

DEPARTMENT OF TOURISM AND HOTEL MANAGEMENT
School of Business and Management Studies
Central University of Haryana



MASTER OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY

As per National Education Policy-2020

PROGRAMME STURUCTURE
& SYLLABUS

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About the Department

Department of Tourism and Hotel Management (DTHM), is committed to provide quality education in field of tourism and hospitality management since August 2015. The department aims to contribute by offering bright and highly motivated minds to the tourism and hospitality industry. These conscious young professionals carry knowledge and experience owing to their diverse backgrounds and qualifications, selected via a rigorous process. Given their keenness to pursue sector specific training, it can conveniently be inferred that they are eager to make positive contributions in their chosen field and possess genuine desire to be a part of the overall growth of the country. The curriculum is invigorating and aims at transforming young minds into responsible professionals capable of adapting to the ever-changing world. Equipped with this unique combination of practical skill inputs and the latest methods of teachings, we believe that our students are bound to be invaluable assets for the organisations.

Vision and Mission (University)

Vision

To develop enlightened citizenship of a knowledge society for peace and prosperity of individuals, nation and the world through promotion of innovation, creative endeavours and scholarly inquiry

Mission

To serve as a beacon of change, through multi-disciplinary learning, for creation of knowledge community, by building a strong character and nurturing a value-based transparent work ethics, promoting creative and critical thinking for holistic development and self-sustenance for the people of India. The University seeks to achieve this objective by cultivating an environment of excellence in teaching, research and innovation in pure and applied areas of learning.

Vision and Mission (Department of Tourism and Hotel Management)

Mission

To provide a learning centric ambiance that nurtures management skills through research to create future leaders of Tourism and Hotel Industry

Vision

To become a Premier Tourism Institution that inspires thought leadership through scholarship and teaching by incorporating an ethos of inquiry, consciousness, and innovation

NEP-2020 and LOCF an integrated Approach

Considering the curricular reforms as instrumental for desired learning outcomes, all the academic departments of Central University of Haryana made a rigorous attempt to revise the curriculum of undergraduate and postgraduate programmes in alignment with National Education Policy-2020 and UGC Quality Mandate for Higher Education Institutions-2021. The process of revising the curriculum could be prompted with the adoption of “Comprehensive Roadmap for Implementation of NEP-2020” in 32nd meeting of the Academic Council of the University held on April 23, 2021. The Roadmap identified the key features of the Policy and elucidated the Action Plan with well-defined responsibilities and indicative timeline for major academic reforms.

The process of revamping the curriculum started with the series of webinars and discussions conducted by the University to orient the teachers about the key features of the Policy, enabling them to revise the curriculum in sync with the Policy. Proper orientation of the faculty about the vision and provisions of NEP-2020 made it easier for them to appreciate and incorporate the vital aspects of the Policy in the revised curriculum focused on ‘creating holistic, thoughtful, creative and well-rounded individuals equipped with the key 21st century skills’ for the ‘development of an enlightened, socially conscious, knowledgeable, and skilled nation’.

With NEP-2020 in background, the revised curricula articulate the spirit of the policy by emphasising upon—integrated approach to learning; innovative pedagogies and assessment strategies; multidisciplinary and cross-disciplinary education; creative and critical thinking; ethical and Constitutional values through value-based courses; 21st century capabilities across the range of disciplines through life skills, entrepreneurial and professional skills; community and constructive public engagement; social, moral and

environmental awareness; Organic Living and Global Citizenship Education (GCED); holistic, inquiry-based, discovery-based, discussion-based, and analysis-based learning; exposure to Indian knowledge system, cultural traditions and classical literature through relevant courses offering 'Knowledge of India'; fine blend of modern pedagogies with indigenous and traditional ways of learning; flexibility in course choices; student-centric participatory learning; imaginative and flexible curricular structures to enable creative combination of disciplines for study; offering multiple entry and exit points initially in undergraduate programmes; alignment of Vocational courses with the International Standard Classification of Occupations maintained by the International Labour Organization; breaking the silos of disciplines; integration of extra-curricular and curricular aspects; exploring internships with local industry, businesses, artists and crafts persons; closer collaborations between industry and higher education institutions for technical , vocational and science programmes; and formative assessment tools to be aligned with the learning outcomes, capabilities, and dispositions as specified for each course. In case of UG programmes in Engineering and Vocational Studies, it was decided that the departments shall incorporate pertinent NEP recommendations while complying with AICTE, NBA, NSQF, International Standard Classification of Occupations, Sector Skill Council and other relevant agencies/sources. The University has also developed consensus on adoption of Blended Learning with 40% component of online teaching and 60% face to face classes for each programme.

The revised curricula of various programmes could be devised with concerted efforts of the faculty, Heads of the Departments and Deans of Schools of Study. The draft prepared by each department was discussed in series of discussion sessions conducted at Department, School and the University level. The leadership of the University has been a driving force behind the entire exercise of developing the uniform template and structure for the revised curriculum. The Vice Chancellor of the University conducted series of meetings with Heads and Deans to deliberate upon the vital parameters of the revised curriculum to formulate a uniform template featuring Background, Programme Outcomes, Programme Specific Outcomes, Postgraduate Attributes, Structure of Masters Course, Learning Outcome Index,

Semester-wise Courses and Credit Distribution, Course-level Learning Outcomes, Teaching- Learning Process, Blended Learning, Assessment and Evaluation. The experts of various Boards of Studies and School Boards contributed to a large extent in giving the final shape to the revised curriculum of each programme.

To ensure the implementation of curricular reforms envisioned in NEP-2020, the University has decided to implement various provisions in a phased manner. Accordingly, the curriculum may be reviewed annually.

About the Subject

Welcome to the exciting world of Hotel Management! With our course, the students will be equipped with the skills and knowledge to excel in the dynamic and ever-growing field of hospitality.

Our program prepares the students for a diverse range of career opportunities in various sectors of the hospitality industry. We offer a comprehensive curriculum that covers both the operational and management aspects of the industry, with a focus on managerial and marketing skills. At our institute, we believe in providing hands-on experience and practical training to our students. Our courses are designed to blend operational and management theory with hospitality-specific internships and business specializations, ensuring that the students are fully prepared to enter the workforce with a strategic approach to hospitality business. With our education and professional training, the students will have the knowledge and confidence to start their own entrepreneurship and make a mark in the industry.

About the Programme (Nature, extent and aims)

The Master of Hotel Management & Catering Technology (MHM&CT) program is designed for students who are interested in pursuing a career in the hospitality industry or who wish to advance their knowledge and skills in this field. This program provides students with a comprehensive understanding of the nature, extent, and aims of the industry.

The program covers a broad range of topics related to tourism, including Food Production Operations, Food & Beverage Service Operations, Accommodation Operations, ICT in Hospitality Industry and Food, Nutrition and Hygiene. The curriculum is designed to equip students with the theoretical knowledge and practical skills necessary to excel in the hospitality industry.

The aim of the Master of Hotel Management & Catering Technology program is to produce post-graduates who are well-equipped to meet the challenges of the hospitality industry. Post-graduates of the program are expected to be able to analyse and evaluate hospitality policies, design and implement hotel marketing strategies, develop sustainable hospitality initiatives, and conduct research in the field.

The program is typically offered as a full-time, two-year program. The curriculum will be taught through formal lectures with the aid of power-point presentations, audio and video tools and other teaching aids can be used as and when required. Emphasis will be given to practical work to give hands on experience to students. The course being professional in nature, the students are required to undergo industrial training from reputed hotels. Aims of the Programme are as follows

- To educate and develop hospitality graduates who can be recognised for their industry-specific knowledge and abilities.
- To foster in trainees, the values of courtesy, discipline, and hard work, as well as pride in the timely completion of tasks assigned to them.
- To cultivate a scientific approach to management strategies and abilities.
- To establish high standards of expertise and improve crafts to levels of technology by training them for the Hotel & Catering Industry.
- To provide a forum for the exchange of ideas and information, as well as to assist students in developing habits of seeking knowledge and staying current in their fields through extensive use of the library, attendance at seminars, and participation in discussion groups.
- Maintain a close relationship between teachers and students so that each student has the opportunity to develop and grow to their greatest potential.

Programme Structure

The programme is consisting of four semesters of 100 credits have to be achieved by the students through the various core, departmental electives/ school level electives and open generic courses, show as below:

| Course/Semester | Sem. 1 (Credit) | Sem. 2 (Credit) | Sem. 3 (Credit) | Sem. 4 (Credit) | Total |
|---|--------------------|--------------------|--------------------|--------------------|-------|
| Discipline Specific Courses Core (including practical training/dissertation) | 18 | 18 | 18 | 22 | 76 |
| Discipline Specific Elective Courses | 4 | 4 | 4 | 4 | 16 |
| Open Choice Courses/ GEC | 4 | 4 | - | - | 8 |

| | | | | | |
|--|--|--|--|--|--|
| Common Course(s) for Community Service/ Remembrance of University Kulgeet, National Anthem, National Song/ National Integration/Games and Sports/Campus | | | | | To be shown in award list separately as per the university Guidelines |
|--|--|--|--|--|--|

Qualification Descriptors (possible career pathways)

Upon successful completion of the course, the students receive a Master of Hotel Management & Catering Technology degree. The postgraduate of Department of Tourism and Hotel Management are expected to opt different paths in professional life that can fulfil their dreams. Apart from pursuing higher education and making their career in teaching, they can make their career in Hotels/ Resorts/ Restaurants/ Bar/ Clubs/ Airlines/ Cruise liners/ Fast Food Chains/ Retail Chains/ Government Hospitality and Catering Services/ Railways, Etc. at operational and managerial level. The possible career paths for postgraduate in MHM&CT are

- Front Office Executive / Management Trainee
- House Keeping Executive / Management Trainee
- Food and Beverage Service Executive / Management Trainee
- Kitchen Executive / Management Trainee
- Sales and Marketing Executive / Management Trainee
- Club Managers
- Hospital Administration and Catering
- Institutional and Industrial catering
- Cruise ship Hotel Management
- Airline catering and cabin services
- Catering department in banks and insurance houses
- Hotel and restaurant consultant
- Facility manager in MNC
- Food and beverage product development officer

Postgraduate Attributes

| No. | P.G. Attributes |
|-------|---|
| PGA-1 | Disciplinary knowledge: Capable of demonstrating comprehensive knowledge and understanding of one or more disciplines that form a part of a postgraduate program of study. |
| PGA-2 | Communication Skills: Ability to express thoughts and ideas effectively in writing and orally; communicate with others using appropriate media; confidently share one's views and express herself/himself; demonstrate the ability to listen carefully, read and write analytically, and present complex information in a clear and concise manner to different groups. |
| PGA-3 | Critical thinking: Capability to apply analytic thought to a body of knowledge; analyze and evaluate evidence, arguments, claims, beliefs on the basis of empirical evidence; identify relevant assumptions or implications; formulate coherent arguments; critically evaluate practices, policies and theories by following scientific approach to knowledge development. |
| PGA-4 | Problem solving: Capacity to extrapolate from what one has learned and apply their competencies to solve different kinds of non-familiar problems, rather than replicate curriculum content knowledge; and apply one's learning to real life situations. |
| PGA-5 | Analytical reasoning: Ability to evaluate the reliability and relevance of evidence; identify logical flaws and holes in the arguments of others; analyze and synthesize data from a variety of sources; draw valid conclusions and support them with evidence and examples, and addressing opposing viewpoints. |
| PGA-6 | Research-related skills: A sense of inquiry and capability for asking relevant/appropriate questions, problematizing, synthesizing and articulating; Ability to recognize cause-and-effect relationships, define problems, formulate hypotheses, test hypotheses, analyze, interpret and draw conclusions from data, establish hypotheses, predict cause-and-effect relationships; ability to plan, execute and report the results of an experiment or investigation. |
| PGA-7 | International perspective: Think globally and consider issues from a variety of perspectives and apply international standards and practices within a discipline or professional area. |

Semester-wise Courses and Credit Distribution

Semester: First

| S. No. | Course Code | Course Title | Core/ GEC/ DCE C | L | T | P | C | Max Marks | | | Total Marks | Pass Marks |
|---|---|---|---------------------------|---|---|---|---|-----------|----------|----|-------------|------------|
| | | | | | | | | Internal | TEE T | P | | |
| 1 | SBMS THM 01 01 01 C 3036 | Food Production Operations | Core | 3 | 0 | 3 | 6 | 30 | 35 | 35 | 100 | 40 |
| 2 | SBMS THM 01 01 02 C 3014 | Food & Beverage Service Operations | Core | 3 | 0 | 1 | 4 | 30 | 35 | 35 | 100 | 40 |
| 3 | SBMS THM 01 01 03 C 3014 | Accommodation Operations | Core | 3 | 0 | 1 | 4 | 30 | 35 | 35 | 100 | 40 |
| 4 | SBMS THM 01 01 04 C 4004 | Strategic Management in Hospitality | Core | 4 | 0 | 0 | 4 | 30 | 70 | - | 100 | 40 |
| Discipline Centric Elective Course (opt at least one) | | | | | | | | | | | | |
| 5 | SBMS THM 01 01 01 DCEC 4004 | ICT in Hospitality Industry | DCE C | 4 | 0 | 0 | 4 | 30 | 70 | - | 100 | 40 |
| 6 | SBMS THM 01 01 02 DCEC 4004 | Food, Nutrition and Hygiene | DCE C | 4 | 0 | 0 | 4 | 30 | 70 | - | 100 | 40 |
| 7 | To be taken from other department (Compulsory) | | GEC | | | | 4 | | | | | |
| General Elective course offered to students of other Departments | | | | | | | | | | | | |
| 8 | SBMS THM 01 01 01 GEC 4004 | Introduction to Hospitality Industry | GEC | 4 | 0 | 0 | 4 | 30 | 70 | | 100 | 40 |
| 9 | SBMS THM 01 01 02 GEC 4004 | Customer Care Management in Hotels | GEC | 4 | 0 | 0 | 4 | 30 | 70 | | 100 | 40 |

L- Lecture, T-Theory, P- Practical, C-Credits, S- Seminar, Core GEC- General Elective Course, DCEC- Discipline Centric Elective Course

Semester: Second

| Sl · No. | Course Code | Course Title | Core/ GEC/ DCE C | L | T | P | C | Max Marks | | | Total Marks | Pass Marks |
|---|---|---|---------------------------|---|---|---|---|--------------|----------|----|----------------|---------------|
| | | | | | | | | Inter nal | TEE T | P | | |
| 1 | SBMS THM 01 02 01 C 3036 | Food Production Management | Core | 3 | 0 | 3 | 6 | 30 | 35 | 35 | 100 | 40 |
| 2 | SBMS THM01 02 02 C 3014 | Food & Beverage Service Management | Core | 3 | 0 | 1 | 4 | 30 | 35 | 35 | 100 | 40 |
| 3 | SBMS THM01 02 03 C 3014 | Accommodation Management | Core | 3 | 0 | 1 | 4 | 30 | 35 | 35 | 100 | 40 |
| 4 | SBMS THM01 02 04 C 4004 | Marketing Management in Hospitality Sector | Core | 4 | 0 | 0 | 4 | 30 | 70 | - | 100 | 40 |
| Discipline Centric Elective Course (opt at least one) | | | | | | | | | | | | |
| 5 | SBMS THM01 02 01 DCEC 4004 | Sustainable & Green Management Practices in Hotel Industry | DCE C | 4 | 0 | 0 | 4 | 30 | 70 | - | 100 | 40 |
| 6 | SBMS THM01 02 02 DCEC 4004 | Catering Science | DCE C | 4 | 0 | 0 | 4 | 30 | 70 | - | 100 | 40 |
| 7 | To be taken from other department (Optional) | | GEC | | | | | | | | | |
| General elective course offered to students of other Departments | | | | | | | | | | | | |
| 8 | SBMS THM01 02 01 GEC 4004 | Food and Dine | GEC | 4 | 0 | 0 | 4 | 30 | 70 | - | 100 | 40 |

| | | | | | | | | | | | | |
|--|------------------------------------|--------------------------------|------|---|---|---|---|----|----|---|-----|----|
| 9 | SBMS THM 01 01 02 GEC 4004 | Wellness Services in Hotels | GEC | 4 | 0 | 0 | 4 | 30 | 70 | | 100 | 40 |
| SEEC- Skill Enhancement Elective Course | | | | | | | | | | | | |
| 9 | SBMS THM 01 02 01 SEEC --- - | Training | SEEC | - | - | - | - | - | - | - | - | - |

L- Lecture, T- Theory, P- Practical, C- Credits, S- Seminar, GEC- General Elective Course
, DCEC- Discipline Centric Elective Course, SEEC- Skill Enhancement Elective Course

Semester: Third

| S. No. | Course Code | Course Title | Core/ GEC/ DCE C | L | T | P | C | Max Marks | | | Total Mark s | Pass Mark s |
|---|-----------------------------------|--|---------------------------|---|---|---|---|--------------|------------|----|--------------------|-------------------|
| | | | | | | | | Inter nal | TEE T P | | | |
| 1 | SBMS THM 01 03 01 C 3036 | Advance Food Production Management | Core | 3 | 0 | 3 | 6 | 30 | 35 | 35 | 100 | 40 |
| 2 | SBMS THM 01 03 02 C 3014 | Advance Food & Beverage Service Management | Core | 3 | 0 | 1 | 4 | 30 | 35 | 35 | 100 | 40 |
| 3 | SBMS THM 01 03 03 C 3014 | Advance Accommodation Management | Core | 3 | 0 | 1 | 4 | 30 | 35 | 35 | 100 | 40 |
| 4 | SBMS THM 01 03 04 C 4004 | Facility Management in Hotels | Core | 4 | 0 | 0 | 4 | 30 | 70 | | 100 | 40 |
| Discipline Centric Elective Course (opt atleast one) | | | | | | | | | | | | |
| 5 | SBMS THM 01 03 01 DCEC 4004 | Researching in Hospitality and Tourism | DCE C | 4 | 0 | 0 | 4 | 30 | 70 | | 100 | 40 |

| | | | | | | | | | | | | |
|---|---|---|----------|---|---|---|---|----|----|--|-----|----|
| 6 | SBMS THM 01 03 02 DCEC 4004 | Entrepreneurship in Hospitality Sector | DCE C | 4 | 0 | 0 | 4 | 30 | 70 | | 100 | 40 |
| 7 | To be taken from other department (Compulsory) | | GEC | | | | 4 | | | | | |
| General Elective course offered to students of other Departments | | | | | | | | | | | | |
| 8 | SBMS THM 01 03 01 GEC 4004 | Dynamics of Housekeeping | GEC | 4 | 0 | 0 | 4 | 30 | 70 | | 100 | 40 |
| 9 | SBMS THM 01 03 02 GEC 4004 | Bar Management | GEC | 4 | 0 | 0 | 4 | 30 | 70 | | 100 | 40 |

L- Lecture, T- Theory, P- Practical, C-Credits, S- Seminar, GEC- General Elective Course,
DCEC- Discipline Centric Elective Course.

Semester: Fourth

| Sl. No. | Course Code | Course Title | Core/ GEC/ DCE C | L | T | P | C | Max Marks | | | Total Marks | Pass Marks |
|---|-----------------------------------|---|---------------------------|---|---|---|--------|-----------|------------|---------|-------------|------------|
| | | | | | | | | Internal | TEE T P | | | |
| 1 | SBMS THM 01 04 01 C 00020 | Industrial Training/Job Training and Project | C | 0 | 0 | 0 | 2 0 | - | - | 50 0 | 500 | 200 |
| 2 | SBMS THM 01 04 02 C 2002 | Seminar | C | 2 | 0 | 0 | 2 | 15 | - | 35 | 50 | 20 |
| Discipline Centric Elective Course (opt any one) | | | | | | | | | | | | |
| 3 | SBMS THM 01 04 01 DCEC 2114 | Specialization in Food & Beverage Production and Service | DCE C | 2 | 1 | 1 | 4 | 30 | 35 | 35 | 100 | 40 |
| 4 | SBMS THM 01 04 02 DCEC 2114 | Specialization in Accommodation Operation | DCE C | 2 | 1 | 1 | 4 | 30 | 35 | 35 | 100 | 40 |

| General Elective Course offered to other Departments | | | | | | | | | | | | |
|--|-------------------------------|---|-----|---|---|---|---|----|----|----|-----|----|
| 5 | SBMS THM 01 04 01 GEC 2024 | Modern Cookery and Event Management | GEC | 2 | 0 | 2 | 4 | 30 | 35 | 35 | 100 | 40 |
| 6 | SBMS THM 01 04 02 GEC 2024 | Green Practices in Hospitality | GEC | 2 | 0 | 2 | 4 | 30 | 35 | 35 | 100 | 40 |

L- Lecture, T- Theory, P- Practical, C-Credits, S- Seminar, GEC- General Elective Course, DCEC- Discipline Centric Elective Course, SEEC- Skill Enhancement Elective Course, CC- Common Core.

Note:

A student shall register for a minimum of 20 credits and can register for a maximum of 30 credits in a semester (subject to 100 (±4) credits throughout the duration of the two-year PG programme), unless specified otherwise by the University for a programme of study/course.

Master's Degree programme, the credit requirements for the Master's degree shall be 100 credits (±4 Credits), including a minimum of 18 credits from elective courses (of which at least 8 credits shall be from elective courses offered by other Departments).

This GEC* courses offered by the Department can only be taken by the students of other Departments. The students of the Department will take GEC from other Departments.

| Abbreviation/ Acronyms | Description |
|------------------------|--------------------------------------|
| C | Core course |
| DCEC | Discipline Elective |
| GEC | Generic Elective Course |
| SEC | Skill Enhancement Course |
| SEEC | Skill Enhancement Elective Course |
| SGEC | School Based Generic Elective Course |
| L | Lecture |
| T | Tutorial/Presentation |
| P | Practical |

Teaching Learning Process

The Master of Hotel Management & Catering Technology is designed to encourage the acquisition of professional, vocational, disciplinary knowledge, understanding, skills,

attitudes and ethical values required for tourism business. Keeping this in mind the teaching learning experiences is designed and implemented to enable active/participative learning of the students. Hotel Management, being a practice-oriented service profession, development of practical skills constitutes an important aspect of the Programmer's teaching-learning process. In order to provide knowledge, develop understanding and impart required skill set in the students, a variety of teaching learning approaches would be adopted. These include

- Expert Lectures from eminent Business Professionals
- Seminars, Discussions and debates
- Brainstorming sessions
- Case studies
- Demonstrations
- Practical
- Tutorials
- Group/ Peer teaching and learning
- Project-based learning
- Field-based learning
- Open-ended project work
- Quiz and games
- Technology-enabled learning, etc.

Teaching-learning process suitable to impart problem solving, reasoning and analytical skills may also be adopted. Internship and/or industrial training in school, college, university, research, corporate business and hospitality organizations will be a value adding teaching-learning opportunity. Modes of study are flexible, being offered on both, the student's traditional face-to-face experience is enriched with the support of e-learning portal

Assessment and Evaluation

Assessment methods vary according to the nature of the content and material. Individual written assignments and exercises are the norms, but in some units, other methods may be used which includes individual practical exercises group work projects and, compiling resources and bibliographies. Most assessments have an element of choices, allowing students to focus on aspects of interest. Assessment Criteria are description based on the intended learning outcomes, of the skills, knowledge or attitudes that students need to demonstrate in order to complete an assessment successfully, providing a mechanism by which the quality of an assessment can be measured. Assessment Criteria and Grade-Related Criteria will be made available to support in completing assessments. These may be provided in programme Statutes and Ordinances, unit specifications, on the virtual

learning environment or attached to a specific assessment task. The assessment activities may broadly be categorized as below:

1. Continuous Comprehensive Evaluation (online or otherwise) at regular after achievement of each Course-level Learning Outcomes
2. Formative Assessment on the basis of activities of a learner throughout the programme instead of one-time assessment
3. Oral Examinations to test presentation and communication skills
4. Open Book Examination for better understanding and application of the knowledge acquired
5. Group Examinations on Problem solving exercises
6. Seminar Presentations
7. Review of Literature
8. Collaborative Assignments
9. Practical examination
10. Evaluation of dissertation and project report

1st Semester Syllabus

Course- Food Production Operations

Credits- 6

Course Code- SBMS THM 01 01 01 C 3036

Objective:

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.

- Familiarization of the students with the food production department
- Understanding the layout and human resource of food production
- Understanding various Operations of the Department
- Familiarization of the students with various equipment used in food production

Learning Outcomes:

- The students will be familiarizing with food production department.
- The student will understand the layout and required human of food production department.
- The student will be aware about the various operations in food production department.
- The student will be familiar with the basic equipment required in food production department.

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students

- Role Plays by students
- Quizzes, Mid Term and End Term Exams
- Debates across topics of course
- Online interaction with students

Content

Unit-1: Introduction to Food Production Department

- 1.1 Introduction to food production department.
- 1.2 Importance of food production in hotel industry.
- 1.3 Attributes of a kitchen personal.
- 1.4 Role of personal hygiene and kitchen hygiene in food production operations.

Unit-2: Organizational Structure and Duties and Responsibilities

- 2.1 Layout of basic and quantity kitchen.
- 2.2 Factors affecting the layout of the kitchen in a five-star hotel.
- 2.3 Organizational structure of food production department.
- 2.4 Duties and responsibilities of various personal working in food production department.

Unit-3: Operations, Cooking Methods, Tools and Fuels used in Food Production

- 3.1 Various operations in food production department
- 3.2 Methods of cooking-. Classification (boiling, steaming, poaching, blanching sautéing, grilling, roasting, baking braising, broiling, microwaving, and frying. stewing), equipment required.
- 3.3 Kitchen tools, knives, their usage, care & maintenance, workstations, safety procedures.
- 3.4 Fuel – types, usage and precautions.

Unit-4: Equipment's, Care and Maintenance

- 4.1 Various Equipment used in food production
- 4.2 Selection of various equipment in food production
- 4.3 Care and Maintenance of various equipment

4.4 Importance of equipment in various food production operations

Practical

- Personal Hygiene of staff in food production operations
- Attributes of food production staff
- Familiarization of students with various equipment used in kitchen
- Familiarization of students with various herbs and spices
- Preparation of stock
- Various cuts of vegetable
- Preparation of Soup

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the course. Intermittent evaluations at small intervals ensures the learning by students. Some of

the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggested Readings: -

- John Wiley, Cooking Essentials for the New Professional Chef, The Culinary Association of America, 2001
- Parvinder S Bali, Food Production Operations, Oxford University Press, 2014
- M J Leto & W K H Bode, Larder Chef, Butterworth- Heinemann, 2006
- Philip E. Thangam, Modern Cookery (Vol- I), Orient Longman, 2010
- Kinton & Cessarani, Practical Cookery, 2004
- Kauffman & Cracknell, Practical Professional Cookery, 1999
- Wayne Gislen, Professional Cooking, Le Cordon Bleu, 2010
- Andrew Hale Feinstein and John M. Stefanelli, Purchasing Selection and Procurement for the Hospitality Industry, 2004

- Le Rol A. Polsom, The Professional Chef, Oxford University Press, 2002
- Kinton & Cessarani, Theory of Catering, Tata McGraw, 2000
- K Arora, Theory of Cookery, Frank Brothers, 2009
- Sarasvat, Professional Chef: Art of Cooking, A,UBSPD, New Delhi, 2009
- Wagen,Lynn.V.D, Professional Cooking, Aman Publication, New Delhi, 2002
- Fuller J. Barrie & Jenkins, Accompaniments & Garnishes from waiter; Communicate: 2006

Course- Food & Beverage Service Operations

Credits- 4

Course Code- SBMS THM 01 01 02 C 3014

Objectives:

This course introduces to the students on Professional Food & Beverage 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 uses and care of equipment's, and tools along with their roles in various areas of professional food service outlets.

- To make the students understand the origin, organization and responsibilities of food and beverage operations.
- Familiarization with different types of restaurant service equipment available and their uses.
- To become aware about the types of menu and service offered to guests, and preparations in food and beverage outlets.
- Understanding the functioning of ancillary departments and facilities available.

Learning Outcomes:

- The student will be able to understand the history, origin, organization of food and beverage service outlets along with responsibilities of staff and needs of guest in food service industry.
- The students will become familiar with different types of restaurant service equipment available and their uses.
- The student will be able to know the process involved in setting up a restaurant and able to plan and design a menu and know about service offered
- The student will be able to know and understand the functions of ancillary departments and how they help in providing the efficient service to the customers.

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams
- Debates across topics of course
- Online interaction with students

Content

UNIT-1: Introduction to Food & Beverage Service

- 1.1 Introduction, definition, classification of catering establishments and their importance.
- 1.2 Personal hygiene, uniform and grooming standards and types of Food & Beverage service areas (F&B outlet with their operations).
- 1.3 Organizational structure of food & beverage service department, duties and responsibilities of staff.
- 1.4 Attributes and coordination of food & beverage service department with other departments.

UNIT-2: Food Service equipments and preparation for service

- 2.1 Food & Beverage Service equipments- Furniture, linen, tableware, glassware, crockery and other special equipments.
- 2.2 Briefing, mise-en-scène & mise-en-place.
- 2.3 Food service procédures
- 2.4 Types of Food Service.

UNIT-3: Meals and Menu Planning

- 3.1 Origin and types of menus, menu planning – objectives, considerations and constraints.
- 3.2 French classical menu (courses, sequence, cover and accompaniments and examples).
- 3.3 Special food service- cover, accompaniments and services.
- 3.4 Types of meals.

UNIT-4: Ancillary Departments

- 4.1 Introduction; Pantry, store, linen room.
- 4.2 Food Pick-up Area; Kitchen stewarding.
- 4.3 Methods of polishing EPNS utensils.
- 4.4 Room service/In room dining.

Practicals:-

- Understanding personal hygiene & food service hygiene.
- Grooming for professional food service – do's & don'ts's.
- Understanding food service outlets.
- Familiarization with food service equipments and tools.
- Familiarization, identification of crockery, cutlery, hollowware, flatware and tableware in F&B outlets.
- Understanding service methods, setting up of side station, table layouts, napkin folding and presenting menus.
- Holding service spoon & fork.
- Carrying a tray / salver.
- Laying a table cloth.
- Changing a table cloth during service.
- Placing meal plates & clearing soiled plates.
- Stocking sideboard.
- Service of water.

- Using service plate & crumbing down.
- Napkin folds.
- Changing dirty ashtray.
- Cleaning & polishing glassware.
- Tray and trolley set-up and service.
- Table lay-up and service.
- Preparation of service, mise-en-scene and mise-en-place.
- Opening operating and closing duties.

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the course. Intermittent evaluations at small intervals ensures the learning by students. Some of

the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggested Readings: -

- Arora.R,K, Bar and Beverage Management, Balaji Delhi, 2009
- S.Andrew, Food and Beverage Service, Tata Mc Graw Hill, New Delhi, 2003
- Ravi Aggarwal, Essential of Food and Beverage Service, Subline Publication, New Delhi, 2010
- Bernard Devis, Food and Beverage Management, Butter Worth New Delhi, 2008
- Nick Wilton, Food and Beverage Service, Sage Publication New Delhi, 2011
- Mathur Jaffery, Bar and Beverage Book, Liberty Press London, 2011
- Dennis R. Lillicrap & John A, Food & Beverage Service, Cousins Publisher: ELBS, 2010
- Brian Varghes, Food & Beverage Service Management, Laxmi Publication, 2007.

- Brown, Heppner & Deegan, Introduction F & B Service, 2016
- John Fuller, Hutchinson, Modern Restaurant Service, 2007
- Brian Varghese, Professional Food & Beverage Service Management, Laxmi Publication, 2005

Course -Accommodation Operations

Credits- 4

Course Code- SBMS THM 01 01 03 C 3014

Objective:

To emphasise the role of housekeeping and Front Office as a department in the hotel and the importance for guest satisfaction by providing various services. The student should be able to fix the position and the value of each housekeeping and Front office staff in the hotel organization. The Student should become familiar with the equipment and agents needed in the housekeeping department as well as the procedure of front office operations.

- Familiarization of the students with the hospitality industry
- Understanding the organization and functioning of front office and housekeeping department.
- Understanding various operations of the department
- Familiarization of the students with various equipment used in food production

Learning Outcome:

- The students will be familiarizing with hospitality industry
- The student will understand the organization and functioning of front office and housekeeping department.
- The student will become aware and understand about the various operations in front office and housekeeping department.
- The student will be familiar with the basic equipment required in front office and housekeeping department.

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted

for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams
- Debates across topics of course
- Online interaction with students

Content

UNIT-1: Introduction to Tourism and Hospitality Industry

- 1.1 Tourism- Meaning, importance, types of tourism and emerging trends in tourism.
- 1.2 Hospitality-Origin, history and development of the hospitality industry at national and international level.
- 1.3 Hotels – Classification, chain hotels, types of ownership, latest trends.
- 1.4 Problems and prospects of hotel industry in India, role of hotels and resorts in tourism.

UNIT-2: Introduction to Accommodation Department

- 1.1 Front office- Sections, functions, organizational structure of front office department
- 1.2 housekeeping- sections, functions, organizational structure of housekeeping department
- 1.3 Types of rooms, meal plans, room status terminologies, standard layout of single and double room.
- 1.4 Inter and intra departmental coordination – front office and housekeeping

UNIT-3: Front Office Department

- 1.1 Duties and responsibilities of front office staff

1.2 Front desk – Layout and equipment's, role of front office in revenue generation of hotels.

1.3 Front office guest cycle – Functions

1.4 Reservation and registration, tariff fixation and basis of charging a guest.

UNIT-4: Housekeeping Department

1.1 Duties and responsibilities of housekeeping staff, briefing and debriefing.

1.2 Control desk- Functions, forms and registers.

1.3 Cleaning Equipment's- Manual and mechanical, safety and storage.

1.4 Cleaning Agents- Types, characteristics, safety and storage.

Practicals:-

- Grooming and hospitality etiquettes, welcoming of guest.
- Understanding layouts of front office and housekeeping.
- Telephone handling.
- Role play.
- Check-in and checkout procedure.
- Cleaning of guest rooms and public areas in hotels.
- Guest amenities and supplies.
- Rooms layout and standard supplies. (Amenities).
- Do's and don'ts for new entrants/employees in the front office and housekeeping.
- Identification and familiarization with cleaning equipments and agents.

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the course. Intermittent evaluations at small intervals ensures the learning by students. Some of

the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams

- Prescheduled Practicals

Suggested Readings:

- Joan C Branson & Margaret Lennox, Hotel Hostel and Hospital Housekeeping, (ELBS), 2006
- Sudhir Andrews, Hotel House Keeping, Tata Mc Graw Hill, 2008
- Raghubalan, Hotel Housekeeping Operations & Management, Oxford University Press, 2008
- Jones, Housekeeping and Front Office, Edward Publication, 1986
- Robert Mc Crie, Security Operations, Butterworth – Heinemann, 2000
- Tucker Schneider, The Professional Housekeeper, Wiley Publications, 1998
- Sudhir Andrews, Front Office Training manual, Tata Mac Graw Hill, 1982
- Kasavana & Brooks, Managing Front Office Operations, Educational Institution AHMA. 1999

Strategic Management in Hospitality

Credit-4

SBMS THM 01 01 04 C 4004

Objective:

To make students understand strategic management concepts and their application in the field of Hospitality Industry. After completion of this course, students should be able to recognize the importance of management, roles & levels of manager and how it relates to hospitality organizations. Students will get to know about the different concepts of strategy management, environmental analysis, organizational change and innovation, strategy evaluation and control.

- Recognize the importance of management, roles and levels of manager.
- Understand the strategic decisions that organizations make and have an ability to engage in strategic planning.
- Explain the basic concepts, principles and practices associated with strategy formulation and implementation.

- Integrate and apply knowledge gained in basic courses to the formulation and implementation of strategy from holistic and multi-functional perspectives.
- Analyze and evaluate critically real life company situations and develop creative solutions, using a strategic management perspective.

Learning Outcome:

- The students will be able to recognize the importance of management, roles and levels of manager.
- The students will understand the strategic decisions that organizations make and have an ability to engage in strategic planning.
- The students will be able to explain the basic concepts, principles and practices associated with strategy formulation and implementation.
- The students will be able to integrate and apply knowledge gained in basic courses to the formulation and implementation of strategy from holistic and multi-functional perspectives.
- The students will be able to analysis and evaluate critically real life company situations and develop creative solutions, using a strategic management perspective.

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams

- Debates across topics of course
- Online interaction with students

Content

UNIT-1: Introduction to Management

- 1.1 Management- Meaning, Nature, Scope and Functions
- 1.2 Qualities, Skills and Roles of Manager, Levels of Management
- 1.3 Business Ethics and Social Responsibility of Business
- 1.4 Emerging challenges of Management

UNIT-2: Organizational Strategy and environmental analysis

- 1.1 Mission, mission statement elements and its importance, objective, how objectives are formulated and pursued.
- 1.2 Concept of goal, integration of individual and organizational goals.
- 1.3 Need for environmental analysis, key environmental variable factors, SWOT: A tool of environment analysis
- 1.4 ETOP: A technique of diagnosis, decision making on environmental information.

UNIT-3: Organization Change and Innovation

- 1.1 Planned and unplanned change, causes or forces of organizational change
- 1.2 Managing planned change, choosing a change strategy
- 1.3 Creativity and innovation in organizations, organizational creativity and innovation
- 1.4 Learning organization, generic vs. competitive strategy

UNIT-4: Strategy Evaluation and Control

- 1.1 Evaluation of strategy and strategic control
- 1.2 Why strategy evaluating, criteria for evaluation and the evaluation process
- 1.3 Strategy control Process, Types of external controls
- 1.4 Measure organizational performance, take corrective actions

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the

course. Intermittent evaluations at small intervals ensures the learning by students. Some of the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggestive Readings:

- Dess, G. G., Lumpkin, G. T., Eisner, A. B., McNamara, G. 2013. Strategic Management: Creating Competitive Advantages, 7th Edition, McGraw-Hill International Edition, McGraw-Hill/Irwin.
- Hill, C. W. L. & Jones, G. R. 2008. Strategic Management: An integrated approach, 8th Edition, Houghton Mifflin.
- Bartlett, C. A. and Ghoshal, S. 1994. Changing the role of top management: Beyond strategy to purpose. Harvard Business Review. November-December: 70-88.
- Bhagat, R. S., Kedia, B. L., Harveston, P. D., & Triandis, H. C. 2002. Cultural variations in the cross-border transfer of organisational knowledge: An integrative framework. Academy of Management Review, 27(2): 204-221.
- Dean, T. J., Brown, R. L., & Bamford, C. E. 1998. Differences in large and small firm responses to environmental context: Strategic implications from a comparative analysis of business formations. Strategic Management Journal, 19:709-728.
- Hitt, M. A., Freeman, R. E., & Harrison, J. S. (Eds.) 2001. Handbook of strategic management. Malden, MA: Blackwell.
- Monks, R., & Minow, N. 2001. Corporate governance (2nd ed.) Makden, MA: Blackwell. Porter, M. E. 1996. What is strategy? Harvard Business Review 74 (6):61-78.

- Powell, T. C. 2003. Varieties of competitive parities. *Strategic Management Journal*, 24(1):61-86.
- Stabell, C. B., & Fjeldstad, O. D. 1998. Configuring value for competitive advantage: On chains, shops, and networks. *Strategic Management Journal*, 19:413-437.

ICT in Hospitality Industry

Credit-4

SBMS THM 01 01 01 DCEC 4004

Objective:

To make students aware about the computer and their application in the field of Hospitality Industry. After completion of this course, students should be able to recognize the importance and use of computer, computer softwares, social media, internet and how it relates to hospitality organizations. The Student should become familiar with the computer, software, social media, MS-Office, computer softwares, and other application of computer in hospitality industry.

- Familiarization with the concept of computers, hardware, software, application and uses in hospitality.
- Learn about the social sites, social media and its application in tourism and hospitality.
- Understanding the computer software, MS-Office, MIS
- Familiarization with the basic concept of internet and e-commerce.

Learning Outcome:

- The students will be familiarizing with the concept of computers, hardware, software, application and uses in hospitality.
- The student will learn about the social sites, social media and its application in tourism and hospitality.
- The student will be able to understand the computer software, MS-Office, MIS
- The student will become familiar with the basic concept of internet and e-commerce.

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams
- Debates across topics of course
- Online interaction with students

Content:

UNIT-1: Introduction to Computers

- 1.1 Introduction to computers.
- 1.2 Classification hardware, software, storage and processing.
- 1.3 Capabilities characteristics & limitations.
- 1.4 Application and uses of computers in hospitality.

UNIT-2: Social Sites

- 2.1 LinkedIn, Twitter, Facebook and other social media application
- 2.2 Impact of social media in hospitality
- 2.3 Internet Factors in choosing hospitality services
- 2.4 Various online reservation portals

UNIT-3: Introduction to computer software's MIS

- 3.1 Types of software, system software, application software, utility software's
- 3.2 Use of MS-Office, basics of MS Word, MS-Excel and MS –Powerpoint
- 3.3 MIS, role of MIS, Limitation MIS
- 3.4 Central Reservation System (CRS), merits and de-merits.

UNIT-4: Introduction to Internet & E-Commerce

- 4.1 Introduction to internet, definition of networks, concepts of web page
- 4.2 Website and web searching, benefits
- 4.3 Hardware and software requirements,
- 4.4 Web browser, search engines, e-commerce

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the course. Intermittent evaluations at small intervals ensures the learning by students. Some of

the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggestive Readings:

- MS-Office 2000 Sanjay Saxena,Vikas Publishing House
- Computer Applications in Business - S.V.Srinivasa Vallabhan, Sultan Chand and Sons, New Delhi
- Software for windows made simple - Taxali, Tata McGraw Hill Publishing Company
- MS-Office 2000 (Access only) Sanjay Sexana,vikas Publishing House
- Computer Applications in Business (Access only) Srinivasa Vallabhan sultan Chand & internet programming and web design S.Aarathi,Kalaikathir Achagam
- Buhalis D. (2004). E-tourism: Information Technology for Strategic Tourism Management. New Delhi. Prentice Hall India
- Malvino A.P (1995). Electronic Pronciples. New York. McGrow-Hill

- Sheldom P. (2002). Tourism Information Technology. USA. CABI

Course Code- SBMS THM 01 01 02 DCEC 4004

Objective:

The course is aimed at familiarizing the students regarding food and their functions, nutrients, causes of contamination, and sanitary techniques to develop ethics towards maintaining hygiene and sanitation in and around the hotel property. After completion of this course students will be able to interpret and apply nutrition concepts to evaluate and improve nutritional health. They will be able to apply hygiene and safety regulations at their workplace.

- Familiarization with the food, functions, concept of balance diet and food safety procedures.
- Learn about the hygiene and sanitation, cleaning and disinfectant.
- Understand the proper care and food sanitation and concept of HACCP.
- Know the methods of food preservation, packaging, quality control and food laws.

Learning Outcomes:

- The student will be familiarizing with the food, functions, concept of balance diet and food safety procedures.
- The student will learn about the hygiene and sanitation, cleaning and disinfectant.
- The student will be able to understand the proper care and food sanitation and concept of HACCP.
- The student will become aware about the methods of food preservation, packaging, quality control and food laws.

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations

- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams
- Debates across topics of course
- Online interaction with students

Content:

UNIT-1: Introduction to Food and Nutrition

- 1.1 Food – functions of food, classification of food, factors influencing food selection.
- 1.2 Nutrition- introduction and functions of Nutrients, micro and macro nutrients.
- 1.3 Balance diet- definition, importance of balanced diet, RDA for various nutrients- age, gender, physiological state.
- 1.4 Food safety procedure.

UNIT-2: Introduction to Hygiene and Sanitation

- 2.1 Hygiene, sanitation, meaning, uses in hotel industry. Importance of hygiene and sanitation in catering industry.
- 2.2 Personal hygiene for staff members in the production areas in preparing food or coming in touch with food and beverages. Personal hygiene for staff coming in touch with guests.
- 2.3 Cleaning and disinfectant – methods.
- 2.4 Waste disposal.

UNIT-3: Proper care and Food Sanitation

- 3.1 Food handling for kitchen and service staff. Storage of various food materials.
- 3.2 High-risk foods, HACCP
- 3.3 Preventing contamination.
- 3.4 Danger Zone, food hygiene regulation.

UNIT-4: Food Preservation and Food Packaging

- 4.1 Food Preservation- Meaning and methods of food preservation

4.2 Food Packaging- Types and uses of food packaging

4.3 Quality Control – Meaning and Importance

4.4 Food laws- National and International

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the course. Intermittent evaluations at small intervals ensures the learning by students. Some of

the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggested Reading:

- Shrilaxmi, Nutrition Science, New Age International, 2016
- Sunil Natha, Essentials of Nutrition, CBS Publications, 2014
- Sujata.K.Das, Changing Trends in Health and Nutrition, Isha Books, 2004
- RatiSagarChandna, Food and Nutrition, Aadi Publications, 2011
- Saxena.R.P, Hotel Management; Diet and Nutrition, Centrum Publication
- Sunetra.Rodey, Food Science and Nutrition, Oxford University Press, 2012
- Krishna Arora, Theory of Cookery, Frank Brothers, 2008

Course- Introduction to Hospitality Industry

Credits- 4

Course Code- SBMS THM 01 01 01 GEC 4004

Objective:

The course familiarizes students with different sectors of tourism and hotel industry. The students will get to know about different international hotel chains, ownership and organization structure of hotels.

- Familiarization of the students with the hospitality industry and hotels and departments of hotels.
- Understanding the sections and functioning of front office and housekeeping department.
- Understanding various operations of the food production department
- Knowing about the functions of food & beverage service department and types of food & beverage and their services.

Learning Outcome:

- The students will be familiarizing with hospitality industry and hotels and departments of hotels.
- The student will understand the sections and functioning of front office and housekeeping department.
- The student will become aware and understand about the various operations of food production department.
- The student will know about the functions of food and beverage service department and types of food & beverage and their services.

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams
- Debates across topics of course
- Online interaction with students

Content

UNIT-1: Understanding Hospitality and Hotel Industry

- 1.1 Introduction, definition of hospitality industry.
- 1.2 Classification of hotels.
- 1.3 Major departments of hotels and their sections.
- 1.4 Major hotel chains.

UNIT-2: Introduction to Accommodation Operation

- 2.1 Front Office- Sections, Functions, reservation and registration process
- 2.2 Housekeeping- Sections, Functions, cleaning equipments and agents.
- 2.3 Types of Rooms, Meal Plans, Room status Terminologies, Standard Layout of Single and Double Room.
- 2.4 Control desk- Functions, Forms and Registers.

UNIT-3: Introduction to Food Production

- 3.1 Introduction, Various sections and operations in Food Production Department
- 3.2 Methods of cooking-. Classification (Boiling, Steaming, Poaching, Blanching Sautéing, Grilling, Roasting, Baking Braising, Broiling, Microwaving, and Frying. Stewing), equipment required.

3.3 Kitchen tools, knives, their usage, care & maintenance, workstations, safety procedures.

3.4 Vegetable cuts, Fuel – types, usage and precautions.

UNIT-4: Introduction to Food & Beverage Service

4.1 Introduction, types of F&B outlets.

4.2 Menu, types of menus.

4.3 Beverage, classification of beverages.

4.4 Service of food and beverages.

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the course. Intermittent evaluations at small intervals ensures the learning by students. Some of

the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggested Reading:

- Sunetra Rodey, Tourism Operations and Management, Oxford University Press, 2000
- Tarun Bansal, Hotel Facility Planning, Tata Mc Grawhill, 2009
- Manjula Chaudhry, Tourism Marketing, Oxford University Press, 2002
- N. Jayapalan, An Introduction to Tourism 01 Edition (English, Hardcover, 2005
- Das,Gupta, Tourism Marketting, Pearson Publication, 2010
- Raghubalan, Housekeeping Operations, Oxford University Press, 2008
- S.k.Bhatnagar, Front Office Management, Frank Brothers, 2011
- Parvinder S Bali, Food Production Operations, Oxford University Press, 2014

- M J Leto & W K H Bode, Larder Chef, Butterworth- Heinemann, 2006
- Philip E. Thangam, Modern Cookery (Vol- I), Orient Longman, 2010
- Arora.R,K, Bar and Beverage Management, Balaji Delhi, 2009
- S.Andrew, Food and Beverage Service, Tata Mc Graw Hill, New Delhi, 2003
- Ravi Aggarwal, Essential of Food and Beverage Service, Subline Publication, New Delhi, 2010.
- Bernard Devis, Food and Beverage Management, Butter Worth New Delhi, 2008
- Nick Wilton, Food and Beverage Service, Sage Publication New Delhi, 2011
- Mathur Jaffery, Bar and Beverage Book, Liberty Press London, 2011
- Dennis R. Lillicrap & John A, Food & Beverage Service, Cousins Publisher: ELBS, 2010

Customer Care Management in Hotels

Credit-4

SBMS THM 01 01 02 GEC 4004

Objectives:

The course familiarizes students with the customer care management. The students will get to know about the management of customer, complaints handling, customer retention.

- Familiarization with the concept of customer care and service environment.
- Understand the importance of listening to customer and monitor customer complaints.
- Knowing and implementation of customer care strategies.
- Identification of training and development needs, implementation of trainings.

Learning Outcome:

- The student will be able to familiarizing with the concept of customer care and service environment.
- The student will be able to understand the importance of listening to customer and monitor customer complaints.

- The student will become aware and know the implementation of customer care strategies.
- The student will be able to identify training and development needs, implementation of trainings.

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams
- Debates across topics of course
- Online interaction with students

Content:

Unit -1: Introduction to Customer Care

- 1.1 Introduction and service in Competitive Environment
- 1.2 Changing nature of customer service, Customer retention.
- 1.3 Personal versus material service, Embracing change, contact centers.
- 1.4 Create customer focus, service/value chain.

Unit -2: Listening to Customer and Monitor Customer

- 2.1 Barrier to listening.
- 2.2 The monitoring of complaints and compliments.
- 2.3 The value of listening to customers, Monitoring customer satisfaction.
- 2.4 Measuring customer loyalty, Recognizing achievement.

Unit – 3: Implementing a Customer Care Strategy

- 3.1 Continuous improvement, process improvement
- 3.2 Marketing a service strategy, Managers lead the way
- 3.3 Developing understanding of internal customer needs
- 3.4 Suppliers, Alliances and partners, Employee engagement.

Unit-4: Training and Development for Customer Service

- 4.1 Identifying Training and Development objectives
- 4.2 Managers as Trainers, Customer service training for front line and support staff
- 4.3 Building customer service into all training & development activities
- 4.4 Review and refresh training and development., Recognition and rewards.

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the course. Intermittent evaluations at small intervals ensures the learning by students. Some of

the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggestive Readings.

- Customer Care Excellence - Sarah Cook - Kogan Page
- Its All About Service – Ray Pelletier – Wiley Publications
- Strategic Customer Service – John Goodman - AMACOM Publications

2nd Semester Syllabus

Course- Food Production Management

Credits-6

Course Code- SBMS THM 01 02 01 C 3036

Objectives:

This course aims to acquaint the learners with Indian cuisine, the food philosophy, regional cuisines of India and know about quantity kitchen operations. Students shall learn and develop traditional and contemporary Indian food production skills in the laboratory, supplemented with theoretical inputs.

- Understanding the concept of quantity kitchen in a five-star hotel.
- Understanding various operations in quantity kitchen.
- Understanding the need of quantity kitchen in various food establishments.
- Understanding the Concept of Indian Cuisine.

Outcome:

- The students will be aware about the concept of quantity kitchen in a five-star hotel.
- The students will be familiar with the operations of quantity kitchen.
- The students will be aware about the need and importance of quantity kitchen in various food production establishments.
- The students will be familiar with the concept and richness of Indian Cuisine.

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams

- Debates across topics of course
- Online interaction with students

Content

Unit-1 Handling Quantity Kitchen

- 1.1 Concept of quantity kitchen.
- 1.2 Various equipment used in quantity kitchen in hotels.
- 1.3 Layout for a quantity kitchen
- 1.4 Planning for a quantity kitchen.

Unit-2: Volume Feeding

- 2.1 Menu planning for various food establishments- Schools, hospitals, outdoor catering, etc.
- 2.2 Indenting.
- 2.3 Procurement of raw material for quantity kitchen.
- 2.4 Storage in quantity kitchen.

Unit-3: Catering Establishments

- 3.1 Industrial catering and institutional catering.
- 3.2 Off premises catering.
- 3.3 Mobile catering.
- 3.4 Hospital catering.

Unit-4: Indian Regional Cuisine

- 4.1 Introduction to Regional Cuisine
- 4.2 Factors affecting the eating habits of people
- 4.3 Highlights of different regional cuisine
- 4.4 Different cuisine preparation

Practical

- Preparation of Regional Cuisine from different states
- Indian Snacks
- Indian Desserts
- Indian Chutneys
- Indian Breads
- Indian Curry

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the course. Intermittent evaluations at small intervals ensures the learning by students. Some of

the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggested Readings:

- Philip E. Thangam, Modern Cookery (Vol- I), Orient Longman, 2010
- Kinton & Cessarani, Practical Cookery, 2004
- Kauffman & Cracknell, Practical Professional Cookery, 1999
- Wayne Gislen, Professional Cooking, Le Cordon Bleu, 2010
- Andrew Hale Feinstein and John M. Stefanelli. Purchasing Selection and Procurement for the Hospitality Industry, 2004
- Le Rol A. Polsom, The Professional Chef, Oxford University Press, 2002
- Kinton & Cessarani, Theory of Catering, Tata Macgraw, 2000
- K Arora, Theory of Cookery, Frank Brothers, 2009
- Sarasvat, Professional Chef: Art of Cooking, A, UBSPD, New Delhi, 2009

- Wagen, Lynn.V.D, Professional Cooking, Aman Publication, New Delhi, 2002
- Parvinder S Bali, Quantity Food Production Op. and Indian Cuisine. Oxford University Press, 2015

Course- Food and Beverage Service Management

Credits-4

Course Code- SBMS THM 01 02 02 C 3014

Objective:

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.

- To make them understand about the bar, bar operations and responsibilities of bar operations.
- Knowledge and familiarization to the bar equipments, layout, preparations, service and concept of mixology.
- Understand the beverages both alcoholic and non-alcoholic, their production and services.
- Learn about the production and types of tobacco and its uses.

Learning Outcomes:

- The students will be able to know about the bar, bar operations and responsibilities involved in guest service and bar operations.
- The students will know and become familiar about the bar equipments, layout, preparations, service and concept of mixology.
- The students will be able to understand the beverages both alcoholic and non-alcoholic, their production and services.

- The students will be able to know the cultivation, production of tobacco plants and their products.

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams
- Debates across topics of course
- Online interaction with students

Content

UNIT-1: Introduction to Bar and Beverages

- 1.1 Bar- introduction, types, lay-out and equipments used in bar.
- 1.2 Beverages- classification with examples.
- 1.3 Non- alcoholic beverages- classification (Nourishing, stimulating and refreshing beverages).
- 1.4 Alcoholic beverages- classification, introduction to alcohol, fermentation and distillation process.

UNIT-2: Fermented and Brewed Beverages

- 2.1 Introduction, classification.
- 2.2 Beer and wines- introduction, definition, classification and production and brand names.
- 2.3 Principles- wine regions of France and Italy.

2.4 Storage of wine, food and wine harmony.

UNIT-3: Spirits

3.1 Whisky and Brandy - introduction, classification, production and brand names.

3.2 Rum, Vodka, Gin, Tequila – introduction, classification, production and brand names.

3.3 Other alcoholic beverages- liqueurs and aperitifs (definition, types, and brand names).

3.4 Vermouth and Bitters- introduction, style and types.

UNIT-4: Tobacco, Cigar, Mocktails & Cocktails

4.1 Tobacco –introduction, history, processing and preparation.

4.2 Cigar- shape, size, colors, brand names, care and storage.

4.3 Mocktails- introduction, equipments and method of preparation of popular mocktails.

4.4 Cocktails- introduction, recipes and methods of preparation of popular cocktails.

Practicals:

- 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, snakes and Other Fermented & Brewed beverages.

- Service of sparkling, aromatized, fortified, Still Wines.
- Set up a table with Prepared Menu with wines.

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the course. Intermittent evaluations at small intervals ensures the learning by students. Some of the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggested Readings:-

- Arora.R,K, Bar and Beverage Management, Balaji Delhi, 2009
- S.Andrew, Food and Beverage Service, Tata Mc Graw Hill, New Delhi, 2003
- Ravi Aggarwal, Essential of Food and Beverage Service, Subline Publication, New Delhi, 2010
- Bernard,.Devis, Food and Beverage Management, Butter Worth New Delhi, 2008
- Nick Wilton, Food and Beverage Service, Sage Publication New Delhi, 2011
- Dennis R.Lillicrap. & John A, Food & Beverage Service, Cousins. Publisher: ELBS, 2005
- Brian Varghes, Food & Beverage Service Management, Laxmi Publication, 2007 .
- Lillicrap & Cousins, Food & Beverage Service, ELBS, 2010
- Brown Heppner & Deegan, Introduction F & B Service, 2016
- John Fuller, Modern Restaurant Service, Hutchinson, 2007
- Brian Varghese, Professional Food & Beverage Service Management, 2005

Objective:

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. Students shall learn and develop guest service skills in the lab, supplemented with theoretical inputs. Learners shall also be given an insight to account settlement of the guests, their check-in and check-out, familiarization with laundry equipments etc.

- To make them understand about the activities at front office, bell desk and complaint handling and communication in front office.
- Knowledge and familiarization to fundamental of accounting, account settlement, recording keeping system and check-in, check-out procedure.
- Understand the linen and uniforms, types, selection, control and concept of par stock and discard management.
- Learn about the laundry, laundry functions, equipments, and stain removal.

Learning Outcome:

- The students will be able to understand the activities at front office, bell desk and complaint handling and communication in front office.
- The students will have knowledge and familiarization from fundamental of accounting, account settlement, recording keeping system and check-in, check-out procedure.
- The students will be able to understand the linen and uniforms, types, selection, control and concept of par stock and discard management.
- The students will be able to learn about the laundry, laundry functions, equipments, and stain removal.

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams
- Debates across topics of course
- Online interaction with students

Content:

UNIT-1: Activities at Front Office

- 1.1 Bell desk- Rooming of guests, mail and message handling, luggage handling, paging.
- 1.2 Complaints- Types and procedure of handling guest complaints
- 1.3 Communication in front office, room selling techniques used in front office.
- 1.4 Foreign exchange handling.

UNIT-2: Guest Account Settlement

- 2.1 Accounting fundamentals- Types of accounts, ledgers, folios and vouchers.
- 2.2 Account settlement- Modes of account settlement, presentation and settlement of bills.
- 2.3 Record keeping system (non- automated, semi-automated, and fully automated).
- 2.4 Guest check –in and check-out procedure, express check-out.

UNIT-3: Linen and Uniform Room

- 3.1 Lay-out of linen and uniform room, classification and selection of linen.
- 3.2 Different sizes of linen, calculation of linen requirement, activities of linen and uniform room.
- 3.3 Uniform- types of uniform and its advantages for staff, selection and design of uniforms establishing par levels and storage of uniforms.
- 3.4 Par stock – factors affecting par stock, calculation of par stock, linen control-procedure, discard management.

UNIT-4: Laundry Operations

- 4.1 laundry- Introduction, types , layout of laundry.
- 4.2 Laundry equipments and agents.
- 4.3 Laundry process and handling guest laundry.
- 4.4 Stain Removal- Classification of stains, principles of stain removal, general process of stain removal.

Practicals:-

- Handling guest check - In, registration, facilitation during stay at hotel, billing, related Performa's.
- Skills to handle guest accounting and departure (fits and groups).
- Role play: In ref to the theory syllabus.
- Familiarization with laundry equipments.
- Removal of common stains.
- Rooming procedure.
- Luggage handling procedure.
- Role play in reference to theory.

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the course. Intermittent evaluations at small intervals ensures the learning by students. Some of the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggested Reading:-

- Joan C Branson & Margaret Lennox, Hotel Hostel and Hospital Housekeeping, (ELBS), 2006

- Sudhir Andrews, Hotel House Keeping, Tata Mc Graw Hill, 2008
- Raghubalan, Hotel Housekeeping Operations & Management, Oxford University Press, 2008
- Jones, Housekeeping and Front Office, Edward Publication, 1986
- Robert Mc Crie, Security Operations, Butterworth – Heinemann, 2000
- Tucker Schneider, The Professional Housekeeper , Wiley Publications, 1998
- Sudhir Andrews, Front Office Training manual, Tata Mac Graw Hill, 1982
- Kasavana & Brooks, Managing Front Office Operations, Educational Institution AHMA, 1999
- Ahmed Ismail, Front Office Operations and management, Thomson Delmar, 2000
- Michael Kesavana & Cahell, Managing Computers in Hospitality Industry, 2001
- Colin Dix & Chris Baird, Front Office Operations, 2005
- S.K Bhatnagar, Front Office Operation Management, Frank Brothers, 2007
- Joan C Branson & Margaret Lennox, Hotel Hostel and Hospital Housekeeping, (ELBS), 1995
- Sudhir Andrews, Hotel House Keeping, Tata Mc Graw Hill, 2000
- Raghubalan, Hotel Housekeeping Operations & Management, Oxford University Press, 2008
- Margaret Kappa & Aleta Nitschke, Managing Housekeeping Operations, 2002

Objectives:

To understand the concept of marketing and selling and learn the importance of advertising, sales promotion, personal selling, guest handling, customer relations in hotel industry. Students shall learn the role of marketing, service quality and customer satisfaction and understand the consumer behavior.

- Determination and understanding the role of marketing and discuss its core concept and identification the service characteristics and management strategies that has an impact on hospitality marketing.
- Understanding the importance of service quality and customer satisfaction in winning customers and outperforming competitors.
- Understanding the various models of consumer behavior and the factors affecting the same.
- Understanding the advertising, promotional and customer handling strategies for hotels.

Learning Outcome

- The students will determine and understand the various marketing environment influencing the business and how marketing concepts call for a customer orientation
- The students will understand the customer value and satisfaction and how important is to retain guest, pattern of consumer behavior with that of the various models involved and also learn about Cultural, Social, Personal and psychological factors affecting the consumer behavior in the buying decisions.
- The students will learn the various steps involved in advertising and promoting products and activities in hotels. They will also learn on various strategies adopted by hotel to guest and the importance of guest handling and customer satisfaction.

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams
- Debates across topics of course
- Online interaction with students

Content:

UNIT-1: Introduction to Marketing

- 1.1 Need, Wants and Demands: Products and Services.
- 1.2 Principles of marketing and Marketing process
- 1.3 Marketing environment
- 1.4 Marketing of services; Conceptual frame work and issues.

UNIT-2: Customer Satisfaction and Quality

- 2.1 Customer Value and satisfaction
- 2.2 Gap model of service quality, Benefits of service quality
- 2.3 Retaining customers, handling customer complaints
- 2.4 Relationship marketing -Monitoring and measuring customer satisfaction

UNIT-3: Consumer Behaviour and Influence on Buying Behaviour

- 3.1 Definition and Consumer Behaviour models.

3.2 Factors affecting Consumer Behaviour - Cultural, Social, Personal, Psychological.

3.3 Perception, Attitude, Consumer motivation and involvement.

3.4 Cultural and sub-cultural Influences

UNIT-4: The Buying Process and Modelling Buying Behaviour

4.1 Problem recognition and information search behavior.

4.2 Information processing and alternative evaluation.

4.3 Purchase process and post purchase behavior.

4.4 Early model and Howard Sheth model.

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the course. Intermittent evaluations at small intervals ensures the learning by students. Some of

the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggestive Readings:

- Marketing for Hospitality & Tourism - Philip Kotler, Bowen and Makens Prentice -Hall Inc.
- Services Marketing - M.K. Ram Pal & S.L. Gupta - Galgotia Publishing Concept, Application & Cases Co. - New Delhi.
- Services Marketing Kenneth Clow, David Kurtz Biz Tantra - New Delhi Operation management and strategies.
- Hotel Marketing -S.M.Jha -Himalaya publishing House – Mumbai.
- Hospitality Marketing -Neil Wearne - Hospitality Press Pvt Ltd. – Australia.

Course - Sustainable & Green Management Practices in Hotel Industry Credits-4

Course Code- SBMS THM 01 02 01 GEC 4004

Objective:

The course aimed at familiarizing students with the need of sustainable and green management practices in hotel industry such as water & energy and waste management, with its benefits to hotels and environment.

- Understand the concept of ecology, environment ecosystem and sustainability in hotel industry.
- Knowledge about resource conservation and management.
- Knowing about waste management in hotels.
- Learn about the changing trends in hospitality

Learning Outcomes:

- The students will be able to understand the concept of ecology, environment ecosystem and sustainability in hotel industry.
- The students will know about the resource conservation and management.
- The students will be knowing about waste management in hotels.
- The students will be able to learn about the changing trends in hospitality

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams

- Debates across topics of course
- Online interaction with students

Content

UNIT-1: Introduction to Ecology & Ecosystem in Hotel Industry

- 1.1 Concept of ecology, environment, ecosystem and their relation with hospitality.
- 1.2 Sustainability and conservation of scarce resources.
- 1.3 Environment policy-meaning, aims and importance, legislation relating with environment and ecology such as air, water, noise pollution control act.
- 1.4 Guidelines of department of tourism, ministry tourism, government of India.

UNIT-2: Resource Conservation & Management

- 2.1 Introduction & concept of eco-friendly practices in hotels.
- 2.2 Energy.
- 2.3 Water.
- 2.4 Land - Green Building.

UNIT-3: Waste Management

- 3.1 Reduction & recycling of waste.
- 3.2 Water.
- 3.3 Sewage.
- 3.4 Solid waste.

UNIT-4: Changing Trends in Hospitality

- 4.1 Introduction to Ecotels and their certification.
- 4.2 Choosing an eco-friendly site, hotel design and construction.
- 4.3 Eco-friendly practices in hotels: amenities, product & processes.
- 4.4 Relevance and use of technology in Ecotels.

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the

course. Intermittent evaluations at small intervals ensures the learning by students. Some of the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggested Readings:-

- David Kirk, Environment Management for Hotels: A students Handbook,2000
- Dr. Jag Mohan Negi, Managing Hotels and Restaurant, 2002
- Rich Board Hurst, Managing Environment for Leisure and Recreation, 1995
- Blackwell, The Human Impact on the Natural Environment, Oxford, 2002
- Yogendra K. Sharma, Hotel Management “Educational and Environment Aspects,2004
- Martin N. Kunz, Best Designed Ecological Hotels- Environment Management in the Hospitality, 2007

Objective:

This course aims to develop awareness of the importance of hygiene, sanitation and food safety in hotel industry. After completion of this course, students will be able to identify the hygiene conditions of food, temperature required for various food and how to preserve the food. They also get to know the different tests to find out the adulteration in food.

- Understanding the concept of catering science and importance of hygiene in hospitality industry.
- Learn the basics of storage, food preservation and quality control in hotels.
- Knowing about the food spoilage and food borne diseases.
- Knowing the food standards, adulterants and different tests to find out the adulteration.

Learning Outcome:-

- The students will be able to understand the concept of catering science and importance of hygiene in hospitality industry.
- The students will learn the basics of storage, food preservation and quality control in hotels.
- The students will be able to know about the food spoilage and food borne diseases.
- The students will be able to know the food standards, adulterants and different tests to find out the adulteration.

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students

- Practical demonstrations
- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams
- Debates across topics of course
- Online interaction with students

Content:

UNIT-1: Introduction to Catering Science

- 1.1 Importance of catering science in the hospitality industry
- 1.2 Classification of microbes
- 1.3 Factors for growth (bacteria, yeast and mould)
- 1.4 Types of pest and pest control

UNIT-2: Food Protection

- 2.1 Hygienic storage - dry, refrigerated & freezer storage & protective display.
- 2.2 Danger zone.
- 2.3 Food preservation & principles of food preservation.
- 2.4 Quality control & importance.

UNIT-3: Food Spoilage and Food Borne Diseases

- 3.1 Types and causes of spoilage.
- 3.2 Spoilage of different products (milk and milk products, cereal and cereal products, meat, eggs, fruits and vegetables, canned products).
- 3.3 Food borne Diseases- types (Infections, Intoxicants).
- 3.4 Food contamination & spoilage due to kitchen pests, common diseases caused by food borne pathogens.

UNIT-4: Food Adulteration

- 4.1 Food standards in India, common food adulterants and its offences.
- 4.2 Simple tests to detect food adulterants in milk, sugar, turmeric, chilli powder, tea, coffee, semolina flour, ghee, butter, Margarine and oil

4.3 Natural and synthetic color

4.4 Definition/Composition classification and sources, like- Proteins, carbohydrates, minerals, fats, vitamins, and Water

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the course. Intermittent evaluations at small intervals ensures the learning by students. Some of

the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggested Readings:-

- S.Roday, Food Hygiene & Sanitation ,Mc Graw Hill, 2008
- Food Microbiology –Frazier, Denis,2017
- Kilgeor Complete Catering Science –OFG 2005
- Michael Jacob, Safe Food Handling, 1980
- Prevention of Food Adulteration Act 1954
- The Science of Food – 3rd Edition- P.M.Gaman&K.B.Sherrington,Elsevier,1981
- Meyer, Food Chemistry – 1st Edition, Liliam Hoagland, 1974

Course Code- SBMS THM 01 02 01 GEC 4004

Course Objective:

The aim of the course is to familiarize students with various types of Food & Beverages services provided by hospitality industry.

- Understanding the origin, organization and responsibilities of food and beverage operations of staff.
- Familiarization with the various types of restaurant service equipment available and their uses, preparations and service of food.
- Knowledge about the types of menu and service offered to guests in food and beverage outlets.
- Learn the types of beverages and service involved.

Learning Outcomes:

- The students will be able to understand the history, origin, organization of food and beverage service outlets along with responsibilities of staff.
- The students will become familiar with the various types of restaurant service equipment available and their uses, preparations and service of food.
- The students will know about the about the types of menu and service offered to guests in food and beverage outlets.
- The student will become aware about the types of beverages and service involved.

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students

- Role Plays by students
- Quizzes, Mid Term and End Term Exams
- Debates across topics of course
- Online interaction with students

Content

UNIT-1: Introduction to catering services

- 1.1 Introduction to catering establishment.
- 1.2 Classification, types of catering establishment.
- 1.3 Attributes and grooming standards of F&B staff.
- 1.4 Restaurant service equipments.

UNIT-2: Meal and Menu Planning

- 2.1 Introduction to menu and planning, different types of menu
- 2.2 Sequence of French classical menu.
- 2.3 Types of meal.
- 2.4 Types of food service.

UNIT-3: Introduction to Beverages

- 3.1 Introduction and classification of beverages.
- 3.2 Brief Introduction of Alcoholic Beverages; Fermented and Distilled
- 3.3 Brief Introduction of Non Alcoholic beverages.
- 3.4 Storage and Services of Alcoholic Beverages.

UNIT-4: Preparation for service

- 4.1 Briefing, Organizing mise-en-scene and mise-en-place.
- 4.2 Napkin foldings and cover setup.
- 4.3 Table layout procedure
- 4.4 Procedure for service.

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the

course. Intermittent evaluations at small intervals ensures the learning by students. Some of the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggested Readings:-

- John, The Restaurant (From Concept to Opertion), Wiley, 2013
- Grahm Brown, The Waiter Handbook. Global Books & Subscription Services New Delhi, 1980
- Costas Katsigris, Chris Thomas, The Bar and Beverage Book, 5th Edition, Wiley Publications, 2012
- James Murphy, Principles and Practices of Bar and Beverage Management, Good fellow Publishers - Manage First, 2002
- Brian Varghese, Food & Beverage Service Management, 2002
- Sudhir Andrews, Food & Beverage Service Training Manual. Tata Mc Graw Hill, 2003
- Lillcrap & Cousins, Food & Beverage Service, ELBS, 2010
- Brown, Heppner & Deega, Introduction F& B Service, 2002

Wellness Services in Hotels
SBMS THM 01 01 02 GEC 4004

Credit-4

Objectives:

The aim of the course is to familiarize students with various wellness services provided by hospitality industry

- To aware the students about the concept of wellness services.
- To familiarize the students about various wellness services offered by hotels.
- To aware the students about the potential of wellness services.
- To aware the students about the legal implication and opportunities and challenges of wellness services.

Learning Outcome:

- The students will be aware about the concept and importance of wellness services offered by hotels.
- The Students will be familiarizing with various wellness services offered by hotels.
- The students will come to know about the potential of wellness services offered by hotels so that they can find out the career opportunities in the same field.
- The students will come to know about the legal implication and opportunities and challenges of wellness services offered by hotels.

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students

- Role Plays by students
- Quizzes, Mid Term and End Term Exams
- Debates across topics of course
- Online interaction with students

Content

Unit-1: Wellness Services

- 1.1 Concept of wellness services
- 1.2 Overview of wellness services
- 1.3 Importance of wellness services
- 1.4 Current market of wellness services offered by hotel industry in India

Unit-2: Infrastructure for Various Wellness Services

- 2.1 Different types of wellness services offered by hotels
- 2.2 Infrastructure requirement for various wellness services
- 2.3 Role of Information Technology in various wellness services
- 2.4 Impact of wellness services on guest satisfaction

Unit-3: Future Trends

- 3.1 Future market of wellness services in hotels
- 3.2 Infrastructure requirement for future
- 3.3 Human Resource requirement for wellness services in hotels
- 3.4 Entrepreneurship in wellness services

Unit-4: Opportunity and Challenges

- 4.1 Legal Implication of wellness services
- 4.2 Various Laws related to wellness services
- 4.3 Opportunities and Challenges in wellness services in hotels
- 4.4 Positive and Negative aspects of wellness services

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the course. Intermittent evaluations at small intervals ensures the learning by students. Some of

the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggestive Readings:-

- Frederick, Medical Tourism and Wellness: Hospitality Bridging Healthcare, Apple Academic Press, 2017
- Melanie Smith, Health Tourism and Hospitality, Routledge Press, 2014
- Prem, Wellness Tourism: Comprehensive Wellness Tourism Guide with Therapies and Destinations

Course- Industrial Training/ Exposure

Credit- Nil

Course Code- SBMS THM 01 02 01 SEEC

Objective:-

The main purpose of this short industrial training is to make the students familiar with the industry which will give them a better picture about the work culture & practices followed through which they will be able to channelize their future acts & work efficiently to become a successful hotelier.

- To expose students to actual working culture and industrial practice.
- To allow their students to extend their theoretical knowledge into practice.
- To motivate students to practice the right working attitudes and professionalism.
- To increase their employability potential.

Learning Outcome:

- The students will be exposed to actual working culture and industrial practice.
- The student will learn to extend their theoretical knowledge into practice.
- The students will be inculcating the right working attitudes and professionalism.
- The students will become skilled and industry ready with increased potential.

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams

- Debates across topics of course
- Online interaction with students

Duration of training:-

4-6 Weeks

Note:-

This industrial training is under skill enhancement elective course & does not carry any credit but aims at enriching one's skills.

Academic Requirements:-

After completion of training the student is expected to give a Power-point presentation sharing his experiences & learning during the period, which will given in front of departmental faculty

3rd Semester Syllabus

**Course- Advance Food Production Management
6**

Credits-

Course Code- SBMS THM 01 03 01 C 3036

Objectives:

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

- To understand about various international cuisine popular in India
- To understand about the various operations of bakery in hotels
- To understand about the cold kitchen
- To understand the documentation work in hotel kitchen

Learning Outcome:

- The students will be aware about the various International Cuisines popular in India
- The students will be familiar with various bakery operations
- The students will be aware about the cold kitchen in hotel
- The student will be familiar with the documentation and its importance in hotel food production department

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted

for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams
- Debates across topics of course
- Online interaction with students

Content:

Unit-1: Introduction to World Cuisine

- 1.1 Geographical location and historical background of cuisine (Any two region)
- 1.2 Staple food with regional influences.
- 1.3 Recipes.
- 1.4 Equipment used in food preparation.

Unit-2: Bakery

- 2.1 Organization structure of bakery.
- 2.2 Various operations of bakery.
- 2.3 Equipment required in bakery.
- 2.4 Recipes of various bakery preparations.

Unit-3: Cold Kitchen

- 3.1 Various sections of cold kitchen in five-star hotel.
- 3.2 Layout of cold kitchen.
- 3.3 Manpower requirement in cold kitchen
- 3.4 Equipment used in cold kitchen

Unit-4: Methods of Quality Control

- 4.1 Various forms and formats used in hotel kitchen
- 4.2 Various method of quality control
- 4.3 Process of purchase
- 4.4 Stock verification in hotel kitchen

Practical:

- Two Menu from each cuisine
- Preparation of cookies
- Preparation of cake
- Preparation of pastries
- Forms and formats used in kitchen
- Various registers used in hotel kitchen

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the course. Intermittent evaluations at small intervals ensures the learning by students. Some of

the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggestive Readings:

- Arora, K., Theory of Cookery, Frank brothers and co., 2009
- KintonCesrani. Theory of Catering ,David,2002
- P, Thangam, Theory of Cookery (part-I & II). Wiley, 2008
- Sethi, M., Surjeet. Theory of Catering, Wiley, 2003
- Nita Mehta, Italian Vegetarian Cookery, Snab Publishers.MC Graw, 1996

- Sanjeev Kapoor, Italian Cooking, 2010
- Parvinder S Bali, International Cuisine & Food Production, Oxford University Press , 2012
- Alberto Capatti, Arts and Traditions of the Table: Perspectives on Culinary History, Columbia University Press, 2002

Course- Advance Food & Beverage Service Management
4

Credits-

Course Code- SBMS THM 01 03 02 C 3014

Objective:-

The course aims to familiarize the students with food control cycle, beverage and revenue control techniques and ability to do many analysis and pricing of dishes. Students shall learn the supervisory and managerial functions and develop skill to perform managerial activities. Learner should be exposed to various food control procedures.

- Understanding of food control cycle and familiarization to purchasing function, organization, selection of suppliers, etc.
- Understanding about storage methods of food and beverage items control and management.
- Knowing the revenue control by understanding the order taking methods, billing systems and record maintained.
- Learning about menu analysis, advertisement techniques, cost control techniques and performance measure.

Outcomes:

- The students will be able to understand the food control cycle and familiarization to purchasing function, organization, selection of suppliers, etc.

- The students will be able to understand about storage methods of food and beverage items control and management.
- The students will be knowing the revenue control by understanding the order taking methods, billing systems and record maintained.
- The students will be able to learn about menu analysis, advertisement techniques, cost control techniques and performance measure.

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams
- Debates across topics of course
- Online interaction with students

Content

UNIT-1: Food Control Cycle

- 1.1 Purchasing control – aims, methods, procedure, records and documents maintained for purchasing.
- 1.2 Receiving control- aims, procedure, records and documents maintained for receiving.
- 1.3 Storing and issuing control- aims of storing control and Issuing control, facilities and equipment's required for storing, stock control, record maintained for storing, perpetual

inventory method, monthly inventory/stock taking.

1.4 Production and sales control- aims and objective of production and sales control.

UNIT-2: Beverage Control-

2.1 Cellar storage, Stock levels.

2.2 Beverage control procedures.

2.3 Inventory turnover, Beverage gross profit.

2.4 Bar Frauds and control over it.

UNIT-3: Revenue Control

3.1 Introduction, purpose and order taking methods.

3.2 Billing methods, methods of payments.

3.3 K.O.T./B.O.T. control system.

3.4 Sales summary sheets and record maintained.

UNIT-4: Menu Analysis and Pricing

4.1 Introduction to menu analysis and its importance.

4.2 Introduction and elements of menu engineering.

4.3 Methods of menu pricing.

4.4 Performance measures.

Practicals:

- Demonstration of order taking techniques and billing methods.
- Prepare F & B control system for your training restaurant.
- Revision of various equipment used in restaurant.
- Revision of menu planning & different form of services.
- Forms & formats used -register & files maintained for F& B control.
- Methods of food control.
- Methods of beverage control.
- Developing the menu with price.

- Preparing cashier's sales summary sheet

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the course. Intermittent evaluations at small intervals ensures the learning by students. Some of

the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggested Readings:-

- James Murphy, Principles and Practices of Bar and Beverage Management, Good fellow, 2013
- Brian Varghese, Food & Beverage Service Management, 2002
- Sudhir Andrews, Food & Beverage Service Training Manual. Tata Mc Graw Hill, 2003
- Lillicrap & Cousins, Food & Beverage Service, ELBS, 2011
- Brown, Heppner & Deegan, Introduction F& B Service, 2002
- Grahm Brown, The Waiter Handbook, Global Books & Subscription Services New Delhi, 2002
- Costas Katsigris, Chris Thomas, The Bar and Beverage Book, 5th Edition. Wiley Publications, 2012

**Course- Advance Accommodation Management
4**

Credits-

Course Code- SBMS THM 01 03 03 C 3014

Objective:

This course deals with the theory and practice of accommodation 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 focusing on interior decoration as well as flower arrangement. After completion of this course, students should be able to do night auditing and control of cash and credit. And they will be ready to do interior decoration and flower arrangement,

calculate the yield management in hotels and have thorough knowledge of inspection of guestrooms.

- Understanding of concept of night auditing, control of cash and credit.
- Understanding about yield management by knowing tools & strategies of yield management.
- Knowing the pest control and housekeeping supervision.
- Learning about interior decoration, flower arrangement, colors and lights.

Outcome:-

- The students will be able to understand the concept of night auditing, control of cash and credit.
- The students will be able to understand about yield management by knowing tools & strategies of yield management.
- The students will be able to know the pest control and housekeeping supervision.
- The students will be able to learn about interior decoration, flower arrangement, colors and lights.

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams
- Debates across topics of course
- Online interaction with students

Content

UNIT-1: Night Auditing, Control of cash & credit

- 1.1 Concept and purpose of night auditing.
- 1.2 Night auditor's job, night audit process/ procedures.
- 1.3 Preparing the night auditor reports.
- 1.4 Cash & credit control.

UNIT-2: Yield management

- 2.1. Concept of yield management.
- 2.2. Measuring yield.
- 2.3. Objectives & benefits of yield management.
- 2.4. Tools & strategies of yield management.

UNIT-3: Pest Control and Housekeeping Supervision

- 3.1. Pests- classification, procedure and methods of pest control, pesticides.
- 3.2. Housekeeping supervision- roles and functions of supervisor.
- 3.3. Inspection checklist, modules of commonly neglected areas.
- 3.4. Complaint and complaint handling.

UNIT-4: Interior Decoration, Flower Arrangement and Colors

- 4.1 Interior decoration- definition, importance, classification, principles of design, harmony, rhythm, balance, proportion, emphasis; elements of design: line, form, colors, texture.
- 4.2 Flower arrangement- concept, importance, types, shapes and principles, equipments and materials used for flower arrangement.
- 4.3 Colors- Color wheel, importance and characteristics, classification of color and color schemes.
- 4.4 Lighting- classification, types, importance and application.

Practical:-

- Flower arrangements.
- With the use of paints on paper, illustrate prang's color wheel & value scale.
- Preparing Inspection checklist for guestrooms and public areas.
- Presentations on interior decorations.
- Conception and designing of guestroom including making floor plans, wall elevations and templates and finally creating three dimensional model of a guest room / public area with interior decoration themes.
- Yield management calculations, preparing statistical data based on actual calculations.
- Role play and problem handling on different accommodation problems.
- Role play of Front Office Assistants, GRE, Lobby Manager, Bell Captain, Bell Boys, concierge and car Valet.
- Preparation of sales letters, brochure, tariff cards and other sales documents.

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the course. Intermittent evaluations at small intervals ensures the learning by students. Some of

the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggested Readings:-

- Joan C Branson & Margaret Lennox ELBS, Hotel Hostel and Hospital Housekeeping, ELBS,1980
- Sudhir Andrews, Housekeeping, Tata Mac-Graw Hill, 2009
- Raghubalan, Hotel Housekeeping Operations & Management, Oxford University Press, 2009
- Margaret Kappa & Aleta Nitschke, Managing Housekeeping Operations, Amer Hotel and Motel Association,1990

- Rohert J. Martin & Thomas J.A. Jones, Professional Management of Housekeeping Operations, Wiley Publications, 1998
- Tucker Schneider, The Professional Housekeeper, Wiley Publications, 2002
- Sudhir Andrews, Front Office Training manual, Tata Mac Graw Hill, 2009
- Kasavana& Brooks, Managing Front Office Operations, Educational Institution AHMA, 2009
- Ahmed Ismail (Thomson Delmar), Front Office – Operations and management, 2002
- Colin Dix & Chris Baird, Front Office Operations, 1990
- S.K Bhatnagar, Front Office Operation Management, Frank Brothers, 2013

SBMS THM 01 03 04 C 4004

Objectives:

This course deals with the theory and practice of facility management in hotel business. It briefly examines the critical areas of facility management and its role in developing better design and layout and guest satisfaction in the context of hospitality industry. Students shall learn and develop the understanding of layouts, designs, safety, security, and project management.

- Learning the engineering system, facilities and scope in hotel industry.
- Develop understanding over layout design and storage facilities.
- Knowing the safety and energy conservation in hotels.
- Learning about basic rules and procedure for network analysis under project management.

Outcomes:

- The students will be able to learn the engineering system, facilities and scope in hotel industry.
- The students will be able to develop understanding over layout design and storage facilities.
- The students will be able to know the safety and energy conservation in hotels
- The students will be able to learn about basic rules and procedure for network analysis under project management

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations

- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams
- Debates across topics of course
- Online interaction with students

Content:

Unit-1: Hospitality Industry & Engineering System.

- 1.1 Introduction.
- 1.2 Engineering systems in hospitality industry
- 1.3 Facilities under the scope of civil engineering, mechanical engineering
- 1.4 Facilities under the scope of electrical & electronics engineering

Unit -2: Storage Facilities, Layout & Design

- 2.1 Introduction to Store & Types.
- 2.2 Layout of good food store (dry& cold), work flow in stores.
- 2.3 Beverage Store Facilities (cellar).
- 2.4 Kitchen layout and design.

Unit -3: Safety and Energy Conservation

- 3.1 Introduction, safety in hotels and its management.
- 3.2 Fire safety, few safety issues in hotels (Guest room, kitchen).
- 3.3 Energy conservation and its necessity.
- 3.4 Methods of energy conservation in different area of operation of a hotel.

Unit -4: Project Management

- 4.1 Introduction to network analysis
- 4.2 Basic rules and procedure for network analysis
- 4.3 Network models (CPM/PERT), comparison
- 4.4 Drawing of a network diagram, project cost analysis

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the

course. Intermittent evaluations at small intervals ensures the learning by students. Some of the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggestive Readings:

- Hotel Engineering – Sujit Ghosal Oxford University press Hotel Facility Planning– Tarun Bansal Oxford University Press
- Hotels and Resorts: Planning, Design, and Refurbishment – Fred R. Lawson - ButterworthArchitecture.

Researching in Hospitality
Credit-4

SBMS THM 01 03 01 DCEC 4004

Objective:

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 and resources necessary for hospitality and tourism research. Interestingly the learners shall also be acquainted to skills of writing for research.

- To make the students understand the research concept.
- Study of a particular problem using scientific methods.
- Learning to do analysis of information creates space for generating new questions,
- concepts and understandings.
- Knowing the techniques of interpretation and report writing.

Learning Outcomes:

- The students will be able to understand the research concept.
- The students will be able to study a particular problem using scientific methods.
- The students will be able to do analysis of information creates space for generating new questions, concepts and understandings.
- The students will be able to know the techniques of interpretation and report writing.

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams
- Debates across topics of course
- Online interaction with students

Content

UNIT-1: Introduction to Research

- 1.1. Meaning of research, Types of research, characteristics of a good research.
- 1.2. Process of research, application of research in various functions of hospitality and tourism.
- 1.3. Attributes of a good researcher, limitation of research.
- 1.4. Recent trends of research in hospitality and tourism industry.

UNIT-2: Research Process

- 2.1 Research problem, problem identification process.
- 2.2 Formulation of research hypothesis, types of hypothesis.
- 2.3 Research design, formulation of research design, Classification of research design.
- 2.4 Data collection, types of data collection, methods of data collection, literature review.

UNIT-3 : Questionnaire

- 3.1 Questionnaire criteria for questionnaire designing, types of questionnaire.
- 3.2 Questionnaire design procedure, physical characteristics of a questionnaire.
- 3.3 Pilot testing of the questionnaire.
- 3.4 Data feeding, data editing, data analysis.

UNIT-4: Interpretation and Report Writing

- 4.1 Introduction, meaning, techniques and precautions in interpretation.
- 4.2 Meaning, types and steps involved in writing for research, writing review articles.
- 4.3 Writing research report, layout of the research report, the cover page, abstract, acknowledgement and contents, literature review chapter, the research design chapter.
- 4.4 Presentations & discussions chapter, conclusion & implications, the final touches, bibliography & References, referencing styles: APA and MLA.

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the course. Intermittent evaluations at small intervals ensures the learning by students. Some of

the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggested Reading:-

- 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.
- Deepak Chawla: Research Methodology, Concepts and Cases, Vikas Publication House Private Limited, 2011
- Naresh K, Malhotra, Marketing Research, AN Applied Orientation, Pearson Publication, 2014
- 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
- Levant Altinoy and Alexandros Paraskevas : Planning research in hospitality & tourism, Butterworth Heinemann, Elsevier (2008)

**Course- Entrepreneurship in Hotels
4**

Credits-

Course Code- SBMS THM 01 03 02 DCEC 4004

Objective:

This course aims at development of entrepreneurship skills of students and students get develop the ability to become entrepreneur by understanding planning, process, etc. in hospitality.

- To aware the students about the concept and importance of Entrepreneurship.
- To make the students familiar with the process of entrepreneurship.
- To aware the students about the various planning of entrepreneurship.
- To make the students understand about the business plan of entrepreneurship.

Learning Outcome::

- The students will be able to know about the concept and importance of entrepreneurship.
- The students will be aware about the process of entrepreneurship.
- The students will be able to know about the various planning of entrepreneurship.
- The students will be aware about the business plan for various hospitality establishments.

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams

- Debates across topics of course
- Online interaction with students

Content:

UNIT 1: Meaning and Concept

- 1.1 Meaning & concept, knowledge and skill requirement.
- 1.2 Characteristics of successful entrepreneur, Entrepreneur process, factors impacting emergence of entrepreneurship.
- 1.3 Managerial and entrepreneurial approach and emergence of entrepreneurship.
- 1.4 Scope of entrepreneurship in hospitality.

UNIT 2: Idea Generation and Feasibility Study

- 2.1 Generating the idea- source of new idea, method of generating idea and opportunity recognition.
- 2.2 Environmental scanning, competitors and industry analysis.
- 2.3 Feasibility study- Market feasibility, technical/operation feasibility.
- 2.4. Financial feasibility- drawing business plan.

UNIT 3: Planning: Marketing, Organizational, and Financial

- 3.1 Marketing plan- marketing research for the new venture, steps in preparing marketing plan, contingency planning
- 3.2 Organizational plan -Form of ownership, designing organization structure, job design, manpower planning.
- 3.3 Financial Plan- Cash budget, working capital, performance income statement, performance cash flow, performance balance sheet, break even analysis.
- 3.4. Sources of finance and legal issues.

UNIT 4: Layout Planning and Design

- 4.1 Site selection, technology determination, financial planning.
- 4.2 Systematic layout planning, planning consideration, procedure for determining space.
- 4.3 Principles of layout & design, equipment requirement, developing specification, & arrangement.
- 4.4 Preparing project report.

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the course. Intermittent evaluations at small intervals ensures the learning by students. Some of the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggested Readings:-

- Drucker, P.F., Innovation & Entrepreneurship, Harper Business, 2006.
- Page, S. & Ateljevic, J., Tourism and Entrepreneurship: International Perspectives, Routledge, 2009.
- Khanka, S. S., Entrepreneurial Development, S. Chand & Company Ltd, New Delhi, 4th Edition, 2007.
- Bhuyan, A., Tourism Entrepreneurship in Assam, VDM Verlag, 2010.
- Botha, M., Wessels, F.F. & Lubbe, B., Tourism Entrepreneurs, Juta Legal and Academic Publishers, 2007
- Rimmington, M., Williams, C. & Morrison, A., Entrepreneurship in the Hospitality, Tourism and Leisure Industries, Routledge, 1st Edition, 2009

- Sharma, J. K., Hotel Management and Hospitality Enterprise, Kanishka Publishing House, 2009.
- Lowry, L., Introduction to Entrepreneurship - Resources for Feasibility Study Research Business, Librarian James A. Gibson Library Brock University, 2007

Course Dynamic of Housekeeping
4

Credits-

Course Code- SBMS THM 01 03 01 GEC 4004

Objective:

This course aims at developing the basic understanding of hotel housekeeping. Students will become aware about the various functions of housekeeping in hotel and develop the skills and competencies.

- To understand the students about the concept and current status of housekeeping department
- To familiar the students about the laundry section of housekeeping department
- To aware the students about the basics of cleaning
- To familiar the students with the interior decoration and horticulture section of housekeeping department

Learning Outcome:

- The students will be aware about the concept and current status of housekeeping department
- The students will be aware with the laundry and its operations in hotels
- The students will be aware about the cleaning process in various area of the hotel

- The students will be aware about the concept and importance of interior decoration and horticulture section in housekeeping department

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams
- Debates across topics of course
- Online interaction with students

Content:

UNIT-1 : Housekeeping Functions

- 1.1 Introduction & functions of housekeeping department.
- 1.2 Organizational structure of housekeeping department.
- 1.3 Role & scope of housekeeping.
- 1.4 Emerging trends in housekeeping.

UNIT-2: Laundry Functions

- 2.1 Introduction, types of laundry.
- 2.2 Process of laundry.
- 2.3 Laundry equipment & uses.
- 2.4 Introduction to stain removals & removal common stains.

UNIT-3: Types of Surface and Cleaning Equipments

- 3.1 Different types of surfaces.
- 3.2 Cleaning and maintenance of various surfaces.

3.3 Cleaning agents used in housekeeping department.

3.4 Cleaning equipment.

UNIT-4: Concept of Interior Designing and Flower Arrangement

4.1 Concept of interior decoration in housekeeping department.

4.2 Concept and types of flower arrangement.

4.3 Concept and types of towel art.

4.4 Horticulture and its role in hotels.

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the course. Intermittent evaluations at small intervals ensures the learning by students. Some of

the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggestive Readings:

- Joan C Branson & Margaret Lennox Hotel Hostel and Hospital Housekeeping, (ELBS), 2006
- Sudhir Andrews, Hotel House Keeping –Tata Mc Graw Hill, 2008
- Raghubalan, Hotel Housekeeping Operations & Management, Oxford University Press, 2008
- Jones-Housekeeping and Front Office ,Edward Publication, 1986

Bar Management
Credit-4

SBMS THM 01 03 02 GEC 4004

Objectives:

This course developed to make the students aware about the bar and its functions. After completion, students will become aware about bar, various alcoholic and non-alcoholic beverage and know the art of making cocktails.

- To make them understand about the bar, bar operations and responsibilities of bar operations.
- Understanding the beverages both alcoholic and non-alcoholic, their production and services.
- Learning the art of making cocktails and mocktails along with recipe of famous cocktails.
- Learning the beverage control procedures and prevention from pilferage and bar frauds.

Learning Outcomes:

- The students will be able to know about the bar, bar operations and responsibilities involved in guest service and bar operations.
- The students will be able to understand the beverages both alcoholic and non-alcoholic, their production and services.
- The students will be able to learn the art of making cocktails and mocktails along with recipe of famous cocktails.
- The students will be able to learn the beverage control procedures and prevention from pilferage and bar frauds.

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams
- Debates across topics of course
- Online interaction with students

Content:**Unit -1: Introduction to Bar**

- 1.1 Bar- introduction, types of bar.
- 1.2 Parts of bar and layouts & design.
- 1.3 Staffing and duties & responsibilities, preparation of job description and specification.
- 1.4 Determining of staff requirements, making duty roaster.

Unit -2: Introduction to Beverages

- 2.1 Definition, classification of beverage with examples.
- 2.2 Equipments used in bar.
- 2.3 Ingredients used in bar.
- 2.4 Services of beverage (Alcoholic and Non-alcoholic).

Unit-3: Cocktails and Mixed drinks

- 3.1 Introduction to cocktails and mixed drinks.
- 3.2 Glassware and uses of different glassware in bar.
- 3.3 Methods of making cocktails.
- 3.4 Recipe, Preparation and service of popular cocktails.

Unit -4: Beverage Control

- 4.1 Introduction and methods of beverage control.
- 4.2 Purchasing and receiving procedures.
- 4.3 Storage and issuing.
- 4.4 Preventing pilferage and frauds.

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the course. Intermittent evaluations at small intervals ensures the learning by students. Some of the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggested Readings:-

- James Murphy, Principles and Practices of Bar and Beverage Management, Good fellow, 2013
- Brian Varghese, Food & Beverage Service Management, 2002

- Sudhir Andrews, Food & Beverage Service Training Manual. Tata Mc Graw Hill, 2003
- Lillicrap & Cousins, Food & Beverage Service, ELBS, 2011
- Brown, Heppner & Deegan, Introduction F& B Service, 2002
- Graham Brown, The Waiter Handbook, Global Books & Subscription Services New Delhi, 2002
- Costas Katsigris, Chris Thomas, The Bar and Beverage Book, 5th Edition. Wiley Publications, 2012

4th Semester Syllabus

**Course- Industrial Training/Job Training and Project
20**

Credits-

Course Code- SBMS THM 01 04 01 C 00020

Objective:

The objective of the training is to supplement the hospitality industry so as to enable the learner to acquaint oneself with hospitality operation and management activities, differentiate between text and practices and develop and understanding about guest and industry expectation from budding hospitality professionals.

- To expose students to actual working culture and industrial practice.
- To allow their students to extend their theoretical knowledge into practice.
- To motivate students to practice the right working attitudes and professionalism.
- To increase their employability potential.

Outcome:

- The students will be exposed to actual working culture and industrial practice.
- The student will learn to extend their theoretical knowledge into practice.
- The students will be inculcating the right working attitudes and professionalism.
- The students will become skilled and industry ready with increased potential.

Duration of Exposure: 12-14 weeks

- Leave's during training: As per property's policy. With minimum of 12 weeks of actual training period. Medical leave acceptance depends on the HOD of Institute, his or her decision on the matter will be final.
- The training in IV 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/ Convener/ H.O.D for Industrial exposure from parent Institute.

Training Schedule:

- 12-14 weeks in all four major departments.
OR
- **Food and Beverage Specialization:** 6-7 weeks in production department and 7 weeks in service & beverage department.
- **Accommodation Specialization:** 6-7 weeks in housekeeping and 7 weeks in front office department.

OR

- **On Job training** programme, students need to complete in the respective (one) department.

Academic Credits for training shall be based on following:

Appraisals, Report, Project and Presentation, as applicable.

Training

All trainees must ensure that the 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 the specialized departments chosen in IV semester on completion of training in that respective department or as per the training schedule. A PowerPoint presentation (based on the report) should be made. This will be presented in front of a selected panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on the basis of appraisals, report, project & presentation. The presentation should express the student's experiences in the department and what has he learnt/ observed.

Project Work

The students have to also submit a project after their training in any one area of operation of choice which must be pre-approved by the department head or teacher in charged, in which they will research and collect important data from an entrepreneurial front to help build in depth knowledge and skills into the students . The student in the project is supposed to add all details of that particular area such as:

- Area
- Staff
- Machinery/ Furniture
- Theme
- Basic Necessities
- Different areas
- Sources of funding
- Generation of income
- Standard operating procedure
- SWOT analysis.

Students need to analyze and make proper observations while on training in the specific area, basis of which the project may be executed.

The Training Report & Project Work will be submitted separately in the form specified as under:

- The typing should be done on both sides of the paper.
- The font size should be 12 with Times New Roman font.
- The Training Report may be typed in 1.5 line spacing.
- The paper should be A-4 size.
- 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. Training Report
2. Appraisal
3. Project
4. Power Point presentation on a CD, based on the training report.

Course- Seminar
2

Credits-

Course Code- SBMS THM 01 04 02 C 2002

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.

- 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.

Learning Outcomes:

- The students will be able to know recent research findings on important issues pertaining to hospitality industry.
- The students will be able to acquaint with sources of literature.
- The students will be able to know research out a topic in the library and from other sources.
- The students will be able to provide an opportunity to review literature.
- The students will be able to acquaint about writing research article.
- The students will be able to develop professional skills in the area of public speaking and attending seminar.

Timeline for Assignment

- **Proposal for Research Topic-** Choose a preliminary topic with the need and scope in the industry.
- **Preliminary Bibliography-** To focus on the proposed research topic (Readers need to use 20-30 Resources for the same).
- **Outline-** The outline will help me provide constructive feedback on your review and will hopefully make writing the final version of the research paper easier. The outline of your paper is meant to help organize your thoughts about your review. Consider the outline as a skeleton of your paper. What point do you want to make? A description of what you will support those claims. Some techniques to achieve this include figures, tables, and verbal descriptions of data.
- **Literature Review-** The readers need to go through different source of literature to understand the various aspects of the particular area.
- **Research 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 Data-** Analyze 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.

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

Evaluation

- Attendance & Meetings with Mentor: 10 points
- Section Draft: 10 Points
- Complete Rough Draft: 10 Points
- Final Paper: 20 Points
- Peer Review: 10 Points
- Paper Presentation: 20 Points
- Publication/Presented in Seminar: 20 Points
- Total: 100 Points

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.

**Course- Specialization in Food and Beverage Production and Service
Credit-4**

Course Code- SBMS THM 01 04 01 DCEC 2114

Objectives:

The objective of the course is to develop managerial skills and learn the art of managing functional catering. Students will become skilled to use the forecasting techniques and manage different catering functions and its operation with documentations.

- Understanding the sales and promotional methods and managing customer relations.
- Familiarization to the organization, staffing and responsibilities of food and beverage operations
- Knowing the techniques of forecasting, budgeting and their role in restaurant business with concept of allocation of work and quality assurance.
- Learning the concept of function catering, buffet management and manage the event, staffing, and its administration.

Learning Outcomes:

- The students will be able to understanding the sales and promotional methods and managing customer relations.
- The students will familiarize to the organization, staffing and responsibilities of food and beverage operations.

- The students will be able to knowing the techniques of forecasting, budgeting and their role in restaurant business with concept of allocation of work and quality assurance.
- The students will be able to learn the concept of function catering, buffet management and manage the event, staffing, and its administration.

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams
- Debates across topics of course
- Online interaction with students

Content

UNIT-1: Supervisory Aspects

- 1.1 Legal consideration
- 1.2 Sales Promotion.
- 1.3 Customer relations
- 1.4 Staffing levels, Staff organization and training.

UNIT-2: Food and Beverage Production Control

- 2.1 Aim, forecasting, fixing standards.
- 2.2 Budget and Budgetary control.
- 2.2 Types of budgets.
- 2.4 Allocation of work and quality assurance.

UNIT-3: Function Catering

- 3.1 Banquets; Introduction and types of banquets.
- 3.2 Types of banquets and procedures involved.
- 3.3 Buffet; Introduction and types.
- 3.4 Equipments and layouts of buffets.

UNIT-4: Events

- 4.1 Introduction and types of events.
- 4.2 Event service staff roles.
- 4.3 Event administration.
- 4.4 Event organization.

Practice Session

- Restaurant Set-Up.
- Banquet Set-up.
- Buffet Arrangements.
- Event organization.
- Formats and layouts.
- Demonstration of Promotional skills.

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the course. Intermittent evaluations at small intervals ensures the learning by students. Some of

the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggested Readings:-

- Ravi Aggarwal, Essential of Food and Beverage Service, Subline Publication, New Delhi, 2010
- Bernard Devis, Food and Beverage Management, Butter Worth New Delhi, 2008
- Nick Wilton, Food and Beverage Service, Sage Publication New Delhi, 2011
- S.Andrew, Food and Beverage Service, Tata Mc Graw Hill, New Delhi, 2003
- Dennis R.Lillicrap. & John A ,Food& Beverage Service. Cousines. Publisher: ELBS, 2009
- Brian Varghes, Food & Beverage Service Management . 2003
- Lillicrap & Cousins, Food & Beverage Service, ELBS, 2009
- Brown, Heppner & Deegan, Introduction F & B Service, 2009
- John Fuller, Hutchinson, Modern Restaurant Service, 2002
- Brian Varghese, Professional Food & Beverage Service Management, 1998
- K Arora, Theory of Cookery .Frank Brothers, 2009

**Course- Specialization in Accommodation Operations
-4**

Credit

Course Code- SBMS THM 01 04 02 DCEC 2114

Objective:

The aim of the course is to develop the skills of the students in a specialized field of accommodation operations. After completion of this course students will be specialized in accommodation operations and ready to perform all the activities included in front office and housekeeping operations practically.

- Understanding the hotels safety, securities and handling emergency situations in hotels.
- Understanding the property management system, latest trends and global distribution system.

- Learning about the windows, bed and upholstery the techniques of forecasting, budgeting and their role in restaurant business with concept of allocation of work and quality assurance.
- Learning the concept of budget and eco-friendly practices in hotels.

Learning Outcome:.

- The students will be able to understand the hotels safety, securities and handling emergency situations in hotels.
- The students will be able to understand the property management system, latest trends and global distribution system.
- The students will be able to learn about the windows, bed and upholstery the techniques of forecasting, budgeting and their role in restaurant business with concept of allocation of work and quality assurance.
- The students will be able to learn the concept of budget and eco-friendly practices in hotels.

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams
- Debates across topics of course
- Online interaction with students

Content:

UNIT- 1: Hotel and Guest Safety

- 1.1 Guest safety and Security – Introduction and importance, difference between safety and security
- 1.2 Fire-types, causes, fire-fighting methods
- 1.3 Handling emergency situation in hotels- procedure
- 1.4 Safety and security equipments used in hotels

UNIT-2: Property Management systems

- 2.1 Introduction and role of PMS in hotel industry.
- 2.2 Selection criteria for PMS in hotels.
- 2.3 Latest trends in PMS.
- 2.5 Global distribution system.

UNIT-3: Introduction to Windows, Bed and Upholstery

- 3.1 Windows- types, windows treatments, factors considered in selection of windows.
- 3.2 Bed – types of bed and their sizes, bed linen and its sizes.
- 3.3 Upholstery- types, designs and sizes, selection criteria.
- 3.4 Rugs and rags.

UNIT-4: Introduction to Budgeting and Eco friendly services used in hotels

- 4.1 Budgets- types and importance of budgets in front office and housekeeping
- 4.2 Budget planning in front office and housekeeping
- 4.3 Factors influencing budgeting
- 4.4 Eco-friendly practices in hotel housekeeping, case study or Orchid hotels India

Practical:-

- Designing the guestroom.
- Operating various laundry equipments.
- Standard operating procedure used in cleaning of guestrooms, public areas etc.
- Removal of common stains.
- Preparing various flower arrangements.

- Standard operating procedure used in cleaning of different surfaces.

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the course. Intermittent evaluations at small intervals ensures the learning by students. Some of the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggested Readings:-

- Joan C Branson & Margaret Lennox, Hotel Hostel and Hospital Housekeeping, (ELBS), 2006
- Sudhir Andrews, Hotel House Keeping, Tata Mc Graw Hill, 2008
- Raghubalan, Hotel Housekeeping Operations & Management, Oxford University Press, 2008
- Jones, Housekeeping and Front Office, Edward Publication, 1986
- Robert Mc Crie, Security Operations, Butterworth – Heinemann, 2000
- Tucker Schneider, The Professional Housekeeper ,Wiley Publications, 1998
- Sudhir Andrews, Front Office Training manual, Tata Mac Graw Hill, 1982
- Kasavana & Brooks, Managing Front Office Operations :Educational Institution AHMA, 1999
- Ahmed Ismail, Front Office Operations and management ,Thomson Delmar, 2012
- S.K Bhatnagar, -Front Office Operation Management- Publisher: Frank Brothers, 2002

Course- Modern Cookery and Event Management

Credits-

4

Course Code- SBMS THM 01 04 01 GEC 2024

This course aims at developing the basic cooking skill among learners. Students will learn the kitchen safety, methods of cooking. Hygiene and basic recipes.

Course Objective:

- To understand the overview of kitchen.
- To aware the students sauce, soup and salads.
- To make the students aware about the various cooking methods.
- To aware the students about the overview of events.

Outcome:

- The students will be aware about the overview of kitchen.
- The student will be familiar with sauces, salads and soups.
- The students will be aware about the various cooking methods.
- The students will be aware about the overview and concept of events.

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams
- Debates across topics of course
- Online interaction with students

Content:

UNIT-1: Introduction to Kitchen

- 1.1 Introduction to kitchen, hygiene and safety.
- 1.2 Areas of kitchen.
- 1.3 Equipment's.

1.4 Knife and their uses.

UNIT-2: Soups, Sauces, and Salads

2.1 Mother sauces.

2.2 Salads.

2.3 Soups.

2.4 Bread and egg preparation.

UNIT-3: Commodity and Methods of Cooking

3.1 Methods of cooking.

3.2 Cuts of vegetables.

3.3 Commodities used in Indian cuisine.

3.4 Equipments required.

UNIT-4: Event Management

4.1 Introduction to events.

4.2 Types of events.

4.3 Planning events and management.

4.4 Principals of event management.

Practicals:-

Menu 1

- Salads preparation
- Eg. Waldrof Salad, Ceaser Salad, Fruit salad, Russian Salad.

Menu 2

- Important and used Sauces
- Eg. Mayonnaise, Behamel, Mustard, Tartar etc.

Menu 3

- Egg Preparations
- Eg. Scrambled, Sunny side up, Poached, Boiled, Scotch Egg etc.

Menu 4

- Bakery Items
- Eg. Sponge Cake, Fruit Cake, Biscuits, B&B Pudding etc.

Menu 5

- Sandwich Preparations
- Eg. Grilled Sandwich, Cold Sandwich, Salami Sandwich, Paneer Cocktail Sandwich etc.

Menu 6

- Snacks Preparation
- Eg. Cutlet, Burger, Onion Rings, Fries etc.

Menu 7

- Pizza Cookery
- Eg. Cheese Pizza, Vegetable Pizza, Non-veg Pizza etc.

Menu 8

- Chinese Snacks
- Eg. Noodles, Honey Chilli Potato, Spring Rolls, Thupka etc.

Menu 9

- Pasta Cookery
- Eg. White Sauce Pasta, Red sauce Pasta, Bolognese Pasta, Macroni etc.

Menu 10

- Indian Snacks
- Samosa, Pakoras, Dosa, Idli etc.

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the course. Intermittent evaluations at small intervals ensures the learning by students. Some of the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays

- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggested Readings:

- John Wiley, Cooking Essentials for the New Professional Chef, The Culinary Association of America, 2001
- Parvinder S Bali, Food Production Operations, Oxford University Press, 2014
- M J Leto & W K H Bode, Larder Chef, Butterworth- Heinemann, 2006
- Philip E. Thangam, Modern Cookery (Vol- I), Orient Longman, 2010
- Kinton & Cessarani, Practical Cookery, 2004
- Kauffman & Cracknell, Practical Professional Cookery, 1999
- Wayne Gislen, Professional Cooking, Le Cordon Bleu, 2010
- Andrew Hale Feinstein and John M. Stefanelli, Purchasing Selection and Procurement for the Hospitality Industry, 2004

Green Practices in Hospitality Industry

Credit-4

SBMS THM 01 04 02 GEC 2024

Objectives:

The course aimed at familiarizing students with the need of sustainable and green management practices in hotel industry such as water & energy and waste management, with its benefits to hotels and environment. After completion of this course students will be able to conserve water, energy and waste in hotels, they become awareness about eco-friendly practices used in hotel industries.

- Familiarization of environment in hospitality and resources of environment.
- Learning the concept of ecotels and eco-friendly practices used in hotels.
- Understand the principles of waste management in hotels.
- Learning of energy and water management.

Learning Outcome:

- The student will be able to familiarize of environment in hospitality and resources of environment.
- The student will be able to learn the concept of ecotels and eco-friendly practices used in hotels.
- The student will be able to understand the principles of waste management in hotels.
- The student will be able to learn about energy and water management.

Teaching Learning Methodology:

Objective of this course is achieved by adopting varied methodologies which utilizes every possible option of making teaching learning effective. Some of the major methods adopted for the course are as follows:

- Classroom Lectures and Discussion
- In depth discussion with students
- Practical demonstrations
- Presentation by students
- Role Plays by students
- Quizzes, Mid Term and End Term Exams
- Debates across topics of course
- Online interaction with students

Content:

UNIT-1: Environment and Hotels

- 1.1 Environment- Meaning, driving forces for change.
- 1.2 Types of environment in hospitality.
- 1.3 Resources of environment.
- 1.4 Environmental impacts on hospitality industry.

UNIT-2: Introduction to Ecotels

- 2.1. Introduction to ecotels and their classification
- 2.2. Ecotels certification- eligibility and criteria
- 2.3. Choosing an eco-friendly site, hotel design and construction
- 2.4. Eco-friendly practices used in hotels

UNIT-3: Waste Management

- 3.1 Water and the environment, water supplies.
- 3.2 Improving water quality, Control of water consumption.
- 3.3 Principles of waste management, methods used in hotels.
- 3.4 Reduction and recycling of waste.

UNIT-4: Energy and Water Management

- 4.1 Energy Management- Principles, energy supplies.
- 4.2 Energy Management programme.

4.3 Water Management- Water supplies, improving water quality.

4.4 Control of water consumption.

Assessment Measurement Methods:

Students would be gauged for their learning from this course continuously throughout the course. Intermittent evaluations at small intervals ensures the learning by students. Some of the major assessment methods used in this course are as follows:

- Periodic Presentations
- Periodic Debates/Group Discussion/Role Plays
- Surprise Quizzes
- Prescheduled Exams
- Prescheduled Practicals

Suggested Readings:-

- David Kirk, Environment Management for Hotels: A students Handbook,2000
- Dr. Jag Mohan Negi, Managing Hotels and Restaurant, 2002
- Rich Board Hurst, Managing Environment for Leisure and Recreation, 1995
- Blackwell, The Human Impact on the Natural Environment, Oxford, 2002
- Yogendra K. Sharma, Hotel Management “Educational and Environment Aspects,2004
- Martin N. Kunz, Best Designed Ecological Hotels- Environment Management in the Hospitality, 2007