



Programme Structure

Master of Hotel Management & Catering Technology (MHMCT)

(Two Year Programme)

Under Choice Based Credit System

Academic Session 2016-17 Onwards

Central University of Haryana

MAHENDERGARH

Semester –I

S.No	Paper	Course Code	Credits
Core Courses:			
1	Food Production Operations	SLLCH THM 1 1 01 C 3036	6(3T+3P)
2	Food & Beverage Service Operations	SLLCH THM 1 1 02 C 2024	4 (2T+2P)
3	Accommodation Operations	SLLCH THM 1 1 03 C 2024	4 (2T+2P)
4	Meetings, Expositions, Events & Convention Management	SLLCH THM 1 1 04 C 3003	3
Total Credits of Core Courses:			17
Elective Courses: (Choose any Two)			
1	Communication Skills & Personality Development for Hospitality & Service Sector	SLLCH THM 1 1 01 E 3003	3
2	Managing Hotels Effectively: Lessons from Managers	SLLCH THM 1 1 02 E 3003	3
3	Hospitality Information Systems & E Commerce	SLLCH THM 1 1 03 E 3003	3
4	Field / Industry Visit/ Excursion	SLLCH THM 1 1 04 E 0033	3
Total Credits of Elective Courses:			06
Total Credits of I Semester – 23			

Semester –II

S.No	Paper	Course Code	Credits
Core Courses:			
1	The Great Indian Cuisine	SLLCH THM 1 2 05 C 2035	5 (2T+3P)
2	Beverage Service & Management	SLLCH THM 1 2 06 C 3025	5 (3T+2P)
3	Accommodation Management	SLLCH THM 1 2 07 C 2024	4 (2T+2P)
4	Researching for Hospitality & Tourism	SLLCH THM 1 2 08 C 3003	3
Total Credits of Core Courses:			17
Elective Courses: (Choose any Two)			
1	Foreign Language – French	SLLCH THM 1 2 05 E 3003	3
2	Hospitality & Tourism Services Facilitation Management	SLLCH THM 1 2 06 E 3003	3
3	Transport & Travel Management	SLLCH THM 1 2 07 E 3003	3
4	Theme Event	SLLCH THM 1 2 08 E 0033	3
Total Credits of Elective Courses:			06
Total Credits of II Semester – 23			

Semester –III

S.No	Paper	Course Code	Credits
Core Courses:			
1	Foreign Cuisines	SLLCH THM 1 3 09 C 3036	6 (3T+3P)
2	Banquet Management & Operations	SLLCH THM 1 3 10 C 2024	4 (2T+2P)
3	Rooms Division Management	SLLCH THM 1 3 11 C 2024	4 (2T+2P)
4	Seminar	SLLCH THM 1 3 12 C 3003	3
Total Credits of Core Courses:			17
Elective Courses: (Choose any One Module)			
Module-1 (Human Resources Area) (Choose any Two)			
1	Human Resource Management in Hospitality	SLLCH THM 1 3 09 E 3003	3
2	Organisational Behaviour	SLLCH THM 1 3 10 E 3003	3
3	Leadership & Management Development	SLLCH THM 1 3 11 E 3003	3
Module-II (Marketing Area) (Choose any Two)			
1	Marketing for Hospitality & Tourism	SLLCH THM 1 3 12 E 3003	3
2	Hospitality Management & Consumer Behaviour	SLLCH THM 1 3 13 E 3003	3
3	Advertising Management	SLLCH THM 1 3 14 E 3003	3
Total Credits of Elective Courses:			06
Total Credits of III Semester – 23			

Semester –IV

S.No	Paper	Course Code	Credits
Core Courses: Industry Exposure / On the Job Training			
1	Production & Service Operations Areas (Report)	SLLCH THM 1 4 13 C 0606	6
2	Rooms Division Areas Report	SLLCH THM 1 4 14 C 0606	6
3	Marketing/ HR (Report)	SLLCH THM 1 4 15 C 0303	3
4	Project/ Dissertation	SLLCH THM 1 4 16 C 0303	3
Total Credits of IV Semester:			18

Food Production Operations

Objectives:

This course aims to provide inputs on professional food production operations. Students shall learn and develop food production skills in the lab, supplemented with theoretical inputs. Learners shall be exposed to cooking methods, the use and care of equipment, and ingredients along with their roles in various areas of professional kitchen.

Contents:

Professional Kitchen - Introduction, Definition, and its importance; Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts(Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Duties & Responsibilities of various chefs, their attributes; coordination of kitchen with other departments. Kitchen Equipments, Fuels & Safety, Their Usage, Care & Maintenance, Workstations, Fire, Types and handling fires, First Aid- Burns, Scalds, Cuts, Kitchen Hygiene, Beginning with day's work, closing of shifts.

Ingredients used in cooking: Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, and Salt, Sweeteners, Fat, Milk and Milk Products, Eggs, Poultry, Meat, Fishes, Chicken: - Introduction, Types, Purchasing, Storing Considerations, Cuts and their key uses in kitchen

Methods of Cooking: - Introduction, Definition, and its importance; Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Poeling, Roasting, Frying, Sautéing, Braising Cooking with Microwave, Ovens, Gas, Induction Plates, Air Fryers and other such media. HACCP Standards and Professional Kitchens.

Stocks, Sauces, Soups and Salads: Stocks: Introduction, Classification, Usage, Preparation; Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces, making of good sauce, emerging trends, Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation. Salads: Introduction, compositions, types, dressings, emerging trends.

Practical

- ❖ Understanding Personal Hygiene & Kitchen Hygiene
- ❖ Grooming for Professional Kitchen – Do's & Don't's
- ❖ Understanding kitchen Layouts.
- ❖ Familiarisation with kitchen equipments and tools
- ❖ Fuels –Their usage and precautions
- ❖ Kitchen First Aid
- ❖ Handling Fire
- ❖ Familiarization, identification of commonly used ingredients in kitchen
- ❖ Understanding Methods of Cooking & HACCP Standards
- ❖ Cooking in Professional Kitchen – Do's & Don't's
- ❖ Understanding Eggs and their simple Breakfast Preparations ;Preparation of:
 - Hard & soft boiled eggs.
 - Fried eggs.
 - Poached eggs.
 - Scrambled eggs.
 - Omelet's (Plain, Spanish, Stuffed)
- ❖ Familiarisation with, Poultry, Meats & Fishes – Their Simple Cuts and Cooking
- ❖ Vegetables –Their usage and cooking precautions
- ❖ Cuts of vegetables
- ❖ Blanching of Tomatoes and Capsicum.
- ❖ Cooking vegetables:
 - Boiling (potatoes, peas)

- Frying (Aubergine, Potatoes)
- Steaming (Cabbage)
- Braising (Potatoes)
- Braising (Onions, cabbage)
- ❖ Preparation of Stocks, Mother Sauces and at least two derivatives each.
- ❖ Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)
- ❖ Simple Vegetable and Meat Cookery
- ❖ Identification of types of rice varieties & pulses.
- ❖ Simple preparation of Boiled rice (Draining & Absorption) method. Fired rice.
- ❖ Simple dal preparation
- ❖ Wheat, products like making chapattis, parathas, phulkas, Kulchas & puris.
- ❖ Simple Breakfast Preparations:
- ❖ Preparation of Puri/ Bhaji, Allo Paratha, Chola Bhatara,
- ❖ Preparation of Continental Breakfast

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Cooking Essentials for the New Professional Chef
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
- The Professional Chef: Le Rol A. Polsom
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers

Food & Beverage Service Operations

Objectives:

This course provides inputs to the students on Professional Food Service Operations. Students shall learn and develop food service skills in the lab, supplemented with theoretical inputs. Learners shall be exposed to service methods, the use and care of equipment, and tools along with their roles in various areas of professional food service outlets.

Contents:

Food and Beverage Services: - Introduction, Concept, and Classification of Catering Establishments, their importance; Personal Hygiene, Uniform & Grooming Standards, F&B Service Outlets & Familiarisation with their Layouts (Tea Lounge, Coffee Shop, Restaurant, Banquets, Staff Cafeteria), Hierarchy of F&B Service Department, F&B Service Brigade, Organisational Structure, Modern Staffing in various hotels, Duties & Responsibilities of various employees in F&B Service, their attributes; coordination of F&B Service with other departments

Food Services, Equipments & Items: Table Crockery, Cutlery, Glassware (Bar Glassware not included) Condiments, Sweeteners, Menu – Concept, Types, Salient Features, Menu Designs, Presenting of Menu, Layout of Table, Napkin Folding (At least Ten Types), Receiving and Greeting the Guests, Types of Food Services, their applications and service methods, Preparation for Services, Mise-en-place and Mise-en-scene, arrangement and setting up of station, Par stocks maintained at each side station, Functions performed while holding a station, Method and procedure of taking a guest order, emerging trends in Food Services and salient features.

Coffee Shop & Breakfast Service: Introduction, Coffee Shop, Layout, Structure, Breakfast: Concept, Types & classification, Breakfast services in Hotels, Preparation for Breakfast Services, Mise-en-place and Mise-en-scene, arrangement and setting up of tables/ trays, Functions performed while on Breakfast service, Method and procedure of taking a guest order, emerging trends in Breakfast Services and salient features.

Food and Beverage Services in Restaurants: - Introduction, Concept of Restaurant, Types of Restaurants, their salient features; Set up of Restaurants and their Layouts, Restaurant Teams Organisational Structure, Modern Staffing in various hotels, Method and procedure of receiving guests, taking guest orders, Service equipment used and its maintenance, Coordination with housekeeping for soil linen exchange, Physical inventory monthly of crockery, cutlery, linen etc., Equipment, furniture and fixtures used in the restaurant and their use and maintenance, Theme and Speciality Restaurants, Celebrity Restaurants.

Practical

- ❖ Understanding Personal Hygiene & Food Service Hygiene
- ❖ Grooming for Professional Food Service – Do's & Don't's
- ❖ Understanding Food Service Outlets.
- ❖ Familiarisation with Food Service equipments and tools
- ❖ Familiarization, identification of crockery, cutlery, hollowware, flatware and tableware in F&B Outlets
- ❖ Coffee Shop & Breakfast Services
- ❖ Understanding Service Methods, Setting up of Side Station, Table Layouts, Napkin Folding and Presenting Menus.
- ❖ Familiarisation with Food Service in Restaurants (Receiving Guests, Table Layouts, Complimenting them, Presentation of Bills, Dealing with in house/ residential guests)
- ❖ Restaurant Services – Their salient features, Table Layouts, Presenting Menus, precautions while dealing with guests, Commitments with guests, Food Pickup Procedures, Clearance and Dishwashing Procedures

Suggested Reading:

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

Accommodation Operations

Objectives:

This course deals with the theory and practice of Accommodation Operations in Hotel Business. It briefly examines the critical areas of accommodation management and its role in revenue maximization and guest satisfaction in the context of hospitality and tourism industry. Emphasis is placed upon current issues/trends in Accommodation Operations and the integrated approach of hotel operation areas for maintaining cleanliness and hygiene and offering better services to guests. Students shall learn and develop guest service skills in the lab, supplemented with theoretical inputs. Learners shall also be given an insight to housekeeping practices, the use and care of equipment, and tools along with their roles in various areas of professional housekeeping.

Contents:

Accommodation Sector & The Guest Accommodation: - Introduction, Concept, and its importance; Types & Classification of Hotels on different basis; Star Categorization, Organisation Structure of Hotels; Origin, growth and development of Hotel Sector in India.(ITC, ITDC, The Taj Group, The Oberoi Group, The Lalit Group), Foreign Hotel Chains in India – Hilton, Marriott, Radisson, Hyatt & Le Meridian. The Guest Accommodation: Guest Rooms, Types, Layouts, Guest Room amenities, supplies and services, Guest Floor Rules.

Hotel Front Office : Front Office Introduction, Functions and its importance, Different sections of the front office department and their importance – Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Inter and Intra- department coordination. Organisation structure of Front Office, Key Responsibilities, Job Descriptions, Attributes of Front Office Personnel.

Hotel Housekeeping: Introduction, Meaning and Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department, Organizational framework of the Department, Role of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff – skills of a good Housekeeper, Inter departmental Coordination with objective to achieve guest satisfaction, Hygiene and Grooming Standards of Housekeeping Personnel, Role of Housekeeping in Revenue Maximisation and Guest Satisfaction.

Cleaning in Hotels : Cleaning Agents, Characteristics of a good cleaning agent, PH scale, Types of cleaning agent, cleaning products (Domestic and Industrial), Cleaning Equipment: Types of Equipment, Operating Principles, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment, Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Stone, Ceramic, Wood, and Rubber.

Practical

- ❖ Understanding Personal Hygiene Grooming Standards
- ❖ Understanding Layouts of Front Office and Housekeeping.
- ❖ Familiarisation with equipments and tools
- ❖ Rooms layout and standard supplies. (Amenities)
- ❖ DO'S and Don'ts for new entrants/employees in the front office and housekeeping
- ❖ Identification and familiarisation with cleaning equipments and agents.
- ❖ Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.

Note: For focused inputs of accommodation the practical hours may be split up i.e first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credit equivalence.

Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Housekeeping and Front Office – Jones
- Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks

Meetings, Expositions, Events & Convention Management

Objectives:

This course offers an analysis of the fundamental issues that arise in managing meetings, conferences, and conventions, and the skills, tools, and resources necessary for site selection, program planning and management, exhibits, selection and use of facility, volunteers, and budget management.

Contents:

Meetings, Exposition, Events & Convention (MEEC) – Concept, Reasons for MEEC, Key Players of Sector, Objectives and Components of MEEC, Importance and Benefits of MEEC, Hotel Industry and MEEC, Economic, social & environmental impacts of conferences and conventions.

Planning & Managing Meetings – Definition of meeting, Meeting Types, Attributes of Meeting Planner, Various Meeting Setups, Planning & Organizing Business Meetings, Do's & Don'ts of Meeting, Green Meetings & Social Responsibility.

Event & Convention Management - Definition of Event, Types of Event: Meetings, Incentives, Conventions & Exhibitions, Events Planning and Organization, Key steps to successful event, Attributes of successful event manager.

Managing Conferences - Definition of Conference and the component of conference market, Role of Conference Organizer, Role of travel agency & hotels in the Management of Conference, Management of Conference at Site : Applications of Technology Enabled Communication in Conference Management, Budget, Planning Conference Brochures, Drafting Guest Invitations, Conference Kits, Registration and Accommodation, Handling Press & Media, Safety & Security Aspects, email writing, use of social media, dos and don'ts with technology enabled communication.

Activity: Students may be taken for a visit to Trade Show/ Exposition, Events/ Convention or Conference and may be involved in activity based learning process via theme event in Sem-II and Seminar/ Conference in Sem-III

Suggested Reading:

- Corporate Event Project Management - William O'Toole, Phyllis Mikolaitis, Wiley Publishers
- Event Management For Dummies - Laura Capell, Wiley Publications
- Event Planning Basics: Meetings, Conferences, Convention, Exhibitions and Special Events - Larissa J. Schultz
- Event Planning: The Ultimate Guide To Successful Meetings, Corporate Events, Fundraising Galas, Conferences, Conventions, Incentives and Other Special Events, 2nd Edition, Judy Allen, Wiley Publishers
- Festival and Special Event Management - Johnny Allen, William O'Toole, Robert Harris, Ian McDonnell, Wiley Publishers
- Meetings, expositions, events, and conventions : an introduction to the industry - Fenich, George G., Upper Saddle River, NJ : Pearson Prentice Hall
- Professional Event Coordination- Julia Rutherford Silvers, Wiley Publications
- The Complete Guide to Greener Meetings and Events Samuel deBlanc Goldblatt, Wiley Publications
- The Routledge Handbook of Events - Edited by Stephen Page, Joanne Connell

Communication Skills & Personality Development for Hospitality & Service Sector

Objectives:

This course explores the concepts and theories of communication. The various forms & means of communication are covered. This module is a combination of writing as well as applied skills in communication. The learners would be acquainted with Gearing up for Hospitality Industry & Interviews - covering resume writing, grooming standards, etiquettes, personality development and applications of e tools like PowerPoint, email, social media with a combination of formal writing and guest handling skills in contexts applied to situations within the hospitality industry.

Contents:

Understanding Communication, Nature & Scope of Communication, Functions of Communication, Communication Networks, Types of Communication, Their Forms, Merits - de merits, Miscommunication, Communicating for Hospitality Business, Grooming up for hospitality business, Professionalism, Business conversations.

Soft Skills & Hospitality Business, Etiquettes - Travel, Business, Dinning, Telephone etiquettes, Extempore, Group Discussions, Introducing oneself, Resumes & Resume Writing, Interviews, Types & Forms, Interview fundamentals, the mock interview and role play of telephonic interviews and online interviews, managing: stress, anger, time, emotion. Handling success & failures.

Writing for hospitality business: Letters - basic principles, components, types, strategies; Memos, Reports- purpose, steps, parts, format, key elements; Writing for Meetings - Planning, Invitation, Minutes Writing; Application - Drafting various applications

Technology Enabled Communication: Introduction, technology based communication tools, applications of technology based communication in hospitality & tourism, impacts, email writing, use of social media, dos and don'ts with technology enabled communication, respecting communication, pitfalls, ethics, integrity, values and trust in communication.

Suggested Readings:

- Basic Business Communication- Lesikar & Flatley, Publisher Tata Mc Graw Hill
- Body Language By Allan Pease, Sheldon Press Wagen, Lynn Vander,
- Business Communication - Meenakshi Raman & Prakash Singh, Oxford University Press.
- Business Communication in Person - Amy Newman, Cornell University, Cengage Learning
- Business Correspondence and Report Writing -Sharma, R.C. and Mohan K, Tata Mc Graw Hill
- Communication, Tourism & Hospitality, Hospitality Press Pvt. Ltd.
- Communications in Tourism & Hospitality- Lynn Van Der Wagen, Hospitality Press
- Effective Business Communication - Murphy and Hildebrandt, McGraw Hill Education.
- Essentials of Business Communication By Marey Ellen Guffey, Thompson Press
- Personality Development & Soft Skills – Barun K Mitra, Oxford University Press.
- Soft Skills for Hospitality – Amitabh Devendra, Oxford University Press.

Managing Hotels Effectively: Lessons from Managers

Objectives:

This course focuses on developing management skills through the study and application of theories from cases of practicing managers, particularly in hospitality service organizations. Areas addressed include: working with/through others, communication, coaching and counseling, providing feedback, goal setting, stress management, creative problem solving, motivation, power, conflict management, group dynamics and developing effective teams.

Contents:

The Environment of the Hotel Business, Key Issues, Service, People, and Profits in the Hotel Business.

An Overview of Strategic Planning, Planning in Hotels, Hotel Organization, Coordinating the Activities of a Hotel, Hotel Staffing, Motivation.

Communication in Hotels, Leading People, Leading Organizations, An Overview of Controlling Hotel Operations, Controlling Results: Hotel Revenues and Costs,

Control: Getting Employees to Do Things Right and to Do the Right Things, The GMs' Background and Personal Characteristics, The Day-to-Day Activities of Outstanding Hotel Managers.

Activity: Extension Lectures from Practicing Managers of Hotels

Suggested Readings:

- Managing Hotels Effectively: Lessons from Outstanding General Managers -Eddystone C. Nebel, John Wiley & Sons

Hospitality Information Systems & E Commerce

Objectives:

Develop and understanding & examines the current level of technology use, explores the potential uses of existing technology, and discusses new technologies in the hospitality industry.

Contents:

Computers: Introduction to Computer: Classification, Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotels, Familiarisation with Components of Computers – Hardware: Hardware elements – input, storage, processing & output devices. Block diagram of computer, Computers Software: Types of Software, System Software, Application Software, Utility Software's, Use of MS- Office: Basics of MS- Word. MS- Excel and MS- Power Point

Internet & Applications: Introduction to Internet: Definition of networks, concepts of web page, website and web searching (browsing). Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines, Email, Social Media Applications and Hospitality: 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.

Introduction to Web Applications, Understanding the concepts with Hotel Websites like of Taj, Oberoi's, Lalit, Hilton etc. Concept of e - Commerce, e - Tourism, e- Business, Role of a website and e tools like Multimedia: Multimedia devices, components of multimedia, systems, authoring tools, creating multimedia, video-capturing, video on demand.

Hospitality Information Systems: Introduction, Applications in Hotel Business, 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.

Activity: Each student would be required to develop at least one website

Suggested Reading:

- Buford, Multimedia Systems, Pearson Education
- Comer 4e, Computer networks and Internet, Pearson Education
- Computers in Hotels – Concepts & Applications : Partho P Seal Oxford University Press
- June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.
- Leon & Lion, Introduction to Computers, Vikas Publishing House, New Delhi
- Powell, Web Design The Complete Reference, Tata McGraw Hill, New Delhi.
- Rosch, Multimedia Bible, Sams Publishing
- Senclair, Multimedia on the PC, BPB Publications.
- Shuman, Multimedia in Action, Vikas Publishing House, New Delhi
- Vaughan, Multimedia Making IT Work, Tata McGraw Hill
- Villamil and Molina, Multimedia: An Introduction, Prentice-Hall of India
- White, Date Communications & Computer Network, Thomson Learning, Bombay.

Field / Industry Visit/ Excursion

Objectives:

This course is to provide an overview of the history, organization, and administration of Hospitality Organizations so as to enable the learner to acquaint oneself with hospitality operations & management activities, differentiate between text and practices and develop an understanding about guests & industry expectations from budding professionals.

Contents:

A field/ Industry Visit/ Excursion shall be conducted to cover few hospitality/tourism organisations. This is to supplement the learning for hospitality. The learners would be expected to prepare a report of about 70-75 pages on the basis of their observation in the visit. The key points may include however, not confined to :

1. What kind of Organisation is it and what are the guest facilities are there, scope purpose, menus and price structures
2. The organisation layouts and key areas
3. Types of equipment, furniture and fixtures in different areas.
4. Types of menus and promotional material maintained
5. Types of functions and services
6. To study staffing i.e. number of service personnel required for various functions.
7. Safety practices built into departmental working
8. Salient Features
9. Different promotional ideas carried out to maximize business
10. Other Guest services & facilities

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 Report may be typed in 1.5 line spacing. But the References/Bibliography should be typed in single space.
- 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.

The Great Indian Cuisine

Objectives:

This course aims to acquaint the learners with the Great Indian cuisine, the food philosophy and regional cuisines of India. Students shall learn and develop traditional and contemporary Indian food production skills in the laboratory, supplemented with theoretical inputs. Learners shall be exposed to the Indian cooking methods and techniques; the use and care of equipments; masalas, pastes, gravies and ingredients along with their roles in various areas of professional kitchen.

Contents:

Indian Cooking: - Introduction, Philosophy of Indian Food, The great Indian Cuisine – Key features, **Condiments, Herbs and Spices Used in India Cuisine:** Introduction, Condiments, Herbs and Spices used in Indian Cuisine (*Allspice, Ajwain, Aniseed, Asafoetida, Bay leaf, Cardamom, Cinnamon, Cloves, Coriander seeds, Cumin, Chilli, Fenugreek, Mace, Nutmeg, Mustard, Pepper, Poppy Seeds, Saffron, Tamarind, Turmeric, Celery, Curry Leaf, Marjoram, Pomegranate Seeds, Stone Flowers, Basil, Betel Root, Black Salt, Red Chilli, Rock Salt*) Various ways of using spices, their storage and usage tips. **Masalas, Pastes and Gravies in Indian cooking:** Masalas and Pastes: Introduction, Types, Blending of Spices, Concept of Dry and Wet Masalas, Pastes used in Indian Cooking, Purchasing, Storing Considerations. Basic Indian Gravies: Introduction, Gravies and Curries, Regional Gravies, Gravy Preparations. **Commodities and their usage in Indian Kitchens:** Introduction, Souring Agents, Colouring Agents, Thickening Agents, Tendering Agents, Flavouring and Aromatic Agents, Spicing Agents in Indian Kitchens

Regional Cuisines of India - I: Cuisines of Kashmir, Himachal, Uttarakhand, Punjab & Haryana: Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine, Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.

Regional Cuisines of India - II: Cuisines of Rajasthan, Gujarat, Awadh and Bengal: Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine, Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.

Regional Cuisines of India – III: Cuisines of Maharashtra, Goa, Tamil Nadu and Andhra Pradesh: Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine, Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.

Practical:

1. Understanding Indian Cooking and Preparation of simple popular foods of India (At least one simple three course menu from each region of India, North, East, South, West and Central India its salient features and cooking).
2. Condiments, Herbs & Spices in Indian Kitchen – Do's & Don't's
3. Understanding Preparations of Masalas, Pastes and Gravies in Indian Kitchen
Preparation of:
 - (i) Makhni Gravy
 - (ii) Green Gravy
 - (iii) White Gravy
 - (iv) Lababdar Gravy

- (v) Kadhai Gravy
 - (vi) Achari Gravy
 - (vii) Malai Kofta Gravy
 - (viii) Yakhni Gravy
 - (ix) Yellow Gravy
 - (x) Korma Gravy
- Two Menus about 3-5 dishes per menu per state in context with theory syllabus

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

Suggested Readings:

- Quantity Food Production Op. and Indian Cuisine – Parvinder S Bali, Oxford University Press
- A Taste of India By Madhur Jafferey - John Wiley & Sons
- Food of Haryana: The Great Chutneys – Dr Ashish Dahiya, University Press, MDU
- Indian Gastronomy – Manjit Gill, DK Publishers
- Food of Haryana: The Great Desserts – Dr Ashish Dahiya, University Press, MDU
- Punjabi Cuisine – Manjit Gill
- My Great India Cook Book – Vikas Khanna
- Modern Cookery (Vol –I) By Philip E. Thangam, Publishers: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Hymns from the Soil: A Vegetarian Saga
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gisslen, Publisher Le Cordon Bleu
- Theory of Catering by Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers

Beverage Service & Management

Objectives:

This course provides inputs to the students on Beverage Industry and Operations. Students shall learn beverage preparation methods and develop beverage service skills in the laboratory, supplemented with theoretical inputs. Learners shall be exposed to various types of beverages and their service methods, the use and care of equipments and tools along with their roles in various areas of professional food & beverage service outlets.

Contents:

The Beverage Industry: Introduction, Yesterday & Today, Responsible Beverage Service, Creating and Maintaining a Bar Business, Sanitation and Bar Setup, Legal Aspects, Professional Services, Bar Introduction, Importance and Types, Organization Structure, Layout, Equipments used and BOT & Bar Menus, Tobacco & Cigars, Tobacco: Types, Production, Brands & Service – Indian and International. Juice Bars.

Non Alcoholic Beverages & Mocktails: Introduction, Types (Milk, Tea, Coffee, Juices, Aerated Beverages, Shakes) Descriptions with detailed inputs, their origin, varieties, popular brands, presentation and service tools and techniques. Mocktails – Introduction, Types, Brief Descriptions, Preparation and Service Techniques

Alcoholic Beverages: Wines – Introduction, Classification, Brief Description, about manufacturing process, storage and its service. Major Indian and International Brands. Bar kit, Glasses and equipment, Storage and service of wine. **Wines:** Definition, Classification with examples, - Table/Still/Natural, Sparkling, Fortified, Aromatized, Production of each classification, Principal wine regions and wines of France, Germany, Italy, Spain,

Beers: Introduction, Ingredients Used, Production, Types and brands, Indian and International. Services, bottled, canned and draught beers. Other Fermented & Brewed Beverages: Sake, Cider, Perry, Alcohol Free Wines. **Spirits:** Introduction to Spirits (Whisky, Brandy, Rum, Vodka, Gin & Tequila), Spirits- Types, Production, Brands Indian and International & Service, Other Alcoholic Beverages- Liqueurs.

Practical

- Bar Setups of different types & services
- Service of Wines & Bar Menus
- Reading Wine Labels,
- Theme & Cocktail parties
- Role Plays & Situation handling in Bar
- Service of Non Alcoholic & Alcoholic Beverages: Tea/ Coffee/ Wines, Spirits.
- Opening & closing of wines corks (Champagne, Red & White wines)
- Service of Spirits & Liqueurs
- Bar setup and operations
- Mocktail Preparation, presentation and service
- Service of Cigars & cigarettes
- Conduction Briefing/ De- Briefing for F & B outlets
- Service of Beer, Snake and Other Fermented & Brewed Beverages
- Service of Sparkling, Aromatized, Fortified, Still Wines.
- Set up a table with Prepared Menu with wines

Book recommended

- Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS

- Food & Beverage Service Management- Brian Varghese
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill.
- Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F& B Service – Brown, Heppner & Deegan
- Menu Planning – Jaksa Kivela, Hospitality Press
- Modern Restaurant Service – John Fuller, Hutchinson
- Professional Food & Beverage Service Management – Brian Varghese
- The Restaurant (From Concept to Opertion)
- The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services
New Delhi
- The Bar and Beverage Book, 5th Edition - Costas Katsigris, Chris Thomas, Wiley Publications
- Principles and Practices of Bar and Beverage Management – James Murphy; Good fellow Publishers
- Manage First: Bar and Beverage Management – National Restaurant Association

Accommodation Management

Objectives:

This course deals with the theory and practice of Accommodation Operations and Management in Hotel Business. It briefly examines the crucial areas of guest accommodation. Emphasis is placed upon current issues/trends in Accommodation Operations and the integrated approach of hotel operation areas for maintaining cleanliness and hygiene; providing safety and security to the guests and offering better services to guests as well activities encompassed from guest arrival to post departure services. Students shall learn and develop guest service skills in the lab, supplemented with theoretical inputs. Learners shall also be given an insight to housekeeping practices, the use and care of equipment, and tools along with their roles in various areas of professional housekeeping.

Contents:

Cleaning of Guest Rooms & Public Areas: Cleaning Process, Special Cleaning, Weekly Cleaning, Evening Service/ Turn Down Service; Cleaning and upkeep of Guest Rooms (Vacant/ Occupied/ VIP/ Departure/ under maintenance/ Bath Rooms), Cleaning & Upkeep of Public areas (Entrance/ Lobbies/ Front Desk/ Elevators/ Staircases/ Guest Corridors/ Public Restrooms/ Banquet Halls/ Dining Rooms/ Leisure Areas), **Pest Control:** Types of pests, Control procedures. **Safeguarding Assets:** Concerns for safety and security in Housekeeping operations, Concept of Safeguarding assets.

Special Provisions for Guests, Safety, Security and First Aid: Guest room features for differently abled – added features and modifications, Public Areas: Wash – rooms, restaurants, main entrance etc. added features and modifications. Situation Handling/ Service Design, for typical Market Segment (Safety, security & Comfort); single lady guests, Children. **Safety:** Accidents, Fires (Cause, Procedure, Accident report form), **Security:** Security of Guest/ Staff/ Public areas/ Rooms/ Back office areas, **First Aid:** Concept and Emergency Procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration). **Housekeeping Supervision:** Importance of inspection, Check- list for inspection, typical areas usually neglected where special attention is required Role of Supervisor, Specific Function Of Supervisor.

The Guest Arrival & Stay with Hotel: Reception, Procedure of taking reservation, overbooking, amendments and cancellations, **Group Reservations :** Sources, Issues in handling groups, Procedure of Check in and baggage handling; **Registration:** concept, systems and its procedure, Registration form and C Form, No Shows, Rooming of Guests, Message Handling, Dealing with Guests Requests and Complaints, **Travel Desk and Concierge:** functions; luggage, paging, message and left luggage handling procedure; foreign currency handling; Room selling techniques, communicating with guests.

The Guest Departure and Post Departure Services: The guest accounting, the guest ledgers, city ledger, tips and advances, front office cash sheet, paid out, bank net receipts, over and shorts, settlement of bills, credit card handling, handling vouchers of – room rate, food sales, laundry, other guest services, miscellaneous charges, credit security measures, cash and credit control, express check out, early and late check outs, group departures, post departure courtesy services; **Night Auditing :** job description of Night Auditor, Night Audit Process, Preparing Night Audit Reports.

Practical

1. Identification and familiarisation with cleaning of Guest Rooms & Public Areas in Hotels.
2. 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.
3. Handling guest Check - In ,Registration, Facilitation during stay at Hotel, Billing, Related Performa's.
4. Skills to handle guest accounting and departure (fits and groups)

Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Housekeeping and Front Office – Jones
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II) Edn.) – Rohert J. Martin & Thomas J.A. Jones, Wiley Publications
- Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks

Researching for Hospitality & Tourism

Objectives:

This course offers an introduction to Research Methodology for the beginners so as to acquaint them with the research concepts and analysis of the fundamental issues that arise in hospitality and tourism research. This shall also cover the skills, tools and resources necessary for hospitality and tourism research. Interestingly the learners shall also be acquainted to skills of writing for research.

Contents:

Introduction to research: Meaning, definition, characteristics and types of research; Why do we do it, Getting Started, Role of Research supervisor, Role of Researchers, Journals: know-how, e journals, print journals, open access journals and understanding research; Methodology of research, formulation of research problem Research Design: Meaning, characteristics of research design, steps in research design. Concept of Hypothesis; Developing Academic Reading Skills; Review of literature

Sampling Design, Scale & Scaling Techniques and Data Collection: Meaning of sampling, aims in selection a sample, Types of sample design, census. Scales and scaling techniques: Nominal, Ordinal, Interval, Ratio; Guttman, Thurston and Likert. Data collection –Meaning, types of data, methods of collecting primary data-observation, interview and questionnaire, Sources of secondary data.

Conducting Field Work, Processing and Analysis of data: Accessing organisations for field work, Professional Conduct; Data collection, Editing, Coding, Classification and tabulation, Graphical presentation of Data-Bar-chart, pie-chart and curves Interpretation of Data meaning, methods of data analysis

Writing for Research: Meaning, types and steps involved in writing for research, writing review articles (*The learners may be acquainted with and assigned to write a review article*). Writing research report. Dissertation writing: Layout of the research report, mechanics of writing a research report, challenges of a good writing. The Cover Page, Abstract, Acknowledgement and contents, Literature Review Chapter, The Research design chapter, Presentations & Discussions Chapter, Conclusion & Implications, The Final touches, Bibliography & References, Referencing Styles: APA and MLA.

Suggested Readings

- Kumar Ranjit: *Research Methodology: A Step by Step Guide for Beginners*, Sage Publication, 2014.
- Kothari C.R.: *Research Methodology*, New Age International, 2011.
- Shajahan S.: *Research Methods for Management*, 2004.
- Mustafa A.: *Research Methodology*, 2010.
- Thanulingom N : *Research Methodology*, Himalaya Publishing
- C. Rajendar Kumar : *Research Methodology* , APH Publishing
- Gupta Hitesh and Gupta S. L. : *Research Methodology*, International Book House, 2011.
- J. R. Brent Ritchie, Charles R. Goeldner : *Travel, Tourism, and Hospitality Research: A Handbook for Managers and Researchers*, Wiley Publishers
- Peter Mason: *Researching Tourism, Leisure and Hospitality for your Dissertation*; Good Fellow Publishers Ltd, UK
- Levant Altinoy and Alexandros Paraskevas : *Planning research in hospitality & tourism*, Butterworth Heinemann, Elsevier (2008)

Foreign Language (French)

Objectives:

This course puts emphasis on the acquisition of basic skills of know-how in French communication. The course will introduce learner to get an elementary knowledge and understanding of French language, which is widely spoken in hotel and tourism industry. This includes Lectures, Group Discussion, Presentations, Role-playing.

Contents:

Les Accents; Les Salutations -'Formules de politesse'; Les Nombres Cardinaux et Ordinaux; Les Expressions de Temps; L'Heure, Les Quantités, Les Poids et Les Mesures ; Les Pronoms Sujets; Les Verbes : être, avoir, venir et aller

8Se Présenter; Présentez – Vous; Présenter quelqu'un; Les Fruits et Les Légumes; Les Verbes du premier groupe; Les Jours de la Semaine; Les Mois de l'année; La Date; Les Articles Définis et Indéfinis

Les Pays et Les Nationalités; Les Verbes du Deuxième groupe; Les Adjectifs; Les prépositions de lieu; Les Couleurs ; Décrivez un lieu/ une ville

La Famille; Décrivez votre Famille; Les Produits Laitiers ; La Négation; Les Verbes : Partir, Vouloir, Pouvoir, Faire, Prendre, Sortir ; Les Adjectifs Démonstratifs

Simple translation

Suggested Readings:

- Larousse compact Dictionary: French-English/ English-French
- Conjugaison - Le Robert & Nathan
- Larousse French Grammar
- Grammaire Collection "Le Nouvel Entraînez vous" level debutant
- Parlez à l'hôtel by A. Talukdar
- A Votre Service 1
- French for Hotel and Tourism Industry by S.Bhattacharya
- Jumelage 1 by Manjiri Khandekar and Roopa Luktuke
- Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav

Transport & Travel Management

Objectives:

This course facilitates the learners to develop an understanding about transport and travel management. The various forms & means of transport and travel management and their role in tourism and hospitality are covered. This module is a combination of transport, travel with inputs on safety, security and travel documents. The learners would be acquainted with process and procedures of VISA and permits.

Contents:

Transport, Travel, Tourism & Hospitality: History of different modes of transportation Landmarks in the development of transport sector and factors affecting the development of different modes of transport. Airlines & tourism: history of airlines' in India. Role of airlines in tourism promotion: recent policies regarding airlines, Problems of airlines business. Surface transport in India, importance of surface transportation. Infrastructural basis for surface transport. NHAI – Role in Surface Transport Facilitation. Railway & tourism: history & present status of Indian railway. Role of Indian railway in tourism promotion. Rajdhani Express, Shadabdi Express, Tourist Special trains & packages for tourists. Problems faced by Indian railway.

Safety Security and Tourist Destinations: Understanding the destination images from tourist perspective, the role of the media in influencing consumer perceptions of travel safety Understanding Tourist Security, its importance and impact of tourism industry. Role of Media in influencing tourist perceptions, consumer awareness of travel advisories and their influence on behaviour. Common problems & Challenges with hotel & tourism destinations 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, the role of insurance in the travel industry

Travel Documentation: Introduction to Travel Documentation, Documentation required while leaving and entering into India. Passport its types and procedures to obtain an Indian passport, Currency Regulations and concept of Basic Travel Quota (BTQ), Custom Regulations, Health Certificates, Insurance and Immigration

Understanding VISA and Permits: Understanding the concept of VISA its types, Categories in which India give Visa to foreign tourists. Visa Requirements and procedure to obtain tourist visa for Singapore, UK, USA and Australia. Restricts and Special area permits for foreign tourists in India and their procedures to obtain. VISA on Arrival Scheme of Govt of India

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

Foreign Cuisine

Objectives:

This course aims to acquaint the learners with the food philosophy and regional cuisines of China & Italy. Students shall learn and develop traditional and contemporary Chinese and Italian food production skills in the laboratory, supplemented with theoretical inputs. Learners shall be exposed to the foreign cooking methods and techniques; the use and care of equipments; masalas, pastes, gravies and ingredients along with their roles in various areas of professional kitchen.

Content

Cuisine of China I – Introduction to Chinese Cuisine, Historical Background, Regions & Regional Cooking Styles, Staple Food with Regional Influences

Cuisine of China II – Methods of Cooking, Equipment & Utensils, Ingredients & Dishes

Cuisine of Italy I – Introduction to Italian Cuisine, Historical Background, Regions & Regional Cooking Styles, Staple food with Regional Influences

Cuisine of Italy II – Methods of Cooking, Equipment & Utensils, Ingredients & Dishes

Practical

Menu to be prepared in lieu of the theory and the availability of resources.

Suggested Readings

- 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
- Fuchsia 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

Banquet Management and Operations

Objective:

This course aims to acquaint the learners with the concept of banqueting, its facilities. Students shall plan and design banquet menus along with inputs on practical skills for banquet servicing styles. Learners shall be exposed to the planning and types of buffet; banquet functions and its sales & promotions; and banquet management and control.

Content

Banqueting – Concept, Need, Scope, Purpose; Banquet Facilities; Banquet Layouts and Types; Banquet Kitchen; Banquet Equipments and Types; Chaffing Dish – Types (sizes and shapes); Banquet Furniture and Fixtures.

Banquet Menus – Menu Planning; Menu Designing; Menu Pricing; Menu Merchandising; Menu Types; Banquet Services and Types; **Buffet** – Definition, Planning of Buffet, Types of Buffet (Meal Period, Manner of Consumption, Food Served & Other Types – Display, Gourmet & Running), Buffet Equipments.

Banquet Function and Promotion – Types of Banquet Functions, Banquet Reservation Diary and Booking Procedure; Function Contract and Function Prospectus; Attributes of Banquet Function Organizer; Sales and Promotions; Significance of Banquet Function.

Banquet Management and Control – Banquet Organizational Structure; Banquet Staffing and Duty Allocation; Cost Control, Food & Beverage Control – its application and buffet management; Par Stock Maintenance; Store Room – Stacking and Functioning and Inventory Management.

Practical

- Planning of Different types of Buffet Counters and Setting the Counters
- Table setups and Arrangements for different types of banquet function
- Menu designing with styles of service
- Frilling (Box, Diamond & Accordion Pleated)
- Designing Function Prospectus

Rooms Division Management

Objectives:

This course deals with the theory and practice of Rooms Division Management in Hotel Business. It briefly examines the critical areas of accommodation management and its role in revenue maximization; yield management and guest satisfaction in the context of hospitality and tourism industry. Students shall learn and develop guest service skills in the lab, supplemented with theoretical inputs. Learners shall also be given an insight to housekeeping practices focussing on interior decoration as well laundry management. ,

Contents:

Laundry Management – Concept and Importance of Laundry; On Premise Laundry & Off Premise Laundry; Managing Guest Laundry: Valet Service, Collecting Guest Laundry and return; Laundry Layout; Laundry Equipments; Laundry Agents; Laundry Cycle; Laundry Process; Stain Removal; Dry Cleaning and Care Labels; Sewing, Linen and Uniform Rooms; Storage of linen, Linen Control.

Interior Decoration – Definition, Importance, Classification; Principles of Design : Harmony, Rhythm, Balance, Proportion, Emphasis; Elements of Design : Line, Form, Colors, Texture; **Flower Arrangement** – Concept, Importance, Types, Shapes and Principles, Equipments and Materials used for Flower Arrangement, Indoor Plants Care and Role of House Keeping; **Colors** – Color Wheel, Importance and Characteristics, Classification of Color and Color Schemes; **Lighting** – Classification, Types, Importance and Application.

Planning and Evaluating Front Office Operations – Setting Room Rates (Hubbart Formula, Market Condition Approach & Thumb Rule), Types of Discounted Rates – Corporate, Rack etc.; Forecasting Techniques, Forecasting Room availability, Useful Forecasting Data (% of walking, overstay and understay), Forecast Formula, Types of Forecast, Sample Forecast Forms, Factors for evaluating Front Office Operations.

Budgeting and Evaluation of Hotel Performances – Types of Budget, Making Front Office Budget, Factors affecting Budget Planning, Capital & Operational Budget for Front Office, Refining Budgets and budgetary Control, Forecasting Room Revenue, Advantages & Disadvantages of Budgeting; Yield Management – Concept and Importance of Yield Management, Elements of Yield Management, Measuring Yield Management.

Practical

- Presentations on Interior Decorations
- Flower Arrangements Workshops
- Visit to Local Resources
- Layout of Linen and Uniform Room/Laundry
- Laundry Machinery and Equipment
- Stain Removal
- Selection and Designing of Uniforms
- Visit to a professional Laundry
- Understanding Hotel Accommodation Budget

Note: For focused inputs of accommodation the practical hours may be split up i.e first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credit equivalence.

Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Housekeeping and Front Office – Jones
- Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann
- The Professional Housekeeper – Tucker Schneider,, Wiley Publications
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks

Seminar

Objectives:

The Seminar is designed to demonstrate the accumulated learning, and training of the learners in a single original article of their choice concentrating around hospitality industry, subject to instructor's approval and under the additional supervision of a faculty mentor. The students will research topics and prepare presentations so as to publish and/or present in a seminar.

The objectives are :

- To study recent research findings on important issues pertaining to hospitality industry
- To acquaint students with sources of literature
- To teach students how to research out a topic in the library and from other sources
- To provide an opportunity for students to review literature
- To acquaint students about writing research article
- To develop professional skills in the area of public speaking and attending seminar

Logistics

- Class Meetings : for group discussions, group study and presentations and peer-review
- Assignment Submission Protocol : well drafted assignment with title, name, surname, expanded research statement, literature review, methodology, analysis, and implications, bibliography
- Peer Review : Peer Review form to be filled honestly with full justifications.

Assignment Timeline

- Proposal : choose a preliminary topic, need and importance of topic
- Preliminary Bibliography : to narrow and focus on the proposed research topic. (Use around 25-30 resources).
- Expanded and Revised Research Statement: Introduce readers to the main aspects of the article. Formulation of research questions. Choose a provisional article title. State what the article is about, what the researcher hope to demonstrate, the significance of the research article. Mention the sources/ theoretical to be used to analyze research question. Length : 500 - 750words.
(This assignment is subject to peer critique.)
- Literature Review / Theoretical Background : The literature review should situate the narrow question into the broader context. Review : What has been done thus far in the field? Do you see trends and shifts in the study of your topic? Any Gap is identified? What methodologies and approaches were applied? Length : 1000-1500 words.
(This assignment will be subject to peer critique.)
- Methodology : Tells how you intend to explore your topic. A variety of approaches from textual analysis to statistical analysis may be used. Research your specific methodology and provide relevant references.

- Analysis of the data: Analyse and discuss the data collected in relation to the main question proposed in the Expanded Research Statement and taking into consideration the literature you discussed. Length : 1000-1500 words.
(This assignment will be subject to peer critique.)
- Complete Rough Draft with conclusions and Summary: Structure your paper with titled sections, integrate your previous assignment into a single essay, expanding and altering them as needed. Pay attention to the editorial concerns (style, referencing etc.). In the conclusion, summarize the major points of the thesis, reflect upon relevant parts from the literature review as well implications of the study) . The draft may be formed under given subtitles :
Title of the Article
Instructor Name
Mentor Name
Summary
Introduction
Literature Review
Methodology
Analysis
Conclusions
Reference cited
Appendixes (if any)
- Paper Presentation: Presentation in the class using Microsoft Power Point, plan a 15 minute talk on content of your work. Presentation should be professional, informative, clear and concise.
- Final Paper with revised conclusions and summary (in about 4000-6000 words).
- Plagiarism Test

Evaluation

Attendance & Meetings with Mentor : 10 points

Section Drafts : 10 Points

Complete Rough Draft : 10 Points

Final Paper : 20 Points

Peer Review : 10 Points

Paper Presentation : 20 Points

Publication : 20 Points

Total : 100 Points

Note :

1. No late assignment will be accepted.
2. Attendance is compulsory.

The Department shall host one-day Seminar in the above regard with an option of inviting other participants for better inputs on some pre-decided theme.

Human Resource Management in Hospitality

Objectives:

This course aims to provide a foundation in both the knowledge and skills of Human Resource Management required by managers in the hospitality industry. Students shall study ways to managing human resources in hotel industry. It enhances the competencies of the learners towards – concepts, Approaches, Planning, Acquisition of Human Resources, Maintenance of Human Resources and Appraising and Rewarding Human Resources in Hotel Industry that critically affect the efficiency and effectiveness of an organization.

Contents:

Human Resource Management in Hospitality Industry – Definition, Nature, Characteristics, Need and Importance of HRM in the Hospitality Industry, Approaches to managing HRs in Hotels, Emerging Role of HR Manager in Hotel Sector; **Human Resource Planning in Hospitality Industry** – Meaning, Process, factors and Need for HRs planning; **Job Analysis, Job Description & Job Specification**

Acquisition of Human Resources in Hospitality Industry – Recruitment: Meaning, Process and Methods of Recruitment in Hotel Industry; **Selection:** Procedure, Essentials and Steps in Selection Process; **Interview:** Meaning and Types; **Employee Promotion:** Meaning, Purpose and Types.

Maintenance of Human Resources in Hospitality Industry – Employee Training: Need, Methods of Training in Hospitality Industry; **Development of Employee** – Concept, Purpose and Process, components of Employee's Development, Techniques of Employee's Development.

Appraising and Rewarding Human resources in Hospitality Industry – Performance Appraisal – Need, Importance and Techniques; **Rewards and Benefits** – Compensation (wages and salary), Incentives; **Grievances Handling** : Identifying Causes and Developing Grievance Handling System.

Suggested Readings:

- Goldsmith, a., et al, (1997). "Human Resource Management for Hospitality Services", International Thomson Business Press, ISBN 1861520956
- Stredwick, J., (2005). "An Introduction to Human Resource Management", Butterworth Heinemann, ISBN 0750665343
- Stone, R., (1997). "Readings in Human Resource Management", Wiley, ISBN 0471335487
- Torrington, D., & Hall, T., (1995). Personnel Management : HRM in Action, Prentice Hall, ISBN 0131495437
- Edwin B Flippo – Personnel Management, McGraw Hill.
- Aswathappa, K, (2008). "Human Resource Management", the McGraw Hill Publication, New Delhi
- Ian Beardwell & Ien Holden (2000). "Human Resource Management", Macmillan.
- British Journal of Industrial Relations
- Indian Journal of Industrial Relations

Organisational Behaviour

Objectives:

This course aims to provide inputs on fundamental theories and concepts related to management of hospitality business. Students shall study human behaviour and its implications for the management of organisations. Learners shall acquire knowledge, skills and attitudes to be used at a later stage in the workplace to enhance employee productivity, strengthen relations and guest satisfaction.

Contents:

Organisational Behaviour – Introduction, Definition, Concept, Relevance and its Scope; Management Functions and Skills; **Organisational Structure** – six elements of organizational structure; Organizational Designs (Simple, Bureaucratic, Matrix) **Organizational Culture** – Definition and Characteristics.

Individual Behaviour – Nature & Dimensions of Attitude, Nature and Importance of Social Perception, Personality and its determinants; **Group Behaviour** – Nature and Types of Groups, Group Dynamics/ Development (the Five Stage Model), Group Decision Making, Managing Groups and Teams.

Motivational Concepts – Meaning and Importance of Motivation, Techniques, Theories of Motivation (Maslow & McGregor), Leadership and type of Leadership; **Stress Management** – Concept of Stress, Sources and Effects of Stress, Strategies to overcome individual and organizational stress **Conflict Management** – Definition of Conflict, Sources and Types of Conflict, Strategies to overcome conflict.

Diversity– Reasons for the emergence of Diversity, Specific Characteristics of Diversity, Developing the Multicultural Organization, Individual Approaches to Managing Diversity, Organizational Approaches to Managing Diversity; **Ethics and Ethical Behaviour in Organizations** – Impact of Ethics on “Bottom –line” Outcomes, Sexual Harassment, Pay and Promotion Discrimination, Employee Privacy Issues.

Suggested Readings:

- King, D. & Lawley, S. (2013). “Organizational Behaviour”, Oxford University Press.
- Berger, F. & Brownell, J. (2009). “Organizational Behaviour for the Hospitality Industry”, Pearson – Prentice Hall.
- Stephan, P. Robins, Timothy A Judge, Seema Sanghi. (2010). “Organizational Behaviour”. Tenth Edition, Pearson Education Publication.
- Fred Luthans. (2007). “Organizational Behaviour”, Eleventh Edition; McGraw Hill Publication
- Udai Pareek. (2011).”Understanding Organizational Behaviour” Third Edition, Oxford Publication.
- Management of Organizational Behaviour by Paul hersey & Kenneth H Blanchard
- Human Behaviour at Work – Organizational Behaviour by Keith Davis
- Harvard Business Review
- Forbes
- Business Review Weekly

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Hospitality and Tourism Services Facilitation Management

Objective

This course aims to acquaint the learners with the concept of service sector, different aspects of service sector, overview of tourism and hospitality industry, different services provided by tourism and hospitality industry –their facilitation and management..

Contents:

Service Sector -Meaning and Definition of Services. Type of Services. Significance of Services offered by Hospitality and Tourism Services. Attributes of Service Sector, Attributes of service sector

Hospitality Services- Overview to Hospitality Industry. Services Provided by Hospitality Industry- Accommodation Services, Food and Beverage Services, Leisure Services, Convention Services, MICE, Facilitation of Different services offered by Hospitality Industry

Tourism Services-Overview to Tourism Industry. Services Provided by Tourism Industry- Travel Agencies, Car Rental Services, Tour Operators, Destination Marketing Organization, Facilitation of Different Services offered by Tourism Industry.

Case Studies of Tourism and Hospitality Industry-Case Study of Selected Tourism and Hospitality Enterprises- Taj Group of Hotels, Oberoi Group of Hotels, ITC Group of Hotels, Thomas Cook, Cooks and Kings, Make my Trip.

Suggested Readings::

- Tourism Operations and Management-Sunetra Rodey.
- Hotel Facility Planning- Tarun Bansal
- Tourism Marketing- Manjula Chaudhry
- An Introduction to Tourism 01 Edition (English, Hardcover, N. Jayapalan)