School of Hotel & Hospitality Management

Program Code: SHTM-UG-001

CURRICULUM AND COURSE CATALOGUE
ACADEMIC SESSION: 2025-2026

JIGYASA UNIVERSITY

(Formerly Himgiri Zee University, Dehradun)
(Estd. Under Uttaranchal State Act.No.17, 2003.Approved by UGC Under Sec.2(f))
Post Office Selaqui, Chakrata Road, Dehradun, Uttarakhand,248011

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Program Structure & Assessment Scheme

of

Bachelor of Hotel Management (BHM)

(Program Code: SHTM-UG-001)

[Applicable w.e.f. Academic Session: 2025-26]

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Vision of the University

"The University provide the environment to ignite, nurture and unleash your potential and talent."

Mission of the University

1. Progressive educational proficiencies that stimulate holistic development.
2. Enhancing experiential learning through endorsing an inclusive mind-set.
3. Advancing research, nurturing innovations and catalysing entrepreneurship.
4. Cultivation of leadership qualities with a strong sense of values and ethics.

SCHOOL OF HOTEL & HOSPITALITY MANAGEMENT

Vision Statement

To be a recognized leading institution in hotel management education, renowned for our unwavering commitment to excellence in teaching, ground-breaking research, and innovative practices.

Mission Statement

Our mission is to:

1. Revolutionize hotel management education by embracing progressive educational methodologies that inspire innovation, creativity, and critical thinking.
2. Provide a transformative learning experience in hotel management through a dynamic blend of experiential learning and an inclusive mind-set.
3. Be a pioneering force in the hospitality industry by fostering a culture of excellence in research, nurturing innovations and catalysing entrepreneurship.
4. Develop ethical leaders with exceptional leadership qualities in the field of hospitality.

Mission – 1: To revolutionize hotel management education by embracing progressive educational methodologies that inspire innovation, creativity, and critical thinking.

We are dedicated to equipping our students with cutting-edge skills, knowledge, and industry insights that empower them to lead and adapt in a rapidly evolving hospitality landscape. Through experiential learning, industry collaborations, and a commitment to excellence, we strive to cultivate visionary leaders who drive positive change and shape the future of the hospitality industry.

Mission – 2: To provide a transformative learning experience in hotel management through a dynamic blend of experiential learning and an inclusive mind-set.

We are committed to fostering a diverse and inclusive community where all individual's unique perspectives and talents are valued and celebrated. By integrating real-world experiences, industry collaborations, and a culture of inclusivity.

Mission – 3: To be a pioneering force in the hospitality industry by fostering a culture of excellence in research, nurturing innovations and catalysing entrepreneurship.

We are dedicated to advancing knowledge and best practices in hotel management through rigorous research initiatives that address industry challenges and opportunities. By nurturing a spirit of innovation and entrepreneurship among our students and faculty, we aim to empower

future leaders to drive positive change, create sustainable solutions, and shape the future of hospitality.

Mission – 4: To develop ethical leaders with exceptional leadership qualities in the field of hospitality.

We are committed to providing a transformative educational experience that cultivates integrity, empathy, and a strong sense of social responsibility. Through comprehensive leadership training, ethical decision-making frameworks, and hands-on learning opportunities, we empower our students to become ethical leaders who inspire positive change, drive innovation, and create sustainable impact in the hospitality industry and society.

About the Program

A. Introduction:

The *National Education Policy (NEP) 2020* aims to meet the growing developmental needs of India by overhauling the entire education system, including its structure, regulation, and governance. The Policy introduces a new framework aligned with the goals of 21st-century learning and the Sustainable Development Goal 4 (SDG-4) – *Quality Education*, while also drawing inspiration from India's rich traditions and value systems.

At the undergraduate level, NEP 2020 proposes major reforms such as a flexible, credit-based system that allows students to choose subjects across disciplines and complete their degrees at their own pace. It encourages multidisciplinary and holistic education by integrating Commerce, Management, Law, Humanities, and Sciences, along with digital literacy and emerging technologies. Students from Humanities will be encouraged to study science-related courses and vice versa, along with vocational and ability enhancement training. The curriculum is designed to be adaptable, with creative subject combinations and a strong emphasis on lifelong learning. This structure eliminates rigid disciplinary boundaries and encourages dynamic learning opportunities.

The Bachelor of Hotel Management (BHM) program at the School of Hospitality & Tourism Management, Jigyasa University, is developed in alignment with NEP 2020. It offers a comprehensive four-year undergraduate degree with flexible options for specialization, keeping CBCS alive. The curriculum is designed to provide deep academic knowledge and practical understanding relevant to the needs of industry and business enterprises.

In summary, the BHM program curriculum at the School of Hospitality & Tourism Management, Jigyasa University, is adapted from the guidelines of NEP 2020 (UGC recommendations). It aims to equip students with versatile skills, a multidisciplinary outlook, and the competencies required for a successful career and lifelong learning. This transformation presents a pivotal opportunity to establish a more dynamic, inclusive, and future-oriented education system, one that equips students with the knowledge, skills, and adaptability required to navigate and succeed in the complex challenges of the 21st century.

B. Credit Framework of 4 Year Bachelor's Degree in Hotel Management

Semesters (2 Semesters = 1Year)		Core Courses — Major Core Courses (MCC) (4c & 3c)	Discipline Specific Elective Courses — DSE (Major) (3c)	Multidisciplinary Courses — MLC (3c)	Ability Enhancement Courses — AEC (2c)	Skill Enhancement Courses — SEC (3c)	Value Added Courses — VAC (2c)	Capstone Project — CAP (20 c)	Total Credits	No. of Courses/ Year — Total Credits/ Year
I	No. of Courses	6			1		1		8	16
	Course Credits	17			2		2		21	
II	No. of Courses	6				1	1		8	43
	Course Credits	17				3	2		22	
III	No. of Courses	4	1			1	1		7	14
	Course Credits	13	3			3	2		21	
IV	No. of Courses	4	1			1	1		7	42
	Course Credits	13	3			3	2		21	
V	No. of Courses							1	1	8
	Course Credits							20	20	
VI	No. of Courses	4	1	1	1				7	41
	Course Credits	13	3	3	2				21	
VII	No. of Courses	4	1	1	1				7	8
	Course Credits	13	3	3	2				21	
VIII	No. of Courses							1	1	41
	Course Credits							20	20	
No. of Courses		28	4	2	3	3	4	2	46	46
Course Credits		86	12	6	6	9	8	40	167	167

Students shall be awarded the degree of Bachelor of Hotel Management (BHM), upon successful completion of 167 credits.

C. National Higher Education Qualifications Framework (NHEQF) levels:

NHEQF Level	NHEQF Level	NHEQF Level	NHEQF Level	NHEQF Level
Level 5	Undergraduate Certificate	Completion of 1st year of UG program	~40 credits	Foundational knowledge and skills; eligible for vertical mobility
Level 6	Undergraduate Diploma	Completion of 2 years of UG program	~80 credits	Broader subject understanding; vocational and academic skills
Level 7	Bachelor's Degree *(3 years)*	10+2 (Senior Secondary)	~120 credits	Core disciplinary knowledge and cognitive skills
Level 8	Bachelor's Degree *(4 years)*	Based on strong academic performance	~160 credits	Advanced disciplinary depth; research exposure (Capstone)

D. Academic Bank of Credits (ABC):

In alignment with the National Education Policy (NEP) 2020, the Academic Bank of Credits (ABC) facilitates a flexible curriculum framework and promotes interdisciplinary /multidisciplinary academic mobility among students across various Higher Educational Institutions (HEIs) through an appropriate credit transfer system. Accordingly, the School of Hospitality & Tourism Management, under Jigyasa University, Dehradun, has developed a comprehensive four-year undergraduate program.

As a prerequisite, students/learners are required to register on the Academic Bank of Credits (ABC) portal. The credits earned during the study will be digitally stored in the ABC account. Learners must complete their program as per the guidelines of the UGC's ABC policy. Please note that the validity of earned credits is limited to seven years (or as per the latest advisory from the competent authority). Additionally, each credit earned may only be used once and cannot be reused for multiple programs or purposes.

E. Curriculum Framework:

The BHM curriculum framework emphasized the implementation of the National Education Policy 2020 (NEP-2020). The courses are broadly classified as follows: Major Core Courses (MCC), Discipline Specific Elective Courses (DSE), Multidisciplinary Courses (MDC), Skill Enhancement Courses (SEC), Ability Enhancement Courses (AEC), Value-Added Courses (VAC) and Capstone Projects (CAP).

I. Major Core Courses (MCC):

The Major Core Courses in BHM provide students with foundational knowledge and essential competencies required in hospitality operations and hotel management. These courses are aimed at building operational efficiency, service excellence, managerial skills, and understanding of the hospitality industry's dynamic nature.

Key courses include:

- **Front Office Operations** – Guest cycle, reservations, registration, and customer service.
- **Housekeeping Management** – Cleaning procedures, interior decoration, and hygiene standards.
- **Food Production & Culinary Arts** – Basics of cooking, food science, and kitchen operations.
- **Food & Beverage Service** – Table settings, service techniques, menu planning, and etiquette.
- **Hospitality Marketing & Sales** – Promoting hospitality products and managing customer relationships.

These core courses develop industry-oriented competencies including communication, critical thinking, operational expertise, and managerial judgment essential for success in the hospitality domain.

II. Discipline Specific Elective Courses (DSE)

In line with the National Education Policy (NEP) 2020, the BHM program offers deep specialization options that empower students to align their academic journey with industry demands and personal career goals. These specializations include Food Production, Food & Beverage Service, Front Office & Housekeeping. Each specialization is designed to provide in-depth knowledge and practical exposure in the respective domain, enabling students to develop domain-specific competencies and job-ready skills. The NEP emphasizes flexibility, multidisciplinary learning, and skill enhancement, and these specialization tracks ensure that students gain both theoretical understanding and applied proficiency. By choosing a focused area, students can tailor their learning pathway to match the evolving needs hospitality industry.

III. Multidisciplinary Courses (MLC)

Multidisciplinary courses in the BHM program are designed to integrate knowledge from various academic disciplines, offering students a well-rounded understanding of the hospitality industry. These courses extend beyond traditional management subjects to explore how different fields contribute to effective decision-making and business practices. By incorporating diverse perspectives, these courses enrich the learning experience and equip students to handle the complexities of today's dynamic hospitality landscape. The curriculum promotes adaptability, innovation, and social responsibility as key qualities for future leaders. To support this holistic approach, students can choose from four groups of disciplines beyond

core management subjects: **Humanities, Education, and Social Sciences (HES), Civic and Legal Foundations (CLF), Natural and Physical Sciences (NPS), Computing and Digital Applications (CDA), and Media and Communication Studies (MCS).**

IV. Skill Enhancement Courses (SEC)

Skill Enhancement Courses (SECs) in the BHM program play a vital role in equipping students with practical and industry-relevant competencies that go beyond the core business curriculum. These courses are carefully designed to develop both technical and analytical abilities, enabling students to navigate today's technology-driven and digital business environment. By focusing on real-world applications, SECs empower students with tools that are expected to build hands-on, job-oriented, and transferable skills.

V. Ability Enhancement Courses (AEC)

Ability Enhancement Courses (AECs) in a BHM program serve as vital tools for refining the communication, leadership, and analytical skills of future hospitality professionals. These courses go beyond traditional academics, focusing on the development of essential life skills that enhance employability and workplace readiness.

VI. Value-Added Courses (VAC)

Value Added Courses (VACs) in the BHM program are designed to advance the objectives of SDG 4 – Quality Education, by equipping students with competencies that promote sustainability, ethical values, and personal well-being alongside their core hospitality education. These courses support the development of socially responsible graduates who are prepared to contribute meaningfully to a rapidly changing world.

The VACs ensure that students gain awareness of sustainability issues, digital responsibility, mental wellness, and ethical leadership, thereby fostering holistic development. The curriculum includes five 2-credit courses, each aligned with contemporary societal needs.

VII. Capstone Project (CAP):

In alignment with the **National Education Policy (NEP) 2020**, the Capstone Project (CAP) in the BHM program embodies the principle of **experiential learning**, aimed at bridging theoretical knowledge with real-world application. Students engage in *Industrial Training & Job Training.*

F. Graduate Attributes (GA):

The Graduate Attributes (GAs) underpinning the BHM program have been adopted in alignment with the National Education Policy (NEP) 2020, University Grants Commission (UGC) guidelines, and the National Higher Education Qualifications Framework (NHEQF). These attributes serve as the foundational principles for defining the Program Educational Objectives (PEOs) and Program Outcomes (POs) outlined below. The curriculum is thus

designed to ensure students develop the competencies, values, and capabilities envisioned for undergraduate business education in India.

G. Program Educational Objectives (PEOs)

Program Educational Objectives (PEOs): BHM (4-Year Program)

1. **PEO 1:** The students will **gain the knowledge, skills and attitudes** to advance their careers in various sectors of the hospitality industry, such as hotel operations, food and beverage management, event planning, and tourism management.
2. **PEO 2:** To **extend** their knowledge and analytical skills to solve complex problems in hotel management, such as optimizing hotel revenue, managing guest experiences, and addressing operational challenges effectively.
3. **PEO 3:** To **develop** innovative strategies for hotel management, including designing unique guest experiences, developing new hospitality products or services, and implementing creative marketing campaigns
4. **PEO 4:** To make the student to **analyze** management practices in the hospitality industry, demonstrating effective leadership skills, strategic decision-making abilities, and the capacity to manage diverse teams and resources.
5. **PEO 5:** To **Apprise** them with ethical dilemmas and demonstrate professionalism in hotel management, adhering to industry standards, promoting sustainable practices, and fostering a culture of ethical conduct within hospitality organizations.
6. **PEO 6:** To **create and prepare** various cuisines from different cultures on global front and design various innovative global hospitality products to nurture the innovative and entrepreneurial skills

H. Program Outcomes (POs)

PO No.	Program Outcome
Program Outcomes (POs): BHM (4-Year Program)	
PO1	**Recall and explain** the fundamental concepts and theories in hotel management, such as hospitality operations, customer service standards, and revenue management techniques.
PO2	**Interpret** a deep understanding of industry-specific terminology, policies, regulations, and best practices related to hotel operations and management.
PO3	**Apply** their knowledge and skills to effectively manage various departments within a hotel, including front office, housekeeping, food and beverage, and event management.
PO4	**Analyze** complex problems and challenges in hotel management, such as cost control, service quality improvement, and guest satisfaction, to develop data-driven solutions.
PO5	**Evaluate** the effectiveness of different strategies and tactics used in hotel management, such as pricing strategies, marketing campaigns, and operational procedures, to optimize performance.
PO6	**Compose** innovative ideas and solutions for improving guest experiences, enhancing hotel services, and differentiating their properties in the competitive hospitality market.
PO7	**Monitor & Coordinate** clearly and effectively with diverse stakeholders, including guests, staff members, suppliers, and industry partners, using appropriate channels and formats.
PO8	**Assess** the changing industry trends, technological advancements, market demands, and guest preferences, while remaining agile and responsive in their management approach.
PO9	**Create & Design** various types of cuisines and hospitality services from the global perspective by using their innovative skills & entrepreneurial activities.

I. Mapping of PEOs & POs in BHM

PEO – PO Attainment Matrix

PO → PEO ↓	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
PEO1	3	2	1	1	2	1	1	1	2
PEO2	2	3	2	2	3	2	2	2	2
PEO3	1	1	1	1	1	3	2	1	1
PEO4	1	1	3	3	2	2	1	1	1
PEO5	2	2	2	2	3	2	2	2	3
PEO6	2	2	1	1	2	1	1	1	2

*Note: In alignment with Outcome-Based Education (OBE) principles, the mapping of Program Educational Objectives (PEOs) to Program Outcomes (POs) is presented using a **quantitative scale (1–3)**, where:*

- *1 indicates a low level of contribution*
- *2 indicates a moderate level of contribution*
- *3 indicates a high level of contribution*

*This mapping ensures that each PEO is **progressively achieved through the attainment of relevant POs**, thereby providing a structured and measurable approach to evaluating the effectiveness of the program in delivering its long-term educational goals.*

J. Pedagogy, Andragogy, and Unique practices adopted:

Pedagogy refers to the art and science of teaching, especially in academic and conceptual domains. Alongside traditional lecture-based instruction, the institute adopts a dynamic

approach that emphasizes experiential learning. This includes case studies, simulations, fieldwork, group discussions, and project-based tasks. Such methods foster deeper understanding, critical thinking, and practical application, aligning with modern educational goals and enhancing the overall learning experience of students.

1. Orientation and Bridge Program:

At the commencement of the BHM program, the School will organize a comprehensive Orientation Program to welcome and guide newly enrolled students. This Orientation aims to familiarize students with academic expectations, institutional values, and support systems. The Bridge Courses in the Orientation Program aims to ensure academic readiness and promote confidence among students, thereby setting a strong base for their academic journey in the BHM program.

Student orientation program is crucial for easing students into university life. It helps familiarize them with the campus environment, faculty, academic policies, and available facilities. The program, typically spanning two weeks, aims to build connections among peers and faculty, creating a sense of belonging. It introduces students to institutional rules, expectations, and resources, ensuring a smooth transition. Orientation also serves as a platform for students to understand their academic journey, clarify doubts, and feel confident and comfortable as they begin their college experience in a supportive and informed setting.

As per the National Education Policy (NEP) 2020, the Orientation Program is structured to provide a holistic foundation for first-year students, ensuring a smooth transition into higher education. The program is designed to build familiarity, academic readiness, and personal growth through the following key components:

- Introduction to College Life: Helping students adjust to the new academic environment.

- Integration with University Culture: Building comfort within the university's social and academic framework.

- Faculty & Peer Interaction: Facilitating connections between students, faculty, and peers.

- Linkages with Society & Environment: Understanding the relationship between education, society, sustainability, and development.

- Philosophy of Education & Pedagogy: Introducing the values, goals, and teaching methods of the Indian education system.

- Academic Foundation: Bridging gaps and strengthening subject knowledge.

- Personality Development: Fostering leadership, communication, and emotional intelligence.

- IT & Computer Literacy: Providing basic digital skills for academic success and future employability.

2. Experiential and Holistic Learning Approach:

To foster experiential learning beyond conventional classroom instruction, the program integrates a range of participatory and applied pedagogies. These are also facilitated through active participation in **School Clubs** such as the

- *The Hospitality Club,*
- *Flavor Fusion*

These include:

- *Industry visits*
- *Expert-led interactive sessions*
- *Co-curricular and student development initiatives*
- *Mentorship programs*
- *Workshops and Seminars*

3. Career Counseling:

Career development is a continuous process that helps students understand themselves, explore various career options, and make informed educational and professional decisions. It goes beyond choosing a major or a job after graduation, focusing on long-term personal growth, skill enhancement, and aligning one's interests and values with suitable career paths for a fulfilling and successful future. Training – Internship – Placement Services (TIPS) Cell of the University provides support to shape the students for a brighter future. The TIPS majorly helps students by:

- *Industry – Academia Interactions*
- *Industrial Visits*
- *Career Counseling*
- *Training, Live Projects, and Internships*
- *Mock Interviews*
- *On / Off-Campus placement drives*

4. Library and E – Learning Access:

Course faculty actively encourage students to make regular use of the University Library and guide them in effectively utilizing its rich collection of physical and digital resources to support academic learning, subject-specific research, and overall knowledge enhancement. Additionally, students have access to a wide range of e-learning resources through their individual logins on the University's ERP system, enabling continuous learning beyond the classroom environment.

5. Massive Open Online Courses:

Integration of MOOCs into the BHM Curriculum – Process Flow

In accordance with the National Education Policy (NEP) 2020 and UGC guidelines, MOOCs (Massive Open Online Courses) may be integrated into the BHM curriculum.

- Before the commencement of each semester, a list of available MOOCs from platforms such as SWAYAM/NPTEL will be prepared by the Program Coordinators in consultation with the Dean of the School / Head of Department (HOD).

- The list will include suitable MOOCs that can replace theory courses in the following categories, except CAP, RES, and Practical Courses:

  - Core Courses (MCC/ MDC)

  - Discipline-Specific Elective Courses (DSE)

  - Multidisciplinary Courses (MLC)

  - Ability Enhancement Courses (AEC)

  - Skill Enhancement Courses (SEC)

  - Value-Added Courses (VAC)

- Students and faculty will collaboratively identify relevant MOOCs from the announced list that align with the learning objectives of the existing curriculum.

- The final selection of MOOCs will be notified officially by the Dean's/HOD's Office prior to the start of the semester.

- The selected MOOC will replace one existing theory course in the category it corresponds to, maintaining curriculum structure and credit equivalence.

- An in-house course faculty/coordinator will be assigned to:

  - Monitor students' progress in the selected MOOCs

  - Track completion timelines and assessments

  - Provide academic support and resolve subject-related queries

  - Coordinate with students on submission schedules and internal records

- Students will enroll in the selected MOOC through the respective platform, and credit transfer will be applicable as per the University norms upon successful completion.

K. Question Paper and Assessment Tools

General Note on Assessment and Evaluation

Our University follows a *Continuous Evaluation System* that ensures students are assessed consistently and fairly throughout the semester. This system includes three main components: *Internal Assessments, Mid-Term Examinations,* and *End-Term Examinations.*

- As part of Internal Assessments, faculty members may adopt a variety of tools such as Surprise Quizzes, Assignments (Group or individual assignments, case study presentations and discussions, role plays, group discussions), and other interactive evaluation methods. These are designed to assess not just subject knowledge but also

communication, collaboration, and critical thinking skills. The specific tools and weightage for each course will be clearly mentioned in the Course Syllabus and Assessment Scheme, which is shared at the beginning of the semester.

- All assessments across programs are conducted as per the guidelines outlined in the Examination Manual (EM) issued by the Controller of Examinations (CoE). This ensures consistency, fairness, and academic integrity in both theory and practical examinations.

- Course faculty are responsible for preparing question papers for internal, mid-term, and end-term exams in line with the EM. Questions are developed using the Bloom's Taxonomy (BT) framework, which covers a range of learning levels—from basic understanding to advanced application and analysis.

- Each question is aligned with specific Course Outcomes (COs) to ensure that assessments are outcome-based. During evaluation, faculty will mark responses CO-wise, and this will be reflected in the answer sheet's marks column. This approach helps both faculty and students understand which learning outcomes have been achieved and where further improvement is needed.

This structured and student-centric assessment system encourages continuous learning and academic growth, while supporting the goals of Outcome-Based Education (OBE).

Constitution of Courses in BHM Program Matrix

Constitution of Courses in the BHM 4-Year Program				
Course Category Name	**Course Category Code**	**Number of Courses**	**Credits**	**Total Course Credits**
Major Core Courses	MCC	28	3 & 4	86
Discipline Specific Elective Courses	DSE	4	3	12
Multi-Disciplinary Courses	MLC	2	3	6
Ability Enhancement Courses	AEC	3	2	6
Skills Enhancement Courses	SEC	3	3	9
Value Added Courses	VAC	4	2	8

Capstone Project	CAP	2	40	40
TOTAL		**46**		**167**

Note:

A Maximum of 4 Massive Open Online Courses (MOOCs) are offered in BHM Program (2nd Year Onwards) and it will be decided before beginning of each semester. All Core, Elective, SEC or VAC may be considered for MOOCs as per the availability of course on SWAYAM/NPTEL Portal during the forthcoming semesters. Credits will be transferred as per the original category of the Course and as per JU norms.

L. Program Structure

Bachelor of Hotel Management (BHM)

S. No.	Course Code	Course Name	Course Category Code	Number of Hours/Week			C
				L	T	P	
		SEMESTER I					
1	BHMMCC001	Basic Food Production-I	MCC	2	0	4	4
2	BHMMCC002	Basic Food & Beverage Service-I	MCC	2	0	2	3
3	BHMMCC003	Basic Front Office-I	MCC	2	0	2	3
4	BHMMCC004	Basic House Keeping-I	MCC	2	0	2	3
5	BHMMCC005	Fundamentals of Management	MCC	2	0	0	2
6	BHMMCC006	Application of Computers	MCC	2	0	0	2
7	BHMVAC001	Environmental Science	VAC	2	0	0	2
8		Choice-based course from the AEC pool	AEC	2	0	0	2
		Total		**16**	**0**	**10**	**21**
		SEMESTER II					
1	BHMMCC007	Basic Food Production-II	MCC	2	0	4	4
2	BHMMCC008	Basic Food & Beverage Service-II	MCC	2	0	2	3
3	BHMMCC009	Basic Front Office-II	MCC	2	0	2	3
4	BHMMCC010	Basic House Keeping-II	MCC	2	0	2	3
5	BHMMCC011	Hospitality Laws	MCC	2	0	0	2
6	BHMMCC012	Food Science & Nutrition	MCC	2	0	0	2
7		Choice-based course from the VAC pool	VAC	2	0	0	2
8		Choice-based course from the SEC pool	SEC	3	0	0	3
9							
		Total		**17**	**0**	**10**	**22**
		Cumulative Total		**33**	**0**	**20**	**43**
		SEMESTER III					
1	BHMMCC013	Food Production Operations	MCC	2	0	4	4
2	BHMMCC014	Food & Beverage Operations	MCC	2	0	2	3
3	BHMMCC015	Front Office Operations	MCC	2	0	2	3
4	BHMMCC016	Housekeeping Operations	MCC	2	0	2	3
5		Choice-based course from the DSE pool	DSE	3			3
6		Choice-based course from the VAC pool	VAC	2			2
7		Choice-based course from the SEC pool	SEC	3			3
		Total		**16**	**0**	**10**	**21**
		Cumulative Total		**49**	**0**	**30**	**64**
		SEMESTER IV					
1	BHMMCC017	Advance Food Production-I	MCC	2	0	4	4
2	BHMMCC018	Advance Food & Beverage Service-I	MCC	2	0	2	3
3	BHMMCC019	Advance Front Office-I	MCC	2	0	2	3
4	BHMMCC020	Advance House Keeping-I	MCC	2	0	2	3
5		Choice-based course from the DSE pool	DSE	3			3
6		Choice-based course from the SEC pool	SEC	3			3
7		Choice-based course from the VAC pool	VAC	2			2
8							
		Total		**16**	**0**	**10**	**21**
		Cumulative Total		**65**	**0**	**40**	**85**
		SEMESTER V					

				L	T	P	C
1	BHMCAP001	Industrial Training	CAP	00			20
		Total		**00**	**0**		**20**
		Cumulative Total		**65**	**0**	**40**	**105**
		**SEMESTER VI**					
1	BHMMCC021	Advance Food Production-II	MCC	2	0	4	4
2	BHMMCC022	Advance Food & Beverage Service-II	MCC	2		2	3
3	BHMMCC023	Advance Front Office-II	MCC	2		2	3
4	BHMMCC024	Advance House Keeping-II	MCC	2		2	3
5		Choice-based course from the DSE pool	DSE	3			3
7		Choice-based course from the MLC pool	MLC	3			3
8		Choice-based course from the AEC pool	AEC	2			2
		Total		**16**	**0**	**10**	**21**
		Cumulative Total		**81**	**0**	**50**	**126**
		SEMESTER VII					
1	BHMMCC025	Event Management	MCC	3			3
2	BHMMCC026	Hospitality Sales & Marketing	MCC	3			3
3	BHMMCC027	Entrepreneurship Development in Hospitality	MCC	3			3
4	BHMREP001	Project Report	REP	0	4		4
5		Choice-based course from the DSE pool	DSE	3			3
6		Choice-based course from the AEC pool	AEC	2			2
7		Choice-based course from the MLC pool	MLC	3			3
		Total		**17**	**4**	**0**	**21**
		Cumulative Total		**98**	**4**	**50**	**147**
		SEMESTER VIII					
1	BHMCAP002	On Job Training	CAP	00			20
		Total		**00**	**0**	**0**	**20**
		Grand Total		**98**	**4**	**50**	**167**

L – Lecture   T- Tutorial   P- Practical   C-Credits

1L = 1Hr.   1T= 1 Hr.   2P=1 Hr.   1C = 1 Hr. of Theory/Tutorial Paper/ week & 2 Hrs. of Practical/ week

Major Core Course (MCC)				
S. No.	Course Name	Category	Code	Semester
1	Basic Food Production-I	MCC	BHMMCC001	I
2	Basic Food & Beverage Service-I	MCC	BHMMCC002	I
3	Basic Front Office-I	MCC	BHMMCC003	I
4	Basic House Keeping-I	MCC	BHMMCC004	I
5	Fundamentals of Management	MCC	BHMMCC005	I
6	Application of Computers	MCC	BHMMCC006	I
7	Basic Food Production-II	MCC	BHMMCC007	II
8	Basic Food & Beverage Service-II	MCC	BHMMCC008	II
9	Basic Front Office-II	MCC	BHMMCC009	II
10	Basic House Keeping-II	MCC	BHMMCC010	II
11	Hospitality Laws	MCC	BHMMCC011	II
12	Food Science & Nutrition	MCC	BHMMCC012	II
13	Food Production Operations	MCC	BHMMCC013	III
14	Food & Beverage Operations	MCC	BHMMCC014	III
15	Front Office Operations	MCC	BHMMCC015	III
16	Housekeeping Operations	MCC	BHMMCC016	III
17	Advance Food Production-I	MCC	BHMMCC017	IV
18	Advance Food & Beverage Service-I	MCC	BHMMCC018	IV
19	Advance Front Office-I	MCC	BHMMCC019	IV
20	Advance House Keeping-I	MCC	BHMMCC020	IV
21	Advance Food Production-II	MCC	BHMMCC021	VI

22	Advance Food & Beverage Service-II	MCC	BHMMCC022	VI
23	Advance Front Office-II	MCC	BHMMCC023	VI
24	Advance House Keeping-II	MCC	BHMMCC024	VI
25	Event Management	MCC	BHMMCC025	VII
26	Hospitality Sales & Marketing	MCC	BHMMCC026	VII
27	Entrepreneurship Development in Hospitality	MCC	BHMMCC027	VII

Multidisciplinary Courses (MLC). Select any One Group			
Group I: Humanities, Education, and Social Sciences (HES)			
S. No.	Course Name	Category	Code	Semester
1	Value of Education	MLC	BHMMLC001	
2	Peace of Education	MLC	BHMMLC002	
3	Life Skills of Education	MLC	BHMMLC003	
	Any other offered by the respective school may be included			
Group II: Civic and Legal Foundations (CLF)			
S. No.	Course Name	Category	Code	Semester
1	Contract Law	MLC	BHMMLTC004	
2	Company Law	MLC	BHMMLTC005	
3	Intellectual property law	MLC	BHMMLTC006	
	Any other offered by the respective school may be included			
Group III: Media and Communication Studies (MCS)			
S. No.	Course Name	Category	Code	Semester
1	Photography	MLC	BHMMLC007	
2	Media Management	MLC	BHMMLC008	
3	Designing for Digital Media	MLC	BHMMLC009	
	Any other offered by the respective school may be included			
Group IV: Natural and Physical Sciences (NPS)			
S. No.	Course Name	Category	Code	Semester
1	Introductory Biology	MLC	BHMMLC010	
2	Introductory Physics	MLC	BHMMLC011	
3	Introductory Chemistry	MLC	BHMMLC012	
	Any other offered by the respective school may be included			
Group V: Computing and Digital Applications (CDA)			
S. No.	Course Name	Category	Code	Semester
1	Digital Literacy and Office Automation	MLC	BHMMLC013	
2	Fundamentals of E-Commerce and Web Technologies	MLC	BHMMLC014	
3	Introduction to Database Management Systems (DBMS)	MLC	BHMMLC015	
	Any other offered by the respective school may be included			
Skill Enhancement Courses (SEC)			
S. No.	Course Name	Category	Code	Semester
1	Hospitality Business Computing with Word & Excel	SEC	BHMSEC001	I
2	Digital & Social Media Marketing for Hospitality & Tourism	SEC	BHMSEC002	II
3	Hospitality Presentation Design and Guest Communication	SEC	BHMSEC003	III
4	Software Applications in Hospitality Accounting & Revenue Management	SEC	BHMSEC004	VI
5	Professional Digital Branding for Hospitality Professionals	SEC	BHMSEC005	VII
Value Added Courses (VAC)			
S. No.	Course Name	Category	Code	Semester
1	Environmental Sciences	VAC	BHMVAC001	I
2	Customer Relationship Management	VAC	BHMVAC002	II

3	Traditional Indian Cuisine	VAC	BHMVAC003	III
4	Yoga Education for Wellbeing	VAC	BHMVAC004	IV

Capstone Project (CAP) Select any 2 Courses				
S. No.	Course Name	Category	Code	Semester
1	Industrial Training	CAP	BHMCAP001	V
2	On Job Training	CAP	BHMCAP002	VIII

Research Project (REP)				
S. No.	Course Name	Category	Code	Semester
1	Project Work	REP	BHMREP001	VII

Ability Enhancement Course (AEC) All Courses are Mandatory				
S. No.	Course Name	Category	Code	Semester
1	*Communication Skills and Professional Writing for Hospitality*	AEC	BHMAEC001	I
2	Verbal Ability & Logical Reasoning for hospitality	AEC	BHMAEC002	IV
3	Creative and Digital Writing for Hospitality Industry	AEC	BHMAEC003	VI
4	Hospitality Debate, Extempore Speaking & Group Discussion Skills	AEC	BHMAEC004	VII

Discipline Specific Elective (DSE) - Major/ Minor				
Food Production				
S. No.	Course Name	Category	Code	Semester
1	International Cuisines	DSE	DSE001	
2	Bakery Operations Management	DSE	DSE002	
3	Modern Gastronomy	DSE	DSE003	
4	Regional Cuisines of India	DSE	DSE004	
5	Food Safety & Hygiene Management	DSE	DSE005	
6	Quantity Food Production	DSE	DSE006	
7	Culinary Tourism	DSE	DSE007	
Food & Beverage Service				
S. No.	Course Name	Category	Code	Semester
1	Food & Beverage Controls	DSE	DSE009	
2	Facility Planning	DSE	DSE010	
3	Bar Operations & Management	DSE	DSE011	
4	Restaurant Theme Designing	DSE	DSE012	
5	Food & Wine Philosophy	DSE	DSE013	
6	Quick Service Restaurant Operation	DSE	DSE014	
7	Entertainment Management	DSE	DSE015	
8	Catering Management	DSE	DSE016	
Front Office				
S. No.	Course Name	Category	Code	Semester
1	Hospitality Quality Management & Guest Satisfaction	DSE	DSE017	
2	Front Office Management	DSE	DSE018	
3	Room Division Management	DSE	DSE019	
4	Leadership For Hospitality Professionals	DSE	DSE020	
5	Hospitality Professional Skills	DSE	DSE021	
6	Front Office Budgeting	DSE	DSE022	
7	Front Office Guest Safety & Security	DSE	DSE023	
8	Revenue Management	DSE	DSE024	
Housekeeping				
S. No.	Course Name	Category	Code	Semester
1	Laundry Management	DSE	DSE025	
2	Hospital Housekeeping	DSE	DSE026	
3	Interior decoration	DSE	DSE027	
4	Ambience Management	DSE	DSE028	
5	Health, Hygiene & Safety Practices	DSE	DSE029	

6	Eco Practices in Hotel	DSE	DSE030	
7	Cleaning Activities in Guest Rooms & Public Areas	DSE	DSE031	
8	Facility Management	DSE	DSE032	

General				
S. No.	**Course Name**	**Category**	**Code**	**Semester**
1	Retail Management	DSE	DSE036	
2	Hotel Accountancy	DSE	DSE037	
3	Safety, Security and Travel Documentation	DSE	DSE038	
4	Human Resource Management	DSE	DSE039	
5	Foreign Language (French)	DSE	DSE040	
6	Research methodology for Hospitality & Tourism	DSE	DSE041	
7	Travel & Tourism Operations	DSE	DSE042	
8	Organizational Behavior	DSE	DSE043	

Program	Bachelor of Hotel Management (BHM)		Semester				I
Course Name	Basic Food Production-I		L	T	P	C	Course Category
Course Code	BHMMCC001		2	0	4	4	MCC

Course Objectives:

This course ensures that the students understand how:

1	Define prioritize and propose recommended personal attributes & food pre preparation
2	Outline the historical progression leading to modern cookery.
3	Develop knowledge to organize the functioning of food production department.
4	Analyze the knowledge about different kitchen equipment's.
5	Compare the fuels and their usage in kitchen.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO	Outcome	BT Level
BHMMCC001-CO1	**Demonstrate** the primary pre-preparation techniques necessary for food production in a hotel kitchen.	L2
BHMMCC001-CO2	**Utilize** the organizational principles involved in managing a food production department effectively.	L3
BHMMCC001-CO3	**Analyse** the functions and uses of various kitchen equipment commonly found in culinary environments.	L4
BHMMCC001-CO4	**Critically evaluate** the advantages and disadvantages of different fuels used in kitchen operations and propose suitable choices based on specific requirements.	L5
BHMMCC001-CO5	**Build** the ability to prioritize tasks effectively in a simulated hotel kitchen setting.	L6

Syllabus:

Unit No	Content
UNIT – I **Introduction to Professional Cookery**	1.1 Cooking and need of cooking food. 1.2 History of cooking. 1.3 History of Indian cooking. 1.4 Famous Chefs of India.
UNIT – II **Organization Structure of Food Production Department**	2.1 Introduction to organization of food production department in star category hotels. 2.2 Modern staffing in various category hotels. 2.3 Duties & Responsibilities of entire kitchen staff. 2.4 Co-ordination with other allied departments e.g., Stores, Purchases, Accounts, Service, Housekeeping, Front Office etc.

UNIT- III **Cooking Utensils and** **Equipment**	3.1 Classification - Knives, Kitchen tools, Electric Food Pre- Preparation equipment, Refrigeration equipment, Food Holding Equipment, Hot plates & Heated Cupboards. 3.2 Precautions and care in handling & maintenance of kitchen equipment. 3.3 Fuels used in the Kitchen
UNIT- IV **Professional Attributes**	5.1 Attitude towards your job. 5.2 Personal Hygiene. 5.3 Uniforms 5.4 Care for your own health & safety. 5.5 Safety practices & procedures: 5.5.1 Accidents, types, nature, classification 5.5.2 Preventive measures for each type of accident. 5.5.3 Reporting accidents. 5.5.4 First aid - meaning, importance and basic rules. 5.5.5 Fire Prevention. 5.6 HACCP
UNIT - V Introduction to **Food Pre-Preparation**	6.1 Preparation Methods -Washing, Peeling, Paring (fruits), Cutting (cuts of vegetables), Grating (Vegetables), Grinding, Mashing, (vegetables & pulses), Sieving (flours), Steeping (cereals, pulses, tamarind, lemon- rind), Evaporation (milk & gravies), Marination (meat, fish, chicken), Sprouting (pulses & legumes), Blanching, Filleting of fish, Deboning & jointing poultry. 6.2. Methods of Mixing –Beating, Blending, cutting in, rubbing in, Creaming, Folding, Kneading, rolling in, Pressing, Stirring.

Course Name: Basic Food Production-I (Practical)	
Practical No.	**Content**
1	Introduction to various tools
2	Equipment and their usage.
3	Introduction to various commodities. (Physical Characteristics, weight & volume conversion, yield testing, etc.)
4	Food pre-preparation methods.
5	Herbs, Spices & Masala's Used in Cooking
6	Introduction to various vegetable & Fruits used in hotel Kitchen.
7	Various vegetable cuts.

8	Simple preparation of Dals and Boiled Rice (Draining & Absorption).
9	Grooming standards.
10	Do and Don'ts
11	Hygiene Cleaning and Sanitization procedures
12	Soft Rolls/ Dinner Rolls
13	White bread/ Brown bread/ Multigrain bread
14	Burger Buns
15	Pizza Base
16	Garlic bread
17	Pita bread / Lavache / Bread stick
18	Muffins
19	Tea Cake (Vanilla /Chocolate/ Marble)
20	Churros acc. Chocolate Sauce
21	Mousse
22	Baked Souffle
23	Banana Cake

Suggestive Readings:
Text Books:

1. Practical Cookery- Kinton & Foskett

2. Professional Cooking - Wayne Gisslen

3. Theory of Cookery - Mr. K. Arora, Franck Brothers.

Reference Books:

1. Modern Cookery for Teaching & Trade Vol I- Ms. Thangam Philip, Orient Longman.

2. The Professional Chef (4th Edition)- Le Rol A. Polsom.

3. The book of Ingredients- Jane Grigson.

4. Food Commodities- Bernard Davis.

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2

End Term	☑	2hr	50	Levels 2 to 5
Practical End Term	☑	3 hr	50	Levels 4 to 6

Course Outcomes – Program Outcomes (CO – PO) Articulation Matrix

. **1 = Low**, **2 = Moderate**, **3 = High** contribution

PO → CO ↓	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
BHMMCC001-CO1	3	2		2	1	2	3		
BHMMCC001-CO2	3	2		2	2	2	2	2	
BHMMCC001-CO3	2	3	2		3			2	2
BHMMCC001-CO4	2	3		2	2	2	2	3	2
BHMMCC001-CO5	3	2	1	2	2	2		2	

Program	Bachelor of Hotel Management (BHM)					Semester		I	
Course Name	Basic Food & Beverage Service-I	L	T	P	C		Course Category		
Course Code	BHMMCC002	2	0	2	3		MCC		

Course Objectives:
This course ensures that the students understand how:

1	The hotel and catering industry functions and its importance in hospitality and tourism.	
2	To identify and perform the duties and responsibilities of various F&B service staff.	
3	To distinguish different types of restaurants and F&B outlets and their features.	

| 4 | To recognize and select appropriate F&B service equipment. | |
| 5 | To apply and evaluate various food and beverage service methods and professional etiquette. | |

Course Outcomes:

Towards the end of the course, the students will be able to:

CO	Outcome	BT Level
BHMMCC002-CO1	**Define** the concept, history, importance, and role of Food & Beverage Service and catering establishments in the hotel, travel, and tourism industry.	L1
BHMMCC002-CO2	**Demonstrate** understanding of organizational structure, staff duties, personal hygiene, grooming standards, etiquette, and inter-departmental cooperation in F&B operations.	L2
BHMMCC002-CO3	**Identify** and classify different types of restaurants, F&B outlets, and ancillary service areas, including their functions and relevance.	L3
BHMMCC002-CO4	**Apply** knowledge of F&B service equipment (cutlery, crockery, glassware, hollowware, and miscellaneous tools) and justify their selection for different service situations.	L4
BHMMCC002-CO5	**Evaluate and design** various food & beverage service methods, mise-en-place, mise-en-scène, specialized service techniques, and service sequences according to industry standards.	L5

Syllabus:

Unit No	Content
UNIT- I **Basics of** **Food & Beverage** **Service**	1.1 Introduction to Food & Beverage Service, its Importance and role in industry. 1.2 History & role of Catering establishment in the travel and tourism industry. 1.3 Types of catering establishments (Commercial & Non-Commercial).
UNIT- II **Organizational** **Structure of Food** **& Beverage Service** **Department**	2.1 Staff Organization. 2.2 Personal Hygiene, Uniform & Grooming Standards. 2.3 Etiquettes and attributes of a waiter. 2.4 Inter & Intra departmental cooperation. 2.5 Duties & responsibilities of F&B staff. 2.6 French terms related to F&B staff.

UNIT- III **Food Service Areas** **(F & B outlets)**	3.1 Restaurant and Types of Restaurant
	 3.2 F&B Service Area
	     a. Specialty Restaurants
	     b. Coffee Shop
	     c. Cafeteria
	     d. Fast Food (Quick Service Restaurants)
	     e. Grill Room F. Banquets
	     f. Bar
	     g. Vending Machines
	     h. Discotheque
	 3.3 ANCILLIARY AREAS
	     a. Pantry

	b. Food pick-up area	
	c. Store	
	d. Linen room	
	e. Kitchen stewarding	

UNIT- IV
 	
FOOD
 	
& BEVERAGE
 	
SERVICE
 	
EQUIPMENTS
	4.1 Equipment and it's types
	4.2 Familiarization & Selection factors of:
	  a. Cutlery
	  b. Crockery
	  c. Glassware
	  d. Flatware
	  e. Hollowware
	4.3 Miscellaneous equipment's used in F&B Service
	4.4 French terms related to the above.	

Unit V **FOOD &** **BEVERAGE** **SERVICE** **METHODS**	5.1 Mise-en-place & Mise-en-scene. 5.2 Types of Service. 5.3 Specialized Service. 5.4 Service Etiquette.	

Bachelor of Hotel Management (BHM) Basic Food & Beverage Service-I **(Practical)**

Practical No.	Content
1.	Introductory part of Food & Beverage Service Department.
2.	Do's and Don'ts in restaurant.
3	Identification of equipments
4	Mise-en-scene activity in F&B Service
5.	Mise-en-place activity in F&B Service
6.	Technical skills: Holding and using service gears, Carrying plates, Serving of water.
7.	Using salver & tray, Carrying glasses etc.
8.	Laying and relaying of table cloth.
9.	Different types of Cover setup.
10.	Taking restaurant reservation/ booking.
11.	Taking the guest order: In-person, telephone and door hangers/ knob cards.
12.	Napkin folding (At least 10 folds).

Suggestive Readings:
    Text Books:

1. Food & Beverage Service: Dennis Lillicrap and John Cousins (7th edition or latest).

2. Food & Beverage Service: Sudhir Andrew (Tata Mc graw Hill).

3. Modern Restaurant Service – John Fuller, Hutchinson.

Reference Books:

1. The Waiter Handbook- Grahm Brown, Publisher: Global Books & Subscription.

2. Food and Beverage Services R. Singaravelavan, Oxford publications.

3. Introduction F & B Service- Brown, Heppner & Deegan.

Assessment Scheme:

Component	Adopted for this Course		Duration		Weightage		Levels		
PO ® **CO ⁻**	**PO1**	**PO2** ☑	**PO3**	**PO4** 1hr	**PO5**	30 **PO6**	**PO7** Levels 2 to 5	**PO8**	**PO9**
		☑		1hr		10		Levels 3 to 5	
BHMMCC002 -CO1	3	3	1	1		10		Levels 1 to 2	2
BHMMCC002 -CO2	2	3	2	1	1	50	2	2	2
BHMMCC002 -CO3	2	2	2	1	1	1		Levels 4 to 5	2
BHMMCC002 -CO4	1	2	3	2	2	1	1	1	1
BHMMCC002 -CO5	1	2	3	3	3	3	2	2	2

Course Outcomes – Program Outcomes (CO – PO) Articulation Matrix

1 = Low, **2 = Moderate**, **3 = High** contribution

Program	Bachelor of Hotel Management (BHM)	Semester				I
Course Name	**Basic Front Office-I**	**L**	**T**	**P**	**C**	**Course Category**
Course Code	**BHMMCC003**	**2**	**0**	**2**	**3**	**MCC**

Course Objectives:

This course ensures that the students understand how:

1	Understand the importance of the Front Office department in the hotel industry, including its role in guest services, revenue generation, and overall hotel operations.
2	Analyze the layout of the Front Office department in star category hotels, considering factors such as space utilization, flow of guests, and accessibility.
3	Identify and evaluate the different sections of the Front Office department, including Reservation, Reception, Information, Bell-Desk, Cashier, Lobby, and Telephone, and recognize their individual importance in guest service and satisfaction.
4	Describe the basic attributes of Front Office staff and assess their role in delivering high-quality customer service, including communication skills, professionalism, and problem-solving abilities.
5	Examine the job descriptions of various Front Office staff members, such as Front Desk Agents, Concierge, and Reservation Agents, to understand their responsibilities and how they contribute to the smooth operation of the department.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO	Outcome	BT Level
BHMMCC003-CO1	**Understand** the significance of the Front Office department in the hotel industry, demonstrating comprehension knowledge**.**	L1, L2
BHMMCC003-CO2	**Analyze** and evaluate the layout and organization of the Front Office in star hotels.	L2
BHMMCC003-CO3	**Identify** and describe the functions of Front Office sections, showcasing comprehension knowledge.	L3
BHMMCC003-CO4	**Apply** problem-solving skills to address guest inquiries and issues effectively, demonstrating application.	L3
BHMMCC003-CO5	**Demonstrate** effective communication and professionalism in Front Office duties, showing mastery.	L4

Syllabus:

Unit No	Content	
UNIT- I **Introduction to Front Office**	1.1	Brief overview of hotel industry
	1.2	Definition and introduction of Front office in hotel.
	1.3	Importance and functions of front office.
	1.4	Different sections of the Front Office and their importance
	1.5	Coordination of front office with other departments.

UNIT- II **Classification of Hotels**	2.1 Classification based on various categories -Size, Clientele, Location, Ownership, Length of stay, Affiliation, Time Share & condominiums, Meal plans 2.2 Star classification & Hotel chain. 2.3 Supplementary accommodation etc. 2.4 Different types of rooms. 2.5 Front Office information
UNIT- III **Organizational Set Up Of** **Front Office Department:**	3.1 Front Office Hierarchy chart: Small, Medium and Large Hotels 3.2. Layout of the front office 3.3 Job Description & Job Specification of front office personnel and their layout and importance 3.4 Duties and Responsibilities of different front office personnel 3.5 Attributes of front office personnel.
UNIT - IV **Types of Guests:**	4.1 Defining guests 4.2 Types of hotel guests - passport and visa requirements 4.3 Other classes of guests (VIP, VVIP, SPATT etc.) 4.4 Basic requirements of a guest 4.5 Brief description of guest cycle
UNIT- V **Front Office Operation and** **Equipments:**	5.1 Functional planning of front office. 5.2 Types of keys and key rack. 5.3 Front office forms and formats 5.4 Front office equipments 5.5 Telephone exchange.

Course Name: Basic Front Office- I (Practical)	
Practical No.	**Content**
1	Introduction of hotels front office property.
2	Telephone etiquettes and telephone handling.
3	Handling room keys ((issuing Computerized key cards).
4	Handling guest mails & packets (of guests who have checked out, In-house and expected).
5.	Handling messages and paging for guests.
6.	Luggage handling. (Along with left luggage procedure).

7.	Handling guest enquiries.
8.	Telephone etiquettes and telephone handling.
9.	Handling room keys Computerized key cards).
10.	Handling guest mails & packets (of guests who have checked out, In-house and expected).
11.	Telephone etiquettes and telephone handling.
12.	Situation Handling PMS
13.	Situation Handling PMS

Suggestive Readings:

Text Books:

1. Front Office Training Manual - Sudhir Andrews
2. Managing Front Office Operations - Kasavana & Brooks
3. Front Office Operations - Colin Dix & Chris Baird
4. Front Office Operation Management - S K Bhatnagar

Reference Books:

1. Managing Front Office Operations– Kasavana & Brooks Educational Institution AHMA.
2. Front Office – Operations and Management – Ahmed Ismail (Thomson Delmar).

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5
Practical End Term	☑	3hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Articulation Matrix

PO ® / CO ⁻	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
BHMMCC003 -CO1	3	2							
BHMMCC003 -CO2	2	3	2	3					
BHMMCC003 -CO3	3	2		2					
BHMMCC003 -CO4	2		3	3	2		2		
BHMMCC003 -CO5	3	2	2	2	2		3		

1 = Low, **2 = Moderate**, **3 = High** contribution

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Program	Bachelor of Hotel Management (BHM)	Semester				I
Course Name	Basic Housekeeping-I (Theory)	L	T	P	C	Course Category
Course Code	BHMMCC004	2	0	2	3	MCC

Course Objectives:

This course ensures that the students understand how:

1	Understand the importance, layout, and responsibilities of the housekeeping department, including career opportunities within the field.
2	Learn how the housekeeping department coordinates with other key hotel departments, including Front Office, Food & Beverage Service, Maintenance, Sales & Marketing, Human Resources, Store, and Kitchen.
3	Identify the types of cleaning agents used in housekeeping, along with their selection and storage requirements.
4	Understand the criteria for selecting housekeeping equipment, their classification, maintenance, and

	the processes for their storage, distribution, and control.	
5	Examine the organizational structure, roles, job descriptions, and essential qualities and skills of housekeeping staff in hotels of various sizes.	

Unit No	Content	Lecture Hrs/contact Hrs

Course Outcomes:

Towards the end of the course, the students will be able to:

CO	Outcome	BT Level
BHMMCC004-CO1	**Define** the meaning, importance, and sections of housekeeping; explain the organizational frameworks for different hotel sizes and the selection criteria for housekeeping equipment.	L1
BHMMCC004-CO2	**Explain** the roles, job specifications, responsibilities, and attributes of housekeeping personnel; describe housekeeping layouts and the care, classification, and maintenance of equipment.	L2
BHMMCC004-CO3	**Implement** proper storage, distribution, and control of cleaning equipment; choose appropriate cleaning agents for different tasks and develop protocols for their selection and storage.	L3
BHMMCC004-CO4	**Compare** different housekeeping layouts and career opportunities; evaluate the skills required for an effective housekeeper and analyze the impact of inter-departmental coordination on hotel operations.	L4
BHMMCC004-CO5	**Design** a storage and distribution plan for housekeeping equipment while integrating best practices for efficiency and sustainability in hotel operations.	L5, L6

Syllabus:

UNIT- I Housekeeping Department:	1.1	Introduction, Meaning and definition Importance of Housekeeping.	5
	1.2	Sections of Housekeeping.	
	1.3	Responsibilities of the Housekeeping department.	
	1.4	A career in the housekeeping department Housekeeping Layout.	
UNIT- II Housekeeping Personnel:	2.1	Organizational framework of the department (Large/Medium/Small Hotel).	8
	2.2	Role' of Key Personnel in Housekeeping.	
	2.3	Job Description and Job Specification of staff in the department.	
	2.4	Attributes and Qualities of the Housekeeping staff skills of a good Housekeeper.	
UNIT- III Coordination with Other Departments	3.1	Front Office, Food & Beverage Service.	6
	3.2	Maintenance, Sales & Marketing. Human Resource, Store, Kitchen.	
UNIT- IV Housekeeping Tools & Equipment's	4.1	Selection criteria of equipment.	6
	4.2	Classification of equipment's with their care and cleaning.	
	4.3	Storage Distribution and Control of Cleaning Equipment.	
UNIT- V Cleaning Agents	5.1	Types of cleaning agents. Selection, Storage.	5

Suggestive Readings:

Semester – I		
Course Name: Basic Housekeeping-I (Practical)		
Practical No.	**Content**	**Lecture Hrs./ Contact Hrs.**
1	Guest Room Layout and Guest Supplies (Amenities)	2
2	Familiarization with Manual & Mechanical Equipment	4
3	Bed Making Procedure	4
4	Familiarization with Cleaning agents R1- R9	2
5	Chambermaid's Trolley Set-up	2
6	Understanding Personal Hygiene Grooming Standards	2
7	Understanding Layouts of Housekeeping.	2
8	Hotel terminology	4

Text Books:

1. Hotel Housekeeping Operations & Management –G. Raghubalan   Oxford University Press.
2. Housekeeping Training Manual – Sudhir Andrews.
3. Housekeeping Operation & Management – Malini Singh.Hotel

Reference Books:

5. Hotel, Hostel & Hospital Housekeeping – Brenscon & Lanex.
6. Commercial Housekeeping & Maintenance – Stanley Thornes.

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5
Practical End Term	☑	3hr	50	Levels 3 to 5

Course Outcomes – Program Outcomes (CO – PO) Articulation Matrix

PO → CO ↓	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
BHMMCC004 -CO1	3	2		2	1	2	3		
BHMMCC004 -CO2	3	2		2	2	2	2	2	
BHMMCC004 -CO3	2	3	2		3			2	2
BHMMCC004 -CO4	2	3		2	2	2	2	3	2
BHMMCC004 -CO5	3	2	1	2	2	2		2	3

1 = Low, **2 = Moderate**, **3 = High** contribution

Program	Bachelor of Hotel Management (BHM)	Semester				I
Course Name	Fundamentals of Management	L	T	P	C	Course Category
Course Code	BHMMCC005	2	0	0	2	MCC

Course Objectives:

This course ensures that the students understand how:

1	Understand the basic concepts, importance, and functions of management in hospitality.
2	Identify and describe different levels of management and essential managerial skills.
3	Apply planning processes and develop various plans for hotel operations.
4	Recognize organizational structures and the principles of delegation in hotels.
5	Analyze leadership styles, motivational theories, and control processes for effective hospitality management.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO	Outcome	BT Level
BHMMCC005-CO1	**Identify** the fundamental concepts, functions, and significance of management in hospitality operations.	L1
BHMMCC005-CO2	**Demonstrate** understanding of planning and organizing processes relevant to hotel management.	L2
BHMMCC005-CO3	**Apply** appropriate organizational structures, delegation, and planning strategies in hospitality scenarios.	L3
BHMMCC005-CO4	**Analyze** leadership styles and motivational theories for enhancing staff performance in hotels.	L4
BHMMCC005-CO5	**Evaluate** control mechanisms and coordination practices to ensure efficiency and operational excellence in hospitality establishments.	L5

Syllabus:

Unit No	Content
UNIT I **Introduction to Management**	•Definition and Importance of Management. • Functions of Management: Planning, Organizing, Staffing, Directing,Controlling. • Levels of Management: Top, Middle, and Lower Levels. • Skills of a Manager: Technical, Human, and Conceptual Skills.
UNIT- II **Planning in Management**	• Meaning and Purpose of Planning. • Types of Plans: Short-term, Long-term, Strategic, Operational. • Steps in the Planning Process. • Importance of Planning in Hotel Operations.
UNIT- III **Organizing in Management**	• Concept of Organizing. • Importance of Organizing in Hotels. • Organizational Structure: Line, Functional, and Matrix Structures. • Delegation of Authority and Responsibility.

UNIT- IV **Leadership and** **Motivation**	• Definition and Role of Leadership. • Styles of Leadership: Autocratic, Democratic. • Motivation in Management: Importance of Motivating Hotel Staff. • Theories of Motivation: Maslow's Hierarchy of Needs (Basic Overview).
UNIT- V **Controlling and** **Coordination**	• Definition and Need for Controlling. • Steps in the Control Process. • Types of Control in Hotel Management: Pre-Control, Concurrent Control, Post-Control. • Importance of Coordination in Hospitality Operations.

Suggestive Readings:
Text Books:
1. Principles of Management by P.C. Tripathi and P.N. Reddy
2. Essentials of Management by Harold Koontz and Heinz Weihrich

Reference Books:
1. Management Principles for Hospitality and Tourism by Lynn Van Der Wagen
2. Principles of Management by P.C. Tripathi and P.N. Reddy

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Articulation Matri

1 = Low, **2 = Moderate**, **3 = High** contribution

PO → CO ↓	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
BHMMCC002-CO1	3	2	1					1	
BHMMCC002-CO2	2	3	2	1			1	2	1
BHMMCC002-CO3	1	2	3	2	1		2	2	1
BHMMCC002-CO4	1	2	2	3	2	1	3	2	2
BHMMCC002-CO5	1	2	3	2	3	2	3	3	2

Program	Bachelor of Hotel Management (BHM)		Semester				I	
Unit No Course Name	Application of Computers	Content	L	T	P	C	Course Category	
Course Code	BHMMCC006		2	0	0	2	MCC	

Course Objectives:
This course ensures that the students understand how:

1	Identify and describe the various components of computer hardware, including input, storage, processing, and output devices, and understand their roles within the block diagram of a computer.
2	Explain the classification, generations, organization, and capabilities of computers, including their characteristics and limitations, and their application in the hotel industry.
3	Demonstrate proficiency in different types of software, application software, and utility software, with practical skills in using MS Office applications such as MS Word, MS Excel, and MS PowerPoint.
4	Utilize web browsers and search engines to navigate and retrieve information from the World Wide Web, enhancing operational efficiency in the hotel industry.
5	Discuss and define the fundamental concepts of the Internet, including networks, webpages, websites, web browsing, and the World Wide Web, as well as the hardware and software requirements necessary for Internet use.

Course Outcomes:
Towards the end of the course, the students will be able to:

CO	Outcome	BT Level
BHMVAC006 -CO1	**List and describe** the various classifications and generations of computers, detailing their organizational structure, capabilities, key characteristics, and limitations.	L1
BHMVAC006 -CO2	**Explain** how computers are utilized within the hotel industry, including specific applications and examples of their practical use in daily operations.	L2
BHMVAC006 -CO3	**Use** the MS Office tools by creating documents, spreadsheets, and presentations that are relevant to the hotel management context.	L3
BHMVAC006 -CO4	**Examine** various case studies of GDS platforms, understanding their influence on hotel distribution systems and how they have shaped modern business models within the industry.	L4
BHMVAC006 -CO5	**Evaluate** the performance and suitability of various GDS platforms in handling hotel reservations and distribution, considering factors like efficiency, cost, and user-friendliness.	L5

Syllabus:

UNIT- I Introduction to Computers	1.1 Computer: Classification, Generations, Organization, Capabilities 1.2 Characteristics & Limitations 1.3 Application of Computer in Hotel.
UNIT- II Introduction to Computer Hardware	2.1 Components of Computers – Hardware: Hardware elements 2.2 Input, storage, processing & output devices
UNIT- III Introduction to Computers Software	Software, Application, Hardware,
UNIT- IV Introduction to Internet	

CO ↓ PO →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
BHMMCC006-CO1	3	3	1	2	1			2	
BHMMCC006-CO2	3	3	3	2	2	1	1	2	2
BHMMCC006-CO3	2	2	3	2	2	1	2	2	2
BHMMCC006-CO4	2	3	2	3	3	2	1	3	2
BHMMCC006-CO5	2	3	2	3	3	2	1	3	2

UNIT- V Global Distribution System	5.1 History & Evolution - GDS & CRS - Levels of CRS 5.2 Participation - Hotel Distribution System 5.3 Cases of Amadeus - Galileo, World Span, SABRE, Abacus 5.4 Changing Business models of GDS.

Suggestive Readings:

Text Books:
1. Computer Fundamentals – P.K. Sinha, or Rajaraman.
2. A First Course in Computers – Sanjay Saxena.

Reference Books:
1. Mastering MS-OFFICE – Lonnie E. Moseley & David M. Boodey (BPB Publication).

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Articulation Matrix

1 = **Low**, 2 = **Moderate**, 3 = **High** contribution

Unit No	Program	Bachelor of Hotel Management (BHM) Content	Semester		I	

Course Name	Environmental Science (Theory)	L	T	P	C	Course Category
Course Code	BHMVAC001	2	0	0	2	VAC

Course Objectives:

This course ensures that the students understand how:

1	Define and explain concepts of environmental science, natural resources, ecosystems, environmental pollution, and social issues related to the environment.
2	Utilize alternate energy sources, apply knowledge of solid waste management and disaster management, and implement water conservation and watershed management techniques.
3	Learn to implement strategies for the use of alternate energy sources, apply knowledge of solid waste management and utilize techniques for water conservation and watershed management.
4	Acquire knowledge the importance of Environmental Education and Awareness in fostering sustainable development and environmental stewardship.
5	Discuss the need for environmental movements and related Issues in India, considering social, economic, and political contexts.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO	Outcome	BT Level
BHMVAC001-CO1	**Recall and define** the concepts of environmental science, environmental education, and awareness; identify the components of the environment, environmental issues in India, and causes of pollution.	L1
BHMVAC001-CO2	**Compare** the impact of human activities on renewable and non-renewable resources, and explain the structure and functioning of ecosystems.	L2
BHMVAC001-CO3	**Utilize** critical thinking to evaluate the uses and misuses of natural resources, effectiveness of conservation measures, and analyze urban environmental challenges related to energy consumption and resource management.	L3
BHMVAC001-CO4	**Analyze** the causes, sources, and effects of environmental pollution, climate change, and global warming, along with their implications on human health, ecosystems, and society.	L4
BHMVAC001-CO5	**Evaluate** ecosystem dynamics (energy flow, nutrient cycling, roles of producers, consumers, and decomposers) and generate innovative, sustainable solutions for addressing environmental challenges like pollution, resource depletion, and climate change adaptation.	L5–L6

Syllabus:

UNIT- I Fundamentals of Environment Science	1.1 Definition and concept of Environment Science. 1.2 Environmental Education and Awareness. 1.3 Need of Environmental movements and related issues in India. 1.4 Component: atmosphere, hydrosphere, lithosphere and their interactions. 1.5 Causes of environmental pollution.
UNIT- II Natural Resources	2.1 Uses & Misuses of Natural Resources. 2.2 Renewable and Non- renewable resources. 2.3 Use of alternate energy sources. 2.4 Impact of Human being on Resources. 2.5White, Blue and Green Revolutions.
UNIT- III Ecosystems	3.1 Concept of an ecosystem. 3.2 Structure and function of an ecosystem. 3.3 Producer, consumer and decomposers. 3.4 Energy flow in the ecosystem. 3.5 Food chain, food webs and ecological pyramids.
UNIT- IV Environmental Pollution	4.1 Definition of Pollution. 4.2 Causes, effects and control measures of: (a) Air pollution (b) Water pollution (c) Soil pollution (d) Marine pollution (e) Noise pollution (f) Thermal pollution (g) Nuclear hazards. 4.3 Solid waste management; Causes, effects and control measures of urban and industrial wastes. 4.4Disaster management: Floods, earthquake, cyclone and land- slides.
UNIT- V Social Issues and the Environment	5.1 From unsustainable to sustainable development 5.2 Urban problem related to energy. 5.3 Water conservation, rain water harvesting, watershed management. 5.4 Environmental ethic: Issues and possible . 5.5 Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust. 5.6 Environmental protection act. 5.7 Public awareness.

Suggestive Readings:
Text Books:
1. Dr. Y. K. Singh, Environmental Science, New Age International Publishers.
2. Mahua Basu, S. Xavier, Fundamentals of Environmental Studies, Cambridge University Press.

Reference Books:
7. Kaushik Anubha, C.P. Kaushik, Perspective in Environmental Studies, New Age International (P) Ltd. Publishers.
8. Rajagopalan R, Environmental Studies, Oxford University Press, New Delhi.

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2

End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Articulation Matrix
1 = Low, **2 = Moderate**, **3 = High** contribution

PO → CO ↓	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10
BHMVAC001 -CO1	3	2		2						
BHMVAC001 -CO2	2	3	2		2				2	
BHMVAC001 -CO3	2	3	2	2	2		2	2	2	
BHMVAC001 -CO4	2	2		3	2	2		2	3	
BHMVAC001 -CO5	2	3	2	2	3	3	2	2	3	

S. No.	Course Code	Course Name	Course Category Code	Number of Hours/Week	C

				L	T	P	
		SEMESTER II					
1	BHMMCC007	Basic Food Production-II	MCC	2	0	4	4
2	BHMMCC008	Basic Food & Beverage Service-II	MCC	2	0	2	3
3	BHMMCC009	Basic Front Office-II	MCC	2	0	2	3
4	BHMMCC010	Basic House Keeping-II	MCC	2	0	2	3
5	BHMMCC011	Hospitality Laws	MCC	2	0	0	2
6	BHMMCC012	Food Science & Nutrition	MCC	2	0	0	2
7		Choice-based course from the VAC pool	VAC	2	0	0	2
8		Choice-based course from the SEC pool	SEC	3	0	0	3
9							
Total				17	0	10	22
Cumulative Total				34	0	20	44

Program	Bachelor of Hotel Management (BHM)	Semester				II	
Course Name	Basic Food Production-II	L	T	P	C	Course Category	
Course Code	BHMMCC007	2	0	4	4	MCC	

Course Objectives:

This course ensures that the students understand how:

1	Be able to define and describe various cooking methods, including boiling, poaching, steaming, stewing, baking, frying, roasting, grilling, braising, broiling, poeling, sautéing, and microwave cooking.
2	Understand the classification, rules, and recipes for different types of stocks and be able to explain their uses in cooking.
3	Apply their knowledge of sauces and soups by preparing recipes of mother sauces and classifying various types of soups, including their garnishes and serving guidelines.
4	Analyze the methods of egg cookery, including selection, uses, and storage, and evaluate the methods for cooking eggs to produce popular egg dishes.
5	Students will evaluate the characteristics of food, including seasoning, flavoring, doneness, texture, and consistency, and assess the impact of heat transfer on these characteristics.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO	Outcome	BT Level
BHMMCC007-CO1	**Recall** and **list** various cooking methods, including boiling, poaching, steaming, stewing, baking, frying, roasting, grilling, braising, broiling, poeling, sautéing, and microwave cooking.	L2
BHMMCC007-CO2	**Demonstrate** the ability to prepare 1 liter of various stocks (white, brown, fish, and vegetable) by following given recipes.	L3
BHMMCC007-CO3	**Assess** the impact of heat transfer on the doneness, texture, and consistency of food and explain the constituents of food.	L4
BHMMCC007-CO4	**Evaluate** and compare different methods of cooking eggs, including selection, storage, handling, and the preparation of popular egg dishes.	L5
BHMMCC007-CO5	**Design** and prepare a variety of dishes using different cooking methods, incorporating suitable accompaniments and garnishes to enhance their presentation and taste.	L6

Syllabus:

Unit No	Content
UNIT – I **Introduction to cooking methods**	1.1 Boiling (Simmering, Blanching), 1.2 Poaching, Steaming (Direct & Indirect), 1.3 Stewing, Baking, Frying (Shallow & Deep), 1.4 Roasting, Grilling, Braising, Broiling, Poeling, Sautéing, 1.5 Microwave cooking (Advantages & Disadvantages
UNIT – II **Stocks**	2.1 Definition & uses of stocks 2.2 Classification of stocks 2.3 Rules of stock making 2.4 Recipes of 1 liter of various stocks (White, brown, fish and vegetable), Glazes.

UNIT- III **Sauces and Soups**	3.1 Definition & uses of sauces 3.2 Classification of sauces 3.3 Thickening agents for sauces 3.4 Recipes of mother sauces 3.5 Definition of soups 3.6 Commonly used garnishes for soups 3.7 Guidelines for preparation & serving of Soups 3.8 Classification of soups with examples.
UNIT- IV **Egg Cookery**	4.1 Introduction of egg cookery 4.2 Selection & uses of eggs 4.3 Methods of cooking eggs 4.4 Storage & handling of eggs, Popular Egg dishes
UNIT - V **Characteristics of Food**	5.1 Introduction 5.2 Seasoning & Flavoring 5.3 Tasting Food 5.4 Heat and its transfer 5.5 Doneness of food 5.6 Texture 5.7 Consistency, Constituents of food 5.8 Accompaniments & Garnishes.

Course Name: Basic Food Production-II (Practical)	
Practical No.	**Content**
1	Demonstration & preparation of different types of stocks.
2	Demonstration & preparation of Mother sauces along with dishes prepared with them.
3	Preparation of soups: Cream of Tomato Soup. Lentil Soup, Minestrone Soup, Consommé.
4	Egg Cookery: Boiled eggs, Poached eggs, Fried eggs, Scrambled eggs, Different types of Omelets.
5	Preparation of Indian Snacks for high tea.
6	Preparation of Indian Breakfasts: Puri Bhaji, Assorted Parathas, Idli Sambhar.
7	Preparation of basic Indian gravies: Brown Onion Gravy, Makhni Gravy, White Gravy, Green Gravy
8	Various vegetable cuts.
9	Simple preparation of Dals and Boiled Rice (Draining & Absorption).
10	Grooming standards.
11	Do and Don'ts
12	Hygiene Cleaning and Sanitization procedures.
13	Masala Kulcha

14	Pan cake
15	Fruit Custard
16	Baked Yogurt
17	Crème brulee
18	Focaccia
19	Crème caramel
20	Lemon Meringue Tart
21	Apple Pie
22	Linzer Torte
23	Peanut Fruit Cake
24	Panacotta

Suggestive Readings:
Text Books:
4. Practical Cookery- Kinton & Foskett
5. Professional Cooking - Wayne Gisslen
6. Theory of Cookery - Mr. K. Arora, Franck Brothers.
7. Food Production Operations – P.S. Bali , Oxford

Reference Books:
9. Modern Cookery for Teaching & Trade Vol I- Ms. Thangam Philip, Orient Longman.
10. The Professional Chef (4th Edition)- Le Rol A. Polsom.
11. The book of Ingredients- Jane Grigson.
12. Food Commodities- Bernard Davis.

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5
Practical End Term	☑	3 hr	50	Levels 4 to 6

Course Outcomes – Program Outcomes (CO – PO) Articulation Matrix

CO ↓ / PO →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
BHMMCC007-CO1	3	2	1	2	1	1			2

BHMMCC007-CO2	3	2	3	2	2	2	1		2
BHMMCC007-CO3	2	3	2	3	3			2	2
BHMMCC007-CO4	2	3	2	2	3	2	1	2	2
BHMMCC007-CO5	3	2	3	2	2	3	1	2	3

. **1 = Low**, **2 = Moderate**, **3 = High** contribution

Program	Bachelor of Hotel Management (BHM)	Semester				II
Course Name	Basic Food & Beverage Service-II	L	T	P	C	Course Category
Course Code	BHMMCC008	2	0	2	3	MCC

Course Objectives:

This course ensures that the students understand how:

1	**Define** types of meals and breakfast services with their concepts, classifications, and functions.
2	**Outline** the origin, structure, and sequences of menus with French classical terms and accompaniments.
3	**Develop** skills in room service operations, including equipment use, tray/trolley setup, order-taking, and technology.
4	**Analyze** non-alcoholic beverages and tobacco in terms of classification, origin, service, brands, and storage.
5	**Compare** manual and computerized checking, control, and billing systems for efficient F&B operations.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO	Outcome	BT Level
BHMMCC008-	**Define** the types of meals and breakfast services along with their	L1

CO1	concepts, classifications, and functions.	
BHMMCC008-CO2	**Outline** and explain the structure of different menus, including French classical menu sequences, accompaniments, and terminology.	L2
BHMMCC008-CO3	**Demonstrate and Develop** practical skills in room service operations such as tray/trolley setup, order-taking, suggestive selling, and use of technology.	L3
BHMMCC008-CO4	**Analyze** the classification, production, and service of non-alcoholic beverages and tobacco, comparing types, brands, and storage practices.	L4
BHMMCC008-CO5	**Compare and Evaluate** various checking, control, and billing systems to ensure accuracy and efficiency in F&B operations.	L5

Syllabus:

Unit No	Content

Unit I:
 	
Types of Meal & Breakfast Service
	1. Types of Meal
	    a. Breakfast,
	    b. Brunch
	    c. Lunch
	    d. Afternoon tea
	    e. Hi-Tea
	    f. Dinner
	    g. Supper
	    h. Aliveness and other meal.
	
	2. Introduction to Breakfast
	    a. Concept of Breakfast
	    b. Types & classification of Breakfast
	    c. Breakfast services in Hotels
	    d. Preparation for Breakfast Services
	    e. Mise-en-place and Mise-en-scene,
	    f. arrangement and setting up of tables/ trays,
	
	3. Functions performed while on Breakfast service.

Unit II:
 	
Menu Knowledge
	1. Origin and Introduction to Menu
	2. Types of Menu
	3. Planning Of Menu
	4. French Classical Menu
	    a. Old and New French classical menu in Sequence
	    b. Examples from each course
	    c. Accompaniments

	5. French terms and terminology of fruits, spices, vegetables etc.
Unit III: **Room Service/ In-Room-Dining**	1. Concept of Room Service/ In Room Dinning. 2. Understanding Guest expectations in Room Service. 3. Room Service Equipments. 4. Set up of Trays & Trolleys. 5. Room service menu planning. 6. Use of technology for better room service. 7. Process of Order Taking, Service and Clearance of guest order. 8. Suggestive Selling in room service.

Unit IV:
 	
Non-Alcoholic Beverages & Tobacco
	A. NON-ALCOHOLIC BEVERAGES
	
	Classification (Nourishing, Stimulating
	
	And Refreshing beverages).
	  a. Tea - Origin & Manufacture - Types & Brands.
	  b. Coffee - Origin & Manufacture - Types & Brands.
	  c. Juices and Soft Drinks.
	  d. Cocoa & Malted Beverages - Origin & Manufacture.
	B. TOBACCO
	  a. History
	  b. Processing for cigarettes, pipe tobacco & cigars.
	  c. Cigarettes – Types and Brand names.
	  d. Pipe Tobacco – Types and Brand names.
	  e. Cigars – shapes, sizes, colours and Brand names.
	  f. Care and Storage of cigarettes & cigars.

Unit V
 	
Checking, Control & Billing Methods
	1. KOT/Bill Control System (Manual)
	  a. Triplicate Checking System
	  b. Duplicate Checking System
	  c. Single Order Sheet
	2. KOTs & BOTs, Computerized KOTs (Kitchen Order Ticket, Beverage Order Ticket)
	3. Cash handling equipment.
	4. Record keeping (Restaurant Cashier)
	    The Bill - method of making a bill & settlement of accounts.

Bachelor of Hotel Management (BHM) Basic Food & Beverage Service-II (Practical)

Practical No.	Content
1.	Review of semester -1

2.	Table lay-up & service:
	Task-01: A La Carte Cover.
	Task-02: Table d' Hote Cover.
	Task-03: English Breakfast Cover.
	Task-04: American Breakfast Cover.
	Task-05: Continental Breakfast Cover.
	Task-06: Indian Breakfast Cover.
	Task-07: Afternoon Tea Cover.
	Task-08: High Tea Cover.
3.	Side board Description.
4.	Set up & Service- Water, Juices, Soft, Drinks, Squashes, Syrups.
5.	Services of Food:-Soup, Meat, Fish, Potatoes, Vegetables, Sweets.
6.	Regional cuisines practical:
	Menu writing of Regional dishes.
	Table Laying Services for regional dishes.
7.	Telephone manners.
8.	Dining & Service etiquettes.
9.	Changing of dirty Ash tray.
10.	Room Service:
	Tray and trolley layup.
	Breakfast Knob-card/hanger & service procedure.
11.	Mini Bar format and its operational procedures.
12.	Service of Tobacco.
	Cigarettes & Cigars.

Suggestive Readings:
Text Books:
1. Food & Beverage Service: Dennis Lillicrap and John Cousins (7th edition or latest).
2. Food & Beverage Service: Sudhir Andrew (Tata Mc graw Hill).
3. Modern Restaurant Service – John Fuller, Hutchinson.

Reference Books:
4. The Waiter Handbook- Grahm Brown, Publisher: Global Books & Subscription.
5. Food and Beverage Services R. Singaravelavan, Oxford publications.

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5
Practical End Term	☑	3 hr	50	Levels 4 to 6

Course Outcomes – Program Outcomes (CO – PO) Articulation Matrix

PO CO⁻	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
BHMMCC008 -CO1	3	2	1						
BHMMCC008 -CO2	3	3	1		2				
BHMMCC008 -CO3	2	2	3	2		2	2	1	
BHMMCC008 -CO4	2	3	2	2	2				1
BHMMCC008 -CO5	1	2	3	3	3	2		2	2

1 = Low, **2 = Moderate**, **3 = High** contribution

Program	Bachelor of Hotel Management (BHM)		Semester				II
Course Name	**Basic Front Office-II**	L	T	P	C		Course Category
Course Code	**BHMMCC009**	**2**	**0**	**4**	**3**		MCC

Course Objectives:

This course ensures that the students understand how:

1	Understand the importance of the Front Office department in the hotel industry, including its role in guest services, revenue generation, and overall hotel operations.
2	Analyze the layout of the Front Office department in star category hotels, considering factors such as space utilization, flow of guests, and accessibility.
3	Identify and evaluate the different sections of the Front Office department, including Reservation, Reception, Information, Bell-Desk, Cashier, Lobby, and Telephone, and recognize their individual importance in guest service and satisfaction.
4	Describe the basic attributes of Front Office staff and assess their role in delivering high-quality customer service, including communication skills, professionalism, and problem-solving abilities.
5	Examine the job descriptions of various Front Office staff members, such as Front Desk Agents, Concierge, and Reservation Agents, to understand their responsibilities and how they contribute to the smooth operation of the department.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO	Outcome	BT Level
BHMMCC009-CO1	Understand the **significance** of the Front Office department and **analyze its layout and organization** in star hotels.	L1, L 2
BHMMCC009-CO2	Identify and **describe the functions and roles** of various Front Office sections and staff, including their **job descriptions** and responsibilities.	L2, L3
BHMMCC009-CO3	Apply **problem-solving skills** to effectively handle guest inquiries, issues, and situations while ensuring smooth operations.	L3
BHMMCC009-CO4	Demonstrate **effective communication, professionalism, and coordination** with other hotel departments to ensure **exceptional guest experiences**.	L3, L4
BHMMCC009-CO5	Critically **assess the effectiveness** of Front Office staff attributes and **evaluate their contribution** to high-quality customer service.	L4, L5

Syllabus:

Unit No	Content

UNIT-I Reservation	Importance and Types of reservation,: Channels and sources of reservation. Group reservation, Reservation reports, Fully automatic. Cancellation, Amendments and overbooking, room retention charges Systems & Tools used
UNIT-II **Pre-Arrival and** **Registration**	Records and forms used in registration process Procedure for VIP & FIT arrival Procedure for group arrival Registration process, Over-booking.
UNIT-III **During the Stay Activities**	Information services and Hospitality desk Message and mail handling, Role of Front desk cashier Checkout and account settlement, Modes of payment
UNIT-IV **Departure:**	Departure process - steps Tasks performed at bell desk, cashier and reception, Importance, Procedure, d of Receiving and Transmitting Messages for Guest
UNIT-V **Front Office Computer** **Operation:**	Application of property management Reduction of Late Charges Basics of computer operations for hotels Handling computerised reservations and registrations Computerised cashiering Role of Computers (IT) in hotels

Course Name: Basic Front Office-II (Practical)	
Practical No.	**Content**
1	Introduction of hotels front office property.
2	Telephone etiquettes and telephone handling.
3	Handling room keys (issuing, receiving, missing keys, computerized key cards).
4	Handling guest mails & packets (of guests who have checked out, in-house and expected).
5.	Handling messages and paging for guests.
6.	Luggage handling. (Along with left luggage procedure).
7.	Handling guest enquiries.
8.	Handling guests who are blacklisted.
9.	Handling scanty baggage guest.
10.	Bell desk activities.

11.	Countries, their capital & currencies.
12.	Procedure for handling guest tariff plan.
13.	Writing and handling guest mails.

Suggestive Readings:

Text Books:

5. Front Office Training Manual - Sudhir Andrews
6. Managing Front Office Operations - Kasavana & Brooks
7. Front Office Operations - Colin Dix & Chris Baird
8. Front Office Operation Management - S K Bhatnagar

Reference Books:

1. Managing Front Office Operations– Kasavana & Brooks Educational Institution AHMA.
2. Front Office – Operations and Management – Ahmed Ismail (Thomson Delmar).

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5
Practical End Term	☑	3 hr	50	Levels 4 to 6

Course Outcomes – Program Outcomes (CO – PO) Articulation Matrix

PO ®	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO ¯									
BHMMCC009 -CO1	3	3	2	2	2				
BHMMCC009 -CO2	3	2	3	2	2		2		
BHMMCC009 -CO3	2	2	3	3	3		3		
BHMMCC009 -CO4	2	2	3	2	2		3		
BHMMCC009 -CO5	2	2	2	3	3	3	2		

1 = Low, **2 = Moderate**, **3 = High** contribution

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Program	Bachelor of Hotel Management (BHM)	Semester	II

Course Name	Basic Housekeeping-II	L	T	P	C	Course Category
Course Code	BHMMCC010	2	0	2	3	MCC

Course Objectives:

This course ensures that the students understand how:

1	Understand different types of guest rooms, their layout, amenities, and services.
2	Learn daily, weekly, and periodic cleaning practices for guestrooms, bathrooms, and public areas.
3	Acquire knowledge of the tools, equipment, and techniques used in housekeeping operations.
4	Understand the criteria for selecting housekeeping equipment, their classification, maintenance, and the processes for their storage, distribution, and control.
5	Develop the ability to handle guest-specific requirements and provide personalized services.
6	Build a sense of professionalism, attention to detail, and operational efficiency in housekeeping practices.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO	Outcome	BT Level
BHMMCC010-CO1	**Learn and understand** guest-specific preferences and personalize room cleaning services.	L1
BHMMCC010-CO2	**Define** the weekly/periodic cleaning (special cleaning tasks to be carried out).	L2
BHMMCC010-CO3	**Identify** the process of care and cleaning of different surfaces.	L3
BHMMCC010-CO4	**Analyze** the various function & responsibilities of the control desk.	L4
BHMMCC010-CO5	**Maximize** knowledge for Lost & Found procedure in hotel.	L3

Syllabus:

Unit No	Content
UNIT- I **The Hotel Guest Rooms:**	1.1 Types of guest rooms & Layout of floor pantry. 1.2 Salient Features, Description, Guest Room amenities, Supplies and services. 1.3 Cleaning of Guest Rooms & Bathrooms: Daily cleaning of (Occupied/ Departure/ Vacant/ Under Maintenance/VIP rooms. 1.4 Guest room status. 1.5 Evening service/ Turn Down Service. 1.6 Use of Maids Cart & Caddy.

UNIT- II **Routine Cleaning of Public Areas**	2.1 2.2 2.3	Cleaning process for public areas. Special Cleaning, Weekly Cleaning /Spring Cleaning, Procedure for various public areas such as- Lobby,
UNIT- III **Care and Cleaning of Different Surface**	3.1 3.2 3.3	Metal, Glass. Leather, Plastic. Wood, Ceramics.
UNIT- IV **Control Desk & Supervision**	4.1 4.2 4.3	Importance of control desk. Records maintained by control desk. check list for inspection, functions performed by control desk.
UNIT- V **Lost & Found Procedure**		5.1 Procedure for guest articles, 5.2 Procedure for Lost hotel property, 5.3 Record maintained, Staff locker maintenance Register.

Suggestive Readings:
Text Books:
3. Hotel Housekeeping Operations & Management –G. Raghubalan   Oxford University Press.
4. Housekeeping Training Manual – Sudhir Andrews.
5. Housekeeping Operation & Management – Malini Singh.Hotel
Reference Books:
13. Hotel, Hostel & Hospital Housekeeping – Brenscon & Lanex.
14. Commercial Housekeeping & Maintenance – Stanley Thornes.

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5
Practical End Term	☑	3 hr	50	Levels 4 to 6

Course Outcomes – Program Outcomes (CO – PO) Articulation Matrix

1 = Low, **2 = Moderate**, **3 = High** contribution

PO ® CO ⁻	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
BHMMCC010 -CO1	3	2		2	1	2	3	2	2
BHMMCC010 -CO2	3	2		2	2	2	2	2	2
BHMMCC010 -CO3	3	3	2	2	2	2	2	2	2
BHMMCC010 -CO4	2	3	2	3	2	2	2	2	3
BHMMCC010 -CO5	2	2		2	2	2	3	2	2

Program	Bachelor of Hotel Management (BHM)			Semester				II	
Course Name	Hospitality Laws (Theory)			L	T	P	C	Course
Unit No		Content						Category
Course Code	BHMMCC011			2	0	0	2	MCC
UNIT- I	1.1	Introduction.						
Introduction to Indian Hospitality	1.2	Key issues.						
	1.3	The legal requirements prior and at the time of doing hotel						

Course Objectives:

This course ensures that the students understand how:

1	**Understand** the key legal requirements for starting and operating a hotel business in India.
2	**Explain** the various laws related to hotel operations, including business contracts, licenses, and insurance
3	**Analyze** labor laws, hospitality laws, and public health regulations that impact hotel employees and guests
4	**Evaluate** the importance of food and beverage laws, including food safety regulations and liquor licensing
5	**Apply** legal principles to real-world scenarios in the hospitality industry to ensure compliance

Course Outcomes:

Towards the end of the course, the students will be able to:

CO	Outcome	BT Level
BHMMCC011-CO1	**Define** and **identify** the key laws governing the hospitality industry in India	L1
BHMMCC011-CO2	**Explain** the significance of business contracts, hotel licenses, and insurance in hotel operations	L2
BHMMCC011-CO3	**Apply** knowledge of food safety and liquor licensing laws to ensure legal compliance in food and beverage services	L3
BHMMCC011-CO4	**Analyze** public health and environmental laws affecting the hospitality industry	L4
BHMMCC011-CO5	**Evaluate** the impact of legal issues on hotel operations, guest safety, and business sustainability	L5

Syllabus:

& Related Laws in India		business.	
UNIT- II **Laws related to Hotel Operations in India**	2.1 2.2 2.3 2.4	Doing hotel business in India. Business contracts. Hotel licenses and regulations. Hotel insurance.	
UNIT- III **Laws related to Employees, Guests Public Health and Safety**	3.1 3.2 3.3	Introduction and overview of labour laws. Hospitality laws. Public health and Environmental laws.	
UNIT- IV **Laws related to Food & Beverage Service**	4.1 4.2	Food legislation. Liquor licensing.	

Suggestive Readings:
Textbooks
  T1. Related Guidelines & Reports from Ministry of Tourism, Govt. of India.
  T2. Hotel & Tourism Laws by Jagmohan Negi, S. Chand Publications.
 Reference Books:
  R1. Hotel Laws by Amitabh Devendra, Oxford University Press.

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Articulation Matrix

CO ↓ / PO →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
BHMMCC011-CO1	3	3	1	2	1			2	
BHMMCC011-CO2	3	3	2	2	2	1	1	2	

BHMMCC011-CO3	2	3	3	2	2	1	2	2	1
BHMMCC011-CO4	2	3	2	3	3	2	1	3	2
BHMMCC011-CO5	2	3	2	3	3	2	1	3	2

1 = Low, **2 = Moderate**, **3 = High** contribution

Program	Bachelor of Hotel Management (BHM)		Semester				II	
Course Name	**Food Science & Nutrition**	L	T	P	C	Course Category		

Course Code	BHMMCC012				2	0	0	2	MCC

Course Objectives:

This course ensures that the students understand how:

1	Define and explain the terms health, nutrition, and nutrients, and understand the physiological, psychological, and social functions of food in maintaining good health.
2	Understand the concept of energy, including its definition, units of measurement (Kcal), energy contribution from macronutrients, and factors affecting energy requirements.
3	Identify and describe the roles, sources, and importance of macronutrients (carbohydrates, lipids, proteins), as well as essential minerals and vitamins in human nutrition.
4	Comprehend the definition and importance of a balanced diet, and understand the Recommended Dietary Allowances (RDA) for various nutrients based on age, gender, and physiological state
5	Analyze the concept of energy balance, dietary sources of energy, and the health hazards associated with being underweight or overweight.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO	Outcome	BT Level
BHMMCC012-CO1	**Define** the terms Health, Nutrition, and Nutrients	L1
BHMMCC012-CO2	**Describe** the energy contribution from macronutrients (Carbohydrates, Proteins, and Fat).	L2
BHMMCC012-CO3	**Classify** different types of nutrients based on their functions	L3
BHMMCC012-CO4	**Compare** and contrast the roles of Carbohydrates, Lipids, Proteins, Minerals, and Vitamins in the body.	L4
BHMMCC012-CO5	**Develop** a balanced diet plan considering recommended dietary allowances (RDA) for various nutrients based on age, gender, and physiological state.	L5

Syllabus:

Unit-1	

Definition of the terms Health, Nutrition and Nutrients, Importance of Food – (Physiological, Psychological and Social function of food) in maintaining good health, Classification of nutrients

Unit-2	

Definition of Energy and Units of its measurement (Kcal) , Energy contribution from macronutrients (Carbohydrates, Proteins and Fat), Factors affecting energy requirements, Dietary sources of energy, Concept of energy balance and the health hazards associated with Underweight, Overweight

Unit-3	

Carbohydrates, Lipids, Proteins, Minerals, Vitamins

Unit-4	

Definition, Importance of balanced diet, RDA for various nutrients – age, gender, physiological state

Unit-5	

 Need for introducing nutritionally balanced and health specific meals, Critical evaluation of fast

foods, New products being launched in the market (nutritional, evaluation)

Suggestive Readings:

PO ® CO ⁻	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
BHMMCC002 -CO1	3	3	1	1	1	1	1	2	2

Text Books:

1. Clinical dietetics & nutrition – F. P. Anita
2. Food science chemistry & experimental foods – Dr. M Swami Nathan
3. Normal and therapeutic nutrition – H. Robinson
4. Microbiology – Anna K Joshna
5. Food & Nutrition – Dr. M. Swaminathan

Reference Books:

R1. Catering Management an integrated approach Mohinseth, Surjeet Mulhan
R2. Food facts & principles – Manay & Shalakshara Swamy
R3. Food science – Sumathi Mudambi

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Articulation Matrix

BHMMCC002 -CO2	2	3	2	1	1	1	1	2	2
BHMMCC002 -CO3	2	2	2	1	1	1	1	2	2
BHMMCC002 -CO4	1	2	3	2	2	1	1	1	1
BHMMCC002 -CO5	1	2	3	3	3	3	2	2	2

1 = Low, **2 = Moderate**, **3 = High** contribution

Program	Bachelor of Hotel Management (BHM)			Semester III		Course Category
Course Name	Food Production Operations	L	T	P	C	
Course Code	BHMMCC013	2	0	4	4	MCC

Course Objectives:

This course ensures that the students understand how:

COb1	Classify the cooking styles of different regions of India. Plan proper selection of dishes as per the menu based on different factors.
COb2	Discover about how to make dish as an appetizer.
COb3	Develop knowledge to organize the functioning of food production department.
COb4	Explain milk, its by products and their usage in food production.
COb5	Maximize knowledge to choose and learn right techniques used in making bakery and Confectionary products.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	**Explain** the cooking styles of major Indian regions and **describe** their historical, cultural, and geographical influences.	**L1 & L2**
CO2	**Classify** regional Indian cuisines based on ingredients, techniques, and culinary characteristics, and **differentiate** their unique features.	**L2 & L3**
CO3	**Identify and categorize** dishes suitable for different menus and **demonstrate** the factors affecting menu planning such as seasonality, cost, equipment, and guest preferences.	**L2 & L3**
CO4	**Apply** principles of regional cuisine selection and **analyze** dish combinations to ensure balance, nutrition, and operational feasibility in menu planning.	**L3 & L4**
CO5	**Design and evaluate** menus incorporating diverse Indian regional cooking styles, ensuring appropriate dish sequencing, portion control, and production methods.	**L4, L5 & L6**

Syllabus:

Unit No	Content	Lecture Hrs/ contact Hrs

UNIT-I **Fundamentals of** **Indian Cuisine**	1.1 Different aspects of Indian cuisine. 1.2 Essentials of Indian cuisine. 1.3 Importance of herbs and spices in Indian cuisine. 1.4 Basic Indian gravies. 1.5 Popular Indian regional cuisines.	6
UNIT–II **Menu Planning**	2.1 Functions of the menu. 2.2 Factors affecting menu planning. 2.3 Different types of menus.	6
UNIT-IV **Milk & Milk** **Products**	4.1 Composition of milk. 4.2 Types of milk. 4.3 Milk products: 4.3.1 Paneer. 4.3.1 Paneer. 4.3.3 Chena. 4.3.4 Yoghurt. 4.3.5 Butter Milk. 4.3.6 Cream & its types. 4.3 7 Cheese & its types.	10
UNIT-V **Basic Bakery &** **Confectionary**	5.1 Hygiene in Bakery. 5.2 Basic ingredients used in bakery. 5.3 Bakery tools & equipments. 5.4 Types of pastes. 5.5 Yeast made products. 5.6 Basic breads & rolls.	
Suggested **Readings:** Text Book Reference Book	1. Art of Indian Cookery - Rocky Mohan. 2. Prasad- Cooking with Indian Master, J.Inder Singh Kalra, Allied. 3. Modern Cookery (Vol –I & Vol -II) For Teaching & Trade - Philip E. Thangam, Orient Longman. 1. Zaika - Sonya Atal Sapru, Harper Collins. 2. Punjabi Cuisine- Pratibha Karan, Harper Collins. 3. Wazwaan - Rocky Mohan, Roli & Janssen. 4. Naans & Rotis – Purobi Babbar. 5. Basic Baking – S.C.Dubey. 6. Professional Baking – Wayne Gisslen.	

Practical No.	Content	Lecture Hrs./ contact

		Hrs.
1	Introduction to various tools.	2
2	Preparation of canapés.	2
3	Preparation of different types of food cocktails.	2
4	Preparation of different types of salads (Vegetable based, Fruit based, Fish based, Meat & poultry based).	2
5	Preparation of various milk products (Paneer, Khoya, Yoghurt, Chena etc.).	2
6	Preparation of bakery products:	2
7	Basic breads.	2
8	2 Bread rolls (Different shapes).	2
9	Sponges.	2
10	Four course basic Indian menus (Veg. &Non-Veg.):	2
11	Assorted Pakora's, Tamatar ka Shorba, Mutter Paneer Currey, Jeera Pulao, Shahi Tukra.	2
12	Aloo Bonda, Dal ka Shorba, Dal Makhani, Mutter Pulao, Makhane ki Kheer.	2
13	Chana Chat, Dhai ka Shorba, Jeera aloo, Plain Paratha, Gajar ka Halwa.	2
14	Aloo Chat, Veg, Mulligatawny Soup, Chicken Curry, Plain Pulao, Lauki Ka Halwa/	2
15	Chatpati Fruit Chat, Yakhani Shorba, Roganjosh, Moti Pulao, Kesari Kheer.	2
16	Cupcakes.	2
17	Focaccia.	2
18	Chocolate Brownie.	2
19	Milk Chocolate Brownie.	2
20	Swiss Roll.	2
21	Triple Chocolate Parfait.	2
22	Pao Bread.	2
23	Molten/ Choco Lava.	2

Suggestive Readings:
1. Art of Indian Cookery - Rocky Mohan.
2. Prasad- Cooking with Indian Master, J.Inder Singh Kalra, Allied.

3. Modern Cookery (Vol –I & Vol -II) For Teaching & Trade - Philip

Text Books:

E. Thangam, Orient Longman.

Reference Books:
1. Zaika – Sonya Atal Sapru, Harper Collins.
2. Punjabi Cuisine- Pratibha Karan, Harper Collins.
3. Wazwaan – Rocky Mohan, Roli & Janssen.
4. Naans & Rotis – Purobi Babbar.
5. Basic Baking – S.C.Dubey.
6. Professional Baking – Wayne Gisslen.Assessment Scheme:

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5
Practical End Term	☑	3 hr	50	Levels 4 to 6

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	3	1	1	0	0	0	0	1
CO2	2	3	2	2	0	0	0	1	1
CO3	2	2	3	2	1	0	0	1	0
CO4	1	2	3	3	2	0	1	1	1
CO5	1	1	2	3	3	2	1	1	3

Program	Bachelor of Hotel Management (BHM)			Semester-III			Course Category
Course Name	Food & Beverage Service Operations	L	T	P	C		
Course Code	BHMMCC014	2	0	2	3		MCC

Course Objectives:

This course ensures that the students understand how:

CObl	Alcoholic beverages are produced, classified, and served professionally.
CObl2	Wines are classified, produced, stored, and harmonized with food.
Cob3	World wines differ in regions, grape varieties, production laws, and terminology.
Cob4	Various spirits are produced, identified, and distinguished by types and brands.
Cob5	Bar layout, equipment, stock, menus, licensing, and costing are organized and managed effectively.

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	**Identify** various alcoholic beverages and their methods of production.	L1
CO2	**Demonstrate** knowledge of wine classifications, production processes, and service.	L2
CO3	**Develop** understanding of world wines, their regions, grape varieties, and terminologies.	L3
CO4	**Apply** principles of food and wine harmony, and proper wine storage techniques.	L3 & L4
CO5	**Examine** types and brands of spirits, including Indian and international labels.	L5 & L6

Syllabus:

Unit No		Content	Lecture Hrs/ contact Hrs

UNIT - I Alcoholic Beverages		1.1 Introduction and definition.
		1.2 Production of Alcohol:
		   a. Fermentation process.
		   b. Distillation process.
		1.3 Classification with examples.
			6

UNIT-II Wines		2.1 History and Introduction of Wine.
		2.2 Classification of wines with examples:
		   a. Table/Still/Natural.
		   b. Sparkling.
		   c. Fortified.
		   d. Aromatized.
		2.3 Production of each classification.
			7

		3.1 Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names):	6
UNIT-III Introduction to World Wines		a. France. b. Germany. c. Italy. d. Spain. e. Portugal. 3.2 New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names): a. USA. b. Australia. c. India. d. Chile. e. South Africa. f. New Zealand. 3.3 Food & Wine Harmony. 3.4 Storage of wines. 3.5 Wine terminology (English & French).	
UNIT – IV Spirits		4.1 Introduction of spirits. 4.2 Production, Types, Brands- Indian and International spirits: a. Whisky. b. Brandy. c. Rum. d. Vodka. e. Gin. f. Tequila. 4.3 Other Alcoholic Beverages: Sake, Absinthe, Ouza,Aquavit, Slivovitz, Arrack, Feni, Grappa, Calvados & other fruit brandy.	6
UNIT-V Bar		5.1 Introduction and definition. 5.2 Bar layout – physical layout of bar. 5.3 Bar stock – alcohol & nonalcoholic beverages. 5.4 Bar equipment. 5.5 License for bar. 5.6 Menus, costing, corkage.	6

Semester – III		
Course Name: Food & Beverage Service Operations (Practical) Course Code: BHM-C202		
Practical No.	**Content**	**Lecture Hrs./ contact Hrs.**
1	Setting up of bar with glasses & equipment.	2
2	Parts and types of bar and their use.	2

3	Taking an Order for Beverages.	2
4	Types of Glasses & equipment used in the bar.	2
5	Opening & closing of wines corks (Champagne, Red & White wine).	2
6	Reading of wine label.	2
7	Set up a table with Prepared Menu with wines.	2
8	Service of Alcoholic Beverages:	2
9	Service of Wines (Table, Sparkling & Fortified.	2
10	Service of Spirits (Rum, Gin, Vodka).	2
11	Food and wine harmony.	2
12	Service of Spirits (Whisky, Brandy, Tequila).	2

Suggested Readings:
Text Book

1. Food & Beverage Service: Dennis Lillicrap and John Cousins (7th edition or latest).
2. Food & Beverage Service: Sudhir Andrew (Tata Mc graw Hill).
3. Modern Restaurant Service – John Fuller, Hutchinson.
4. The Waiter Handbook- Grahm Brown, Publisher: Global Books & Subscription.
5. Food and Beverage Services R. Singaravelavan, Oxford publications
6. Professional Guide to Alcoholic Beverages- Lipinski.
7. Alcoholic Beverages- Lipinski & Lipinski.

Reference Book

1. 1.Food & Beverage Service Management: Bobby George &sandeep Chatterjee (Jaico Publication).

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5
Practical End Term	☑	3 hr	50	Levels 4 to 6

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	2	3	1	0	0	0	0	1	1
CO2	2	3	2	1	3	0	2	0	0

CO3	0	1	2	2	1	0	1	1	1
CO4	1	1	3	2	2	1	3	0	2
CO5	1	0	3	0	2	2	3	2	2

Program	Bachelor of Hotel Management (BHM)			Semester III		Course Category	
Course Name	Front Office Operations	L	T	P	C		
Course Code	BHMMCC015	2	0	2	3	MCC	

Course Objectives:

This course ensures that the students understand how:

COb1	Define the, process of guest accounting, about the various vouchers and accounting tools.
COb2	Summarize the knowledge for lobby & bell desk operation, and control of cash & credit etc.
COb3	Build up knowledge for the night auditing.
COb4	Compare and categorize the effects of hotel credit policy regarding Guaranteed and
COb5	Corporate bookings.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	**Explain** advanced concepts of the guest cycle, reservation procedures, room allocation techniques, and revenue-related terms used in Front Office operations.	**L1 & L2**
CO2	**Illustrate** various registration processes, documentation requirements, guest handling protocols, and **summarize** the functions of different Front Office sections at an operational level.	**L2 & L3**
CO3	**Apply** PMS functions for reservation, check-in, cashiering, and room status updates, and **demonstrate** effective communication in guest interaction scenarios.	**L3**
CO4	**Analyze** guest complaints, service failures, and operational challenges, and propose appropriate solutions using Front Office problem-solving techniques.	**L4**
CO5	**Evaluate and design** guest service standards, upselling strategies, and front office reports to enhance guest satisfaction, operational accuracy, and hotel revenue.	**L5 & L6**

Syllabus:

Unit No	Content	Lecture Hrs/ contact Hrs
UNIT- I Lobby & Bell Desk Operation	1.1 Role of Lobby Manager and Guest Relation Executive (G.R.E.). 1.2 Bell Desk functions. 1.3 Bell Desk forms and formats. 1.4 Car Valet operations. 1.5 Other duties of Lobby staff.	7
UNIT- II Front Office Accounting	2.1 Role of the Front Desk Cashier. 2.2 Duties and responsibilities of Front Desk Cashier. 2.3 Checkout and account settlement. 2.4 Guest folio. 2.5 Types of vouchers.	7
UNIT- III Night Auditing	3.1 Job description of Night Auditor. 3.2 Night audit process. 3.3 Reports prepared during auditing. 3.4 Role of High Balance Report. 3.5 Currency exchange rate Report.	7
UNIT- IV Control of Cash & Credit	4.1 Meaning & objectives. 4.2 Hotel credit policy regarding: 4.2.1 Guaranteed bookings. 4.2.2 Corporate account holders. 4.2.3 Credit Card users. 4.3 Control measures at the time of: 4.3.1 Reservation. 4.3.2 Check-in. 4.3.3 During stay. 4.3.4 Check-out. 4.3.5 Departure Payment control and Handling Cash Float.	7
UNIT- V Telephone Operators Section	5.1 The role of the telephone exchange. 5.2 Equipment's used in the telephone exchange. 5.3 Qualities of a good telephone operator. 5.4 Various registers used in telephone exchange. 5.5 General duties of telephone department.	8
UNIT- I Lobby & Bell Desk Operation	1.1 Role of Lobby Manager and Guest Relation Executive (G.R.E.). 1.2 Bell Desk functions. 1.3 Bell Desk forms and formats. 1.4 Car Valet operations. 1.5 Other duties of Lobby staff.	7

Suggested Readings:
1.Front office operations by Colin Dix & Chirs Baird.
2. Hotel front office management by James Bardi.Front Office Operations & Management – Ahmed Ismail.

Practical	Content	Lecture Hrs./

No.		contact Hrs.
1	Revision of 1st&2nd semester.	2
2	Posting charges in guest folio.	2
3	Practical applications of Credit Monitoring.	2
4	Practical applications of Charge Privilege.	2
5	Late Check-outs.	2
6	Late Charges.	2
7	V.P.O. and Miscellaneous vouchers.	2
8	Allowance vouchers.	2
9	Billing Settlement.	4
10	Dealing with guests at the hospitality desk (enhancing the guest experience).	4

Suggested Readings:

1. Front office operations by Colin Dix & Chirs Baird.

2. Hotel front office management by James Bardi.

Reference Book

1. Principles of Hotel Front Office Operations, Sue Baker& Jeremy Huyton, Continuum.

2. Managing computers in hospitality industry by Michael Kasavana and Cahell.

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5
Practical End Term	☑	3 hr	50	Levels 4 to 6

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	3	2	1	1	0	0	1	1
CO2	2	3	2	2	1	0	1	1	1
CO3	1	2	3	2	2	1	2	1	2
CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	3	2	2	3

Program	Bachelor of Hotel Management (BHM)	Semester III	Course Category

Course Name	Housekeeping Operations	L	T	P	C	
Course Code	BHMCC016	2	0	2	3	MCC

Course Objectives:

This course ensures that the students understand how:

COb1	Define the contract cleaning and study about their advantages and disadvantages.
COb2	Identify and explain the pest control, its preventive and control measure.
COb3	Make use of Safety & Security processes also identify the role& procedure adopt by the security department in emergencies situation.
COb4	Describe the function of linen & uniform room operations also analyse the selection of linen and different sizes of linen.
COb5	Define the contract cleaning and study about their advantages and disadvantages.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	**Describe** advanced housekeeping terminology, cleaning procedures, linen types, and public area maintenance practices used in hotels.	**L1 & L2**
CO2	**Explain** the functions of the housekeeping control desk, key handling, lost & found procedures, and coordination with other departments.	**L2**
CO3	**Apply** correct cleaning methods, bed-making standards, and linen handling techniques to maintain guest room and public area quality.	**L3**
CO4	**Analyze** laundry operations, fabric care requirements, stain removal processes, and housekeeping manpower planning.	**L4**
CO5	**Evaluate and design** flower arrangements, sustainable housekeeping practices, SOPs, and inspection checklists to enhance guest satisfaction and operational efficiency.	**L5 & L6**

Syllabus:

Unit No	Content		Lecture Hrs/ contact Hrs
UNIT- I Contract Cleaning	1.1	Definition, Concept.	6
	1.2	Jobs given on contract by Housekeeping.	
	1.3	Advantages & Disadvantages.	

	1.4	Pricing a contract.	
UNIT- II **Pest Control**	2.1 2.2 2.3	Types of Pests. Preventive and Control Measures. Duty Roaster of Pest Control.	6
UNIT- III **Safety & Security** **Processes**	3.1 3.2 3.3 Fits, 3.4 3.4.1 3.4.2 3.4.3	Safety of Guest & Hotel Property. Prevention of accidents. First Aid for various situations like Heart Attack, Burns, Fainting, Fractures, Scalds, Artificial respiration. Role & Procedures adopted by the Security Department in emergencies situation: Theft. Bomb threats. Death of a guest.	6
UNIT- IV **Linen & Uniform** **Room Operations**	4.1 4.2 4.2.1 4.2.2 4.2.3 4.3 4.4 4.5 4.6 4.7 4.8 4.9	Layout of Linen Room. Classification & Selection of Linen: Classification of Bed, Bath, & Restaurant Linen. Sizes of Linen. Calculation of Linen requirement. Linen Control – Linen Inventory. Par stock, Linen Coverage. Discard management. Types of laundry equipment's & uses. Typical laundry layout. Laundry Procedures. Stains Removal.	6
UNIT-V **Flower** **Arrangement**	5.1 5.2 5.3 5.4 5.5	Principles & Importance of flower arrangement. Types of flower arrangement and shapes. Tools, Equipment's and Accessories. Care & Conditioning of Plant Materials. Japanese flower arrangements.	6
UNIT-VI **Gardening &** **Horticultural**	6.1 6.2	Basic idea about Gardening & Horticultural. Uses of various plants and flowers in hotels.	6
Suggested **Readings:** Text Book	1. 2. 3.	Fibers & Fabrics – Brenda Piper. Housekeeping Operations – Robert Martin. House Keeping Management by Dr. D.K. Agarwal.	
Reference Book	1. 2.	Housekeeping Management – Matt A. Casado (Wiley). House Craft – Valerie Paul.	

Practical No.	Content	Lecture Hrs./ contact Hrs.
1	First Aid Familiarization of basic medicines and bandaging, Covering cuts and wounds.	2
2	Handling Situation- (Safety of Guest & Hotel Property, accidents, Security, Theft, Bomb and Death etc).	2
3	Stain Removal.	2
4	Laundering Procedure – Starching / Bluing / Ironing.	2
5	Use of Laundry Equipment (Washing Machine).	2
6	Visit to a Laundry.	2

7	Flower Arrangements – Different shapes and styles.	2
8	Special Decorations.	2
9	Introduction to Horticultural aspects.	2
10	Pest Control.	2
11	Team cleaning (Various areas).	4
Suggested Readings: Text Book	1. Fibers & Fabrics – Brenda Piper. 2. Housekeeping Operations – Robert Martin. 3. House Keeping Management by Dr. D.K. Agarwal.	
Reference Book	1. Housekeeping Management – Matt A. Casado (Wiley). 2. House Craft – Valerie Paul.	

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5
Practical End Term	☑	3 hr	50	Levels 4 to 6

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	3	1	1	0	0	0	1	0
CO2	2	3	2	1	1	0	1	1	0
CO3	1	2	3	2	1	1	2	1	1
CO4	1	1	2	3	2	1	2	2	1
CO5	1	1	2	3	3	3	2	2	3

Program	Bachelor of Hotel Management (BHM)	Semester IV				Course Category
Course Name	**Advanced Food Production- I**	L	T	P	C	
Course Code	BHMMCC017	2	0	4	4	MCC

This course ensures that the students understand how:

COb1	Illustrate the preparations of making different types of sandwiches.
COb2	Classify the types of fishes and their usage in culinary art.
COb3	Build the knowledge about poultry & its types.
COb4	Categories about the different types of meats & their parts used in making different dishes.
COb5	Develop the knowledge for advance techniques used in making bakery & confectionery products.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	**Explain** advanced cooking methods, international cuisines, meats, poultry, fish fabrication techniques, and the role of larder and cold kitchen operations.	**L1 & L2**
CO2	**Classify** advanced sauces, soups, bakery products, and convenience foods while **identifying** their production techniques and uses.	**L2 & L3**
CO3	**Apply** professional culinary skills to prepare meat, poultry, seafood, bakery, and international dishes using advanced techniques, equipment, and standardized recipes.	**L3**
CO4	**Analyze** menu engineering principles, food costing, portion control, and quality standards to improve operational efficiency in kitchen management.	**L4**
CO5	**Design and evaluate** complete menus, modern plate presentations, garnishes, and fusion dishes incorporating global culinary trends and nutritional considerations.	**L5 & L6**
Unit No	**Content**	**Lecture Hrs./**

		contact Hrs.
UNIT-I **Sandwiches**	1.1 Parts / composition of sandwiches. 1.2 Types of breads used in sandwich making. 1.3 Types of sandwiches with examples. 1.4 Precautions to take while preparing sandwiches. 1.5 Storing of sandwiches.	6
UNIT-II **Fish Cookery**	2.1 Introduction to fish cookery. 2.2 Classification of fish with examples. 2.3 Selection & storage of fish & shell fish. 2.4 Cuts of fish. 2.5 Cooking methods of fish. 2.6 Popular fish dishes.	6
UNIT-III **Poultry Cookery**	3.1 Classification according to their age & weight. 3.2 Quality point for purchasing. 3.3 Pre-preparation of poultry. 3.4 Cuts of poultry. 3.5 Description and uses of - Duck, Goose, Turkey, Guinea fowl & Quail. 3.6 Popular poultry dishes.	6
UNIT-IV **Meat Cookery** **(Lamb/Mutton/Veal/Beef/Pork)**	4.1 Pre-slaughter steps. 4.2 To judge the quality of various meats. 4.3 Introduction of Lamb/Mutton: 4.3.1 Cuts/joints of Lamb/Mutton 4.4 Introduction of Pork: 4.4.1 Cuts/joints of pork. 4.5 Introduction of Veal/Beef: 4.5.1 Cuts/joints of Veal/Beef. 4.5.2 A brief study relating Steaks & Sausages. 4.6 Popular meat dishes.	6

UNIT-V **Advance Bakery &** **Confectionery**	5.1 Role of sugar in bakery. 5.2 Degree of cooking sugar & their uses. 5.3 Cakes: Ingredients and functions. 5.4 Cookies & Biscuits: Ingredients and functions. 5.5 Different types of Icings.	6
UNIT-VI **Characteristics of Food**	6.1 Introduction. 6.2 Seasoning & Flavoring. 6.3 Tasting Food. 6.4 Heat and its transfer. 6.5 Doneness of food. 6.6 Texture. 6.7 Consistency. 6.8 Constituents of food. 6.9 Accompaniments & Garnishes.	6
Suggested Readings: Text Book	1. The Larder Chef – M.J. Leto & W.K.H. Bode. 2. Garnishes- Lyn Rutherford. 3. Larousse Gastronomique– Cookery Encyclopedia- Paul Hamlyn. 4. Professional Chefs- Art of Garde Manger (4th Edition) Frederic Sonnenschmidt and John F. Nicolas.	
Reference Book	1. Classical Recipes of the world – Smith, Henry. 2. Professional charcuterie – By John Kinsella and David T. Harvey. 3. The Professional Garde Manger – By David Paul Larousse. 4. The Art of Garde Manger – By Frederic Sonnenschmidt And John F. Nicolas. 5. Professional Baking - Wayne Gisslen. 6. The Art of Sugar Craft – Sugar paste – By Brenda Purton. 7. The Art of Sugar Craft – Royal Icing – By Brenda Purton. 8. The Art of Sugar Craft – Piping – By Nicholas Lodge.	

Practical No.	Content	Lecture Hrs./ contact Hrs.
1	Preparation of different types of sandwiches.	2
2	Preparation of popular fish dishes (Fish Orly, Fish Meuniere, Grilled Fish Florentine, Baked Fish Mornay etc.).	2
3	Preparation of Different types of Soufflés.	2
4	Preparation of different types of Mousse, Puddings & custards.	2
5	Preparation of different types of pastries.	2
6	Three & four course Chinese menus (Veg. &Non-Veg.):	2
7	Chili Paneer Dry, Veg. Sweet corn Soup, Veg. Fried Rice, Vegetable Manchurian.	2
8	Veg. Wontons, Veg. Noodle Soup, Veg. American Chopsuey, Apple Toffee.	2
9	Chili Garlic Potatoes, Veg. Hot n Sour Soup, Sweet n Sour Vegetables, Paneer Fried Rice.	2
10	Drums of Heaven, Chicken Sweet Corn Soup, Stir Fried Vegetables, Veg Hakka Noodles.	2
11	Sesame Seed Toast, Chicken Manchow Soup, Chili Chicken, Egg Fried Rice, Date and Walnut Wontons.	2
12	Hygiene Cleaning and Sanitization procedures.	2
13	Carrot cake.	2
14	Karidopita.	2
15	Tiramisu.	2
16	Various tarts with filling.	2
17	Banana Caramel Mousse.	2
18	Chocolate sauce, Caramel sauce, Vanilla Anglaise.	2
19	Basic sponge.	2
20	Chocolate Ganache.	2
21	Mud cake.	2
22	Eggless sponge.	2
23	Donuts.	2

24	Masala Bread.	2

Suggested Readings: Text Book	1. The Larder Chef – M.J. Leto & W.K.H. Bode. 2. Garnishes- Lyn Rutherford. 3. Larousse Gastronomique– Cookery Encyclopedia- Paul Hamlyn. 4. Professional Chefs- Art of Garde Manger (4th Edition) Frederic Sonnenschmidt And John F. Nicolas.
Reference Book	1. Classical Recipes of the world – Smith, Henry. 2. Professional charcuterie – By John Kinsella and David T. Harvey. 3. The Professional Garde Manger – By David Paul Larousse. 4. The Art of Garde Manger – By Frederic Sonnenschmidt And John F. Nicolas. 5. Professional Baking - Wayne Gisslen. 6. The Art of Sugar Craft – Sugar paste – By Brenda Purton. 7. The Art of Sugar Craft – Royal Icing – By Brenda Purton. 8. The Art of Sugar Craft – Piping – By Nicholas Lodge.

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5
Practical End Term	☑	3 hr	50	Levels 4 to 6

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	3	2	1	1	0	0	1	1
CO2	2	3	2	2	1	0	0	1	1
CO3	1	2	3	2	2	1	2	1	2

CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	3	2	2	3

Program	Bachelor of Hotel Management (BHM)			Semester-IV			Course Category	
Course Name	Advanced Food & Beverage Service	L	T	P	C			
Course Code	BHMMCC018	2	0	2	3		MCC	

Course Objectives:

This course ensures that the students understand how:

COb1	Gain a thorough understanding of the basic concepts, types, and production methods of Aperitifs and Liqueurs.
COb2	Develop skills in crafting various classical cocktails and mixed drinks, including understanding their history, ingredients, and presentation techniques.
Cob3	Acquire comprehensive knowledge of the beer manufacturing process, different types of beer, and the correct service methods.
Cob4	Learn to efficiently operate Gueridon trolleys and implement service procedures for different classical dishes.
Cob5	Develop the skills to design and manage the banquet department, including understanding the roles, responsibilities, and layouts required for various banquet functions.

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Illustrate the basic concepts and production method and types of Aperitif and Liqueurs.	**L1**
CO2	Demonstrate of the different types of classical cocktails and their recipe.	**L2**
CO3	Examine the concept and of the manufacturing process of beer.	**L3**
CO4	Determine the Gueridon trolley uses with their service methods.	**L3 & L4**
CO5	Develop the knowledge to design of banquet department and it role in hotel industry.	**L5 & L6**

Syllabus:

Unit No	Content	Lecture Hrs/ contact Hrs

UNIT-I **Aperitifs & Liqueurs**	1.1	Introduction and Definition.	7
	1.2	Types of Aperitifs: a. Vermouth (Definition, Types & Brand names). b. Bitters (Definition, Types & Brand names).	
	1.3	Production of Aperitif & Liqueurs.	
	1.4	Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel).	
	1.5	Popular Aperitif &Liqueurs (Name, color, predominant flavor & country of origin).	
UNIT- II **Cocktails & Mixed Drinks**	2.1	Introduction, Types & History of various cocktails.	6
	2.2	Classic Cocktails: Recipes, innovative cocktails & mock tails (at least 5 from each base.).	
	2.3	Cocktail bar equipment's, garnishes, decorative accessories.	
	2.4	Definition of other mixed drinks and recipes.	
UNIT-III **Beer**	3.1	Beer Definition & History.	6
	3.2	Types of beers.	
	3.3	Manufacturing process of beer.	
	3.4	Service of Beer.	
	3.5	Brand Names & Storage of beers.	
UNIT-IV **Gueridon Service**	4.1	Origin and definition of Gueridon.	5
	4.2	Types of Trolleys and layout.	
	4.3	Special equipment.	
	4.4	Service Procedures.	
	4.5	Service of important classical dishes (preparation methods of 5 dishes.).	
UNIT-V **Banquets**	5.1	Organization structure, Duties & Responsibilities of banqueting staff.	6
	5.2	Banquet Administrative Booking Procedures, Formats Maintained.	
	5.3	Types of Banquet Function.	
	5.4	Types of banquet layouts.	
	5.5	Menu Planning (Indian, Continental, Theme, conference, cocktail, others.).	

Practical No.	Content	Lecture Hrs./ contact Hrs.
1	Service of Liqueur & Aperitifs.	2
2	Service of Beer.	2
3	Mise-en-place for serving a dish from Gueridon Trolley & Service of Dishes	2

	(flambé & salads).	
4	Types of Guerideon trolley.	2
5	At least 5 Classic cocktail of each spirits.	2
6	Service of Sake, Brewed and Other Fermented Beverages.	2
7	Banquet menu planning.	2
8	Banquets set up (Seating arrangements and seating styles.).	2
9	Banquet service procedures & formal banquet service.	2
10	Guest Situation Handling.	2
11	To study different promotional ideas carried out to maximize business.	2
12	Banquet service procedures & formal banquet service.	2

Suggested Readings:

Text Book

1. Food & Beverage Service: Dennis Lillicrap and John Cousins

   (7th edition or latest).

2. Food & Beverage Service: Sudhir Andrew (Tata Mc graw Hill).

3. Modern Restaurant Service – John Fuller, Hutchinson.

4. The Waiter Handbook- Grahm Brown, Publisher:

   Global Books & Subscription.

5. Food and Beverage Services R. Singaravelavan, Oxford publications.

Reference Book

1. The Ultimate Cocktail Book, by Eward Bailey & Smith.

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5
Practical End Term	☑	3 hr	50	Levels 4 to 6

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9

CO1	2	3	0	2	3	2	1	1	1
CO2	2	3	2	1	1	1	3	0	0
CO3	2	0	2	0	1	0	1	1	1
CO4	3	2	3	3	2	1	3	0	3
CO5	0	1	2	1	1	0	2	2	2

Program	Bachelor of Hotel Management (BHM)			Semester IV			Course Category
Course Name	Advance Front Office	L	T	P	C		
Course Code	BHMMCC019	2	0	2	3	MCC	

Course Objectives:

This course ensures that the students understand how:

COb1	Define and explain the process of the various ways of fixation of room tariff and other types of rates and.
COb2	Utilize the various room selling techniques.
COb3	Analyse the motive of hotel and guest security.
COb4	Measure the role of computer applications and Management Information System (MIS) in front office.
COb5	Predict and plan Property Management System (PMS) in front office management also can plan and design the hotel tariff card.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	**Explain** the advanced concepts of revenue management, yield management, forecasting, and the role of IDS–GDS–CRS in hotel distribution.	**L1 & L2**
CO2	**Describe and illustrate** night auditing procedures, front office accounting methods, and guest history management systems.	**L2 & L3**
CO3	**Apply** advanced PMS functions for billing, rate management, reservation control, room availability, and financial reconciliation.	**L3**
CO4	**Analyze** guest complaints, VIP protocols, fraud risks, and emergency situations to recommend appropriate service recovery and safety strategies.	**L4**

| CO5 | **Evaluate and design** revenue strategies, forecasting models, up-selling techniques, and guest service frameworks to enhance hotel profitability and operational efficiency. | **L5 & L6** |

Syllabus:

Unit No	Content		Lecture Hrs/ contact Hrs
UNIT- I Tariff Structure	1.1	Basis of charging rates.	7
	1.2	Room tariff card.	
	1.3	Various rates:	
	1.3.1	Group rate.	
	1.3.2	Volume rate	
	1.3.3	Rack rate.	
	1.3.4	Executive business service rate.	
	1.3.5	Discounted rate.	
	1.3.6	Seasonal rate.	
	1.3.7	Crib rate.	
	1.3.8	Extra bed rate.	
	1.3.9	Crew rate.	
	1.3.10	Family rate.	
UNIT- II Room Selling Techniques	2.1	Selling concepts.	7
	2.2	Selling models.	
	2.3	Internal/in-house sales promotion and merchandising.	
	2.4	Direct sales:	
	2.4.1	Travel agencies.	
	2.4.2	Tour operators.	
	2.4.3	Hotel booking agencies.	
	2.4.4	Tourist information center.	
	2.4.5	Direct mails.	
UNIT- III Hotel & Guest Security	3.1	Introduction.	7
	3.2	Importance of security systems.	
	3.3	Room break-in security.	
	3.4	Handling emergency situations:	
	3.4.1	Medical.	

	3.4.2 Theft.	
	3.4.3 Fire.	
	3.4.4 Death.	
	3.4.5 Bomb threats.	
	3.5 Key control.	
UNIT- IV **Computer Applications in Front Office:**	4.1 Importance of Updated Technology in Front Office. 4.2 Different software used in Front Office. 4.3 Management Information System (M.I.S.).	7
UNIT- V **Role of PMS in Front Office:**	5.1 Importance of PMS in Five Star Hotel. 5.2 Role of PMS and POS in Front Office and F&B Service 5.3 Brands of PMS used in Five star hotels.	8

Practical No.	Content	
1	Making a room tariff card.	
2	Various forms used by travel desk.	**Lecture Hrs./ contact Hrs.**
3	Role Plays:	2
3.1	Lobby Manager.	2
3.2	G.R.E.	8
3.3	Bell Captain.	
3.4	Bell Boy.	
3.5	Concierge.	
4.	Using different Front Office Software's.	
5.	Mock Situations:	
5.1	Medical.	4
5.2	Theft.	10
5.3	Fire.	
5.4	Death.	
5.5	Bomb threats.	
Suggested Readings: Text Book	1. Managing computers in hospitality industry by Michael Kasavana and Cahell 2. Principles of Hotel Front Office Operations, Sue Baker& Jeremy Huyton, Continuum.	

Reference Book	1.	Hotel front office management by James Bardi	
	2.	Front office training manual by Sudhir Andrews.	

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5
Practical End Term	☑	3 hr	50	Levels 4 to 6

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	3	2	1	1	0	0	1	1
CO2	2	3	2	2	1	0	1	1	1
CO3	1	2	3	2	2	1	2	1	2
CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	3	2	2	3

Program	Bachelor of Hotel Management (BHM)			Semester IV			Course Category
Course Name	Advance Housekeeping	L	T	P	C		
Course Code	BHMMCC020	2	0	2	3		MCC

Course Objectives:

This course ensures that the students understand how:

COb1	Explain about the importance of interior decoration and its characteristics for hotel & guestroom décor
COb2	Develop knowledge about the different type's textile & its charters tics and uses in hotel industry.
COb3	Categorize & understand about floor and wall covering.
COb4	Classify about windows, soft furnishings & guestroom accessories used in hotel.

COb5	Evaluate housekeeping budget requirements and control & selection of right supplier.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	**Explain** the principles of interior decoration, color schemes, flower arrangement styles, and advanced housekeeping terminology.	**L1 & L2**
CO2	**Describe and classify** contract services, pest control methods, laundry processes, and linen room operations.	**L2 & L3**
CO3	**Apply** housekeeping planning, scheduling, supervision methods, and public area upkeep procedures to ensure quality standards.	**L3**
CO4	**Analyze** budgeting, cost control, manpower allocation, and inventory methods used in housekeeping administration.	**L4**
CO5	**Evaluate and design** sustainable housekeeping practices, décor plans, inspection checklists, and SOPs to improve operational efficiency and guest satisfaction.	**L5 & L6**

Syllabus:

Unit No	Content	Lecture Hrs/ contact Hrs
UNIT- I **Interior** **Decoration**	1.1 Definition and Importance of Interior Decoration. 1.2 Color: 1.2.1 Definition of color Importance & Characteristics. 1.2.2 Classification of colors. 1.2.3 Color Schemes. 1.3 Lighting: 1.3.1 Classification of lighting. 1.3.2 Importance & Applications of lighting. 1.4 Furniture: 1.4.1 Principles of Furniture Arrangements. 1.4.2 Control and Selection of Furniture.	6

UNIT- II Textiles	2.1	Classification of fibers with examples.	6
	2.2	Characteristics and uses of fabrics used in Hotel Industry.	
UNIT- III Floor & Wall Coverings:	3.1	Selection of floor covering.	6
	3.2	Types and Characteristics.	
	3.3	Carpets Selection, Types & Characteristics.	
	3.4	Care and Maintenance of carpets.	
	3.5	Wall covering:	
	3.5.1	Types of wall coverings.	
	3.5.2	Cleaning and Maintenance of wall covering.	
UNIT- IV Windows, Soft furnishing and Guestroom accessories	4.1	Types & design of windows.	6
	4.2	Window treatments:	
	4.2.1	Stiff window treatment.	
	4.2.2	Soft window treatment.	
	4.3	Types & care of soft furnishing.	
	4.4	Types of accessories (functional & decorative).	
UNIT- V Housekeeping Budget & Control	5.1	Concept & Importance of Budget.	6
	5.2	Types of budget.	
	5.3	The Budget-planning process.	
	5.4	Advantages of budget control.	
	5.5	Limitations of budgeting.	
	5.6	Controlling operating expenses.	
	5.7	Housekeeping expenses.	
	5.8	Cost control in specific areas.	
	5.9	Inventory control and stock taking.	
UNIT- VI Purchasing System	6.1	Identification & selection of supplier.	6
	6.2	Purchase procedure:	
	6.2.1	Purchase order.	
	6.2.2	Receiving, storage & issuing.	
	6.3	Concept of R.O.L.	
	6.4	Bin card & other records maintain for purchasing.	
Practical No.		**Content**	**Lecture Hrs./ contact Hrs.**

1	Preparation of different types of sandwiches.	2	
2	Preparation of popular fish dishes (Fish Orly, Fish Meuniere, Grilled Fish Florentine, Baked Fish Mornay etc.).	2	
3	Preparation of Different types of Soufflés.	2	
4	Preparation of different types of Mousse, Puddings & custards.	2	
5	Preparation of different types of pastries.	2	
6	Three & four course Chinese menus (Veg. &Non-Veg.):	2	
7	Chili Paneer Dry, Veg. Sweet corn Soup, Veg. Fried Rice, Vegetable Manchurian.	2	
8	Veg. Wontons, Veg. Noodle Soup, Veg. American Chopsuey, Apple Toffee.	2	
9	Chili Garlic Potatoes, Veg. Hot n Sour Soup, Sweet n Sour Vegetables, Paneer Fried Rice.	2	
10	Drums of Heaven, Chicken Sweet Corn Soup, Stir Fried Vegetables, Veg Hakka Noodles.	2	
11	Sesame Seed Toast, Chicken Manchow Soup, Chili Chicken, Egg Fried Rice, Date and Walnut Wontons.	2	
12	Hygiene Cleaning and Sanitization procedures.	2	
13	Carrot cake.	2	
14	Karidopita.	2	
15	Tiramisu.	2	
16	Various tarts with filling.	2	
17	Banana Caramel Mousse.	2	
18	Chocolate sauce, Caramel sauce, Vanilla Anglaise.	2	
19	Basic sponge.	2	
20	Chocolate Ganache.	2	
21	Mud cake.	2	
22	Eggless sponge.	2	
23	Donuts.	2	
24	Masala Bread.	2	
Suggested	1. The Larder Chef – M.J. Leto & W.K.H. Bode.		

Readings:	2. Garnishes- Lyn Rutherford.
Text Book	3. Larousse Gastronomique– Cookery Encyclopedia- Paul Hamlyn.
	4. Professional Chefs- Art of Garde Manger (4th Edition) Frederic Sonnenschmidt And John F. Nicolas.
Reference Book	1. Classical Recipes of the world – Smith, Henry.
	2. Professional charcuterie – By John Kinsella and David T. Harvey.
	3. The Professional Garde Manger – By David Paul Larousse.
	4. The Art of Garde Manger – By Frederic Sonnenschmidt And John F. Nicolas.
	5. Professional Baking - Wayne Gisslen.
	6. The Art of Sugar Craft – Sugar paste – By Brenda Purton.
	7. The Art of Sugar Craft – Royal Icing – By Brenda Purton.
	8. The Art of Sugar Craft – Piping – By Nicholas Lodge.

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5
Practical End Term	☑	3 hr	50	Levels 4 to 6

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	3	1	1	0	0	0	1	1
CO2	2	3	2	1	1	0	1	1	1
CO3	1	2	3	2	2	1	2	1	1
CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	3	2	2	3

Program	Bachelor of Hotel Management (BHM)	Semester V				Course Category
Course Name	Industrial Training	L	T	P	C	
Course Code	BHMCAP001	0	0	0	20	CAP

Course Objectives:

This course ensures that the students understand how:

COb1	Relate and compare the classroom learning and practical working life.
COb2	Identify and develop understanding about the professional setting and work culture of organization related to hospitality.
COb3	Examine a firsthand experience of the career opportunities in hospitality industry.
COb4	Decide and select required skills for hotel sector.
COb5	Estimate the potential of travel and tourism sector and help them to modify skills and behaviour for the industry.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Describe the structure, workflow, and operational standards of all major hotel departments (Food Production, F&B Service, Front Office, Housekeeping) through practical exposure.	L2 & L3
CO2	Apply professional skills, techniques, and departmental procedures required in real hospitality environments, including safety, hygiene, and guest-handling practices.	L3 & L4
CO3	Analyze departmental functions, routines, coordination systems, and problem-solving approaches observed during training, comparing practices across different outlets and departments.	L3 & L4
CO4	Evaluate operational effectiveness, guest service quality, and workflow efficiency by preparing logbooks, appraisals, training reports, and presentations based on actual industry experience.	L4 & L5
CO6	Develop industry-ready competencies by integrating hands-on learning, observation, analysis, and reflective reporting to prepare for future employment in hospitality.	L5 & L6

Leave Formalities:

One weekly off and festivals and national holidays given by the hotel and maximum 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Basic Industrial Exposure will require an input of 120-130 working days (22

weeks x 06 days = 132 days). Students who are unable to complete a minimum of 100 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 100 days of basic industrial exposure but are unable to complete minimum 132 days due to medical reasons may make good during the vacations. The training in 6th semester necessarily needs to be in an approved hotel equivalent to three star of above/ Heritage or other such good property. Prior written approval needs to be taken from the Program Coordinator/ Convener/ H.O.D. for Basic Industrial Training.

Basic Industrial Training Schedule:
Food Production: 4-5 weeks, Food & Beverage Service: 4-5 weeks, Front Office: 4-5 weeks, Housekeeping: 4-5 weeks, others (In the areas of Interest) floating weeks may be availed Total weeks: 18-22 weeks. The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade.

Academic Credits for Basic Industrial Training shall be based on following:
Log books and attendance, Appraisals, Report and presentation, as applicable. All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make training report of all four major departments. A minimum 10 minutes Power Point presentation (based on the training reports) will be prepared by the trainees. This will be presented in front of a select panel of internal and external experts. Marks will be awarded on this. The presentation should express the student's experiences in the departments and what has he/she learned/ observed.
It may please be noted that for this semester the number of credits assigned is 20. Being practical oriented the number of hours input per week comes as 42 hours (7 working hours per day x 6 = 42 hours) per week.

The Basic Industrial Training Report will be submitted in the form specified as under:
1. The typing should be done on both sides of the paper (instead of single side printing).
2. The font size should be 12 with Times New Roman font.
3. The Training Report may be typed in 1.5 line spacing.
4. The paper should be A-4 size.
5. The Training Report may be bound in paper and submitted to the approved authority.

Students have to submit the following on completion of Basic Industrial Training to the faculty coordinator at the department:
1. Logbook.
2. Appraisal.
3. A copy of the training certificate.
4. Basic Industrial Training Report of all four major departments.
5. Power Point presentation in a pen drive, based on the Training Report.
6. Attendance sheet.
7. Leave card.

For distribution of marks refer to details on Course structure/ Credit distribution during the tenure of Basic Industrial Training, apart from carrying out the assigned jobs, the students are suggested to make the following observations in the departments/sections of training:

What to observe
(A) Food Production:

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

What to observe

(B) Food & Beverage Service:

Banquets-

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

Restaurants-

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

Bar-

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

Room service/ In Room Dining-

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

What to observe

(C) Front Office:

1. Greeting, meeting & escorting the guest.
2. Total capacity and tariffs of the rooms.
3. Location and role of status board, different types of status's maintained.
4. Special rates and discounts applicable to groups, business houses, airlines, VIP's etc.
5. Identification of kind, mode and type of reservation.
6. Filing systems and follow-up on reservations.
7. Types of plans and packages on offer.
8. Forms and formats used in the department.
9. Meaning of guaranteed, confirmed and waitlisted reservations.
10. Reports taken out in the reservations department.
11. Procedure of taking a reservation.
12. Group reservations, discounts and correspondence.

13. How to receive and room a guest.
14. Room blockings.
15. Size, situations and general colour schemes of rooms and suites.
16. Discounts available to travel agents, tour operators, FHRAI members etc.
17. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones.
18. Guest registration, types of guest folios, arrival slips, C-forms and their purpose.
19. How to take check-ins and check-outs on the computer.
20. Various reports prepared by reception.
21. Key check policy.
22. Mail & message handling procedures.
23. Percentage of no-shows to calculate safe over booking.
24. Group and crew rooming, pre-preparation and procedures.
25. Scanty baggage policy.
26. Handlin of room changes / rate amendments/ date amendments/ joiners/ one person departure/ allowances/ paid outs and all formats accompanying them.
27. Requisitioning of operating supplies.
28. Handling of special situations pertaining to guest grievance, requests etc.
29. Bell Desk / Concierge Functions: luggage handling during check-in & check-out, left luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.
30. Travel Desk: coordination, booking, transfers etc.

What to observe
(D) Housekeeping:
Rooms-
1. Number of rooms cleaned in a shift.
2. Time taken in making bed.
3. Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used.
4. Observe all guest supplies kept in guestroom bathroom. Understand the procedure for procurement and replenishment of guest supplies.
5. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guest facilities e.g. telephone, channel music, A/C , T.V. etc.
6. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and Efficiency.
7. Observe how woodwork, brass work are kept spotlessly clean and polished.
8. Observe procedure for handling soiled linen & Procurement of fresh linen.
9. Observe the procedure for Freshen up and Turn down service.
10. Observe room layout, color themes and furnishings used in various categories and types.
11. Carpet brushing and vacuum cleaning procedure.
12. Windowpanes and glass cleaning procedure and frequency.
13. Observe maintenance of cleaning procedure and frequency.
14. Understand policy and procedure for day-to-day cleaning.
15. Observe methods of stain removal.
16. Understand the room attendant's checklist and other formats used.
17. Observe handling of guest laundry & other service (like shoe shine etc.).
The Control Desk-
1. Maintenance of Log Book.
2. Understand the functions in different shifts.
3. Observe the coordination with other departments.

4. Observe the area & span of control.

5. Observe the handing of work during peak hours.

6. Observe the formats used by department and study various records maintained.

Public Areas-

1. Observe the duty and staff allocation, scheduling of work and daily briefing.

2. What to look for while inspecting and checking Public Area.

3. Importance of Banquets function prospectus.

4. Observes tasks carried out by the carpet crew, window cleaners and polishers.

5. Note Maintenance Order procedure.

6. Study the fire prevention and safety systems built into the department.

7. Observe coordination with Lobby Manager, Security and other departments.

8. Observe the pest control procedure and its frequency.

9. Study the equipment and operating supplies used the procedure for its procurement.

10. Observe Policy and procedures followed for various cleaning.

What to observe

(E) Personality Skills for Hospitality:

1. Grooming.

2. Personal Hygiene.

3. Social, business and dining etiquettes.

4. Body language.

5. Art of good conversation.

6. Communication skills.

7. Presentation skills.

8. Public speaking.

9. Dealing with seniors, colleagues, juniors, customers, suppliers, owners etc.

10. Team behavior.

11. Telephone manners and accents.

12. Electronic communication techniques: E-mail, Fax etc.

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5
Practical End Term	☑	3 hr	50	Levels 4 to 6

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	2	2	3	1	0	0	2	1	1
CO2	1	2	3	2	1	0	2	1	0

CO3	1	1	3	3	2	0	3	2	0
CO4	1	1	2	3	3	1	2	2	0
CO5.	1	1	2	2	3	3	2	2	1

Program	Bachelor of Hotel Management (BHM)				Semester VI		Course Category	
Course Name	Course Name: Advance Food Production II	L	T	P	C	MCC		
Course Code	Course Code: BHMMCC021	2	0	4	4			

This course ensures that the students understand how:

COb 1	Define the functioning of larder section of kitchen.
COb 2	Outline the development of French cuisine in form of nouvelle cuisine.
COb 3	Categorize the processed meats as convenience food and their role in kitchen.
COb 4	Analyze the role and importance of kitchen stewarding in food production department.
COb 5	Evaluate and understand different popular cuisines of world

Course Outcomes:

CO No.	Course Outcome	Bloom's Level
CO1	Explain the role, functions, tools, and food presentation practices of the larder department	**L1, L2**
CO2	Describe the evolution, features, and importance of nouvelle cuisine and convenience foods	**L1, L2**
CO3	Identify and classify various processed meat products and cold kitchen preparations	**L2**
CO4	Explain the importance, staffing, and operations of the kitchen stewarding department	**L1, L2**
CO5	Recognize popular Indian regional and international cuisines and their characteristics	**L2**

SYLLABUS

Unit No	Content		Lecture Hrs./ contact Hrs.
UNIT-I Larder	1.1	Introduction of Larder department.	7
	1.2	Functions of larder department and Larder Control.	
	1.3	Duties & responsibilities of Larder Chef.	
	1.4	Specific essential tools &equipment's used in the Larder department.	
	1.5	Cold food presentation.	
	1.6	Precaution for display of food.	
	1.7	Non edible display.	
UNIT-II Nouvelle Cuisine and Convenience Foods	2.1	Evolution & history of Nouvelle cuisine.	7
	2.2	Salient features of Nouvelle cuisine.	
	2.3	Characteristics of Convenience Foods.	
	2.4	Advantages & Disadvantages of Convenience foods.	
UNIT-III Processed Meat Products	3.1	Study of Ham, Bacon & Gammon.	7
	3.2	Study of Pate & Terrine.	
	3.3	Study of Cures & Marinades.	
	3.4	Study of Mousse, Mousseline & Quenelle.	
	3.5	Study of Foie Gras.	
	3.6	Study of Galantine, Ballotine & Roulades.	
UNIT-IV Kitchen Stewarding Department	4.1	Importance of Kitchen Stewarding department.	7
	4.2	Staffing in Kitchen Stewarding department & their duties.	
	4.3	Tasks performed by Kitchen Stewarding department.	
UNIT-V Popular Indian Regional & Internation	5.1	Indian Regional Cuisines.	8
	5.2	International Cuisines:	
	5.2.1	Continental.	
	5.2.2	Chinese.	
	5.2.3	Italian.	

al Cuisines	5.2.4 Mexican.	
	5.2.5 Thai.	
	5.2.6 Spanish.	
	5.2.7 Middle Eastern.	
	5.2.8 Indian.	
	5.2.9 Japanese.	
	5.2.10 German.	
Textbooks	1. The Larder Chef – M.J. Leto & W.H. K.Bode. 2. Prasad- Cooking with Indian Master, J.Inder Singh Kalra, Allied. 3. Larousse Gastronomique – Cookery Encyclopedia- Paul Hamlyn. 4. Professional Chefs- Art of Garde Manger (4th Edition) Frederic Sonnenschmidt And John F. Nicolas.	—
References	1. Classical Recipes of the world – Smith, Henry. 2. Professional charcuterie – By John Kinsella and David T. Harvey. 3. The Professional Garde Manger – By David Paul Larousse. 4. The Art of Garde Manger – By Frederic H Sonnenschmidt, John F. 5. Professional Baking - Wayne Gisslen.	—

Practical No.	Content	Lecture Hrs./ contact Hrs.
1	Three/four course menus (at least 2 menus from each International cuisine):	2
2	Chinese.	2
3	Italian.	2
4	Mexican.	2
5	Thai.	2
6	Spanish.	2
7	Middle Eastern.	2
8	Continental.	2

Towards the end of the course, the students will be able to: Assessment Scheme:	**9**	Three/four course menus (at least 2 menus from each Regional cuisine):	2
	10	Kashmiri.	2
	11	Punjabi.	2
	12	Rajasthani.	2
	13	Bengali.	2
	14	Hyderabadi.	2
	15	Mughlai.	2
	16	Chocolate Truffle Cake.	2
	17	Different Sponge.	2
	18	Icing on Cakes.	2
	19	Different Pastries (Chocolate Hazelnut, Red Velvet, Fresh fruit, Etc.).	2
	20	Puff Layering.	2
	21	Coconut Cookies.	2
	22	Peanut Butter Cookies.	2
	23	Oats Cookies/ Macaroons.	2
	24	Biscotti/ Choco chip& Raisin cookies/ Maple Cookies/ Salted cookies.	2

Suggested Readings:	1. The Larder Chef – M.J. Leto & W.H. K.Bode. 2. Prasad- Cooking with Indian Master, J.Inder Singh Kalra, Allied.
Text Book	3. Larousse Gastronomique – Cookery Encyclopedia- Paul Hamlyn. 4. Professional Chefs- Art of Garde Manger (4th Edition) Frederic Sonnenschmidt And John F. Nicolas.
Reference Book	1. Classical Recipes of the world – Smith, Henry. 2. Professional charcuterie – By John Kinsella and David T. Harvey. 3. The Professional Garde Manger – By David Paul Larousse. 4. The Art of Garde Manger – By Frederic H Sonnenschmidt, John F. Nicolas. 5. Professional Baking - Wayne Gisslen.

Component	Adopted for	Duration	Weightage	Levels

	this Course			
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5
Practical End Term	☑	3 hr	50	Levels 4 to 6

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	3	1	1	1	1	1	2
CO2	3	2	1	1	1	2	0	1	1
CO3	2	2	3	1	1	2	0	1	3
CO4	2	2	2	2	1	0	2	1	0
CO5	2	1	1	0	0	2	0	2	3

Program	Bachelor of Hotel Management (BHM)	Semester				Course Category
Course Name	Course Name: **Advanced Food & Beverage Service –II**	L	T	P	C	MCC
Course Code	Course Code: BHMMCC022	2	0	2	3	

This course ensures that the students understand how:

COb 1	Recall the role of F&B Control, cost and their types.
COb 2	Develop the knowledge of the concept, planning and functions of a restaurant.
COb 3	Analyze the knowledge about plan for different types of bar license, evaluating students to understand of planning and layout of bar.
COb 4	Compare the planning, and preparing of budget, and its importance and use for an organization.
COb 5	Evaluate about different type of policies which are important for the catering industry.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO No.	Course Outcome	Bloom's Level
CO1	Explain restaurant planning, layout, theme functions, and operational procedures including gueridon service	L1, L2
CO2	Describe bar planning, layout, licensing, equipment, and beverage control procedures	L1, L2
CO3	Explain budgeting concepts, types of budgets, and preparation of budgeted trading accounts	L1, L2
CO4	Analyze food and beverage control concepts, cost classifications, and control problems	L3, L4

SYLLABUS

Unit No	Content	Lecture Hrs./ contact Hrs.
UNIT-I Restaurant Planning & Operations	1.1 Introduction to Restaurant Planning. 1.2 Planning & operating of various F & B Outlets and Supporting ancillary areas. 1.3 Factors- Concept, Menu, Space & Lighting, Colors and Market, Restaurant Design team. 1.4 Restaurant Problems &Guest Situation Handling – (thumb rules). 1.5 Hosting Theme Functions/ Lunches/Events. 1.6 Preparation of Flamb'es & Gueridon Service.	7
UNIT-II Bar Planning & Operation	2.1 Types of Bar. 2.2 Target clientele: a. Location. b. Atmosphere and Décor. 2.3 Basic elements of layout and design consideration.	7

	2.4	Parts of bar.	
	2.5	Beverage control procedures.	
	2.6	Formats & Records maintained.	
	2.7	Licenses required.	
	2.8	Equipments required.	
UNIT- III **Budgeting**	3.1	Definition & Objectives.	7
	3.2	Kinds of Budgets :(Sales Budget, Labor Cost Budget, Overhead Cost Budget).	
	3.3	Budgeted Trading Account (P & L).	
UNIT-IV **F & B** **control**	4.1	F & B Control- Overview: Introduction, Objectives of F & B Control.	7
	4.2	Problems in F & B Control.	
	4.3	Cost & Sales Concepts: a. Definition & Elements of Cost. b. Classification of Cost. c. Sale defined.	
UNIT-V **Food &** **Beverage** **Manageme** **nt in** **Hotels,** **Restaurant** **s &** **Industrial** **Catering**	5.1	Introduction. a. Hotels & Restaurant Catering. b. Industrial & Institutional Catering. c. Food & Popular Catering. d. Fast food & Popular Catering.	8
	5.2	Basic policies - Financial marketing and Catering.	
	5.3	Organizing and Staffing.	
	5.4	Control and performance measurement.	
Suggested **Readings:** Text Book	1. Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone. 2. Hotel & Catering Costing & Budgets, RD. Boardman, Heinemann. 3. Introduction F & B Service- Brown, Heppner & Deegan · 4. Bar and Beverage Book – Costas Katsigris, Mary Proter & Thomas. 5. Food and Beverage Services R. Singaravelavan, Oxford	

	publications	
Reference Book	1. Theory of Catering - Kinton and Cesarani.	

Practical No.	Content	Lecture Hrs./ contact Hrs.
1	Planning a restaurant (Specialty, Fast Food and Coffee Shop) with the factors mentioned in the theory).	2
2	Planning of a bar with the factors mentioned in theory.	2
3	Preparation of duty rosters in restaurants and function catering.	2
4	Menu planning – Indian and International with wines.	2
5	Formats of records maintained in restaurants and bars (booking, Diary, KOT, Sales summary sheet, Guest comments, Log Book, etc.).	2
6	Budgeting for the new opening Food & Beverage Service outlets	2
7	List of restaurant equipment manufacturers (Assignment).	2
8	List of licenses required (Assignment).	2
9	Role of catering and how to establish a catering business (Assignment).	2
10	Role Plays & Situation handling in Restaurant.	2
11	Handling of Bar Frauds.	4

Suggested Readings: Text Book	1. Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone. 2. Hotel & Catering Costing & Budgets, RD. Boardman, Heinemann. 3. Introduction F & B Service- Brown, Heppner & Deegan. 4. Bar and Beverage Book – Costas Katsigris, Mary Proter& Thomas. 5. Food and Beverage Services R. Singaravelavan, Oxford publications.	
Reference Book	1. Theory of Catering - Kinton and Cesarani.	

Assessment Scheme:

Component	Adopted for	Duration	Weightage	Levels

	this Course			
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5
Practical End Term	☑	3 hr	50	Levels 4 to 6

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	3	2	1	2	2	1	2
CO2	3	3	3	1	1	1	1	1	1
CO3	3	2	2	2	3	0	1	1	0
CO4	2	2	3	3	3	0	1	1	0
CO5	3	2	2	2	2	1	2	2	1

Program	Bachelor of Hotel Management (BHM)					Semester	Course Category
Course Name	Course Name: **Advanced Front Office- II**	L	T	P	C		MCC
Course Code	Course Code: BHMMCC023	2	0	2	3		

This course ensures that the students understand how:

COb 1	Define and illustrate the process of handling guest handling, managing man power in front office department with the effective utilization of yield management.
COb 2	Apply knowledge in hotel for the guest complaint, yield management, front office budgeting and managing human resources.
COb 3	Compare the role of yield management team and reacting variations in demand in order to maximize yield.
COb 4	Conclude about the role of Front office Manager in Budget making process.

COb5	Discuss about the role of other departments in budget making process.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Level
CO1	Explain the concept, causes, handling methods, and benefits of guest complaint handling	**L1, L2**
CO2	Apply appropriate techniques to handle guest complaints effectively at the front office	**L3**
CO3	Explain yield management concepts and their application in rooms division to maximize revenue	**L1, L2**
CO4	Explain front office budgeting, forecasting, and room revenue planning	**L1, L2**
CO5	Describe recruitment, training, motivation, and human resource practices in front office	**L2, L3**

SYLLABUS

Unit No	Content		Lecture Hrs./ contact Hrs.
UNIT-I **Guest** **Complaint** **Handling**	1.1	What is a complaint?	9
	1.2	Why do guests complain?	
	1.3	How to handle guest complaints?	
	1.4	Benefits derived from complaint handling.	
UNIT II **Yield** **Management**	2.1	Introduction and concept.	9
	2.2	Applicability to Rooms division.	
	2.3	Capacity Management.	
	2.4	Measurement yield.	
	2.5	Yield Management Team.	
	2.6	Reacting variations in demand in order to maximize yield.	
UNIT III **Front**	3.1	Making of Front office Budget.	9
	3.2	Factors affecting Budget Planning.	

Office Budgeting	3.3	Capital and Operation Budget for Front Office.	
	3.4	Refining Budgets and Forecasting room Revenue.	
UNIT IV **Managing Human Resources in Front Office**	4.1	Recruitment in Front office.	9
	4.2	Selection, Hiring & Training.	
	4.3	Motivation & Retrenchment	
Suggested Readings: Text Book	1. Front office operations by Colin Dix & Chirs Baird. 2. Hotel front office management by James Bardi. 3. Managing front office operations by Kasavana & Brooks		
Reference Book	1. Front office training manual by Sudhir Andrews.		

Practical No.	Content	Lecture Hrs./ contact Hrs.
1	Mock role plays for guest complaint handling.	8
2	Yield management calculations. Preparing statistical data based on actual calculations.	2
3	Budgeting for front office sub sections.	2
4	Mock interviews for recruitment in Front Office.	4
5	Preparation of sales letters, brochure, tariff cards and other sales documents.	2
6	Standard Operating Procedures of Front Office.	2
7	Check-in Procedure for Single Lady Traveler.	2
8	Situation Handling Procedure for Handicapped Guest, Drunk Guest etc.	2

Suggested Readings: Text Book	1. Front office operations by Colin Dix & Chirs Baird. 2. Hotel front office management by James Bardi. 3. Managing front office operations by Kasavana & Brooks.
Reference Book	1. Front office training manual by Sudhir Andrews.

Practical	Content	Lecture

No.		Hrs./ contact Hrs.
1	Mock role plays for guest complaint handling.	8
2	Yield management calculations. Preparing statistical data based on actual calculations.	2
3	Budgeting for front office sub sections.	2
4	Mock interviews for recruitment in Front Office.	4
5	Preparation of sales letters, brochure, tariff cards and other sales documents.	2
6	Standard Operating Procedures of Front Office.	2
7	Check-in Procedure for Single Lady Traveler.	2
8	Situation Handling Procedure for Handicapped Guest, Drunk Guest etc.	2

Suggested Readings:

Text Book

1. Front office operations by Colin Dix & Chirs Baird.
2. Hotel front office management by James Bardi.
3. Managing front office operations by Kasavana & Brooks.

Reference Book

1. Front office training manual by Sudhir Andrews.

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5
Practical End Term	☑	3 hr	50	Levels 4 to 6

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	2	3	1	1	3	1	1

CO2	1	1	3	3	1	1	3	1	1
CO3	3	3	3	2	3	1	1	2	1
CO4	3	2	2	2	3	0	1	1	0
CO5	2	2	3	2	1	1	3	1	0

Program	Bachelor of Hotel Management (BHM)		Semester				Course Category	
Course Name	Course Name: **Advanced Housekeeping-II**	L	T	P	C	MCC		
Course Code	Course Code: BHMMCC0024	2	0	2	3			

This course ensures that the students understand how:

COb 1	Classify guest room based on different factors.
COb 2	Identify the importance & impact of environment friendly practices in HK dept.
COb 3	Discover the knowledge about the skills & attitude required towards work, behavior & personal hygiene.
COb 4	Analyze the latest trends & techniques used in HK dept.
COb 5	Decide the implementation of correct procedure for starting HK dept. in new property

Course Outcomes:
Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Level
CO1	Explain planning, layout, furniture, and service area requirements of a guest room	**L1, L2**
CO2	Describe environmental and eco-friendly practices used in housekeeping operations	**L1, L2**
CO3	Explain recruitment, training, duty roaster planning, and performance appraisal in housekeeping	**L2, L3**
CO4	Identify new trends, technologies, outsourcing, and PMS usage in housekeeping	**L2**

CO5	Explain housekeeping planning and operations during opening of new properties	**L1, L2**

SYLLABUS

Unit No	Content		Lecture Hrs./ contact Hrs.
UNIT-I Planning of a Guest Room	1.1	Application of Chapter 1- 4 in Planning.	7
	1.2	Size of a Guest Room as per the classification norms.	
	1.3	Layout of the guest room to the scale.	
	1.4	Furniture- size and arrangement.	
	1.5	Bathroom fixtures and amenities.	
	1.6	Planning of Service Areas – Linen Room / Laundry.	
UNIT- II Environmental Practices in Housekeeping:	2.1	Eco friendly cleaning supplies.	7
	2.2	Waste reductions program.	
	2.3	Recycling of materials.	
UNIT- III Managing Housekeeping personnel's	3.1	Determining staff strength.	7
	3.2	Recruitment and selection of the staff.	
	3.3	Training of the employees.	
	3.4	Planning duty roaster.	
	3.5	Performance appraisal.	
	3.6	Employee welfare and discipline.	
UNIT- IV New Trends in Housekeeping	4.1	Hygienic aspects.	7
	4.2	Outsourcing.	
	4.3	New Scientific Techniques.	
	4.4	Training & Motivation Savvy of Housekeeping.	
	4.5	Property management system (PMS).	
UNIT- V New	5.1	Considerations in setting up housekeeping department.	8
	5.2	Opening checklist.	

Property Operations	5.3	Plan & organize material resources.	
	5.4	Division of work.	
	5.5	House break up.	
	5.6	System and procedures.	
Suggested Readings: Text Book	1. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS). 2. Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw.		
Reference Book	1. Professional Management of H.K. operations- Matt. A. Casado (Wiley).		

Practical No.	Content	Lecture Hrs./ contact Hrs.
1	Study the layout and model preparation for:	6
1.1	Single room.	
1.2	Double room.	
1.3	Handicap room, etc.	
2	Planning and Designing of a Lobby (Assignment).	4
3	Assignment on floor finishing, wall coverings, curtains.	2
4	Studying different case studies in Housekeeping.	4
5	Guest complaints handling in Housekeeping.	4
6	Handling different types of fabrics in manual.	4

Suggested Readings: Text Book	1. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS). 2. Hotel House Keeping – Sudhir Andrews Publisher: Tata McGraw Hill.
Reference Book	1. Professional Management of H.K. operations- Matt. A. Casado (Wiley).

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case	☑	1hr	10	Levels 3 to 5

Study				
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5
Practical End Term	☑	3 hr	50	Levels 4 to 6

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	2	1	1	1	0	1	3
CO2	2	2	2	2	1	2	0	3	1
CO3	2	2	3	2	2	0	3	1	0
CO4	2	3	2	1	1	3	1	3	0
CO5	3	2	3	2	2	1	2	1	2

Program	Bachelor of Hotel Management (BHM)		Semester-VII				Course Category
Course Name	**Event Management**	L	T	P	C		
Course Code	BHMMCC025	3	0	0	3		MCC

Course Objectives:

This course ensures that the students understand how:

COb1	Gain a clear understanding of the basic concepts, scope, and significance of event management in the hospitality and tourism industry.
COb2	Learn the various types of events and develop the essential skills required for effective event planning and coordination.
Cob3	Understand the step-by-step process of organizing events, including proposal development, team management, and execution strategies.
Cob4	Explore the relationship between events and tourism, including MICE tourism, and understand event marketing, promotion, and sponsorship strategies.
Cob5	Explore the connection between tourism and events, with a focus on MICE tourism, event marketing, promotional tools, and sponsorship strategies.

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	**Identify and explain** the basic concepts, scope, and importance of event management and the C's of events.	**L1 & 2**
CO2	**Develop** practical skills in organizing events by considering event selection, logistics, and team coordination.	**L3**
CO3	**Analyze** the role of events in tourism and business, with a focus on MICE and its impact on destination marketing.	**L4**
CO4	**Evaluate** internal and external event marketing strategies and assess sponsorship needs and promotional tools.	**L5**
CO5	**Assess** legal and regulatory aspects of event management including feasibility analysis and compliance requirements.	**L5**

Syllabus:

Unit No	Content	Lecture Hrs/ contact Hrs
UNIT- I Basic concept of Event Management	1.1 Definition, Need, Importance & scope. 1.2 C's of events. 1.3 Event Management Procedures. 1.4 Role of event management company. 1.1 Careers in event management.	7
UNIT- II Event Planning	2.1 Typology and importance of planned events. 2.2 Skills required being a good event planner. 2.3 Steps involved in Event Planning. Event Strategic Planning.	7

UNIT- III Organizing Event	3.1	Selection of the Event and basic consideration.	7
	3.2	Preparation for Event Proposal.	
	3.3	Event Team Management.	
	3.4	Characteristics and complexities of events.	
	3.5	Key steps to successful events.	
UNIT- IV Tourism Event & Marketing	4.1	Events and Tourism, Business tourist.	7
	4.2	MICE Tourism.	
	4.3	Event Marketing and Promotion.	
	4.4	Internal versus External Event Marketing.	
	4.5	Tools for event marketing.	
	4.6	Sponsorship Needs Assessment.	
UNIT- V Legal issues in event	5.1	Feasibility analysis.	
	5.2	Identifying Legal Compliance.	
	5.3	SWOT Analysis: Finding the Strengths, Weaknesses, Opportunities, and Threats.	
	5.4	The Approval Process.	
	5.5	Tourism Events, National & International Trade Fairs & Marts.	

Suggested Readings:

Text Book

T 1. Anton Shone & Bryn Parry, Successful Event Management, Cengage Learning.

T 2. Bhatia A.K., Event Management, Sterling Publishers, New Delhi.

R 1. David Watt, Event Management in leisure & tourism

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	0	0	0	1	0	1
CO2	1	1	3	2	1	1	1	0	2
CO3	2	2	3	1	1	1	1	1	2
CO4	1	1	2	3	3	2	1	1	2
CO5	1	1	3	2	2	3	1	1	3

Program	Bachelor of Hotel Management (BHM)	Semester	Course

		VII				Category
Course Name	Hospitality Sales & Marketing	L	T	P	C	
Course Code	BHMMCC026	2	0	0	2	MCC

Course Objectives:

This course ensures that the students understand how:

COb1	Define and illustrate about the meaning, nature and scope of hospitality marketing and selling.
COb2	Develop knowledge for changing role of hotel marketing, features, customer expectation and classification of hotel.
COb3	Inspect different Market Segmentation and Marketing Strategies for Hotel Industry.
COb4	Judge the different advertising, promotional tools and marketing mix elements as well as learn to distinguish between product and services.
COb5	Plan and predict the consumer behavior and total quality management in hotel industry.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Define and explain the basic concepts, nature, scope, and importance of marketing, and differentiate between marketing and selling within the hospitality context.	L1 & L2
CO2	Describe the evolving role of hotel marketing, interpret customer expectations, and analyze the features and classification of the hospitality industry.	L2 & L3
CO3	Identify and classify major market segments in hospitality, analyze new service development processes, and apply techniques such as service blueprints and strategic marketing programs.	L2, L3 & L4
CO4	Analyze the characteristics of service marketing, demonstrate understanding of the 7Ps, and evaluate service promotion, communication channels, sales techniques, and relationship marketing in hotel operations.	L3 & L4
CO5	Evaluate consumer behavior theories, assess customer expectations and perceptions, and apply Total Quality Management (TQM) principles to enhance hospitality service delivery and customer delight.	L4, L5 & L6

Syllabus:

Unit No	Content	Lecture Hrs/ contact Hrs
UNIT- I Introduction to	1.1 Basic introduction to marketing. 1.2 Meaning, nature and scope.	5

Marketing	1.3	Difference between marketing and selling.	
	1.4	Hospitality Marketing: - Indian scenario, (Issues /solutions /future prospects).	
UNIT- II Hotel Marketing	2.1	Changing role of Hotel marketing.	5
	2.2	Features of Hospitality marketing.	
	2.3 and	Customer expectation from Hospitality services Value chain linkage in hotel industry.	
	2.4	Classification of Hotel industry.	
UNIT- III Market Segmentation and Marketing Strategies for Hotel Industry	3.1	Organizational customer segment.	5
	3.2	Travel Market, Corporate meeting, Marketing, Incentive markets, Convention market.	
	3.3	New service development.	
	3.4	Blue printing.	
	3.5	Mapping the service system.	
	3.6	A strategic program for the marketing of service.	
UNIT- IV Service Marketing and Advertising	4.1	Basic difference between goods and services and their marketing.	5
	4.2	Marketing Mix in services marketing (7 P's).	
	4.3	Types of services, Product, Front Office & accommodation, food and beverage.	
	4.4	Value added products.	
	4.5	Sales promotion.	
	4.6	Personal selling publicity.	
	4.7	Communication process in services promotion.	
	4.8	Public relations in hotel industry, Place (distribution), Agents & brokers, Electronic channels.	
	4.9	Role of employees in service delivery.	
	4.10 Employee Process of level of	Relationship marketing, Physical evidence, dress, Aesthetics, angible Equipment. service delivery, Steps in service delivery, customer involvement.	
UNIT- V Consumer Behaviour in Hotel Industry and T.Q.M. in Service Marketing	5.1	Customer expectations.	5
	5.2	Post purchase evaluation.	
	5.3	Types of service.	
	5.4	Expectations, Factors influencing customer expectations and perceptions of service.	
	5.5	Managing the customer' mix.	
	5.6	Customer Delight approach.	
	5.7	Features application in hospitality industry.	

Suggested Readings:
1. Foundation and Practices Marketing of Services- Strategies for Success, Harsh V. Verma.
2. Services Marketing – Ravishankar.
3. Services Marketing- Zeital Valerire- A and Mary Jo Baiter Publisher: Mcgraw Hill Company.
4. Service Marketing- Wood ruffe Helen Publisher Macmillan.
5. Professional Manager,s Library, Global Business Press.
6. Marketing Management, Philip Kotler, Prentice –Hall of India, New Delhi. Hospitality & Travel Marketing, Alastair M. Morrison.

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Date & Time	Venue	Levels
Test I	☑	1hr	10			Levels 3 to 5
Test II	☑	1hr	10			Levels 3 to 5
Assignment	☑		10			Levels 1 to 5
Surprise Quiz	☑	30 mins	10			Level 1
Case Study	☑	2hr	10			Levels 3 to 5
Comprehensive Exam	☑	2hr	30			Levels 1 to 3
	☑	1hr	20			Levels 3 to 6

Course Outcomes – Program Outcomes (CO – PO) Mapping

CO → / PO ↓	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	3	1	0	0	0	1	0	0
CO2	2	3	2	2	0	0	1	1	0
CO3	2	2	3	1	1	0	2	1	0
CO4	1	2	3	3	2	2	2	1	0
CO5	1	2	3	3	3	3	2	1	0

Program	Bachelor of Hotel Management (BHM)				Semester-VII		Course Category
Course Name	Entrepreneurship development in Hospitality	L	T	P	C		
Course Code	BHMMCC027	3	0	0	3		MCC

Course Objectives:

This course ensures that the students understand how:

COb1	Analyze the entrepreneurial journeys of successful business figures like Dhirubhai Ambani and Sofia, and understand the strategies that led to their business successes.
COb2	Identify and debunk common myths and misconceptions about entrepreneurship, gaining clarity on the realities of starting a business.
COb3	Evaluate the key entrepreneurial qualities and traits that contribute to business success.
COb4	Recognize the common reasons why start-ups fail and how to mitigate those risks.
Cob5	Develop an entrepreneurial mindset to enhance problem-solving

CO No.	Course Outcome	Bloom's Taxonomy Level

CO1	Analyze the entrepreneurial journeys of Dhirubhai Ambani and Sofia as examples of successful business ventures.	**L1**
CO2	Identify and debunk common myths and misconceptions about entrepreneurship, gaining clarity on the realities of starting a business.	**L2**
CO3	Evaluate the key entrepreneurial qualities and traits that contribute to business success.	**L3**
CO4	Recognize the common reasons why start-ups fail and how to mitigate those risks.	**L4 & L5**
CO5	Develop an entrepreneurial mindset to enhance problem-solving, creativity, and resilience.	**L5 & L6**

Syllabus:

Unit No	Content	Lecture Hrs/ contact Hrs
UNIT-I Introduction to Entrepreneurship	1.1 Introduction to Dhirubhai Ambani & Sofia: Inspirational entrepreneurial journeys. 1.2 Myths & Realities about Entrepreneurship: Common misconceptions and the truth behind starting a business. 1.3 Entrepreneurial Qualities: Key traits of successful entrepreneurs. 1.4 Why Start-ups Fail?: Common reasons for failure in early-stage businesses. 1.5 Characteristics of an Entrepreneurial Mindset: Problem-solving, resilience, and creativity. 1.6 Risk-Taking and Decision-Making: How entrepreneurs handle risks and make critical business decisions.	6
UNIT- II Vision, Mission & Business Models	2.1 Mission and Vision: The importance of defining a clear mission and vision for your business. 2.2 Entrepreneurial Qualities – Part I: Analyzing the foundational entrepreneurial qualities. 2.3 Value Proposition: Understanding what makes your business unique and valuable to customers. 2.4 Business Model Canvas: How to use the canvas to map out your business strategy. 2.5 Business Model Generation: Creating and testing your business model in real time. 2.6 Defining Your Competitive Advantage: Differentiating your business from competitors in the market.	5
UNIT-III	3.1 Competitive Advantage: How to establish a sustainable	6

Lean Start-ups and Legal Aspects	edge over competitors. 3.2 Lean Start-up – Part I: Introduction to lean start-up principles. 3.3 Lean Start-up – Part II: Implementing the build-measure-learn feedback loop. 3.4 Team and Early Recruitment: Building your initial team and hiring essential roles. 3.5 Legal Forms of Business: Overview of sole proprietorship, partnership, corporation, etc. 3.6 Choosing the Right Business Structure: How the legal structure affects liability, taxes, and operations.	
UNIT-IV Marketing, Market Research & Financial Basics	4.1 Marketing Management – Part 1: Introduction to marketing strategies for start-ups. 4.2 Market Research – Part I: Understanding market needs and customer behavior. 4.3 Market Research – Part II: Tools and techniques for gathering actionable market data. 4.4 Profit & Loss Statement: Understanding how to read and create a profit and loss statement. 4.5 Cash Flow Management: The importance of cash flow in keeping a business operational. 4.6 Cost-Volume-Profit (CVP) & Break-Even Analysis: Calculating break-even points and understanding business profitability.	5
UNIT-V Funding, Financial Planning & Growth Strategies	5.1 Introduction to Financial Statements: Basics of income statements, balance sheets, and cash flow statements. 5.2 Capital Budgeting: Evaluating long-term investment opportunities for your business. 5.3 Funding New Ventures – Bootstrapping & Crowdfunding: Alternative funding methods for new businesses. 5.4 Angel Investors and VCs: How angel investors and venture capitalists can help scale your business. 5.5 Government Incentives for Entrepreneurs: Exploring funding and support programs provided by the government. 5.6 Growth Hacking & Growth Strategy: Techniques to scale your business quickly and efficiently.	6

Suggested Readings:
Text Book

1. The Lean Startup by Eric Ries
2. Start with Why by Simon Sinek
3. Zero to One by Peter Thiel

Reference Book

1. The Innovator's Dilemma by Clayton Christensen

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	2	1	1	0	0	1	2
CO2	1	2	1	2	1	1	0	1	2
CO3	2	3	2	2	3	2	1	2	3
CO4	1	2	2	3	3	2	1	2	2
CO5	1	0	2	3	3	3	1	2	2

Program	Bachelor of Hotel Management (BHM)		Semester-VI				Course Category
Course Name	Project Report	L	T	P	C		
Course Code	BHMREP001	0	4	0	4		REP

Course Objectives:
This course ensures that the students understand how:

COb1	Define and demonstrate analytical, critical and comprehensive knowledge for the chosen area of study.
COb2	Identify the research idea and research techniques.
Cob3	Analyze and examine the selected topic for dissertation.
Cob4	Justify conducted study as per their selected area of study.
Cob5	Discuss and to propose solution on the basis of their dissertation on selected topic.

CO No.	Course Outcome	Bloom's Taxonomy Level

CO1	Identify and define a relevant research topic related to hospitality or tourism by understanding industry issues, potential challenges, and the need for the study.	**L1 & L2**
CO2	Demonstrate the ability to formulate research objectives, design methodology, and develop structured tools for data collection and sampling.	**L2 & L3**
CO3	Apply appropriate research methods to collect, organize, and analyze data, interpreting results effectively within the context of hospitality and tourism.	**L3 & L4**
CO4	Evaluate findings to propose practical suggestions, recommendations, and solutions for industry-related problems backed by research evidence.	**L4 & L5**
CO5	Create a comprehensive research report that demonstrates academic writing skills, proper documentation, presentation quality, and professional project compilation.	**L5 & L6**

Syllabus:

Keeping in view the diverse nature of Hospitality & Tourism industry & its long term implications on the economy, society, culture & environment, it is mandatory to do some project work so as to sharpen the research skills, develop a practical understanding of the Hospitality system, attain some field experience etc. Students are required to prepare a project on a topic of their choice approved from Faculty from Department/ Head of Department. The Project shall be Computer typed (Times New Roman) compiled & hard bound copy and one soft copy in Pen Drive.

The Project should include:

1. The First page should include Name of The University, Project undertaken, Roll Number & Name.
2. Certificate by Candidate of genuine work.
3. Acknowledgement.
4. Certificate of approval.
5. Introduction to the topic.
6. Problem Definition
   i. Need of study
   ii. Research objective
   iii. List of Information
7. Research Methodology
   i. Research design
   ii. Source of data
   iii. Instrumentation of data collection
   iv. Sampling Design
8. Analysis, Findings & Interpretation.
9. Suggestions & Recommendations.
10. Conclusion or Silent Findings
11. Limitation
12. Bibliography
13. Annexure

Selecting a Topic:

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

topic of their choice with due consultation with the faculty member who is mentoring the candidate in the department.

The purpose of project for you is to-

1. Learn about various hospitality issues.
2. Learn how to evaluate the potential.
3. Improve organizing & managerial skills.

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr		Levels 2 to 5
Assignment/ Case Study	☑	1hr		Levels 3 to 5
Quiz	☑			Levels 1 to 2
End Term Project Viva	☑	3hr	200	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

CO → / PO ↓	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	0	0	0	1	1	0
CO2	2	3	2	2	1	0	1	1	0
CO3	1	2	3	2	1	1	2	1	1
CO4	1	2	2	3	3	2	2	2	1
CO5	1	1	2	3	3	3	3	2	1

Program	Bachelor of Hotel Management (BHM)	Semester VIII				Course Category
Course Name	On Job Training	L	T	P	C	
Course Code	BHMCAP002	0	0	0	20	CAP

Course Objectives:

This course ensures that the students understand how:

COb1	Relate and compare the classroom learning and practical working life.
COb2	Identify and develop understanding about the professional setting and work culture of organization related to hospitality.
COb3	Examine a firsthand experience of the career opportunities in hospitality industry.
COb4	Decide and select required skills for hotel sector.
COb5	Estimate the potential of travel and tourism sector and help them to modify skills and behaviour for the industry.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Describe the structure, workflow, and operational standards of all major hotel departments (Food Production, F&B Service, Front Office, Housekeeping) through practical exposure.	L2 & L3
CO2	Apply professional skills, techniques, and departmental procedures required in real hospitality environments, including safety, hygiene, and guest-handling practices.	L3 & L4
CO3	Analyze departmental functions, routines, coordination systems, and problem-solving approaches observed during training, comparing practices across different outlets and departments.	L3 & L4
CO4	Evaluate operational effectiveness, guest service quality, and workflow efficiency by preparing logbooks, appraisals, training reports, and presentations based on actual industry experience.	L4 & L5
CO6	Develop industry-ready competencies by integrating hands-on learning, observation, analysis, and reflective reporting to prepare for future employment in hospitality.	L5 & L6

Leave Formalities:
One weekly off and festivals and national holidays given by the hotel and maximum 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Specialized Industrial Exposure will require an input of 120-130 working days

(22 weeks x 06 days = 132 days). Students who are unable to complete a minimum of 100 days of specialized industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 100 days of industrial exposure but are unable to complete minimum 132 days due to medical reasons may make good during the vacations. The training in 8th semester necessarily needs to be in an approved hotel equivalent to three star of above/ Heritage or other such good property. Prior written approval needs to be taken from the Program Coordinator/ Convener/ H.O.D. for specialized industrial training.

Specialized Industrial Training Schedule:
Food Production: 22 weeks/ Food & Beverage Service: 22 weeks/ Room Division: 22 weeks. The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade.

Academic Credits for Specialized Industrial Training shall be based on following:
Log books and attendance, Appraisals, Report and presentation, as applicable. All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make training report of the concerned department. A minimum 10 minutes Power Point presentation (based on the training report) will be prepared by the trainees. This will be presented in front of a select panel of internal and external experts. Marks will be awarded on this. The presentation should express the student's experiences in the departments and what has he/she learned/ observed.

It may please be noted that for this semester the number of credits assigned is 20. Being practical oriented the number of hours input per week comes as 42 hours (7 working hours per day x 6 = 42 hours) per week.

Credit Distribution:
1. Specialized Industrial Training Report: Food Production Operations & Management/ Food & Beverage Service Operations & Management/ Front Office Operations & Management/ Accommodation Operations & Management

The Specialized Industrial Training Report will be submitted in the form specified as under:
1. The typing should be done on both sides of the paper (instead of single side printing).
2. The font size should be 12 with Times New Roman font.
3. The Training Report may be typed in 1.5 line spacing.
4. The paper should be A-4 size.
5. The Training Report may be bound in paper and submitted to the approved authority.

Students have to submit the following on completion of Specialized Industrial Training to the faculty coordinator at the department:
1. Logbook.
2. Appraisal.
3. A copy of the training certificate.
4. Specialized Industrial Training Report of the concerned department.
5. Power Point presentation in a pen drive, based on the Training Report.
6. Attendance sheet.
7. Leave card.
For distribution of marks refer to details on Course structure/ Credit distribution during the tenure of Specialized Industrial Training, apart from carrying out the assigned jobs, the students are suggested to make the following observations in the departments/sections of training:
What to observe

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

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

What to observe
(B) Food & Beverage Service Operations & Management:
Banquets
1. What is banqueting – the need to have banquet facilities, scope purpose, menus and price structures.
2. Types of banquet layouts.
3. Types of banquet equipments, furniture and fixtures.
4. Types of menus and promotional material maintained.
5. Types of functions and services.

6. To study staffing i.e. number of service personnel required for various functions.

7. Safety practices built into departmental working.

8. Cost control by reducing breakage, spoilage and pilferage.

9. To study different promotional ideas carried out to maximize business.

10. Types of chafing dish used- their different makes sizes.

11. Par stock maintained (glasses, cutlery, crockery etc.).

12. Store room – stacking and functioning.

Restaurants

1. Taking orders, placing orders, service and clearing.

2. Taking handover form the previous shift.

3. Laying covers, preparation of mise-en-place and arrangement and setting up of station.

4. Par stocks maintained at each side station.

5. Functions performed while holding a station.

6. Method and procedure of taking a guest order.

7. Service of wines, champagnes and especially food items.

8. Service equipment used and its maintenance.

9. Coordination with housekeeping for soil linen exchange.

10. Physical inventory monthly of crockery, cutlery, linen etc.

11. Equipments, furniture and fixtures used in the restaurant and their use and maintenance.

12. Method of folding napkins.

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

Bar

1. Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles.

2. Types of glasses used in bar service and types of drinks served in each glass.

3. Liaison with f & B Controls for daily inventory.

4. Spoilage and breakage procedures.

5. Handling of empty bottles.

6. Requisitioning procedures.

7. Recipes of different cocktails and mixed drinks.

8. Provisions of different types of garnish with different drinks.

9. Dry days and handling of customers during the same.

10. Handling of complimentary drinks.

11. Bar cleaning and closing.

12. Guest relations and managing of drunken guests.

13. Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens.

14. Types of garnishes and service accessories maintained, and preparation of the same before the bar opens.

15. To know the different brands of imported and local alcoholic and non-alcoholic beverages.

16. Bar salesmanship.

17. KOT/BOT control.

18. Coordination with kitchen for warm snacks.

19. using of draught beer machine.

20. Innovative drink made by the bar tender.

Room service/ In Room Dining

1. Identifying Room Service Equipment.

2. Importance of Menu Knowledge for Order-taking (RSOT functions/procedures).

3. Food Pickup Procedure.

4. Room service Layout Knowledge.

5. Laying of trays for various orders.

6. Pantry Elevator Operations.

7. Clearance Procedure in Dishwashing area.

8. Room service Inventories and store requisitions.

9. Floor Plan of the guest floors.

10. Serving Food and Beverages in rooms.

11. Operating dispense Bars.

What to observe

(C) Front OfficeOperations & Management

1. What to observe
2. Design all the functions to manage the front office.
3. Explains planning, organization and coordination in front office.
4. Explains recruiting, directing and auditing in front office.
5. Designs the front office facilities.
6. Identifies the room prices.
7. Reports the all the activities.
8. Realizes the analysis of revenues & expenses.

What to observe

(D) Accommodation Operations & Management

1. Students will develop knowledge and understanding of accommodation.

2. Basics and advance knowledge about tourism and hospitality

3 .Learn about rooms division, operations and management

4. Skills of computer operation and software applications

5. Graduates are expected to utilize this technical & management skills as well as apply critical thinking 6. Skills, ethical standards & problem solving skills within lodging organization.

7. Learn the property management system software application

8. Learn and acquire knowledge of front office accounting systems

9. Knowledge about revenue and yield management.

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr		Levels 2 to 5
Assignment/ Case Study	☑	1hr		Levels 3 to 5
Quiz	☑			Levels 1 to 2
End Term Project Viva	☑	3hr	600	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	2	2	3	1	0	0	2	1	1
CO2	1	2	3	2	1	0	2	1	0
CO3	1	1	3	3	2	0	3	2	0

CO4	1	1	2	3	3	1	2	2	0
CO5.	1	1	2	2	3	3	2	2	1

<u>Syllabus of Discipline Specific Elective</u>

Program	Bachelor of Hotel Management (BHM)				Semester-		Course Category
Course Name	**International Cuisines**	L	T	P	C		
Course Code	DSE001	3	0	0	3	DSE	

Course Objectives:

This course ensures that the students understand how:

COb1	Gain a comprehensive understanding of the historical background, essential ingredients, and unique cooking techniques of Chinese cuisine.
COb2	Understand the evolution and regional diversity of Italian cuisine, including its signature dishes, special equipment, and commonly used ingredients.
Cob3	Explore the classical elements of French cuisine, focusing on foundational techniques, key components, and popular dishes.
Cob4	Develop an appreciation for Mexican cuisine through the study of its cultural history, traditional tools, and distinct flavour profiles.
Cob5	Compare and contrast global cuisines to identify similarities and differences in ingredients, preparation methods, and presentation styles.

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	**Identify** and **explain** the key elements of Chinese cuisine, including common ingredients, cooking techniques, and traditional dishes.	**L1 & 2**
CO2	**Develop** skills in preparing and presenting popular dishes from Italian cuisine using authentic ingredients and techniques.	**L3**
CO3	**Develop** practical knowledge of special equipment and ingredients used in Chinese, Italian, French & Mexican cuisines and apply them in recipe execution.	**L3**
CO4	**Critique** the presentation and flavour balance of selected dishes from global cuisines based on authenticity and modern trends.	**L5**
CO5	**Create** and present a variety of traditional dishes from Chinese, Italian, French, and Mexican cuisines demonstrating culinary proficiency.	**L6**

Syllabus:

Unit No	Content	Lecture Hrs/ contact Hrs

UNIT- I Chinese Cuisine	1.5 Introduction to Chinese Cuisine 1.6 Historical Background 1.7 Special equipment & utensils used in cuisine 1.8 Special ingredients used in Chinese Cuisine 1.2 Popular Chinese dishes	7	
UNIT- II Italian Cuisine	2.1 Introduction to Italian Cuisine 2.2 Historical Background 2.3 Special equipment & utensils used in cuisine 2.4 Special Ingredients used in Italian Cuisine 2.5 Popular Italian dishes	7	
UNIT- III French Cuisine	3.1 Introduction to Italian Cuisine 3.2 Historical Background 3.3 Special equipment & utensils used in cuisine 3.4 Special Ingredients used in French Cuisine 3.5 Popular French dishes	7	
UNIT- IV Mexican Cuisine	4.1 Introduction to Italian Cuisine 4.2 Historical Background 4.3 Special equipment & utensils used in cuisine 4.4 Special Ingredients used in Mexican Cuisine 4.5 Popular Mexican dishes	7	

Suggested Readings:

Text Book

T 1. Theory of Cookery, Krishna Arora- Frank Bros. & CO.

T 2. International Cuisines – P.S Bali - Oxford

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	0	0	0	1	0	1
CO2	1	1	3	2	1	1	1	0	2
CO3	2	2	3	1	1	1	1	1	2

CO4	1	1	2	3	3	2	1	1	2
CO5	1	1	3	2	2	3	1	1	3

Program	Bachelor of Hotel Management (BHM)			Semester-				Course Category
Course Name	**Bakery Operations Management**	L	T	P	C			
Course Code	**DSE002**	3	0	0	3			DSE

Course Objectives:

This course ensures that the students understand how:

COb1	Understand fundamental accounting terminology, business transactions, and the need for studying accounting.
COb2	Explain the functions, purpose, and importance of maintaining systematic accounting records in business operations.
Cob3	Apply basic accounting principles and concepts to record and classify financial information accurately.
Cob4	Develop competency in using the Double Entry System for recording transactions through proper journal entries.
Cob5	Analyze the role of accounting concepts in ensuring reliability, comparability, and accuracy of financial statements.

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Identify and explain basic baking terminology, equipment, tools, and fundamental ingredients used in bakery operations.	**L1 & L2**
CO2	Demonstrate basic baking techniques including mixing methods, kneading, proofing, shaping, baking, and cooling for common bakery products.	**L3**
CO3	Apply foundational knowledge of yeast fermentation to prepare simple breads and rolls using standard recipes and shaping methods.	**L3 & L4**
CO4	Prepare and decorate basic cakes, cookies, and related bakery items by applying appropriate mixing, baking, and frosting techniques.	**L3 & L4**
CO5	Create a variety of basic pastries and tarts, troubleshoot common baking issues, and evaluate product quality based on texture, appearance, and taste.	**L4, L5 & L6**

Syllabus:

Unit No	Content	Lecture Hrs/ contact Hrs
UNIT-I		5

Introduction to Baking	**Basic Baking Terminology**: Essential terms used in baking (e.g., kneading, proofing, gluten, etc.). **Introduction to Bakery Equipment and Tools**: Identifying and understanding the use of common baking equipment such as ovens, mixers, and baking pans. **Understanding Ingredients**: Role of basic ingredients (flour, sugar, eggs, fats, leavening agents) and their importance in baking.	
UNIT-II Basic Baking Techniques	**Mixing Methods**: Creaming, whisking, and folding. **Kneading and Proofing**: Techniques for bread dough. **Shaping Dough**: Basic shapes for bread, rolls, and pastries. **Baking and Cooling**: Time and temperature management in baking.	5
UNIT- III Simple Breads and Rolls	**Introduction to Yeast and Yeast Fermentation**: Understanding yeast, its activation, and role in bread-making. **Basic Bread Recipes**: White bread, brown bread, and dinner rolls. **Shaping and Baking Rolls**: Techniques for rolls, baguettes, and sandwich loaves.	5
UNIT-IV Cakes and Cookies	**Introduction to Cake Making**: Differences between batter and dough, types of cakes (sponge, pound, and chiffon). **Simple Cookie Recipes**: Drop cookies, cut-out cookies, and bar cookies. **Decorating Basics**: Simple frosting techniques for cakes and cookies.	5
UNIT–V Basic Pastries and Tarts	**Introduction to Pastry Dough**: Shortcrust and puff pastry basics. **Simple Pastries**: Turnovers, Danish pastries, and croissants. **Basic Tarts**: Fruit tarts, custard tarts, and savory quiches. **Troubleshooting Common Baking Issues**: How to avoid and correct mistakes (burning, sinking, over-proofing, etc.).	4

Suggested Readings:
Text Book
  Classical Recipes of the world – Smith, Henry.
  Professional charcuterie – By John Kinsella and David T. Harvey.
  The Professional Garde Manger – By David Paul Larousse.

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5

Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

CO → / PO ↓	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	0	0	0	1	0	1
CO2	2	2	3	2	1	1	1	0	2
CO3	1	2	3	2	1	1	1	0	3
CO4	1	1	2	3	2	1	1	1	2
CO5	1	1	3	3	3	2	1	1	3

Program	Bachelor of Hotel Management (BHM)					Semester	Course Category
Course Name	Modern Gastronomy	L	T	P	C		
Course Code	DSE003	3	0	0	3		DSE

This course ensures that the students understand how:

COb1	Understand the evolution, principles, and scientific foundations of modern gastronomy.
COb2	Identify modern culinary techniques, ingredients, and equipment used in contemporary kitchens.
COb3	Apply molecular gastronomy concepts to create innovative dishes.
COb4	Analyze global gastronomic trends and their influence on modern cuisine.
COb5	Develop creative culinary presentations using modern methods and sensory elements.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Explain the fundamentals, history, and science behind modern gastronomy.	L1 & L2
CO2	Classify modern culinary techniques, tools, ingredients, and their applications.	L2 & L3

CO3	Apply molecular gastronomy techniques to transform textures and enhance sensory experience.	L3
CO4	Analyze global gastronomic trends and evaluate their impact on modern menus.	L4
CO5	Design innovative dishes and modern presentations using contemporary culinary methods.	L5 & L6

Unit No	Content	Lecture Hrs./ contact Hrs.
UNIT I	**Introduction to Modern Gastronomy** • Definition, evolution & importance • Classical vs modern gastronomy • Role of science in cooking • Food pairing & flavor principles • Introduction to gastronomic movements (Nouvelle, Fusion, Avant-Garde)	8
UNIT II	**Modern Ingredients & Equipment** • Hydrocolloids: Agar, xanthan gum, gelatin, pectin • Modern additives: Lecithin, Maltodextrin, Calcium salts • Sous-vide machine, siphon gun, dehydrator, pacojet • Smoke gun, thermal circulator, liquid nitrogen (basics & safety) • Texture modification ingredients	8
UNIT III	**Molecular Gastronomy Techniques** • Spherification (basic & reverse) • Emulsification & foams • Gelification • Sous-vide cooking • Cryogenic freezing (liquid nitrogen) • Dehydration & powdering • Plating styles influenced by molecular gastronomy	8
UNIT IV	**Global Gastronomic Trends** • Nordic cuisine & fermentation • Farm-to-table movement • Sustainability & zero-waste cooking • Fusion cuisine• Plant-based & vegan gastronomy trends • Technology in modern kitchens (AI menus, smart equipment)	8
UNIT V	**Creative Culinary Applications** • Recipe innovation using modern techniques • Sensory dining concepts: aroma, texture, sound, temperature • Designing modern tasting menus • Modern plating principles & aesthetics • Case studies: El Bulli, Noma, Gaggan – their influence on global cuisine	8

Suggested Readings: Text Book	1. **Molecular Gastronomy: Exploring the Science of Flavor** – Hervé This 2. **The Science of Cooking** – Peter Barham 3. **Modernist Cuisine: The Art and Science of Cooking** – Nathan Myhrvold	—
Reference Book	1. **The Flavor Bible** – Karen Page & Andrew Dornenburg 2. **Modernist Cuisine at Home** – Nathan Myhrvole 3. Articles on global food trends, modern kitchens & culinary innovation	—

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	1	0	0	1	1
CO2	2	3	2	2	1	0	0	1	1
CO3	1	2	3	3	2	1	1	1	2
CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	2	2	2	3

Program	Bachelor of Hotel Management (BHM)	Semester-				Course Category
Course Name	**Regional Cuisines of India**	L	T	P	C	
Course Code	**DSE004**	3	0	0	3	DSE

Course Objectives:

This course ensures that the students understand how:

COb1	Understand the culinary heritage and regional diversity of Indian cuisine.

COb2	Analyze the key influences on Indian cuisine, including geography, culture, religion, and climate.	
Cob3	Identify and use regional spices, herbs, and cooking techniques.	
Cob4	Differentiate between the characteristics and signature dishes of various regional cuisines.	
Cob5	Develop an understanding of regional food traditions and contemporary trends.	

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Explain the diversity of Indian regional cuisines by describing the influence of geography, climate, culture, religion, and local ingredients on Indian culinary heritage.	**L1 & L2**
CO2	Identify and describe the characteristic features, ingredients, cooking techniques, and signature dishes of North Indian cuisine, including breads and gravies.	**L2 & L3**
CO3	Explain and differentiate the features of South Indian regional cuisines and prepare an understanding of their staple dishes, accompaniments, and traditional desserts.	**L2 & L3**
CO4	Analyze the distinctive flavors, ingredients, and cooking styles of East and North-Eastern Indian cuisines, including the use of fermented foods and indigenous practices.	**L3 & L4**
CO5	Compare and evaluate West Indian regional cuisines, their signature dishes, external culinary influences, and traditional desserts, demonstrating comprehensive regional culinary knowledge.	**L4, L5 & L6**

Syllabus:

Unit No	Content	Lecture Hrs/ contact Hrs
UNIT-I: Introduction to Indian Regional Cuisines	1.1 Overview of Indian culinary heritage 1.2 Key factors influencing Indian cuisine: geography, culture, religion, and climate 1.3 Common spices, herbs, and cooking techniques across regions 1.4 Role of seasonal and local ingredients in regional dishes	8
UNIT-II: North Indian Cuisine	2.1 Characteristics of North Indian Cuisine: use of dairy, spices, and rich gravies 2.2 Signature dishes: Butter Chicken, Rogan Josh, Dal Makhani, Kebabs, and Biryani 2.3 Popular bread varieties: Naan, Roti, Paratha, and Kulcha	8
UNIT-III: South Indian Cuisine	3.1 Features of South Indian cuisine: rice-based dishes, coconut, tamarind, and curry leaves 3.2 Regional cuisines: Tamil Nadu, Kerala, Karnataka, and Andhra Pradesh 3.3 Signature dishes: Dosa, Idli, Sambar, Rasam, Avial, and Hyderabadi Biryani 3.4 Unique desserts: Payasam, Mysore Pak, and Ada Pradhaman	8

UNIT-IV: East Indian Cuisine	4.1 Distinctive flavors of West Bengal Cuisine 4.2 Signature dishes: Machher Jhol, Pakhala, etc. 4.3 Influence of tribal and neighbouring cuisines in Northeast India: Nagaland, Meghalaya, and Manipur 4.4 Use of fermented ingredients, bamboo shoots, and mustard oil	10
UNIT-V: West Indian Cuisine	5.1 Overview of cuisines from Gujarat, Maharashtra, Goa, and Rajasthan 5.2 Signature dishes: Dhokla, Pav Bhaji, Goan Fish Curry, and Dal Baati Churma 5.3 Influence of Portuguese flavors in Goan cuisine 5.4 Unique desserts: Shrikhand, Basundi, Bebinca, and Ghevar	8

Suggested Readings:

1. "Indian Regional Cookery" – K.T. Achaya
2. "The Flavors of India" – Madhur Jaffrey
3. "Prashad: Cooking with Indian Masters" – J. Inder Singh Kalra
4. "India: The Cookbook" – Pushpesh Pant

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	3	1	0	0	0	1	1	1
CO2	2	2	3	1	1	0	1	0	2
CO3	2	2	3	1	1	0	1	0	2
CO4	1	2	2	3	2	0	1	1	1
CO5	1	2	3	3	2	2	1	1	3

Program	Bachelor of Hotel Management (BHM)				Semester		Course Category
Course Name	Food Safety & Hygiene Management				L	T	P	C	
Course Code	DSE005				3	0	0	3	DSE

This course ensures that the students understand how:

COb1	Understand the principles of food safety, hygiene, and sanitation in hospitality.
COb2	Learn contamination sources, foodborne illnesses, and preventive measures.
COb3	Apply safe food handling practices, storage, and temperature control.
COb4	Analyze HACCP, FSSAI standards, and other food safety regulations.
COb5	Develop skills for implementing hygiene audits, training, and safety programmes.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Explain the fundamentals of food safety, hygiene, and sanitation.	L1 & L2
CO2	Identify contaminants, food hazards, and foodborne diseases.	L2 & L3
CO3	Apply food handling, storage, and temperature control practices to prevent hazards.	L3
CO4	Analyze food safety regulations, HACCP plans, and hygiene audit procedures.	L4
CO5	Design hygiene training modules, SOPs, and safety plans for food establishments.	L5 & L6
Unit No	**Content**	**Lecture Hrs./ contact Hrs.**
UNIT I	**Introduction to Food Safety & Hygiene** • Definition & importance of food safety • Personal hygiene of food handlers • Cleaning vs sanitization • Hygiene in receiving, storage, preparation & service • Good Hygiene Practices (GHP)	8
UNIT II	**Food Hazards & Contamination** • Types of hazards: biological, chemical, physical • Cross-contamination & preventive measures • Food spoilage signs• Foodborne illnesses: causes & symptoms • High-risk foods & danger zone concept	8
UNIT III	**Safe Food Handling Practices** • Purchasing & receiving standards • Safe storage (dry, refrigerated, frozen) • Thawing, cooking, cooling & reheating guidelines • Temperature control & thermometers	8

	• Waste handling & pest control basics	
UNIT IV	**Food Safety Standards & HACCP** • FSSAI overview & licensing requirements • GMP & CCP basics • HACCP principles (easy explanation) • Sanitation standard operating procedures (SSOP) • Documentation & record keeping	8
UNIT V	**Hygiene Management & Audit** • Kitchen design for hygiene & workflow • Hygiene inspection & audit tools • Training staff on hygiene practices • Emergency procedures: food poisoning outbreak • Sustainability & eco-friendly safety practices	8
Suggested Readings (Textbooks)	1. **Food Safety & Protection** – V. K. Joshi 2. **Fundamentals of Food Hygiene** – S. Roday 3. **Hygiene and Sanitation** – FSSAI Training Manuals	—
Suggested Readings (Reference Books)	1. **Food Safety Management** – Yasmine Motarjemi 2. **Environmental Health & Safety** – WHO Guidelines 3. Articles on HACCP & food safety trends	—

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	1	0	0	1	1
CO2	2	3	2	1	1	0	0	1	1
CO3	1	2	3	2	2	1	1	1	2
CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	2	2	2	3

Program	Bachelor of Hotel Management (BHM)		Semester			Course Category	
Course Name	Quantity Food Production		L	T	P	C	DSE
Course Code	DSE006		3	0	0	3	

This course ensures that the students understand how:

COb 1	To understand principles of quantity food production
COb 2	To develop skills for large-scale cooking operations
COb 3	To understand kitchen layout, equipment, and workflow
COb 4	To apply standardization, portion control, and costing
COb 5	To ensure quality, hygiene, and safety in bulk food production

Course Outcomes:
Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Explain principles and methods of quantity food production	L1 & L2
CO2	Identify equipment and layouts used in bulk food production	L2
CO3	Apply large-scale cooking techniques using standard recipes	L3
CO4	Analyze portion control, costing, and production planning	L4
CO5	Plan and execute quantity food production with quality standards	L5

SYLLABUS

Unit No	Content	Lecture Hrs./ contact Hrs.
UNIT–I	**Introduction to Quantity Food Production** 1.1 Definition and scope of quantity food production 1.2 Difference between small-scale and large-scale cooking 1.3 Principles of quantity food production 1.4 Advantages and challenges of bulk cooking 1.5 Role of quantity food production in hospitality	6
UNIT–II	**Kitchen Layout, Equipment & Workflow** 2.1 Types of kitchens for bulk food production 2.2 Kitchen layout and workflow planning 2.3 Equipment used in quantity food production 2.4 Selection and care of kitchen equipment 2.5 Safety precautions in bulk kitchens	6
UNIT–III	**Standardization & Production Planning** 3.1 Standard recipes and their importance 3.2 Recipe conversion and yield calculation 3.3 Menu planning for large numbers 3.4 Production planning and scheduling 3.5 Portion control techniques	6
UNIT–IV	**Quantity Cooking Methods & Control** 4.1 Methods of bulk cooking 4.2 Holding, reheating, and service of food 4.3 Quality control in quantity food production 4.4 Food wastage and its control 4.5 Cost control in bulk cooking	6
UNIT–V	**Hygiene, Safety & Institutional Catering** 5.1 Hygiene and sanitation in bulk kitchens 5.2 Food safety practices in quantity cooking 5.3 Institutional catering – hospitals, schools, hostels 5.4 Outdoor catering and banquets 5.5 Role of quantity food production manager	6
Suggested Reading – Text Books	1. Quantity Food Production – K. Arora & A. Gupta 2. Food Production Operations – Parvinder S. Bali	—
Suggested Reading – Reference Books	1. Professional Cooking – Wayne Gisslen 2. Catering Management – Mohini Sethi 3. Food and Beverage Production – S. C. Dubey 4. Modern Cookery – Thangam E. Philip	—

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	1	0	0	1	1
CO2	2	3	2	1	1	0	0	1	1
CO3	1	2	3	2	2	1	1	1	2
CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	3	2	2	3

Program	Bachelor of Hotel Management (BHM)				Semester		Course Category
Course Name	Culinary Tourism	L	T	P	C	DSE	
Course Code	DSE007	3	0	0	3		

This course ensures that the students understand how:

COb 1	To understand the concept and scope of culinary tourism
COb 2	To study regional, national, and global food cultures
COb 3	To explore food as a tourism product
COb 4	To understand the role of cuisine in destination branding
COb 5	To analyze trends and opportunities in culinary tourism

Course Outcomes:
Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Explain the concept, scope, and importance of culinary tourism	L1 & L2
CO2	Identify regional and international cuisines linked with tourism	L2

CO3	Apply culinary tourism concepts in destination promotion	L3	
CO4	Analyze the role of food in tourism development and branding	L4	
CO5	Evaluate culinary tourism trends for sustainable tourism growth	L5	

SYLLABUS

Unit No	Content	Lecture Hrs./ contact Hrs.
UNIT–I	**Introduction to Culinary Tourism** 1.1 Meaning and definition of culinary tourism 1.2 Evolution and scope of culinary tourism 1.3 Relationship between food, culture, and tourism 1.4 Importance of culinary tourism in hospitality industry 1.5 Culinary tourist profile	6
UNIT–II	**Regional & Global Cuisines** 2.1 Indian regional cuisines and food traditions 2.2 International cuisines and food habits 2.3 Influence of geography and culture on cuisine 2.4 Traditional cooking methods and ingredients 2.5 Popular food destinations of the world	6
UNIT–III	**Food as a Tourism Product** 3.1 Food festivals and food events 3.2 Street food and local food experiences 3.3 Farm-to-table concept 3.4 Wine, tea, coffee, and spice tourism 3.5 Role of restaurants in culinary tourism	6
UNIT–IV	**Destination Branding & Marketing** 4.1 Cuisine as a destination identity 4.2 Role of culinary heritage in tourism promotion 4.3 Marketing strategies for culinary tourism 4.4 Role of media and social platforms 4.5 Government initiatives in culinary tourism	6
UNIT–V	**Trends & Sustainability in Culinary Tourism** 5.1 Emerging trends in culinary tourism 5.2 Sustainable and responsible culinary tourism 5.3 Impact of culinary tourism on local communities 5.4 Challenges and opportunities 5.5 Future scope of culinary tourism	6
Suggested Reading – Text Books	1. Culinary Tourism – Lucy M. Long 2. Food and Tourism – Hall & Sharples	—
Suggested Reading – Reference Books	1. Gastronomy and Tourism – Anne-Mette Hjalager 2. Tourism and Gastronomy – Scarpato 3. Cultural Tourism – Hilary du Cros 4. Food Culture, Consumption and Society – Peter Jackson	—

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels

Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	1	0	0	1	1
CO2	2	3	2	1	1	0	0	1	1
CO3	1	2	3	2	2	1	1	1	2
CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	3	2	2	3

Program	Bachelor of Hotel Management (BHM)		Semester				Course Category
Course Name	Food & Beverage Controls		L	T	P	C	
Course Code	**DSE009**		3	0	0	3	DSE

Course Objectives:

This course ensures that the students understand how:

COb1	Gain a thorough understanding of the various aspects of food & beverage control operations, including planning, budgeting, and cost management.
COb2	Develop skills and knowledge to ensure operational efficiency in managing restaurant and bar operations, layout design, and customer service.
Cob3	Acquire a comprehensive understanding of beverage control procedures, licensing, and inventory management to optimize bar operations.
Cob4	Optimize resource utilization by designing budgets, managing costs, and ensuring proper financial control in food & beverage services.
Cob5	Cultivate analytical skills and understanding of financial performance through the preparation and evaluation of various budgets in the food & beverage industry.

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	**Identify** and understand the role of F&B control in the management of restaurant and bar operations, focusing on the importance of cost control, budgeting, and operational efficiency.	L1
CO2	**Demonstrate** a comprehensive understanding of restaurant and bar planning, including layout design, customer service, and beverage control procedures, to ensure smooth and efficient operations.	L2
CO3	**Demonstrate** a comprehensive understanding of restaurant and bar planning, including layout design, customer service, and beverage control procedures, to ensure smooth and efficient operations.	L3
CO4	**Apply** proactive measures in beverage control, licensing, and inventory management to optimize resource utilization and maintain effective stock control for F&B outlets.	L4
CO5	**Analyze** and evaluate various financial strategies in F&B management, including budgeting and cost control measures, to identify strengths and areas for improvement in operations.	L5 & L6

Syllabus:

Unit No	Content		Lecture Hrs/ contact Hrs
UNIT-I Restaurant Planning & Operations	1.1	Introduction to Restaurant Planning.	9
	1.2	Planning & operating of various F & B Outlets and Supporting ancillary areas.	
	1.3	Factors- Concept, Menu, Space & Lighting, Colors and Market, Restaurant Design team.	
	1.4	Restaurant Problems &Guest Situation Handling – (thumb rules).	
	1.5	Hosting Theme Functions/ Lunches/Events.	
	1.6	Preparation of Flamb'es & Gueridon Service.	
UNIT-II Bar Planning & Operation	2.1	Types of Bar.	9
	2.2	Target clientele:	
	a.	Location.	
	b.	Atmosphere and Décor.	
	2.3	Basic elements of layout and design consideration.	
	2.4	Parts of bar.	
	2.5	Beverage control procedures.	
	2.6	Formats & Records maintained.	
	2.7	Licenses required.	
	2.8	Equipments required.	
UNIT- III Budgeting	3.1	Definition & Objectives.	8
	3.2	Kinds of Budgets :(SalesBudget, Labor Cost Budget, Overhead Cost Budget).	
	3.3	Budgeted Trading Account (P & L).	

UNIT-IV
F & B control
	4.1 F & B Control- Overview: Introduction, Objectives of F & B Control.
	4.2 Problems in F & B Control.
	4.3 Cost & Sales Concepts:
	        a. Definition & Elements of Cost.
	        b. Classification of Cost.
	        c. Sale defined.
		8

UNIT-V
Food &
Beverage
Management in
Hotels,
Restaurants &
Industrial
Catering
	5.1 Introduction.
	    a. Hotels & Restaurant Catering.
	    b. Industrial & Institutional Catering.
	    c. Food & Popular Catering.
	    d. Fast food & Popular Catering.
	5.2 Basic policies - Financial marketing and Catering.
	5.3 Organizing and Staffing.
	5.4 Control and performance measurement.
		8

Suggested Readings:

Text Book

1. Food and Beverage Management – Bernard Davis, Andrew Lockwood and Sally Stone.
2. Hotel & Catering Costing & Budgets, RD. Boardman, Heinemann.
3. Introduction F & B Service- Brown, Heppner & Deegan ·
4. Bar and Beverage Book – Costas Katsigris, Mary Proter & Thomas.
5. Food and Beverage Services R. Singaravelavan, Oxford publications

Reference Book

1. Theory of Catering - Kinton and Cesarani.

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	2	1	0	0	0	0	0
CO2	2	3	3	2	0	0	1	0	0

CO3	2	3	3	2	0	0	1	0	0
CO4	1	2	3	3	2	0	1	0	0
CO5	1	2	2	3	3	2	0	2	1

Program	Bachelor of Hotel Management (BHM)	Semester				
Course Name	Facility Planning	L	T	P	C	Course Category
Course Code	DSE010	3	0	0	3	DSE

Course Objectives:
This course ensures that the students understand how:

1	Understand and implement engineering and maintenance functions in hotels, including HVAC basics, types of maintenance, fire safety systems, and energy conservation programs.
2	Explain the key principles of hotel design, including appearance, efficient planning, suitable materials, location, financing, and management considerations.
3	Plan and organize the layout of hotel stores, including dry, cold, and bar storage areas, and understand the workflow and equipment used.
4	Calculate and design appropriate car parking areas for different categories of hotels based on operational requirements.
5	Apply project management tools such as network analysis, CPM, PERT, and network crashing for effective hotel project planning and scheduling.

Course Outcomes:
Towards the end of the course, the students will be able to:

CO	Outcome	BT Level
CO1	**Recall and explain** the fundamental principles of hotel design, including appearance, planning, materials, location, financing, and management considerations.	**L1**
CO2	**Describe** and interpret the layout and planning requirements of hotel stores, including dry, cold, and bar storage areas, along with workflow and equipment.	**L2**
CO3	**Calculate** and determine appropriate car parking space requirements for different categories of hotels.	**L3**
CO4	**Apply** project management techniques such as CPM, PERT, network analysis, and crashing to hotel facility planning and scheduling.	**L3**

CO5	**Analyze** various engineering and maintenance systems in hotels, including HVAC basics, types of maintenance, fire safety systems, and energy conservation programs.	**L4**

Syllabus:

Unit No	Content	Lecture Hrs/ contact Hrs
UNIT- I HOTEL DESIGN	1.1 Design Consideration 1.2 Attractive Appearance 1.3 Efficient Plan 1.4 Good Location 1.5 Suitable material 1.6 Good work man ship 1.7 Sound financing 1.8 Competent Management	3
UNIT- II STORES –LAYOUT AND DESIGN	2.1 Stores layout and planning (dry, cold and bar) 2.2 Various equipment of the stores Work flow in stores	3
UNIT- III CAR PARKING	3.1. Calculating of Car park area for different types of hotels.	3
UNIT- IV PROJECT MANAGEMENT	4.1 Introduction to Network analysis 4.2 Basic rules and procedure for network analysis 4.3 C.P.M and PERT 4.4 Comparison of CPM &PERT 4.5 Classroom exercise, Network crashing determining crash cost, normal cost	3
UNIT- V ENGINEERING & MAINTENANCE	5.1 Role & Importance of maintenance 5.2 Types of Maintenance- preventive maintenance, corrective maintenance, emergency maintenance, scheduled maintenance, condition-based maintenance, contract maintenance, hotel engineering contract 5.3 Basics of HVAC system Firefighting –fire prevention and firefighting system, classes of fire. Fire extinguishers – portable and stationary. Fire Safety and alarm systems.	3

	5.4 Energy conservation – Necessity, energy conversation Programme in hotels, Energy conservation in different areas of hotel, energy wastage in hotel, energy management	

Suggestive Readings:
Text Books:
1. Service and Maintenance for Hotels and Residential Establishments – Rosemary Hurst, Heiman Landai.

2. The Management of Maintenance and engineering systems in Hospitality Industry – Frank. G. Barsanik, John Wiley &Sons DOS Guide – Peter Norton

Reference Books:
1. Maintenance and Engineering for Lodging & Food Service Facilities – M. R. Frank D. Boronik 4 Managing Hospitality Engineering System – Michael.

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Articulation Matrix

PO → CO ↓	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10
CO1	3	2		1					1	
CO2	2	3	2		2				2	
CO3	2	2	3	2	2			1	3	
CO4	2	3	3	3	2	2		2	3	
CO5	2	3	2	2	3	3	2	2	3	

Program	Bachelor of Hotel Management (BHM)	DSE			
Course Name	Bar Operations and Management	L	T	P	C

Course Code	**DSE011**	3	0	0	3

Course Objectives:
This course ensures that the students understand how:

COb1	Alcoholic beverages are classified, their history, and types of spirits, wines, and beers.
COb2	Bars are designed, equipped, and organized for efficient operations.
Cob3	Drinks are mixed, garnished, and presented professionally using proper methods.
Cob4	Legal aspects of alcohol service are followed responsibly and effectively.
Cob5	Bar operations are planned and managed with focus on cost control, marketing, and customer engagement.

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	**Identify** different types and classifications of alcoholic beverages.	**L1**
CO2	**Demonstrate** proper use of bar tools, equipment, and glassware.	**L2**
CO3	**Develop** skills in mixing, garnishing, and presenting cocktails.	**L3**
CO4	**Apply** knowledge of bar setup, stock management, and workflow.	**L4 & L5**
CO5	**Examine** licensing laws and legal responsibilities of alcohol service.	**L5 & L6**

Syllabus:

Unit No	Content	Lecture Hrs/ contact Hrs
Unit I Introduction to Bar Operations	1.1. History of Alcoholic Beverages 1.2. Introduction to Spirits 1.3. Classification of Spirits 1.4. Introduction to Wines 1.5. Classification of Wines 1.6. Introduction to Beers 1.7. Roles and Responsibilities of a Bartender	9
Unit II Bar Layout & Equipment	2.1. **Types of Bars** **2.2. Bar Layout and Design Principles** **2.3. Bar Station Setup** **2.4. Essential Bar Tools and Equipment** **2.5. Glassware Types and Uses** **2.6. Storage and Stock Management in the Bar**	8
Unit III Mixology & DrinkPreparation	3.1. Introduction to Mixology 3. 2. Methods of Mixing Drinks 3. 3. Types of Cocktails 3. 4. Classic Cocktail Recipes	9

	3. 5. Garnishes and Presentation Techniques 3. 6. Tools and Equipment for Mixology	
Unit IV **Licensing & Legal Aspects**	4.1. Introduction to Liquor Licensing 4. 2. Types of Bar Licenses 4. 3. Legal Regulations Governing Alcohol Service 4. 4. Responsible Service of Alcohol 4. 5. Health, Safety, and Hygiene Laws 4. 6. Handling and Reporting Incidents	9
Unit V Trends & Promotion	5. 1. Current Trends in Bar Operations 5. 2. Innovative Drink Concepts and Menus 5. 3. Bar Marketing Strategies 5. 4. Social Media and Digital Promotion 5. 5. Customer Relationship Management 5. 6. Events and Themed Promotions	8

Suggested Readings:
Text Book
1. Lillicrap, Cousins & Smith – *Food and Beverage Service*
2. Andrews, S. – *Food and Beverage Service: A Training Manual*
3. Singh, A. – *Bar and Beverage Management*
   Reference Book
1. Andrews – Food & Beverage Service: A Training Manual
2. Solomon – The Complete Bartender
3. Berry – Cocktail Handbook

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	0	0	0	0	0	1
CO2	2	2	3	1	0	0	1	0	1
CO3	1	2	3	2	1	2	1	1	2
CO4	1	2	3	3	2	1	1	2	2
CO5	1	3	2	3	3	2	1	2	1

Program	Bachelor of Hotel Management (BHM)	Semester				Course Category	
Course Name	Restaurant Theme Designing	L	T	P	C	DSE	
Course Code	DSE012	3	0	0	3		

This course ensures that the students understand how:

COb 1	To understand the concept and importance of restaurant themes
COb 2	To study various types of restaurant themes and concepts
COb 3	To analyze design elements used in themed restaurants
COb 4	To understand operational and cost aspects of theme designing
COb 5	To apply theme designing concepts to enhance guest experience

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Explain the concept and role of theme designing in restaurants	L1 & L2
CO2	Identify different types of restaurant themes	L2
CO3	Apply design elements to create a restaurant theme	L3
CO4	Analyze operational feasibility and cost considerations of themes	L4
CO5	Evaluate restaurant themes based on guest experience and market trends	L5

SYLLABUS

Unit No	Content	Lecture Hrs./ contact Hrs.
UNIT–I	**Introduction to Restaurant Theme Designing** 1.1 Meaning and	6

	concept of restaurant theme 1.2 Importance of theme in restaurant business 1.3 Theme as a marketing tool 1.4 Relationship between theme and guest experience 1.5 Role of theme designer	
UNIT–II	**Types of Restaurant Themes** 2.1 Ethnic and regional theme restaurants 2.2 Fine dining and casual dining themes 2.3 Contemporary and fusion themes 2.4 Concept restaurants and pop-up themes 2.5 Theme selection based on target market	6
UNIT–III	**Design Elements in Theme Restaurants** 3.1 Interior design and layout 3.2 Lighting and colour schemes 3.3 Furniture, fixtures, and furnishings 3.4 Music, aroma, and sensory elements 3.5 Use of art, décor, and props	6
UNIT–IV	**Menu, Service & Operations in Theme Restaurants** 4.1 Menu design matching the theme 4.2 Service style and staff grooming 4.3 Uniforms and role play concepts 4.4 Kitchen layout and operational flow 4.5 Cost control and budgeting for themed restaurants	6
UNIT–V	**Theme Evaluation & Emerging Trends** 5.1 Measuring success of a restaurant theme 5.2 Guest feedback and theme improvement 5.3 Sustainability in theme designing 5.4 Use of technology and innovation 5.5 Current and future trends in theme restaurants	6
Suggested Reading – Text Books	1. Restaurant Design – David K. Hayes 2. Food and Beverage Service – R. Singaravelavan	—
Suggested Reading – Reference Books	1. Restaurant Planning and Design – Drew Plunkett 2. Hospitality Interior Design – John C. Portman 3. Hotel Management and Operations – Denney G. Rutherford 4. Hospitality Marketing Management – Kotler, Bowen & Makens	—

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	1	0	0	1	1
CO2	2	3	2	1	1	0	0	1	1

CO3	1	2	3	2	2	1	1	1	2
CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	3	2	2	3

Program	Bachelor of Hotel Management (BHM)				Semester	Course Category
Course Name	Course Name: Food and Wine philosophy	L	T	P	C	DSE
Course Code	DSE013	3	0	0	3	

This course ensures that the students understand how:

COb 1	Understand the philosophy and culture behind food and wine.
COb 2	Learn food–wine pairing principles.
COb 3	Identify global wine styles and service ethics.
COb 4	Analyze consumer preferences and dining experiences.
COb 5	Develop appreciation for responsible wine consumption.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Explain food and wine philosophy and cultural significance.	L1 & L2
CO2	Identify wine styles, regions, and classifications.	L2 & L3
CO3	Apply food and wine pairing principles.	L3
CO4	Analyze guest preferences and dining behaviour.	L4
CO5	Design balanced food & wine menus.	L5 & L6

SYLLABUS

Unit No	Content	Lecture Hrs./ contact Hrs.
UNIT I	**Introduction to Food & Wine Philosophy** • Meaning of gastronomy • Evolution of food culture • Role of wine in dining • Food aesthetics & ethics	8
UNIT II	**Basics of Wine** • History of wine • Viticulture & vinification (overview) • Old World vs New World wines • Wine classifications	8
UNIT III	**Wine Tasting & Sensory Evaluation** • Wine tasting steps • Visual, aroma & taste analysis • Faults in wine • Wine glassware	8
UNIT IV	**Food & Wine Pairing** • Principles of pairing • Regional pairings • Pairing with vegetarian & non-veg food • Indian food & wine pairing	8
UNIT V	**Wine Service & Philosophy** • Wine service etiquette • Responsible consumption • Wine lists & storage • Trends in wine culture	8
Textbooks	**Food & Beverage Service** – Raghubalan **Wine Science** – Jamie Goode	—
References	**World Atlas of Wine** – Hugh Johnson Industry articles	—

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	1	0	0	1	1
CO2	2	3	2	1	1	0	0	1	1
CO3	1	2	3	2	2	1	1	1	2
CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	2	2	2	3

Program	Bachelor of Hotel Management (BHM)		Semester				Course Category	
Course Name	Quick Service Restaurant Operations		L	T	P	C	DSE	
Course Code	BHM-E022		3	0	0	3		

This course ensures that the students understand how:

COb 1	Understand QSR concept & business model
COb 2	Learn operational systems & workflows
COb 3	Apply service speed & quality techniques
COb 4	Analyze cost & productivity
COb 5	Develop QSR operational plans

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Explain the concept and growth of QSR	L1–L2
CO2	Identify QSR formats, layouts, and systems	L2–L3
CO3	Apply SOPs for service and kitchen operations	L3

CO4	Analyze productivity, quality, and cost control	L4
CO5	Design simple QSR operation plans	L5–L6

SYLLABUS

Unit No	Content	Lecture Hrs./ contact Hrs.
UNIT I	**Introduction to QSR Operations** • Meaning & features of QSRs • Difference between QSR, fast casual & full-service restaurants • Growth of QSRs in India & globally • Popular QSR brands (McDonald's, KFC, Subway, Domino's) • Organizational structure of QSR	8
UNIT II	**QSR Menu & Production Systems** • QSR menu characteristics • Limited menu concept • Centralized vs decentralized production • Standard recipes & portion control • Equipment used in QSR kitchens	8
UNIT III	**Service Operations & Customer Handling** • Counter service & self-service models • Order taking systems (POS, kiosk, mobile apps) • Speed of service & queue management • Handling customer complaints • Drive-thru & takeaway operations	8
UNIT IV	**Quality Control, Hygiene & Cost Management** • Food safety & hygiene in QSRs• HACCP & FSSAI relevance • Waste management & sustainability • Food cost control & inventory management • Key performance indicators (KPI) in QSRs	8
UNIT V	**QSR Management & Trends** • Staffing, training & multitasking • SOPs & checklist systems • Franchise operations basics • Technology in QSRs (delivery apps, AI, automation) • Emerging trends: cloud kitchens, ghost kitchens	8
Suggested Readings (Textbooks)	1. **Quick Service Restaurant Management** – John R. Walker 2. **Food & Beverage Management** – Davis & Stone 3. **Restaurant Operations Management** – Robert Christie Mill	—
Suggested	1. **Food Service Organizations** – B. Davis	—

Readings (Reference Books)	2. **Managing Service Operations** – Johnston & Clark 3. Industry reports on QSR & food delivery trends	

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	1	0	0	1	1
CO2	2	3	2	1	1	0	0	1	1
CO3	1	2	3	2	2	1	1	1	2
CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	2	2	2	3

Program	Bachelor of Hotel Management (BHM)	Semester				Course Category
Course Name	Entertainment Management	L	T	P	C	DSE
Course Code	DSE015	3	0	0	3	

This course ensures that the students understand how:

COb 1	Understand the concept, scope, and role of entertainment management in hospitality and tourism.
COb 2	Learn planning, organizing, and managing entertainment events and venues.
COb 3	Apply operational, financial, and marketing principles to entertainment activities.
COb 4	Analyze risk management, legal, and safety aspects in entertainment operations.
COb 5	Develop creative and managerial skills for successful entertainment experiences.

Course Outcomes:
Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Explain the nature, types, and importance of entertainment management.	L1 & L2
CO2	Identify entertainment formats, venues, and operational requirements.	L2 & L3
CO3	Apply planning, budgeting, and coordination skills to entertainment events.	L3
CO4	Analyze safety, legal, and risk factors involved in entertainment operations.	L4
CO5	Design entertainment programmes and event plans for hospitality organizations.	L5 & L6

SYLLABUS

Unit No	Content	Lecture Hrs./ contact Hrs.
UNIT I	**Introduction to Entertainment Management** • Meaning & scope of entertainment management • Role of entertainment in hospitality & tourism • Types of entertainment: live shows, theme parks, casinos, clubs, resorts• Entertainment as a revenue generator • Career opportunities in entertainment management	8
UNIT II	**Entertainment Planning & Operations** • Concept development & theme planning • Venue selection & layout • Technical requirements: sound, lighting, stage basics • Artist coordination & scheduling • Operations timeline & rehearsals	8
UNIT III	**Financial & Marketing Aspects** • Budget preparation & cost control • Pricing & ticketing strategies • Sponsorships & partnerships • Promotions, branding & social media marketing • Revenue streams in entertainment operations	8

UNIT IV	**Risk, Safety & Legal Aspects** • Risk assessment & crowd management • Safety measures & emergency planning • Legal requirements, licenses & permits • Insurance for events & entertainment venues • Ethical practices in entertainment management	8
UNIT V	**Trends & Applications in Entertainment** • Digital & virtual entertainment • Entertainment in hotels, cruises & resorts • Sustainable & responsible entertainment practices • Case studies: theme parks, festivals, live concerts • Designing an entertainment plan for a hospitality property	8
Suggested Readings (Textbooks)	1. **Entertainment Management: Towards Best Practice** – Shone & Parry 2. **Event Management** – Lynn Van der Wagen 3. **Tourism & Entertainment Management** – R. Davidson	—
Suggested Readings (Reference Books)	1. **Events Management** – Bowdin et al. 2. **Festival & Special Event Management** – Getz 3. Industry articles on entertainment & experiential tourism	—

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	1	0	0	1	1
CO2	2	3	2	1	1	0	0	1	1
CO3	1	2	3	2	2	1	1	1	2
CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	2	2	2	3

Program	Bachelor of Hotel Management (BHM)	Semester				Course Category	
Course Name	Catering Management	L	T	P	C	DSE	
Course Code	DSE016	3	0	0	3		

This course ensures that the students understand how:

COb 1	Understand the concept, scope, and types of catering services.
COb 2	Learn menu planning, production systems, and service styles used in catering.
COb 3	Apply operational procedures for large-scale food production and service.
COb 4	Analyze cost control, hygiene, and logistics involved in catering operations.
COb 5	Develop managerial skills to plan and execute catering events successfully.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Explain the nature, functions, and types of catering operations.	L1 & L2
CO2	Identify catering menus, service styles, and production systems.	L2 & L3
CO3	Apply planning, coordination, and execution skills for catering events.	L3
CO4	Analyze catering cost structures, hygiene practices, and logistical challenges.	L4
CO5	Design catering plans and SOPs for different types of events.	L5 & L6

SYLLABUS

Unit No	Content	Lecture Hrs./ contact Hrs.
UNIT I	**Introduction to Catering Management**	8

	• Meaning & scope of catering • Types of catering: contract, industrial, institutional, outdoor, transport catering • Catering vs restaurant operations • Role of catering manager • Career opportunities in catering		
UNIT II	**Menu Planning & Production Systems** • Principles of menu planning for catering • Quantity food production techniques • Standard recipes & portion control • Centralized vs decentralized kitchens • Equipment used in catering operations	8
UNIT III	**Service Styles & Event Coordination** • Types of catering service: buffet, plated, counter, self-service • Event planning & coordination • Staffing & scheduling • Layout planning for catering events • Coordination with clients & vendors	8
UNIT IV	**Cost Control, Hygiene & Logistics** • Catering costing & pricing • Food safety & hygiene in catering • HACCP & FSSAI relevance • Transportation, storage & logistics • Waste management & sustainability	8
UNIT V	**Catering Operations & Trends** • Outdoor & off-premise catering challenges • Catering for weddings, conferences & festivals • Technology in catering management • Customer satisfaction & quality control • Case studies: hotels, airlines & institutional catering	8
Suggested Readings (Textbooks)	1. **Catering Management** – Dennis Lillicrap 2. **Food & Beverage Service** – Raghubalan & Raghubalan 3. **Professional Catering** – B. Davis	—
Suggested Readings (Reference Books)	1. **Food Service Organizations** – B. Davis 2. **Professional Cooking** – Wayne Gisslen 3. Industry articles on catering & event food service	—

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	1	0	0	1	1
CO2	2	3	2	1	1	0	0	1	1
CO3	1	2	3	2	2	1	1	1	2
CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	2	2	2	3

Program	Bachelor of Hotel Management (BHM)		DSE			
Course Name	Hospitality Quality Management & Guest Satisfaction	L	T	P	C
Course Code	DSE017	3	0	0	3

This course ensures that the students understand how:

COb1	Understand the fundamental concepts of quality management in the hospitality industry.
COb2	Explain the importance of service quality, standards, and customer satisfaction.
COb3	Analyze service gaps and apply quality improvement tools.
COb4	Evaluate guest feedback systems and complaint-handling mechanisms.
COb5	Develop strategies for continuous service improvement and guest experience enhancement.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Describe the concepts of quality, service standards, and guest satisfaction in hospitality.	**L1 & L2**
CO2	Classify quality management systems and evaluate their application in hotels.	**L2 & L3**
CO3	Apply tools such as SERVQUAL, GAP Model, and benchmarking to identify service gaps.	**L3**

CO4	Analyze guest feedback, complaints, and performance reports to recommend improvements.	**L4**
CO5	Design guest experience strategies and quality enhancement programmes for hospitality operations.	**L5 & L6**

Unit No	Content	Lecture Hrs./ contact Hrs.
UNIT I	**Introduction to Quality Management**1.1 Meaning & importance of quality in hospitality1.2 Principles of Total Quality Management (TQM)1.3 Dimensions of service quality1.4 Quality culture in hotels1.5 Role of employees in maintaining quality	8
UNIT II	**Service Quality Models** 2.1 SERVQUAL Model 2.2 GAP Model of Service Quality 2.3 Factors influencing service quality 2.4 Benchmarking in hospitality 2.5 Measuring service performance	8
UNIT III	**Guest Satisfaction & Guest Experience** 3.1 Definition of guest satisfaction 3.2 Guest expectations vs perceptions 3.3 Moments of truth & service encounters 3.4 Emotional intelligence in service 3.5 Components of guest experience design	8
UNIT IV	**Guest Feedback & Complaint Handling** 4.1 Guest feedback methods (online & offline) 4.2 Handling guest complaints professionally 4.3 7-Step complaint resolution mode l4.4 Recovery strategies & service recovery paradox 4.5 Guest loyalty & retention programmes	7
UNIT V	**Modern Trends in Quality & Guest Satisfaction** 6.1 Digital guest experience 6.2 Use of technology in quality tracking 6.3 AI-based feedback tools 6.4 Social media reviews & reputation management 6.5 Global best practices in service excellence	6
Suggested Readings: Text Book	1. **Total Quality Management in Hospitality** – N. Evans & D. Lindsay 2. **Service Management and Operations** – J. Heizer & R. Render 3. **Managing Quality in Hospitality** – A. Dale & J. Plunkett	
Reference Book	1. **Service Quality in Hospitality** – Peter Jones 2. **Hospitality Strategic Management** – Cathy Enz 3. **The Service Profit Chain** – Heskett, Sasser & Schlesinger4. Articles & research papers on quality, service excellence, and guest	

	experience	

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	1	0	0	1	1
CO2	2	3	2	1	1	0	0	1	1
CO3	1	2	3	2	2	1	1	1	2
CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	2	2	2	3

Program	Bachelor of Hotel Management (BHM)			Semester		
Course Name	Front Office Management	L	T	P	C
Course Code	DSE018	3	0	0	3

This course ensures that the students understand how:

COb1	Understand the structure, functions, and role of the front office department.
COb2	Learn front office operations related to reservations, reception, cashiering, and guest services.
COb3	Apply front office procedures for registration, billing, check-out, and guest handling.
COb4	Analyze guest complaints, front office reports, and performance indicators.
COb5	Develop managerial skills for effective front office supervision and coordination.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level

CO1	Describe the functions, layout, and organization of the front office department.	L1 & L2
CO2	Identify and classify front office procedures related to reservations, check-in, and guest services.	L2 & L3
CO3	Apply procedures for billing, night auditing, check-out, and credit control.	L3
CO4	Analyze front office records, reports, complaints, and hotel performance metrics.	L4
CO5	Create staffing schedules, SOPs, and strategies for efficient front office management.	L5 & L6
Unit No	**Content**	**Lecture Hrs./ contact Hrs.**
UNIT I	**Introduction to Front Office** • Importance & functions of front office • FO organization chart, duties & responsibilities • Coordination with other departments • Personality traits of FO staff • Front office layout & equipment	8
UNIT II	**Reservation & Registration Procedures** • Types & sources of reservations • Reservation records & systems (manual/PMS) • Overbooking & cancellation policies • Registration process & documentation • Rooming the guest, VIP procedures	8
UNIT III	**Guest Services & Night Audit** • Concierge & bell desk services • Handling guest requests & complaints • Wake-up calls, mail & message handling • Guest security & safety • Night auditor duties & night audit process	8
UNIT IV	**Front Office Accounting** • Guest folio, city ledger, credit management • Methods of payment (cash, card, corporate, OTA) • Billing procedures, allowances & adjustments • Check-out and settlement • Front office reports: occupancy, ARR, RevPAR, forecast	8
UNIT V	**Front Office Management & Supervision** • Yield management & room selling techniques	8

	• Staff scheduling & training
	• SOP development
	• Performance indicators (ADR, RevPAR, OCC%)
	• Handling emergencies at FO
Suggested Readings (Textbooks)	1. **Front Office Operations & Management** – J.R. Tewari 2. **Hotel Front Office Management** – James A. Bardi 3. **Managing Front Office Operations** – Kasavana & Brooks
Suggested Readings (Reference Books)	1. **Hotel Housekeeping & Front Office** – Raghubalan & Raghubalan 2. **Hospitality Operations Management** – Hayes & Ninemeier 3. Industry articles on hotel PMS & FO trends

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Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	1	0	0	1	1
CO2	2	3	2	1	1	0	0	1	1
CO3	1	2	3	2	2	1	1	1	2
CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	2	2	2	3

Program	Bachelor of Hotel Management (BHM)	Semester	Course Category

Course Name	Room Division Management	L	T	P	C	DSE
Course Code	DSE019	3	0	0	3	

This course ensures that the students understand how:

COb 1	To understand the concept and scope of room division management
COb 2	To study front office and housekeeping operations in detail
COb 3	To develop coordination between front office and housekeeping
COb 4	To understand control systems, budgeting, and revenue aspects
COb 5	To apply room division practices for efficient hotel operations

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Explain the structure and functions of room division department	L1 & L2
CO2	Identify roles of front office and housekeeping in hotel operations	L2
CO3	Apply coordination techniques between room division departments	L3
CO4	Analyze control systems, budgeting, and room revenue management	L4
CO5	Evaluate room division performance to improve guest satisfaction	L5

SYLLABUS

Unit No	Content	Lecture Hrs./ contact Hrs.
UNIT–I	**Introduction to Room Division Management** 1.1 Meaning and scope of room division department 1.2 Importance of room division in hotels 1.3 Organizational structure of room division 1.4 Role of	6

	room division manager 1.5 Relationship with other hotel departments	
UNIT–II	**Front Office Operations in Room Division** 2.1 Front office functions related to room division 2.2 Reservation, registration, and room allocation 2.3 Front office records and reports 2.4 Guest services and guest relations 2.5 Front office coordination with housekeeping	6
UNIT–III	**Housekeeping Operations in Room Division** 3.1 Role of housekeeping in room division 3.2 Cleaning and maintenance of guest rooms 3.3 Housekeeping records and reports 3.4 Linen and uniform management 3.5 Coordination between housekeeping and front office	6
UNIT–IV	**Control Systems & Revenue Aspects** 4.1 Room status control system 4.2 Key control and security systems 4.3 Budgeting and cost control in room division 4.4 Room revenue and yield management (basic) 4.5 Use of PMS in room division	6
UNIT–V	**Guest Satisfaction & Performance Evaluation** 5.1 Guest satisfaction and service quality 5.2 Handling guest complaints related to rooms 5.3 Quality assurance in room division 5.4 Performance evaluation of room division staff 5.5 Current trends in room division management	6
Suggested Reading – Text Books	1. Hotel Front Office Management – James A. Bardi 2. Managing Housekeeping Operations – Margaret M. Kappa	—
Suggested Reading – Reference Books	1. Hotel Management and Operations – Denney G. Rutherford 2. Hospitality Management – Walker 3. Front Office Management – S. K. Bhatnagar 4. Professional Housekeeping – G. Raghubalan	—

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	1	0	0	1	1
CO2	2	3	2	1	1	0	0	1	1
CO3	1	2	3	2	2	1	1	1	2

CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	3	2	2	3

Program	Bachelor of Hotel Management (BHM)	Semester				Course Category	
Course Name	Course Name: Leadership For Hospitality Professionals	L	T	P	C	DSE	
Course Code	DSE020	3	0	0	3		

This course ensures that the students understand how:

COb 1	To understand leadership concepts and styles in hospitality
COb 2	To develop leadership skills for hotel operations
COb 3	To understand motivation, communication, and team building
COb 4	To analyze decision-making and problem-solving in hospitality
COb 5	To apply ethical and professional leadership practices

Course Outcomes:
Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Explain leadership theories and styles relevant to hospitality	L1 & L2
CO2	Identify leadership roles and responsibilities in hotel departments	L2
CO3	Apply leadership skills to manage hospitality teams effectively	L3
CO4	Analyze leadership challenges and decision-making situations	L4
CO5	Evaluate ethical leadership practices in hospitality organizations	L5

<center>**SYLLABUS**</center>

Unit No	Content	Lecture Hrs./ contact Hrs.
I	**Introduction to Leadership in Hospitality** ● Definition and Importance of Leadership ● Difference between Leadership and Management ● Evolution of Leadership in the Hospitality Sector ● Role of Leadership in Different Hospitality Departments	6
II	**Leadership Theories and Styles** ● Trait Theory, Behavioral Theories ● Situational & Contingency Theories ● Transformational vs Transactional Leadership ● Servant Leadership & Hospitality Leadership Style Quiz & Reflection	7
III	**Key Leadership Skills for Hospitality Professionals** ● Communication and Emotional Intelligence ● Decision Making and Problem Solving ● Motivation and Conflict Management ● Time Management and Delegation ● Empathy and Guest-Centric Thinking	5
IV	**Leadership Across Hospitality Functions** ● Front Office Leadership ● Housekeeping Supervision	5

	● F&B Leadership: Kitchen and Service Teams ● Leadership in Event & Banquet Operations ● Crisis Management in Hotels		
V	**Ethics, Values & Responsible Leadership** ● Ethical Leadership in Hospitality ● Sustainable Leadership Practices ● Legal and Regulatory Considerations ● Case Studies: Leadership Challenges & Solutions	5

Suggested Readings:
 	
Text Book
	● Text Books:
	
	  ● Leadership in Organizations – Gary Yukl
	  ● The Heart of Hospitality – Micah Solomon
	  ● Hospitality Leadership: Lessons from the Trenches – D.A. Rutherford
	
	● Reference Books:
	
	Hospitality Management and Organisational Behavi Mumbai.	

Reference Book	1. Hospitality Management and Organisational Behaviour" by Laurie J. Mullins Leadership and Management in the Hospitality Industry" by Robert H. Woods & Judy Z. King (AHLEI)	

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	1	0	0	1	1
CO2	2	3	2	1	1	0	0	1	1
CO3	1	2	3	2	2	1	1	1	2
CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	3	2	2	3

Program	Bachelor of Hotel Management (BHM)		Semester				Course Category	
Course Name	Hospitality Professional Skills		L	T	P	C	DSE	
Course Code	DSE021		3	0	0	3		

This course ensures that the students understand how:

COb 1	To develop professional communication skills for hospitality
COb 2	To enhance interpersonal and customer service skills
COb 3	To build teamwork, leadership, and workplace etiquette
COb 4	To improve grooming, presentation, and personality development
COb 5	To prepare students for industry readiness and employability

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Explain professional skills required in hospitality industry	L1 & L2
CO2	Demonstrate effective communication and interpersonal skills	L3
CO3	Apply customer service and problem-solving skills	L3

| CO4 | Analyze workplace behavior, ethics, and professionalism | L4 |
| CO5 | Evaluate personal skills for career growth in hospitality | L5 |

SYLLABUS

Unit No	Content	Lecture Hrs./ contact Hrs.
UNIT–I	**Introduction to Hospitality Professional Skills** 1.1 Meaning and importance of professional skills 1.2 Employability skills in hospitality 1.3 Attitude and professionalism 1.4 Workplace behavior and ethics 1.5 Career opportunities in hospitality	6
UNIT–II	**Communication Skills** 2.1 Verbal and non-verbal communication 2.2 Listening and speaking skills 2.3 Written communication (emails, reports) 2.4 Telephone and digital communication 2.5 Presentation skills	6
UNIT–III	**Interpersonal Skills & Customer Service** 3.1 Interpersonal relations 3.2 Customer service excellence 3.3 Handling guest complaints 3.4 Problem-solving techniques 3.5 Emotional intelligence	6
UNIT–IV	**Personality Development & Grooming** 4.1 Personality development 4.2 Grooming standards in hospitality 4.3 Body language and confidence building 4.4 Time and stress management 4.5 Workplace etiquette	6
UNIT–V	**Teamwork, Leadership & Career Readiness** 5.1 Teamwork and collaboration 5.2 Leadership basics for hospitality professionals 5.3 Interview skills and resume writing 5.4 Professional networking 5.5 Continuous learning and skill development	6
Suggested Reading – Text Books	1. Professional Skills for Hospitality Students – S. C. Bhatnagar 2. Soft Skills – Personality Development – K. Alex	—
Suggested Reading – Reference Books	1. Developing Soft Skills – Meenakshi Raman 2. Business Communication – Lesikar & Flatley 3. Emotional Intelligence – Daniel Goleman 4. Hospitality Management – Walker	—

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2

End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	1	0	0	1	1
CO2	2	3	2	1	1	0	0	1	1
CO3	1	2	3	2	2	1	1	1	2
CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	3	2	2	3

Program	Bachelor of Hotel Management (BHM)		Semester				Course Category
Course Name	Front Office Budgeting		L	T	P	C	DSE
Course Code	DSE022		3	0	0	3	

This course ensures that the students understand how:

COb 1	To understand the **concept, importance, objectives, and types of budgeting** in front office and hotel operations.
COb 2	To study **front office revenue sources and forecasting techniques**, including occupancy rate, ADR, and RevPAR for effective revenue planning.
COb 3	To analyze **front office expense budgeting**, including payroll, operating, maintenance, and administrative cost control methods.
COb 4	To understand **budgetary control and performance analysis** through variance analysis, reports, and use of PMS and financial software.
COb 5	To apply **budget implementation practices**, coordination with departments, flexible budgeting, and understand emerging trends in hotel budgeting and financial control.

Course Outcomes:
Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Define and explain the concept, importance, objectives, and types of budgeting used in hotel front office operations, including the role of the front office manager	**L1 & L2**

	in budget preparation.	
CO2	Describe and analyze sources of front office revenue, revenue forecasting techniques, and key performance indicators such as occupancy rate, ADR, and RevPAR for effective revenue planning.	**L2 & L3**
CO3	Identify and classify front office expenses, including fixed, variable, payroll, and operating costs, and apply cost-control techniques to manage departmental expenditures efficiently.	**L2 & L3**
CO4	Analyze budgetary control methods, perform variance analysis, and evaluate actual versus budgeted performance using reports, PMS, and financial software tools.	**L3 & L4**
CO5	Evaluate budget implementation strategies, coordinate budgeting activities with accounts and other departments, and assess emerging trends and solutions in hotel budgeting and financial control.	**L4, L5 & L6**

SYLLABUS

Unit No	Content	Lecture Hrs./ contact Hrs.
UNIT–I	**Introduction to Budgeting in Front Office** 1.1 Meaning and concept of budgeting 1.2 Importance of budgeting in hotel operations 1.3 Objectives and advantages of front office budgeting 1.4 Types of budgets used in hotels 1.5 Role of front office manager in budget preparation	6
UNIT–II	**Front Office Revenue Budgeting** 2.1 Sources of revenue in front office department 2.2 Room revenue forecasting techniques 2.3 Occupancy rate, ADR and RevPAR (basic concepts) 2.4 Seasonal demand and its impact on revenue 2.5 Coordination with sales and reservations for revenue planning	6
UNIT–III	**Front Office Expense Budgeting** 3.1 Fixed and variable expenses in front office 3.2 Payroll budgeting and staff cost control 3.3 Operating expenses: supplies, utilities and services 3.4 Maintenance and administrative expenses 3.5 Techniques for controlling front office costs	6
UNIT–IV	**Budgetary Control and Performance Analysis** 4.1 Budgetary control: meaning and objectives 4.2 Variance analysis: favorable and unfavorable variances 4.3 Actual vs budgeted performance comparison 4.4 Role of reports in budget control 4.5 Use of PMS and financial software in front office budgeting	6
UNIT–V	**Budget Implementation and Current Trends** 5.1 Steps in	6

	implementing front office budget 5.2 Coordination with accounts and other departments 5.3 Budget revisions and flexible budgeting 5.4 Common budgeting problems and solutions 5.5 Emerging trends in hotel budgeting and financial control	
Suggested Reading – Text Books	1. Hotel Front Office Management – James A. Bardi 2. Hotel Accounting and Financial Control – Raymond S. Schmidga	—
Suggested Reading – Reference Books	1. Hospitality Financial Management – Jagels & Coltman 2. Hotel Management and Operations – Denney G. Rutherford 3. Front Office Management – S. K. Bhatnagar	—

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Course Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	3	2	1	1	0	1	1	0
CO2	2	3	3	2	2	0	2	2	0
CO3	2	2	3	3	2	0	1	1	0
CO4	2	2	3	3	3	1	1	2	0
CO5	1	2	3	3	3	2	2	3	0

Program	Bachelor of Hotel Management (BHM)			Semester		Course Category	
Course Name	Front Office Guest Safety & Security	L	T	P	C	DSE	
Course Code	DSE023	3	0	0	3		

This course ensures that the students understand how:

COb1	To understand the importance of guest safety and security in hotels
COb2	To identify potential risks and security threats in front office areas
COb3	To develop knowledge of safety procedures and emergency handling
COb4	To understand legal and ethical aspects of guest security
COb	To apply security measures to ensure guest protection and satisfaction

5		

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Explain concepts and importance of guest safety and security	L1 & L2
CO2	Identify safety risks and security threats in hotel front office	L2
CO3	Apply safety procedures and emergency response techniques	L3
CO4	Analyze legal, ethical, and operational aspects of guest security	L4
CO5	Evaluate security systems to enhance guest safety and satisfaction	L5

SYLLABUS

Unit No	Content	Lecture Hrs./ contact Hrs.
UNIT–I	**Introduction to Guest Safety & Security** 1.1 Meaning and scope of guest safety and security 1.2 Importance of safety in hospitality industry 1.3 Types of security risks in hotels 1.4 Role of front office in guest safety 1.5 Coordination with security department	6
UNIT–II	**Hotel Security Systems & Procedures** 2.1 Physical security measures in hotels 2.2 Key control and locking systems 2.3 Surveillance systems (CCTV) 2.4 Access control and guest identification 2.5 Role of front office staff in security	6
UNIT–III	**Safety Measures & Emergency Handling** 3.1 Fire safety and fire fighting equipment 3.2 Emergency procedures and evacuation plans 3.3 Handling medical emergencies 3.4 Bomb threats and terrorist threats (basic awareness) 3.5 Disaster management in hotels	6
UNIT–IV	**Guest Protection & Loss Prevention** 4.1 Protection of guest valuables 4.2 Handling lost and found items 4.3 Prevention of theft, fraud, and crime 4.4 Security of guest information and data 4.5 Handling suspicious guests and situations	6
UNIT–V	**Legal, Ethical & Professional Aspects** 5.1 Legal responsibilities of	6

	hotels towards guests 5.2 Liability and negligence in hospitality 5.3 Ethical behavior and confidentiality 5.4 Guest complaint handling related to safety 5.5 Recent trends in hotel safety and security	
Suggested Reading – Text Books	1. Hotel Security – Principles and Practices – J. S. Tewari 2. Front Office Management – S. K. Bhatnagar	—
Suggested Reading – Reference Books	1. Hotel Management and Operations – Denney G. Rutherford 2. Managing Risk and Security in Hospitality – G. Raghubalan 3. Professional Front Office Operations – David K. Hayes 4. Hospitality Law – Stephen Barth	—

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	1	0	0	1	1
CO2	2	3	2	1	1	0	0	1	1
CO3	1	2	3	2	2	1	1	1	2
CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	3	2	2	3

Program	Bachelor of Hotel Management (BHM)		Semester			
Course Name	Revenue Management	L	T	P	C
Course Code	DSE024	3	0	0	3

This course ensures that the students understand how:

COb1	Understand the fundamentals and importance of revenue management in hotels.
COb2	Learn pricing strategies, demand forecasting, and market segmentation.
COb3	Apply revenue tools such as ADR, RevPAR, GOPPAR, and forecasting.
COb4	Analyze occupancy trends, booking patterns, and distribution channels.

COb5	Develop effective revenue strategies to maximize profitability.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Explain basic concepts, importance, and scope of revenue management in hotels.	L1 & L2
CO2	Identify and classify pricing strategies and demand factors influencing revenue.	L2 & L3
CO3	Apply revenue formulas and forecasting tools to solve practical hotel situations.	L3
CO4	Analyze booking trends, market segments, and channel performance for decision-making.	L4
CO5	Design revenue optimization plans for different hotel scenarios.	L5 & L6

Unit No	Content	Lecture Hrs./ contact Hrs.
UNIT I	**Introduction to Revenue Management** • Meaning & importance • History of RM (airlines to hotels) • Key terms: Demand, Supply, Yield • Goals of revenue management • Role of Revenue Manager in hotels	8
UNIT II	**Hotel Pricing Strategies** • Types of pricing: Dynamic, Rack, Discounted, Seasonal • Factors affecting pricing • Market segmentation (corporate, leisure, OTA, walk-in) • BAR (Best Available Rate) • Rate parity & integrity	8
UNIT III	**Revenue Management Tools & Calculations** • ADR, RevPAR, GOPPAR, OCC %, ARI, RGI, MPI (basic understanding) • Forecasting methods (simple & practical) • Overbooking strategies (easy explanation) • Revenue optimization for rooms	8
UNIT IV	**Distribution Channels & Technology**	8

	• CRS, PMS, Channel Manager basics • OTAs & online booking platforms • Direct vs third-party bookings • Role of digital marketing in RM • Inventory management	

UNIT V	**Applied Revenue Strategies** • Demand analysis & pick-up reports • Events & seasonal demand planning • Upselling & cross-selling techniques • Competitor analysis (STR Report basics) • Creating simple revenue plans for a small hotel	8
Suggested Readings (Textbooks)	1. **Hotel Revenue Management: Principles & Practices** – G. Upneja 2. **Revenue Management for the Hospitality Industry** – David K. Hayes & Allisha Miller 3. **Yield Management** – Kimes & Chase	—
Suggested Readings (Reference Books)	1. **Professional Front Office Management** – Kasavana & Brooks 2. **Hotel Management & Operations** – Michael J. O'Fallon 3. Industry blogs: STR, Hotelier India, Hospitality Net	—

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	1	0	0	1	1
CO2	2	3	2	1	1	0	0	1	1
CO3	1	2	3	2	2	1	1	1	2
CO4	1	1	2	3	3	1	2	2	1

CO5	1	1	2	3	3	2	2	2	3

Program	Bachelor of Hotel Management (BHM)	Semester				
Course Name	Laundry Management	**L**	**T**	**P**	**C**	Course Category
Course Code	DSE025	3	0	0	3	DSE

Course Objectives:
This course ensures that the students understand how:

COb 1	To introduce students to the concepts, types, and workflows of laundry operations.
COb 2	To familiarize students with laundry machinery, their usage, and safety protocols.
Cob3	To educate students on laundry chemicals, stain classification, and treatment procedures.
Cob4	To train students in linen room organization, inventory control, and par stock systems.
Cob5	To develop awareness about quality control mechanisms, smart systems, and sustainability in laundry services.

Course Outcomes:
Towards the end of the course, the students will be able to:

CO	Outcome	BT Level
BHM E008-CO1	Recall the definition, importance, and types of laundry operations, including wash cycles, layouts, on-premise/off-premise laundries, and valet services.	**L1**
BHM E008-CO2	Explain the working principles of laundry machines, types of laundry chemicals, and safety precautions required during operations.	**L2**
BHM E008-CO3	Apply appropriate chemical and mechanical stain-removal methods based on stain classification and fabric type.	**L3**
BHM E008-CO4	Analyze linen room operations, including par stock calculation, storage layout, quality control techniques, and discard-reuse management.	**L4**
BHM E008-CO5	Evaluate and integrate smart laundry technologies (RFID, barcoding, automation) and design sustainable laundry management practices for improved efficiency.	**L5–L6**

Syllabus:

Unit No	Content	Lecture Hrs/ contact Hrs
UNIT I **Introduction to Laundry Operations**	1.1 Definition and importance of Laundry. 1.2 Types of laundries: On-premises, off-premises, commercial. 1.3 Stages in the Wash Cycle. 1.4 Layout of the Laundry. 1.5 Guest Laundry/Valet service	8
UNIT II **Laundry Equipment**	2.1 Types of machines: Washer extractors, dryers, flatwork ironers. 2.2 Basic working principles. 2.3 Safety precautions during machine operations.	8
UNIT III **Laundry Chemicals and Stains**	3.1 Types of laundry detergents and chemicals. 3.2 Stain Removal- 3.2.1 General Procedure for Stain Removal. 3.2.2 Identification of Stains. 3.2.3 Classification of Stains. 3.2.4 Principles of Stain Removal. 3.3 The Laundry Process: Pre-washing, Washing, Ringing, Hydro-extraction, Finishing.	8
UNIT IV **Linen Operations Management**	4.1 Linen Room Organization. 4.2 Activities in the Linen Room. 4.3 Layout of Linen Room & Storage of linen. 4.4 Linen Exchange Procedure. 4.5 Par-Stock, Linen Control & Linen Lifespan. 4.6 Discard and Their Reuse.	8
UNIT-V	5.1 Quality control in laundry (spot checks, inspections). 5.2 Smart Laundry Systems: 5.2.1 RFID and barcoding for real-time linen tracking.	

Laundry Quality and Sustainability	5.2.2 Automated sorting and folding machines. 5.2.3 Mobile apps for guest laundry requests and feedback 5.4. Sustainable laundry practices (water saving, biodegradable chemicals & Green Laundry Technologies)	8

Suggestive Readings:
Text Books:
1. Housekeeping Operation & Management – Malini Singh.Hotel
2. Housekeeping Training Manual – Sudhir Andrews

Reference Books:
1. Hotel, Hostel & Hospital Housekeeping – Brenscon & Lanex.
2. Commercial Housekeeping & Maintenance – Stanley Thornes.
3. Hotel Housekeeping Operations & Management –G. Raghubalan Oxford University Press**.**

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Articulation Matrix

CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10
BHM E008-CO1	3	2	1	1	1	0	0	1	1	0
BHM E008-CO2	2	3	2	2	2	1	0	1	2	0
BHM E008-CO3	2	2	3	2	2	2	1	1	3	0
BHM E008-CO4	2	3	3	3	2	2	1	2	3	0
BHM E008-CO5	2	3	2	2	3	3	2	2	3	1

1 = Low, **2 = Moderate**, **3 = High** contribution

Program	Bachelor of Hotel Management (BHM)	DSE			
Course Name	Hospital Housekeeping	L	T	P	C
Course Code	DSE026	3	0	0	3

This course ensures that the students understand how:

COb1	Understand the role and importance of housekeeping in hospitals.
COb2	Learn cleaning procedures, infection control, and waste management practices.
COb3	Identify hospital housekeeping tools, equipment, chemicals, and PPE.
COb4	Apply cleaning and disinfection techniques required in different hospital areas.
COb5	Develop skills to maintain hygiene, safety, and patient-care standards.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Explain the functions, responsibilities, and importance of housekeeping in hospitals.	L1 & L2
CO2	Identify cleaning agents, tools, equipment, and infection control systems used in hospitals.	L2 & L3
CO3	Apply proper cleaning, disinfection, sterilization, and waste disposal procedures.	L3

CO4	Analyze risk areas, hospital hygiene standards, and safety procedures.	L4
CO5	Design housekeeping schedules, SOPs, and hygiene plans for hospital units.	L5 & L6

Unit No	Content	Lecture Hrs./ contact Hrs.
UNIT I	**Introduction to Hospital Housekeeping** • Role of housekeeping in hospitals • Difference between hotel & hospital housekeeping • Qualities of hospital housekeeping staff • Patient-centric cleaning approach • Communication & coordination with nursing staff	8
UNIT II	**Cleaning Agents, Equipment & Disinfection** • Types of cleaning agents & hospital-grade disinfectants • PPE & safety gear • Equipment: mops, scrubbers, vacuum cleaners, trolleys • Sanitizers, surface disinfectants, fumigation basics • Colour-coding system for hospital cleaning	8
UNIT III	**Infection Control & Waste Management** • HAIs (Hospital Acquired Infections) • Hand hygiene protocols • Sterilization, autoclaving, UV sterilizers (basic understanding) • Bio-medical waste disposal (color-coded bins) • Linen handling: soiled & infected linen	8
UNIT IV	**Cleaning Procedures for Hospital Areas** • Cleaning ICU, OT, wards, OPD, emergency areas • High-risk area cleaning • Patient room preparation • Bed making techniques for hospitals • Daily, weekly & terminal cleaning procedures	8
UNIT V	**Safety, Hygiene & SOP Development** • Fire safety & first aid basics • Handling spills, breakages & contamination • Pest control in hospitals • Developing SOPs and cleaning schedules • Quality audits & checklists for hospital housekeeping	8
Suggested Readings (Textbooks)	1. **Hospital Housekeeping: Principles & Practices** – G. Lakshmi 2. **Hospital Administration & Management** – C.M. Francis 3. **Infection Control Manual for Housekeeping** – WHO	—

	Guidelines	
Suggested Readings (Reference Books)	1. **Professional Housekeeping** – Raghubalan & Raghubalan 2. **Environmental Services in Healthcare** – APIC 3. Articles on hospital hygiene & infection control	—

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	1	0	0	1	1
CO2	2	3	2	1	1	0	0	1	1
CO3	1	2	3	2	2	1	1	1	2
CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	2	2	2	3

Course Name	**Interior decoration**	**L**	**T**	**P**	**C**	**Course Category**
Course Code	**DSE027**	**3**	**0**	**0**	**3**	**DSE**

Course Objectives:
This course ensures that the students understand how:

COb1	To familiarize students with the basic objectives, types, elements, and principles of interior designing.

COb2	To enable students to create well-balanced, functional, and aesthetically pleasing interiors.
Cob3	Develop an understanding of colour theories, dimensions, schemes, and their psychological impact on interiors.

Unit No	Content	Lecture Hrs/ contact Hrs

Cob4	Explore the importance, types, methods, and plans for optimal lighting in interior spaces.
Cob5	Understand the types, features, and maintenance procedures for floor coverings used in various settings.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO	Outcome	BT Level
BHM-E013-CO1	**Identify** the types, dimensions, and schemes of colors in interior decoration, along with their psychological effects on occupants.	**L1**
BHM-E013-CO2	**Explain** the elements and principles of design and their role in creating functional, balanced, and harmonious interior spaces.	**L2**
BHM-E013-CO3	**Apply** design principles and appropriate lighting techniques to create effective and aesthetically pleasing hospitality interiors.	**L3**
BHM-E013-CO4	**Analyze** modern trends in interior planning and incorporate accessibility features for differently-abled individuals.	**L4**
BHM-E013-CO5	**Evaluate** wall coverings, window treatments, and overall design harmony, and develop sustainable interior plans for hospitality spaces.	**L5–L6**

Syllabus:

UNIT- I INTERIOR DESIGNING	1.1 Objectives of Interior Designing 1.2 Basic types of Design 1.3 Elements of Design 1.4 Principles of Design 1.5 Units of Design 1.6 Designing for People with Disabilities 1.7 Planning trends.	3
UNIT- II INTERIOR DECORATION- COLORING	2.1 Introduction 2.2 Dimensions of color 2.3 Types of color – warm and cool 2.4 Advancing and receding colors 2.5 Color system – Prangs' color system & color wheel 2.6 Color schemes and harmonies 2.7 Planning color schemes	3
UNIT- III LIGHTING	3.1. Importance 3.2. Types of light – source based and function based 3.3. Methods of lighting 3.4. Lighting fixtures 3.5. Lighting plans	3
UNIT- IV FLOOR COVERING & FINISHES	4.1 Introduction 4.2 Selection of floor coverings 4.3 Types of floor coverings (Hard, Soft and carpets) 4.4 Characteristic features of floor coverings 4.5 Maintenance procedures of floor coverings	3
UNIT- V WALL COVERING & WINDOW TREATMENT	5.1 Types of walls 5.2 Types of Wall covering & Maintenance. 5.3 Assessment, structure, types and designs of windows 5.4 Window treatments	3

Suggestive Readings:

Text Books:

Text Book	**T1**	Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
	T2	Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill

References:

Reference Book	R1	Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
	R2	Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke.

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Articulation Matrix

CO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10
BHM-E013-CO1	3	2	1	1	1	0	0	1	1	0
BHM-E013-CO2	2	3	2	2	2	1	0	1	2	0
BHM-E013-CO3	2	2	3	3	2	2	1	1	3	0
BHM-E013-CO4	2	3								

Program	Bachelor of Hotel Management (BHM)				Semester		Course Category
Course Name	Ambience Management	L	T	P	C		DSE
Course Code	DSE028	3	0	0	3		

This course ensures that the students understand how:

COb 1	To understand the concept and importance of ambience in hospitality
COb 2	To study elements of interior and exterior ambience
COb 3	To analyze sensory factors influencing guest experience

COb 4	To understand design, décor, and aesthetic management
COb 5	To apply ambience management techniques to enhance guest satisfaction

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Explain the concept and role of ambience in hospitality operations	L1 & L2
CO2	Identify elements contributing to effective ambience	L2
CO3	Apply ambience management techniques in hospitality settings	L3
CO4	Analyze the impact of ambience on guest perception and satisfaction	L4
CO5	Evaluate ambience strategies for different hospitality establishments	L5

SYLLABUS

Unit No	Content	Lecture Hrs./ contact Hrs.
UNIT–I	**Introduction to Ambience Management** 1.1 Meaning and concept of ambience 1.2 Importance of ambience in hospitality industry 1.3 Ambience as a marketing tool 1.4 Relationship between ambience and guest satisfaction 1.5 Role of ambience manager	6
UNIT–II	**Elements of Ambience** 2.1 Lighting – natural and artificial 2.2 Colour schemes and their psychological effects 2.3 Furniture and furnishings 2.4 Layout and space management 2.5 Exterior ambience and landscaping	6
UNIT–III	**Sensory Ambience** 3.1 Visual appeal and aesthetics 3.2 Sound and music management 3.3 Aroma and fragrance management 3.4 Temperature and ventilation 3.5 Cleanliness and hygiene as ambience factors	6
UNIT–IV	**Design, Décor & Theme Management** 4.1 Interior design basics 4.2 Theme-based ambience (hotels, restaurants, resorts) 4.3 Art, artifacts, and decorative elements 4.4 Seasonal and festive décor	6

	4.5 Maintenance of ambience standards	
UNIT–V	**Ambience Evaluation & Trends** 5.1 Measuring ambience effectiveness 5.2 Guest feedback and ambience improvement 5.3 Sustainable and eco-friendly ambience 5.4 Use of technology in ambience management 5.5 Current trends in hospitality ambience	6
Suggested Reading – Text Books	1. Hotel Design, Planning and Development – Walter A. Rutes 2. Hospitality Interior Design – John C. Portman	—
Suggested Reading – Reference Books	1. Interior Design Illustrated – Francis D.K. Ching 2. Hotel Management and Operations – Denney G. Rutherford 3. Facilities Design – Edward D. Mills 4. Hospitality Marketing Management – Kotler, Bowen & Makens	—

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	1	0	0	1	1
CO2	2	3	2	1	1	0	0	1	1
CO3	1	2	3	2	2	1	1	1	2
CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	3	2	2	3

Program	Bachelor of Hotel Management (BHM)	Semester				Course Category
Course Name	Health, Hygiene & Safety Practices	L	T	P	C	DSE
Course Code	DSE029	3	0	0	3	

This course ensures that the students understand how:

COb 1	To understand concepts of health, hygiene, and safety in hospitality

COb 2	To identify health hazards and hygiene issues in hotel operations
COb 3	To develop safe working practices for hospitality employees
COb 4	To understand legal provisions related to health and safety
COb 5	To apply health, hygiene, and safety practices in hospitality operations

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Explain concepts of health, hygiene, and safety in hospitality	L1 & L2
CO2	Identify health hazards and hygiene risks at workplace	L2
CO3	Apply safe and hygienic practices in hospitality operations	L3
CO4	Analyze safety regulations and preventive measures	L4
CO5	Evaluate health and safety practices for guest and employee well-being	L5

SYLLABUS

Unit No	Content	Lecture Hrs./ contact Hrs.
UNIT–I	**Introduction to Health, Hygiene & Safety** 1.1 Meaning and concept of health, hygiene, and safety 1.2 Importance of health and hygiene in hospitality industry 1.3 Types of health hazards 1.4 Role of safety practices in hotels 1.5 Responsibilities of hospitality staff	6
UNIT–II	**Personal Hygiene & Occupational Health** 2.1 Personal hygiene standards for staff 2.2 Occupational health hazards in hospitality 2.3 Preventive health measures 2.4 Ergonomics and safe working posture 2.5 Stress and fatigue management	6
UNIT–III	**Workplace Safety Practices** 3.1 Accident prevention methods 3.2 Fire safety and emergency procedures 3.3 Safe use of equipment and chemicals 3.4 First aid and basic medical care 3.5 Safety signage	6

	and training	
UNIT–IV	**Hygiene & Sanitation Management** 4.1 Cleaning and sanitation standards 4.2 Waste management and disposal 4.3 Pest control methods 4.4 Water quality and sanitation 4.5 Hygiene monitoring systems	6
UNIT–V	**Legal Aspects & Safety Culture** 5.1 Health and safety laws applicable to hospitality 5.2 Employer and employee responsibilities 5.3 Safety audits and inspections 5.4 Building a safety culture in hotels 5.5 Recent trends in health and safety practices	6
Suggested Reading – Text Books	1. Food Hygiene and Sanitation – S. Roday 2. Health and Safety at Work – Hughes & Ferrett	—
Suggested Reading – Reference Books	1. Hospitality Safety and Security – J. S. Tewari 2. Hotel Housekeeping Operations – G. Raghubalan 3. Occupational Health and Safety – K. Aswathappa 4. Safety Management – Gupta & Goyal	—

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	1	0	0	1	1
CO2	2	3	2	1	1	0	0	1	1
CO3	1	2	3	2	2	1	1	1	2
CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	3	2	2	3

Program	Bachelor of Hotel Management (BHM)					Semester		Course Category	
Course Name	Eco Practices in Hotel					L	T	P	C	DSE
Course Code	DSE029					3	0	0	3	

This course ensures that the students understand how:

COb 1	To understand the concept of eco-friendly practices in hotels
COb 2	To study environmental issues related to hospitality industry
COb 3	To identify sustainable resource management practices
COb 4	To understand green certifications and eco-standards
COb 5	To apply eco-practices for sustainable hotel operations

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Explain the concept and importance of eco practices in hotels	L1 & L2
CO2	Identify environmental impacts of hotel operations	L2
CO3	Apply eco-friendly practices in hotel departments	L3
CO4	Analyze sustainability measures and green initiatives	L4
CO5	Evaluate eco practices to achieve sustainable hotel management	L5

SYLLABUS

Unit No	Content	Lecture Hrs./ contact Hrs.
UNIT–I	**Introduction to Eco Practices in Hotels** 1.1 Concept of sustainability and eco practices 1.2 Importance of eco-friendly hotels 1.3 Environmental issues in hospitality 1.4 Role of hotels in environmental protection 1.5 Benefits of green hotel practices	6
UNIT–II	**Energy & Water Management** 2.1 Energy consumption in hotels 2.2 Energy conservation techniques 2.3 Renewable energy sources in hotels 2.4 Water usage in hotels 2.5 Water conservation and rainwater harvesting	6

UNIT–III	**Waste Management & Pollution Control** 3.1 Types of waste generated in hotels 3.2 Reduce, reuse, recycle (3R concept) 3.3 Solid and liquid waste management 3.4 Sewage treatment plants 3.5 Pollution control measures	6
UNIT–IV	**Green Practices in Hotel Departments** 4.1 Eco practices in front office 4.2 Eco practices in housekeeping 4.3 Eco practices in food & beverage department 4.4 Green purchasing and supply chain 4.5 Eco-friendly cleaning products	6
UNIT–V	**Green Certifications & Sustainable Tourism** 5.1 Green hotel certification and eco-labels 5.2 ISO 14001 and environmental management system 5.3 Government initiatives for sustainable hotels 5.4 Role of guests in eco practices 5.5 Future trends in sustainable hospitality	6
Suggested Reading – Text Books	1. Sustainable Hospitality Management – H. B. Parsa 2. Environmental Management for Hotels – S. C. Bansal	—
Suggested Reading – Reference Books	1. Green Hotels and Responsible Tourism – David Kirk 2. Sustainable Tourism Management – Swarbrooke 3. Hospitality Management and Sustainability – Jones, Hillier & Comfort 4. Environmental Studies – Erach Bharucha	—

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	1	0	0	1	1
CO2	2	3	2	1	1	0	0	1	1
CO3	1	2	3	2	2	1	1	1	2
CO4	1	1	2	3	3	1	2	2	1
CO5	3	2	1	1	1	0	0	1	1

Program	Bachelor of Hotel Management (BHM)	Semester	Course Category

Course Name	Cleaning Activities in Guest Rooms & Public Areas	L	T	P	C	DSE
Course Code	DSE031	3	0	0	3	

This course ensures that the students understand how:

COb 1	To understand the importance of cleanliness in hotels
COb 2	To study cleaning procedures for guest rooms
COb 3	To learn cleaning methods for public areas
COb 4	To identify cleaning agents, equipment, and safety measures
COb 5	To apply standard cleaning practices to ensure guest satisfaction

Course Outcomes:
Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Explain the importance of cleaning in guest rooms and public areas	L1 & L2
CO2	Identify cleaning equipment, agents, and supplies	L2
CO3	Apply standard cleaning procedures in guest rooms	L3
CO4	Analyze cleaning requirements of different public areas	L4
CO5	Evaluate cleaning standards to maintain hotel hygiene and quality	L5

SYLLABUS

Unit No	Content	Lecture Hrs./ contact Hrs.
UNIT–I	**Introduction to Cleaning Operations** 1.1 Importance of cleanliness in hospitality industry 1.2 Role of housekeeping department in cleaning 1.3 Types of cleaning – daily, periodic, deep cleaning 1.4	6

	Cleaning standards and quality control 1.5 Safety precautions during cleaning	
UNIT–II	**Cleaning Activities in Guest Rooms** 2.1 Cleaning sequence of guest rooms 2.2 Bed making and turn-down service 2.3 Cleaning of bathroom and fixtures 2.4 Handling guest supplies and amenities 2.5 Inspection of guest rooms	6
UNIT–III	**Cleaning Activities in Public Areas** 3.1 Cleaning of lobby and reception area 3.2 Cleaning of corridors, staircases, and elevators 3.3 Cleaning of restaurants and banquet areas 3.4 Cleaning of washrooms and public conveniences 3.5 Cleaning schedules for public areas	6
UNIT–IV	**Cleaning Equipment, Agents & Safety** 4.1 Manual and mechanical cleaning equipment 4.2 Types of cleaning agents and chemicals 4.3 Selection and care of cleaning equipment 4.4 Safe handling and storage of chemicals 4.5 Occupational health and safety during cleaning	6
UNIT–V	**Quality Control & Sustainable Cleaning** 5.1 Cleaning checklists and inspection reports 5.2 Guest feedback related to cleanliness 5.3 Eco-friendly cleaning practices 5.4 Waste management during cleaning operations 5.5 Latest trends in housekeeping cleaning practices	6
Suggested Reading – Text Books	1. Hotel Housekeeping – Operations and Management – G. Raghubalan 2. Professional Housekeeping – Tucker Schneider	—
Suggested Reading – Reference Books	1. Managing Housekeeping Operations – Margaret M. Kappa 2. Hotel Management and Operations – Denney G. Rutherford 3. Housekeeping Management – Sudhir Andrews 4. Hospitality Management – Walker	—

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	1	0	0	1	1
CO2	2	3	2	1	1	0	0	1	1

CO3	1	2	3	2	2	1	1	1	2
CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	3	2	2	3

Program	Bachelor of Hotel Management (BHM)		Semester				Course Category	
Course Name	Facility Management		L	T	P	C	DSE	
Course Code	DSE032		3	0	0	3		

This course ensures that the students understand how:

COb 1	To understand the concept and scope of facility management
COb 2	To study maintenance systems used in hospitality properties
COb 3	To understand management of utilities and support services
COb 4	To analyze safety, security, and statutory requirements
COb 5	To apply facility management practices for efficient hotel operations

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Explain the role and functions of facility management	L1 & L2
CO2	Identify maintenance systems and utilities used in hotels	L2
CO3	Apply facility management practices for smooth operations	L3
CO4	Analyze safety, security, and compliance requirements	L4

| CO5 | Evaluate facility performance for cost control and sustainability | L5 |

SYLLABUS

Unit No	Content	Lecture Hrs./ contact Hrs.
UNIT–I	**Introduction to Facility Management** 1.1 Meaning and scope of facility management 1.2 Importance of facility management in hospitality 1.3 Role of facility manager 1.4 Relationship with other hotel departments 1.5 Types of facilities in hotels	6
UNIT–II	**Maintenance Management** 2.1 Types of maintenance – preventive, corrective, breakdown 2.2 Maintenance planning and scheduling 2.3 Maintenance records and documentation 2.4 Outsourcing of maintenance services 2.5 Cost control in maintenance	6
UNIT–III	**Utilities & Support Services** 3.1 Water supply and plumbing systems 3.2 Electrical systems and energy management 3.3 HVAC systems 3.4 Waste management systems 3.5 Laundry and other support services	6
UNIT–IV	**Safety, Security & Statutory Compliance** 4.1 Fire safety systems 4.2 Building safety and emergency preparedness 4.3 Security systems and access control 4.4 Statutory laws and regulations 4.5 Risk management in facility operations	6
UNIT–V	**Sustainable & Modern Facility Management** 5.1 Sustainable facility management practices 5.2 Energy conservation and green buildings 5.3 Use of technology in facility management 5.4 Facility audits and performance measurement 5.5 Current trends in facility management	6
Suggested Reading – Text Books	1. Facility Management – Raghubalan & Raghubalan 2. Hotel Engineering and Maintenance – S. K. Bhatnagar	—
Suggested Reading – Reference Books	1. Facilities Management Handbook – David G. Cotts 2. Hotel Management and Operations – Denney G. Rutherford 3. Building Services Engineering – R. Greeno 4. Sustainable Facilities Management – Edward Finch	—

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2

End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	1	0	0	1	1
CO2	2	3	2	1	1	0	0	1	1
CO3	1	2	3	2	2	1	1	1	2
CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	3	2	2	3

Program	Bachelor of Hotel Management (BHM)		Semester			
Course Name	Retail management		L	T	P	C
Course Code	DSE036		3	0	0	3

This course ensures that the students understand how:

COb1	Understand the fundamentals, scope, and importance of retailing.
COb2	Learn store operations, merchandise planning, and customer service techniques.
COb3	Identify retail formats, pricing strategies, and supply chain operations.
COb4	Analyze consumer behavior and retail market trends.
COb5	Develop basic retail strategies to improve sales, service quality & store profitability.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Explain the nature, functions, and structure of the retail industry.	L1 & L2
CO2	Classify retail formats and identify key components of store operations.	L2 & L3
CO3	Apply merchandise planning, pricing, and supply chain concepts in retail scenarios.	L3

Unit No	Content	Lecture Hrs./ contact Hrs.
CO4	Analyze consumer buying behavior, retail mix, and store performance indicators.	L4
CO5	Design simple retail strategies to enhance customer experience and maximize revenue.	L5 & L6

Unit No	Content	Lecture Hrs./ contact Hrs.
UNIT I	**Introduction to Retailing** • Definition & importance of retail • Retail industry in India • Careers in retail management • Retail mix (basic introduction) • Customer-centric retailing	8
UNIT II	**Types of Retailers & Store Operations** • Retail formats: supermarkets, departmental stores, specialty stores, e-retail • Store layout & design • Visual merchandising basics • Retail sales process • Customer service in retail	8
UNIT III	**Merchandise Planning & Pricing** • Merchandise categories & hierarchy • Buying & assortment planning • Inventory management basics • Retail pricing strategies: mark-up, markdown, discounting • Seasonal & festival merchandise planning	8
UNIT IV	**Retail Supply Chain & Technology** • Meaning & importance of retail logistics • Warehousing & distribution • Stock replenishment systems • POS systems, barcoding, RFID • Online retail & omnichannel retailing	8
UNIT V	**Retail Strategy & Consumer Behaviour** • Understanding retail customers • Influences on consumer buying behaviour • Role of promotions, branding & loyalty programmes • Retail performance indicators (footfall, conversion rate, ATV) • Developing a simple retail strategy	8
Suggested Readings (Textbooks)	1. **Retail Management** – Barry Berman & Joel Evans 2. **Retailing Management** – Michael Levy & Barton Weitz 3. **Retail Marketing** – Pradhan	—

Suggested Readings (Reference Books)	1. **The Art of Retailing** – A. J. Lamba 2. **Retailing in India** – Swapna Pradhan 3. Industry articles on e-commerce & retail trends	—

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	1	0	0	1	1
CO2	2	3	2	1	1	0	0	1	1
CO3	1	2	3	2	2	1	1	1	2
CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	2	2	2	3

Program	Bachelor of Hotel Management (BHM)				Semester-	
Course Name	Hotel Accountancy	L	T	P		C
Course Code	DSE037	3	0	0		3

Course Objectives:
This course ensures that the students understand how:

COb1	Define and illustrate the accounting theory and different purpose of accounting records.
COb2	Solve the practical problems of cash book, sales book, and purchase book.

Cob3	Analyze the depreciation, reserves and provisions- meaning and basic method and simplify the accounting statement	
Cob4	Evaluate the basic methods of analysing the final accounts and practice problems	
Cob5	Adapt the theory of computer application- uses, types of computer software used for accounting system.	

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Define and explain basic accounting concepts, business transactions, accounting terminology, principles, double-entry system, and preparation of journal and ledger entries.	**L1 & L2**
CO2	Describe and prepare various subsidiary books such as cash book, sales book, purchase book, and develop the ability to prepare and interpret bank reconciliation statements.	**L2 & L3**
CO3	Identify and construct basic financial statements, prepare trial balance, and explain the concepts of depreciation, reserves, and provisions.	**L2 & L3**
CO4	Prepare final accounts with necessary adjustments and apply different methods of analyzing financial statements to assess business performance.	**L3 & L4**
CO5	Demonstrate the use of computers in accounting processes, prepare computerized accounting records and financial statements, and compare different types of accounting software.	**L3, L4 & L5**

Syllabus:

Unit No	Content	Lecture Hrs/ contact Hrs
UNIT-I Accounting Theory & Records	1.1 Business Transaction and Basic Terminology. 1.2 Need to StudyAccounting. 1.3 Accounting functions. 1.4 Purpose of Accounting Records. 1.5 Accounting Principles -Concepts and its uses. 1.6 Principles of Double Entry System. 1.3 1.7 Journal Entries and Ledger.	5
UNIT-II Subsidiary Books	2.1 Cash book. 2.2 Sales & Purchase books. 2.3 Bank Reconciliation statement.	5
UNIT- III Financial Statements	3.1 Basic Financial Statements. 3.2 Trial Balance. 3.3 Depreciation Reserves and Provisions- Meaning, methods.	5
UNIT-IV Final Accounts	4.1 Preparation of Final Accounts. 4.2 Basic Adjustments to final Accounts. 4.3 Methods of analyzing the Final Accounts and	5

		Practical Problems.	
UNIT–V Computer Applications in Accounting	5.1	Uses and applications of computer in accounting procedure.	4
	5.2	Preparation of records and financial statements.	
	5.3	Types of computer software used for accounting system.	

Suggested Readings:

Text Book

1 Hotel Accountancy & Finance- S.P.Jain& K.L Narang, First 1999 Kalyani Publishers, B 1/1292, Rajinder Nagar, Ludhiana.

2 Hotel Accounting Earnest B. Horwath & Luis Toth.

3 Uniform System of Accounts, Publisher: EIAH &LA,USA.

4 Hospitality Accounting- Publisher: Prentia Hall Upper Sadde, River New Jersey.

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Program	Bachelor of Hotel Management (BHM)			DSE	
Course Name	**Safety, Security and Travel Documentation**	L	T	P	C
Course Code	DSE038	3	0	0	3

Course Objectives:

This course ensures that the students understand how:

COb1	Recognize the importance and necessity of safety and security in tourism and the hospitality industry.
COb2	Differentiate between safety and security concepts and identify their applications in hotels and tourist destinations.
Cob3	Identify the roles of key domestic and international tourism organizations in promoting safety and security.
Cob4	Understand and apply travel formalities and regulations, including passport, visa, health, and economic requirements.
Cob5	Plan effective itineraries considering transport, accommodation, local services, cultural aspects, and travel costs.

CO No.	Course Outcome	Bloom's Taxonomy Level

CO1	**Identify** key concepts of safety and security in tourism and hospitality.	**L1**
CO2	**Demonstrate** understanding of the differences between safety and security.	**L2**
CO3	**Develop** strategies to address security challenges in tourist destinations.	**L3**
CO4	**Apply** knowledge of travel formalities, including passports, visas, and health regulations.	**L4 & L5**
CO5	**Examine** the roles of domestic and international tourism organizations.	**L5 & L6**

Syllabus:

Unit No	Content		Lecture Hrs/ contact Hrs
UNIT- I **Safety Security & Hotel Industry**	1.1 1.2 1.3 1.4 1.5	Understanding safety & security in hotels. Difference between safety & security. Role of Security department in any organization. Guidelines for security & safety in hotels. Case Studies.	6
UNIT- II **Safety, Security and Tourist Destinations**	2.1 and 2.2 & 2.3 Bus 2.4	Understanding tourist security, its importance impact on tourism industry. Common problems and challenges with hotel tourism destinations security. Security issues at Airports, Railway Stations & Terminals. International issues on tourist security.	6
UNIT- III **The Tourism Organizations**	3.1 IATO, ITDC. 3.2 PATA.	Domestic Organizations: TAAI, FHRAI, International Organizations: WTO, IATA,	6
UNIT- IV **Travel Formalities & Regulations**	4.1 of 4.2 visa, 4.3 Insurance. 4.4	Passport – Definition, issuing authority, Types of Passport, Requirements for passport. Visa – Definition, issuing authority, Types of Requirements for visa. Health Regulation – Vaccination, Health Economic Regulation – Foreign Exchange.	6
UNIT- V **Itinerary Planning**	5.1 5.2 5.3 5.4 5.5 5.6 5.7 5.8 5.9 5.10	Definition. Steps to plan a Tour: Route map. Transport booking. Accommodation reservations. Food facilities. Local guide / escort. Climate / seasonality. Shopping & cultural show. Costing.	6

Suggested Readings:

Text Book
1. Peter Tarlow, Tourism Security: Strategies for Effective Managing Travel Risk and Safety.
2. Michael Hall, Dallen J. Timothy and David Timothy Duval, Safety and Security in Tourism Relationships, Management and Marketing.

Reference Book
1. Yoel Mansfeld & Abraham Pizam, Tourism, Security and Safety (The Management of Hospitality and Tourism Enterprises).
2. Travel Wise: How to Be Safe, Savvy and Secure Abroad, Ray S. Leki, Nicholas Brealey.

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	0	0	0	1	0
CO2	2	2	2	1	0	0	1	1	0
CO3	1	2	3	3	2	2	1	2	1
CO4	1	2	3	2	3	1	2	2	1
CO5	1	2	2	2	3	2	2	3	2

Program	Bachelor of Hotel Management (BHM)	DSE			
Course Name	Human Resource Management	L	T	P	C
Course Code	DSE39	3	0	0	3

Course Objectives:
This course ensures that the students understand how:

COb1	Define and outline about the basic concepts of Basics of Human Resource Management (HRM).
COb2	Extend the knowledge of manpower planning and its problems.

Cob3	Identify how Human Resource Development (HRD) is different from HRM	
Cob4	Analyze the importance of Wage and salary management.	
Cob5	Compare different aspects of grievance handling and its management.	

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Define and explain the fundamental concepts, nature, characteristics, and role of Basics of Human Resource Management with specific relevance to the tourism and hospitality industry.	**L1 & L2**
CO2	Describe and interpret key elements of Human Resource Planning, including job analysis, recruitment, selection processes, and major motivation theories.	**L2 & L3**
CO3	Apply principles of Human Resource Development by demonstrating understanding of orientation, induction, and performance appraisal methods and their organizational significance.	**L3 & L4**
CO4	Analyze wage and salary administration by evaluating job evaluation methods, compensation structures, regulatory provisions, and fringe benefits.	**L3 & L4**
CO5	Examine and evaluate employee grievances, disciplinary procedures, labor–management relations, trade unions, collective bargaining, and methods to reduce labor turnover.	**L4, L5 & L6**

Syllabus:

Unit No	Content	Lecture Hrs/ contact Hrs
UNIT I Introduction to Basics of Human Resource Management	1.1 Definition. 1.2 Nature & Characteristics. 1.3 Need for HRM in the Tourism Industry. 1.4 Role of Human Resource Manager.	7
UNIT II Human Resource Planning	2.1 Concepts, Characteristics and Need. 2.2 Job Analysis, Job Description & Job Specification. 2.3 Recruitment & Selection: Sources & Modes of Recruitment. 2.4 Tests & Interviews, Selection Process. 2.5 Employee Motivation. 2.6 Various Motivation Theories (Maslow's Theory, Herzberg's Theory).	7
UNIT III Human Resource Development	3.1 Definition and Characteristics. 3.2 Orientation & Induction. 3.3 Performance Appraisal Purpose, Process & types.	7
UNIT IV Wage & Salary Administration	4.1 Job Evaluation – Concept & Objectives. 4.2 Formulation of Compensation Structure. 4.3 Regulatory Provisions.	7

		4.4	Fringe Benefits.	
UNIT V Grievances & Discipline, Labor Management Relations		5.1	Grievance Handling – Identifying Causes.	8
		5.2	Developing Grievance Handling Systems.	
		5.3	Discipline – Concept, Causes of Indiscipline.	
		5.4	Trade Unions – Concept, Objectives & Functions.	
		5.5	Collective Bargaining.	
		5.6	Workers Participation in Management.	
		5.7	Labor Turnover – Causes & Measures to prevent Labor Turnover.	

Suggested Readings:

1 Personnel Management & Industrial Relations – Dr P C Shejwalkar&Mr S R Malegaonkar.
2 Personnel Management – Mamoria.
3 Pramod Verma : Personnel Management in Indian Organisations.
4 Edwin b. Flippo : Personnel Management, McGraw Hill.
   Basics of Human Resource Management in the Hospitality Industry -Frank M   /Mary L
5 Monochello.
6 Guide for Labour Management – H L Kumar.
7 Basics of Human Resource Management & Human Relations – V P Michael.
8 Arun Monappa& S. Saiyuddain : Personal Management, Tata McGraw Hill.

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

COs → / POs ↓	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	3	2	1	0	0	1	1	0
CO2	2	3	3	2	1	0	2	1	0
CO3	2	2	3	2	1	0	2	1	0
CO4	1	2	2	3	3	1	2	1	0
CO5	1	2	2	3	3	2	2	2	0

Program	Bachelor of Hotel Management (BHM)					Semester	Course Category
Course Name	Foreign Language (French)	L	T	P	C		DSE
Course Code	DSE40	3	0	0	3		

This course ensures that the students understand how:

COb1	To introduce basic French language for hospitality use
COb2	To develop simple speaking and listening skills
COb3	To learn common French words used in hotels
COb4	To understand basic French grammar
COb5	To build confidence in guest interaction using French

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Explain basic French words, greetings, and expressions	L1
CO2	Identify commonly used French terms in hospitality	L2
CO3	Use simple French sentences while interacting with guests	L3
CO4	Apply basic grammar in spoken and written French	L3
CO5	Demonstrate basic French communication in hotel situations	L4

SYLLABUS

Unit No	Content	Lecture Hrs./ contact Hrs.
UNIT–I	**Alphabets, Greetings & Polite Words** 1.1 French alphabets and pronunciation 1.2 Greetings – Bonjour, Bonsoir, Salut 1.3 Polite words – Merci, S'il vous plaît, Pardon 1.4 Introducing oneself (name only) 1.5 Common courtesy expressions	6
UNIT–II	**Numbers, Days & Months** 2.1 Numbers 1–50 2.2 Days of the week 2.3 Months of the year 2.4 Date and time expressions 2.5 Room numbers and floor numbers	6
UNIT–III	**Basic Words (People, Food & Nature)** 3.1 He / She (Il / Elle) 3.2 Vegetables – potato, onion, tomato, etc. 3.3 Fruits – apple, banana,	6

	orange, etc. 3.4 Weather words – hot, cold, rain, sunny 3.5 Common daily use words	
UNIT–IV	**Basic Hotel Industry Words** 4.1 Hotel areas – room, lobby, restaurant 4.2 Room items – bed, towel, water 4.3 Food and beverage words 4.4 Service words – open, closed, ready 4.5 Emergency and help words	6
UNIT–V	**Simple Sentences Used in Hotels** 5.1 Welcome sentences 5.2 Asking guest needs (very basic) 5.3 Giving directions inside hotel 5.4 Restaurant service sentences 5.5 Thank you and goodbye sentences	6
Suggested Reading – Text Books	1. French for Beginners – Renu Gupta 2. Spoken French for Hospitality – Self Learning Notes	—
Suggested Reading – Reference Books	1. Easy French Phrase Book – Collins 2. French Made Easy – Arnold Leitner 3. Hotel French – Hospitality Language Guide	—

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	1	0	0	1	1
CO2	2	3	2	1	1	0	0	1	1
CO3	1	2	3	2	2	1	1	1	2
CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	3	2	2	3

Program	Bachelor of Hotel Management (BHM)		DSE		
Course Name	Research Methodology for Hospitality & Tourism	L	T	P	C
Course Code	DSE041	3	0	0	3

This course ensures that the students understand how:

COb1	Understand the fundamentals, purpose, and scope of research in hospitality & tourism.
COb2	Learn different research types, approaches, and methods.
COb3	Develop basic skills for data collection, questionnaire design & sampling.
COb4	Interpret and analyze data using simple tools.
COb5	Prepare a research report with proper structure, referencing & presentation.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Explain the concept, need, and relevance of research in hospitality & tourism.	L1 & L2
CO2	Classify research methods, designs, and sampling techniques.	L2 & L3
CO3	Apply basic data collection tools like questionnaires, interviews & observations.	L3
CO4	Analyze and interpret simple quantitative & qualitative data.	L4
CO5	Prepare a structured research report following academic formats & ethical guidelines.	L5 & L6

Unit No	Content	Lecture Hrs./ contact Hrs.
UNIT I	**Introduction to Research** • Meaning, nature & importance of research • Application in hospitality & tourism • Research process overview • Characteristics of good research • Ethics in research	8
UNIT II	**Research Design & Types** • Qualitative vs quantitative research • Exploratory, descriptive & causal research • Primary & secondary data • Sampling methods: random, stratified, convenience • Hypothesis meaning (easy explanation)	8
UNIT III	**Data Collection Methods** • Questionnaire design (easy guidelines)	8

	• Interviews: structured & unstructured • Observation method • Online survey tools (Google Forms basics) • Scaling techniques (Likert scale)	
UNIT IV	**Data Analysis & Interpretation** • Organising data: tables, charts, graphs • Basic statistics: mean, median, mode (simple explanation) • Coding & categorizing data • Interpretation of hospitality & tourism data • Errors in data collection & analysis	8
UNIT V	**Report Writing & Presentation** • Structure of a research report (title, intro, review, findings, conclusion) • Citation & referencing (APA basics) • Preparing presentation of research • Case studies of small hospitality research projects • Using MS Excel for simple data analysis	8
Suggested Readings (Textbooks)	1. **Research Methods for Hospitality & Tourism** – Ritchie & Goeldner 2. **Research Methods for Business Students** – Saunders, Lewis & Thornhill 3. **Tourism Research: Policies & Practices** – Cooper	—
Suggested Readings (Reference Books)	1. **Quantitative Techniques for Hospitality** – Sharma & Pundir 2. **Research Methods in Social Sciences** – Kothari 3. Academic articles on tourism & hospitality research trends	—

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	1	1	1	0	0	1	1

CO2	2	3	2	1	1	0	0	1	1
CO3	1	2	3	2	2	1	1	1	2
CO4	1	1	2	3	3	1	2	2	1
CO5	1	1	2	3	3	2	2	2	3

Program	Bachelor of Hotel Management (BHM)		DSE		
Course Name	Travel & Tourism Operations	L	T	P	C
Course Code	DSE042	3	0	0	3

Course Objectives:

This course ensures that the students understand how:

COb1	Understand the **basic concepts, scope, and components of travel and tourism**, along with its significance in economic and social development.
COb2	Explain **travel agency operations**, including ticketing, reservations, itinerary planning, documentation, and the use of technology in travel services.
Cob3	Describe the **roles and functions of tour operators**, types of tour packages, and the steps involved in developing, costing, and pricing tour packages.
Cob4	Understand the **importance of transportation in tourism**, including various modes of transport and coordination between transport providers and tourism businesses.
Cob5	Evaluate **tourism support services, travel documentation, safety, security, sustainability**, and identify current trends shaping the global tourism industry.

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Define and explain the basic concepts, components, and importance of travel and tourism.	**L1**
CO2	Describe the functions and operations of travel agencies, including ticketing, itinerary planning, and customer handling.	**L2**
CO3	Apply the principles of tour operations to design different types of tour packages with basic costing.	**L3**
CO4	Analyze the role of transportation systems and tourism support services in enhancing tourist experiences.	**L4**
CO5	Evaluate travel documentation requirements, safety measures, and emerging trends to ensure sustainable and responsible tourism practices.	**L5 & L6**

Syllabus:

Unit No	Content	Lecture Hrs/ contact Hrs
UNIT I	1. Meaning and scope of tourism	6

Introduction to Travel & Tourism	2. Types of tourism (domestic, international, adventure, cultural, etc.) 3. Components of tourism (Attractions, Accessibility, Accommodation, Amenities) 4. Importance of tourism in economy and society 5. Tourism system (Traveller–Travel agent–Tour operator–Destination)	
UNIT- II Travel Agency Operations	1. Meaning and functions of a travel agency 2. Types of travel agencies 3. Services offered: ticketing, reservations, itinerary planning, tour packages 4. Documentation handled by agencies 5. Role of technology in travel agencies (GDS, online booking)	6
UNIT- III Tour Operations	1. Meaning and role of tour operators 2. Types of tour packages (FIT, GIT, escorted, customized) 3. Steps in tour package development 4. Costing and pricing of tours (basics) 5. Handling client queries & booking procedures	6
UNIT- IV Transportation in Tourism	1. Importance of transport in tourism 2. Modes of transport: air, rail, road, water 3. Major travel documents related to transportation 4. Low-cost carriers and their impact 5. Coordination between transport providers and tour operators	5
UNIT- V Tourism Support Services & Current Trends	1. Tourist information centres 2. Travel documentation: passport, visa, insurance, permits 3. Safety and security in tourism 4. Sustainable & responsible tourism practices 5. Emerging trends: digital tourism, smart destinations, online travel platforms	6

Suggested Readings:

Text Book

1. **Travel and Tourism Management** – Pran Nath Seth
2. **Tourism Operations and Management** – Sunetra Roday, Archana Biwal & Vandana Joshi
   Reference Book
1. **Tourism Principles and Practices** – A.K. Bhatia
2. **Travel Agency and Tour Operations: Concepts and Principles** – Jagmohan Negi

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	2	3	0	2	0	0	0	0
CO2	2	3	2	1	0	0	1	1	0
CO3	2	1	3	2	2	1	1	2	0
CO4	1	3	3	3	1	1	2	2	1
CO5	2	2	0	2	3	3	3	2	2

Program	Bachelor of Hotel Management (BHM)	Semester				Course Category
Course Name	Organizational Behavior	L	T	P	C	DSE
Course Code	DSE043	3	0	0	3	

This course ensures that the students understand how:

COb 1	To understand the meaning, nature, scope, and importance of **Organizational Behavior** and its relevance in modern organizations.
COb 2	To study **individual behavior** in organizations with reference to personality, perception, attitudes, values, and motivation theories.
COb 3	To analyze **group behavior and team dynamics**, including group formation, team building, and conflict management.
COb 4	To understand the role of **leadership, power, and communication** in influencing organizational effectiveness.
COb 5	To examine **organizational culture, change, and stress management**, and understand contemporary issues and trends in Organizational Behavior.

Course Outcomes:

Towards the end of the course, the students will be able to:

CO No.	Course Outcome	Bloom's Taxonomy Level
CO1	Define and explain the meaning, scope, importance, nature, and objectives of Organizational Behavior, and distinguish between individual, group, and organizational behavior in modern organizations.	L1 & L2
CO2	Describe and analyze individual behavior in organizations by examining personality, perception, attitudes, values, and major motivation theories such as Maslow, Herzberg, and McGregor.	L2 & L3

CO3	Identify and explain group behavior and team dynamics, including stages of group development, group norms, roles, team building, and conflict management techniques.	L2 & L3
CO4	Analyze leadership styles, power and authority relationships, and communication processes, and evaluate barriers to effective communication with suitable improvement strategies.	L3 & L4
CO5	Evaluate organizational culture, climate, change, and stress management practices, and apply appropriate strategies to address contemporary issues and trends in organizational behavior.	L4, L5 & L6

SYLLABUS

Unit No	Content	Lecture Hrs./ contact Hrs.
UNIT–I	**Introduction to Organizational Behavior** 1.1 Meaning and definition of Organizational Behavior 1.2 Scope and importance of Organizational Behavior 1.3 Nature and objectives of Organizational Behavior 1.4 Individual, group and organizational behavior 1.5 Challenges and opportunities of OB in modern organizations	6
UNIT–II	**Individual Behavior** 2.1 Personality: meaning, types and determinants 2.2 Perception and its influence on behavior 2.3 Attitudes and values in organizations 2.4 Motivation: concept and importance 2.5 Motivation theories – Maslow, Herzberg, McGregor (Theory X & Y)	6
UNIT–III	**Group Behavior and Team Dynamics** 3.1 Meaning and types of groups 3.2 Stages of group development 3.3 Group norms, roles and status 3.4 Team building and effective teams 3.5 Conflict: causes, types and conflict management	6
UNIT–IV	**Leadership and Communication** 4.1 Leadership: meaning and importance 4.2 Leadership styles and theories 4.3 Power and authority in organizations 4.4 Communication: process and types 4.5 Barriers to effective communication and improvement strategies	6
UNIT–V	**Organizational Culture, Change & Stress Management** 5.1 Organizational culture: meaning and elements 5.2 Organizational climate and its impact on behavior 5.3 Organizational change: causes and resistance to change 5.4 Stress management: causes and consequences of stress 5.5 Contemporary issues and trends in Organizational Behavior	6
Suggested Reading – Text Books	1. Organizational Behavior – Stephen P. Robbins 2. Organizational Behavior – Fred Luthans	—

Suggested Reading – Reference Books	1. Human Behavior at Work – Keith Davis 2. Organizational Behavior – K. Aswathappa 3. Management and Organizational Behavior – Laurie J. Mullins 4. Essentials of Organizational Behavior – Stephen P. Robbins	—

Assessment Scheme:

Component	Adopted for this Course	Duration	Weightage	Levels
Mid Term	☑	1hr	30	Levels 2 to 5
Assignment/ Case Study	☑	1hr	10	Levels 3 to 5
Quiz	☑		10	Levels 1 to 2
End Term	☑	2hr	50	Levels 2 to 5

Course Outcomes – Program Outcomes (CO – PO) Mapping

Program Outcomes →	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1	3	3	1	1	0	0	1	1	0
CO2	2	2	2	2	1	0	1	1	0
CO	1	2	3	2	1	0	3	1	0
CO4	1	2	3	3	2	1	3	1	0
CO5	1	2	2	3	3	2	2	3	0