40
COURSE OBJECTIVES:		
<ul style="list-style-type: none"> - Co 1 Knowledge of business communication in Hotels - Co 2 Developing English speaking skills for day to day work - Co 3 Ability to write business letters & other documents. - Co 4 Developing professional body language for work environment. 		
UNIT- I	Meaning, Significance and Scope of Communication; Communication Process, Communication-types- upward, downward, horizontal, vertical and diagonal, verbal, nonverbal and oral and written. Flow of information in Hotel organizations and role of effective communication in improving it, Barriers to communication in hotels	CO 1
UNIT- II	English communication skills Business Writing; Principles for Clear Business Writing; Adoption, Word Selection, Sentence Construction., Drafting effective letters- formats, styles of writing; writing Memos, , Email, Business Reports Different Types of Reports and their format. Curriculum Vitae.	CO 2, CO 3
UNIT-III	English oral communication: Telephonic conversation- protocol for mobile & landline ; Public speaking and presentation skills Participation in Meetings; Group Discussions, Interview	CO 2, CO 3
UNIT- IV	Body Language & grooming, Importance. Reading Body Language, professional Body Language for hotel work environment	CO4

REFERENCES BOOKS:

1. Carnegie, D. (1964). How to win friends and influence people. New York: Simon and Schuster.
2. Kroehnert, G. (2010). Basic Presentation Skills. Sidney: McGraw Hill.
3. Schneider, W. J., Lichtenberger, E. O, Mather, N., Kaufman, N. L. (2018). Essentials of Assessment Report Writing. John Wiley & Sons.
4. Seal, P.P. (2015). How to Succeed in Hotel Management Job Interviews. Jaico Publishing House.

TEXT BOOK

1. Bovee, C. L. (2010). Business Communication Essentials. Pearson Education; 4 edition.
2. Kumar, S., Lata, P. (2015). Communication Skills. Oxford University Press.
3. Gupta, N., Jain, K., Mahajan, P. (2018). Business Communication. SahityaBhawan Publications.
4. Murphy, H., Hildebrandt, H., Thomas, J. (2017). Effective Business Communication. McGraw Hill Education; 7 edition
5. Taylor, S. (2015). Model Business Letters, Emails and Other Business Documents. Prentice Hall.

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	2	2	1	1	1	1	1	1
Co 2	3	1	1	1	2	1	2	1
Co 3	3	1	2	1	1	1	1	1
Co 4	3	1	1	2	1	1	2	1
	2.75	1.25	1.25	1.25	1.25	1	1.50	1

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	2	3	1	1	1
Co 2	1	2	1	1	1
Co 3	1	2	2	2	1
Co 4	1	1	1	2	1
	1.25	2	1.25	1.5	1

**MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC
OBJECTIVE**

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	2	2	1	1	1	1	1	1	2	3	1	1	1
Co 2	3	1	1	1	2	1	2	1	1	2	1	1	1
Co 3	3	1	2	1	1	1	1	1	1	2	2	2	1
Co 4	3	1	1	2	1	1	2	1	1	1	1	2	1
	2.75	1.25	1.25	1.25	1.25	1	1.50	1	1.25	2	1.25	1.5	1

SEMESTER II

CC-BHMCT-5A FOOD PRODUCTION FOUNDATION –II (THEORY)		
		Credits – 04 External Marks - 64 Internal Marks - 16 Total marks – 80
COURSE OBJECTIVES:		
Co 1 : Knowledge of effects of heat on vegetables & chemical changes Co 2 : familiarizing with Preparation techniques Co 3 : Ability to understand stock ,soup, sauces , sausages & salad Co 4 : Knowledge of various eggs, fish’s poultry, meat & offal’s in cooking.		
UNIT- 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. • Various Flavoring agent • Thickening agents / binding agents • Souring agents 	CO 1
UNIT- II	Preparation of ingredients: <ul style="list-style-type: none"> • Pre- Preparation techniques & their types • Preparation techniques & their types • Methods of mixing foods 	CO 2
UNIT-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 • Sausages & its Types of sausage • Salami & Salami ingredients and manufacturing process • Varieties of salami • Salads ,it composition & types • salad dressings & emerging trends in salad dressing 	CO 3

UNIT- 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)• Cuts Of /Veal, Lamb/Mutton/Pork• Variety of meats/offal's	CO4
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TEXT BOOKS:

- 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-BHMCT-5A FOOD PRODUCTION FOUNDATION –II (PRACTICAL)

Credits – 02

External Marks - 32

Internal Marks - 08

Total marks – 40

- 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
- Identification of types of rice varieties & pulses
- Preparations of various Breakfast
- Preparation of various cup cakes & muffins

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	1	1	2	1	1	2	3	1
Co 2	1	1	2	1	1	2	3	1
Co 3	1	2	2	1	1	2	3	1
Co 4	1	1	2	1	1	1	3	2
	1.	1.25	2	1	1	1.75	3	1.25

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	3	1	2	2
Co 2	3	2	1	2	1
Co 3	3	3	2	3	3
Co 4	3	3	3	2	2
	3	2.75	1.75	2.25	2

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	1	1	2	1	1	2	3	1	3	3	1	2	2
Co 2	1	1	2	1	1	2	3	1	3	2	1	2	1
Co 3	1	2	2	1	1	2	3	1	3	3	2	3	3
Co 4	1	1	2	1	1	1	3	2	3	3	3	2	2
	1.	1.25	2	1	1	1.75	3	1.25	3	2.75	1.75	2.25	2

<p>CC-BHMCT-6A FOOD & BEVERAGE SERVICE FOUNDATION -II (THEORY)</p> <p style="text-align: right;">Credits – 04 External Marks - 64 Internal Marks - 16 Total marks – 80</p>		
<p>COURSE OBJECTIVES:</p> <ul style="list-style-type: none"> - Co 1 Create awareness about different meals during the day. - Co 2 Understanding of various food and beverage Restaurant & French Classical menu. - Co 3 Remember the concept of room service/ In Room Dinning. - Co 4 Analyze about Non- Alcoholic beverages and their control. 		
UNIT- I	<p>Meals during the day:-</p> <ul style="list-style-type: none"> • Breakfast: Types & classification, Preparation for Breakfast Services, arrangement and setting up of tables/ trays, • Brunch • Lunch • High tea • Dinner • Supper & • Emerging trends in F&B service. 	CO 1
UNIT- II	<p>Food and Beverage Services in Restaurants:</p> <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. 	CO 2,
UNIT-III	<p>Room Service/ In Room Dinning:</p> <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. 	CO 3

UNIT- 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 .	CO4
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REFERENCES:

Text book :

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.

Reference book :

CC-BHMCT-6B FOOD & BEVERAGE SERVICE FOUNDATION -II (PRACTICAL)

Credits – 04
External Marks - 64
Internal Marks - 16
Total marks – 80

- 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.

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	2	2	2	1	2	1	2	1
Co 2	2	2	3	1	2	2	3	1
Co 3	2	1	1	1	2	1	3	1
Co 4	3	2	2	1	2	1	2	1
	2.25	1.75	2	1	2	1.25	2.5	1

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	2	2	2	2
Co 2	3	2	2	3	2
Co 3	3	2	1	2	3
Co 4	3	2	1	2	1
	3	2	1.5	2.25	2

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	2	2	2	1	2	1	2	1	3	2	2	2	2
Co 2	2	2	3	1	2	2	3	1	3	2	2	3	2
Co 3	2	1	1	1	2	1	3	1	3	2	1	2	3
Co 4	3	2	2	1	2	1	2	1	3	2	1	2	1
	2.25	1.75	2	1	2	1.25	2.5	1	3	2	1.5	2.25	2

CC-BHMCT-7A FRONT OFFICE -II (THEORY)		
Credits – 04 External Marks - 64 Internal Marks - 16 Total marks -80		
COURSE OBJECTIVES:		
<ul style="list-style-type: none"> - Co 1: Finding basic front office operations and role of lobby. - Co 2: Building an understanding of hotel reservation. - Co 3: Examining the various front office activities during guest stay in hotel. - Co 4: Evaluation the role of keys, keys control and front office functions during guest departure and post departure. 		
UNIT- I	Basic Front Office Operations: Front desk operations & functions, Equipment used at front office, knowledge of basic hotel facilities. Lobby: Description and layout, Role of lobby manager and Guest relationship executive, Common complaint/ problem/ situations handling, handling VIPs, Uniform services provided by a hotel.	CO 1
UNIT- II	Reservation: Concept, importance, modes, types, channels, Sources, reservation form, Procedure of taking reservation and reservation confirmation, Overbooking, amendments and cancellations. Group Reservation: Sources, types of groups, issues in handling groups.	CO 2
UNIT-III	The Guest Stay with Hotel: Registration: concept, procedure, Registration form and C Form, Method of payment, Issuing the room key, No Shows, Rooming of Guests, Message Handling, Dealing with Guests Requests and Complaints, Change of room, Fulfilling special	CO 3

	requests. Travel Desk and Concierge: functions; paging, foreign currency handling, Room selling techniques, Communicating with guests.	
UNIT- IV	<p>Keys and key control: Types of keys, handling guestroom keys and its control, Handling Guestroom safe box.</p> <p>The Guest Departure and Post Departure Services at Front Desk: The guest accounting, the guest ledgers, city ledger, front office cash sheet, paid out, over and shorts, settlement of bills, credit card handling, handling vouchers. Express check out, early and late check outs, group departures,</p> <p>Post departure; message and left luggage handling procedure, post departure courtesy services.</p>	CO 4

SUGGESTED READINGS

Reference books:

- Maheshwari S.N., Maheshwari S.K. (2018).Advanced Accountancy Volume-II. Vikas Publishing House; 11th Edition.
- Maniar, R. (2014). The 2014 Smart Decision Guide to Hotel Property Management Systems: Everything you need to know for selecting – and implementing – the right Hotel Property Management System for your business.
- Rogue plus Publishing (2018). Hotel Reservation Log Book: Booking Reservation System, Reservation Book Sheets, Hotel Reservation Confirmation Template, Reservation Sheet Template. CreateSpace Independent Publishing Platform; 6th volume.
- Singer, P. D. (2018). Concierge Services. Rocky Ridge Books.

Text Books:

- 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-BHMCT-7B FRONT OFFICE -II (PRACTICAL)

Credits – 02
External Marks - 32
Internal Marks - 08
Total marks -40

- Identification and familiarization with front desk equipment and Performa's.
- Forms and Formats
 - Guest registration form
 - Reservation forms
 - Amended Reservation
 - Cancelled Reservation
 - Crew/Group
 - A&D Register
 - Bell desk registers
 - C-Form
- Skill to handle front desk operations i.e. guest reservations, guest arrival (FIT and groups) including baggage handling.
- Skills to handle to telephones at the reception- receive/ record messages.
- Skills to handle guest departure (fits and groups).
- Role play:
 - Reservation Procedure
 - Pre-registration and registration procedure
 - At the porch, Guest driving in Doorman opening the door and saluting guest; Calling bell boy.
 - At the Front Desk: Guest arriving; greeting & offering welcome drink and guest interactions.

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
Co 1	3	2	2	2	2	2	3	2
Co 2	3	2	1	1	1	2	3	2
Co 3	3	3	2	2	2	1	3	2
Co 4	3	3	2	2	1	1	3	2
	3	2.5	1.75	1.75	1.5	1.5	2.75	2

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	3	2	3	2
Co 2	3	3	2	3	2
Co 3	3	3	3	3	3
Co 4	3	3	2	3	2
	3	3	2.25	3	2.25

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
Co 1	3	2	2	2	2	2	3	2	3	3	2	3	2
Co 2	3	2	1	1	1	2	3	2	3	3	2	3	2
Co 3	3	3	2	2	2	1	3	2	3	3	3	3	3
Co 4	3	3	2	2	1	1	3	2	3	3	2	3	2
	3	2.5	1.75	1.75	1.5	1.5	2.75	2	3	3	2.25	3	2.25

CC-BHMCT-8A HOUSEKEEPING OPERATIONS -II (THEORY)		
		Credits –04
		External Marks -64
		Internal Marks -16
		Total marks -80
COURSE OBJECTIVES:		
<p>CO1 Gain the knowledge of different cleaning agents used in hotels.</p> <p>CO2 Acquire the skills about guest room cleaning procedure in hotel.</p> <p>CO3 Remember the concept of different surfaces cleaning.</p> <p>CO4 Attain knowledge about various keys and their control.</p>		
UNIT- I	CLEANING AGENTS General Criteria for selection Classification of cleaning Agents , Polishes and Floor seals Use, care and Storage of cleaning agents Distribution and Controls of cleaning Agents Use of Eco-friendly products in Housekeeping	CO 1
UNIT- II	AREA CLEANING Cleaning of Guest Rooms Daily cleaning of (Occupied/ Departure, vacant , VIP rooms Evening / Turn Down Service Second Service Bed Making TYPES OF BEDS AND MATTRESSES Front of the House area Cleaning Back of House Areas Cleaning Work routine and associated problems e.g. high traffic areas, Façade cleaning etc	CO 2,
UNIT-III	COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACES: Metals Glass Leather Leatherettes Rexines Plastic Ceramics Wood Wall finishes Floor finishes	CO 3
UNIT- IV	CONTRACT HOUSEKEEPING & KEY CONTROL Types of keys Computerised key cards Key control Contract services in Housekeeping Department Types of contract services	CO4

	Advantages & disadvantages of contract services	
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REFERENCES:

Text book:

- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.

CC-BHMCT-8B HOUSEKEEPING OPERATIONS -II (THEORY)

Credits –02
External Marks -32
Internal Marks -08
Total marks -40

- 1 Cleaning Agent - Familiarization according to classification and Function
- 2 Daily Cleaning of guest room (Vacant, Occupied, Departure)
- 3 Bath Room Cleaning
- 4 Bed Making (Day and Night
- 5 Public Area Cleaning (Cleaning Different Surface)
 - WALL - care and maintenance of different types and parts Skirting, Dado
 - Different types of paints(distemper Emulsion, oil paint etc)
 - WOOD- polished, painted, Laminated SILVER/ EPNS-
 - Plate powder method, Polivit method, Proprietary solution (Silvo)
 - BRASS- Traditional/ domestic Method, Proprietary solution 1(brasso)
 - GLASS - Glass cleanser, Economical method(newspaper)
 - FLOOR - Cleaning and polishing of different types Wooden, Marble ,Terrazzo/ mosaic etc.
- 6 Minibar management • Issue • stock taking • checking expiry date

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	2	1	2	1	2	1	3	2
Co 2	3	2	2	1	2	1	3	2
Co 3	2	2	2	1	2	1	3	2
Co 4	2	2	1	1	2	1	2	1
	2.25	1.75	1.75	1	2	1	2.75	1.75

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	2	2	2	1
Co 2	3	3	2	3	1
Co 3	3	2	2	3	1
Co 4	3	2	2	3	1
	3	3	1.5	2.75	1.75

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	2	1	2	1	2	1	3	2	3	2	2	2	1
Co 2	3	2	2	1	2	1	3	2	3	3	2	3	1
Co 3	2	2	2	1	2	1	3	2	3	2	2	3	1
Co 4	2	2	1	1	2	1	2	1	3	2	2	3	1
	2.25	1.75	1.75	1	2	1	2.75	1.75	3	3	1.5	2.75	1.75

DSE-BHMCT-2 GLOBAL TRENDS IN HOSPITALITY INDUSTRY		
		Credits –04 External Marks -64 Internal Marks -16 Total Marks -80
COURSE OBJECTIVES:		
Co 1 : Knowledge About The Basic Of Accounting , Various Concept And Convention Co 2 : familiarizing with Basic Accounting Procedures Co 3 : Ability to identify different Subsidiary Books & Special Purpose Books Co 4 : Knowledge of final account		
UNIT- I	<ul style="list-style-type: none"> ● Latest Hygiene & sanitation practices adopted in hospitality industry ● Artificial intelligence (AI) in hospitality industry ● Latest trends in f& B services : plastic free , service robots & restaurants digitalitization ● Latest trends in Hotels : Robot hotels ,capsule hotel ,space hotel ,eco hotels ,igloo hotels ,smart hotels , tree hotel 	CO 1
UNIT- II	<ul style="list-style-type: none"> ● Tech savvy housekeeping practices ● Tech explosion in hospitality (various uses of software) 	CO 2
UNIT-III	<ul style="list-style-type: none"> ● Healthy and Organic Food & Drinks ● Sustainability ● Personalization ● Robots ● Virtual Reality ● Augmented Reality ● Authentic Local Experiences 	CO 3
UNIT- IV	HEALTH & WELLNESS: <ul style="list-style-type: none"> ● World-class health spas ● State-of-the-art fitness centers ● Yoga retreats ● Private saunas ● In-room fitness equipment ● Air purification systems 	CO4

	<p>Generations Y and Z</p> <p>These new generations have different requirements and needs compared to older generations. A respondent said “Older generations think about hotels and car rentals. Younger generations think about Airbnb and Uber.”</p>	
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References :

- Introduction to Hospitality-John R. Walker
- Professional Management of Housekeeping Operations (II Edn.) by Robert J. Martin & Thomas. J.A. Jones. Wiley Publications
- Food science and nutrition by Sunithra Roddy

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	1	2	1	1	1	1	1	1
Co 2	1	2	1	1	1	1	1	1
Co 3	3	2	2	1	2	2	3	1
Co 4	2	1	1	1	1	1	2	2
	1.75	1.75	1.25	1	1.25	1.25	1.75	1.25

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	2	1	1	2
Co 2	1	1	1	1	1
Co 3	3	3	3	3	3
Co 4	2	3	3	2	2
	2.25	2.25	2	1.75	2

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	1	2	1	1	1	1	1	1	3	2	1	1	2
Co 2	1	2	1	1	1	1	1	1	1	1	1	1	1
Co 3	3	2	2	1	2	2	3	1	3	3	3	3	3
Co 4	2	1	1	1	1	1	2	2	2	3	3	2	2
	1.75	1.75	1.25	1	1.25	1.25	1.75	1.25	2.25	2.25	2	1.75	2

AECC-BHMCT-2 ENVIRONMENTAL & ECOLOGICAL PRACTICES IN HOTELS		
Credits –02		
External Marks -32		
Internal Marks -08		
Total Marks -40		
COURSE OBJECTIVES:		
<ul style="list-style-type: none"> - Co 1 Define the meaning, scope & importance of environmental studies in hotel industry. - Co 2 Explain & illustrate the importance of ecology & ecosystems. - Co 3 Solve the problem of environment pollution. - Co 4 Create the awareness about impact of human population on environment. 		
UNIT- I	Environmental studies – meaning – scope – importance	CO 1
UNIT- II	Ecology and Ecosystems, Biodiversity and its Conservation, and Natural resources – meaning of ecology – structure and function of an ecosystem – producers – consumers – decomposers – energy flow in the ecosystem – ecological succession- food chain – food webs and ecological pyramids . Ecosystem – concept– types of ecosystems – structure and functions of forest ecosystem, grass land ecosystem- desert ecosystem, aquatic ecosystem. Biodiversity and its conservation- introduction- definition- genetic, species and ecosystem diversity- value of biodiversity- biodiversity at global, national and local levels- India as a mega- diversity nation- hot- spots of diversity- threats to diversity- conservation of diversity in in- situ, excitu. Natural resources- features- air resources, forest resources, water resources, mineral resources, food resources- energy resources, land resources- over exploitation of natural resources- consequences- conservation of natural resources- role of an individual in conservation of natural resources.	CO 2, CO 3
UNIT-III	Hotel Industry and environment pollution Environmental pollution – soil pollution – air pollution – water pollution – thermal pollution – noise pollution –	CO 2, CO 3

	causes, effect and control measures – Waste management in Hotels – waste minimization through cleaner technologies – reuse and recycling - solid waste management.	
UNIT- IV	Human Population and environment – population growth – variation among nations – population explosion – environment and human health – human rights – value education – women and child welfare.	CO4

REFERENCE BOOKS

1. Misra. S.P and Pandey .S.N. Essential Environmental Studies, Ane Books India,New Delhi.
2. Kiran B. Chokkas and others. Understanding Environment, Sage Publications New Delhi.
3. Arumugam N. and Kumaresan V. Environmental Studies, Saras Publications, Kanyakumari.
4. Benny Joseph. Environmental Studies, Tata McGraw-Hill Publishing Co.Ltd.,New Delhi.

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO1	1	1	1	1	1	1	1	3
CO2	1	2	1	2	1	1	1	3
CO3	1	2	2	2	2	1	1	1
CO4	1	1	1	1	2	1	1	3
	1	1.5	1.25	1.5	1.5	1	1	1.75

MAPPING OF COURSE OBJECTIVE, AND PROGRAM SPECIFIC OBJECTIVE

	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	2	2	2	2	2
Co 2	2	2	2	2	2
Co 3	2	2	2	2	2
Co 4	1	1	1	1	1
	1.75	1.75	1.75	1.75	1.75

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
Co 1	1	1	1	1	1	1	1	3	2	2	2	2	2
Co 2	1	2	1	2	1	1	1	3	2	2	2	2	2
Co 3	1	2	2	2	2	1	1	1	2	2	2	2	2
Co 4	1	1	1	1	2	1	1	3	1	1	1	1	1
	1	1.5	1.25	1.5	1.5	1	1	1.75	1.75	1.75	1.75	1.75	1.75

SEMESTER III

CC-BHMCT-9A INTRODUCTION TO INDIAN COOKING (THEORY)		Credits –04
		External Marks -64
		Internal Marks -16
		Total marks -80
COURSE OBJECTIVES:		
Co 1 : knowledge of Indian cooking to the beginners.		
Co 2 familiarizing with Menu Planning & Purchasing ,Storing & issuing of food		
Co 3 : understand Indian gravies and uses of Dry and Wet masalas used in Indian cuisine.		
Co 4 : knowledge about Indian Food & Safety laws		
UNIT- I	Indian Cooking <ul style="list-style-type: none"> • Introduction to Indian Cuisine, • Heritage of Indian Cuisine, • Factors that affect eating habits in different parts of the country, • Cuisine and its highlights of different states/regions/communities To be discussed: Geographic location, • Historical background, • Seasonal availability, • Special equipment, • Staple diets, • Specialty cuisine for festivals and special occasions 	CO 1
UNIT- 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 	CO 2
UNIT- 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, • Purchasing, Storing Considerations. • Basic Indian Gravies: Introduction, • Gravies and Curries, • Regional Gravies, Gravy Preparations. 	CO 3
UNIT- 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 Vegetable Oil Products (Control) Order, 1947 • The Edible Oils Packaging (Regulation) Order, 1998 	CO4

	<ul style="list-style-type: none">• The Solvent Extracted Oil, De oiled Meal, and Edible Flour (Control) Order, 1967• The Milk and Milk Products Order, 1992• Essential Commodities Act, 1955 (in relation to food).• Bureau of Indian Standards• A Hazard Analysis Critical Control Point (HACCP)	
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TEXT BOOKS:

- 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-BHMCT-9B INTRODUCTION TO INDIAN COOKING (PRACTICAL)

Credits –02

External Marks -32

Internal Marks -08

Total marks -40

COURSE OBJECTIVES:

To impart practical knowledge of preparation of Indian cooking to the beginners, familiarizing with Condiments, Herbs and Spices used in India Cuisine. To be able to cook Indian gravies and uses of Dry and Wet masalas used in Indian cuisine.

1. Understanding Indian Cooking and Preparation of simple popular foods of India (At least one simple three course menu from each region of India , North, East, South, Seat and Central India its salient features and cooking).
2. Condiments, Herbs & Spices in Indian Kitchen – Do’s & Don’t’s
3. Understanding Preparations of Masalas, Pastes and Gravies in Indian Kitchen Preparation of:
 - (i) Makhni Gravy
 - (ii) Green Gravy
 - (iii) White Gravy
 - (iv) Lababdar Gravy
 - (v) Kadhahi Gravy
 - (vi) Achari Gravy
 - (vii) Malai Kofta Gravy
 - (viii) Yakhni Gravy
 - (ix) Yellow Gravy
 - (x) Korma Gravy
4. Familiarization with, commodities and their usage in Indian Kitchens with the help of simple dishes preparations indicating their usage.
5. preparation of various cakes & cake bases

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	1	1	2	1	1	2	3	1
Co 2	1	1	2	1	1	2	3	1
Co 3	1	2	2	1	1	2	3	1
Co 4	1	1	2	1	1	1	3	2
	1.	1.25	2	1	1	1.75	3	1.25

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	3	1	2	2
Co 2	3	2	1	2	1
Co 3	3	3	2	3	3
Co 4	3	3	3	2	2
	3	2.75	1.75	2.25	2

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	1	1	2	1	1	2	3	1	3	3	1	2	2
Co 2	1	1	2	1	1	2	3	1	3	2	1	2	1
Co 3	1	2	2	1	1	2	3	1	3	3	2	3	3
Co 4	1	1	2	1	1	1	3	2	3	3	3	2	2
	1.	1.25	2	1	1	1.75	3	1.25	3	2.75	1.75	2.25	2

CC-BHMCT-10A FOOD & BEVERAGE SERVICE OPERATIONS -III (THEORY)		
Credits –04 External Marks -64 Internal Marks -16 TotalMarks-80		
COURSE OBJECTIVES: Co 1 Creating awareness about how to handle different situation in Restaurant. Co2 Developing an Understanding about buffet management & catering establishment. Co 3 Analyze the various f & b control methods. Co 4 Remember about various budget and their control.		
UNIT- I	Planning of restaurant & food service facilities & Situation handling in food & beverage outlets: Introduction, Planning & Operating various food & beverage Outlets , ancillary areas, Factors-Concept, Menu, Space & Lighting , Colours and Restaurant Design team. Restaurant Problems and Guest Situation Handling (related to food, ambience, hygiene etc.)	CO 1
UNIT- II	Buffet management: Introduction, Types, Equipment's Used, Factors, Space requirements & Checklist, Buffet Presentation, menu planning, staff requirement . Function Catering: Introduction, Types of Function, Function Booking Procedure, Seating Arrangements. Other Catering Operations: Hospital Catering, Industrial & Institutional Catering, Airline & Railway catering, Home Delivery, Take away.	CO 2
UNIT-III	F & B Control: Overview: Introduction, Objectives of F & B Control, Problems in F & B Control, Personnel Management in F & B Control. F&B control cycle & monitoring.	CO 3
UNIT- IV	Budgetary Control:- Introduction, Objectives, Kinds of Budget, Budgetary Control Process, Stages in the preparation of Budgets. Budgeting for F & B Operations.	CO4

	Menu Management- Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue.	
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REFERENCES:

Text book :

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
Hotel & Catering Costing & Budgets, RD. Boardman,Heinemann

**CC-BHMCT-10B FOOD & BEVERAGE SERVICE OPERATIONS -III
(PRACTICAL)**

**Credits –02
External Marks -32
Internal Marks -08
TotalMarks-40**

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

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	3	3	2	1	2	1	2	2
Co 2	3	3	2	1	2	2	3	2
Co 3	2	2	1	1	2	1	3	1
Co 4	2	2	1	1	1	2	2	1
	2.5	2.5	1.5	1	1.75	1.5	2.5	1.5

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	3	2	2	2
Co 2	3	3	1	3	1
Co 3	3	2	1	2	1
Co 4	3	1	1	2	1
	3	2.25	1.25	2.25	1.25

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	3	2	1	2	1	2	2	3	3	2	2	2
Co 2	3	3	2	1	2	2	3	2	3	3	1	3	1
Co 3	2	2	1	1	2	1	3	1	3	2	1	2	1
Co 4	2	2	1	1	1	2	2	1	3	1	1	2	1
	2.5	2.5	1.5	1	1.75	1.5	2.5	1.5	3	2.25	1.25	2.25	1.25

CC-BHMCT-11A FRONT OFFICE OPERATIONS -III (THEORY)		
		Credits –04 External Marks -64 Internal Marks -16 TotalMarks-80
COURSE OBJECTIVES: <ul style="list-style-type: none"> - Co 1: Managing cash and credit control. - Co 2: Assessing the role of front office cashier and night auditor. - Co 3: Validating security functions and dealing with emergencies. - Co 4: Defining budget. 		
UNIT- 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.	CO 1
UNIT- 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.	CO 2
UNIT-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.	CO 3
UNIT- IV	Budgeting: Introduction, types, advantage and	CO 4

	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.	
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SUGGESTED READINGS

Reference books:

- 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.

Text Books:

- 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-BHMCT-11B FRONT OFFICE OPERATIONS -III
(PRACTICAL)**

**Credits –02
External Marks -32
Internal Marks -08
TotalMarks-40**

- Hands on practical of computer application on software, students should be able to:
 - 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 travellers, single woman traveller, differently abled travellers 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.
 - GRE
 - Lobby Manager
 - Bell Captain
 - Bell Boys- luggage handling

Concierge and Car Valet

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8
Co 1	2	3	1	2	2	2	2	1
Co 2	2	1	1	1	1	2	2	1
Co 3	2	3	2	3	2	2	2	3
Co 4	2	3	2	3	1	1	2	2
	2	2.5	1.5	2.25	1.5	1.75	2	1.75

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	2	2	2	3	3
Co 2	3	2	2	3	1
Co 3	1	1	2	3	3
Co 4	2	2	2	3	3
	2	1.75	2	3	2.5

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
Co 1	2	3	1	2	2	2	2	1	2	2	2	3	3
Co 2	2	1	1	1	1	2	2	1	3	2	2	3	1
Co 3	2	3	2	3	2	2	2	3	1	1	2	3	3
Co 4	2	3	2	3	1	1	2	2	2	2	2	3	3
	2	2.5	1.5	2.25	1.5	1.75	2	1.75	2	1.75	2	3	2.5

CC-BHMCT-12A HOUSEKEEPING OPERATIONS -III (THEORY)		
		Credits –04 External Marks -64 Internal Marks -16 TotalMarks-80
COURSE OBJECTIVES: CO1 Gain the knowledge of different types of Linen in hotels. CO2 Remember the advantages of providing staff uniforms. CO3 Acquire the knowledge of laundry section. CO4 Understand the concept of safety and security procedure.		
UNIT- 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, Purchase of Linen, Calculation of Linen requirements, Linen control-procedures and records, Stocktaking-procedures and records Recycling of discarded linen, Linen Hire	CO 1
UNIT- 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	CO 2,
UNIT-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.	CO 3
UNIT- 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.	CO4

REFERENCES:

- 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-BHMCT-12B HOUSEKEEPING OPERATIONS -III
(PRACTICAL)**

**Credits –02
External Marks -32
Internal Marks -08
TotalMarks-40**

- 1 Guest room inspection
- 2 First aid, first aid kit, maintaining records
- 3 Dealing with emergency situation
- 4 Fire safety -firefighting, safety measures, fire drill (demo).
- 5 Guest handling, Guest request, Guest complaints
- 6 Handling room linen, guest supplies maintaining register and record replenishing floor pantry, stock taking, maintaining records
- 7 Stain Removal
- 8 Selection and Designing of Uniforms
- 9 Laundry Machinery and Equipment
- 10 Standard operating procedure- skill oriented task (e.g. cleaning and polishing glass, brass etc)

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Course Objectives (CO):

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	2	2	2	1	2	1	2	1
Co 2	1	1	1	1	1	1	2	1
Co 3	2	2	2	1	2	1	3	2
Co 4	3	2	2	1	1	1	3	3
	2	1.75	1.75	1	1.5	1	2.5	1.75

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	2	2	2	1
Co 2	1	2	2	3	1
Co 3	3	2	1	3	1
Co 4	3	3	2	3	3
	2.5	2.25	1.75	2.75	1.5

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	2	2	2	1	2	1	2	1	3	2	2	2	1
Co 2	1	1	1	1	1	1	2	1	1	2	2	3	1
Co 3	2	2	2	1	2	1	3	2	3	2	1	3	1
Co 4	3	2	2	1	1	1	3	3	3	3	2	3	3
	2	1.75	1.75	1	1.5	1	2.5	1.75	2.5	2.25	1.75	2.75	1.5

DSE-BHMCT-3 HYGIENE & SANITATION IN HOSPITALITY INDUSTRY

Credits –04
External Marks -64
Internal Marks -16
TotalMarks-80

Course Objectives (CO):

Co 1: Creating awareness about Hygiene in catering Industry post Covid-19.

Co 2: Familiarizing the students regarding contaminated food, causes of contamination

Co 3 : Ability To Understand high risk food and Food hygiene regulations.

Co 4: Remember the basic concept Cleaning utensils and waste management

Unit- I	Importance of Hygiene: The place of hygiene in the catering industry; Personal hygiene for staff members in the food production areas and those coming in contact with the guest. Hygiene and Waste Management for Covid-19 WHO Guidelines.	Co 1
Unit- 2	Food Poisoning Food Poisoning, meaning in context of water and food Water and food borne diseases- roots of contamination Moulds, Yeasts, Bacteria, HACCP-Brief Introduction	Co 2
Unit-3	Hygienic food handling: High Risk Foods; Preventing Contamination; Temperatures Control; Storage of food; Food hygiene regulations (FSSAI, Agmark, BIS)	Co 3
Unit- 4	Cleaning Methods Design of premises and equipment in the kitchen Cleaning Agents, Water Detergents, Abrasives, Disinfectants Cleaning Schedules, Pest control, Indoors environment, air, water, waste disposal	Co4

Text Books:

- Food Science And Nutrition – Sunetra Roday
- Essentials Of Food And Nutritions – Swaminathan, M . S
- Nutrition And Dietics – Joshi, S.A

Reference Books:

- The Food We Eat – Warren, C. C
- Nutrition And Diet Therapy – Williams, S.R
- Introductory Nutrition – Guthrie, A. H
- Food Hygiene for Food Handlers – Trickett Jill.

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	1	2	2	1	2	1	2	2
Co 2	1	2	1	1	1	1	1	2
Co 3	1	2	1	1	1	1	1	2
Co 4	1	2	2	1	1	2	1	2
	1	2	1.5	1	1.25	1.25	1.25	2

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	1	1	2	2	2
Co 2	1	1	2	1	1
Co 3	1	1	1	1	1
Co 4	1	1	1	1	2
	1	1	1.5	1.25	1.50

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	1	2	2	1	2	1	2	2	1	1	2	2	2
Co 2	1	2	1	1	1	1	1	2	1	1	2	1	1
Co 3	1	2	1	1	1	1	1	2	1	1	1	1	1
Co 4	1	2	2	1	1	2	1	2	1	1	1	1	2
	1	2	1.5	1	1.25	1.25	1.25	2	1	1	1.5	1.25	1.50

SEC-BHMCT-1 ACCOUNTING SKILLS FOR HOSPITALITY –I		
		Credits –02 External Marks -32 Internal Marks -08 TotalMarks-40
COURSE OBJECTIVES: Co 1 : Knowledge About The Basic Of Accounting , Various Concept And Convention Co 2 : familiarizing with Basic Accounting Procedures Co 3 : Ability to identify different _Subsidiary Books & Special Purpose Books Co 4 : Knowledge of final account		
UNIT- I	Introduction To Accounting & Conceptual Frame Work Of Accounting <ul style="list-style-type: none"> • Meaning & Definition • Various Objective & functions of accounting • Users of Accounting Information • Accounting Cycles • Basic accounting terms • Accounting conventions and concepts. 	CO 1
UNIT- II	BASIC ACCOUNTING PROCEDURES <ul style="list-style-type: none"> • Double entry system of accounting • Types of account & golden rule of accounting • Journals its format and Steps in Journalizing • Preparation of ledger accounts and trail balance. 	CO 2
UNIT-III	Subsidiary Books & Special Purpose Books <ul style="list-style-type: none"> • Meaning & types of Subsidiary Books • Advantage& format of various Subsidiary books • Cash Book – Its types & advantages of Cash book, • Imprest system with special reference to Cash Received Book used in Hotels. 	CO 3
UNIT- IV	FINAL ACCOUNTS: reparation Of Trading Account, Preparation Profit And Loss Account Preparation Balance Sheet Practical Problems On Trading Account, Profit And Loss Account And Balance Sheet With Simple Adjustments	CO4

References :-

- Accounting for Management, S K Bhattacharya, Vikas Publishing House
- Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley & sons
- Comprehensive Accountancy, SA Siddiqui
- A complete Course in Accounting Volume – I, N.D. Kappor
- Double – Entry Book- Keeping, Rc. Chawla & C. Juneja
- Introduction to Accountancy, T.S. Grewal

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	1	2	1	1	1	1	1	1
Co 2	1	2	1	1	1	1	1	1
Co 3	3	2	2	1	2	2	3	1
Co 4	2	1	1	1	1	1	2	2
	1.75	1.75	1.25	1	1.25	1.25	1.75	1.25

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	2	1	1	2
Co 2	1	1	1	1	1
Co 3	3	3	3	3	3
Co 4	2	3	3	2	2
	2.25	2.25	2	1.75	2

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	1	2	1	1	1	1	1	1	3	2	1	1	2
Co 2	1	2	1	1	1	1	1	1	1	1	1	1	1
Co 3	3	2	2	1	2	2	3	1	3	3	3	3	3
Co 4	2	1	1	1	1	1	2	2	2	3	3	2	2
	1.75	1.75	1.25	1	1.25	1.25	1.75	1.25	2.25	2.25	2	1.75	2

SEMESTER IV

SEC-BHMCT-2 FRENCH FOR HOTELS – I		Credits –02 External Marks -32 Internal Marks -08 TotalMarks-40
<p style="text-align: center;">•</p> <p>COURSE OBJECTIVES:</p> <ul style="list-style-type: none"> - Co 1 Identify & use French Alphabet, numbers, time & auxiliary verbs. - Co 2 Read & Recite basic French introduction, fruits, vegetables & 1st group French verbs. - Co 3 Describe places, Use adjectives & 2nd group verbs. - Co 4 Constructs negative sentences & use irregular verbs. 		
UNIT- I	Pronunciation - The Alphabet - The Accents; ‘Formules de politesse’; The numbers: Cardinal – Ordinal; Time (only 24 hr clock); Weights & Measures; The subjective pronouns; Auxiliary verbs : etre and avoir Book lessons – 1 to 4	CO 1
UNIT- 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 definite and indefinite articles Book lessons – 4 to 7	CO 2, CO 3
UNIT-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 to11	CO 2, CO 3
UNIT- 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	CO4

Suggested Readings:

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 Entraenez vous" level debutant
6. Parlez à l'hotel by A. Talukdar
7. A Votre Service 1
8. French for Hotel and Torism Industry by S.Bhattacharya
9. Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO1	3	2	2	1	3	1	3	1
CO2	3	2	2	1	2	1	3	1
CO3	3	2	2	1	2	1	3	1
CO4	3	2	2	1	2	1	3	1
	3	2	2	1	2	1	3	1

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	2	2	2	2	1
Co 2	2	2	2	2	1
Co 3	2	2	2	2	1
Co 4	2	2	2	2	1
	2	2	2	2	1

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
Co 1	3	2	2	1	3	1	3	1	2	2	2	2	1
Co 2	3	2	2	1	2	1	3	1	2	2	2	2	1
Co 3	3	2	2	1	2	1	3	1	2	2	2	2	1
Co 4	3	2	2	1	2	1	3	1	2	2	2	2	1
	3	2	2	1	2	1	3	1	2	2	2	2	1

DSE-BHMCT-4 A1 REGIONAL CUISINES OF INDIA –I (THEORY)		
		Credits –04
		External Marks -64
		Internal Marks -16
		TotalMarks-80
Course Objectives:		
Co 1 : Knowledge About The Cuisines of Kashmir, Himachal & Uttarakhand		
Co 2 : Familiarizing With Punjab ,Haryana, Delhi Cuisine		
Co 3 : Ability To Identify Different Food of Rajasthan & Gujarat		
Co 4 : Knowledge of Maharashtra & Goa Cuisine		
UNIT- 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 Equipments • Staple Diets, Specialties during Festivals and Other Occasions, Community Foods 	CO 1
UNIT- 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 Equipments, • Staple Diets, Specialties during Festivals and Other Occasions, Community Foods 	CO 2
UNIT-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 Equipments • Staple Diets, Specialties during Festivals and Other Occasions, Community Foods 	CO 3

UNIT- 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 Equipments,• Staple Diets, Specialties during Festivals and Other Occasions, Community Foods	CO4
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References:-

- **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**

DSE-BHMCT-4 A2 REGIONAL CUISINES OF INDIA –I (PRACTICAL)

Credits –02

External Marks -32

Internal Marks -08

TotalMarks-04

- Popular Breakfast dishes the states
- Two or more lunch Menus about 3-5 dishes per state.
- Famous desserts of the states
- Famous regional dishes of states
- Preparation of various breads & bun
- Note: For focused inputs Regional Theme Lunches/ Festivals may be organized as a part of activity based learning.

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	1	1	2	1	1	2	3	1
Co 2	1	1	2	1	1	2	3	1
Co 3	1	2	2	1	1	2	3	1
Co 4	1	1	2	1	1	1	3	2
	1.	1.25	2	1	1	1.75	3	1.25

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	3	1	2	2
Co 2	3	2	1	2	1
Co 3	3	3	2	3	3
Co 4	3	3	3	2	2
	3	2.75	1.75	2.25	2

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	1	1	2	1	1	2	3	1	3	3	1	2	2
Co 2	1	1	2	1	1	2	3	1	3	2	1	2	1
Co 3	1	2	2	1	1	2	3	1	3	3	2	3	3
Co 4	1	1	2	1	1	1	3	2	3	3	3	2	2
	1.	1.25	2	1	1	1.75	3	1.25	3	2.75	1.75	2.25	2

<p>DSE-BHMCT-4 B1 FOOD & BEVERAGE SERVICE MANAGEMENT - I (THEORY)</p> <p style="text-align: right;">Credits –04 External Marks -64 Internal Marks -16 TotalMarks-80</p>		
<p>COURSE OBJECTIVES:</p> <ul style="list-style-type: none"> - Co 1 Gain Knowledge of Bar, bar menu, & bar licenses. - Co 2 Understanding about wines, wines service and their storage. - Co 3 Creating awareness about beers, their production & other fermented alcoholic beverages. - Co 4 Remember the concept various Distilled Alcoholic Beverages & cocktails. 		
UNIT- I	<p>Basics of Bar:</p> <p>Introduction to bar, bar types, Layout of bar area & bar counter, bar stocks maintenance, Equipment’s Used in bar , bar Licenses, Staffing, job description, job specification, understanding Bar Menus.</p>	CO 1
UNIT- II	<p>Alcoholic Beverages:</p> <p>Wines – Introduction, Classification, Brief Description & manufacturing process, Major Indian and International Brands. glasses and equipment, Storage and service of wine</p>	CO 2,
UNIT-III	<p>Beers:</p> <p>Introduction, Ingredients Used, Production, Types And brands, Indian and International. Services, bottled, canned And drought beers.</p> <p>Other Fermented & Brewed Beverages: Sake, Cider, Perry.</p> <p>Tobacco: Types, Production, Brands & Service – Indian and International</p>	CO 3
UNIT- IV	<p>Distilled Alcoholic Beverages: Introduction to Spirits (Whisky, Brandy, Rum, Vodka, Gin & Tequila),</p> <p>Spirits- Types, Production, Brands Indian and International & Service,</p>	CO4

	Introduction & history of Cocktails, Types & Preparation, Classic Cocktails recipes.	
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REFERENCES:

Text book :

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

Reference book :

<p>DSE-BHMCT-4 B2 FOOD & BEVERAGE SERVICE MANAGEMENT - I (PRACTICAL)</p>	<p>Credits –02 External Marks -32 Internal Marks -08 TotalMarks-40</p>
<p>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</p>	

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	2	3	2	1	2	2	3	1
Co 2	2	2	2	1	2	1	3	1
Co 3	3	2	1	1	2	1	3	1
Co 4	3	1	2	1	2	2	3	2
	2.5	2	1.75	1	2	1.5	3	1.25

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	3	1	2	2
Co 2	3	3	1	2	1
Co 3	3	3	1	2	2
Co 4	3	3	1	2	2
	3	3	1	2	1.75

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	2	3	2	1	2	2	3	1	3	3	1	2	2
Co 2	2	2	2	1	2	1	3	1	3	3	1	2	1
Co 3	3	2	1	1	2	1	3	1	3	3	1	2	2
Co 4	3	1	2	1	2	2	3	2	3	3	1	2	2
	2.5	2	1.75	1	2	1.5	3	1.25	3	3	1	2	1.75

DSE-BHMCT-4 C1 ACCOMMODATION MANAGEMENT- I (THEORY)		
		Credits –04
		External Marks -64
		Internal Marks -16
		TotalMarks-80
COURSE OBJECTIVES:		
<p>Co 1: Creating awareness about accommodation sector and hotel chains. Co 2: Developing an understanding of guest accommodation and changing trends in housekeeping. Co3: Remember the basic concept of horticulture/flower arrangement/pest control and waste management. Co 4: Creating basic understanding of housekeeping personnel management.</p>		
UNIT- I	<p>Accommodation Sector: - Introduction, Concept, and its need, various types of accommodation. Organization Structure of Hotels; Origin, growth and development of Hotel Sector in India (ITC, The Taj Group, The Oberoi Group), Foreign Hotel Chains in India – Hilton, Marriott, Hyatt</p>	CO 1
UNIT- II	<p>The Guest Accommodation: Guestrooms name list patters, layout, salient features, amenities, supplies and service, bathroom layout and supplies, floor pantries layout and description. Changing trends in Housekeeping: Introduction, Hygiene and sanitation, eco-friendly practices, outsourcing, IT-savvy housekeeping</p>	CO 2
UNIT-III	<p>Horticulture and Flower Arrangement:Introduction and essential components of horticulture, flower arrangement in hotel, designing flower arrangement. Pest control and Waste Management: type of pest, pest control, threshold level, integrated pest management, waste management, collection, segregation and disposal of waste, recycling, biogas plants.</p>	CO 3
UNIT- IV	<p>Managing housekeeping personnel: Introduction, documents for personnel management, determining staff strength, recruitment, selection, hiring, scheduling, performance appraisal, employee welfare and discipline.</p>	CO 4

SUGGESTED READINGS

Reference books:

- Deshmukh, S. (2011). *Hotel Maintenance: Security, Safety & First Aid*. Naman Publisher & Distributors.
- Gonda, M. C. (2015). *Handbook of Attire & Grooming*. Embassy Books; First edition.
- Kittredge, M. H. (2017). *Housekeeping Notes; How to Furnish and Keep House in a Tenement Flat. A Series of Lessons Prepared for Use in the Association of Practical Housekeeping*. Leopold Classic Library.
- McCrie, R. (2006). *Security Operations Management*. Butterworth-Heinemann.
- Schneider, M., Tucker, G., & Scoviak-Lerner, M. (1999). *The professional housekeeper*. New York: J. Wiley.
- Singh, R. K. (2007). *Safety and Security in Hotels and Restaurants*. Aman Publications.

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.
- Bhakta, A. (2011). *Professional Hotel Front Office Management*. McGraw Hill Education.
- 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.

DSE-BHMCT-4 C1 ACCOMMODATION MANAGEMENT- I (PRACTICAL)

Credits –02

External Marks -32

Internal Marks -08

TotalMarks-40

- 1 Guest room inspection
- 2 Understanding different checklist and records.
- 3 Understanding Personal Hygiene Grooming Standards
4. Understanding layout and structure of housekeeping.
5. Cleaning of various public and back areas.
6. Familiarization with equipment and tools
7. DO'S and Don'ts for new entrants/employees in the front office
8. Hotel terminology.
9. Guest handling, Guest request, Guest complaints
10. Standard operating procedure- skill oriented task (e.g. cleaning and polishing glass, brass etc)

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	2	2	2	1	2	1	2	2
Co 2	3	2	1	1	1	1	3	2
Co 3	3	2	1	1	1	1	3	2
Co 4	3	2	2	1	1	2	3	2
	2.75	2	1.5	1	1.25	1.25	2.75	2

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	3	2	2	2
Co 2	3	3	2	3	1
Co 3	3	3	1	3	2
Co 4	3	3	1	3	2
	3	3	1.5	2.75	1.75

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	2	2	2	1	2	1	2	2	3	3	2	2	2
Co 2	3	2	1	1	1	1	3	2	3	3	2	3	1
Co 3	3	2	1	1	1	1	3	2	3	3	1	3	2
Co 4	3	2	2	1	1	2	3	2	3	3	1	3	2
	2.75	2	1.5	1	1.25	1.25	2.75	2	3	3	1.5	2.75	1.75

DSE-BHMCT- 5A RESEARCHING IN HOSPITALITY & TOURISM MANAGEMENT		
Credits –04 External Marks -64 Internal Marks -16 TotalMarks-80		
COURSE OBJECTIVES:		
<ul style="list-style-type: none"> - Co 1 Define the meaning, scope & importance of research methodology in hotel industry. - Co 2 Explain sampling design & able to classify data collection method. - Co 3 Prepare tabulation & compute data. - Co 4 Organize various steps report writing. 		
UNIT- I	Introduction to Research Methodology: Meaning, definition, characteristics and types of research, Methodology of research, formulation of research problem Research Design: Meaning, characteristics of research design, steps in research design. Concept of Hypothesis	CO 1
UNIT- II	Sampling Design and Data Collection: Meaning of sampling, aims in selection a sample, Types of sample design. Data collection –Meaning, types of data, methods of collecting primary data-observation, interview and questionnaire, Sources of secondary data.	CO 2, CO 3
UNIT-III	Processing and Analysis of data: Editing, Coding, Classification and tabulation, Graphical presentation of Data-Bar-chart, pie-chart and curves Interpretation of Data meaning, methods of data analysis	CO 2, CO 3
UNIT- IV	Report Writing: Meaning, types and steps involved in writing report, layout of the research report, mechanics of writing a research report, challenges of a good writing	CO4

Suggested Readings

1. Kumar Ranjit: Research Methodology: A Step by Step Guide for Beginners, Sage Publication, 2014.
2. Kothari C.R.: Research Methodology, New Age International, 2011.
3. Shajahan S.: Research Methods for Management, 2004.

4. Mustafa A.: Research Methodology, 2010.
5. Thanulingom N : Research Methodology, Himalaya Publishing
6. C. Rajendar Kumar : Research Methodology , APH Publishing
7. Gupta Hitesh and Gupta S. L.: Research Methodology, International Book House, 2011.
8. J. R. Brent Ritchie, Charles R. Goeldner : Travel, Tourism, and Hospitality Research: A Handbook for Managers and Researchers, Wiley Publishers
9. Peter Mason: Researching Tourism, Leisure and Hospitality for your Dissertation; Good Fellow Publishers Ltd, UK

Mapping

CO- PO

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO1	1	2	2	1	2	3	3	1
CO2	1	2	2	1	1	3	3	1
CO3	1	2	2	1	1	3	3	1
CO4	3	2	2	1	1	3	3	1
	1.5	2	2	1	1	3	3	1

CO- PSO

	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	1	2	2	2	1
Co 2	1	1	2	2	1
Co 3	1	2	2	2	1
Co 4	1	2	2	2	1
	1	2	2	2	1

CO –PO- PSO

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
Co 1	1	2	2	1	2	3	3	1	1	2	2	2	1
Co 2	1	2	2	1	1	3	3	1	1	1	2	2	1
Co 3	1	2	2	1	1	3	3	1	1	2	2	2	1
Co 4	3	2	2	1	1	3	3	1	1	2	2	2	1
	1.5	2	2	1	1	3	3	1	1	2	2	2	1

DSE- BHMCT-5B RETAIL MANAGEMENT (THEORY)		
		Credits –04
		External Marks -64
		Internal Marks -16
		TotalMarks-80
COURSE OBJECTIVES:		
<ul style="list-style-type: none"> - Co 1 Define the scope & importance of retailing. - Co 2 Explain & illustrate various retail models. - Co 3 Point out merchandise planning. - Co 4 Create the awareness in retail management information system. 		
UNIT- I	The Business of Retail Retailing- Definition, Concept Importance, Functions of a retailer, Relationship between retail and Marketing, Retail as a career. Retail in India- Evolution, changes in the retail sector, The Wheel of Retailing, The Accordion, The Retail Life Cycle, Emerging Trends in Retailing, Retail Scenario in India, Retail Competition, Retail Formats.	CO 1
UNIT- II	Retail Models and Theories of Retail Development Theories of retail development, concept of life cycle in retails, Business models in retails, Airport Retailing, Services retailing. Information Gathering in Retailing, Retail Strategic Planning and Operation Management, Retail Financial Strategy, Target Market Selection and Retail Location, Store Design and Layout, Visual Merchandising and Displays.	CO 2, CO 3
UNIT-III	Merchandise Planning, Buying and Handling, Merchandise Pricing, Retail Communication Mix, Promotional Strategy, Retail Human Resources Management, Customer Service, The GAPs Model, Customer Relationship Management.	CO 2, CO 3
UNIT- IV	Retail Operating Skills Pre-Check, Opening the Sale, Probing, Demonstration, Trial, Close Handling Objections, Closing, Confirmations & Invitations. Retail Management Information Systems, Retail Audits, Online Retailing, Global Retailing, Legal and Ethical Issues in Retailing. A visit to retail mart by students.	CO4

SUGGESTED READINGS:

1. Levy IM. And Weitz B.A (2004), Retailing Management, 5th ed., Tata McGraw Hill.

2. Berman B. Evans J. R. (2004), Retail Management, 9th Edition, Pearson Education.
3. Bajaj C; Tuli R., Srivanstava N.V. (2005), Retail Management, Oxford University Press, Delhi.
4. Dunne P.M, Lusch R.F. and David A. (2002), Retailing, 4th ed., South-Western, Thomson Learning Inc.
5. Pradhan, Swapna; Retailing Management; Tata McGraw Hill; New Delhi

Mapping

CO- PO

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO1	2	2	2	1	2	1	2	1
CO2	1	2	2	1	2	1	2	1
CO3	1	2	2	1	2	1	2	1
CO4	1	2	2	1	2	2	2	1
	1.25	2	2	1	2	1.25	2	1

CO- PSO

	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	2	2	2	2	2
Co 2	1	2	2	2	1
Co 3	1	2	2	2	2
Co 4	1	2	2	2	1
	1.25	2	2	2	1.5

CO –PO- PSO

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
Co 1	2	2	2	1	2	1	2	1	2	2	2	2	2
Co 2	1	2	2	1	2	1	2	1	1	2	2	2	1
Co 3	1	2	2	1	2	1	2	1	1	2	2	2	2
Co 4	1	2	2	1	2	2	2	1	1	2	2	2	1
	1.25	2	2	1	2	1.25	2	1	1.25	2	2	2	1.5

DSE-BHMCT-6A Hospitality Laws		
		Credits –04
		External Marks -64
		Internal Marks -16
		TotalMarks-80
COURSE OBJECTIVES:		
Co 1 Understanding about the catering establishment act & legal requirement while doing hotel business.		
Co 2 knowledge about business contract & different licenses.		
Co 3 Remember about different laws like labor laws, hospitality laws s& public health laws.		
Co 4 Familiar with different liquor policy.		
UNIT- I	Introduction to Indian Hospitality & Related Laws in India: - Introduction, Legal Perspectives, Key Issues, The legalrequirements Prior and at the time of doing Hotel Business. Catering Establishment Act, 1958	CO 1
UNIT- II	Laws Related to Hotel Operations in India: Doing Hotel Business in India, Business Contracts, Hotel Licenses and Regulations, Hotel Insurance Role of professional bodies like FHRAI & Hotel Association of India (HAI) in regulating the affairs of the hotel industry	CO 2,
UNIT-III	Laws Related to Employees, Guests, Public Health Safety: Introduction and Overview of Labour Laws, Hospitality Laws, Public Health and EnvironmentalLaws	CO 3
UNIT- IV	Laws Related to Food & Beverage Services: Food Legislation and LiquorLicensing The Liquor Policy in Haryana & Delhi	CO4

REFERENCES:

Text book :

- Hotel Law by Amitabh Devendra , Oxford University Press
- Hotel & Tourism Laws by Jagmohan Negi

Reference book :

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	2	2	2	1	2	2	1	1
Co 2	3	2	1	1	1	1	3	1
Co 3	2	2	1	1	1	1	2	1
Co 4	3	2	2	1	1	2	3	1
	2.5	2	1.5	1	1.25	1.5	2.25	1

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	2	2	2	2
Co 2	2	3	2	3	1
Co 3	3	2	1	3	2
Co 4	2	3	1	2	2
	2.5	2.5	1.5	2.5	1.75

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	2	2	2	1	2	2	1	1	3	2	2	2	2
Co 2	3	2	1	1	1	1	3	1	2	3	2	3	1
Co 3	2	2	1	1	1	1	2	1	3	2	1	3	2
Co 4	3	2	2	1	1	2	3	1	2	3	1	2	2
	2.5	2	1.5	1	1.25	1.5	2.25	1	2.5	2.5	1.5	2.5	1.75

DSE-BHMCT-6B Nutrition And Principles Of Food Sciences –11		Credits –04 External Marks -64 Internal Marks -16 TotalMarks-80
Course Objectives:		
Co 1 : Prepare Students To Fully Understand Food Nutrients And Nutrition		
Co 2 : Familiarizing The Students To Understand Importance Of Healthy Diet.		
Co 3 : Ability To Understand Food Composition		
Co 4 : Knowledge Of Various Techniques To Improve Nutritional Quality		
Unit- I	Food And Nutrition <ul style="list-style-type: none"> • Food – Definition, Classification And Functions • Nutrition – Introduction, Optimum And Malnutrition • Nutrients – Classification And Functions • Carbohydrate, Lipid, Protein, Vitamins And Minerals 	Co 1
Unit- 2	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 • Low And High Proteins Diet, Low Fat Diets 	Co 2
Unit-3	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 	Co 3

Unit- 4	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 	Co4
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Text Books:

- Food Science And Nutrition – Sunetra Roday
- Essentials Of Food And Nutritions – Swaminathan, M . S
- Nutrition And Dietics – Joshi, S.A

Reference Books:

- **The Food We Eat – Warren, C. C**
- **Nutrition And Diet Therapy – Williams, S.R**
- **Introductory Nutrition – Guthrie, A. H**

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	1	2	2	1	2	1	2	2
Co 2	1	2	1	1	1	1	1	2
Co 3	1	2	1	1	1	1	1	2
Co 4	1	2	2	1	1	2	1	2
	1	2	1.5	1	1.25	1.25	1.25	2

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	1	1	2	2	2
Co 2	1	1	2	1	1
Co 3	1	1	1	1	1
Co 4	1	1	1	1	2
	1	1	1.5	1.25	1.50

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	1	2	2	1	2	1	2	2	1	1	2	2	2
Co 2	1	2	1	1	1	1	1	2	1	1	2	1	1
Co 3	1	2	1	1	1	1	1	2	1	1	1	1	1
Co 4	1	2	2	1	1	2	1	2	1	1	1	1	2
	1	2	1.5	1	1.25	1.25	1.25	2	1	1	1.5	1.25	1.50

DSE-BHMCT-6C MOOC (OPEN CHOICE)

Credits -04
TotalMarks-80

As suggested by University

SEMESTER V

6 Months Hotel Industrial Training
(Duration of exposure : 20 – 22 weeks)

INDUSTRIAL EXPOSURE (SEMESTER – III)

Duration of Exposure: 20-22 weeks

Leave Formalities:

A weekly off and festivals and national holidays given by the hotel 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 120 working days (20 weeks x 06 days =120 days). Students who are unable to complete a minimum of 90 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 90 days of industrial exposure but are unable to complete minimum 120 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' industrial training and results. The training in III semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property. Prior written approval needs to be taken from the programme coordinator/ Convenor/ H.O.D for Industrial exposure from parent Institute.

Training Schedule:

III Semester

Housekeeping & Front Office: 6 weeks; Food and Beverage Service: 6 weeks Food Production: 6 weeks; others (In the areas of Interest) Floating weeks may be availed Total weeks: 20-22 weeks. The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade. It may please be noted that for this semester the number of credits assigned is 20. Being practical oriented the number of hours input per week comes as 40 hours per week.

Academic Credits for training shall be based on following

Log books and attendance, Appraisals, Report and presentation, as applicable All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report in all four departments in III semester on completion of training in that respective department. A PowerPoint presentation (based on the report) should be made. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed. (*Refer to What to Observe Sheets for more details.*)

The Training Report will be submitted in the form specified as under:

- a) The typing should be done on both sides of the paper (instead of single side printing)
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing.
- d) The paper should be A-4 size.
- e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook.;
2. Appraisal;
3. A copy of the training certificate.
4. IT Report in all four Departments.
5. Power Point presentation on a CD, based on the training report.
6. Attendance sheet.
7. Leave card.

For distribution of marks refer to details on Course structure/ Credit Distribution During the tenure of Industrial Exposure, apart from carrying out the assigned jobs, The learners are suggested to make the following observations in the departments of internship:

Food Production Operations Industry Exposure -I

Practical: 6 Credits, Total Hours = 180

WHAT TO OBSERVE

Food Production

1. Area & Layout of the Kitchen
2. Study of Standard Recipes
3. Indenting, Receiving & Storing
4. Preparing of batters, marinations and seasonings
5. All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)
6. Daily procedure of handover from shift to shift
7. Recipes and methods of preparation of all sauces
8. Quantities of preparation, weekly preparations and time scheduling
9. Stock preparation and cooking time involved
10. Cutting of all garnishes
11. Temperatures and proper usage of all equipment
12. Plate presentations for all room service and a la cart orders
13. Cleaning and proper upkeep of hot range
14. Cleanliness and proper upkeep of the kitchen area and all equipment
15. Yield of fresh juice from sweet lime / oranges
16. Storage of different mise-en-place – (Raw, Semi-Processed)
17. Bulk preparations
18. Finishing of buffet dishes
19. Recipes of at least 10 fast moving dishes
20. Mise-en-place for: A la Carte Kitchen & Banquet Kitchen
21. Rechauffe/ Leftover Cooking

Food and Beverage Service Operations Industry Exposure -I

Practical: 6 Credits, Total Hours = 180

Food & Beverage Service

BANQUETS

1. What is banqueting – the need to have banquet facilities, scope purpose, menus and price structures
2. Types of banquet layouts
3. Types of banquet equipment, furniture and fixtures
4. Types of menus and promotional material maintained
5. Types of functions and services
6. To study staffing i.e. number of service personnel required for various functions.
7. Safety practices built into departmental working
8. Cost control by reducing breakage, spoilage and pilferage
9. To study different promotional ideas carried out to maximize business
10. Types of chaffing dish used- their different makes sizes
11. Par stock maintained (glasses, cutlery, crockery etc)
12. Store room – stacking and functioning

RESTAURANTS

1. Taking orders, placing orders, service and clearing
2. Taking handover form the previous shift
3. Laying covers, preparation of mise-en-place and arrangement and setting up of station
4. Par stocks maintained at each side station
5. Functions performed while holding a station
6. Method and procedure of taking a guest order
7. Service of wines, champagnes and especially food items
8. Service equipment used and its maintenance
9. Coordination with housekeeping for soil linen exchange
10. Physical inventory monthly of crockery, cutlery, linen etc.
11. Equipment, furniture and fixtures used in the restaurant and their use and maintenance
12. Method of folding napkins

13. Note proprietary sauces, cutlery, crockery and the timely pickup

BAR

1. Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles
2. Types of glasses used in bar service and types of drinks served in each glass
3. Liaison with f & b controls for daily inventory
4. Spoilage and breakage procedures
5. Handling of empty bottles
6. Requisitioning procedures
7. Recipes of different cocktails and mixed drinks
8. Provisions of different types of garnish with different drinks
9. Dry days and handling of customers during the same
10. Handling of complimentary drinks
11. Bar cleaning and closing
12. Guest relations and managing of drunk guests
13. Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens
14. Types of garnishes and service accessories maintained, and preparation of the same before the bar opens
15. To know the different brands of imported and local alcoholic and non-alcoholic beverages
16. Bar salesmanship
17. KOT/BOT control
18. Coordination with kitchen for warm snacks
19. Using of draught beer machine
20. Innovative drink made by the bar tender

ROOM SERVICE/INROOM DINNING

1. Identifying Room Service Equipment

2. Importance of Menu Knowledge for Order-taking (RSOT functions/procedures)
3. Food Pickup Procedure
4. Room service Layout Knowledge
5. Laying of trays for various orders
6. Pantry Elevator Operations
7. Clearance Procedure in Dishwashing area
8. Room service Inventories and store requisitions
9. Floor Plan of the guest floors
10. Serving Food and Beverages in rooms
11. Operating dispense Bars

Accommodation and Front Office Operations Industry Exposure -I

Practical: 6 Credits, Total Hours = 180

WHAT TO OBSERVE

ACCOMMODATION OPERATIONS

ROOMS

1. Number of rooms cleaned in a shift
2. Time taken in making bed
3. Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used
4. Observe all guest supplies kept in guestroom bathroom. Understand the procedure for procurement and replenishment of guest supplies.
5. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guest facilities e.g. telephone, channel music, A/C , T.V.etc
6. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency
7. Observe how woodwork, brass work are kept spotlessly clean and polished
8. Observe procedure for handling soiled linen & Procurement of fresh linen
9. Observe the procedure for Freshen up and Turn down service
10. Observe room layout, color themes and furnishings used in various categories and types
11. Carpet brushing and vacuum cleaning procedure

12. Windowpanes and glass cleaning procedure and frequency
13. Observe maintenance of cleaning procedure and frequency
14. Understand policy and procedure for day-to-day cleaning
15. Observe methods of stain removal
16. Understand the room attendant's checklist and other formats used
17. Observe handling of guest laundry & other service (like shoe shine etc.)

THE CONTROL DESK

1. Maintenance of Log Book
2. Understand the functions in different shifts
3. Observe the coordination with other departments
4. Observe the area & span of control
5. Observe the handing of work during peak hours
6. Observe the formats used by department and study various records maintained

PUBLIC AREA

1. Observe the duty and staff allocation, scheduling of work and daily briefing
2. What to look for while inspecting and checking Public Area
3. Importance of Banquets function prospectus
4. Observes tasks carried out by the carpet crew, window cleaners and polishers
5. Note Maintenance Order procedure
6. Study the fire prevention and safety systems built into the department
7. Observe coordination with Lobby Manager, Security and other departments
8. Observe the pest control procedure and its frequency
9. Study the equipment and operating supplies used the procedure for its procurement
10. Observe Policy and procedures followed for various cleaning

WHAT TO OBSERVE

Front Office

1. Greeting, meeting & escorting the guest
2. Total capacity and tariffs of the rooms
3. Location and role of status board, different types of status's maintained
4. Special rates and discounts applicable to groups, business houses, airlines, VIP's etc.

5. Identification of kind, mode and type of reservation
6. Filing systems and follow-up on reservations
7. Types of plans and packages on offer
8. Forms and formats used in the department
9. Meaning of guaranteed, confirmed and waitlisted reservations
10. Reports taken out in the reservations department
11. Procedure of taking a reservation
12. Group reservations, discounts and correspondence
13. How to receive and room a guest
14. Room blockings
15. Size, situations and general colour schemes of rooms and suites
16. Discounts available to travel agents, tour operators, FHRAI members etc
17. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones
18. Guest registration, types of guest folios, arrival slips, c-forms and their purpose
19. How to take check-ins and check-outs on the computer
20. Various reports prepared by reception
21. Key check policy
22. Mail & message handling procedures
23. Percentage of no-shows to calculate safe over booking
24. Group and crew rooming, pre-preparation and procedures
25. Scanty baggage policy
26. Handlin of room changes / rate amendments/ date amendments/ joiners/ one person departure/ allowances/ paid outs and all formats accompanying them
27. Requisitioning of operating supplies
28. Handling of special situations pertaining to guest grievance, requests etc
29. BELL DISK / CONCIERGE FUNCTIONS: luggage handling during check-in & check-out, left luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.
30. TRAVEL DESK: coordination, booking, transfers etc.

Personality Skills for Hospitality – Learning from Industry

Practical: 2 Credits

Total Hours =60

WHAT TO OBSERVE

(a) Personality Enrichment

Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language,
Art of good Conversation, Art of Intelligent Listening

(b) Etiquettes & Manners

Social & Business Dining Etiquettes, Social & Travel Etiquettes

(c) Personality Development Strategies

Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking,
importance and art of ‘Small Talk’ before serious business

(d) Interpersonal Skills

Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc
at work place

(e) Group Discussion

Team Behaviour, how to effectively conduct yourself during GD, do’s and don’ts, clarity of
thoughts and its expression

(f) Telephone conversation

Thumb rules, voice modulation, tone, do’s & don’ts, manners and accent

(g) Presentation

Presentation skills, seminars skills role – plays

(h) Electronic Communication Techniques: E mail, Fax,

SEMESTER VI

SEC-BHMCT-4: FRENCH FOR HOTELS– II		Credits –02
		External Marks -32
		Internal Marks -08
		TotalMarks-40
COURSE OBJECTIVES:		
<ul style="list-style-type: none"> - Co 1 Use French terminology & possessive adjective. - Co 2 Read & Recite basic conversation in French related to kitchen & restaurant. - Co 3 Describe wines and cheese in French. - Co 4 Write and explain French Classical Menu. 		
UNIT- I	Restaurant Brigade; Hotplate language and terminology; Name of herbs and spices; Plural of Nouns; Possessive adjectives; Conversation basic: Introducing each other, Short Guest Interactions. Book lessons – 1 to 14 (Revision of previous)	CO 1
UNIT- II	Kitchen Brigade; Name of Meat, Poultry and Game; Conjugation of irregular verbs : partir, faire, prendre, sortir, voir, vouloir, pouvoir; The interrogation with <est-ce que, qu'est-ce que et qui est-ce> ; Conversation basic : In the restaurant (how to place/take order, billing etc.) Book lessons – 15 to 17	CO 2, CO 3
UNIT-III	Name of French wines , French cheese and seasonings ; Reading a wine lable ; The recent past tense ; The immediate future tense ; Conversation basic: hotel room reservation (to make/cancel the reservation) Book lessons – 18 to20	CO 2, CO 3
UNIT- IV	The French Classical Menu with classic - examples of each course; Hot plate language and terminology; Interrogation; Conversation basic: Making/Cancelling a reservation (in train/on flight) (Oral) Role-playing of different situations Understanding questions Conversation Picture composition	CO4

	Book lessons – 20 to 22	
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Suggested Readings:

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'hotel by A. Talukdar
7. A Votre Service 1
8. French for Hotel and Torism Industry by S.Bhattacharya
8. Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav

Mapping

CO- PO

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO1	3	2	2	1	3	1	3	1
CO2	3	2	2	1	2	1	3	1
CO3	3	2	2	1	2	1	3	1
CO4	3	2	2	1	2	1	3	1
	3	2	2	1	2	1	3	1

CO- PSO

	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	2	2	2	2	1
Co 2	2	2	2	2	1
Co 3	2	2	2	2	1
Co 4	2	2	2	2	1
	2	2	2	2	1

CO –PO- PSO

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
Co 1	3	2	2	1	3	1	3	1	2	2	2	2	1
Co 2	3	2	2	1	2	1	3	1	2	2	2	2	1
Co 3	3	2	2	1	2	1	3	1	2	2	2	2	1
Co 4	3	2	2	1	2	1	3	1	2	2	2	2	1

	3	2	2	1	2	1	3	1	2	2	2	2	1
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DSE-BHMCT-7 A1 REGIONAL CUISINES OF INDIA –II (THEORY)

Credits –04

External Marks -64

Internal Marks -16

TotalMarks-80

COURSE OBJECTIVES:

Co 1 : Knowledge About The Cuisines Of Andhra Pradesh, Tamil Nadu & Kerala

Co 2 : Familiarizing With Awadhi, Bengal & Odisha cuisines

Co 3 : Ability To Identify Different Indian Sweets & Desserts

Co 4 : Knowledge about the Food Of India

UNIT- I	<p>Cuisines of Andhra Pradesh, Tamil Nadu & Kerala:</p> <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 	CO 1
UNIT- II	<p>Cuisines of Awadhi, Bengal & Odisha:</p> <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 	CO 2

UNIT-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	CO 3
UNIT-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	CO4

References:

- A Taste of India By Madhur Jafferey - John Wiley & Sons
- The Essential Kerala Cookbook Paperback by Vijayan Kannampill
- Practical Cookery By Kinton & Cessarani
- Flavours of the Spice Coast – K M Mathew
- Theory of Catering by Kinton & Cessarani

DSE-BHMCT-7 A2 REGIONAL CUISINES OF INDIA –II (THEORY)

Credits –02
External Marks -32
Internal Marks -08
TotalMarks-40

Popular Breakfast Dishes

Two or more lunch Menus about 3-5 dishes per state.

Famous desserts of the states

Preparation of various pizza , mousse ,tart and other desserts

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

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	1	1	2	1	1	2	3	1
Co 2	1	1	2	1	1	2	3	1
Co 3	1	2	2	1	1	2	3	1
Co 4	1	1	2	1	1	1	3	2
	1.	1.25	2	1	1	1.75	3	1.25

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	3	1	2	2
Co 2	3	2	1	2	1
Co 3	3	3	2	3	3
Co 4	3	3	3	2	2
	3	2.75	1.75	2.25	2

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	1	1	2	1	1	2	3	1	3	3	1	2	2
Co 2	1	1	2	1	1	2	3	1	3	2	1	2	1
Co 3	1	2	2	1	1	2	3	1	3	3	2	3	3
Co 4	1	1	2	1	1	1	3	2	3	3	3	2	2
	1.	1.25	2	1	1	1.75	3	1.25	3	2.75	1.75	2.25	2

<p>DSE-BHMCT-7 B1 FOOD & BEVERAGE SERVICE MANAGEMENT -II (THEORY) Credits –04 External Marks -64 Internal Marks -16 TotalMarks-80</p>		
<p>COURSE OBJECTIVES:</p> <ul style="list-style-type: none"> - Co 1 Create awareness about food & beverage management - Co 2 Understanding about Liqueurs & mixed drinks. - Co 3 Develop knowledge about different regions of wine. - Co 4 Learn about bar management. 		
UNIT- I	<p>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.</p>	CO 1
UNIT- II	<p>Liqueurs & Mixed drinks- Liqueurs: Types, Production, Brands & Service -Indian and International. introduction to other alcoholic beverages- Absinthe, Ouza Aquavit, Silvovitz, Arrack, Feni, Grappa, Calvados Etc.</p>	CO 2,
UNIT-III	<p>Wines Principal wine regions and wines of France, Germany, Italy, Spain. Portugal, USA, Australia; New World Wines (brand names) India, Chile, South Africa, Algeria, New Zealand, Food & Wine Harmony, Storage of wines, Wine terminology (English &French)</p>	CO 3
UNIT- IV	<p>Bar Management: Introduction, Purchasing, Storing, Receiving, Issuing; Controlling, Employee Management, Art of Mixology, Planning for Profits, Yesterday & Today, Creating and Maintaining a Bar</p>	CO4

	Business, Legal Aspects.	
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REFERENCES:

Text book .

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.

Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S.Negi

DSE-BHMCT-7 B2 FOOD & BEVERAGE SERVICE MANAGEMENT -II (THEORY)

Credits –02

External Marks -32

Internal Marks -08

TotalMarks-40

- Service of Wines & Bar Menus
- Reading Wine Labels,
- Cocktail parties
- Role Plays & Situation handling in Bar

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	2	2	2	1	2	1	2	2
Co 2	3	2	1	1	1	1	3	1
Co 3	2	2	1	1	1	1	3	1
Co 4	3	2	2	1	1	2	3	1
	2.5	2	1.5	1	1.25	1.25	2.75	1.25

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	2	1	2	2
Co 2	3	3	1	2	1
Co 3	3	2	1	2	2
Co 4	3	2	1	3	2
	3	2.25	1	2.25	1.75

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	2	2	2	1	2	1	2	2	3	2	1	2	2
Co 2	3	2	1	1	1	1	3	1	3	3	1	2	1
Co 3	2	2	1	1	1	1	3	1	3	2	1	2	2
Co 4	3	2	2	1	1	2	3	1	3	2	1	3	2

	2.5	2	1.5	1	1.25	1.25	2.75	1.25	3	2.25	1	2.25	1.75
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DSE-BHMCT-7 C1 ACCOMMODATION MANAGEMENT -II (THEORY) Credits –04 External Marks -64 Internal Marks -16 TotalMarks-80		
COURSE OBJECTIVES: <ul style="list-style-type: none"> - Co 1: Understanding the basic concept of Interior Designing. - Co 2: Evaluating the role of color and lighting. - Co 3: Developing an understanding of Floor, floor covering - Co 4: Application of computer in hotel accommodation and knowledge of yield management. 		
UNIT- I	Interior Decoration: Importance, Definition & Types, Classification, Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis, Elements of Design: Line, Form, Colors, Texture, Flower Arrangement: Concept & Importance, Types & Shapes and Principles, Equipment and material required for flower arrangement, Conditioning of plant material, Indoor Plants care and role of housekeeping.	CO 1
UNIT- II	Colors: Color Wheel, Importance & Characteristics, Classification of colors, Color Schemes. Lighting: Classification, Types & Importance, Applications. Furniture Arrangements: Principles, Types of Joints, Selection.	CO 2
UNIT-III	Floor & Wall Covering: Types and Characteristics, Carpets: Selection, types, Characteristics, Care and Maintenance. Windows, Curtains, and Blinds Soft Furnishings and Accessories: Types, use and care of Soft furnishing, Types of Accessories: Functional and Decorative.	CO 3
UNIT- IV	Computer Applications in Hotel Accommodation: Introduction to Hotel Software's, Operating Procedures, Salient Features Merits & Challenges, Handling Guest and non-guest accounts, Preparing reports, Giving Maintenances,; Planning & Evaluating Front Office Operations: Forecasting techniques, Forecasting Room availability, Useful forecasting data, (• % of walking, • % of overstay, • % of under stay) Forecast formula, Sample forecast forms;	CO 4

	Yield Management - Concept and importance, Applicability to rooms division(Capacity management, Discount allocation, Duration control, Measurement yield, Potentialhigh and low demand tactics, Yield management software, Yield management team.	
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SUGGESTED READINGS

Reference books:

- 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:

- 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.

DSE-BHMCT-7 C2 ACCOMMODATION MANAGEMENT -II (PRACTICAL)

Credits –04

External Marks -64

Internal Marks -16

TotalMarks-80

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- Hands on practice of computer application (Hotel Management System) related to Rooms Division procedures as covered in syllabus
- Presentations on Interior Decorations
- Flower Arrangements Workshops
- Visit to Local Resources

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	2	2	1	1	1	2	2	2

Co 2	2	2	1	1	1	2	2	2
Co 3	3	2	1	1	1	2	3	3
Co 4	3	3	2	2	3	2	2	1
	2.5	2.25	1.25	1.25	1.5	2	2.25	2

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	2	2	2	1	1
Co 2	1	1	1	1	1
Co 3	3	3	1	3	1
Co 4	3	3	2	3	2
	2.25	2.25	1.5	2	1.25

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
Co 1	2	2	1	1	1	2	2	2	2	2	2	1	1
Co 2	2	2	1	1	1	2	2	2	1	1	1	1	1
Co 3	3	2	1	1	1	2	3	3	3	3	1	3	1

Co 4	3	3	2	2	3	2	2	1	3	3	2	3	2
	2.5	2.25	1.25	1.25	1.5	2	2.25	2	2.25	2.25	1.5	2	1.25

DSE-BHMCT-8A PROJECT WORK

Credits -04
External Marks -64
Internal Marks -16
TotalMarks-80

Keeping in view the diverse nature of tourism & hospitality industry & its long- term implications on the economy, society, culture & environment, It is mandatory to do some project work so as to sharpen the research skills, develop a practical understanding of the Hospitality system, attain some field experience etc.

Students are required to prepare a project on a topic of their choice approved from Faculty from Institute/ Head of Department (F.O/ F&Bs/ F.P/ A.Op) Computer Typed {Times New Roman} compiled & Hard bound copy (Two print Copies) and One soft copy in C.D.

The Project should include:

- The First page should include Name of The Institute / University, Project undertaken, Roll Number & Name.
- Certificate by Candidate of genuine work.
- Acknowledgement.
- Certificate of approval.
- Introduction to the topic.
- Problem Definition
 - Need of study
 - Problem Definition
 - Research objective
 - List of Information
- Research Methodology
 - Research design
 - Source of data
 - Instrumentation of data collection
 - Sampling Design
- Analysis, Findings & Interpretation.
- Suggestions & Recommendations.
- Conclusion or Silent Findings
- Limitation
- Bibliography
- Annexure

Selecting A Topic:-

Selecting a topic is the first issue. About the only thing you will be sure of should be that do you want to write on a subject that directly relates to Hotels or is associated with tourism. A lot of thinking & creativity is required at planning stage.

The purpose of project for you is to-

- Learn about various hospitality issues.

- Learn how to evaluate the potential.
- Improve organizing & managerial skills.

Sample themes of Research are:-

Accommodation Management-

- “Technology in Hotel Accommodation Services:- A case study of Hotel- ABC.”

Various topics can be selected suggested themes are-

- Surveying of Guest Behavior
- Surveying of Environment Conservation
- Surveying of Negative impacts of System
- Segmentation of Guest staying in unit.
- Profiling of Tourists/ Guests
- Comparative analysis of Tariff Strategies.
- Linkages amongst various constituents of Hospitality industry
- HRD- Policies of Unit/ Chain
- Cost Control in Housekeeping/ Kitchen
- Safety & Security Issues- Case studies

The above mentioned are simply few suggested topics. The candidates are free to select a topic of their choice with due consultation with the faculty member who is mentoring the candidate in the Institute.

DSE-BHMCT-8B EVENT MANAGEMENT (THEORY)		Credits –04
		External Marks -64
		Internal Marks -16
		TotalMarks-
		80
COURSE OBJECTIVES:		
<ul style="list-style-type: none"> - Co 1 Define the concept, advantages & disadvantages, types of event. - Co 2 Explain key elements of events. - Co 3 Point out event marketing & promotion. - Co 4 Create events & access financial management of events. 		
UNIT- I	Events- The Concept, Nature, Definition and scope, C's of Events, advantage and disadvantage of Events, Categories and Typologies, Skills required to be a good Event Planners.	CO 1
UNIT- II	Organizing & Designing of Events, key elements of Events, Event Infrastructure, core concept, core people, core talent, core structure, Setting Objectives for the Event, Negotiating Contracts with event Organizers, Venue, Media.	CO 2, CO 3
UNIT-III	Marketing & Promotion of Events: Nature of Event Marketing, Process of Event Marketing, The Marketing Mix, Sponsorship. Promotion: Image/ Branding, Advertising, Publicity and Public Relation.	CO 2, CO 3
UNIT- IV	Managing Events: Financial Management of Events, Staffing, Leadership. Safety and Security: Occupational Safety and Health, Incident Reporting, Crowd Management and Evacuation. Note: An Event such as Conference/ Seminar/ theme event may be planned and organised to supplement learning of students.	CO4

Suggested Readings:

1. A.K. Bhatia, 'Event Management', Sterling Publishers Pvt. Ltd. Delhi.
2. Anton Shone & Bryn Parry, 'Successful Event Management, Coleman, Lee & Frankle, Powerhouse Conferences. Educational Institute of AHMA
3. Hoyle, Dorf & Jones, Meaning conventions & Group business. Educational institute of AH & MA.

4. Joe Jeff Goldblatt, “Special Events: Best Practices in Modern Event Management (Hospitality, Travel & Tourism)”, John Willy and Sons, New York
5. Leonard H. Hoyle, Jr, ‘Event Marketing’, John Willy and Sons, New York
6. Lynn Van Der Wagen, Carlos, Event Management, Pearson, New Delhi.
7. Sanjay Singh Gaur, Sanjay V Saggere, Event Marketing Management, Vikas Publication, New Delhi
8. John Beech, Sebastian Kaiser, Robert Kaspar - The Business of Events Management Pearson Publications

Mapping

CO- PO

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO1	2	3	3	3	3	3	3	1
CO2	2	3	3	2	2	2	3	1
CO3	3	3	3	3	3	3	3	1
CO4	3	3	3	3	3	3	3	1
	2.5	3	3	2.5	2.5	2.75	3	1

CO- PSO

	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	2	3	3	3	3
Co 2	2	3	3	3	2
Co 3	2	3	3	3	3
Co 4	2	2	2	2	2
	2	2.75	2.75	2.75	2.5

CO –PO- PSO

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
Co 1	2	3	3	3	3	3	3	1	2	3	3	3	3
Co 2	2	3	3	2	2	2	3	1	2	3	3	3	2
Co 3	3	3	3	3	3	3	3	1	2	3	3	3	3
Co 4	3	3	3	3	3	3	3	1	2	2	2	2	2
	2.5	3	3	2.5	2.5	2.75	3	1	2	2.75	2.75	2.75	2.5

DSE-BHMCT-9A Hospitality Marketing		Credits –04
		External Marks -64
		Internal Marks -16
		TotalMarks-80
<p>CO 1 Develop the understanding of concept and orientation of marketing. CO 2 Learn to use Marketing Mix Elements in hospitality industry. CO3 Understand and adapt to Modern marketing concept to meet dynamic environment of hospitality industry. CO4 Adapt to the new technology in field of marketing.</p>		
Unit I	<p>Introduction to Marketing - Definition, Marketing Concepts (Need, Want, Demand, TQM, Product, Customer value, Customer satisfaction, Exchange & Transaction, Market), Difference between marketing and Selling, Marketing Orientation (Product concept, Production concept, Selling concept, Marketing concept, Societal marketing concept), Challenges to hospitality and tourism marketing. Service Characteristic of Hospitality and Tourism Business</p>	CO1
Unit II	<p>Tourism Marketing system and Marketing Mix Elements- Tourism marketing system: internal environment, external environment, micro environment; Marketing mix: Product, Place, Price, Promotion, (Meaning, Concept, Elements and Importance in context of Tourism and Hospitality).</p>	CO2
Unit III	<p>Expanded Marketing Mix and Modern Marketing: People, Process and Physical evidence (Meaning, Concept, Elements and Importance in context of Tourism and Hospitality); Modern marketing concepts: Green marketing, Mobile marketing, Cross-cultural marketing, Web marketing, Tele marketing, Relationship marketing, Buzz marketing.</p>	CO3
Unit IV	<p>Technology in Tourism Marketing- Introduction, technology in tourism marketing, multimedia, virtual reality and virtual tour, online travel or electronic tourism, using website for tourism marketing, impact of online business on existing intermediaries.</p>	CO4

Text Book

1. Chaudhary, M. (2010). *Tourism Marketing (1st ed.)*. New Delhi, India: Oxford University Press.

Recommended Books / Suggested Readings:

1. Philip, K., John, T. & James M,(2016). *Marketing for hospitality and tourism (6TH ed.)*. New Delhi, India: Pearson India education.
2. Prasana, K. (2016). *Marketing of hospitality and tourism services (2nd ed)*. New Delhi, India: Mc Graw Hill education India.
3. Devashish, D. (2011). *Tourism marketing (1st ed)*. New Delhi, India: Pearson India education service.

Weblinks:

1. <https://epgp.inflibnet.ac.in/ahl.php?csrno=1827>
2. <https://opentextbc.ca/introtourism/chapter/chapter-8-services-marketing/>

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
CO 1	1	1	1	1	1	1	1	1
CO 2	2	2	2	1	2	2	2	1
CO 3	1	2	3	1	3	3	3	1
CO 4	1	2	2	1	3	2	2	1
	1.25	1.75	2	1	2.25	2	2	1

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	2	1	1	2	1
Co 2	3	1	1	2	1
Co 3	2	1	1	2	1
Co 4	2	1	1	2	1
	2.25	1	1	2	1

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
CO 1	1	1	1	1	1	1	1	1	2	1	1	2	1
CO 2	2	2	2	1	2	2	2	1	3	1	1	2	1
CO 3	1	2	3	1	3	3	3	1	2	1	1	2	1
CO 4	1	2	2	1	3	2	2	1	2	1	1	2	1
	1.25	1.75	2	1	2.25	2	2	1	2.25	1	1	2	1

DSE-BHMCT-9B HOTEL FACILITY PLANNING		
		Credits –04
		External Marks -64
		Internal Marks -16
		TotalMarks-80
<p>CO1 Learn Hotel classification, Architectural features of different hotels. CO 2 Develop hotel projects & feasibility report CO3 Prepare kitchen & restaurant design CO4 Adapt with new equipment , hotel safety & storage problems and facility planning network models</p>		
Unit I	Understanding Hotel Classification & Guidelines – Indian context Introduction to hotels – types of hotels; Architectural features, facilities and Services in star, heritage & apartment hotels.	CO1
Unit II	Hotel design Introduction, design considerations, Systematic Layout planning (SLP), Rules for Allocation of space in a hotel, formulation of project / feasibility report	CO2
Unit III	Kitchen & Restaurant Design Basic Physical Layout of kitchen & restaurant, Designing & planning Kitchen, Restaurant & restaurant bar.	CO3
Unit IV	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, 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.	CO4

Reference:

- 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

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO1	2	3	3	3	3	3	3	2
CO2	3	3	3	1	2	3	3	2
CO3	2	2	3	2	2	2	3	2
CO4	3	3	3	2	3	3	3	2
	2.5	2.75	3	2	2.5	2.75	3	2

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	2	3	3	3	3
Co 2	3	3	3	3	3
Co 3	3	3	3	3	3
Co 4	3	3	3	3	3
	2.75	3	3	3	3

**MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC
OBJECTIVE**

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
CO 1	2	3	3	3	3	3	3	2	2	3	3	3	3
CO 2	3	3	3	1	2	3	3	2	3	3	3	3	3
CO 3	2	2	3	2	2	2	3	2	3	3	3	3	3
CO 4	3	3	3	2	3	3	3	2	3	3	3	3	3
	2.5	2.75	3	2	2.5	2.75	3	2	2.75	3	3	3	3

DSE-BHMCT-9C MOOC

Credits –04
External Marks -64
Internal Marks -16
TotalMarks-80

Programme as recommended by University .

SEMESTER VII

<p>SEC-BHMCT- 5: Skill Enhancement for Media & Journalism in Hospitality & Tourism Credits –02 External Marks -32 Internal Marks -08 TotalMarks-40</p>		
<p>COURSE OBJECTIVES:</p> <ul style="list-style-type: none"> - Co 1 Understand scope of journalism in Hospitality & Tourism and types of travel writing. - Co 2 Know pioneers of hospitality & tourism journalist - Co 3 Create creative tourism & hospitality writing - Co 4 Adapt to media application in hospitality 		
Unit I	Journalism, Hospitality & Tourism: Introduction to Journalism, Definition of a Journalist, Nature & Scope of Journalism, Journalism - Hospitality & Tourism: Careers & Opportunities, Familiarisation with tasks and profile of a Journalist, Ethics for Journalists, Current Issues for Journalists, Travel, Tourism & Hospitality Writing, Types of Travel Writing.	CO1
Unit II	Pioneers in Hospitality & Tourism Journalism & Media: Pioneers in Travel Writing, Great travel stories of Marcho Polo, Hiuen Tsang, Iban Batuta, Al Baruni, V.S. Naipaul, Rahul Sankratayan, William Darlympal, Today's Hospitality Pioneers – Chef Manjit Gill, Studio Food Promoters - Chef Sanjeev Kapoor, Chef Vikas Khanna, David Rocco	CO2
Unit III	Creative Travel, Tourism & Hospitality Writing: : Introduction to creative writing, information collection, writing for hospitality, tourism and travel magazines, Writing for online magazines, Studies from Hospitality Biz India, Travel Biz Monitor and Express Hospitality Magazines, Travel web searching (browsing).	CO3
Unit VI	Media Applications for Hospitality: Introduction Media, Its Role in Hospitality Promotion, Televisions, Food Food Channel, TLC Channel, Food & Travel Shows, Social Media- Creating Pages and Profiles, Merits/Demerits of Social Media. Developing promotional Literature, Travel & Hospitality Photography, New Trends	CO4

SUGGESTED READINGS:

- Magazines of Airlines, Hotels & Tourism Organisations.
- Hand Book of Journalism & Mass Communications by V.S. Gupta, Vir Bala Aggarwal, concept Publishers, New Delhi.
- Hospitality Biz India, Travel Biz Monitor
- Hotel Promotional Literatures
- Mass Communication Theory & Practice by Uma Narula, Hiranand Publication, New Delhi.
- Mass Communication, Wilbur Schram
- Outlook Traveler
- The Art of Travel : Essays on Travel Writing, Dodel, Philip
- Travel in the ancient world, Cason, Leonell, George Allen
- Understanding Media by Marshal McLuhan.

MAPPING

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	3	3	3	3	3	3	3	2
Co 2	2	1	1	1	1	1	1	1
Co 3	3	3	3	3	3	3	3	1
Co 4	3	3	3	3	3	3	3	1
	2.75	2.5	2.5	2.5	2.5	2.5	2.5	1.5

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	2	2	2	2	2
Co 2	2	2	2	2	2
Co 3	2	2	2	2	2
Co 4	1	1	1	2	3
	1.75	1.75	1.75	2	2.25

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
Co 1	3	3	3	3	3	3	3	2	2	2	2	2	2
Co 2	2	1	1	1	1	1	1	1	2	2	2	2	2
Co 3	3	3	3	3	3	3	3	1	2	2	2	2	2
Co 4	3	3	3	3	3	3	3	1	1	1	1	2	3
	2.75	2.5	2.5	2.5	2.5	2.5	2.5	1.5	1.75	1.75	1.75	2	2.25

SEC-BHMCT-5B: APPLICATION OF COMPUTERS IN HOSPITALITY & TOURISM Credits –02 External Marks -32 Internal Marks -08 TotalMarks-40		
COURSE OBJECTIVES: <ul style="list-style-type: none"> - Co 1:Creating an awareness about computer. - Co 2: Developing an understanding of computer software. - Co 3: Examining the basics of internet and its applications. - Co 4:Analyzing the application of social media in hospitality. 		
UNIT- I	Introduction to Computers: Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotels,Familiarisation with Components of Computers – Hardware: Hardware elements – input,storage, processing & output devices. Block diagram of computer	CO 1
UNIT- II	Introduction to Computers Software: Types of Software, System Software, ApplicationSoftware, Utility Software’s, Use of MS- Office: Basics of MS- Word. MS- Excel and MSPowerPoint	CO 2
UNIT-III	Internet & Applications: Introduction to Internet: Definition of networks, concepts of webpage, website and web searching (browsing). Benefits, Application, Working, Hardware andSoftware requirements, World Wide Web, Web Browser, URL, Search Engines, Email	CO 3
UNIT- IV	Social Media Applications and Hospitality: Introduction to Social Media, Its Role inHospitality Promotion, Facebook – Creating Pages and Profiles, Merits/Demerits of SocialMedia, Linked In, Twitter and Other Social Media Applications.	CO 4

SUGGESTED READINGS

- Leon & Lion, Introduction to Computers, Vikas Publishing House, New Delhi
- June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.
- Comer 4e, Computer networks and Internet, Pearson Education
- White, Date Communications & Compute4r Network, Thomson Learning, Bombay.
- Computers in Hotels – Concepts & Applications : Partho P Seal Oxford University Press

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	2	2	2	2	2	1	3	2
Co 2	2	2	2	2	2	1	2	1
Co 3	3	3	2	2	2	2	3	1
Co 4	1	2	2	2	2	2	1	1
	2	2.25	2	2	2	1.5	2.25	1.25

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	2	2	3	2
Co 2	2	2	2	2	1
Co 3	2	2	2	2	2
Co 4	1	1	1	1	2
	2	1.75	1.75	2	1.75

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
Co 1	2	2	2	2	2	1	3	2	3	2	2	3	2
Co 2	2	2	2	2	2	1	2	1	2	2	2	2	1
Co 3	3	3	2	2	2	2	3	1	2	2	2	2	2
Co 4	1	2	2	2	2	2	1	1	1	1	1	1	2
	2	2.25	2	2	2	1.5	2.25	1.25	2	1.75	1.75	2	1.75

SEC-BHMCT -5C: WEB APPLICATIONS IN HOSPITALITY AND TOURISM		
COURSE OBJECTIVES:		
<ul style="list-style-type: none"> - Co 1: Examining the role of web application. - Co 2: Understanding the concept of data compression. - Co 3: Examining data, file format and multimedia applications design. - Co 4: Developing an understanding of website designing. 		
UNIT- I	Introduction to Web Applications, Understanding the concepts with Hotel Websites like of Taj, Oberoi's, Lalit, Hilton etc. Concept of e - Commerce, e - Tourism, e- Business, Role of a website and e tools like Multimedia: Multimedia devices, components of multimedia systems, authoring tools, creating multimedia, video-capturing, video on demand.	CO 1
UNIT- II	Data compression : Need for data compression, non-lossy and lossy compressions for images, color, gray scale and still-video image, video image, and audio compression JPEG standard, MPEG standard, DVI Technology, MIDI, brief survey of speech recognition and generation.	CO 2
UNIT-III	Data and file format standards, Multimedia applications design: Application classes, types of Multimedia systems; Distributed multimedia systems: Components, distributed multimedia Databases.	CO 3
UNIT- IV	Introduction to Web design: Web development process, site types and architectures, navigation theory and practice. Introduction to Page: Page sizes, page types, web design tools; introduction to text: Fonts and text layout, formatting tags, text design issues for the web. Each student would be required to develop at least one website.	CO 4

SUGGESTED READINGS

- Buford, Multimedia Systems, Pearson Education
- Vaughan, Multimedia Making IT Work, Tata McGraw Hill
- Villamil and Molina, Multimedia: An Introduction, Prentice-Hall of India
- Shuman, Multimedia in Action, Vikas Publishing House, New Delhi
- Senclair, Multimedia on the PC, BPB Publications.
- Rosch, Multimedia Bible, Sams Publishing
- Powell, Web Design The Complete Reference, Tata McGraw Hill, New Delhi.

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	1	1	2	1	2	1	1	1
Co 2	1	1	1	1	2	2	1	1
Co 3	1	2	2	1	2	2	1	1
Co 4	1	1	2	1	2	1	1	1
	1	1.25	1.75	1	2	1.5	1	1

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	2	1	2	1	1
Co 2	1	1	2	1	1
Co 3	2	2	2	1	1
Co 4	1	1	1	1	1
	1.5	1.25	1.75	1	1

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
Co 1	1	1	2	1	2	1	1	1	2	1	2	1	1
Co 2	1	1	1	1	2	2	1	1	1	1	2	1	1
Co 3	1	2	2	1	2	2	1	1	2	2	2	1	1
Co 4	1	1	2	1	2	1	1	1	1	1	1	1	1
	1	1.25	1.75	1	2	1.5	1	1	1.5	1.25	1.75	1	1

DSE-BHMCT-10 A1 HUMAN RESOURCE MANAGEMENT IN HOTELS (THEORY)		
		Credits –04
		External Marks -64
		Internal Marks -16
		TotalMarks-80
COURSE OBJECTIVES:		
Co 1 : Knowledge About basic of human resource management		
Co 2 : Familiarizing With Recruitments, Learning & Development, Performance Appraisal		
Co 3 : Ability To Identify Employee Motivation, Compensation & Benefit Management		
Co 4 : Knowledge about Job Satisfaction, Organizational Culture, Disciplinary Action		
UNIT- I	<ul style="list-style-type: none"> ● Introduction, Definition & Concept, ● Objectives of HRM ● Concept and Challenges of HRM ● Human Resource Functions ● Scope of HRM ● Human resource Planning & Process, 	CO 1
UNIT- II	<ul style="list-style-type: none"> ● Recruitments, ● Introduction, Concept, Sources, What to look for in prospective candidates, Recruitments ● Policy and Techniques. Learning & Development, ● Introduction, Concept, Functions, Training Cycle, Evaluation, Methods, ● Organizational Culture & Training. ● Performance Appraisal -Introduction, Purpose, Process, Challenges, Underlying Theories, Balance Score Card, ● The360 Degree Feedback System, ● Managing Employee Performance 	CO 2
UNIT-III	<ul style="list-style-type: none"> ● Employee Motivation, Concept, Various Motivation Theories (Maslow's Theory, Herzberg's Theory, Adam's Equity Theory, B.F Skinners Reinforcement Theory), ● Motivating Employees & Measurement. ● Compensation & Benefits: Policy, Components, Determinants, Theories, ● Employee Compensation Practices in India 	CO 3
UNIT- IV	<ul style="list-style-type: none"> ● Introduction, Theories of Motivation, ● Correlates of Job Satisfaction, ● Importance of Job Satisfaction, Measuring Job Satisfaction. ● Organizational Culture: Introduction, ● Observational Aspects, Functions, Cultural Models, ● Positive or Negative Organizational Cultures, ● Managing and Changing Organizational Cultures. 	CO4

	<ul style="list-style-type: none"> • Disciplinary Action: Introduction, Principles of Natural Justice, • Counseling, Disciplinary Guidelines, • Disciplinary Process, Charge Sheet 	
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Suggestion reading :

- 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

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	3	2	2	1	2	1	2	1
Co 2	2	2	1	1	1	1	2	1
Co 3	3	2	1	1	1	1	2	1
Co 4	2	2	2	1	1	2	2	1
	2.5	2	1.5	1	1.25	1.25	2	1

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	2	2	2	2
Co 2	3	2	2	3	2
Co 3	3	2	1	3	2
Co 4	3	3	1	3	1
	3	2.25	1.5	2.75	1.75

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	2	2	1	2	1	2	1	3	2	2	2	2
Co 2	2	2	1	1	1	1	2	1	3	2	2	3	2
Co 3	3	2	1	1	1	1	2	1	3	2	1	3	2
Co 4	2	2	2	1	1	2	2	1	3	3	1	3	1
	2.5	2	1.5	1	1.25	1.25	2	1	3	2.25	1.5	2.75	1.75

DSE-10 B2: FRONT OFFICE MANAGEMENT		
		Credits –04 External Marks -64 Internal Marks -16 TotalMarks-80
COURSE OBJECTIVES:		
<ul style="list-style-type: none"> - Co 1: Assessing the quality of guest service. - Co 2: Summarizing front office accounting. - Co 3: Examining the basics of Revenue management in hotel. - Co 4: Managing front office human resource. 		
UNIT- I	Quality Guest Service: Introduction, services provided by hotel front office, certification, moments of truth, Coordination with Housekeeping and other divisions, managing an effective communication, latest trends and practices followed in front office.	CO 1
UNIT- II	Front Office Accounting: Meaning & fundamentals, types of account, Folio, Voucher, Ledger, POS, account settlement, transfer of account to back office accounting, Hotel credit management (including credit cards), Foreign currency awareness and handling procedures, Internet control - Transcript, cash sheet, cash banks.	CO 2
UNIT-III	Revenue Management: Concept and applications, Measuring yield, elements of revenue management; using revenue Management, Economic Principles and Demand Forecasting, Reservations and Channels of Distribution, The Revenue Management Team, Strategic Management and Following the RevMAP, Tools, Tactics, and Resources.	CO 3

<p>UNIT- IV</p>	<p>Managing Front Office Human Resource:Recruitments & Selection, Orientation & Socialization, Training and Development, Responsibilities of managers and role of supervisors, Staffing Challenges.</p> <p>PRACTICAL</p> <ul style="list-style-type: none"> • Front Office Planning – The FOM’s Role • Professional Front Office Layout & Organizations • Front Office Operations : Activities, Records & Regulations to supplement theory syllabus • Safety & Security Practices & Role of Hotel Front Office • Revenue Management in Front Office Operations 	<p>CO 4</p>
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SUGGESTED READINGS

Reference books:

- Bagdan, P. (2019). Guest Service in the Hospitality Industry. Kendall Hunt Publishing Company; Second edition..
- Kempen, M. (2012). Profitable Hotel Guest Management: The Factors Involved in and the Importance of Following a Guest Relationship Approach in the Irish Luxury Hotel Sector. Bachelor + Master Publication; unabridged.
- Magazine, E., Turner, K. (2013). Start Your Own Staffing Service: Your Step-By-Step Guide to Success. Entrepreneur Press.
- Magnini, V.P., Simon, C.J. (2016). A Hotel Manager's Handbook: 189 Techniques for Achieving Exceptional Guest Satisfaction. CRC Press.
- National Research Council, Division of Behavioral and Social Sciences and Education, Board on Human-Systems Integration, Committee on Staffing Needs of

Systems Specialists in Aviation (2013). Assessment of Staffing Needs of Systems Specialists in Aviation. National Academies Press.

- Sharma, D. k. (2012). Manpower Planning. Centrum Press publication.
- Soft, J. (2018). Room Reservation Book. CreateSpace Independent Publishing Platform.
- Tanji, H. (2015). Secrets of Successful Guest Complaint Handling in Hotel & Restaurant: Practical Training Manual for Hoteliers & Hospitality Management Students. CreateSpace Independent Publishing Platform.

Text Books:

- Andrews, S. (2017). Hotel Front Office: A Training Manual. McGraw Hill Education; Third edition.
- Bhatnagar, S. K. (2011). Front Office Management. Frank Bros.
- Ganguly, P. (2019). Housekeeping Management in Hotel and Service Industry. Dreamtech Press.
- Ivanov, S. (2014). Hotel Revenue Management: From Theory to Practice. Zangador publication.
- 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.
- Verret, C. (2008). Hotel Sales and Revenue Management Book 2.0. iUniverse publication.
- Yadav, M. K. (2014). Hotel Front Office- Management & Operations. Aman Publications; 2 edition.

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	2	3	2	2	2	2	2	2
Co 2	2	2	1	1	1	1	2	1
Co 3	1	2	2	1	1	1	2	1
Co 4	1	3	2	1	1	2	2	1
	1.5	2.5	1.75	1.25	1.25	1.5	2	1.25

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	2	2	2	2	2
Co 2	3	2	2	3	2
Co 3	1	1	2	1	2
Co 4	1	2	3	2	2
	1.75	1.75	2.25	2	2

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
Co 1	2	3	2	2	2	2	2	2	2	2	2	2	2
Co 2	2	2	1	1	1	1	2	1	3	2	2	3	2
Co 3	1	2	2	1	1	1	2	1	1	1	2	1	2
Co 4	1	3	2	1	1	2	2	1	1	2	3	2	2
	1.5	2.5	1.75	1.25	1.25	1.5	2	1.25	1.75	1.75	2.25	2	2

DSE-11 B: SAFETY, SECURITY AND TRAVEL DOCUMENTATION

Credits –04
External Marks -64
Internal Marks -16
TotalMarks-80

Course objectives (CO)

CO 1 Learn to deal with emergency situations related with safety and security of guest in the Hotel.

CO 2 Ready to understand role of Government and UNWTO in ensuring safety and security for Tourist

CO3 Develop the ability to understand the travel documentation for the tourist

CO4 Able to recognize various types of VISA for out bound tourist and in bound

Unit – 1	Safety Security and Hotels: Understanding Safety & Security, Differentiation between safety and security, Security Departments in Hotels, Guidelines for Security in Hotels, Best Practices in Indian Hotels, Dealing with Emergencies - Fire, Death, Crisis Management, Disaster Management, The Case of Taj & Oberoi at Mumbai.	CO1
Unit – 2	Unit – 2 Safety Security and Tourist Destinations: Understanding the destination images from tourist perspective, Understanding Tourist Security, its importance and impact of tourism industry, Role of the media in influencing consumer perceptions of travel safety, Consumer awareness of travel advisories and their influence on behaviour. Challenges with Destinations security in India. Common problems & Challenges with hotel Security. Security issues at airports, railway stations, single woman travellers in India. Tourist Police & Its Role, Role of Ministry of Govt of India, UNWTO Guidelines/ Advises on Safety and Security, International Issues on Tourist Security, Role of	CO2

	insurance in the travel industry	
Unit – 3	Travel Documentation: Introduction to Travel Documentation, Documentation required while leaving and entering into India. Passport its types and procedures to obtain an Indian passport, Currency Regulations and Concept of Basic Travel Quota (BTQ), Custom Regulations, Health Certificates, Insurance and Immigration.	CO3
Unit – 4	Understanding VISA and Permits Understanding the concept of VISA its types, Categories in which India give Visa to foreign tourists. Visa Requirements and procedure to obtain tourist visa for Singapore, UK, USA and Australia. Restricts and Special area permits for foreign tourists in India and their procedures to obtain. VISA on Arrival Scheme of Govt of India	CO4

SUGGESTED READINGS

- Tourism Security: Strategies for Effective Managing Travel Risk and Safety By Peter Tarlow
- Safety and Security in Tourism Relationships, Management and Marketing By C. Michael Hall, Dallen J. Timothy and David Timothy Duval.

- Tourism, Security and Safety (The Management of Hospitality and Tourism Enterprises)
-
- Yoel Mansfeld & Abraham Pizam

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
CO 1	1	2	1	2	2	1	1	2
CO 2	1	1	2	2	2	3	1	2
CO 3	1	2	3	2	3	3	3	2
CO 4	1	1	3	1	1	2	3	1
	1	1.5	2.25	1.75	2	2.25	2	1.75

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	2	3	2	3
Co 2	2	1	2	2	3
Co 3	1	1	2	1	1
Co 4	1	1	1	1	1
	1.75	1.25	2	1.5	2

**MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC
OBJECTIVE**

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
CO 1	1	2	1	2	2	1	1	2	3	2	3	2	3
CO 2	1	1	2	2	2	3	1	2	2	1	2	2	3
CO 3	1	2	3	2	3	3	3	2	1	1	2	1	1
CO 4	1	1	3	1	1	2	3	1	1	1	1	1	1
	1	1.5	2.25	1.75	2	2.25	2	1.75	1.75	1.25	2	1.5	2

DSE-11 B: LAUNDRY MANAGEMENT

Credits –04
External Marks -64
Internal Marks -16
TotalMarks-80

COURSE OBJECTIVES:

- Co 1 : Knowledge About The laundry
Co 2 : Familiarizing With Laundry Planning & Operations:
Co 3 : Ability To Managing Guest Laundry
Co 4 : Knowledge about Emerging Trends in laundry.

UNIT- I	<ul style="list-style-type: none"> • The Concept, Importance, Organization Structure, • Key Roles & People, , • Functions of a Laundry, • Professional Laundry Set Up, • Linen Room, Uniform Room, Tailor Room, Setups & Functions, • Equipments Used in laundry, Their Salient Features, • Laundry Chemicals, • Laundry Do's and Don'ts, • On Premises Laundry, • Off Premises Laundry, • Commencing the Day's Work - Briefing, De Briefing, Day Schedules. 	CO 1
UNIT- II	<ul style="list-style-type: none"> • The Space, Requirements, Water and Energy Supply & provisions, • Financial Aspects, Staff Patterns, Target Clientele, • Location, Design, • The Laundry Cycle: The collection of linen, sorting, tagging, washing, drying, ironing, storing, mending, discarding, process and precautions. • Hotel Laundry Services, Records & Registers 	CO 2
UNIT-III	<ul style="list-style-type: none"> • Valet Services: Collecting Guest laundry and returns, Do's and Don'ts; • Handling guests Linens, Stains & Removals, • Wash Care Instructions, Ironing and Dry Cleaning Instructions & Practices, • Mending and Repairs, Damages and Color Bleedings, • Pricing, • Guest Communication & interactions, • Promotional Strategy, • Effective Customer Service. 	CO 3

UNIT- IV	<ul style="list-style-type: none"> • Best Practices, • Environmental Aspects, • Energy Conservation, • Ergonomics, • Effective Communications & Coordination, • Applications of Technology Out Sourcing, • New Techniques , • Information Systems, • Inventories and Audits, • Global Practices, • Legal and Ethical Issues in Laundry Services, • Quality Assurance <p>Practical</p> <ul style="list-style-type: none"> ▪ Layout of Linen and Uniform Room/Laundry ▪ Laundry Machinery and Equipment ▪ Stain Removal ▪ Selection and Designing of Uniforms ▪ Visit to a professional Laundry 	CO4
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SUGGESTED READINGS:

- Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
- Hotel and Catering Studies – Ursual Jones
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill
- Hotel Housekeeping Operations & Management – Reghubalan, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burtein, Publishers: CRC

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	2	2	2	1	2	1	2	1
Co 2	2	2	1	1	1	1	2	1
Co 3	2	2	1	1	1	1	3	1
Co 4	3	2	2	1	1	2	3	1
	2.25	2	1.5	1	1.25	1.25	2.5	1

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	3	2	2	2
Co 2	3	2	2	3	1
Co 3	2	2	1	2	1
Co 4	3	3	1	3	1
	2.75	2.5	1.5	2.5	1.25

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	2	2	2	1	2	1	2	1	3	3	2	2	2
Co 2	2	2	1	1	1	1	2	1	3	2	2	3	1
Co 3	2	2	1	1	1	1	3	1	2	2	1	2	1
Co 4	3	2	2	1	1	2	3	1	3	3	1	3	1
	2.25	2	1.5	1	1.25	1.25	2.5	1	2.75	2.5	1.5	2.5	1.25

DSE-12A: BAKERY MANAGEMENT		Credits –04 External Marks -64 Internal Marks -16 TotalMarks-80
COURSE OBJECTIVES:		
<ul style="list-style-type: none"> - Co 1:Developing an understanding for bakery. - Co 2: Illustrating practical and problems in Bread and Rolls - Co 3: Understanding the basics of Sweet Yeast Dough Products, Doughnuts and Crullers - Co 4:Creating awareness for Pastries, Cakes and Cake Specialties. 		
UNIT- I	Bakery Introductions: Basic Ingredients: Sugars; Shortenings; Eggs; Wheat and Flours; Milkand Milk Products; Yeast; Chemical Leavening Agents; Salt, Spices, and Flavourings;Cocoa and Chocolate; Fruits. Professional Bakery Equipments&Tools, Production Factors; Staling.	CO 1
UNIT- II	Bread and Rolls: Overview of Production; Common Problems; White Pan Bread ; Pullman,Split-top, and Round Split Breads; French and Italian Breads and Rolls; Vienna Bread;Bolillos; Pan de Agua; Egg Bread and Rolls; Hard Roll Varieties; Soft Roll Varieties; Pan deSal; Rye Bread Varieties; Cornmeal Bread; Whole Wheat Bread; Raisin Bread; CheeseBread; Indigenous Breads of India; Middle Eastern Pita Bread	CO 2
UNIT-III	Sweet Yeast Dough Products: Danish Pastry; Buns; Coffee Cake Dough Products;Specialty Rolls and Yeast-Raised Cakes; Croissants; Doughnuts and Crullers: Preparationfor Frying; Finishing Doughnuts; Use of Prepared Mixes; Yeast-raised Doughnuts; CakeDoughnuts; Combination Doughnuts; Whole Wheat Doughnuts; Common Problems withDoughnuts and Crullers.	CO 3

UNIT- IV	<p>Pastries: Short Dough Pastries; Puff Pastries; Common Problems with Puff Pastries; Eclairs and Cream Puffs; Common Problems with Eclairs and Cream Puffs; Cream Cheese Dough Products; Icings and Cream and Whipped Toppings: Icings; Cream Toppings; Whipped Toppings. Cakes and Cake Specialties: Cake Production; Common Problems with Cake Production; Creamed Cakes; Common Problems with Creamed Cakes; Whipped Cakes; Common Problems with Sponge Cakes</p> <p>PRACTICAL</p> <ul style="list-style-type: none">· Bakery Planning – The Chefs Role· Professional Bakery Layout & Organisations· Bakery Operations : Dishes Preparations to supplement theory syllabus· Safety & Security Practices & Bakery· Equipment and Tools, Hygiene Management in Bakery Operations	CO 4
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SUGGESTED READINGS

- Practical Baking, 5th Edition by William J. Sultan Wiley Publications
- Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications
- In the Hands of a Baker <http://www.ciaprochef.com/>
- Baking by MarhaDey , www.hermehouse.com
- The Golden Book of Baking by barronsduc www.barronseduc.com

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	2	2	3	1	1	1	3	2
Co 2	2	2	3	1	1	2	3	2
Co 3	2	2	3	1	1	2	3	2
Co 4	2	2	3	1	1	2	3	2
	2	2	3	1	1	1.75	3	2

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	2	2	3	1
Co 2	3	2	2	3	1
Co 3	3	2	2	3	1
Co 4	3	2	2	3	1
	3	2	2	3	1

**MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC
OBJECTIVE**

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
Co 1	2	2	3	1	1	1	3	2	3	2	2	3	1
Co 2	2	2	3	1	1	2	3	2	3	2	2	3	1
Co 3	2	2	3	1	1	2	3	2	3	2	2	3	1
Co 4	2	2	3	1	1	2	3	2	3	2	2	3	1
	2	2	3	1	1	1.75	3	2	3	2	2	3	1

DSE-12A: FOREIGN CUISINE (THEORY)		Credits –04 External Marks -64 Internal Marks -16 TotalMarks-80
COURSE OBJECTIVES: Co 1 : To gain knowledge of Larder department. Co 2 : To learn and familiarizing with food presentation techniques, sandwiches and role of garnishes Co 3 : To be able to understand French cuisine , Mexican & Italian cuisine Co 4 : To get knowledge of Lebanese, Chinese ,Japanese & Thai cuisine		Theory: 4 Credits Total Hours =60
UNIT-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.	CO 1
UNIT-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.	CO 2
UNIT-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 	CO 3
UNIT-IV	Introduction to Lebanese, Chinese ,Japanese & Thai cuisine : <ul style="list-style-type: none"> • Historical Background, • Regions &Regional Cooking Styles, • Equipment & utensils, • Ingredients & Dishes • Staple food with regional Influences 	CO4

TEXT BOOKS:

- The Professional Chef (4th Edition) By Le Rol A.Polsom
- Theory of Catering By Kinton & Cessarani
- Nita Mehta – Italian Vegetarian Cookery, Snab Publishers.
- Alberto Capatti - Arts and Traditions of the Table: Perspectives on Culinary History, Columbia University Press
- Italian Cooking by Sanjeev Kapoor
- Ken Hom – Chinese Cookery, BBC Books
- Funchsia Dunlop - The Revolutionary Chinese Cookbook, Ebury Press
- Eileen Yin-Fei Lo – Mastering the Art of Chinese Cooking, Chronicle Books
- Su Huei Huang, Lai Yen-Jen – Chinese Cuisine, Wei-Chuan Publishing
- E N Anderson – The Food of China, Yale University Press
- Parvinder S Bali – International Cuisine & Food Production – Oxford University Press
- Theory of Cookery By K Arora, Publisher: Frank Brothers

REFERENCE BOOKS:

- 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
- Purchasing Selection And Procurement For The Hospitality Industry By Andrew Hale Feinstein And John M. Stefanelli
- 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

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	1	1	2	1	1	2	3	1
Co 2	1	1	2	1	1	2	3	1
Co 3	1	2	2	1	1	2	3	1
Co 4	1	1	2	1	1	1	3	2
	1.	1.25	2	1	1	1.75	3	1.25

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	3	1	2	2
Co 2	3	2	1	2	1
Co 3	3	3	2	3	3
Co 4	3	3	3	2	2
	3	2.75	1.75	2.25	2

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	1	1	2	1	1	2	3	1	3	3	1	2	2
Co 2	1	1	2	1	1	2	3	1	3	2	1	2	1
Co 3	1	2	2	1	1	2	3	1	3	3	2	3	3
Co 4	1	1	2	1	1	1	3	2	3	3	3	2	2
	1.	1.25	2	1	1	1.75	3	1.25	3	2.75	1.75	2.25	2

SEMESTER VIII

6 Months On – the Job Training (OJT)
(Duration of exposure: 20 – 22 weeks)

SEMISTER – VIII

INDUSTRIAL EXPOSURE - II (On the Job Training)

The objective of Industrial Exposure is to facilitate learners with skills & practices of trade so as to supplement their theory and practical inputs of semester VII and enable them to Industry Ready.

Duration of Exposure: 20-22 weeks

Leave Formalities:

1 weekly off and festivals and national holidays given by the hotel 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 100-120 working days (20 weeks x 06 days = 120 days). Students who are unable to complete a minimum of 90 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 90 days of industrial exposure but are unable to complete minimum 120 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results. The Industry Exposure in VIII semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property related to Hospitality, Travel, Tourism, Recreation, Leisure or other such organisation. Prior written approval needs to be taken from the programme coordinator/ Convenor/ H.O.D for Industrial exposure from parent Institute.

Training Schedule:

The VIII Semester shall be supplemented by on the job training in Seventh Semester. Total weeks: 20-22 weeks. The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills to facilitate the learners on Writing Skills for Hospitality (Writing of Industrial Reports/ Hospitality Operation Software Skills/ Trade Presentation Skills, Human Resource Practices Safety, Security and Travel Documentation Facilitation Management Practices while acquainting the learners with skills of trade of their choice. It may please be noted that for this semester the number of credits assigned is 20. Being practical oriented the number of hours input per week comes as 40 hours per week.

Academic Credits for training shall be based on following

Log books and attendance, Appraisals, Report and presentation, as applicable All candidates must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. They are also advised to make a report in accordance to their curricula for VIII Semester. A PowerPoint presentation (based on the report) Should be made. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed. (*Refer to What to Observe Sheets for more details.*)

The Report will be submitted in the form specified as under:

- a) The typing should be done on both sides of the paper (instead of single side printing)
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing.
- d) The paper should be A-4 size.
- e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook.;
2. Appraisal;

3. A copy of the offer letter and industry exposure/ Job Training Certificate.
4. Report in view of requirements of VIII semester.
5. Power Point presentation on a CD, based on the report.
6. Attendance sheet.
7. Leave card.

For distribution of marks refer to details on Course structure/ Credit Distribution During the tenure of Industrial Exposure, apart from carrying out the assigned jobs, The learners are suggested to make the following observations in the departments of Industry:

WHAT TO OBSERVE

Points that will be Common for all students of VIII semester in each discipline

1. Standard operation/ Operating Procedure
2. Who is Who- Key people in the Core Group
3. Hierarchy Chart
4. Key Personnel
5. Job Description
6. Employee Recruitment/Retaining/ Welfare Policies (Break-Timings)
Duty hours, Weekly off
7. Working Condition
8. Situation handling procedures
9. Certifications from various Institutions like Licensing/ NoC etc.
10. Operation Timings
11. Duty Roaster
12. Communication Channels
13. Uniform codes
14. Forms & Formats
15. Record Keeping & Systems

WHAT TO OBSERVE

Writing Skills for Hospitality (Writing of Industrial Reports/ Hospitality Operation

Software Skills/ Trade

Presentation Skills

1. Hotel/ Business Communications
2. Email & Web Applications
3. Software Operations
4. Professional Presentations
5. Annual Reports
6. Appraisals
7. Inter Office Communications
8. Intra Office Communications
9. Formal Telephonic Conversations
10. Interacting with Customers/ Seniors/ Colleagues/ Juniors
11. Writing & Presentations of Reports

WHAT TO OBSERVE

1. Organisation Mission/ Vision/ Values
2. The Human Resource Divisions
3. Human Resource Roles,
4. HR Challenges
5. Manpower Planning Process,
6. Managing Workers
7. Recruitments – Policy & Techniques
8. Group Expectations from New Employees
9. Learning & Development,
10. Training Practices & Methods
11. Organizational Culture
12. Managing Employee Performance
13. Employee Motivation,
14. Job Satisfaction
15. Organizational Culture
16. Disciplinary Action
17. Innovative Practices in Units/ Group

WHAT TO OBSERVE

Safety, Security and Travel Documentation Facilitation Management Practices

1. Safety & Security
2. The Structure & Key People
3. Best Practices
4. Security Policy & Guidelines in the Organisation
5. Dealing with Emergencies - Death, Crisis Management, and Disaster Management.
6. Fire Fighting
7. Interacting with Media
8. Any incidents reported

WHAT TO OBSERVE

Retail Management:

1. Type of Service
2. Type of Cliental
3. Source of Cliental
4. The Layout (Interior/theme)
5. Operation Procedure
6. Turn-over ratio
7. Raw material intending/ procuring procedure
8. Duties & Responsibility of staff
9. The Operating hours
10. Services/inventions offered
11. Budget/ Financial position
12. Employee Recruitment policy
13. Employee Retaining policy
14. Sales/Marketing Team or policies/activities
15. Employee Training/Technology Updation facilities
16. Discount/Compensation facility or authority
17. Standard/signature products

WHAT TO OBSERVE

Event Management:

1. Source of Events/Business
2. Duties & Responsibilities of staff
3. Marketing Techniques
4. Procedure for planning events
5. Various check list
6. Stores/Storage of Equipments
7. Sources of Manpower
8. Handling/Communication Procedure
9. Products/Brands use by the company
10. Working hours/Environment
11. Best Practices followed by company
12. Finance Handling

WHAT TO OBSERVE

DSE 8B Laundry Management:

1. Types of Laundry- location
2. Operation Timing
3. Equipment used (Brand/ Specification)
4. Chemicals
5. Sources of Material/ Type of Material
6. Standard laundry Procedures
7. Standard Laundry cycle
8. Laundry collection/ Distribution channel
9. Standard price
10. Source of Energy/Water
11. Policy for damage

WHAT TO OBSERVE

Food Service Management:

1. Technology used by Management
2. Management Techniques

3. Inventory/Issuing/Receiving System
4. Billing/ Ordering Procedure
5. Types of Meal & Timing
6. Responsibility of staff
7. Procurements Techniques
8. Cover/ Person that are accommodated during meal hours
9. Structure of Institution
10. Cleaning / Maintenance procedure
11. Timing of operation
12. Standard Service Timing
13. Waste Management
14. Type of Equipment used/Specification
15. Inventory system / Procedure
16. Reservation Procedure
17. Specialty of Outlet

WHAT TO OBSERVE

Accommodation Management:

1. Total No's of Rooms/Area provided for accommodation
- A. Star Category
2. Reservation Procedure
3. Operation Timing
4. Cleaning Schedule (Daily/weekly/Spring)
5. Services/facilities provided by Management
6. Staff Structure/Shift Timing
7. Co-ordination between the staff/dept.
8. Discount
9. Billing procedure
10. Staff structure
11. Various formats used by departments
12. Facilities/ amenities provided in Room

WHAT TO OBSERVE

Culinary Management:

1. Source of Manpower
2. Area/Layout of kitchen
3. Indenting/Receiving/Storing Procedure
4. Standard formats/Certificate required for Institution
5. Various equipment (Small/Large) required for dept.
6. Types of Menu/Cuisine
7. Procurement of Raw Material.
8. Standard Recipes
9. Preparation Technologies
10. Waste Management
11. Type of Cooking method
12. Standard serving /preparation timing
13. Various practices followed during peak/lean Timing/hours
14. Signature dishes

WHAT TO OBSERVE

Bakery Management:

1. Area/Layout
2. Equipments required
3. Various preparation/Menu
4. Operation hours
5. Standard Recipe
6. Issuing/Receiving Procurements
7. Standard Receiving/sale procedure
8. Waste Management

WHAT TO OBSERVE

Front Office Management:

1. Total No. of Rooms and facilities

2. Tariff structure/Rack Rates/Discounts
3. Reservation Types/Mode
4. Reservation Procedure
5. Reservation Sources
6. Reception/Receiving Procedure
7. Co-ordination/ intra department relationship
8. Various check-in procedure
9. Standard phrase of Common
10. Policies/Procedure for
 - a) No show
 - b) Scanty Baggage
 - c) Single lady
 - d) VIP
 - e) Groups/ lay over
11. Various Reports
12. Coordination with House-Keeping / F&B/ Production Team/Dept.
13. Billing/Financial policies
14. Foreign guest handling
15. Various sub-units/departments
16. Emergency handling procedure
17. Guest/Staff Communication Channels
18. Local information/
19. Post. Departure formalities

WHAT TO OBSERVE

Foreign Cuisine:

1. Experts foe cuisine
2. Availability of Raw Material
 - A. Bases of Cuisines
 - B. Base of species
 - C. Base of popular

- D. Base of Food/Dishes
- E. Seasonal Dishes
- 3. Availability of Equipments
- 4. Understand the Language/Mark
- 5. Operating hours
- 6. Standard Recipes
- 7. Availability of Manpower
- 8. Setting up of Menu
- 9. Local ethics/ Religious Requirement
- 10. Promotion of Cuisine
- 11. Waste Management
- 12. Storage/ Preparation Technologies, Various Spices