

REGULATIONS, SCHEME AND SYLLABUS
FOR THREE YEAR BACHELOR OF MANAGEMENT STUDIES FOR
HOTEL MANAGEMENT
(BMS Hotel Management)
FROM 2022 ADMISSION ONWARDS
(OUTCOME BASED EDUCATION)



UNIVERSITY OF KERALA
THIRUVANANTHAPURAM

THREE YEAR BACHELOR OF MANAGEMENT STUDIES FOR HOTEL MANAGEMENT

(BMS Hotel Management)

Regulations, Scheme & Syllabus

1. INTRODUCTION

The hospitality industry is one of the fast-growing industries globally today. The industry needs highly trained professional staff. The 3-year degree programme in Hotel Management is designed to meet the varied manpower needs of the different segments of the Hotel and Catering Industry. The programme will provide an all-round training in Hotel Management, coming practical learning with class room lectures, so as to prepare the students to face the challenges of the Hospitality industry. The objective of the 3 years' degree programme is to provide theoretical knowledge along with practical skill and proper motivation to build a career in the Hospitality industry.

2. PROGRAMME EDUCATIONAL OBJECTIVES (PEOs)

PEO1: Managerial Skills: - To impart adequate knowledge of hospitality management theories and concepts to enhance research and learning for continuous growth and development.

PEO2: Professional Effectiveness: - To provide the learners with exposure to solve business situations using management tools, to analyse and create newer opportunities in industry.

PEO3: Professional Education: - To achieve appropriate communication skills and higher levels of proficiency for successful career in Industry, Business and Entrepreneurship.

PEO4: Exercising Leadership: - To inculcate the spirit of teamwork, integrity, professional values so that the student will be able to perform effectively in an organizational set up or on their own entrepreneurial ventures.

PEO5: Contribution to Society: - This programme will equip the candidate to be socially responsible and value driven citizens committed to sustainable development.

3. PROGRAMME OUTCOMES (POs)

PO1: Demonstrate the ability to perform professionally in hospitality organizations or start-ups.

PO2: Students in the Hospitality and Business sector will be able to gain knowledge, skills and experience which make them extremely employable in the hospitality industry and are able to apply their skills to careers in events, the airline industry, hotel and conference management, as well as in sales, marketing and business development

PO3: The Program prepares students to enter the world of hospitality as leaders and managers with a strategic approach to business. Further, education and professional training gained in

the field of Hospitality services enable the students to become entrepreneurs in the hospitality service as well.

PO4: Students in the Hospitality and Business sector will be able to gain knowledge, skills and experience which make them extremely employable in the hospitality industry and are able to apply their skills to careers in events, the airline industry, hotel and conference management, as well as in sales, marketing and business development.

PO5: Able to conceptualize, organize and resolve complex business problems or issues by using the resources available under their discretion.

PO6: Understand the impact of the professional management solutions in societal and environmental contexts and demonstrate the knowledge of and need for sustainable development.

PO7: Apply ethical principles and commit to professional ethics and responsibilities and norms of the management practice.

4. PROGRAMME SPECIFIC OUTCOME

PSO1: Perform work activities effectively and efficiently to the standards expected in the operation required in the tourism industry/hospitality sectors.

PSO2: Undertake task, functions, duties and activities in the operation of the hotels, restaurants, travel, government and non-government agencies in accordance with the competency standards.

PSO3: Analyse situation, identifies problems, formulates solutions and implements corrective and/or mitigating measures and action management into foodservice and lodging operations.

PSO4: Demonstrate the ability to develop, examine, question, and explore perspectives or alternatives to problems in hospitality operations.

PSO5: Demonstrate the ability to use professional written and oral communication skills and technology to successfully communicate.

PSO6: Demonstrate awareness, understanding and skills necessary to live and work in a diverse world.

PSO7: Practice professional ethics, provide leadership, demonstrate personal and global responsibility, and work effectively as a team member.

5. COURSE DURATION

The degree programme shall be completed in 3 years consisting of six semesters. Each semester shall consist of 18 instructional weeks of 5 days each of 5 hours per day. Each semester shall have 90 instructional days or 450 instructional hours.

6. ELIGIBILITY FOR ADMISSION

The eligibility for admission to the BMS (Bachelor of Management Studies for Hotel Management) programme under the University of Kerala is a pass in the Higher Secondary/ Technical Higher Secondary/Vocational Higher Secondary examination of the Kerala State

Government with any subject combination or any other examination declared by the University of Kerala as equivalent thereto with a minimum of 45 percent marks in the aggregate.

7. SELECTION PROCESS

50% of the candidates for admission will be selected on the basis of the Rank List published by the University of Kerala based on the Single window admission system conducted by the University and the remaining 50% will be selected on the basis of the Rank List published by the College Management based on the Entrance Examination conducted by them. For preparing the final Rank List for admission, 80% weightage will be given to the marks scored by the candidates in the respective Entrance Examinations, 10% weightage for group discussion and 10% weightage for interview.

8. RESERVATION OF SEATS TO SC/ST AND OTHER RESERVATION CATEGORIES

The rules for reservation of seats for SC/ST candidates and other reservation categories are as laid down by the Government from time to time. These rules will be observed in the admission to BMS (Bachelor of Management Studies for Hotel Management) programme also.

9. REQUIREMENT OF ATTENDANCE AND PROGRESS

Students who secure a minimum of 75% attendance in the aggregate for all the Courses of a semester taken together alone will be allowed to register for End Semester Evaluation. Others have to repeat the semester along with the next batch, unless they could make up the shortage of attendance through condonation. However, the award of Grade for attendance in CE shall be made course-wise. Condonation of shortage of attendance to a maximum of 10 days in a semester subject to a maximum of two times during the whole period of a Degree Programme shall be granted by the University on valid grounds. This condonation shall not be considered for awarding marks for CE. Benefits of attendance for a maximum of 10 days in a semester shall be granted to students who participate / attend University Union activities, meetings of the University Bodies and Extra Curricular Activities, on production of participation/attendance certificate by the University Authorities/Principals as the case may be. But in such cases, condonation will be considered for award of marks for CE.

10. EXAMINATION AND RESULTS

- a. Regular Semester Examinations will be conducted at the end of each semester. The duration of Examinations will be three (3) hours for those subjects having 100 Marks (80 + 20). Semester examinations shall be conducted and results will be announced by the University. The examination for the practical courses will be held at the end of each semester. The University will issue the semester mark list after each semester examination and the final consolidated mark list showing the marks scored in all the six semesters after the successful completion of the BMS HMDegree programme.
- b. The end semester examination will have individually 100 marks for each subject with 80 marks external and 20 marks internal.

- c. The Internal Assessment shall be done on the basis of (I) periodical tests, subject to minimum of two tests for each subject. (II) Assignments and (III) class participation and attendance.
- d. Sixth Semester - Industrial Exposure Training Scheme: Industrial Training is an integral part of the curriculum. Student has to undergo industrial training minimum 22 weeks at a single stretch. They will be awarded altogether 500 marks for the industrial training which includes 100 marks (80+20) for each training report and viva voce.

11. EVALUATION AND GRADING

The Evaluation of each Course shall consist of two parts

11.1. Continuous Evaluation (CE)

11.2. End Semester Evaluation (ESE)

The CE and ESE ratio shall be 1:4 for both Courses with or without practical. There shall be a maximum of 80 marks for ESE and maximum of 20 marks for CE. For all Courses (Theory and Practical), Grades are given on a 7-point scale based on the total percentage of mark (CE+ESE) as given below.

Criteria for Grading

Percentage of marks	CCPA	Letter Grade
90 and above	9 and above	A+ Outstanding
80 to < 90	8 to < 9	A Excellent
70 to < 80	7 to < 8	B Very Good
60 to < 70	6 to < 7	C Good
50 to < 60	5 to < 6	D Satisfactory
40 to < 50	4 to < 5	E Adequate
Below 40	< 4	F Failure

Continuous Evaluation (CE)

All records of Continuous Evaluation shall be kept in the Department and shall be made available for verification by the University, if and when necessary

11.1.1. Assignments or Seminars: (Max. marks 10)

Each student shall be required to do one assignment or one seminar for each course. Valued assignments shall be returned to the students. The seminars shall be organized by the teacher/teachers in charge of CE and the same shall be assessed by a group of teachers including the teacher/ teachers in charge of that course. Assignments/Seminars shall be evaluated on the basis of their quality. The teacher shall define the expected quality of an assignment in terms of structure, content, presentation etc. and inform the same to the students. Due weight shall be given for punctuality in submission. Seminar shall be similarly evaluated in terms of structure, content, presentation, interaction etc.

11.1.2. Tests: (Max. marks 10)

For each Course there shall be two class tests during a semester. Valued answer scripts shall be made available to the students for perusal within 10 working days from the date of the test.

11.1.3. **Announcement of CE results**

The results of the CE shall be displayed within 5 working days from the last day of a semester. Complaints regarding the award of marks for CE if any have to be submitted to the Head of the Department within 3 working days from the display of results of CE. These complaints shall be examined by the Department Committee and shall arrive at a decision, which shall be communicated to the student. The Statement of marks of the CE of all the students shall be approved by the Department Committee, countersigned by the Principal and forwarded to the Controller of Examinations within 15 working days from the last day of the semester. The University has the right to normalize the CE, if required, for which separate rules shall be framed.

- | | |
|---|-----------------|
| (a) Periodical tests (Subject to a minimum of two tests for each subject) | 10 marks |
| (b) Assignments | 10 marks |
| (c) Total | 20 marks |

11.1.4. **Attendance (Max. marks 5 – For Practical's):**

The allotment of marks for attendance shall be as follows:

Attendance less than 50 %	0 Marks
50% & less than 60%	1 Marks
60% & less than 70%	2 Marks
70% & less than 80%	3 Marks
80% & less than 90%	4 Marks
90% & above	5 Marks

Marks for the component of practical for CE as shall be as shown below

A	Attendance	5 Marks
B	Record	5 Marks
C	Test	5 Marks
D	Performance/Punctuality and Skill	5 Marks
Total		20 Marks

- A systematic record for the award of Internal Assessment marks shall be maintained in the Department signed by the faculty member concerned and counter signed by the Head of the Department/Institution.
- Semester examinations for the BMS (Bachelor of Management Studies for Hotel Management) programme for each subject shall be conducted at the end of each semester. There will be supplementary semester examinations for failed candidates

- c. Candidates for the BMS Programme shall be eligible to undergo the course of study in the next semester and take the examinations of that semester, irrespective of the results of the examination of the previous semester provided they have completed all the formalities of attendance, payment of all fees due to the University and registration for the examination in the earlier semester. However, a candidate who has failed to secure the required minimum marks in any subject shall be given a maximum of three additional chances for securing a pass in such subject.
- d. In case, a candidate fails to pass in 40% of the total papers in consecutive semesters in a particular year, he shall have to repeat the whole year.

End Semester Evaluation (ESE):

End Semester Evaluation of all the Courses in all the semesters shall be conducted by the University. The results of the ESE shall be arranged to be published according to the Examination Calendar prescribed by the University Level Monitoring Committee (ULMC), which shall not exceed 45 days from the last day of the examination

12. HOSPITALITY RESEARCH PROJECT

The student will have to undertake a research project on any topics from Hotel Management and related branches in the curriculum. The research project is intended to serve the student develop ability to apply multidisciplinary concepts, tools and techniques to deal with any subject related to hospitality industry. The Project/Dissertation work can be done either individually or by a group not exceeding five students under the supervision and guidance of the teachers of the Department. The topics shall either be allotted by the supervising teacher or be selected by the students in consultation with the supervising teacher.

The project work shall have the following stages:

- | | |
|---|----------------|
| a. Project proposal presentation | - 4th Semester |
| b. Literature review | - 5th Semester |
| c. Field work and data analysis | -5th Semester |
| d. Report writing and draft report presentation | - 5th Semester |
| e. Final report submission | - 5th Semester |

The report shall be printed and binded with around 60 A4 size pages.

The layout

Font	: Times New Roman
Size	: 12
Line Spacing	: 1.5
Margin	: Left - 1. 5; Right-1; Top-1; Bottom-1

The project report should be submitted to the Department at least 15 days before the last working day of the sixth semester. The candidate shall prepare three copies of the report: two copies for submission to the Department and one copy for the student to bring at the time of viva-voce

Structure of the Report:

1. Title Pages

2. Certificate of the supervising Teacher with signature
3. Contents
4. List of Tables, Figures, Charts etc
5. Chapter I - Introduction: Statement of the problem, Need and Significance of the study, Objectives of the study, Limitation
6. Chapter II - Review of Literature
7. Chapter III - Research Methodology.
8. Chapter IV -Data Analysis and Interpretation
9. Chapter V- Findings and Recommendations, Conclusion
10. Appendix - Questionnaire, Specimen copies of forms, other exhibits, Bibliography (Books, journal articles, website etc. used for the project work)

Evaluation

1. A Board of two examiners appointed by the University shall evaluate the report.
2. There shall be no Continuous Evaluation for the Project work.
3. Evaluation of project should involve submission of report with a project based viva-voce.
4. A Viva voce based on the project report shall be conducted Individually by the Board of Examiners
5. The total credits for Project work is 4.
6. The Maximum Marks for evaluation of the report shall be 100 distributed among the following components,

Review of literature	-	10
Statement of the problem	-	10
Objectives of the study	-	5
Methodology	-	10
Data Analysis and Interpretation	-	15
Findings and suggestions	-	10
Bibliography (APA Style)	-	5
Presentation of the report	-	10
Viva-Voce	-	25
Total	-	100
7. An examiner shall evaluate 10 project reports per day.

13. EVALUATION OF PRACTICAL

The Maximum Marks for evaluation of the practical shall be 80 distributed among the following components,

- Journal - 10
- Grooming - 10
- Presentation* - 40
- Viva - 20
- Total - 80**

* Front Office – Case study (10), PMS (20), Formats (10)

* Housekeeping – Work Schedule (20), Formats (20)

* Food & Beverage Service – Mock (20), Cover laying (10), Menu compiling (10)

* Food Production &Patisserie–Indent and Plan of work (10), Presentation of Dish (20), Scullery and Hygiene (10)

* Computer Application – Programme (20), Output (20)

14. TIME LIMIT FOR THE COMPLETION OF PROGRAMME

A candidate shall be required to complete the programme within a period of six years after joining the programme

15. CLASSIFICATION OF SUCCESSFUL CANDIDATES

- a. A candidate who secures not less than 40% in the written examination separately and subject to a minimum of 40% of the aggregate of internal assessment and written examination together will be declared to have passed the examination
- b. A candidate who secures not less than 40% mark in the industrial exposure training report and subject to 40% of the aggregate of training report and viva voce put together will be declared to have passed the examination of sixth semester.
- c. A candidate who secures not less than 40% mark in research project and subject to 50% of the aggregate of project report and viva voce put together will be declared to have passed the examination of course code Hospitality Research project.

Classification of Result will be based on the aggregate marks of all the Sectional and end semester examinations in all the six semesters put together.

- d. Candidates who have secured 40% marks and above but below 60% of total marks for all subjects in six semester examinations shall be declared to have passed in second class
- e. Candidates who obtain 60% marks and above but less than 80% of the total marks shall be declared to have passed in First Class and
- f. Candidates who obtain 80% and above of the total marks shall be declared to have passed in first class with distinction.
- g. Successful candidates who completed the examination in four academic years (six consecutive semesters) after the commencement of the course of study alone shall be considered for ranking purpose. Students who pass the examination in supplementary examinations are also covered under this clause.

16. SOCIAL SERVICE/EXTENSION ACTIVITIES

Students are to participate in Extension/NSS/NCC or other specified social service, sports, literary and cultural activities. These activities are to be carried out outside the instructional hours and will fetch the required one credit extra over and above the minimum prescribed 120 credits. It is mandatory for a student to participate in the Social Service/Extension Activities for not less than forty hours, during the 3rd and 4th semesters, for successful completion of the programme.

There shall be a General Co-coordinator to be nominated by the College Council, for the conduct of all these activities. A statement testifying the participation of the students shall be forwarded to the Controller of Examinations along with the statement of CE results of the 4th semester. Those who have not secured the minimum number of hours of Social Service/Extension Activity during the 3rd and 4th semester shall secure the minimum required attendance by attending such programmes during the 5th semester. In such cases, the

details about participation shall be forwarded to the Controller of Examinations, by the College authorities along with the Continuous Evaluation (CE) results of the 5th semester.

17. GRADING SYSTEM

Both CE and ESE will be carried out using Indirect Grading system on a 7-point scale.

18. QUESTION PAPER

Pattern of Questions

Question Type	Total no of Questions	No of Questions to be answered	Marks for each Question	Total Marks
Very short answer	10	10	1	10
Short answer	12	8	2	16
Short essay	9	6	4	24
Long Essay	4	2	15	30

For the successful completion of a programme and award of the Degree, a student must pass all the courses satisfying the minimum credit requirement and must score a minimum CCPA of 5.00 or an overall grade of D

19. GROOMING &HYGIENE STANDARDS

Dress Code

- Present yourself neat and clean.
- Tie must be proper and elegantly worn.
- Use only mild deodorant.
- Shave regularly, as the stubbles do not suit our standards.

Hair

- Conservative and well maintained short neatly cut hair.
- Should not fall on forehead, touch the ear or touch the collar.
- Neatly combed, not oily.
- Moustache neatly trimmed.
- Moustache should not cover upper lip.
- Face, clean shaved.
- Beard only permitted as part of religious sentiments.

Nails

- Clean and dirt free
- No nicotine, carbon or ink stains on fingers.

Ornaments

- No ring can be worn except marriage ring.
- No bracelets or bands (except for religious reasons)
- Wrist watch should be conservative and not flashy or too large.
- Leather strap should either be black, brown or tan.
- Metallic strap should be gold or silver in color.

Footwear

- Well maintained, well-polished, in good condition.
- Only black shoes are permitted.
- Socks must be black, matching the trousers and shoes.

Uniform

- Well pressed and clean uniform.
- Uniform trousers, front creased.
- Spotless, well ironed uniform tie.
- No loose threads or broken buttons.
- Cuffs and collars must be stain free and clean.
- Belt should be plain black, not flashy buckle, not more than 1.5” wide.
- Always wear a vest. (Cut banyans)

Students should wear their uniform for practical as instructed below.

A. Food Production

- White Drill Chef Coat
- Black and White check terry cotton trousers
- White Drill Aprons
- Checked Scarf
- Checked Dusters
- Black Cotton Socks
- Black Leather Shoes
- Production Tool Kit

B. F &B Service

- Black terry cotton trousers
- White full sleeved shirt (a single pocket on the left without a flap)
- Black bow tie
- Black Cotton Socks
- Black Leather Shoes with laces
- Black belt
- Ivory colour damask napkins (22” x 22”)
- White casement waiter’s cloth (18” x 24”)

- Service tool kit (including wine opener)

C. Accommodation Operations

- Black terry cotton trousers
- White full sleeved or Half sleeved shirt
- Black Apron or Check
- Checked Dusters

D. Front Office

- Black terry cotton trousers
- White full sleeved shirt
- Tie/ Scarf
- Black Cotton Socks
- Black Leather Shoes

20. PROGRAMME STRUCTURE:

I SEMESTER											
Sl No	Course	Title		Contact Hours		Credits		Marks Theory		Marks Practical	
				Theory	Practical	Practical	Theory	External	Internal	External	Internal
1	Language	EN 1111.	English I Listening & Speaking Skills	3			2	80	20		
2	Foundation	BH 1121	Elementary French	2			2	80	20		
3	Core	BH 1141	Front Office Operations	4			3	80	20		
4	Core	BH 1142	Food Production and Patisserie I	4			3	80	20		
5	Core	BH 1143	Food and Beverage Service I	4			3	80	20		
6	Core	BH 1144	Fundamentals of House Keeping	4			3	80	20		
7	Core	BH 1145	Front Office Operations Practical		2	1				80	20
8	Core	BH 1146	Food Production and Patisserie I Practical		2	1				80	20
9	Core	BH 1147	Food and Beverage Service I Practical		2	1				80	20
10	Core	BH 1148	Fundamentals of Housekeeping Practical		2	1				80	20
			Total	21	4	4	16	480	120	320	80
			Grand Total	25		20		600		400	

II SEMESTER											
SI N o	Course	Title		Contact Hours		Credits		Marks Theory		Marks Practical	
				Theo ry	Prac tical	Prac tical	Theo ry	Exte rnal	Inter nal	Exte rnal	Inter nal
1	Language	EN 1211. 4	Writing & Presentation Skills	3			2	80	20		
2	Core	BH 1241	Front Office Management	4			3	80	20		
3	Core	BH 1242	Environmental Management	2			2	80	20		
4	Core	BH 1243	Food Production and Patisserie II	4			3	80	20		
5	Core	BH 1244	Food and Beverage Service II	4			3	80	20		
6	Core	BH 1245	House Keeping Operations	4			3	80	20		
7	Core	BH 1246	Front Office Management Practical		2	1				80	20
8	Core	BH 1247	Food Production and Patisserie II Practical		2	1				80	20
9	Core	BH 1248	Food and Beverage Service II Practical		2	1				80	20
10	Core	BH 1249	House Keeping Operations Practical		2	1				80	20
			Total	21	4	4	16	480	120	320	80
			Grand Total	25		20		600		400	
III SEMESTER											
SI N o	Course	Title		Contact Hours		Cred its	Cred its	Marks Theory		Marks Practical	
				Theo ry	Prac tical	Prac tical	Theo ry	Exte rnal	Inter nal	Exte rnal	Inter nal
1	Foundatio n	BH 1342	Principles of Management	3			2	80	20		
2	Core	BH 1341	Food Science & Nutrition	4			3	80	20		
3	Core	BH 1322	Computer Application & Cyber Law	4			3	80	20		
4	Core	BH 1343	Food Production and Patisserie III	4			3	80	20		
5	Core	BH 1344	Food and Beverage Service III	4			3	80	20		
6	Core	BH 1346	Hotel Laws	3			3	80	20		
7	Core	BH 1323	Computer Application & Cyber Law Practical		2	1				80	20
8	Core	BH 1347	Food Production and Patisserie III Practical		2	1				80	20
9	Core	BH 1348	Food and Beverage Service IIIPractical		2	1				80	20

`			Total	22	3	3	17	480	120	240	60
			Grand Total	25		20		600		300	
IV SEMESTER											
Sl N o	Course	Title		Contact Hours		Cred its	Cred its	Marks Theory		Marks Practical	
				Theo ry	Prac tical	Prac tical	Theo ry	Exte rnal	Inter nal	Exte rnal	Inter nal
1	Core	BH 1441	Hotel Accounting	4			3	80	20		
2	Core	BH 1442	Food Production and Patisserie IV	4			3	80	20		
3	Core	BH 1443	Food and Beverage Service IV	4			3	80	20		
4	Core	BH 1444	Accommodation Operation &	4			3	80	20		
5	Core	BH 1446	Research Methodology	3			2	80	20		
6	Compl	BH 1433	Marketing Management	3			3	80	20		
7	Core	BH 1447	Food Production and Patisserie IV Practical		2	1				80	20
8	Core	BH 1448	Food and Beverage Service IV Practical		2	1				80	20
9	Core	BH 1449	Accommodation Operation &		2	1				80	20
			Total	22	3	3	17	480	120	240	60
			Grand Total	25		20		600		300	
V SEMESTER											
Sl N o	Course	Title		Contact Hours		Cred its	Cred its	Marks Theory		Marks Practical	
				Theo ry	Prac tical	Prac tical	Theo ry	Exte rnal	Inter nal	Exte rnal	Inter nal
1	Core	BH 1541	Food Production and Patisserie V	4			3	80	20		
2	Core	BH 1542	Food and Beverage Management	4			3	80	20		
3	Core	BH 1543	Hotel Facility Planning	4			3	80	20		
4	Compl	BH 1544	Human Resources Management	3			3	80	20		
5	Compl	BH 1535	Financial Management	3			3	80	20		
6	Open	BH 1551	Hospitality Management	4			2	80	20		
7	Elective	BH 1545	Social Responsibility and Tourism	3			3	80	20		
`			Total	25	0	0	20	560	140		

			Grand Total	25	20	700	0				
VI SEMESTER											
Sl N o	Course	Title		Contact Hours		Cred its	Cred its	Marks Theory		Marks Practical	
				Theo ry	Prac tical	Prac tical	Theo ry	Exte rnal	Inter nal	Exte rnal	Inter nal
1	Core	BH 1641	IET, Report & Self Study - F & B		IET	4				80	20
2	Core	BH 1642	IET, Report & Self Study - F & B Service		IET	4				80	20
3	Core	BH 1643	IET, Report & Self Study - Housekeeping		IET	4				80	20
4	Core	BH 1644	IET, Report & Self Study - Front Office		IET	4				80	20
5	Project	BH 1645	Research Project Report & Viva Voice			4				100	
,			Total			20	0	0	0	420	80
			Total Credits			20		0		500	
	Study Components		No of Course				Total Credits				
1	English		2				4				
2	Foundation Course		2				4				
3	Complementary Course		3				9				
4	Core Course		26				94				
5	Open		1				2				
6	Elective		1				3				
7	Project		1				4				
	Total Credits		36				120				

SEMESTER – 1 SYLLABUS

SEMESTER – I

Foundation Course: BH 1121

: Elementary French

No of Instructional hours per week

: 2 hours' theory

No. of credits

: 2

Module Aim(s):

- To equip the students to use elementary of French Language effectively.
- To develop reading, writing and speaking skills

Teaching Strategy:

- Lecture sessions will be supplemented by Language lab based sessions, discussions, and assignments.
- Feedback will be given orally during sessions.

Course Outcome:

- CO1 Students can satisfy requirement of everyday situations in hospitality industry
- CO2 Students can understand various industry related terminologies.
- CO3 Students are able to demonstrate good comprehension of written discourse in areas of special interests.
- CO4 Students can narrate and describe in past, present and future time.

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Introduction to the Language

Letters of the alphabet – their pronunciation – distinction between vowels and consonant words – the use of different accents

II. Greetings

Self-Introduction, Presenting and Introducing Another Person, Salutation, Greetings, how to Greet and Reply to A Greeting, At The Reception Desk of a Hotel, In the restaurant, Names, Professions, Fruits and Vegetables, Beverages

III. Introduction to the number – 1 to 100

IV. Common French Terms related to Hotel Industry

V. Recipes

Books Recommended

- French Companion [Part I & II] By Prof.T.K.Thamby - Publisher: Polyglot House, Chennai
 - Methode de Francis –I, Intercoodes English Edition
-

Core course: BH 1141

: Front Office Operations

No. of instructional hours per week

: 4hours' theory and 2 hours' practical

No. of credits

: 4

Module Aim(s):

- To equip the students to with knowledge about hospitality industry.
- To develop guest relationship skills
- To equip the students with basic knowledge in PMS

Teaching Strategy:

- Lecture & Practical sessions will be supplemented by assignments, seminars, lab based sessions, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- CO1 Understand the role and function of the Front of Office
- CO2 Identify stages of the guest cycle
- CO3 Understand the importance of communication in the department
- CO4 Know the procedures for creating reservation and checking in guests
- CO5 Know how to deal with guest requests during their stay

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Introduction to the Hospitality Industry

History and growth of Hotel industry - Definition – Hospitality and Hotels - Classification of Hotels based on Size, Clientele, Location, Ownership. Type of Room and Rates, Meal Plans

II. Front Office Organisation

Hotel Organization - Major Departments of a Hotel. Front Office Organization - Sections and Layout of Front Office, Organization Chart, Duties and Responsibilities of Front Office Manager, Receptionist, Reservation Agent, Cashier, Bell Boy, Telephone Operator, Night Manager.

III. Guest Cycle & Reservation

Guest Cycle – Pre-Arrival, Arrival, Occupancy, Departure; Telephone Etiquette,

Reservation and Types of Reservations – Guaranteed Reservations and Non-Guaranteed Reservation. Modes and Sources of Reservation.

Processing Reservation Request – Receiving Reservation Inquiries, Determining Room Availability, Accepting or Denying Request, Reservation Confirmation, Amending Reservation, Reservation Cancellation.

Waiting List, Group Reservation, Over Booking.

Importance of Reservation for Hotel and Guest.

Potential Reservation Problems – Errors in Reservation Records, Misunderstanding Due to Industry Jargon, Miscommunication due to Failure of Computerized Reservation System

IV. Registration

Pre – Registration and Registration – Form C and Guest Registration Card (GRC).

Registration Procedure - Receiving and Identifying Guest, Registration Records, Room and Rate Assignment, Establishment the Mode of Settlement of Bills, Issue Room Keys, Fulfilling Special Requests.

Registration Procedure for Walk-in Guest, VIPs, Groups, Scanty Baggage and Foreign Nationals.

Latest Trends – Self Registration

V. Occupancy Stage

Guest Services – Mail and Message Handling, Safe Deposit Locker, Left Luggage Handling, Wake-up Call;

Front Office Communication– Log Book, Information Directory

Interdepartmental Communication – Housekeeping, Food and Beverage Service, Engineering and Maintenance, Other Revenue Centers;

Guest Complaint – Complaint Handling, Follow-up Procedures

PRACTICALS

1. Preparing and filling up reservation forms
2. Preparing and filling up registration card
3. Role play for different check ins as – Walk in, FIT, Corporate, VIP and Groups

4. Operating PMS system in computer lab. Familiarization of all options

Books Recommended

- Front office operations by Colin Dix & Chirs Baird
- Hotel Front office management by James Bardi, VNR
- Managing front office operations by Kasavana & Brooks
- Front office training manual by Sudhir Andrews, Tata McGraw Hill
- Hotel Front Office Operations and Management – Jatashankar R Tewari – Oxford Publications

Core Course: BH 1142

: Food Production and Patisserie I

No of Instructional hours per week

: 4 hours' theory and 2 hours' practical

No. of credits

: 4

Module Aim(s):

- To equip the students to with basic knowledge about Food production industry.
- To develop knowledge about different kitchen equipment's and layout.
- To equip the students with basic knowledge in various vegetables, meat, fish cuts.

Teaching Strategy:

- Lecture & Practical sessions will be supplemented by assignments, seminars, lab based sessions, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** Basic knowledge about Food production industry
- **CO2** Understand the role and functions of the different star hotel kitchen
- **CO3** Know the different cooking methods and fuels
- **CO4** Know the different kitchen equipment's and layout
- **CO5** Know the basic vegetable, meat, fish, cuts

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Introduction to Professional Cookery

Culinary history: Origin of modern cookery - Various classes -Levels of skills and experience- Organization chart - Duties of Chef de cuisine and various chefs- attitudes and

behaviour in the kitchen- personal and kitchen hygiene-uniforms; General layout of kitchen - receiving and preparation area- storage area- cooking areas.; Food Production department - coordination with other departments

II. Equipment and Fuel

Heat production equipment - cold production equipments- ancillary equipments- knives - pastry and bakery equipments - various fuels used- advantages and disadvantages of each

III. Aims, Objectives and Methods of Cooking food

Aims and objectives of cooking food- various textures- various consistencies- Techniques used in preparation; Methods of cooking - roasting -grilling- frying-baking- broiling- poaching – boiling-principles of each of the above-care and precautions to be taken with each method.

IV. Basic Principles of Food Production: Vegetables Fruits and Sticks, Soups and Sauces

Vegetables and fruit cookery- classification of vegetables- cuts of vegetables- classification of fruits- uses of fruits in cookery- salads and salad dressing. Stocks - definition of stock- types of stocks- preparation of stock-recipes- storage of stocks-uses-care and precautions in stock making; Soups- classification- recipes for mother sauces- derivatives

V. Basic Principles of Food Production: Egg Cookery, FishMonger, Poultry, Meat Cookery

Introduction to egg cookery- structure of an egg - selection of egg- uses of egg cookery- methods of cooking egg; Introduction to fish mongery- classification of fish-cuts of fish- selection of fish- shellfish- cooking of fish; Introduction to poultry – types, basic cuts, basic preparation methods; Introduction to meat cookery- cuts of beef/ veal - cuts of lamb/ mutton- cuts of pork

FOOD PRODUCTION AND PATISSERIE PRACTICAL - I

I. PRACTICAL

- Familiarization of Kitchen, Equipment's& Ingredients
- Demonstration & Practice of Standard Cuts of Vegetable

II. PRACTICAL

- Demonstration and practice preparation of stocks and sauces

III. PRACTICAL

- Demonstration and practice of soups and bread rolls

IV. PRACTICAL

- Demonstration & practice of Cuts of poultry, Preparation and jointing of chicken.

V. Three course Menu should be combined from the following

- 10 Soup preparations- Consommé royale, Mulligatawny Soup, Minestrone soup, Cream of Tomato soup, Cream of chicken soup, Cream of Spinach soup, Cream of pumpkin soup, Vegetable clear soup, French onion soup, Scotch broth, etc.

- 10 Egg preparations – Hardboiled egg, soft boiled egg, Scrambled egg, Sunny side up, Fried egg, poached egg, Stuffed egg, Omelet, Spanish omelet, cheese omelet ...etc.
- 10 Vegetable preparations – Glazed carrot, Buttered vegetables, Carrot vichy, Cauliflower au gratin, Epinard ala creme, Potato croquette, Mashed potato, potato lyonnaise, Roast potatoes, Jardiniere de legume, grilled tomatoes etc.

Books Recommended

- Practical Cookery, Victor Ceserani & Ronald Kinton, ELBS
- Theory of Catering, Victor Ceserani & Ronald Kinton, ELBS
- Theory of Catering, K. Arora, Frank Brothers
- Modern Cookery for Teaching & Trade Vol. I, Thangam Philip, Orient Longman

Core Course: BH 1143

: Food and Beverage Service I

No of Instructional hours per week

: 4 hours' theory and 2 hours' practical

No. of credits

: 4

Module Aim(s):

- To equip the students to with basic knowledge about Food & Beverage sector
- To develop knowledge about different styles of service.
- To equip the students with service etiquettes.

Teaching Strategy:

- Lecture & Practical sessions will be supplemented by assignments, seminars, lab based sessions, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** Know about food and beverage sectors
- **CO2** Know about different styles of service
- **CO3** Will understand and learn service etiquettes
- **CO4** Students will learn the need of personality traits which a service professional should possess

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Introduction to F & B Service, Organization and Staffing

Food & beverage service: introduction; Catering establishments: types of catering establishments primary and secondary catering establishments (commercial and welfare catering establishments); Organization of food and beverages service department of a hotel; Duties and responsibilities of f & b service staff; Attributes of a good waiter. Interdepartmental relationship (within F & B department and with other department)

II. Food and Beverages services areas and ancillary departments

F & B Service areas in a hotel: Restaurant, Coffee Shop, Room Service, Bars, Pub, Mini Bar, Banquets, Discotheques, Grill Room, Snack Bar, lounges, Night Clubs. outdoor catering, pool side, Bristo, Kiosks, Vending Machine, Ancillary departments - pantry- food pickup areas - stores - linen room – plate room - wash up - kitchen stewarding

III. Food and Beverages Service Equipment

Usage of Equipment, criteria for selection, Requirements, quality and types Furniture, Linen, Chinaware, Silverware & Glassware, Disposables Special Equipment & Other Equipment– Care and maintenance of Equipment: Cleaning Polishing of EPNS Items by Pate powder method, Polvit Method, Silver dip method, Burnishing Machine

IV. Types of Menu, Mise –en scene and Mise-en place

Origin of the menu, Types of menus (Table d Hote, a la carte Carte du jour Plat du Jour, cyclic Menu, California Menu); Purpose of menu, Constrains of menu planning; French classical menu 17 Course Menu with example and Accompaniments; Table d’hôtel menu (Indian and Continental) - a la carte menu (Indian, Continental and Chinese); Side-boards / Dummy Waiter

V. Forms and Techniques of Service

Styles of service- French service, American service, English service, Russian service buffet service.; Specialized Service-Guerdon, Tray, Trolley, Lounge, Room, etc., Single Point Service-Take Away Vending, Kiosks, Food Courts & Bars,

PRACTICALS:

1. Familiarization of equipment
2. Methods of cleaning, care & maintenance of equipment including cleaning/polishing of
3. EPNS items by Plate Powder method, Polivit method, Silver dip method, Burnishing machine
4. Arrangement of side boards- different types and uses
5. Laying table cloth- relaying a table cloth
6. Laying various covers
7. Napkin folds- lunch folds- dinner folds- breakfast folds
8. Receiving guests- procedures
9. Taking Food and Beverage Orders in Restaurants
10. Service of meals – Pre Plated service of all courses

Books Recommended

- Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill
- Food & Beverage Service –Lillicrap& Cousins, ELBS
- Modern Restaurant Service –John Fuller, Hutchinson
- Food & Beverage Service Management-Brian Varghese
- Introduction F& B Service-Brown, Heppner &Deegan
- Professional Food & Beverage Service Management –Brian Varghese

Core Course: BH 1144

: Fundamentals of House Keeping

No. of Instructional hours per week

: 4hours' theory and 2 hours Practical

No of credits

: 4

Module Aim(s):

- To equip the students to with basic knowledge about structure, function, importance and different sections of the housekeeping department.
- To develop knowledge about cleaning, cleaning equipment, cleaning agents & surfaces.
- To equip the students with different types of clerical works in the department.

Teaching Strategy:

- Lecture & Practical sessions will be supplemented by assignments, seminars, lab based sessions, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** Understandthe structure function, Importance and different sections of the housekeeping department.
- **CO2** Coordination with other departments of the hotel.
- **CO3** Perform different types of cleaning, keys & key controls
- **CO4** Handling of cleaning equipment, cleaning agents & surfaces
- **CO5** Perform different types of clerical works in the department.

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Introduction to Housekeeping Department

The role housekeeping in hospitality operation - types of rooms- role of housekeeping in guest satisfaction and repeat business; Hierarchy in small, medium large and chain hotels -

identifying housekeeping responsibilities- personality traits of housekeeping personnel- duties and responsibilities of housekeeping staff- layout of the house keeping department; Relationship with other departments – Front Office, Food & Beverage service, Maintenance, Accounts, Security, Store and Personnel

II. Cleaning Equipment, Cleaning Agents and Cleaning Organization

Cleaning equipment - general criteria for selection- manual equipment- mechanical equipment- use and care of equipment. Cleaning agents- classification - storage of cleaning agents; Daily cleaning of rooms- check out room- step by step procedure including bed making - occupied room- vacant room- evening service; Public area cleaning- front of the house areas- back of the house areas- high traffic area

III. Composition, Care and Cleaning of Different Surfaces

Metals- glass-plastics-ceramics- wood-wall finishes- floor finishes-leather

IV. Maids Service Room and Standard Supplies

Location, layout and essential features- Chambermaid's trolley, Standard supplies

V. Keys and Key Control Procedures, Clerical work of Housekeeping Department

Types of keys- computerized key cards- key control procedure; Daily routines- room occupancy report- guest room inspection- entering checklist, floor register, work orders and log sheet; Lost and Found- procedure and records

PRACTICAL

1. Identification, use and care of cleaning equipment
2. Identification of cleaning agents
3. Identification of hotel linen
4. Bed Making
5. Cleaning of guest rooms- Departure, Occupied and Vacant

Books Recommended

- Text book of Hotel House Keeping Management & Operations, Sudhir Andrews, The McGraw – Hill Companies
- Hotel House Keeping, A Training Manual, Second edition, Sudhir Andrews, The McGraw – Hill Companies
- Hotel House Keeping Operations and Management, Mr. G Raghubalan, Smritee Raghubalan, Oxford Higher Education

SEMESTER – 2 SYLLABUS

Semester - II

Core Course: BH 1241 : Front Office Management
No. of Instructional hours per week : 4hours' theory and 2 Hours Practical
No of credits : 4

Module Aim(s):

- To equip the students to with knowledge about front office accounting.
- To develop guest relationship skills
- To equip the students with basic knowledge in PMS

Teaching Strategy:

- Lecture & Practical sessions will be supplemented by assignments, seminars, lab based sessions, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** Explain the function and operation of the front office accounting systems, forms, formats and PMS applications found in the front office.
- **CO2** Construct a checkout system that helps to ensure a hotel's profitability while meeting the needs of guests by using effective procedures.
- **CO3** Explain and perform the night audit function
- **CO4** Apply and explain skills necessary to seek employment in front desk/ front office supervision and management.
- **CO5** Demonstrate knowledge about various types of passports and Visas in India

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Front Office Accounting

Functions of Front Office Accounting; Accounting Fundamentals - Guest and Non Guest Accounts, Folios, Vouchers, Guest Ledgers and City Ledgers; Front Office Accounting Cycle– Creation, Maintenances and Settlement of Accounts, Charge Privileges, Credit Monitoring;

Transactions – Cash Payment, Charge Purchase, Accounts Correction, Account Allowance and Cash Advance;

Property Management System and Selection of PMS; Different PMS - Amadeus, Fidelio, Micros

II. Checkout and Settlements

Departure Procedures – Individual Guest and Group; Methods of Settlements - Cash and Credit Settlement, Direct Billing, Combined Settlement Methods;

Procedures for accepting Travelers'Cheque, Foreign Currency, Credit Card

Late Checkout, Express Checkout and Self-Checkout

III. Night Audit

Definition – Audit and Night Audit, Functions of Night Audit, Duties and Responsibilities of Night Auditor, Night Audit Procedure

IV. Passport and Visa

Definition - Visa and Passport; Passport and Types of Passport; Visa and Types of Visa

V. Planning and Evaluation

Management Functions; Yield Management – Benefits of Yield Management; Percentage of Walk-ins, Percentage of Overstay, Percentage of Under Stay;

Evaluating front office operations - Occupancy Percentage and Double occupancy percentage, Average Daily Rate, Average Room Rate Per Guest, Rev-Par

PRACTICALS

1. Handling check-outs
2. Operating PMS system in computer lab. Familiarization of all options
3. Prepare guest folio
4. Prepare various vouchers

Books Recommended

- Front office operations by Colin Dix & Chirs Baird
 - Hotel Front office management by James Bardi, VNR
 - Managing front office operations by Kasavana & Brooks
 - Front office training manual by Sudhir Andrews, Tata McGraw Hill
 - Hotel Front Office Operations and Management – Jatashankar R Tewari – Oxford Publications
-
-

Core Course: BH 1242

: Environmental Management

No. of instructional hours per week

: 2hours' theory

No. of credits

: 2

Module Aim(s):

- To equip the students to with knowledge about our environment and its importance.
- To develop ecofriendly, the practice among the students.
- To equip the students with basic knowledge environment protection act. prevention and control of pollution act.

Teaching Strategy:

- Lecture sessions will be supplemented by assignments, seminars, field visit based sessions, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** Regarding our environment and its importance.
- **CO2** Ecosystem and its concept, Biodiversity, its endangered and endemic species with reference to India.
- **CO3** Environmental Pollution, its effects and control measures.
- **CO4** Social issues and the Environment
- **CO5** Environment Protection act. Prevention and control of Pollution act

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Environment

Definition- importance, Natural resources - Renewable and non-renewable resources - Forest, Water, Mineral, Food, Energy and Land resources- Uses and exploitation, Role of an individual in conservation of natural resources

II. Ecosystem

Concept- Producers - consumers and Decomposers-Energy flow- Food chains, Food webs; Function of Forest, Grassland, Desert & Aquatic ecosystems; Biodiversity - Definition - Endangered and endemic species of India – India as a mega diversity nation

III. Environmental Pollution

Definition- Causes - Effects and Control measures of Air, Water, Soil & Noise Pollution - Role of an individual in prevention of pollution

IV. Social Issues and the Environment

Water conservation - rain water harvesting - watershed management- Climate change - global warming - acid rain - ozone layer depletion and holocaust

V. Environment Protection Acts

Prevention and Control of Pollution Act - Water (Prevention and control of Pollution) Act – Wild life Protection Act - Forest Conservation Act - Public awareness; Role of Information Technology in Environment and Human health

Field Work

- Visit to a local area - river - forest - grassland - hill - mountain
- Or**
- Visit to a local polluted site - Urban - Rural - industrial - Agricultural –
- Study of common plants - insects - birds –
- Or**
- Study of simple ecosystems - pond - river - hill slopes.

Books Recommended

- Introduction to Environmental Economics - Nick Hanley et al – Oxford
 - Ecology and Economics – Ramprasad Sengupta – Oxford
 - Environmental Economics - an Indian perspective - Rabindra N Bhattaria – Oxford
 - The Biodiversity of India, Mapin Publishing Pvt. Ltd., Ahmadabad.
Brunner R C, 1989
-

Core Course: BH 1243	: Food Production and Patisserie II
No. of Instructional hours per week	: 4 hours' theory and 2 hours Practical
No of credits	: 4

Module Aim(s):

- To equip the students to with knowledge about basic commodities of food production industry
- To develop knowledge about simple bakery operations
- To equip the students with basic knowledge in Indian Condiments and Spices

Teaching Strategy:

- Lecture & Practical sessions will be supplemented by assignments, seminars, lab based sessions, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** To know the basic commodities of food production industry
- **CO2** To know the different kitchen agents (shortening, Raising and moisturizing agents)
- **CO3** Basic knowledge about simple bakery operations
- **CO4** To know about basic Indian Condiments and Spices

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Basic commodities: Rice, Cereals, Pulses

Classification and identification-cooking of rice, cereals and pulses-varieties of rice and other cereals; Flour-Structure of wheat-types of flour--uses of flour in food production-cooking of flour

II. Shortenings (Fats and Oils), Raising agents and Sweetening agents

Role of shortenings-varieties of shortenings-advantages and disadvantages of using different shortening-fats and oil-types and varieties; Classification of raising agents-role of raising agents-action and reactions, Sugar-importance of sugar-types of sugar-cooking of sugar –uses

III. Basic commodities: Moisturizing agent - Milk, Butter, Cream & Cheese

Milk-pasteurization - homogenization- types of milk - skimmed, condensed –Butter-Processing of butter – types of butter, Cream-processing of cream – types of cream, Cheese – processing of cheese–classification of cheese –cooking of Cheese- uses

IV. Bakery

Pastry-recipes and methods of preparation-differences-uses of each pastry-care to be taken while preparing pastry-role of each ingredient-temperature of baking pastry-role of each ingredient--simple breads-principles of bread making-simple yeast breads-role of each ingredient in bread making-baking temperature and its importance

V. Basic Indian Condiments and Spices

Spices used in Indian Cookery-role of spices in Indian cookery – Indian equivalent of spices (names), Basic masalas blending and spices and concept of masala-different masalas used in

Indian cookery-wet masalas and dry masalas-different masalas-varieties of masalas available in regional areas-special masala blends; Thickening agents-role of thickening agents in Indian cuisine- types of thickening agents

FOOD PRODUCTION AND PATISSERIE PRACTICAL - II

- I. PRACTICAL**
 - Cuts of Fish
 - Marinade (Water based, Cream based and Curd based)
- II. PRACTICAL - Menu 1**
 - Cabbage chowder
 - Chicken ala king
 - Grilled Tomatoes
 - Cream caramel
- III. PRACTICAL – Menu 2**
 - Chicken clear soup
 - Chicken maryland
 - Beetroot tart
 - Coffee mouse
- IV. PRACTICAL - Menu 3**
 - Crème de volaille princess/ bread roll
 - Ragout de boeuf
 - Stuffed pimento
 - Russian salad
- V. PRACTICAL - Menu 4**
 - Potage St Germain / bread roll
 - Coq au vin
 - Bouquetière de légumes
 - Pommes château
- VI. PRACTICAL - Menu 5**
 - Bread loaf
 - French bread
 - Sweet bun
- VII. PRACTICAL - Menu 6**
 - Genoise Sponge
 - Melting Moments
 - Chocolate brownie
- VIII. PRACTICAL - Menu 7**
 - Apple pie
 - Sweet Bread
 - Butter Cookies

Books recommended.

- Art of Indian Cookery, Rocky Mohan, Roli

- Prasad – Cooking with Masters, J. Inder Singh Kalra, Allied
- Modern Cookery (Vol-I) For Teaching & Trade, Philip E.Thangam, Orient Longman
- Larousse Gastronomique-Cookery Encyclopedia, Paul Hamlyn
- The Complete Guide to the Art of Modern Cookery, Escoffier

Core Course: BH 1243	:	Food and Beverage Service II
No. of instructional hours per week	:	4 hours' theory and 2 hours' practical
No. of credits	:	4

Module Aim(s):

- To equip the students to with knowledge about different nonalcoholic beverages
- To develop knowledge about restaurant reservation system and room
- To equip the students with basic knowledge in simple control measures used in restaurants

Teaching Strategy:

- Lecture & Practical sessions will be supplemented by assignments, seminars, lab based sessions, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** Know about different nonalcoholic beverages
- **CO2** Know about restaurant reservation system and room service
- **CO3** Know about harmful effects of tobacco use
- **CO4** Know about simple control measures used in restaurants

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Types of Meals

Breakfast- Menus –Types of Breakfast- English, American, Continental and Indian – Covers, Definitions of Brunch, Lunch, Afternoon/High Tea, Dinner, Supper; Descriptions of Dishes & Accompaniments;

II. Restaurant Reservation system, Service and room service

In room Dining Introduction, Room Service menu; styles of In Room Dining (Decentralized, centralized and mobile-trolley, Dumb Waiter); In room Dining Procedure (Order taking, tray set up, Entering the room and service , clearance); Hierarchy chart of In Room Dining and duties and responsibilities.; Equipment used in Room Service ; service Menus-Taking orders and presenting bills

III. Non-alcoholic beverages

Classification-nourishing, stimulating, refreshing, Tea: Types of teas Manufacturing process, brands preparation and service; Coffee--types of coffee Manufacturing process brands, preparation and service. Cocoa beverages -types and brands-preparation and Service- Milk based drinks, juices Soft drinks, mineral water and tonic water (popular brands) (preparation and Service)

IV. Tobacco

Types and Processing of tobacco for cigarettes and cigar-storage and service of cigars and cigarettes, Harmful effects of consumption of tobacco

V. Simple Control Systems, Restaurant and Bar Billing System

Restaurant POS Software – Types of KOT, Billing-split bills, BOT, KOT or Bill control system (triplicate system duplicate, single order sheet, quick service menu and customer bill; EPOS system ECR - Necessity of a good control system-functions of a control system; Making a bill; Cash handling equipment; Record keeping (Restaurant cashier)

PRACTICALS

1. Breakfast- English, American, Continental and Indian – Covers,
2. Service of Non- Alcoholic Beverages
3. Demonstration of Service of Tobacco
4. Room Service Order taking
5. Making Room Service KOT, Room Service, Presenting bills in rooms
6. Taking reservations, receiving the guest--buffet-banquet-special service;
7. Restaurant service-- Receiving the guest and social skills-service at a table-arranging side boards-

Books Recommended

- Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill
 - Food & Beverage Service –Lillicrap & Cousins
 - Modern Restaurant Service –John Fuller
 - Food & Beverage Service Management-Brian Varghese
 - Introduction F& B Service-Brown, Heppner & Deegan
-

Core Course: BH 1245

: House Keeping Operations

No. of instructional hours per week

: 4 hours' theory and 2 hours' practical

No. of credits

: 4

Module Aim(s):

- To equip the students to with knowledge about importance of Housekeeping Department in hotel business.
- To develop skills for evaluating the work and staff control of the Housekeeping Department.

- To equip the students with basic knowledge in issues related to the Housekeeping Department and customer safety and satisfaction.

Teaching Strategy:

- Lecture & Practical sessions will be supplemented by assignments, seminars, lab based sessions, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** Importance of Housekeeping Department in hotel business.
- **CO2** Names and applies managerial functions in the housekeeping Department.
- **CO3** Evaluates the work and staff control of the Housekeeping Department.
- **CO4** Generates ideas and discusses issues related to the Housekeeping Department and customer safety and satisfaction.

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Hotel linen& Linen Room

Classification of linen-bed and bath linen-their sizes-table linen-their sizes, Selection criteria linens -tablecloths –serviettes; Location and layout-equipment, Activities of the linen room - storage and inspection –issuing of linen to floors and departments-procedure and records – despatch to and delivery from laundry rooms –stock taking-condemned linen-procedure and records-marking and monogramming. Duties and responsibilities on linen room staff- linen keeper-linen room attendant

II. Sewing Room, Uniforms and Uniform Room

Activities and areas provided –equipment required-tailors and seamstresses-tasks-performed;Purpose of uniforms-number of sets –issuing procedure-exchange of uniforms designing uniforms- Layout and planning of the uniform room

III. Laundry& Stain Removal

Importance and principles –flow process of industrial laundering- layout of the laundry, Dry cleaning, Guest laundry –services offered –collection and delivering laundry-care in laundering guest articles;Definition of stain-classification, stain removal methods

IV. Flower Arrangement

Purpose of flower arrangement - placement and level– equipment and materials required – styles of flower arrangement: Principles of flower arrangement

V. Contract Services, Safety and Security

Types of contract services –guidelines for hiring contract services –advantages and disadvantages of contract services; Safety awareness and accident prevention –fire prevention and firefighting –first aid

PRACTICALS

1. Identification of Different linens
2. Uniform and linen exchange procedure
3. Flow process of a laundry – Industrial visit
4. Fire prevention and fire-fighting - Demonstration
5. Identification of Stain and Stain removal
6. Flower arrangement

Reference Books:

- Text book of Hotel House Keeping Management& Operations, Sudhir Andrews, The McGraw – Hill Companies
- Hotel House Keeping, A Training Manual, Second edition, Sudhir Andrews, The McGraw – Hill Companies
- Hotel House Keeping Operations and Management, Mr. G Raghubalan, SmriteeRaghubalan,Oxford Higher Education

SEMESTER – 3 SYLLABUS

Semester – III

Foundation course: BH 1322 : Principles of Management
No. of instructional hours per week : 3 hours' theory
No. of credits : 2

Module Aim(s):

- To equip the students to with knowledge of Management Process.
- To develop knowledge about simple bakery operations
- To equip the students with basic knowledge in Indian Condiments and Spices

Teaching Strategy:

- Lecture sessions will be supplemented by assignments, seminars, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** Acquire the knowledge of Management Process.
- **CO2** Understand and apply the management function: Planning, organizing, staffing, directing and controlling
- **CO3** Meet the challenges of modern Management
- **CO4** Understand and apply managerial skills

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Introduction

Management, Role of Management, Functions of Managers – Planning, Organizing, Staffing, Leading, controlling; Levels of Management, Management Skills; Evolution of Management thought – Pre-Management Era or Early Approaches to Management, Classical Management Era, Neo – Classical Management Era, Modern Management Era

II. Planning

Definition of Planning; Types of Plans; Planning Process; Problems Solving and Decision Making

III. Organizing

Definition of organizing; Types of Organizing; Delegation of authority; Principles of Organizing – Unity of command, Span of control, Scalar principle, Departmentation, Decentralization versus centralization; Organization structure – Line organization, Line & staff organization, Functional Organization

IV. Leadership and Motivation

Definition of Motivation; Theories of Motivation – Maslow's need hierarchy theory, McGregor's Theory X and Y, Herzberg's motivation hygiene theory; Definition of Leadership; Leadership styles, Leadership qualities; Managerial Grid

V. Directing, Coordinating & Controlling

Meaning and Definition-Importance; Basic Control process and control techniques

Books Recommended

- Principles of Management – Anil Bhat, Arya Kumar – Oxford Publications
 - Principles and Practice of Management - L M Prasad
-

Core Course: BH 1341

: Food Science and Nutrition

No. of instructional hours per week

: 4 hours' theory

No. of credits

: 3

Module Aim(s):

- To equip the students to with knowledge about balanced diet.
- To develop knowledge about how to become FBO
- To equip the students with basic knowledge related to GMP & GHP

Teaching Strategy:

- Lecture sessions will be supplemented by assignments, seminars, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** The students will understand about balanced diet.
- **CO2** The students can understand how to become FBO
- **CO3** The students will be able to get thorough knowledge related to GMP & GHP

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning

<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>
------------	------------	------------	------------	------------	------------	------------	------------	------------

Outline of Syllabus:

I. Introduction to Nutrition

Definition of nutrition, nutrients and health- Classification of Nutrients-Functions of Food- Food and its relation to health; Nutrition loss during Cooking-Methods to prevent nutrient Loss-Nutritive value of common Indian Foods-Cereals, Pulses, Vegetables, Fruits, Milk, Meat, Fish, Egg, Sugar, Spices and condiments

II. Carbohydrates, Fats and Proteins

Their composition, Classification, Functions, Food source, Daily requirements, Excess and deficiency, Digestion & Absorption

III. Vitamins and Minerals

(Calcium, Iron, Sodium, Iodine, Fluorine, Zinc)-Classification, Functions, Food source, Daily requirements, Excess and Deficiency; Energy-Definition-Energy requirements-BMI, BMR- Factors affecting BMR, SDA-Definition; Fiber- Importance in diet, food sources of fiber; Water- Importance, Dehydration-Methods of prevention, Water balance

IV. Food Additives

Definition, kinds of Additives-Food Adulteration-Definition-Different adulterants used in food items; Food Safety and Standards Act, 2006; Duties and functions of Food Safety & Standards Authority of India, Authorities responsible for enforcement of Act-Licensing and registration of food business; Notification of food poisoning, Powers of Food Safety Officer- Functions of Food Analyst- Sampling and analysis

V. Relevance of Microbiology in Nutrition-Definition

Examples of Microorganisms-Effect of microbes on Cereals, Vegetables, Fruits, Meat, Fish, Egg, Milk and Canned Foods-Method of control of contamination

Books Recommended

- M. Swaminathan - Food science, chemistry and experimental foods -The Bangalore Printing & Publishing Co., Ltd.
- G. Subbalakshmi, Shobha A Udipi, Food Processing and Preservation, New Age International Pvt. Ltd.
- Clinical dietetics and nutrition - F.P. Anita
- Normal and therapeutic nutrition - H. Robinson
- Food & Nutrition – M. Swaminathan.

Core Course: BH 1342

No. of instructional hours per week

No. of credits

: Computer Applications & Cyber Law

: 4 hours' theory and 2 hours Practical

: 4

Module Aim(s):

- To equip the students with basic concepts relating to computers.
- To develop knowledge about operating systems.
- To equip the students with basic knowledge about emerging cyber concepts

Teaching Strategy:

- Lecture & Practical sessions will be supplemented by assignments, seminars, lab based sessions, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** The student knows about the basic concepts relating to computers.
- **CO2** The student has elementary knowledge about computer hardware and software.
- **CO3** Knowledge of operating systems.
- **CO4** Knowledge regarding types of networks.
- **CO5** Awareness about emerging cyber concepts

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:**I. Introduction to Computers**

Definition and Characteristics of IT, ICT, & Computer, History and Generations of computer, Classification of Computers. The Physical and Operational Setup of computers. Hardware Vs Software

Data representation & Encoding systems: Bit, Byte, Words, Number systems- Decimal & Binary, BCD, ASCII, EBCDIC, Unicode

II. Computer Hardware:

Input Devices-Output Devices,CPU, Motherboard, Storage Unit: Primary storages: Memory – RAM, ROM, Memory Units, Secondary Storages: Magnetic and Optical storage devices; Different Ports in Computer,

III. Computer Software:

System Software & Application Software; System software: System management:-Operating systems-functions, types, components, WINDOWS & LINUX, Utilities, Drivers; System

development: - Programming languages -high-level and low-level languages, generations, Compiler, interpreter, linker, loader; Application Software: Types- Word Processors, Spread sheet, DBMS, Graphics Software

IV. Data Communication & Computer Networks

Data Communication components, Modes, Transmission media- wired and wireless. Network devices -Network Card - hubs, switches, routers, Computer networks: Need, Types-LAN, MAN,WAN; Peer-to-peer Vs Client Server networks, Topologies.

Introduction to Internet - What is Internet, History, how to get connected, Services of Internet: WWW, Search Engines, e-mail, FTP, TELNET, UseNet, Chat Social network services, Introduction to e-commerce.

V. Cyber – Law:

Cyber Law and security: - Introduction to cyber law. Public policy issues in e-commerce. Protecting Privacy, Intellectual property rights. Data encryption/decryption, cyber-crimes, Computer Virus & Computer safety, Fire wall, Antivirus software.

PRACTICALS

I. MS WINDOWS

Window desktop-using the mouse, and exploring your computer -Starting and closing programs, managing files and folders, working with disks, understanding accessories, system tools, control panel components-installing software

II. MS WORD

Running MS Word- The Word Screen- Getting Help- Creating a New Document- Changing Views- Saving & Naming a File- Spell Checking- Printing Documents- Opening Existing Files- Navigating through Documents- Deleting Unwanted Text- Applying Attributes- Page Setup- Paragraph Alignment

III. MS POWERPOINT

Running PowerPoint- The PowerPoint Screen- Opening a Presentation- Running a Slide Show- Changing Views- Selecting Objects- Moving & Copying Items- Resizing & Deleting Objects- Customizing Slide Objects- Working with Text- Starting a New Presentation- Saving & Printing- Adding & Deleting Slides- Inserting Shapes, ClipArt & Preparing an Organization chart

IV. MS EXCEL

Introduction MS Excel- Creating a Spreadsheet- Making the Worksheet Look Pretty Going Through Changes- Printing the worksheet- Additional Features of a worksheet- Splitting worksheet window-into two four panes- Freezing columns and rows on-screen for worksheet title- Attaching comments to cells- Finding and replacing data in the worksheet- Protecting a worksheet- Function commands- Maintaining multiple worksheet- Moving from sheet in a

worksheet· doing more sheets to a workbook· Deleting sheets from workbook· Naming sheet tabs other than sheet 1 , sheet 2 and so on· Copying or moving sheets from one worksheet to another· Creating Graphs / Charts· Using Chart Wizard· Changing the Chart with the Chart Toolbar· Formatting the chart's areas· Adding a text box to a chart· Changing the orientation of a 3—0 chart· Using drawing tools to add graphics to chart and worksheet .Printing a chart with printing the rest of the worksheet data

V. MS ACCESS

Introduction to MS Access- Introducing to Access environment, Design of a simple database, Build a new database with related to tables. Manage data in a table,query a database using different methods, design a form, Sort, Retrieve, Analyze data, Work with reports.

Suggested books:

- E. Balaguruswamy, *Fundamentals of Computers*, McGraw hill, 2014
- Alexis Leon & Mathews Leon:*Fundamentals of Information Technology*,Leon Techworld
- Rajaraman.V:*Fundamentals of Computer*, PHI
- Dennis P Curtain, *Information Technology: The Breaking wave*, McGrawhill, 2014
- Peter Norton, *Introduction to Computers*, McGrawhill, Seventh edition
- Fundamentals of Cyber security, MayankBhushan, BPB publication, First Edition 2017

Suggested books: Practicals

- .Windows 10 Bible: Rob Tidrow Paperback
- Microsoft Office 2013 Bible: John Walkenbach,Lisa A Bucki, *Wiley*
- Mastering Microsoft Office: Lonnie E. Moseley & David M. Boodey, *BPB Publication*

Core Course: BH 1343	: Food Production and Patisserie III
No. of instructional hours per week	: 4 hours' theory and 2 hours
No. of credits	: 4

Module Aim(s):

- To equip the students to with knowledge about basic Indian
- To develop knowledge about different Indian cuisines
- To equip the students with basicfood coasting techniques.

Teaching Strategy:

- Lecture & Practical sessions will be supplemented by assignments, seminars, lab based sessions, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** Learn about the basic Indian gravies
- **CO2** To know about the different Indian cuisines
- **CO3** Basic knowledge about volume feeding
- **CO4** To know about basic food coasting techniques.

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Equipment used in Volume Feeding

Equipment used in quantity kitchen (both hot and cold kitchens); Care maintenance and storage of equipment; Specifications when purchasing equipment; List of equipment manufactures; Modern equipment in the market

II. Indenting

Principles of Indenting; Quantities / portions for bulk production; Practical difficulties involved in indenting

III. Volume Feeding

Institutional & industrial Feeding-Classification-Menu

IV. Food Costing

Food costing –Food cost control – Problems related to food costing – Importance & relevance of food costing

V. Regional Cuisine

Introduction to regional cooking – Factors affecting eating habits– Disuses the following cuisine with respect to history, salient features, important dishes; States - Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, Bengal, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh; Indian breads – Indian sweets

PRACTICALS

I. PRACTICAL

- Preparation of gravies and commonly used Indian masalas - demonstrations

II. PRACTICAL Menu 1

- Kerala wheat paratha
- Ghee rice
- Malabar Chicken Curry/Beef Ulathiyathu
- Vegetable Korma

- Onion raitha
- Rice Payasam
- III. **PRACTICAL Menu 2**
 - Thukpa
 - Sheermal/peshwarinaan
 - Kashmiri Pulav
 - Mutton Rogan Josh
 - Dum Aloo Kashmiri
 - Phirne
- IV. **PRACTICAL Menu 3**
 - Paneer Tikka
 - Makki Ki Roti
 - Butter Chicken Masala
 - Sarson Ka Saag
 - Dal Tadukka
 - Carrot Halwa
- V. **PRACTICAL Menu 4**
 - Galouti Kebab
 - Warqi Paratha
 - Murgh Do Pyaaza
 - Vegetable Shai Kuruma
 - Sooji Halwa
- VI. **PRACTICAL Menu 5**
 - Baigun Bhajja
 - Ghee Bhat
 - Bengali Fish Curry
 - Chorchori
 - Chenna Payasam
- VII. **PRACTICAL Menu 6**
 - Amotik
 - Green Peas Pulao
 - Beef Vindaloo
 - Cabbage Foogath
 - Bebinca
- VIII. **PRACTICAL Menu 7**
 - Methi Ka Rotti
 - Bardoli Ki Khichdi
 - Undhiyu
 - Gujarati Kadhi
 - Basundi
- IX. **PRACTICAL Menu 8**
 - Tomato Dal Shorba
 - Chapatti

- **MurghMalwani**
- **Kholapuri Vegetable**
- **Amti Dal**
- **Ladoo**

X. PRACTICAL Menu 9

- **PachiPulusu**
- **Hyderabad Mutton Biryani**
- **BagaraBaigan**
- **DoublekaMeetha**

Books recommended:

- A Taste of India, Madhur Jaffrey, Pavillion
- Dastarkhwan-e-Awadh, SangeetaBhatnagar&R.K.Saxena, Harper Collins
- Prashad, Cooking with Masters, J.Inder Singh Kalra, Allied
- Zaika, Sonya AtalSapru, Harper Collins
- Punjabi Cuisine, Premjit Gill
- Advanced Quantity Food Production Operations, Parvinder S Bali, Oxford Press

Core course: BH 1344

: Food and Beverage service III

No. of instructional hours per week

: 4 hours' theory and 2 hours' practical

No. of credits

: 4

Module Aim(s):

- To equip the students to with knowledge about basic alcoholic beverage
- To develop knowledge about different spirits and its Production
- To equip the students with basic knowledge in different types of wines, its production and wine regions

Teaching Strategy:

- Lecture & Practical sessions will be supplemented by assignments, seminars, lab based sessions, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** Know about the basics of alcoholic beverage
- **CO2** Know about beer and its production
- **CO3** Know about different types of wines, its production and wine regions
- **CO4** Know about different spirits and its Production
- **CO5** Know about other spirits like cedar Perry and sake

Key Graduate Attributes

Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Alcoholic Beverages

Introduction, Definition, and Classification, of alcoholic beverages; Production of Spirit, Pot-Still method, Patent still Method,

II. Beer

Introduction and Definition, Types and styles of Beer, Production of beer, Storage of beer

III. Wines

Introduction & Definition wines; Classification of wine - Table/still/Natural, Fortified, Sparkling, Aromatized; Factors affecting quality and price of wine; Wine production Still wine & Sparkling Wine; Wine producing Countries: Wine Regions of France, Germany, Italy, Spain, Portugal; New world wine country; Wines and food combinations

IV. Spirits

Introduction and Definition, types and production process of Whisky- Rum Gin, Brandy, Vodka, Tequila; Other spirits

V. Aperitifs, Liqueurs, Cidars, Perry and Sake

Definition, Production, Types; Glossary of Terms Related to Alcoholic Beverages

PRACTICALS

1. Service of Wines: Red wine
2. Service of Wines White/Rose wine
3. Sparkling wines / Fortified wines / Aromatized wines/
4. Service of Beer
5. Service of different types of Aperitifs and Spirits

Books Recommended

- Food & Beverage Service Training Manual-Sudhir Andrews
- Food & Beverage Service –Lillicrap & Cousins
- Modern Restaurant Service –John Fuller
- Food & Beverage Service Management-Brian Varghese
- Introduction F& B Service-Brown, Heppner & Deegan
- Food and Beverage Service, R Sringaravellan, Oxford Press

Core course: BH 1345

: Hotel Laws

No. of instructional hours per week

: 3 hours' theory

No. of credits

: 3

Module Aim(s):

- To equip the students to with knowledge about hospitality law and its impact on the hospitality industry.
- To develop knowledge about legal and ethical issues in the hospitality industry.
- To equip the students with basic knowledge about legal aspects of selecting and managing employees

Teaching Strategy:

- Lectures sessions will be supplemented by assignments, seminars, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** Introduce students to the study of hospitality law and its impact on the hospitality industry.
- **CO2** Recognize legal and ethical issues in the hospitality industry.
- **CO3** Understand the agency relationship between businesses and their employees
- **CO4** Understand the legal aspects of selecting and managing employees.

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Law and Society

Meaning and Definition of Law, Evolution of Law, Need and importance of Law, Sources of Law, Classification of Law

II. Hotel Restaurant Licenses

License Permit, Procedure for obtaining, renewing licenses, Suspension and termination of Licenses, List of Licenses required opening and operating hotels and Restaurants; Important provision of Shops and Establishment - Act as applicable to hotels and catering Establishments; Intellectual property Right (IPR) – Concept of IPR, Trademark, Patent

III. Indian Contract Act 1872

Formation of contract – Definition-Agreement and contract- classification of contract- offer and acceptance- essential elements of contract – Capacity to contract; Contract of Bailment and Pledge – Contract of Bailment- Definition- Kinds- Rights and duties of Bailor and

Bailee- Contract of Pledge- Rights and duties of Pawnor and Pawnee- Comparison with Bailment-

IV. Sale of Goods Act and Consumer protection act

Sale of Goods Act 1930 - Contract of sale of goods- Agreement to sales- Difference between contract of sales of goods and agreement to Sales-Types of Goods-Conditions and Warranties- Rights and Duties of Buyer and Seller; Consumer Protection Act 1986 – Consumer protection councils- consumer rights- procedure for redressal of grievances

V. Factories Act

Definitions-Hazardous process- Machinery- Manufacturing process- Worker- Factory- Occupier-The inspecting staff- Inspectors- Powers of inspectors- Provisions of the Factories Act relating to health, safety and welfare of workers

Books Recommended

1. Legal Aspect for Hospitality and Tourism Industry—By AtulBansal
2. Hotel Law – By Amitabh Devendra
3. Business Law- Kapoor N D

SEMESTER – 4 SYLLABUS

Semester - IV

Core Course: BH 1441

: Hotel Accounting

No. of instructional hours per week

: 4hours' theory

No. of credits

: 3

Module Aim(s):

- To equip the students to with knowledge about basic Accountancy objectives & Business transactions.
- To develop knowledge about Accountancy objectives & Business transactions.
- To equip the students with basic knowledge in compiling single, two, three columnar & Uniformed system of accounting

Teaching Strategy:

- Lecturesessions will be supplemented by assignments, seminars, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** Importance of Basic Accountancy objectives & Business transactions.
- **CO2** Utilization of Negotiable instruments.
- **CO3** Maintain departmental accounts & transactions.
- **CO4** Determine the books of journal, ledger, subsidiary & postings.
- **CO5** Compile single, two, three columnar & Uniformed system of accounting
- **CO6** Compare, verify & balance the Bank reconciliation statement.

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Accounting Theory and Practice

Introduction to Book keeping and Accounting-Accounting Principles- Rules of Double Entry Book Keeping

II. Recording of Business Transactions

Recording business Transactions-Using Debits and Credits Journalizing and preparation of ledger accounts; Nature and Usage-Cash Bills-Receipts-Voucher-Pay-in-Slip-Debit Note-Credit Note

III. Revenue and Expenses, Assets & Liabilities

Revenue classification, Expense Classification-Asset Classification-Liability classification (Theory Only)

IV. Food and Beverages Account

Restaurant Bills-Kitchen Order Ticket (Practical Problem) - Room Sale accounting

V. Preparation of final accounts

Preparation of trial balance, trading and profit and loss account and balance sheet

Books Recommended

- Hotel Accounting - GlesonOziD'Cunha
- Accountancy, S N Maheshwari
- Advanced Accountancy, Jain & Narang

Core Course: BH 1442	: Food Production and Patisserie IV
No. of instructional hours per week	: 4 hours' theory and 2 hours' practical
No. of credits	: 4

Module Aim(s):

- To equip the students to with knowledge about basic method of international cooking.
- To develop knowledge about menu planning and required ingredients.
- To equip the students with basic knowledge in understand various international dishes

Teaching Strategy:

- Lecture & Practical sessions will be supplemented by assignments, seminars, lab based sessions, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** Ability to manage chocolate, bakery & confectionery.
- **CO2** Gained knowledge about the larder department.
- **CO3** Obtaining knowledge about buffet setup & design,
- **CO4** Gained knowledge about accompaniment & garnishes.
- **CO5** Gained knowledge about sandwiches & its filling

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Larder

Layout and Equipment: Introduction of larder work, definition, equipment found in the larder, layout of a typical larder with equipment; Duties & Responsibilities of the Larder Chef: Functions of the larder, hierarchy of larder staff, sections of the larder

II. Buffet Preparation

Principle of buffet presentation, types of buffet setup & design, menu development for buffet, replenishment of buffet, enhanced buffet presentation

III. Charcuterie

Introduction to charcuterie, types & varieties of sausages, casings & fillings, additives & preservatives; Forcemeats: Types of forcemeats, preparation of forcemeats, uses of forcemeats; Brines, Cures & Marinades: Types of brines, preparation of brines, methods of curing, types of marinades, uses of marinades, difference between brines, cures & marinades; Ham, Bacon & Gammon: Cuts of ham, bacon & gammon, differences between ham, bacon & gammon, processing of ham & bacon, green bacon, uses of different cuts; Galantines: Making of galantines, Types of Galantine, Ballotines

IV. Sandwiches, Appetizers & Garnishes

Classification, Parts of sandwiches, types of bread, types of filling – spreads and garnishes; Classification of appetizers, examples of appetizers, Classical garnishes, different garnishes

V. Bakery, Confectionary&Chocolate

Icings and Toppings: varieties, uses, difference, preparation; Merigues - preparation factors affecting, cooking, types and uses; Chocolatesources, manufacturing processing, classification, tempering

PRACTICALS- International Cuisines

- I. PRACTICAL Menu- 01**
 - Greek Salad
 - Augo Lemono
 - Greek Rice Pilaf
 - Grilled Greek Chicken Skewers
 - Briami (Greek Oven-Roasted Vegetables)
 - Chocolate Mousse
- II. PRACTICAL Menu-02**
 - Nicoise Salad
 - Spaghetti Bolognaise
 - Irish Stew
 - Potato Lyonnais
 - Apple Strudel
- III. PRACTICAL Menu-03**
 - Waldorf Salad
 - Pasta Alfredo
 - Crum Fried fish with Tatar sauce
 - Herb roasted Potato
 - Bread and Butter Pudding
- IV. PRACTICAL Menu -04**
 - Coleslaw Salad
 - Paella
 - Chicken Chasseur
 - Bean Goulash
 - Fruit Trifle
- V. PRACTICAL Menu-05 - Chinese Cuisine**
 - Chicken Manchow Soup
 - Sczhwan Chicken
 - Veg. ball Manjurian
 - Veg. Fried Rice
 - Dates Pancake
- VI. PRACTICAL Menu-06 - Italian Cuisine**
 - Minestrone soup
 - Insalata di verdure
 - Rissotto
 - Chicken Caccioatore
 - Torta di mele
- VII. PRACTICAL Menu 07 - American Cuisine**
 - Chowder soup
 - Tivoli Sald
 - Chicken Steak with Mushroom Sauce
 - Pineapple Fried Rice
 - Cinnamon Pumpkin Muffins
- VIII. PRACTICAL Menu 08 - Mexican Cuisine**
 - Caesar Salad
 - Mexican Bean Stew

- **Chicken Fajithas**
- **Arrozcon pollo**
- **Flan Mexicana**

IX. PRACTICAL Menu 09 - Thai Cuisine

- **Yam Hai Dao (Spicy Thai salad made with Fried Egg)**
- **Tomyum kung soup**
- **Green thai beef curry with Thai aubergines**
- **Padthai Noodles**
- **Coconut Pan Cake**

Books recommended:

- The Larder Chef, M.J.Leto&W.H.K.Bode, Butterworth Heinemann
- Larousse Gastronomique-Cookery Encyclopedia Paul Hamlyn
- Professional Chef's-Art of Garde Manger (4th Edition) Frederic H.Semerschmid and John F.Nicolas
- Professional baking, Wayne Glasslen
- Classical food preparation & presentation, W.K.H.Bode
- Classical Recipes of the World, Smith, Henry

Core Course: BH 1443

: Food and Beverage Service IV

No. of instructional hours per week

: 4 hours' theory and 2 hours' practical

No. of credits

: 4

Module Aim(s):

- To equip the students to with knowledge about Bar working and its operations
- To develop knowledge about classic cocktails and mocktails
- To equip the students with basic knowledge in planning and organizing various F& B outlets

Teaching Strategy:

- Lecture & Practical sessions will be supplemented by assignments, seminars, lab based sessions, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** Know about Bar working and its operations
- **CO2** Know about classic cocktails and mocktails
- **CO3** Know about different banquet Functions, functioning and its operation
- **CO4** Know about various buffets and its planning and organizing
- **CO5** Know about planning and organizing various F& B outlets

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Bar Operations

Types of Bar, Area of Bar: Front Bar, Back Bar, Under Bar, Bar Equipment, Bar Stock, Bar Control, Opening & Closing Duties

II. Cocktails

Definition, Classification, Cocktail Bar Equipment, Preparation & Service of Cocktails, points to be considered while preparing a cocktail Mocktails

III. Managing F&B Banquets

Types - formal, semi-formal and informal Banquet, Organization of Banquet department, Duties & Responsibilities, Sales, booking procedure, Banquet Menus, Banquet prospectus, Banquet Protocol, Space Area Requirement, Table Plans/Arrangement, Mise-En-Place, Service Toasting

IV. Buffets

Introduction, Factors to plan Buffets, Area Requirement, Planning and Organization, Buffet Menu Planning, Types of Buffet- Display, Sit down Fork, Finger, Cold Buffet, Breakfast Buffets

V. Planning and Operating Various F&B Outlets

Physical Layout of Functional and Ancillary Areas, Objectives of a Good Layout, steps in Planning, Factors to be Considered While Planning, Calculating Space Required. Various Set-Ups for Seating, Planning Staff Requirement, Selecting and Planning of Heavy Duty & Light Equipment, Listing the Quantities of Equipment Required Like Crockery, Glassware, Steel or Silver, Suppliers & Manufactures, Approx. Cost, Theme parties

PRACTICALS

1. Banquet Set up - Demonstrations
2. Banquet Formats
3. Buffet Set up for Break Fast, Brunch, Lunch, Dinner
4. Preparation and service of Cocktails and Mock tails (Minimum 5 Standard recipes)

Books Recommended

- Food & Beverage Service Training Manual-Sudhir Andrews
- Food & Beverage Service –Lillicrap & Cousins
- Modern Restaurant Service –John Fuller
- Food & Beverage Service Management-Brian Varghese
- Introduction F& B Service-Brown, Heppner & Deegan
- Professional Food & Beverage Service Management –Brian Varghese

Core Course: BH 1444 : Accommodation Operation and Management
No. of instructional hours per week: 4hours' theory and 2 hours' practical
No. of credits : 4

Module Aim(s):

- To equip the students to with knowledge about forecast and preparing departmental budget.
- To develop knowledge about Pest & pest control methods
- To equip the students with basic knowledge in implementing the energy and water conservation procedures.

Teaching Strategy:

- Lecture & Practical sessions will be supplemented by assignments, seminars, lab based sessions, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** Plan their work schedule and staff job allocation.
- **CO2** Forecast and prepare departmental budget.
- **CO3** Track the purchasing and buying methods used in hotels.
- **CO4** Analyse the different type of Pest & pest control methods
- **CO5** Implement the energy and water conservation procedures.

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Planning and Organizing the H.K.D

Area Inventory List; Frequency Schedules; Performance & Productivity standards; Standard Operating Manuals - Job Procedures; Job Allocation and Work Schedules; Calculating Staff Strength & Planning Duty Rosters; Training in the H.K.D- Performance Appraisals; Inventory levels for non-Recycles Items

II. Budget and Budgetary Control

Budget Process; Types of Budget – Capital Budget-Operational Budget-Preopening Budget; Operating Systems; Purchasing Systems- Methods of buying; Stock Records- Issuing and Control

III. Housekeeping in other Institution & Pest Control

Housekeeping in other Institution – Hospital-Hostel-Universities-Residential homes-art Gallery-Museum-Library-Offices; Pest Control- Definition, common pest and control –areas of infestation – prevention

IV. Interior Decoration

Windows and window treatment, Lighting and Lighting Fixtures, Furniture and fittings, Accessories

V. Energy Conservation, Water Conservation, Waste management, Environment friendly housekeeping

Energy Conservation in hotels, Water Conservation in hotels, Waste management in hotels; Environment friendly housekeeping in hotels

PRACTICALS

1. Stock taking
2. Interior Decoration
3. Windows and windows treatment
4. Environment friendly housekeeping practices
5. Pest Control

Books Recommended

- Text book of Hotel House Keeping Management & Operations, Sudhir Andrews, The McGraw – Hill Companies
- Hotel House Keeping, A Training Manual, Second edition, Sudhir Andrews, The McGraw – Hill Companies
- Hotel House Keeping Operations and Management, Mr. G Raghubalan, ,Oxford Higher Education

Core Course: BH 1445

: Research Methodology

No. of instructional hours per week

: 3 hours' theory

No. of credits

: 2

Module Aim(s):

- To equip the students to with knowledge about the steps in research.
- To develop students to submit projects in the correct format
- To equip the students with basic knowledge in developing small projects in future.

Teaching Strategy:

- Lecture sessions will be supplemented by assignments, seminars, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** The students will familiar with the steps in research.
- **CO2** The students will be able to submit research report.
- **CO3** The students will get interest related to research
- **CO4** The students will be familiar with small projects in future.

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Introduction

Meaning and purpose of research, Types of research, Applications of research; Review of Literature; Research Design, Research problem, Hypothesis, Sampling methods

II. Collection of data

Primary and Secondary data, Methods of data collection, Observation, Questionnaire, Interview Scaling Techniques

III. Analysis of Data

Organization of Data - Editing, Coding, Tabulation and classification of data

IV. Statistical Analysis

Arithmetic mean, Median, Mode, Mean Deviation, Standard Deviation and Simple Correlation and Graphical presentation of data, Interpretation of results

V. Research Report

Types of report, Report format, Preparation of references and Bibliography, Appendix

Books Recommended

- **Research Methodology C R Kothari**
- **Research Methodology O R Krishnaswami**

- **Research Methodology B BGoel**

Complementary Course: BH 1431 : Marketing Management
 No. of instructional hours per week : 3 hours' theory
 No. of credits : 3

Module Aim(s):

- To equip the students to with knowledge about functional areas of marketing management.
- To develop knowledge about products based on segmentation
- To equip the students with basic knowledge in understand consumer behavior

Teaching Strategy:

- Lecture sessions will be supplemented by assignments, seminars, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** Students will demonstrate strong conceptual knowledge in the functional area of marketing management.
- **CO2** Students will critically analyse an organization's marketing strategies.
- **CO3** Students will evaluate marketing implementation strategies.
- **CO4** Students will be able to judge products based on segmentation.
- **CO5** Students will be able to understand consumer behavior.

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Introduction

Meaning, definition and Significance of marketing; Concept of need, want and demand; Product, Value, satisfaction and quality; Exchange, transaction and relationships. Marketing Philosophies - Manufacturing concept, Product concept, Selling concept, Marketing concept, Societal marketing concept

II. Marketing Environment

Micro-environment - Company, Suppliers, Marketing intermediaries; Macro-environment - Competitors, Demographic environment, Economic environment, Natural environment, Technological environment, Political environment, Cultural environment

III. Marketing Mix

Four P's in marketing; Characteristic of Service marketing - Intangibility, Inseparability, Variability and Perishability

IV. Consumer Behavior

Factors influencing consumer buying behavior - Cultural factors, Social, Personal factors, Psychological factors; Buying decision process - Need recognition, Information search, Evaluation of alternatives, Purchase decisions, Post purchase behavior, Post purchase use and disposal

V. Market Segmentation

Target Marketing Process - Market segmentation, Market targeting and positioning; Market segmentation - Geographic segmentation, Demographic segmentation, Psychographic segmentation, Behavioral segmentation; Product Differentiation

Books Recommended

- Marketing Management- Dr KS Chandrasekar, Vijay nicole
- Marketing for Hospitality and Tourism – Philip Kotler, John T Bowen, James Makens- Pearson Publications
- Hospitality Marketing Management- Robert D Reid and David C Bojanic – Wiley Publications

SEMESTER – 5 SYLLABUS

Semester - V

Core course BH 1541	: Food Production and Patisserie V
No of instrumental hours per week	: 4 hours' theory
No of credits	: 3

Module Aim(s):

- To equip the students to with knowledge about cooking style of different nations:
- To develop knowledge about store management:
- To equip the students with basic knowledge in developing new recipes & equipment's

Teaching Strategy:

- Lecture sessions will be supplemented by assignments, seminars, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** Gain knowledge about geographical locations of different nation:
- **CO2** Obtain knowledge about cooking style of different nations:
- **CO3** Obtain knowledge about store management:
- **CO4** Gain knowledge about developing new recipes & equipment's:
- **CO5** The students enable to do quantity and portion control

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. International Cuisine

British, French, Arabic, German, Spanish, Portuguese, Italian, Mexican, Lebanese, Greek; Geographic Location; Historical Background; Staple food with Regional influences; Specialties; Recipes; Equipment

II. Chinese

Introduction to Chinese foods; Historical Background; Regional Cooking Styles; Methods of Cooking

III. Kitchen Stewarding

Importance of kitchen stewarding; Organization of the kitchen stewarding Department; Equipment found in kitchen stewarding Department; Work flow in kitchen stewarding; Garbage Disposal

IV. Stores Management

Stores layout and planning; Standard Purchasing; Purchase specification; Dealing with suppliers; Storage system; Inventories; Records and documentation; Computerized material system; EOQ, Inventory levels

V. Research and Product Development

Developing and Testing New Recipes; Food Trial

Books recommended:

- The Larder Chef, M.J.Leto&W.H.K.Bode, Butterworth Heinemann
- Larousse Gastronomique-Cookery Encyclopedia Paul Hamlyn
- Professional Chef's-Art of Garde Manger (4th Edition) Frederic H.Semerschmid and John F.Nicolas
- Classical food preparation & presentation, W.K.H.Bode
- Classical Recipes of the World, Smith, Henry

Core Course: BH 1542	: Food and Beverage Management
No. of instructional hours per week	: 4 hours' theory
No. of credits	: 3

Module Aim(s):

- To equip the students to with knowledge about basic commodities of food production industry
- To develop knowledge about simple bakery operations
- To equip the students with basic knowledge in Indian Condiments and Spices

Teaching Strategy:

- Lecture sessions will be supplemented by assignments, seminars, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** Know about management functions of F AND B department
- **CO2** Know about operating procedures followed in purchase, receiving, store departments.
- **CO3** Know about different types of purchase and budgets
- **CO4** Know about different frauds can be happened in the department
- **CO5** Know about standard recipes, standard portion size, and menu planning.

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Food & Beverage Management:

Introduction- Constraints of food& beverage management – Cost & market orientation (Coststructure & profitability, demand for product, capital intensity, nature of the product)

II. Purchasing & Receiving:

The nature of purchasing – The main duties of purchase manager –Importance of purchase function; The purchasing procedure; Standard purchase specification: Meaning & objective –The purchase specification for food & beverages; Objective Receiving procedure; Receiving of expensive commodities; Clerical procedures & forms used

III. Storing & Issuing

Storing & issuing of food & beverages. Stock taking of food & beverages–Method-Levels and Technique-Perpetual Inventory-Comparison of physical and perpetual inventory

IV. Food and Beverage Control

Food Control: - Standard yield, recipe, portion size- Objectives of food cost control – The essentials of a control system; Beverage Control: Objectives of beverage control, Beverage control checklist

V. Elements of Cost & Budgetary Control

Cost defined, basic concepts of profit, control aspect, pricing aspects; Cost dynamics: Fixed & Variable costs –BEP- Break Even charts – Turn over & unit costs; Define budget and budgetary Control-Objectives-Types of budget

Books Recommended

- Food & Beverage Service- Dennis Lillicrap, Book Power
- Food & Beverage Service- R Singaravelavan, Oxford Publications
- Food & Beverage Management By: Bernard Davis & Sally Stone - Published by: Butterworth-Heinemann Ltd. UK
- Food & Beverage Control-By: Richard Kotas and Bernard Davis - Published by: International Text book Company Limited, Glassgow.
- Principles of Food , Beverage, and labour Cost Control- By: Paul R. Dittmer, Published by: John Wiley & Sons

Core course: BH 1543

: Hotel Facility Planning

No. of instructional hours per week

: 4hours' theory

No. of credits

: 3

Module Aim(s):

- To equip the students with knowledge about hotel design and its considerations
- To develop knowledge about different kitchen layout and equipment
- To equip the students with basic knowledge in project management and network analysis

Teaching Strategy:

- Lecture sessions will be supplemented by assignments, seminars, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** Know about Hotel design and its considerations
- **CO2** Know about the basic terms and terminology of construction
- **CO3** Know about the different kitchen layout and equipment
- **CO4** Know about star Classification of Hotels in India as per Government guidelines
- **CO5** Know about project management and network analysis

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Hotel Design

Design consideration; Attractive appearance – Efficient Plan – Good location – suitable material good workmanship – sound financing – competent management

II. Key Terms Building constructions

Plinth area, Floor area, Floor area ratio, Carpet area, Circulation area

III. Kitchen Design

Key steps for designing a kitchen; Equipment requirement for commercial; Specification of different equipment's; Layout of commercial kitchen: - square, rectangular, U shape, L shape, parallel, Straight line; Environmental conditions

IV. Star Classification of hotel

Criteria of Star classification of hotel; 1,2,3,4,5&5-star deluxe category

V. Project Management

Introduction to Project and Project Management; Network analysis; Basic rules & procedure for network analysis; CPM;PERT,Comparison of CPM & PERT (Theory only)

Books recommended:

- Hotel facility Planning, by Tarun Bansal, Oxford University Press

Compl.Course: BH 1532	:	Human Resource Development
No. of instructional hours per week	:	3 hours' theory
No. of credits	:	3

Module Aim(s):

- To equip the students to with knowledge about HR functions in hospitality industry.
- To develop knowledge about to trade union and its functions
- To equip the students with basic knowledge in benefits of employees in an organization

Teaching Strategy:

- Lecture sessions will be supplemented by assignments, seminars, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- CO1** The students will get an idea related to HR functions in hospitality industry.
- CO2** The students get an idea related to history of HR formation.
- CO3** The students get an idea related to trade union and its functions
- CO4** The students get an idea related to benefits of employees in an organization (salary fixation, increment wages etc.)

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Human Resource Development

Concepts – personal management, human resource management, human resource development, e-HR; Need and Significance of HRD, Objectives of HRD, Role and Functions of HRD Manager; Human resource planning human, recruitments and selection

II. Training and Development

Meaning, importance of training- Method of training- HR Development & Objectives

III. Motivation& Performance appraisal in Hospitality Industry

Motivation in Hospitality Industry - meaning, purpose, importance; Performance appraisal designing of effective performance appraisal system – wages and salary administration, job evaluation and merit rating,

IV. Organisational Communication

Group formation and group processes, Organizational communication, Team development and functioning; Trade union – role and functions

V. Conflict Management

Dynamics of conflict and collaboration, Nature and content of collective bargaining, Negotiation skills, Role of labour administration: conciliation, arbitration; Discipline employee grievance and redressal

Books Recommended:

- Personnel Management, C.B. Memoria, S.V. Gankar, Publishing house, Mumbai.
- Stoner, James, A.F., MANAGEMENT Eaglewood Cliffs, New Jersey,
- KnoontzO'Donnel and Weirich, MANAGEMENT, International student's edition, McGraw hill.
- Boella, M.J.,Personnel Management in the hotel and catering Industry, Hutetinson, London.
- Ahuja K.K. Personnel Management, Kalyani Publisher, New Delhi Hotel Industry, Frank Bros. & Co. (Publishers) Ltd

Compl: BH 1533

No. of instructional hours per week

No. of credits

: Financial Management

: 3 hours' theory

: 3

Module Aim(s):

- To equip the students to with knowledge about concept of fundamental financial concepts, especially time value of money.

- To develop knowledge about capital budgeting projects using traditional methods
- To equip the students with basic knowledge in raising capital and their respective advantages and disadvantages in different circumstances

Teaching Strategy:

- Lecture sessions will be supplemented by assignments, seminars, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** Explain the concept of fundamental financial concepts, especially time value of money.
- **CO2** Apply capital budgeting projects using traditional methods.
- **CO3** Analyse the main ways of raising capital and their respective advantages and disadvantages in different circumstances
- **CO4** Integrate the concept and apply the financial concepts to calculate ratios and do the capital budgeting

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Nature and Scope of Financial Management

Meaning and definition of business finance and financial management, Finance functions, Objectives of financial management, role and functions of financial manager

II. Financing and Capital Structure Decisions

Financing Decision – Sources of Finance: Equity, Debt, Institutional financing, Structure Decision – Meaning – Factors determining capital structure patterns of capital structure

III. Investment Decisions

Capital budgeting: Need and importance, Factors Affecting Capital Investment Decisions, Capital budgeting appraisal methods: Payback period, Average Rate of Return Method, Net Present Value Method, Internal Rate of Return Method, and Profitability Index Method

IV. Management of Working Capital

Concepts and types of working capital, factors affecting working capital, sources of working capital

V. Dividend Decision

Forms of dividend, Dividend Policy – Factors affecting dividend policy

Books Recommended

1. Pandey I M: Financial Management, Vikas Publishing House, New Delhi
2. Shashi K Gupta and Sharma R K, Financial Management, Kalyani Publishers New Delhi
3. James C Van Horn, Fundamentals of Financial Management, PHI New Delhi
4. Prasanna Chandra, Financial Management, Tata McGraw-Hill Publishing Co. Ltd New Delhi

Open course: BH 1551	: Hospitality Management (Open course)
No. of instructional hours per week	: 4 hours' theory
No. of credits	: 2

Module Aim(s):

- To equip the students to with knowledge about basic of hospitality management
- To develop knowledge about core departments in hotels and its operations.

Teaching Strategy:

- Lecturesessions will be supplemented by assignments, seminars, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** Know about the basic of hospitality management
- **CO2** Know about the food and beverage service department and its basics
- **CO3** Know about the food production department and its basics operation
- **CO4** Know about the front office departments operation
- **CO5** Know about housekeeping operations in hotel

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Introduction to the Hospitality Industry

History and growth of Hotel industry; Definition – Hospitality and Hotels; Classification of Hotels based on Size, Clientele, Location, Ownership and standard classification; Types of Guest Rooms, Type of Room Rates, meal plans

II. F & B Service

Overview of the department and F&B outlets; Hierarchy chart, duties and responsibilities of F&B Manager, Captain and steward; Types of Menu – A la carte, Table d'hôte and cyclic menu

III. Housekeeping

Overview of the department; Hierarchy chart, duties and responsibilities of Ex. Housekeeper, Room maid

IV. Front Office

Overview of the department; Hierarchy chart, duties and responsibilities of Front Office Manager, GRE and Front Office Executive

V. Food Production

Overview of the department; Hierarchy chart, duties and responsibilities of Exe Chef, CDP and Commis

Books Recommended

- Front office operations by Colin Dix & Chirs Baird
 - Effective Front Office Operation, Michael Kasavana, CBI-VNR
 - A Manual of Hotel Reception, J.R.S. Beavis & S. Medlik, Heinemann Professional
 - Accommodation Operation – Front Office, Colin Dix, Pitman
 - Food & Beverage Service- Dennis Lillicrap, Book Power
-
-

Elective course: BH 1561	:	Social Responsibility and Tourism
No. of instructional hours per week	:	3 hours' theory
No. of credits	:	3

Module Aim(s):

- To equip the students to with knowledge about basic of social responsibility
- To develop knowledge about different tourisms
- To equip the students with basic knowledge in eco-friendly practices in tourism

Teaching Strategy:

- Lecturesessions will be supplemented by assignments, seminars, discussions, power point and video presentations.
- Feedback will be given orally during sessions.

Course Outcome:

- **CO1** Know about the basic of social responsibility
- **CO2** Know about the different tourisms
- **CO3** Know about the eco-friendly practices in tourism
- **CO4** Know about the different tourism Operation

Key Graduate Attributes								
Academic and Professional Knowledge	Communication	Team work and Leadership	IT literacy in Hospitality industry	Global perspective and cross culture cultural adaptability	Critical and Analytical thinking	Social responsibility and ethics	Entrepreneurship skills	Lifelong learning
<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>

Outline of Syllabus:

I. Introduction

Social service - Meaning, definition, objectives and importance; social work, social welfare, emergence of social work in India

II. National Service Scheme(NSS)

Motto- Organization-Structure of NSS at National, State, University and College Levels- Classification of NSS programme-Regular NSS activities and campaign programme-Role of students in NSS

III. Organ Donation

Meaning, Definition and Importance of organ donation-NOTTO-Objectives of NOTTO

IV. Tourism

Meaning and Definition-Types of Tourist-Tourist Organizations-UNWTO, UFTAA, WATA, IATA

V. Eco Tourism & Responsible Tourism

Definition-Principles, Policy and Planning- Eco-tourism and Responsible Tourism

Books Recommended

1. National Service Scheme Manual Government of India
2. Social Problems in India, Ram Ahuja
3. Christopher J Jolloway, The Business of tourism. Macconald and Evens, 1993.
4. Bhatia. A.K. Tourism Development. Principles and Practices, Sterling Publishers (P) Ltd, New Delhi.

5. Anand.M.M. Tourism and Hotel Industry in India, Sterling Publishers (P) Ltd, New Delhi.
6. Kaul. R.H. Dynamics of Tourism: A torilogy, Sterling Publishers (P) Ltd, New Delhi.
7. IITTM, Growth of Modern Tourism Manograph: IITTM, New Delhi.
8. RomilaChawla, Eco Tourism Planning and Management, Sonali Publications, New Delhi

SEMESTER – 6SYLLABUS

SEMESTER – 6 SYLLABUS

VITH SEMESTER - INDUSTRIAL EXPOSURE TRAINING SCHEME

Industrial Training is an integral part of the curriculum. Student has to undergo industrial training minimum 22 weeks at a single stretch. They will be awarded altogether 500 marks for the industrial training which includes 100 marks for each training report and each conduct of viva voce

- 1) For award of 500 marks of IET would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training.
- 2) Responsibilities of institute, hotel, the student/trainee with aims & objectives have been prescribed for adherence.
- 3) Once the student has been selected / deputed for Industrial Training by the Institute, he/she shall not be permitted to undergo it elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

INDUSTRIAL EXPOSURE TRAINING

Objective of industrial Exposure Training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Industrial Training is also expected to provide the students the basis to identify their key operational area of interest.

RESPONSIBILITIES OF THE TRAINEE

1. Should be punctual
2. Should maintain the training logbook up-to date
3. Should be attentive and careful while doing work
4. Should be keen to learn to learn and maintain high standards and quality of work
5. Should interact positively with the hotel staff.
6. Should be honest and loyal to the hotel and towards their training.
7. Should get their appraisals signed regularly from the HODs or training manager.
8. Gain maximum from the exposure given, to get maximum practical knowledge and skills.
9. Should attend the training review sessions / classes regularly
10. Should be prepared for the arduous working condition and should face them positively
11. Should adhere to the prescribed training schedule.

12. Should take the initiative to do the work as training is the only time where you can get maximum exposure.
13. Should on completion of industrial Training, hand over all the reports, appraisal, logbook and completion certificate to the institute.

RESPONSIBILITIES OF THE INSTITUTE

1. Should give proper briefing to students prior to the industrial training
2. Should make the students aware of the industry environment and expectations.
3. Should notify the details of training schedule to all the students.
4. Should coordinate(emergencies) with the hotel especially with the training manager
5. Should visit the hotel wherever possible, to check on the trainees
6. Should sort out any problem between the trainees and the hotel
7. Should take proper feedback from the students after the training
8. Should brief the students about me appraisals, attendance, marks, logbook and training report.
9. Should ensure that change of IET hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
10. Should ensure that change of IET Batch is not permitted.
11. Should ensure trainees procure training completion certificate from the hotel before joining institute.

RESPONSIBILITIES OF THE HOTEL

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and in all probability - their own careers in the industry. Since the chances of building successful careers in the industry VJIII decline the trainees will leave in hope of finding other opportunities. If on' the other hand, first managers/supervisors help trainees achieve maximum potential, they will build the foundations for a successful career.

Hotels:

1. Should give proper briefing session! Orientation / induction prior to commencement of training.
2. Should make a standardized training module for all trainees.
3. Should strictly follow the structured training schedule.
4. Should ensure cordial working conditions for the trainee.
5. Should coordinate with the institute regarding training programme

6. Should be strict with the trainees regarding attendance during training
7. Should check with trainees regarding appraisals, training report, log boom, etc.
8. Should inform the institute about truant trainees
9. Should allow the students to interact with the guest
10. Should specify industrial training “Dos and Don’ts” for the trainee
11. Should ensure issues of completion certificate to trainees on the last day of training

Hospitality Research Project

The student will have to undertake a research project on any topics from Hotel Management & Catering Science and related branches in the curriculum. The research project is intended to serve the student develop ability to apply multidisciplinary concepts, tools and techniques to deal with any subject related to hospitality industry.

Type of Research Project

The project may be one of the following type:

- a. Comprehensive case study
- b. Inter-Organizational study
- c. Field study/ Survey (Empirical study)

Research Project *Supervision*

Each project shall be guided by a supervisor duly appointed by the department/coordinator. Research Guides will be a faculty from the college. Guides' certificate and Declaration by the student should form the first two pages of the dissertation.

Research Project *Proposal (Synopsis)*

Synopsis of the project should be prepared in consultation with the guide and submitted in the department. The synopsis should clearly state the objectives and research methodology of the proposed project to be undertaken. It should have full detail of the rationale, description of universe sampling, research instruments to be used, limitations if any and future directions for further research etc.

Contents of the Research Project

1. Title Pages
2. Certificate of the supervising Teacher with signature
3. Contents
4. List of Tables, Figures, Charts etc
5. Chapter I - Introduction:Statement of the problem, Need and Significance of the study, Objectives of the study, Limitation
6. Chapter II - Review of Literature
7. Chapter III - Research Methodology.

8. Chapter IV -Data Analysis and Interpretation
9. Chapter V- Findings and Recommendations, Conclusion
10. Appendix - Questionnaire, Specimen copies of forms, other exhibits ,
Bibliography(Books, journal articles, website etc. used for the project work)

Research Project Report Writing

The length of the report may be 60 double spaced pages (excused appendices, bibliography and annexure) 10% variation on either side is permitted

1. Same similar font to be used throughout the thesis

- ✓ Main Headings- times new roman-font -16 bold capital letters, centralised
- ✓ Subheadings- times new roman font-14 italics bold- title case, left aligned
- ✓ Minor headings- times new roman font 12 italics bold-title case, left aligned
- ✓ Body of the thesis- times new roman font 12 double space, justified

2. Numbers to be given to every heading of each chapter as shown-
(for Chapter- 4; subheadings- 4.1 and minor heading- 4.1.1 etc)

3. Numbers for each table should be in an order as shown-
(4.1; 4.2; 4.3....., figure 4.1; 4.2; 4.3..... Photographs also in the same way)

4. Page numbers must be correct and continuous starting from the introductory chapter-I till Chapter V. Roman way of numbering may be used for preface and appendix a fresh if necessary

5. Format of writing bibliography must same to all as shown below-

Karkos, P. D, S. C. Leong, C. D. Karkos, N. Sivaji and D. A. Assimakopoulos.,(2008) *Recent Trends In Hospitality Industry*; Published by Oxford University Press. eCAM Advance Access published online on September 14, 2008

Anitha L and K. Chandralekha; (2010) *Use Of Indegeneous Equipments In Hotel Indusy, And The Concept Of Eco-friendly Hotels.,Asian J.Hosp.Indus.*, Vol 1 (1) 2010:36-46

6. Avoid typographical errors-Spelling mistakes and grammatical mistakes.

Submission of the Report

Three copies of the Report have to be submitted before the due date as specified by the college. The original copies should be submitted to the university through the college concerned. The College copy is to be retained by the college and personal copy should be duly signed by the faculty guide and principal or HOD/research coordinator. The student should carry the personal copy to the Viva Voce.

The Student should also carry the following for the viva voce:

- Duly signed personal copy of the project
- Examination Hall Ticket
- College Identity Card
- Dress Code should be formal.

Industrial Training PERFORMANCE APPRAISAL FORM (PAF)

Name of Student:	Roll No:		
Institute:	Duration: 5 weeks (30 working days)		
Name of the Hotel:	From:		To:
Department: F&BS / FP / HK / FO			

Appearance

Immaculate appearance, spotless uniform, well groomed hair, cleaned nails & hands	5
Smart appearance, crisp uniform, acceptable hair, cleaned nails & hands	4
Well presented clean uniform, acceptable hair, cleaned nail & hands	3
Untidy hair, creased ill kept uniform, hands not cleaned at times	2
Dirty / dishevelled, long / unkempt hair, dirty hands & long nails	1

Punctuality / attendances (_____ days present out of 30 days)

On time, well prepared, ready to commence task, attendance excellent	5
On time, lacks some preparation, but copes well, attendance very good	4
On time, some disorganised aspects - just copes, attendance regular	3
Occasionally late, disorganised approach, attendance irregular	2
Frequently late, not prepared, frequently absent without excuse	1

Ability to communicate (written / Oral)

Very confident, demonstrate outstanding confidence and ability both spoken /	5
--	---

written	
Confident, delivers information	4
Communicates adequately, but lacks depth and confidence	3
Hesitant, lack confidence, in spoken / written communication	2
Very inanimate unable to express in spoken or written work	1

Attitude to Colleagues / Customers

Wins / Retains highest regard from colleagues has an outstanding rapport with clients	5
Polite, Considerate & firm, well liked	4
Gets on well with most colleagues, handles customers well	3
Slow to mix, weak manners, is distant has insensitive approach to customers	2
Does not mix, relate well with colleagues & customers	1

Attitude to Supervision

Welcomes criticism, acts on it, very co-operative	5
Readily accepts criticism and is noticeably willing to assist others	4
Accepts criticism, but does not necessarily act on it	3
Takes criticism very personally, broods on it	2
Persistently disregards criticism and goes own way	1

Initiative / Motivation

Very effective in analysing situation & resourceful in solving problems	Demonstrates ambition to achieve progressively	5
Shows ready appreciation and willingness to tackle problems	Positively seeks to improve knowledge and performance	4
Usually grasps points correctly	Shows interest in all work undertaken	3
Slow on the uptake	Is interested only in areas of work preferred	2
Rarely grasps points correctly	Lacks drive and commitment	1

Reliability / Comprehension

Is totally trust worthy in any working situation, understands in detail, why and how the job is done	5
Can be depended upon to identify work requirements and willing to complete them. Readily appreciates, how and why the job is done	4
Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand	3
Cannot be relied upon to work without supervision, Comprehends only after constant explanation	2
Requires constant supervision. Lack any comprehension of the application	1

Responsibility

Actively seeks responsibility to all times	5
Very willing to accept responsibility	4
Accepts responsibility as it comes	3
Inclined to refer matters upwards rather than make own decision	2
Avoids taking responsibility	1

Quality of Work

Exceptionally accurate in work, very thorough usually unaided	5
Maintain a high standard of quality	4
Generally good quality with some assistance	3
Performance is uneven	2
Inaccurate and slow at work	1

Quantity of Work

Outstanding in output of work	5
Gets through a great deal	4
Output satisfactory	3
Does rather less than expected	2
Output regularly insufficient	1

Total /50

Stipend Paid: Rs. _____ per month

Name of Appraiser:

Signature:

Designation of Appraiser:

Date:

Signature of Student:

Date:

