

**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 **22 Core courses / papers** in the discipline, **2 AECC courses**, **6 SEC courses** and **8 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)**

<b>Sem ester</b>	<b>CORE COURSE(CC)</b>	<b>Ability Enhancement Compulsory Courses(AECC)</b>	<b>Skill Enhancement Courses (SEC)</b>	<b>Discipline Specific Elective (DSE)</b>
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 & Ecological Practices in Hotels		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	CC-BHMCT-13		SEC-BHMCT-2 French for Hotels -I	DSE-BHMCT-4
	CC-BHMCT-14			DSE-BHMCT-5
	CC-BHMCT-15			
5			SEC-BHMCT -3 Industrial Training	
6	CC-BHMCT-16		SEC- BHMCT-4 French for Hotels –II	DSE-BHMCT-6
	CC-BHMCT-17			DSE-BHMCT-7
	CC-BHMCT-18			
7	CC-BHMCT-19		SEC-BHMCT-5	DSE-BHMCT-8
	CC-BHMCT-20			
	CC-BHMCT-21			
	CC-BHMCT-22			
8			SEC-BHMCT-6 On the Job Training	

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

\*MOOC Course from Swayam portal or from other online courses as approved by staff council

General instructions:

1. One credit equivalent to 1 hour of teaching/2 hours of Practical work
2. One credit (teaching /Practical) equivalent to 25 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)	22	124	124
Ability Enhancement compulsory course (AECC)	2	4	4
Skill Enhancement course (SEC)	6	8	8
Discipline Specific Elective Course (DSE)	8	34	34
<b>Total</b>	<b>38</b>	<b>170 hrs</b>	<b>170 credits</b>

# **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**

**Kurukshetra University, Kurukshetra**

**Programme- BHM&CT**

**Scheme of Examination and Syllabus**

**w.e.f.**

**Session: 2020-2024**

<b>Semester I</b>												
Course Code	Course Title	Contact hrs Per week		Credit	Max Marks				Total Marks	Pass Marks		
		Th.	P		Internal T	P	External T	P				
CC-BHMCT-1	Food Production Foundation -I	4	2	6	20	+	10	80	+	40	150	60
CC- BHMCT-2	Food & Beverage Service Foundation - I	4	2	6	20	+	10	80	+	40	150	60
CC-BHMCT-3	Front Office Operations – I	4	2	6	20	+	10	80	+	40	150	60
CC- BHMCT-4	Housekeeping Operations – I	4	2	6	20	+	10	80	+	40	150	60
DSE –BHMCT-1	Introduction to Hospitality & Tourism Industry	4	-	4	20			80			100	40
AECC- BHMCT-1	English / Communication Skills/in Hotels / MIL	2	0	2	10			40			50	20
		22	08	30							750	300

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

<b>Semester II</b>								
Course Code	Course Title	Contact hrs Per week		Credit	Max Marks		Total Marks	Pass Marks
		Th.	P		Internal T P	External T P		
CC-BHMCT-5	Food Production Foundation -II	4	2	6	20 + 10	80 + 40	150	60
CC- BHMCT-6	Food & Beverage Service Foundation - II	4	2	6	20 + 10	80 + 40	150	60
CC-BHMCT-7	Front Office Operations – II	4	2	6	20 + 10	80 + 40	150	60
CC- BHMCT-8	Housekeeping Operations – II	4	2	6	20 + 10	80 + 40	150	60
DSE–BHMCT-2	Global Trends in Hospitality Industry	4	-	4	20	80	100	40
AECC- BHMCT-2	Environmental & Ecological Practices in Hotels	2	0	2	10	40	50	20
		22	08	30			750	300

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



<b>Semester III</b>										
<b>Course Code</b>	<b>Course Title</b>	<b>Contact hrs Per week</b>		<b>Credit</b>	<b>Max Marks</b>				<b>Total Marks</b>	<b>Pass Marks</b>
		<b>Th.</b>	<b>P</b>		<b>Internal</b>		<b>External</b>			
					<b>T</b>	<b>P</b>	<b>T</b>	<b>P</b>		
CC-BHMCT-9	Introduction to Indian Cooking	4	2	6	20	+ 10	80	+ 40	150	60
CC- BHMCT-10	Food & Beverage Service operations	4	2	6	20	+ 10	80	+ 40	150	60
CC-BHMCT-11	Front Office Operations – III	4	2	6	20	+ 10	80	+ 40	150	60
CC- BHMCT-12	Housekeeping Operations – III	4	2	6	20	+ 10	80	+ 40	150	60
DSE–BHMCT-3	Hygiene & Sanitation in Hospitality Industry	4	-	4	20		80		100	40
SEC- BHMCT-1	Accountancy Skills for Hospitality	2	0	2	10		40		50	20
		22	08	30					750	300

CC- Core, T-Theory, P- Practical, C-Credits, DSC-Discipline Specific Elective, SEC–Skill Enhancement Course

<b>Semester IV</b>												
Course Code	Course Title	Contact hrs Per week		Credit	Max Marks				Total Marks	Pass Marks		
		Th.	P		Internal T	P	External T	P				
CC-BHMCT-13	Regional Cuisine of India -I	4	2	6	20	+	10	80	+	40	150	60
CC-BHMCT-14	Food & Beverage Service Management -I	4	2	6	20	+	10	80	+	40	150	60
CC-BHMCT-15	Accommodation Management – I	4	2	6	20	+	10	80	+	40	150	60
SEC-BHMCT-2	French for Hotels – I	2	0	2	10			40			50	20
DSE-BHMCT-4	A	Researching in Hospitality & Tourism Management	4	-	4	20		80			100	40
	OR											
	B	Retail Management	4	-	4	20		80			100	40
DSE-BHMCT-5	A	Hospitality Law	4	-	4	20		80			100	40
	OR											
	B	Nutrition & Principles of Food Science	4	-	4	20		80			100	40
	OR											
	C	Any subject from MOOC/Online Course*	-	-	4	-					100	40
			22	06	28						700	280

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

\* As approved by staff council

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

Course Code	Course Title	Duration	Credit		Total Marks	Pass Marks
SEC-BHMCT-3	Industrial Training Report & Viva-Voce	20-22 Weeks	20		500	200

SEC- Skill Enhancement Course

<b>Semester VI</b>												
Course Code	Course Title	Contact hrs Per week		Credit	Max Marks				Total Marks	Pass Marks		
		Th.	P		Internal T	P	External T	P				
CC-BHMCT-16	Regional Cuisine of India -II	4	2	6	20	+	10	80	+	40	150	60
CC-BHMCT-17	Food & Beverage Service Management -II	4	2	6	20	+	10	80	+	40	150	60
CC-BHMCT-18	Accommodation Management – II	4	2	6	20	+	10	80	+	40	150	60
SEC-BHMCT-4	French for Hotels – II	2	-	2	10			40			50	20
DSE-BHMCT-6	A	Application of Computers in Hospitality & Tourism	4	-	4	20		80			100	40
	OR											
	B	Event Management	4	-	4	20		80			100	40
DSE-BHMCT-7	A	Hospitality Marketing	4	-	4	20		80			100	40
	OR											
	B	Hotel Facility Planning	4	-	4	20		80			100	40
	OR											
	C	Any subject from MOOC/Online Course*	-	-	4	-					100	40
			22	06	28						700	280

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

\* As approved by staff council

<b>Semester VII</b>										
Course Code	Course Title	Contact hrs Per week		Credit	Max Marks				Total Marks	Pass Marks
		Th.	P		Internal T	P	External T	P		
CC-BHMCT-19	Human Resource Management in Hotels (Theory)	4	-	4	20		80		100	40
CC-BHMCT-20	Front office Management (Theory)	4	-	4	20		80		100	40
CC-BHMCT-21	Laundry Management (Theory)	4	-	4	20		80		100	40
CC-BHMCT-22	Safety Security and Travel Documentation (Theory)	4	-	4	20		80		100	40
DSE-BHMCT-8	A	Foreign Cuisine	4	2	6	20 + 10	80 + 40		150	60
	OR									
	B	Bakery Management	4	2	6	20 + 10	80 + 40		150	60
SEC-BHMCT-5	A	Skill Enhancement for Media & Journalism	2	-	2	10	40		50	20
	OR									
	B	Web Application in Hospitality & Tourism	2	-	2	10	40		50	20
			22	02	24				600	240

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

<b>Semester VIII</b> (Industry Exposure – On the job training, 15-18 weeks – 90-100 days)						
<b>Course Code</b>		<b>Course Title</b>	<b>Duration</b>	<b>Credits</b>	<b>Total Marks</b>	<b>Pass Marks</b>
SEC - BHMCT -6		On-the-job training and Viva-Voce	20-22 Week	20	500	200

SEC – Skill Enhancement Course

## Total Semesters & Credits

<b>Marks Distribution</b>	<b>Sem 1</b>	<b>Sem 2</b>	<b>Sem 3</b>	<b>Sem 4</b>	<b>Sem 5</b>	<b>Sem 6</b>	<b>Sem 7</b>	<b>Sem 8</b>	<b>Total</b>
<b>Credits allocated</b>	<b>30</b>	<b>30</b>	<b>30</b>	<b>28</b>	<b>20</b>	<b>28</b>	<b>24</b>	<b>20</b>	<b>210</b>
<b>Marks in Each Sem</b>	<b>750</b>	<b>750</b>	<b>750</b>	<b>700</b>	<b>500</b>	<b>700</b>	<b>600</b>	<b>500</b>	<b>5250</b>
<b>Grand Total Marks</b>	<b>5250</b>								
<b>Grand Total credits</b>	<b>210 credits</b>								

**BHMCT COURSE W.E.F 2020 - 24**

**GENERAL INSTRUCTIONS FOR EXAMINERS / PAPER SETTERS / SUBJECT  
TEACHERS**

**EVALUATION:**

The performance of the students will be evaluated on the basis of:

- class participation
- house tests
- regularity and
- assignment

Carrying 20 percent of the credit and the rest through Terminal Examination (3 hours duration)

**MODE OF PAPER SETTING:**

**CORE PAPERS**

There will be nine questions in all. The candidate has to attempt five questions. Question No. 1, of 16 marks (4 short-answer type questions of 4 marks each) shall be compulsory. The candidate has to attempt four other questions selecting one question from each Unit. Each question shall be of 16 marks. The question No. 1 shall be covering all the four Units of the syllabus.

These questions shall judge both theoretical and applied knowledge of students. Case studies may also be given as questions

**AECC PAPERS**

There will be nine questions in all. The candidate has to attempt five questions. Question No. 1, of 8 marks (4 short-answer type questions of 2 marks each) shall be compulsory. The candidate has to attempt four other questions selecting one question from each Unit. Each question shall be of 8 marks. The question No. 1 shall be covering all the four Units of the syllabus.

These questions shall judge both theoretical and applied knowledge of students. Case studies may also be given as questions



### **SEC PAPERS**

There will be nine questions in all. The candidate has to attempt five questions. Question No. 1, of 8 marks (4 short-answer type questions of 2 marks each) shall be compulsory. The candidate has to attempt four other questions selecting one question from each Unit. Each question shall be of 8 marks. The question No. 1 shall be covering all the four Units of the syllabus.

These questions shall judge both theoretical and applied knowledge of students. Case studies may also be given as questions

### **DSE PAPERS**

There will be nine questions in all. The candidate has to attempt five questions. Question No. 1, of 16 marks (4 short-answer type questions of 4 marks each) shall be compulsory. The candidate has to attempt four other questions selecting one question from each Unit. Each question shall be of 16 marks. The question No. 1 shall be covering all the four Units of the syllabus.

These questions shall judge both theoretical and applied knowledge of students. Case studies may also be given as questions

# **BHM & CT**

**(Detail Syllabus)**

**w.e.f**

**Session: 2020-2024**

# **SEMESTER I**

<b>CC-BHMCT-1 FOOD PRODUCTION FOUNDATION –I (THEORY)</b>		
		<b>Credits – 04</b> <b>External Marks - 80</b> <b>Internal Marks - 20</b> <b>Total marks – 100</b>
<b>COURSE OBJECTIVES:</b>		
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		
<b>UNIT- I</b>	<b>Professional Kitchen &amp; Cooking:</b> <ul style="list-style-type: none"> <li>• Introduction, Definition, and its importance</li> <li>• Culinary History, Origin Of Modern Cookery</li> <li>• Aims and objectives of cooking food</li> <li>• Kitchen Layouts (Basic, Bulk and Show kitchens)</li> <li>• Hierarchy of Kitchen Department, Classical Kitchen Brigade,</li> <li>• Modern Staffing in various hotels, Duties &amp; Responsibilities of various chefs in kitchen, their attributes</li> <li>• Coordination of kitchen with other departments of hotels</li> </ul>	<b>CO 1</b>
<b>UNIT- II</b>	<b>Kitchen Equipments, Fuels &amp; Safety:</b> <ul style="list-style-type: none"> <li>• Kitchen Equipments, Classifications &amp; their usage</li> <li>• Knives- its types and Their Usage</li> <li>• Fuel – its Types and their Usage</li> <li>• Personal Hygiene, Uniform, Protective clothing</li> <li>• Kitchen Hygiene</li> <li>• Basic First Aid- Burns, Scalds, Cuts</li> </ul>	<b>CO 2</b>
<b>UNIT-III</b>	<b>Ingredients used in cooking : introduction , types ,uses in kitchen</b> <ul style="list-style-type: none"> <li>• Cereals</li> <li>• Pulses</li> <li>• Fruits</li> <li>• Vegetables &amp; their cuts</li> <li>• Nuts</li> <li>• Salt</li> <li>• Sweeteners</li> <li>• Fat &amp; oil</li> <li>• Milk and Milk Products</li> <li>• Herbs</li> <li>• spices</li> <li>• Condiments</li> </ul>	<b>CO 3</b>
<b>UNIT- IV</b>	<b>Various cooking methods &amp; food production system</b> <ul style="list-style-type: none"> <li>• Moist heat methods</li> <li>• Dry methods</li> </ul>	<b>CO4</b>

	<ul style="list-style-type: none"><li>• Modern &amp; advanced methods of cooking</li><li>• Cook chill</li><li>• Cook freeze</li><li>• Sous vide</li></ul>	
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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

<b>CC-BHMCT-1 FOOD PRODUCTION FOUNDATION –I (PRACTICAL)</b>	
	<b>Credits – 02</b>
	<b>External Marks - 40</b>
	<b>Internal Marks - 10</b>
	<b>Total marks – 50</b>
<ul style="list-style-type: none"> <li>• Understanding Personal Hygiene &amp; Kitchen Hygiene</li> <li>• Grooming for Professional Kitchen – Do’s &amp; Don’ts</li> <li>• Understanding kitchen Layouts.</li> <li>• Familiarization with kitchen equipments and tools</li> <li>• Kitchen First Aid</li> <li>• Familiarization, identification of commonly used ingredients in kitchen</li> <li>• Vegetables Varieties, Classifications</li> <li>• Various Cuts Of Vegetables</li> <li>• Methods Of Cooking Vegetables</li> <li>• Vegetables –Their usage and cooking precautions</li> <li>• Preparation of Various egg dishes like :Omelet’s (Plain, Spanish, Stuffed)</li> <li>• Preparation of Various evening snacks</li> <li>• Preparations of various cookies</li> <li>• Culinary Terms</li> </ul>	

**MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE**

<b>Mapping: CO-PO</b>								
	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**

<b>Mapping: CO-PSO</b>					
	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**

<b>Mapping: CO-PO-PSO</b>													
	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

<b>CC-BHMCT-2 FOOD &amp; BEVERAGE SERVICE FOUNDATION -I (THEORY)</b>		
<b>Credits – 04</b> <b>External Marks - 80</b> <b>Internal Marks - 20</b> <b>Total marks – 100</b>		
<b>COURSE OBJECTIVES:</b>		
<ul style="list-style-type: none"> <li>- Co 1 Gain the Knowledge of Food &amp; beverage service department in Hotels.</li> <li>- Co 2 Familiar with Food &amp; Service equipment's.</li> <li>- Co 3 Learn about different types of menu and their planning.</li> <li>- Co 4 Remember the various food and beverage service methods.</li> </ul>		
<b>UNIT- I</b>	<b>Food and Beverage Services: -</b> 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	<b>CO 1</b>
<b>UNIT- II</b>	<b>Food Service Equipments:</b> <ul style="list-style-type: none"> <li>• Food Service Equipments, criteria for selection,</li> <li>• Classification, ,</li> <li>• Usage,</li> <li>• Storage,</li> <li>• Care &amp; Maintenance,</li> <li>• Other equipments.</li> </ul>	<b>CO 2,</b>
<b>UNIT-III</b>	<b>Menu planning:</b> <ul style="list-style-type: none"> <li>• Menu planning concept,</li> <li>• Factors to be considered while planning a menu</li> <li>• Menu Types,</li> <li>• Salient Features,</li> <li>• Menu Designs,</li> <li>• Presenting of Menu, Layout of Table,</li> <li>• Napkin Folding (At least Ten Types)</li> </ul>	<b>CO 3</b>
<b>UNIT- IV</b>	<b>Food &amp; Beverage service Methods:</b> <ul style="list-style-type: none"> <li>• Introduction,</li> <li>• Classification of Services Methods, ,</li> <li>• Mise-en-place and Mise-en-scene,</li> </ul>	<b>CO4</b>

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



<p><b>CC-BHMCT-2 FOOD &amp; BEVERAGE SERVICE FOUNDATION -I (PRACTICAL)</b></p> <p style="text-align: right;"><b>Credits – 02</b></p> <p style="text-align: right;"><b>External Marks - 40</b></p> <p style="text-align: right;"><b>Internal Marks - 10</b></p> <p style="text-align: right;"><b>Total Marks – 50</b></p>
<ul style="list-style-type: none"> <li>• Understanding Personal Hygiene &amp; Food Service Hygiene</li> <li>• Grooming for Professional Food Service – Do’s &amp;Don’ts</li> <li>• Understanding Food Service Outlets.</li> <li>• Familiarization with Food Service equipments:     identification of crockery, cutlery, hollowware, flatware and tableware.</li> <li>• Understanding Service Methods, Setting up of Side</li> <li>• Station, Table Layouts, Presenting Menus.</li> </ul>

**MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE**

<b>Mapping: CO-PO</b>								
	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**

<b>Mapping: CO-PSO</b>					
	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**

<b>Mapping: CO-PO-PSO</b>													
	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

<b>CC-BHMCT-3 FRONT OFFICE OPERATIONS-I (THEORY)</b>		
		<b>Credits – 04</b> <b>External Marks - 80</b> <b>Internal Marks - 20</b> <b>Total marks – 100</b>
<b>COURSE OBJECTIVES:</b>		
<ul style="list-style-type: none"> <li>- Co 1: Examining hotel startup process and its classification.</li> <li>- Co 2: Defining the basics of hotel front office and its sections.</li> <li>- Co 3: Summarizing organizational structure of front office and its coordination.</li> <li>- Co 4: Memorizing guestrooms, tariff and guest cycle.</li> </ul>		
<b>UNIT- I</b>	<b>Hotel and its classification:</b> 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.	<b>CO 1</b>
<b>UNIT- II</b>	<b>Hotel Front Office:</b> 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.	<b>CO 2</b>
<b>UNIT-III</b>	<b>Front Office Staff:</b> 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.  <b>Front office Coordination:</b> Coordination of front office department (Inter and intra departmental).	<b>CO 3</b>
<b>UNIT- IV</b>	<b>Guestrooms and tariff:</b> Different types of rooms,	<b>CO 4</b>

	Numbering of rooms, meal plans combined with room tariff, Tariff Card, Rates, Discounts, Allowance. <b>Guest Cycle:</b> Pre-Arrival, Arrival, Occupancy, Departure, Post Departure.	
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## 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-3 FRONT OFFICE OPERATIONS-I (PRACTICAL)**

**Credits – 02**  
**External Marks - 40**  
**Internal Marks - 10**  
**Total marks – 50**

- 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**

<b>Mapping: CO-PO</b>								
	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**

<b>Mapping: CO-PSO</b>					
	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**

<b>Mapping: CO-PO-PSO</b>													
	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

<b>CC-BHMCT-4 HOUSEKEEPING OPERATIONS-I (THEORY)</b>		
		<b>Credits – 04</b> <b>External Marks - 80</b> <b>Internal Marks - 20</b> <b>Total Marks – 100</b>
<b>COURSE OBJECTIVES:</b>		
CO1 Developing an understanding of housekeeping department and its organizational structure. CO2 Acquire the skills about Housekeeping control desk procedures. CO3 Attain knowledge about hotel guest rooms and guest room features. CO4 Students able to understand the methods of cleaning.		
<b>UNIT- I</b>	<b>MEANING, IMPORTANCE AND ORGANISATION CHART OF THE HOUSEKEEPING DEPARTMENT</b>  Introduction: Meaning and definition and Importance of Housekeeping department  Role of Housekeeping in Guest Satisfaction and Repeat Business  Hierarchy of Housekeeping Department in small, medium, large and chain hotels  Identifying Housekeeping Responsibilities  Personality Traits of housekeeping Management Personnel.  Duties and Responsibilities of Housekeeping staff  Layout of the Housekeeping Department	
<b>UNIT- II</b>	<b>ROUTINE SYSTEMS AND RECORDS OF HOUSE KEEPING DEPARTMENT</b>  Functions of Control Desk and its importance <ul style="list-style-type: none"> <li>• Room Occupancy Report</li> <li>• Guest Room Inspection</li> <li>• Entering Checklists, Floor Register, Work Orders, Log Sheet.</li> <li>• Lost and Found Register and Enquiry File</li> <li>• Maid’s Report and Housekeeper’s Report</li> </ul>	<b>CO 2,</b>

	<ul style="list-style-type: none"> <li>• Handover Records</li> <li>• Reporting Staff placement</li> <li>• Guest's Special Requests Register</li> <li>• Record of Special Cleaning Call Register</li> <li>• VIP Lists</li> </ul> <p>Interdepartmental relationship with Front Office, Maintenance, Security, Stores, Accounts, Personnel</p>	
<b>UNIT-III</b>	<p><b>ROOM LAYOUT</b></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>	<b>CO 3</b>
<b>UNIT- IV</b>	<p><b>CLEANING ORGANISATION</b></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>	<b>CO4</b>

**REFERENCES:**

**Text book :**

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



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

**Credits – 02**

**External Marks - 40**

**Internal Marks - 10**

**Total marks – 50**

- 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 – 04**  
**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

<b>UNIT- I</b>	<p><b>Hospitality Industry- An introduction :</b></p> <ul style="list-style-type: none"> <li>• Concept, origin and growth overtime,</li> <li>• scope, current and future trends and developments in Industry</li> <li>• Hospitality industry &amp; linkages with other industries</li> <li>• Role in global and Indian economy.</li> <li>• External environment and hospitality industry</li> <li>• Major international &amp; Indian hotel chains</li> </ul>	<b>CO 1</b>
<b>UNIT- II</b>	<p><b>Ownership structure of hotels :</b></p> <ul style="list-style-type: none"> <li>• Types- Sole proprietorship,</li> <li>• Partnership,</li> <li>• Management Contract,</li> <li>• Joint Venture,</li> <li>• Franchisee,</li> <li>• Public Sector,</li> <li>• Private Sector</li> <li>• Referral Groups/Consortium-Concept, Features, Advantages and Disadvantages.</li> </ul>	<b>CO 2</b>
<b>UNIT- III</b>	<p><b>Hotel Organization : Small ,Medium, Large</b></p> <ul style="list-style-type: none"> <li>• Organization structure &amp; hierarchy of hotels</li> <li>• Departments in hotels Front office, Housekeeping, Food and Beverage (service &amp; production), Engineering &amp; Maintenance, Security, Human Resource depts., Sales &amp; Marketing, Purchase &amp; Stores, Accounts.</li> <li>• Inter relationship among various departments of hotels</li> <li>• Hotel management &amp; career opportunity</li> </ul>	<b>CO 3</b>

<b>UNIT- IV</b>	<b>Hospitality Sectors :</b> <ul style="list-style-type: none"> <li>• Accommodation: concept and types</li> <li>• Food &amp; Beverage sectors</li> <li>• Tourism- concept, types</li> <li>• Transportation: air, water &amp; land</li> <li>• Attraction, Recreation, Events and others.</li> </ul>	<b>CO4</b>
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**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**

<b>Mapping: CO-PO</b>								
	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**

<b>Mapping: CO-PSO</b>					
	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**

<b>Mapping: CO-PO-PSO</b>													
	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

<b>AECC-BHMCT-1 COMMUNICATION SKILLS IN HOTELS</b>		<b>Credits – 02</b>
		<b>External Marks - 40</b>
		<b>Internal Marks - 10</b>
		<b>Total marks – 50</b>
<b>COURSE OBJECTIVES:</b>		
<ul style="list-style-type: none"> <li>- Co 1 Knowledge of business communication in Hotels</li> <li>- Co 2 Developing English speaking skills for day to day work</li> <li>- Co 3 Ability to write business letters &amp; other documents.</li> <li>- Co 4 Developing professional body language for work environment.</li> </ul>		
<b>UNIT- I</b>	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	<b>CO 1</b>
<b>UNIT- II</b>	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.	<b>CO 2, CO 3</b>
<b>UNIT-III</b>	English oral communication: Telephonic conversation- protocol for mobile & landline ; Public speaking and presentation skills Participation in Meetings; Group Discussions, Interview	<b>CO 2, CO 3</b>
<b>UNIT- IV</b>	Body Language & grooming, Importance. Reading Body Language, professional Body Language for hotel work environment	<b>CO4</b>

**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



<b>CC-BHMCT-5 FOOD PRODUCTION FOUNDATION –II (THEORY)</b>		
		<b>Credits – 04</b>
		<b>External Marks - 80</b>
		<b>Internal Marks - 20</b>
		<b>Total marks – 100</b>
<b>COURSE OBJECTIVES:</b>		
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.		
<b>UNIT- I</b>	<b>Vegetable Cookery : introduction</b> <ul style="list-style-type: none"> <li>• Pigments and color changes</li> <li>• Effects of heat on vegetables</li> <li>• Food Preservatives &amp; Additives-natural and chemical.</li> <li>• Various Flavoring agent</li> <li>• Thickening agents / binding agents</li> <li>• Souring agents</li> </ul>	<b>CO 1</b>
<b>UNIT- II</b>	<b>Preparation of ingredients:</b> <ul style="list-style-type: none"> <li>• Pre- Preparation techniques &amp; their types</li> <li>• Preparation techniques &amp; their types</li> <li>• Methods of mixing foods</li> </ul>	<b>CO 2</b>
<b>UNIT-III</b>	<b>Stock , soup , sauces ,salami , sausages &amp; salads :</b> <ul style="list-style-type: none"> <li>• Stocks, Types of Stock , Uses of Stocks,</li> <li>• Preparation of Stock, Recipes</li> <li>• Soups, types of soup ,uses of soup</li> <li>• Preparation of Soup, Recipes</li> <li>• Sauces, Classification of Sauces,</li> <li>• Preparation of sauces Recipes For Mother Sauces, their derivatives</li> <li>• Salads ,it composition &amp; types salad dressings &amp; emerging trends in salad dressing</li> </ul>	<b>CO 3</b>
<b>UNIT- IV</b>	<b>Eggs, fish’s, Poultry , Meat &amp; offal’s :</b> <ul style="list-style-type: none"> <li>• Eggs – Introduction, Usage in Kitchen,</li> <li>• Structure of Egg,</li> <li>• Classification of Eggs, Types</li> <li>• Selection, Storage and preparation of breakfast dishes with eggs</li> <li>• Fish &amp; Shellfish, Their Classification , various cuts ,selection criterion,</li> <li>• Poultry and Game: Introduction, Classification, Selection Criterion, Cuts of Poultry</li> <li>• Meat: Characteristics, selection and Classification ( Bovines, Ovine’s and Swine’s)</li> </ul>	<b>CO4</b>

**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-5 FOOD PRODUCTION FOUNDATION –II (PRACTICAL)**

**Credits – 02**

**External Marks - 40**

**Internal Marks - 10**

**Total marks – 50**

- Preparation of various Stocks
- Preparation of various Soups
- Preparation of mother sauces
- Preparation of various salads
- Familiarization with, Poultry, Meats & Fishes – Their Simple Cuts and Cooking
- Preparations of various Breakfast
- Preparation of various cup cakes & muffins

**MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE**

<b>Mapping: CO-PO</b>								
	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**

<b>Mapping: CO-PSO</b>					
	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**

<b>Mapping: CO-PO-PSO</b>													
	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

<b>CC-BHMCT-6 FOOD &amp; BEVERAGE SERVICE FOUNDATION -II (THEORY)</b> <b>Credits – 04</b> <b>External Marks - 80</b> <b>Internal Marks - 20</b> <b>Total marks – 100</b>		
<b>COURSE OBJECTIVES:</b> <ul style="list-style-type: none"> <li>- Co 1 Create awareness about different meals during the day.</li> <li>- Co 2 Understanding of various food and beverage Restaurant &amp; French Classical menu.</li> <li>- Co 3 Remember the concept of room service/ In Room Dinning.</li> <li>- Co 4 Analyze about Non- Alcoholic beverages and their control.</li> </ul>		
<b>UNIT- I</b>	<b>Meals during the day:-</b> <ul style="list-style-type: none"> <li>• Breakfast: Types &amp; classification, Preparation for Breakfast Services, arrangement and setting up of tables/ trays,</li> <li>• Brunch</li> <li>• Lunch</li> <li>• High tea</li> <li>• Dinner</li> <li>• Supper &amp;</li> <li>• Emerging trends in F&amp;B service.</li> </ul>	CO 1
<b>UNIT- II</b>	<b>Food and Beverage Services in Restaurants:</b> <ul style="list-style-type: none"> <li>• Concept of Restaurant, Types of Restaurants,</li> <li>• Set up of Restaurants and their Layouts,</li> <li>• Equipment, furniture and fixtures used in the restaurant and their use and maintenance,</li> <li>• Classical French menu &amp; its Accompaniments with cover.</li> </ul>	CO 2,
<b>UNIT-III</b>	<b>Room Service/ In Room Dinning:</b> <ul style="list-style-type: none"> <li>• Introduction, Concept of Room Service/ In Room Dinning</li> <li>• Room service staffing ,and Room service menu,</li> <li>• Room Service cycle,</li> <li>• Room Service Equipment's, Set up of Trays &amp; Trolleys,</li> <li>• Breakfast card,</li> <li>• Mini Bar Management in Guest Rooms.</li> </ul>	CO 3

<b>UNIT- IV</b>	<b>Non Alcoholic Beverages &amp; control methods:</b> <ul style="list-style-type: none"><li>• Introduction,</li><li>• Types - Hot &amp; cold Beverages, popular brands,</li><li>• Mocktails- Introduction, Types, Preparation and Service Techniques,</li><li>• Billing methods- duplicate &amp; Triplicate system,</li><li>• Computerized KOTs &amp; BOTs .</li></ul>	<b>CO4</b>
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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.

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

**Credits – 02**  
**External Marks - 40**  
**Internal Marks - 10**  
**Total marks – 50**

- 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**

<b>Mapping: CO-PO</b>								
	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**

<b>Mapping: CO-PSO</b>					
	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**

<b>Mapping: CO-PO-PSO</b>													
	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



<b>CC-BHMCT-7 FRONT OFFICE -II (THEORY)</b>		
<b>Credits – 04</b> <b>External Marks - 80</b> <b>Internal Marks - 20</b> <b>Total marks -100</b>		
<b>COURSE OBJECTIVES:</b>		
<ul style="list-style-type: none"> <li>- Co 1: Finding basic front office operations and role of lobby.</li> <li>- Co 2: Building an understanding of hotel reservation.</li> <li>- Co 3: Examining the various front office activities during guest stay in hotel.</li> <li>- Co 4: Evaluation the role of keys, keys control and front office functions during guest departure and post departure.</li> </ul>		
<b>UNIT- I</b>	<b>Basic Front Office Operations:</b> Front desk operations & functions, Equipment used at front office, knowledge of basic hotel facilities.  <b>Lobby:</b> Description and layout, Role of lobby manager and Guest relationship executive, Common complaint/ problem/ situations handling, handling VIPs, Uniform services provided by a hotel.	<b>CO 1</b>
<b>UNIT- II</b>	<b>Reservation:</b> 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.	<b>CO 2</b>
<b>UNIT-III</b>	<b>The Guest Stay with Hotel:</b> 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 requests.	<b>CO 3</b>

	Travel Desk and Concierge: functions; paging, foreign currency handling, Room selling techniques, Communicating with guests.	
<b>UNIT- IV</b>	<p><b>Keys and key control:</b> Types of keys, handling guestroom keys and its control, Handling Guestroom safe box.</p> <p><b>The Guest Departure and Post Departure Services at Front Desk:</b> 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>	<b>CO 4</b>

## SUGGESTED READINGS

### Reference books:

- Maheshwari S.N., Maheshwari S.K. (2018).Advanced Accountancy Volume-II. Vikas Publishing House; 11<sup>th</sup> 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; 6<sup>th</sup> 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-7 FRONT OFFICE -II (PRACTICAL)**

**Credits – 02**  
**External Marks - 40**  
**Internal Marks - 10**  
**Total marks -50**

- 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

<b>CC-BHMCT-8 HOUSEKEEPING OPERATIONS -II (THEORY)</b>		
		<b>Credits –04</b>
		<b>External Marks -80</b>
		<b>Internal Marks -20</b>
		<b>Total marks -100</b>
<b>COURSE OBJECTIVES:</b>		
<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>		
<b>UNIT- I</b>	<b>CLEANING AGENTS</b> 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	<b>CO 1</b>
<b>UNIT- II</b>	<b>AREA CLEANING</b> Cleaning of Guest Rooms Daily cleaning of (Occupied/ Departure, vacant , VIP rooms Evening / Turn Down Service Second Service Bed Making <b>TYPES OF BEDS AND MATTRESSES</b> Front of the House area Cleaning Back of House Areas Cleaning Work routine and associated problems e.g. high traffic areas, Façade cleaning etc	<b>CO 2,</b>
<b>UNIT-III</b>	<b>COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACES:</b> Metals Glass Leather Leatherettes Rexines Plastic Ceramics Wood Wall finishes Floor finishes	<b>CO 3</b>
<b>UNIT- IV</b>	<b>CONTRACT HOUSEKEEPING &amp; KEY CONTROL</b> Types of keys Computerised key cards Key control Contract services in Housekeeping Department Types of contract services Advantages & disadvantages of contract services	<b>CO4</b>

## **REFERENCES:**

### **Text book:**

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

**CC-BHMCT-8 HOUSEKEEPING OPERATIONS -II (PRACTICAL)**

**Credits –02**  
**External Marks -40**  
**Internal Marks -10**  
**Total marks -50**

- 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**

<b>Mapping: CO-PO</b>								
	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**

<b>Mapping: CO-PSO</b>					
	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**

<b>Mapping: CO-PO-PSO</b>													
	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

<b>DSE-BHMCT-2 GLOBAL TRENDS IN HOSPITALITY INDUSTRY</b>		
		<b>Credits –04</b> <b>External Marks -80</b> <b>Internal Marks -20</b> <b>Total Marks -100</b>
<b>COURSE OBJECTIVES:</b>		
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		
<b>UNIT- I</b>	<ul style="list-style-type: none"> <li>● Latest Hygiene &amp; sanitation practices adopted in hospitality industry</li> <li>● Artificial intelligence (AI) in hospitality industry</li> <li>● Latest trends in f&amp; B services : plastic free , service robots &amp; restaurants digitalitization</li> <li>● Latest trends in Hotels : Robot hotels ,capsule hotel ,space hotel ,eco hotels ,igloo hotels ,smart hotels , tree hotel</li> </ul>	<b>CO 1</b>
<b>UNIT- II</b>	<ul style="list-style-type: none"> <li>● Tech savvy housekeeping practices</li> <li>● Tech explosion in hospitality (various uses of software )</li> </ul>	<b>CO 2</b>
<b>UNIT-III</b>	<ul style="list-style-type: none"> <li>● Healthy and Organic Food &amp; Drinks</li> <li>● Sustainability</li> <li>● Personalization</li> <li>● Robots</li> <li>● Virtual Reality</li> <li>● Augmented Reality</li> <li>● Authentic Local Experiences</li> </ul>	<b>CO 3</b>
<b>UNIT- IV</b>	<b>HEALTH &amp; WELLNESS:</b> <ul style="list-style-type: none"> <li>● World-class health spas</li> <li>● State-of-the-art fitness centers</li> <li>● Yoga retreats</li> <li>● Private saunas</li> <li>● In-room fitness equipment</li> <li>● Air purification systems</li> </ul>	<b>CO4</b>

	<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**

<b>Mapping: CO-PO</b>								
	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**

<b>Mapping: CO-PSO</b>					
	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**

<b>Mapping: CO-PO-PSO</b>													
	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

<b>AECC-BHMCT-2 ENVIRONMENTAL &amp; ECOLOGICAL PRACTICES IN HOTELS</b>		
<b>Credits –02</b> <b>External Marks -40</b> <b>Internal Marks -10</b> <b>Total Marks -50</b>		
<b>COURSE OBJECTIVES:</b> <ul style="list-style-type: none"> <li>- Co 1 Define the meaning, scope &amp; importance of environmental studies in hotel industry.</li> <li>- Co 2 Explain &amp; illustrate the importance of ecology &amp; ecosystems.</li> <li>- Co 3 Solve the problem of environment pollution.</li> <li>- Co 4 Create the awareness about impact of human population on environment.</li> </ul>		
<b>UNIT- I</b>	Environmental studies – meaning – scope – importance	<b>CO 1</b>
<b>UNIT- II</b>	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. 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.	<b>CO 2, CO 3</b>
<b>UNIT-III</b>	<p>Hotel Industry and environment pollution</p> <p>Environmental pollution – soil pollution – air pollution – water pollution – thermal pollution – noise pollution – causes, effect and control measures –</p> <p>Waste management in Hotels – waste minimization through cleaner technologies – reuse and recycling - solid waste management.</p>	<b>CO 2, CO 3</b>
<b>UNIT- IV</b>	Human Population and environment – population growth – variation among nations – population explosion – environment and human health – human rights – value education – women and child welfare.	<b>CO4</b>

## 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

# SEMESTER III

<b>CC-BHMCT-9 INTRODUCTION TO INDIAN COOKING (THEORY)</b>		
		<b>Credits –04</b> <b>External Marks -80</b> <b>Internal Marks -20</b> <b>Total marks -100</b>
<b>COURSE OBJECTIVES:</b>		
<b>Co 1 : knowledge of Indian cooking to the beginners.</b> <b>Co 2 : familiarizing with Menu Planning &amp; Purchasing ,Storing &amp; issuing of food</b> <b>Co 3 : understand Indian gravies and uses of Dry and Wet masalas used in Indian cuisine.</b> <b>Co 4 : knowledge about Indian Food &amp; Safety laws</b>		
<b>UNIT- I</b>	<b>Indian Cooking</b> <ul style="list-style-type: none"> <li>• Introduction to Indian Cuisine,</li> <li>• Heritage of Indian Cuisine,</li> <li>• Factors that affect eating habits in different parts of the country,</li> <li>• Cuisine and its highlights of different states/regions/communities To be discussed: Geographic location,</li> <li>• Historical background,</li> <li>• Seasonal availability,</li> <li>• Special equipment,</li> <li>• Staple diets,</li> <li>• Specialty cuisine for festivals and special occasions</li> </ul>	<b>CO 1</b>
<b>UNIT- II</b>	<b>Menu Planning &amp; Purchasing ,Storing &amp; issuing of food :</b> <ul style="list-style-type: none"> <li>• Definition &amp; Menu and its Types</li> <li>• Factor effecting menu planning and construction of menu</li> <li>• Purchasing &amp; purchasing procedure</li> <li>• The purchasing of food</li> <li>• Receiving of food</li> <li>• Storing of food</li> <li>• Issuing of food</li> </ul>	<b>CO 2</b>
<b>UNIT- III</b>	<b>Masalas, Pastes and Gravies in Indian cooking:</b> <ul style="list-style-type: none"> <li>• Masalas and Pastes: Introduction,</li> <li>• Types, Blending of Spices,</li> <li>• Concept of Dry and Wet Masalas,</li> <li>• Pastes used in Indian Cooking,</li> <li>• Purchasing, Storing Considerations.</li> <li>• Basic Indian Gravies: Introduction,</li> <li>• Gravies and Curries,</li> <li>• Regional Gravies, Gravy Preparations.</li> </ul>	<b>CO 3</b>
<b>UNIT- IV</b>	<b>Indian Food &amp; Safety laws:</b> <ul style="list-style-type: none"> <li>• The Prevention of Food Adulteration Act, 1954</li> <li>• The Fruit Products Order, 1955</li> <li>• The Meat Food Products Order, 1973</li> <li>• The Vegetable Oil Products (Control) Order, 1947</li> <li>• The Edible Oils Packaging (Regulation) Order, 1998</li> <li>• The Solvent Extracted Oil, De oiled Meal, and Edible Flour (Control) Order, 1967</li> </ul>	<b>CO4</b>



	<ul style="list-style-type: none"><li>• The Milk and Milk Products Order, 1992</li><li>• Essential Commodities Act, 1955 (in relation to food).</li><li>• Bureau of Indian Standards</li><li>• A Hazard Analysis Critical Control Point (HACCP)</li></ul>	
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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-9 INTRODUCTION TO INDIAN COOKING (PRACTICAL)**

**Credits –02**  
**External Marks -40**  
**Internal Marks -10**  
**Total marks -50**

**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**

<b>Mapping: CO-PO</b>								
	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**

<b>Mapping: CO-PSO</b>					
	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**

<b>Mapping: CO-PO-PSO</b>													
	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

<b>CC-BHMCT-10 FOOD &amp; BEVERAGE SERVICE OPERATIONS (THEORY)</b>		
		<b>Credits –04</b> <b>External Marks -80</b> <b>Internal Marks -20</b> <b>TotalMarks-100</b>
<b>COURSE OBJECTIVES:</b> 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.		
<b>UNIT- I</b>	<b>Planning of restaurant &amp; food service facilities &amp; Situation handling in food &amp; beverage outlets:</b> 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.)	<b>CO 1</b>
<b>UNIT- II</b>	<b>Buffet management:</b> 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.	<b>CO 2</b>
<b>UNIT-III</b>	<b>F &amp; B Control:</b> Overview: Introduction, Objectives of F & B Control, Problems in F & B Control, Personnel Management in F & B Control. F&B control cycle & monitoring.	<b>CO 3</b>

<b>UNIT- IV</b>	<b>Budgetary Control:-</b> Introduction, Objectives, Kinds of Budget, Budgetary Control Process, Stages in the preparation of Budgets. Budgeting for F & B Operations. Menu Management- Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue.	<b>CO4</b>
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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-10 FOOD & BEVERAGE SERVICE OPERATIONS  
(PRACTICAL)**

**Credits –02**  
**External Marks -40**  
**Internal Marks -10**  
**TotalMarks-50**

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**

<b>Mapping: CO-PO</b>								
	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**

<b>Mapping: CO-PSO</b>					
	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**

<b>Mapping: CO-PO-PSO</b>													
	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



<b>CC-BHMCT-11 FRONT OFFICE OPERATIONS -III (THEORY)</b>			<b>Credits –04 External Marks -80 Internal Marks -20 TotalMarks-100</b>
<b>COURSE OBJECTIVES:</b> <ul style="list-style-type: none"> <li>- Co 1: Managing cash and credit control.</li> <li>- Co 2: Assessing the role of front office cashier and night auditor.</li> <li>- Co 3: Validating security functions and dealing with emergencies.</li> <li>- Co 4: Defining budget.</li> </ul>			
<b>UNIT- I</b>	<b>Cash and Credit Control</b>  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.	<b>CO 1</b>	
<b>UNIT- II</b>	<b>Front Office Cashier</b>  Role of the Front desk cashier, Importance of front office cash, Duties and responsibilities of front desk cashier.  <b>Night Auditing:</b> Introduction, Objective, functions and job description of Night Auditor, Night Audit process, Preparing night audit reports.	<b>CO 2</b>	
<b>UNIT-III</b>	<b>Security functions</b>  Front Office Security Functions; Guest security, hotel property security, Security measures taken by hotel.  <b>Dealing with emergencies:</b> Bomb threat, Sickness and death, fire, Guest and employee thefts, planning for emergency situations.	<b>CO 3</b>	
<b>UNIT- IV</b>	<b>Budgeting:</b> Introduction, types, advantage and	<b>CO 4</b>	

	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, 2<sup>nd</sup> edition.
- Le, T., Bhushan, V., Sochat, M., Vaidyanathan, V. (2020). First Aid for the USMLE Step 1 2020. McgrawHill publication; 30<sup>th</sup> anniversary edition.
- Maheshwari S.N., Maheshwari S.K. (2018).Advanced Accountancy Volume-II. Vikas Publishing House; 11<sup>th</sup> 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-11 FRONT OFFICE OPERATIONS -III  
(PRACTICAL)**

**Credits –02  
External Marks -40  
Internal Marks -10  
TotalMarks-50**

- 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

<b>CC-BHMCT-12 HOUSEKEEPING OPERATIONS -III (THEORY)</b>		
		<b>Credits –04</b> <b>External Marks -80</b> <b>Internal Marks -20</b> <b>TotalMarks-100</b>
<b>COURSE OBJECTIVES:</b> 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.		
<b>UNIT- I</b>	<b>LINEN ROOM:</b> 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
<b>UNIT- II</b>	<b>UNIFORMS:</b> Advantages of providing uniforms to staff Issuing and exchange of uniforms, type of uniforms Selection and designing of uniforms, Layout of the Uniform room, <b>SEWING ROOM</b> - Activities and areas to be provided, Equipment provided	CO 2,
<b>UNIT-III</b>	<b>LAUNDRY:</b> 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
<b>UNIT- IV</b>	<b>SAFETY AND SECURITY:</b> 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; 30<sup>th</sup> 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-12 HOUSEKEEPING OPERATIONS -III  
(PRACTICAL)**

**Credits –02  
External Marks -40  
Internal Marks -10  
TotalMarks-50**

- 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):**

<b>Mapping: CO-PO</b>								
	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**

<b>Mapping: CO-PSO</b>					
	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**

<b>Mapping: CO-PO-PSO</b>													
	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 -80**  
**Internal Marks -20**  
**TotalMarks-100**

**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

<b>Unit- I</b>	<b>Importance of Hygiene:</b> 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.	<b>Co 1</b>
<b>Unit- 2</b>	<b>Food Poisoning</b> Food Poisoning, meaning in context of water and food Water and food borne diseases- roots of contamination Moulds, Yeasts, Bacteria, HACCP-Brief Introduction	<b>Co 2</b>
<b>Unit-3</b>	<b>Hygienic food handling:</b> High Risk Foods; Preventing Contamination; Temperatures Control; Storage of food; Food hygiene regulations (FSSAI, Agmark, BIS)	<b>Co 3</b>
<b>Unit- 4</b>	<b>Cleaning Methods</b> Design of premises and equipment in the kitchen Cleaning Agents, Water Detergents, Abrasives, Disinfectants Cleaning Schedules, Pest control, Indoors environment, air, water, waste disposal	<b>Co4</b>

**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**

<b>Mapping: CO-PSO</b>					
	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**

<b>Mapping: CO-PO-PSO</b>													
	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

<b>SEC-BHMCT-1 ACCOUNTING SKILLS FOR HOSPITALITY</b>		
		<b>Credits –02</b> <b>External Marks -40</b> <b>Internal Marks -10</b> <b>TotalMarks-50</b>
<b>COURSE OBJECTIVES:</b>		
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		
<b>UNIT- I</b>	<b>Introduction To Accounting &amp; Conceptual Frame Work Of Accounting</b> <ul style="list-style-type: none"> <li>• Meaning &amp; Definition</li> <li>• Various Objective &amp; functions of accounting</li> <li>• Users of Accounting Information</li> <li>• Accounting Cycles</li> <li>• Basic accounting terms</li> <li>• Accounting conventions and concepts.</li> </ul>	<b>CO 1</b>
<b>UNIT- II</b>	<b>BASIC ACCOUNTING PROCEDURES</b> <ul style="list-style-type: none"> <li>• Double entry system of accounting</li> <li>• Types of account &amp; golden rule of accounting</li> <li>• Journals its format and Steps in Journalizing</li> <li>• Preparation of ledger accounts and trail balance.</li> </ul>	<b>CO 2</b>
<b>UNIT-III</b>	<b>Subsidiary Books &amp; Special Purpose Books</b> <ul style="list-style-type: none"> <li>• Meaning &amp; types of Subsidiary Books</li> <li>• Advantage&amp; format of various Subsidiary books</li> <li>• Cash Book – Its types &amp; advantages of Cash book,</li> <li>• Imprest system with special reference to Cash Received Book used in Hotels.</li> </ul>	<b>CO 3</b>
<b>UNIT- IV</b>	<b>FINAL ACCOUNTS:</b> 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	<b>CO4</b>

**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**

<b>Mapping: CO-PO-PSO</b>													
	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



<b>CC-BHMCT-13 REGIONAL CUISINES OF INDIA –I (THEORY )</b>		
		<b>Credits –04</b>
		<b>External Marks -80</b>
		<b>Internal Marks -20</b>
		<b>TotalMarks-100</b>
<b>Course Objectives:</b>		
<b>Co 1 : Knowledge About The Cuisines of Kashmir, Himachal &amp; Uttarakhand</b>		
<b>Co 2 : Familiarizing With Punjab ,Haryana, Delhi Cuisine</b>		
<b>Co 3 : Ability To Identify Different Food of Rajasthan &amp; Gujarat</b>		
<b>Co 4 : Knowledge of Maharashtra &amp; Goa Cuisine</b>		
<b>UNIT- I</b>	<b>Cuisines of Kashmir, Himachal &amp; Uttarakhand:</b> <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Geographical Perspectives,</li> <li>• Brief Historical Background,</li> <li>• Characteristics &amp; Salient Features of Cuisine</li> <li>• Key Ingredients, Popular Foods</li> <li>• Seasonal Foods &amp; Special Equipments</li> <li>• Staple Diets, Specialties during Festivals and Other Occasions, Community Foods</li> </ul>	<b>CO 1</b>
<b>UNIT- II</b>	<b>Cuisines of Punjab, Haryana &amp; Delhi:</b> <ul style="list-style-type: none"> <li>• Introduction,</li> <li>• Geographical Perspectives,</li> <li>• Brief Historical Background,</li> <li>• Characteristics &amp; Salient Features of Cuisine ,</li> <li>• Key Ingredients, Popular Foods,</li> <li>• Seasonal Foods &amp; Special Equipments,</li> <li>• Staple Diets, Specialties during Festivals and Other Occasions, Community Foods</li> </ul>	<b>CO 2</b>
<b>UNIT-III</b>	<b>Cuisines of Rajasthan &amp; Gujarat:</b> <ul style="list-style-type: none"> <li>• Introduction,</li> <li>• Geographical Perspectives,</li> <li>• Brief Historical Background,</li> <li>• Characteristics &amp; Salient Features of Cuisine ,</li> <li>• Key Ingredients, Popular Foods,</li> <li>• Seasonal Foods &amp; Special Equipments</li> <li>• Staple Diets, Specialties during Festivals and Other Occasions, Community Foods</li> </ul>	<b>CO 3</b>
<b>UNIT- IV</b>	<b>Cuisines of Maharashtra &amp; Goa:</b> <ul style="list-style-type: none"> <li>• Introduction,</li> <li>• Geographical Perspectives,</li> <li>• Brief Historical Background,</li> <li>• Characteristics &amp; Salient Features of Cuisine ,</li> <li>• Key Ingredients, Popular Foods,</li> <li>• Seasonal Foods &amp; Special Equipments,</li> <li>• Staple Diets, Specialties during Festivals and Other Occasions, Community</li> </ul>	<b>CO4</b>

	Foods	
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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**

**CC-BHMCT-13 REGIONAL CUISINES OF INDIA –I (PRACTICAL)**

**Credits –02**

**External Marks -40**

**Internal Marks -10**

**TotalMarks-50**

- 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**

<b>Mapping: CO-PO</b>								
	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**

<b>Mapping: CO-PSO</b>					
	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**

<b>Mapping: CO-PO-PSO</b>													
	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

<b>CC-BHMCT-14 FOOD &amp; BEVERAGE SERVICE MANAGEMENT - I (THEORY)</b>		
<b>Credits –04</b> <b>External Marks -80</b> <b>Internal Marks -20</b> <b>TotalMarks-100</b>		
<b>COURSE OBJECTIVES:</b>		
<ul style="list-style-type: none"> <li>- Co 1 Gain Knowledge of Bar, bar menu, &amp; bar licenses.</li> <li>- Co 2 Understanding about wines, wines service and their storage.</li> <li>- Co 3 Creating awareness about beers, their production &amp; other fermented alcoholic beverages.</li> <li>- Co 4 Remember the concept various Distilled Alcoholic Beverages &amp; cocktails.</li> </ul>		
<b>UNIT- I</b>	<b>Basics of Bar:</b>  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.	<b>CO 1</b>
<b>UNIT- II</b>	<b>Alcoholic Beverages:</b> Wines – Introduction, Classification, Brief Description & manufacturing process, Major Indian and International Brands. glasses and equipment, Storage and service of wine	<b>CO 2,</b>
<b>UNIT-III</b>	<b>Beers:</b> Introduction, Ingredients Used, Production, Types And brands, Indian and International. Services, bottled, canned And drought beers. <b>Other Fermented &amp; Brewed Beverages:</b> Sake, Cider, Perry. <b>Tobacco: Types, Production, Brands &amp; Service – Indian and International</b>	<b>CO 3</b>
<b>UNIT- IV</b>	<b>Distilled Alcoholic Beverages:</b> Introduction to Spirits (Whisky, Brandy, Rum, Vodka, Gin & Tequila),  Spirits- Types, Production, Brands Indian and International & Service,	<b>CO4</b>

	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

**CC-BHMCT-14 FOOD & BEVERAGE SERVICE MANAGEMENT - I (PRACTICAL)**

**Credits –02**

**External Marks -40**

**Internal Marks -10**

**TotalMarks-50**

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

**MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE**

<b>Mapping: CO-PO</b>								
	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**

<b>Mapping: CO-PSO</b>					
	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**

<b>Mapping: CO-PO-PSO</b>													
	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



<b>CC-BHMCT-15 ACCOMMODATION MANAGEMENT- I (THEORY)</b>		
		<b>Credits –04</b>
		<b>External Marks - 80</b>
		<b>Internal Marks -20</b>
		<b>TotalMarks-100</b>
<b>COURSE OBJECTIVES:</b>		
<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>		
<b>UNIT- I</b>	<p><b>Accommodation Sector:</b> - 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>	<b>CO 1</b>
<b>UNIT- II</b>	<p><b>The Guest Accommodation:</b> Guestrooms name list patters, layout, salient features, amenities, supplies and service, bathroom layout and supplies, floor pantries layout and description.  <b>Changing trends in Housekeeping:</b> Introduction, Hygiene and sanitation, eco-friendly practices, outsourcing, IT-savvy housekeeping</p>	<b>CO 2</b>
<b>UNIT-III</b>	<p><b>Horticulture and Flower Arrangement:</b>Introduction and essential components of horticulture, flower arrangement in hotel, designing flower arrangement.  <b>Pest control and Waste Management:</b> type of pest, pest control, threshold level, integrated pest management, waste management, collection, segregation and disposal of waste, recycling, biogas plants.</p>	<b>CO 3</b>
<b>UNIT- IV</b>	<p><b>Managing housekeeping personnel:</b> Introduction, documents for personnel management, determining staff strength, recruitment, selection, hiring, scheduling, performance appraisal, employee welfare and discipline.</p>	<b>CO 4</b>

## 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.

**CC-BHMCT-15 ACCOMMODATION MANAGEMENT- I (PRACTICAL)**

**Credits –02**

**External Marks -40**

**Internal Marks -10**

**TotalMarks-50**

- 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**

<b>Mapping: CO-PO</b>								
	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**

<b>Mapping: CO-PSO</b>					
	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**

<b>Mapping: CO-PO-PSO</b>													
	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

<b>SEC-BHMCT-2 FRENCH FOR HOTELS – I</b>		<b>Credits –02</b> <b>External Marks -40</b> <b>Internal Marks -10</b> <b>TotalMarks-50</b>
<b>COURSE OBJECTIVES:</b>		
<ul style="list-style-type: none"> <li>- Co 1 Identify &amp; use French Alphabet, numbers, time &amp; auxiliary verbs.</li> <li>- Co 2 Read &amp; Recite basic French introduction, fruits, vegetables &amp; 1st group French verbs.</li> <li>- Co 3 Describe places, Use adjectives &amp; 2<sup>nd</sup> group verbs.</li> <li>- Co 4 Constructs negative sentences &amp; use irregular verbs.</li> </ul>		
<b>UNIT- I</b>	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  <b>Book lessons – 1 to 4</b>	CO 1
<b>UNIT- II</b>	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  <b>Book lessons – 4 to 7</b>	CO 2, CO 3
<b>UNIT-III</b>	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)  <b>Book lessons – 8 to11</b>	CO 2, CO 3
<b>UNIT- IV</b>	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 <b>Book lessons – 12 to 14</b>	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

<b>DSE-BHMCT- 4 A RESEARCHING IN HOSPITALITY &amp; TOURISM MANAGEMENT</b>		
<b>Credits –04</b> <b>External Marks -80</b> <b>Internal Marks -20</b> <b>TotalMarks-100</b>		
<b>COURSE OBJECTIVES:</b>		
<ul style="list-style-type: none"> <li>- Co 1 Define the meaning, scope &amp; importance of research methodology in hotel industry.</li> <li>- Co 2 Explain sampling design &amp; able to classify data collection method.</li> <li>- Co 3 Prepare tabulation &amp; compute data.</li> <li>- Co 4 Organize various steps report writing.</li> </ul>		
<b>UNIT- I</b>	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	<b>CO 1</b>
<b>UNIT- II</b>	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.	<b>CO 2, CO 3</b>
<b>UNIT-III</b>	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	<b>CO 2, CO 3</b>
<b>UNIT- IV</b>	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	<b>CO4</b>

### 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

<b>DSE- BHMCT-4 B RETAIL MANAGEMENT (THEORY)</b>		
		<b>Credits –04</b>
		<b>External Marks -80</b>
		<b>Internal Marks -20</b>
		<b>TotalMarks-100</b>
<b>COURSE OBJECTIVES:</b>		
<ul style="list-style-type: none"> <li>- Co 1 Define the scope &amp; importance of retailing.</li> <li>- Co 2 Explain &amp; illustrate various retail models.</li> <li>- Co 3 Point out merchandise planning.</li> <li>- Co 4 Create the awareness in retail management information system.</li> </ul>		
<b>UNIT- I</b>	<b>The Business of Retail</b> 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 Retail Life Cycle, Emerging Trends in Retailing.	CO 1
<b>UNIT- II</b>	<b>Retail Models and Theories of Retail Development</b> Theories of retail development, concept of life cycle in retails, Business models in retails, Airport Retailing, Services retailing. Information Gathering in Retailing, Target Market Selection and Retail Location, Store Design and Layout, Visual Merchandising and Displays.	CO 2, CO 3
<b>UNIT-III</b>	<b>Merchandise</b> Planning, Buying and Handling, Merchandise Pricing, Retail Communication Mix, Promotional Strategy, Retail Human Resources Management, Customer Service.	CO 2, CO 3
<b>UNIT- IV</b>	<b>Retail Operating Skills</b> Pre-Check, Opening the Sale, Probing, Demonstration, Trial. 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

<b>DSE-BHMCT-5A Hospitality Laws</b>		
		<b>Credits –04</b> <b>External Marks -80</b> <b>Internal Marks -20</b> <b>TotalMarks-100</b>
<b>COURSE OBJECTIVES:</b>		
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.		
<b>UNIT- I</b>	<b>Introduction to Indian Hospitality &amp; Related Laws in India: -</b> Introduction, Legal Perspectives, Key Issues,  The legal requirements Prior and at the time of doing Hotel Business.  Catering Establishment Act, 1958	CO 1
<b>UNIT- II</b>	<b>Laws Related to Hotel Operations in India:</b> 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,
<b>UNIT-III</b>	<b>Laws Related to Employees, Guests, Public Health Safety:</b>  Introduction and Overview of Labour Laws, Hospitality Laws, Public Health and Environmental Laws	CO 3
<b>UNIT- IV</b>	<b>Laws Related to Food &amp; Beverage Services:</b> Food Legislation and Liquor Licensing  The Liquor Policy in Haryana & Delhi	CO4

## REFERENCES:

### Text book :

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

## 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**

<b>Mapping: CO-PO-PSO</b>													
	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-5 B Nutrition & Principles Of Food Sciences**

**Credits –04**  
**External Marks -80**  
**Internal Marks -20**  
**TotalMarks-100**

**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

<p><b>Unit- I</b></p>	<p><b>Food And Nutrition</b></p> <ul style="list-style-type: none"> <li>• Food – Definition, Classification And Functions</li> <li>• Nutrition – Introduction, Optimum And Malnutrition</li> <li>• Nutrients – Classification And Functions</li> <li>• Carbohydrate, Lipid, Protein, Vitamins And Minerals</li> </ul>	<p><b>Co 1</b></p>
<p><b>Unit- 2</b></p>	<p><b>Balance And Therapeutic Diets</b></p> <ul style="list-style-type: none"> <li>• Recommended Daily Allowances</li> <li>• <b>Balance Diet, Therapeutic Diet – Principles And Planning Of Low And High Calorie Diet</b></li> <li>• <b>Low Salt And Low Carbohydrates Diet</b></li> <li>• <b>Low And High Proteins Diet, Low Fat Diets</b></li> </ul>	<p><b>Co 2</b></p>
<p><b>Unit-3</b></p>	<p><b>Food Composition And Nutritional Contribution:</b></p> <ul style="list-style-type: none"> <li>• Cereals And Millets, Spices</li> <li>• Pulses And Legumes, Nuts And Seeds</li> <li>• Fruit And Vegetable, Milk And Milk Products</li> <li>• Meat , Fish, Poultry And Egg</li> <li>• Fats And Sugar</li> </ul>	<p><b>Co 3</b></p>

<b>Unit- 4</b>	<b>Improving Nutritional Quality:</b> <ul style="list-style-type: none"> <li>• Effects On Nutritive Value And Principles To Conserve During Cooking</li> <li>• Methods Of Cooking, Their Advantages And Disadvantage</li> <li>• Improving Nutritional Quality Of Food By Germination, Fermentation</li> <li>• Supplementation, Fortification And Enrichment</li> </ul>	<b>Co4</b>
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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**

<b>Mapping: CO-PSO</b>					
	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**

<b>Mapping: CO-PO-PSO</b>													
	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-5 C MOOC/ONLINE COURSES (OPEN CHOICE)**

**Credits -04**  
**TotalMarks-100**

As suggested by university or approved by staff council

# **SEMESTER V**

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

### **INDUSTRIAL TRAINING (SEC-BHMCT-3)**

**Duration of Exposure: 20-22 weeks**

**External Marks: 500**

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 present a medical certificate. Such students will be treated as 'absent' in industrial training and results. The training in V 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:**

##### **V 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:

# SEMESTER VI

**CC-BHMCT-16 REGIONAL CUISINES OF INDIA –II (THEORY)**

**Credits –04**

**External Marks -80**

**Internal Marks -20**

**TotalMarks-100**

**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	Cuisines of Andhra Pradesh, Tamil Nadu & Kerala: <ul style="list-style-type: none"> <li>• Introduction,</li> <li>• Geographical Perspectives,</li> <li>• Brief Historical Background,</li> <li>• Characteristics &amp; Salient Features of Cuisine ,</li> <li>• Key Ingredients, Popular Foods,</li> <li>• Seasonal Foods &amp; Special Equipments,</li> <li>• Staple Diets, Specialties during Festivals and Other Occasions, Community Foods</li> </ul>	CO 1
UNIT- II	Cuisines of Awadhi, Bengal & Odisha: <ul style="list-style-type: none"> <li>• Introduction,</li> <li>• Geographical Perspectives,</li> <li>• Brief Historical Background,</li> <li>• Characteristics &amp; Salient Features of Cuisine ,</li> <li>• Key Ingredients, Popular Foods,</li> <li>• Seasonal Foods &amp; Special Equipments,</li> <li>• Staple Diets, Specialties during Festivals and Other Occasions, Community Foods</li> </ul>	CO 2
UNIT-III	Indian Sweets & Desserts: <ul style="list-style-type: none"> <li>• Introduction,</li> <li>• Geographical Perspectives,</li> <li>• Brief Historical Background,</li> <li>• Characteristics &amp; Salient Features ,</li> <li>• Key Ingredients, Popular Sweets, Seasonal Sweets,</li> <li>• Special Equipments, Specialties during Festivals and Other Occasions</li> </ul>	CO 3

UNIT- IV	New concept in cooking : <ul style="list-style-type: none"><li>• vegan cooking</li><li>• gluten free cooking</li><li>• sugar free cooking</li><li>• Plant based cooking</li><li>• Healthy food cooking</li><li>• Low Fat cooking</li><li>• Fusion Cooking</li><li>• Fire less cooking</li></ul>	CO4
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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



**CC-BHMCT-16 REGIONAL CUISINES OF INDIA –II (PRACTICAL)**

**Credits –02**  
**External Marks -40**  
**Internal Marks -10**  
**TotalMarks-50**

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 align="center"><b>CC-BHMCT-17 FOOD &amp; BEVERAGE SERVICE MANAGEMENT -II (THEORY)</b></p> <p align="right"><b>Credits –04</b></p> <p align="right"><b>External Marks -80</b></p> <p align="right"><b>Internal Marks -20</b></p> <p align="right"><b>TotalMarks-100</b></p>		
<p><b>COURSE OBJECTIVES:</b></p> <ul style="list-style-type: none"> <li>- Co 1 Create awareness about food &amp; beverage management</li> <li>- Co 2 Understanding about Liqueurs &amp; mixed drinks.</li> <li>- Co 3 Develop knowledge about different regions of wine.</li> <li>- Co 4 Learn about bar management.</li> </ul>		
UNIT- I	Food & Beverage Management Introduction, Objectives of F&B Management, Responsibilities of F&B Management, Constraints to F&B Management. Managing quality in food & beverage operations at Catering Establishments.	CO 1
UNIT- II	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.	CO 2,
UNIT-III	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)	CO 3
UNIT- IV	Bar Management: Introduction, Purchasing, Storing, Receiving, Issuing; Controlling, Employee Management, Art of Mixology, Planning for Profits, Yesterday & Today, Creating and Maintaining a Bar Business, Legal Aspects.	CO4

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

**CC-BHMCT-17 FOOD & BEVERAGE SERVICE MANAGEMENT -II (PRACTICAL)**

**Credits –02**

**External Marks -40**

**Internal Marks -10**

**TotalMarks-50**

- 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

<b>CC-BHMCT-18 ACCOMMODATION MANAGEMENT -II (THEORY)</b>		
		<b>Credits –04</b>
		<b>External Marks -80</b>
		<b>Internal Marks -20</b>
		<b>TotalMarks-100</b>
<b>COURSE OBJECTIVES:</b>		
<ul style="list-style-type: none"> <li>- Co 1: Understanding the basic concept of Interior Designing.</li> <li>- Co 2: Evaluating the role of color and lighting.</li> <li>- Co 3: Developing an understanding of Floor, floor covering</li> <li>- Co 4: Application of computer in hotel accommodation and knowledge of yield management.</li> </ul>		
<b>UNIT- I</b>	<b>Interior Decoration:</b> 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.	<b>CO 1</b>
<b>UNIT- II</b>	<b>Colors:</b> Color Wheel, Importance & Characteristics, Classification of colors, Color Schemes. <b>Lighting:</b> Classification, Types & Importance, Applications. <b>Furniture Arrangements:</b> Principles, Types of Joints, Selection.	<b>CO 2</b>
<b>UNIT-III</b>	<b>Floor &amp; Wall Covering:</b> 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.	<b>CO 3</b>
<b>UNIT- IV</b>	<b>Computer Applications in Hotel Accommodation:</b> Introduction to Hotel Software's, Operating Procedures, Salient Features Merits & Challenges, Handling Guest and non-guest accounts, Preparing reports, Giving Maintenances, <b>Planning &amp; Evaluating Front Office Operations:</b> Forecasting techniques, Forecasting Room availability, Useful forecasting data,(• % of walking, • % of overstaying, • % of under stay) Forecast formula, Sample forecast forms; <b>Yield Management</b> - Concept and importance, Applicability to rooms division (Capacity management, Discount allocation, Duration control, Measurement yield, Potential high and low demand tactics, Yield management software, Yield management team.	<b>CO 4</b>

## **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.



<p><b>CC-BHMCT-18 ACCOMMODATION MANAGEMENT -II (PRACTICAL)</b></p> <p style="text-align: right;"><b>Credits –02</b></p> <p style="text-align: right;"><b>External Marks -40</b></p> <p style="text-align: right;"><b>Internal Marks -10</b></p> <p style="text-align: right;"><b>TotalMarks-50</b></p>
<p>-</p> <ul style="list-style-type: none"> <li>- Hands on practice of computer application (Hotel Management System) related to Rooms Division procedures as covered in syllabus</li> <li>- Presentations on Interior Decorations</li> <li>- Flower Arrangements Workshops</li> <li>- Visit to Local Resources</li> </ul>

**MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE**

<b>Mapping: CO-PO</b>								
	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**

<b>Mapping: CO-PSO</b>					
	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**

<b>Mapping: CO-PO-PSO</b>													
	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

<b>SEC-BHMCT-4: FRENCH FOR HOTELS– II</b>		<b>Credits –02</b>
		<b>External Marks -40</b>
		<b>Internal Marks -10</b>
		<b>TotalMarks-50</b>
<b>COURSE OBJECTIVES:</b>		
<ul style="list-style-type: none"> <li>- Co 1 Use French terminology &amp; possessive adjective.</li> <li>- Co 2 Read &amp; Recite basic conversation in French related to kitchen &amp; restaurant.</li> <li>- Co 3 Describe wines and cheese in French.</li> <li>- Co 4 Write and explain French Classical Menu.</li> </ul>		
<b>UNIT- I</b>	Restaurant Brigade; Hotplate language and terminology; Name of herbs and spices; Plural of Nouns; Possessive adjectives; Conversation basic: Introducing each other, Short Guest Interactions. <b>Book lessons – 1 to 14 (Revision of previous)</b>	<b>CO 1</b>
<b>UNIT- II</b>	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.) <b>Book lessons – 15 to 17</b>	<b>CO 2, CO 3</b>
<b>UNIT-III</b>	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) <b>Book lessons – 18 to20</b>	<b>CO 2, CO 3</b>
<b>UNIT- IV</b>	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) <b>(Oral)</b> Role-playing of different situations Understanding questions Conversation Picture composition <b>Book lessons – 20 to 22</b>	<b>CO4</b>

**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'hôtel by A. Talukdar
7. A Votre Service 1
8. French for Hotel and Tourism 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

<b>DSE-BHMCT-6 A: APPLICATION OF COMPUTERS IN HOSPITALITY &amp; TOURISM</b> <b>Credits –04</b> <b>External Marks -80</b> <b>Internal Marks -20</b> <b>TotalMarks-100</b>		
<b>COURSE OBJECTIVES:</b> <ul style="list-style-type: none"> <li>- Co 1:Creating an awareness about computer.</li> <li>- Co 2: Developing an understanding of computer software.</li> <li>- Co 3: Examining the basics of internet and its applications.</li> <li>- Co 4:Analyzing the application of social media in hospitality.</li> </ul>		
<b>UNIT- I</b>	<b>Introduction to Computers:</b> 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	<b>CO 1</b>
<b>UNIT- II</b>	<b>Introduction to Computers Software:</b> Types of Software, System Software, Application Software, Utility Software’s, Use of MS- Office: Basics of MS- Word. MS- Excel and MS Power Point	<b>CO 2</b>
<b>UNIT-III</b>	<b>Internet &amp; Applications:</b> Introduction to Internet: Definition of networks, concepts of webpage, website and web searching (browsing). Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines, Email	<b>CO 3</b>
<b>UNIT- IV</b>	<b>Social Media Applications and Hospitality:</b> Introduction to Social Media, Its Role in Hospitality Promotion, Facebook – Creating Pages and Profiles, Merits/Demerits of Social Media, Linked In, Twitter and Other Social Media Applications.	<b>CO 4</b>

### SUGGESTED READINGS

- Leon & Lion, Introduction to Computers, Vikas Publishing House, New Delhi
- June Jamrich Parsons, Computer Concepts 7<sup>th</sup> 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**

<b>Mapping: CO-PO</b>								
	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**

<b>Mapping: CO-PSO</b>					
	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**

<b>Mapping: CO-PO-PSO</b>													
	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

<b>DSE-BHMCT-6B EVENT MANAGEMENT (THEORY)</b>		
<b>Credits –04</b> <b>External Marks -80</b> <b>Internal Marks -20</b> <b>TotalMarks-100</b>		
<b>COURSE OBJECTIVES:</b>		
<ul style="list-style-type: none"> <li>- Co 1 Define the concept, advantages &amp; disadvantages, types of event.</li> <li>- Co 2 Explain key elements of events.</li> <li>- Co 3 Point out event marketing &amp; promotion.</li> <li>- Co 4 Create events &amp; access financial management of events.</li> </ul>		
<b>UNIT- I</b>	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.	<b>CO 1</b>
<b>UNIT- II</b>	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.	<b>CO 2, CO 3</b>
<b>UNIT-III</b>	Marketing & Promotion of Events: Nature of Event Marketing, Process of Event Marketing, The Marketing Mix, Sponsorship. Promotion: Image/ Branding, Advertising, Publicity and Public Relation.	<b>CO 2, CO 3</b>
<b>UNIT- IV</b>	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.	<b>CO4</b>

**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

<b>DSE-BHMCT-7A Hospitality Marketing</b>		<b>Credits –04</b>
		<b>External Marks -80</b>
		<b>Internal Marks -20</b>
		<b>TotalMarks-100</b>
<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>		
<b>Unit I</b>	<p><b>Introduction to Marketing</b> - Definition, Marketing Concepts (Need, Want, Demand, TQM, Product, Customer value, Customer satisfaction, Exchange &amp; 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>	<b>CO1</b>
<b>Unit II</b>	<p><b>Tourism Marketing system and Marketing Mix Elements-</b> 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>	<b>CO2</b>
<b>Unit III</b>	<p><b>Expanded Marketing Mix and Modern Marketing:</b> 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>	<b>CO3</b>
<b>Unit IV</b>	<p><b>Technology in Tourism Marketing-</b> 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>	<b>CO4</b>

### Text Book

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

### Recommended Books / Suggested Readings:

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

<b>Mapping: CO-PSO</b>					
	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**

<b>Mapping: CO-PO-PSO</b>													
	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

<b>DSE-BHMCT-7 B HOTEL FACILITY PLANNING</b>		<b>Credits –04</b>
		<b>External Marks -80</b>
		<b>Internal Marks -20</b>
		<b>TotalMarks-100</b>
<p>CO1 Learn Hotel classification, Architectural features of different hotels. CO 2 Develop hotel projects &amp; feasibility report CO3 Prepare kitchen &amp; restaurant design CO4 Adapt with new equipment , hotel safety &amp; storage problems and facility planning network models</p>		
<b>Unit I</b>	Understanding Hotel Classification & Guidelines – Indian context Introduction to hotels – types of hotels; Architectural features, facilities and Services in star, heritage & apartment hotels.	<b>CO1</b>
<b>Unit II</b>	Hotel design Introduction, design considerations, Systematic Layout planning (SLP), Rules for Allocation of space in a hotel, formulation of project / feasibility report	<b>CO2</b>
<b>Unit III</b>	Kitchen & Restaurant Design Basic Physical Layout of kitchen & restaurant, Designing & planning Kitchen, Restaurant & restaurant bar.	<b>CO3</b>
<b>Unit IV</b>	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.	<b>CO4</b>

**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**

<b>Mapping: CO-PSO</b>					
	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**

<b>Mapping: CO-PO-PSO</b>													
	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-7 C MOOC/ONLINE COURSE**

**Credits –04**  
**TotalMarks-100**

Programme as recommended by University or as approved by staff council

# SEMESTER VII



<b>CC-BHMCT-19 HUMAN RESOURCE MANAGEMENT IN HOTELS (THEORY)</b>		
		<b>Credits –04</b>
		<b>External Marks -80</b>
		<b>Internal Marks -20</b>
		<b>TotalMarks-100</b>
<b>COURSE OBJECTIVES:</b>		
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		
<b>UNIT- I</b>	<ul style="list-style-type: none"> <li>● Introduction, Definition &amp; Concept,</li> <li>● Objectives of HRM</li> <li>● Concept and Challenges of HRM</li> <li>● Human Resource Functions</li> <li>● Scope of HRM</li> <li>● Human resource Planning &amp; Process,</li> </ul>	<b>CO 1</b>
<b>UNIT- II</b>	<ul style="list-style-type: none"> <li>● Recruitments,</li> <li>● Introduction, Concept, Sources, What to look for in prospective candidates, Recruitments</li> <li>● Policy and Techniques. Learning &amp; Development,</li> <li>● Introduction, Concept, Functions, Training Cycle, Evaluation, Methods,</li> <li>● Organizational Culture &amp; Training.</li> <li>● Performance Appraisal -Introduction, Purpose, Process, Challenges, Underlying Theories, Balance Score Card,</li> <li>● The360 Degree Feedback System,</li> <li>● Managing Employee Performance</li> </ul>	<b>CO 2</b>
<b>UNIT-III</b>	<ul style="list-style-type: none"> <li>● Employee Motivation, Concept, Various Motivation Theories (Maslow's Theory, Herzberg's Theory, Adam's Equity Theory, B.F Skinners Reinforcement Theory),</li> <li>● Motivating Employees &amp; Measurement.</li> <li>● Compensation &amp; Benefits: Policy, Components, Determinants, Theories,</li> <li>● Employee Compensation Practices in India</li> </ul>	<b>CO 3</b>
<b>UNIT- IV</b>	<ul style="list-style-type: none"> <li>● Introduction, Theories of Motivation,</li> <li>● Correlates of Job Satisfaction,</li> <li>● Importance of Job Satisfaction, Measuring Job Satisfaction.</li> <li>● Organizational Culture: Introduction,</li> <li>● Observational Aspects, Functions, Cultural Models,</li> <li>● Positive or Negative Organizational Cultures,</li> <li>● Managing and Changing Organizational Cultures.</li> </ul>	<b>CO4</b>

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

<b>Mapping: CO-PO</b>								
	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**

<b>Mapping: CO-PSO</b>					
	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**

<b>Mapping: CO-PO-PSO</b>													
	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

<b>CC-BHMCT-20 FRONT OFFICE MANAGEMENT (Theory)</b>		
		<b>Credits –04</b>
		<b>External Marks -80</b>
		<b>Internal Marks -20</b>
		<b>TotalMarks-100</b>
<b>COURSE OBJECTIVES:</b>		
<ul style="list-style-type: none"> <li>- Co 1: Assessing the quality of guest service.</li> <li>- Co 2: Summarizing front office accounting.</li> <li>- Co 3: Examining the basics of Revenue management in hotel.</li> <li>- Co 4: Managing front office human resource.</li> </ul>		
<b>NIT- I</b>	<b>Quality Guest Service:</b> 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.	<b>CO 1</b>
<b>UNIT- II</b>	<b>Front Office Accounting:</b> 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.	<b>CO 2</b>
<b>UNIT-III</b>	<b>Revenue Management:</b> 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.	<b>CO 3</b>

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

<b>CC-BHMCT-21 LAUNDRY MANAGEMENT (Theory)</b>		<b>Credits –04</b>
		<b>External Marks -80</b>
		<b>Internal Marks -20</b>
		<b>TotalMarks-100</b>
<b>COURSE OBJECTIVES:</b>		
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.		
<b>UNIT- I</b>	<ul style="list-style-type: none"> <li>• The Concept, Importance, Organization Structure,</li> <li>• Functions of a Laundry,</li> <li>• Professional Laundry Set Up,</li> <li>• Linen Room, Uniform Room, Tailor Room, Setups &amp; Functions,</li> <li>• Equipments Used in laundry, Their Salient Features,</li> <li>• On Premises Laundry,</li> <li>• Off Premises Laundry,</li> </ul>	<b>CO 1</b>
<b>UNIT- II</b>	<ul style="list-style-type: none"> <li>• Laundry Location and Design,</li> <li>• The Laundry Cycle: The collection of linen, sorting, tagging, washing, drying, ironing, storing, mending, discarding, process and precautions.</li> <li>• Hotel Laundry Services, Records &amp; Registers</li> </ul>	<b>CO 2</b>
<b>UNIT-III</b>	<ul style="list-style-type: none"> <li>• Valet Services: Collecting Guest laundry and returns, Do's and Don'ts;</li> <li>• Handling guests Linens, Stains &amp; Removals,</li> <li>• Wash Care Instructions, Ironing and Dry Cleaning Instructions &amp; Practices,</li> <li>• Guest Communication &amp; interactions,</li> </ul>	<b>CO 3</b>
<b>UNIT- IV</b>	<ul style="list-style-type: none"> <li>• Energy Conservation,</li> <li>• Effective Communications &amp; Coordination in laundry</li> <li>• Applications of Technology Out Sourcing,</li> <li>• New Techniques and Trends</li> <li>• Information Systems,</li> <li>• Inventories and Audits,</li> <li>• Legal and Ethical Issues in Laundry Services</li> </ul>	<b>CO4</b>
	<p><b>Practical</b></p> <ul style="list-style-type: none"> <li>▪ Layout of Linen and Uniform Room/Laundry</li> <li>▪ Laundry Machinery and Equipment</li> <li>▪ Stain Removal</li> <li>▪ Selection and Designing of Uniforms</li> <li>▪ Visit to a professional Laundry</li> </ul>	



**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**

<b>Mapping: CO-PO</b>								
	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**

<b>Mapping: CO-PSO</b>					
	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**

<b>Mapping: CO-PO-PSO</b>													
	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

<b>CC-BHMCT-22 SAFETY, SECURITY AND TRAVEL DOCUMENTATION</b>		
		<b>Credits –04</b> <b>External Marks -80</b> <b>Internal Marks -20</b> <b>TotalMarks-100</b>
<b>Course objectives (CO)</b> 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		
<b>Unit – 1</b>	<b>Safety Security and Hotels:</b> 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.	<b>CO1</b>
<b>Unit – 2</b>	<b>Unit – 2 Safety Security and Tourist Destinations:</b> 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 insurance in the travel industry	<b>CO2</b>

<p><b>Unit – 3</b></p>	<p><b>Travel Documentation:</b> 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.</p>	<p><b>CO3</b></p>
<p><b>Unit – 4</b></p>	<p><b>Understanding VISA and Permits</b></p> <p>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</p>	<p><b>CO4</b></p>

### 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

<b>DSE-BHMCT-8A: FOREIGN CUISINE (Theory)</b>		<b>Credits –04</b>
		<b>External Marks -80</b>
		<b>Internal Marks -20</b>
		<b>TotalMarks-100</b>
<b>COURSE OBJECTIVES:</b>		Theory: 4
Co 1 : To gain knowledge of Larder department.		Credits
Co 2 : To learn and familiarizing with food presentation techniques, sandwiches and role of garnishes		Total
Co 3 : To be able to understand French cuisine, Mexican & Italian cuisine		Hours =60
Co 4 : To get knowledge of Lebanese, Chinese & Thai cuisine		
<b>UNIT-I</b>	<b>Larder- Layout &amp; Equipment:</b> Introduction of Larder Work, Definition, Equipment found in the larder, Layout of a typical larder with equipment and various sections. Yield Testing. <b>Duties and Responsibilities of The Larder Chef:</b> Functions of the Larder, Hierarchy of Larder Staff, Sections of the Larder, and Duties & Responsibilities of a larder Chef.	<b>CO 1</b>
<b>UNIT-II</b>	<b>Food Presentation Principles:</b> Basic presentations, Modern perspectives, Use of technology, Use of contemporary plates, Role and use of garnish, Unconventional garnishes, Plate Presentation techniques. <b>Sandwiches-</b> Parts of Sandwiches, Types of Bread, Types of filling: Classification, Spreads and Garnishes, Types of Sandwiches, Making of Sandwiches, Storing of Sandwiches.	<b>CO 2</b>
<b>UNIT-III</b>	<b>Introduction to French cuisine, Mexican &amp; Italian cuisine :</b> <ul style="list-style-type: none"> <li>• Historical Background,</li> <li>• Regions &amp;Regional Cooking Styles,</li> <li>• Equipment &amp; utensils,</li> <li>• Ingredients &amp; Dishes</li> <li>• Staple food with regional Influences</li> </ul>	<b>CO 3</b>
<b>UNIT-IV</b>	<b>Introduction to Lebanese, Chinese &amp; Thai cuisine:</b> <ul style="list-style-type: none"> <li>• Historical Background,</li> <li>• Regions &amp;Regional Cooking Styles,</li> <li>• Equipment &amp; utensils,</li> <li>• Ingredients &amp; Dishes</li> <li>• Staple food with regional Influences</li> </ul>	<b>CO4</b>

**DSE-BHMCT-8 A FOREIGN CUISINE (Practical)**

**Credits –02**  
**External Marks -40**  
**Internal Marks -10**  
**Total Marks- 50**

**PRACTICAL**

French Cuisine – Two Courses  
Mexican Cuisine – Two Courses  
Italian Cuisine – Two Courses  
Lebanese Cuisine – Two Courses  
Chinese Cuisine – Two Courses  
Thai Cuisine – Two Courses  
Specialized Service  
Banquets, its types and associated protocols

**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**

<b>Mapping: CO-PO</b>								
	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**

<b>Mapping: CO-PSO</b>					
	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**

<b>Mapping: CO-PO-PSO</b>													
	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

<b>DSE-BHMCT-8 B BAKERY MANAGEMENT (Theory)</b>		
		<b>Credits –04</b>
		<b>External Marks -80</b>
		<b>Internal Marks -20</b>
		<b>TotalMarks-100</b>
<b>COURSE OBJECTIVES:</b>		
<ul style="list-style-type: none"> <li>- Co 1:Developing an understanding for bakery.</li> <li>- Co 2: Illustrating practical and problems in Bread and Rolls</li> <li>- Co 3: Understanding the basics of Sweet Yeast Dough Products, Doughnuts and Crullers</li> <li>- Co 4:Creating awareness for Pastries, Cakes and Cake Specialties.</li> </ul>		
<b>UNIT- I</b>	Bakery Introductions: Basic Ingredients: Shortenings; Eggs; Wheat and Flours; Yeast; Chemical Leavening Agents. Professional Bakery Equipments & Tools, Production Factors; Staling.	<b>CO 1</b>
<b>UNIT- II</b>	Bread and Rolls: Overview of Production; Common Problems; White Pan Bread; Pullman, Split-top, and Round Split Breads; French and Italian Breads and Rolls; Hard Roll Varieties; Soft Roll Varieties; Cornmeal Bread; Whole Wheat Bread; Raisin Bread; Cheese Bread; Indigenous Breads of India; Middle Eastern Pita Bread	<b>CO 2</b>
<b>UNIT-III</b>	Sweet Yeast Dough Products: Danish Pastry; Buns; Yeast-Raised Cakes; Croissants; Doughnuts and Crullers: Preparation for Frying; Finishing Doughnuts; Use of Prepared Mixes; Yeast-raised Doughnuts.	<b>CO 3</b>
<b>UNIT - IV</b>	Pastries: Short Crust Pastries; Puff Pastries; Common Problems with Puff Pastries; Eclairs and Cream Puffs; Common Problems with Eclairs and Cream Puffs; Cakes and Cake Specialties: Cake Production; Common Problems with Cake Production; Creamed Cakes; Whipped Cakes; Common Problems with Sponge Cakes.	<b>CO 4</b>

**DSE-BHMCT-8 B BAKERY MANAGEMENT (Practical)**

**Credits –02**  
**External Marks -40**  
**Internal Marks -10**  
**Total Marks- 50**

- Different varieties of bread rolls
- Different varieties of pastries
- Different varieties of puff pastry and cakes
- Different varieties of tart and cookies

**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](http://www.hermehouse.com)
- The Golden Book of Baking by barronsduc [www.barronseduc.com](http://www.barronseduc.com)

**MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE**

<b>Mapping: CO-PO</b>								
	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**

<b>Mapping: CO-PSO</b>					
	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**

<b>Mapping: CO-PO-PSO</b>													
	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

**SEC-BHMCT- 5 A SKILL ENHANCEMENT FOR MEDIA & JOURNALISM IN  
HOSPITALITY & TOURISM**

**Credits –02**

**External Marks -40**

**Internal Marks -10**

**TotalMarks-50**

**COURSE OBJECTIVES:**

- 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.	<b>CO1</b>
Unit II	Pioneers in Hospitality & Tourism Journalism & Media: Pioneers in Travel Writing, Great travel stories of Marco Polo, Hiuen Tsang, Iban Batuta, Al Baruni, V.S. Naipaul, Rahul Sankratayan, William Dalrympal, Today's Hospitality Pioneers – Chef Manjit Gill, Studio Food Promoters - Chef Sanjeev Kapoor, Chef Vikas Khanna, David Rocco	<b>CO2</b>
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).	<b>CO3</b>
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	<b>CO4</b>

**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**

<b>Mapping: CO-PO</b>								
	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**

<b>Mapping: CO-PSO</b>					
	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**

<b>Mapping: CO-PO-PSO</b>													
	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

<b>SEC-BHMCT -5 B WEB APPLICATIONS IN HOSPITALITY AND TOURISM</b>		
		<b>Credits –02</b>
		<b>External Marks -40</b>
		<b>Internal Marks -10</b>
		<b>TotalMarks-50</b>
<b>COURSE OBJECTIVES:</b>		
<ul style="list-style-type: none"> <li>- Co 1: Examining the role of web application.</li> <li>- Co 2: Understanding the concept of data compression.</li> <li>- Co 3: Examining data, file format and multimedia applications design.</li> <li>- Co 4: Developing an understanding of website designing.</li> </ul>		
<b>UNIT- I</b>	Introduction toWeb Applications, Understanding the concepts with Hotel Websites like ofTaj, Oberoi's, Lalit, Hilton etc. Concept of e - Commerce, e - Tourism, e- Business, Roleof a website and e tools like Multimedia: Multimedia devices, components of multimedia systems, authoring tools, creating multimedia, video-capturing, video on demand.	<b>CO 1</b>
<b>UNIT- II</b>	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.	<b>CO 2</b>
<b>UNIT-III</b>	Data and file format standards, Multimedia applications design: Application classes, types of Multimedia systems; Distributed multimedia systems: Components, distributed multimedia Databases.	<b>CO 3</b>
<b>UNIT- IV</b>	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.	<b>CO 4</b>

### 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

# SEMESTER VIII

**20-22 Weeks on the Job Training (OJT) & Viva-Voce**  
(Duration of exposure: On the job training, 20-22 weeks)

### **ON THE JOB TRAINING (SEC-BHMCT-6)**

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**

**External Marks: 500**

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 120-140 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 present a medical certificate. 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 different significant Skills for Hospitality. 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 on-the-job 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: