
FACULTY OF HOSPITALITY

SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

SCHEME OF INSTRUCTION AND SYLLABUS

BACHELOR OF HOTEL MANAGEMENT

2026-27



Faculty Of Hospitality

United University

Rawatpur-Jhalwa (Prayagraj)

Uttar Pradesh

FACULTY OF HOSPITALITY**SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME****University Vision**

To established a Value based Global University having dynamic learning environment encouraging creativity and innovation, research inspired experimental learning and focusing on topics that are pertinent to the development of the region, the Country and the World.

University Mission

- To provide a dynamic, inspiring, and varied learning environment with global exposure.
- To position the institution as a premier hub for research and experiential learning.
- To develop into an adaptable university meeting the demands of society and business.
- To incorporate Value thinking, integrity, wisdom and passion in professional for their career and life.

Department Vision

To become a globally recognized hospitality institution for creating skilled human resource to meet the professional Hospitality Industry needs across the globe. To inculcate Research and Core values in students to ensure transformation into intellectual managers and leaders of the industry.

Department Mission

- To create salubrious environment to provide excellent state of the art facilities meeting the hospitality industry requirement.
- To provide excellent technological support to bridge the gap between academic and industry to fulfill the overall academic need of the society.
- To ensure all round development of the students and to create a platform for turning out hospitality professional who can assume leadership position in society.
- To provide high quality course structure to enable qualified professionals to meet the

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hospitality needs globally.

- To develop effective teaching skill and research potentials of the faculty members.

Programme Educational Objectives (PEOs)**PEOs-1:**

Graduates will possess in-depth knowledge of hotel management principles, practices, and operations.

PEOs-2:

Graduates will demonstrate proficiency in hospitality operations, including front office, housekeeping, food and beverage service, and kitchen operations.

PEOs-3:

Graduates will exhibit management skills, including leadership, communication, problem-solving, and decision-making.

PEOs-4:

Graduates will be prepared to adapt to changing hospitality environments, technologies, and trends.

PEOs- 5:

Graduates will recognize the importance of continuous learning and professional development in the hospitality industry.

Programme Outcomes (POs)

- On successful completion of the Bachelor of Hotel Management the student will be able to:
PO1: Operational Skills-Develop students with an in-depth understanding of the operational aspects and knowledge of the underlying principles of the hotel industry.

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PO2: Familiarization-Making students familiar with the practical aspects of the hospitality industry.

PO3: Professional Skills-Develop professional skills of strategic management issues involved in operating hotels and train students for operational, supervisory and management positions.

PO4: Technical Skills-Enhance the techniques of advanced technological uses in hotel industry.

PO5: Business Knowledge – Students will be able to master the key frameworks, models, and skills that reflect the body of knowledge in their major and will apply discipline-based habits of analytical thinking to problems and opportunities. Be skilled in the analysis of both qualitative information and quantitative data.

PO6: Communication Skills – Students will be able to synthesize and summarize information and to professionally communicate their analyses, arguments, and recommendations to a variety of audiences. Be skilled in written, oral, and visual communication and will be able to effectively choose communication methods that are appropriate to the topic, objective, and setting.

PO7: Quantitative Skills – Students will be able to understand, analyse and use quantitative data to make business decisions and report to stake holders. Identify quantitative characteristics of a problem, to examine and interpret numerical data and to analyse numerical data to derive conclusions.

PO8: Critical Thinking Skills – Evaluate, analyse and interpret information to solve problems and make business decisions. Interpret and evaluate unstructured situations; to define the problem; to apply theories to ambiguous situations and to draw conclusions and implement solutions.

PO9: Technology – Demonstrate proficiency in the use of information technology. Students will use information systems to select, manipulate and process data in a meaningful way in order to make business decisions and use software tools to solve accounting, financial and quantitative problems.

PO10: Ethics – Understand and evaluate ethical issues and situations to make business

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decisions. Recognize ethical problems in both domestic and international business contexts identify alternatives and make appropriate ethical choices.

PO11: Multicultural and Diversity – Students, particularly those who pursue the degree in international business concentration, will develop an awareness and understanding of the cultural issues that impact business operations in a global society.

PO12: Demonstrate learning – Enhancing skills in hospitality core areas at various position of specialization addressing customer satisfaction.

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Programme Specific Outcomes (PSOs)

1. Use fundamentals of Hospitality Industry concepts to provide business solutions.
2. Use operational procedures to run all the departments of Hospitality Industry smoothly and honoring the social obligation.
3. Use the fundamentals of business management to effectively lead a work force aiming at organizational goals with a sense of business ethics and moral values in competitive environment.

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SCHEME OF INSTRUCTION

COURSE CATEGORY ABBREVIATIONS

1. Skill Enhancement Course-SEC
2. Program Core-PC
3. Compulsory Course-MC
4. Program Elective-PE
5. Open Elective-OE
6. Internship/Project

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Bachelor of Hotel Management 4 Years (8 semester) Programme**United University, Prayagaj****Session 2026-27****Semester I**

Contact Hours							30
S. No.	Course Code	Course Category	Course Name	L	T	P	C
1	HMUCBH101T	PC	Food Production Foundation-I	4			4
2	HMUCBH102T	PC	Food & Beverage Service Foundations-I	3			4
3	HMUCBH103T	PC	Accommodation Operation-I	3			3
4	HMUCBH104T	PC	Hotel Front Office Foundations-I	3			3
5	PTSPPHM10T	SEC	Professional Proficiency	2			3
6	HMUCBH105T	PE	Food Science & Nutrition	3			3
7	HMUCBH101P	PC	Food Production Foundation Lab-I			4	2
8	HMUCBH102P	PC	Food & Beverage Service Foundation Lab-I			2	2
9	HMUCBH103P	PC	Accommodation Lab-I			2	2
10	HMUCBH104P	PC	Hotel Front Office Foundations Lab-I			2	2
11	UUSCVA001P	VAD	NSS/NCC/Yoga/Music/Sports	2			0
Total				20		10	28

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Bachelor of Hotel Management 4 Years (8 semester) Programme**United University, Prayagaj****Session 2026-27****Semester II**

Contact Hours							32
S. No.	Course Code	Course Category	Course Name	L	T	P	C
1	HMUCBH201T	PC	Food Production Foundation-II	4			4
2	HMUCBH202T	PC	Food & Beverage Service Foundations-II	3			4
3	HMUCBH203T	PC	Accommodation Operation-II	3			3
4	HMUCBH204T	PC	Hotel Front Office Foundations-II	3			3
5	PTSPPHM20T	SEC	Professional Proficiency	2			2
6	HMUCBH215T	PE	Environmental Science	2			2
7	HMUCBH216T	PE	Basic Accountancy	3			2
8	HMUCBH201P	PC	Food Production Foundation Lab-II			4	2
9	HMUCBH202P	PC	Food & Beverage Service Foundation Lab-II			2	2
10	HMUCBH203P	PC	Accommodation Lab-II			2	2
11	HMUCBH204P	PC	Hotel Front Office Foundations Lab-II			2	2
Total				20		10	28

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Bachelor of Hotel Management 4 Years (8 semester) Programme**United University, Prayagaj****Session 2026-27****Semester III**

Contact Hours							32
S. No.	Course Code	Course Category	Course Name	L	T	P	C
1	HMUCBH301T	PC	Food Production Foundation-III	4			4
2	HMUCBH302T	PC	Food & Beverage Service Foundations-III	3			4
3	HMUCBH303T	PC	Accommodation Operation-III	3			3
4	HMUCBH304T	PC	Hotel Front Office Foundations-III	3			3
5	PTSPPHM30T	SEC	Professional Proficiency	2			2
6	HMUCBH315T	PE	Computer Application	2			2
7	HMUCBH316T	PE	Introduction To Tourism And Travel Industry	3			2
8	HMUCBH301P	PC	Food Production Foundation Lab-III			4	2
9	HMUCBH302P	PC	Food & Beverage Service Foundation Lab-III			2	2
10	HMUCBH303P	PC	Accommodation Lab-III			2	2
11	HMUCBH304P	PC	Hotel Front Office Foundations Lab-III	2		2	2
Total				22		10	28

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Bachelor of Hotel Management 4 Years (8 semester) Programme**United University, Prayagaj****Session 2026-27****Semester IV**

Contact Hours							30
S. No.	Course Code	Course Category	Course Name	L	T	P	C
1	HMUCBH501T	PC	Food Production Foundation-IV	4			4
2	HMUCBH502T	PC	Food & Beverage Service Foundations-IV	3			4
3	HMUCBH503T	PC	Accommodation Operation-IV	3			3
4	HMUCBH504T	PC	Hotel Front Office Foundations-IV	3			3
5	PTSPPHM50T	SEC	Professional Proficiency	2			2
6	HMUCBH505T	PE	Hotel Law	2			2
7	HMUCBH506T	PE	Facility Planning	3			2
8	HMUCBH501P	PC	Food Production Foundation Lab-IV			4	2
9	HMUCBH502P	PC	Food & Beverage Service Foundation Lab-IV			2	2
10	HMUCBH503P	PC	Accommodation Lab-IV			2	2
11	HMUCBH504P	PC	Hotel Front Office Foundations Lab-IV			2	2
Total				20		10	28

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Bachelor of Hotel Management 4 Years (8 semester) Programme**United University, Prayagaj****Session 2026-27****Semester V**

Contact Hours							30
S. No.	Course Code	Course Category	Course Name	L	T	P	C
1		PC	Food Production Foundation-V	4			4
2		PC	Food & Beverage Service Foundations-V	3			4
3		PC	Accommodation Operation-V	3			3
4		PC	Hotel Front Office Foundations-V	3			3
5		SEC	Professional Proficiency	2			2
6		PE	Event Management	2			2
7		PE	Hospitality Marketing	3			2
8		PC	Food Production Foundation Lab-V			4	2
9		PC	Food & Beverage Service Foundation Lab-V			2	2
10		PC	Accommodation Lab-V			2	2
11		PC	Hotel Front Office Foundations Lab-V			2	2
Total				20		10	28

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Bachelor of Hotel Management 4 Years (8 semester) Programme**United University, Prayagaj****Session 2026-27****Semester VI**

Contact Hours							
S. No.	Course Code	Course Category	Course Name	L	T	P	C
1		Internship	Industry Exposure Programme (22 Weeks)	0	0	0	22
Total				0	0	10	22

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Bachelor of Hotel Management 4 Years (8 semester) Programme**United University, Prayagaj****Session 2026-27****Semester VII**

S. No.	Course Code	Course Category	Course Name	L	T	P	C
1	HMUEBH001T	PC	Food Production Foundation–VI (ELECTIVE-1)	4			4
2	HMUEBH002T	PC	Food & Beverage Service Foundations–VI (ELECTIVE-1)	4			4
3	HMUEBH003T	PC	Accommodation Operation–VI (ELECTIVE-1)	4			4
4	HMUEBH004T	PC	Hotel Front Office Foundations–VI (ELECTIVE-1)	4			4
5	HMUEBH005T	PC	Tandoor (Elective-II)	4			4
6	HMUEBH006T	PC	Food & Beverage Control (Elective-II)	4			4
7	HMUEBH008T	PC	Tour & Travel Management (Elective-II)	4			4
8	HMUEBH007T	PC	Interior Decoration (Elective-II)	4			4
9	HMUCBH701T	PE	Research Methodology	3	–	–	3
10	HMUCBH702T	PE	Human Resource Management	3	–	–	3
11	HMUCBH703T	PE	Financial Management	3	–	–	3
12	HMUCBH704T	PE	Entrepreneurship	3	–	–	3
13	HMUEBH001P	PC	Food Production Foundation Lab-VI (Elective-I)			4	2
14	HMUEBH002P	PC	Food & Beverage Service Foundation Lab -VI (Elective-I)			4	2
15	HMUEBH003P	PC	Accommodation Lab-VI (Elective-I)			4	2
16	HMUEBH004P	PC	Hotel Front Office Foundation Lab-VI (Elective-I)			4	2
17	HMUEBH005P	PC	Tandoor Lab (Elective-II)			4	2
18	HMUEBH006P	PC	Food & Beverage Control Lab (Elective-II)			4	2
19	HMUEBH007P	PC	Tour & Travel Management Lab (Elective-II)			4	2
20	HMUEBH008P	PC	Interior Decoration Lab (Elective-II)			4	2
				20		8	24

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Bachelor of Hotel Management 4 Years (8 semester) Programme**United University, Prayagaj****Session 2025-26****Semester VIII**

Contact Hours							
S. No.	Course Code	Course Category	Course Name	L	T	P	C
1		Internship	Industry Exposure Programme (22 Weeks)	0	0	0	22
Total				0	0	10	22

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COURSE CODE & NAME: HMUCBH105T/**Food Science, Nutrition and Hygiene****COURSE OUTCOMES**

1. Classify nutrients, carbohydrate and describe structure, properties and metabolism of carbohydrate.
2. Classify protein and describe structure, properties and metabolism of protein.
3. Classify lipids and describe structure, properties and metabolism of lipid.
4. Ascertain the molecular aspects of transport and classify vitamins, describe biochemical role of inorganic elements.
5. Reproduce general characteristic of micro-organisms, common food borne diseases by pathogens its preventive measures.

UNIT-1

Carbohydrate: Classification of Nutrients. Carbohydrates - Definition, Classification. Structure and properties on stereoisomerism, optical isomerism, and reducing action of sugars. Metabolism of carbohydrate

UNIT-2

Protein: Proteins - Definition, Classification, Structure: primary, secondary, tertiary and quaternary structure of protein

UNIT-3

Lipids: Lipids - Definition, Classification & Properties with emphasis on saponification number, iodine number and rancidity of fats. Fatty acids - composition, properties, types. Digestion & Absorption.

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UNIT-4

Vitamins and Minerals: Vitamins: Chemistry and biochemical role of fat-soluble vitamins. A, D, E, and K. Water soluble vitamins – B1, B2, B6. Minerals: Biochemical role of inorganic elements. Molecular aspects of transport; Passive diffusion, facilitated diffusion, active transport.

UNIT-5

Microbiology: General characteristic of microorganisms-based structure, factors affecting their growth in food (intrinsic and extrinsic), Microorganism Growth Phase, Microbial Food Spoilage, Controlling Food Spoilage, Food-Borne Diseases, Detection of Food-Borne Pathogens, Waterborne Diseases.

Text books:

1. Murray, R.K., Granner, D.K., Mayes, P.A. and Rodwell, V.W. Harpers Biochemistry. Macmillan Worth Publishers, 2000.
2. Nelson, D.L. and Cox, M.M. Lehninger's Principles of Biochemistry, Macmillan Worth Publishers. 2000.
3. Devlin, T.M. Text book of Biochemistry with Clinical Correlations, Wiley Liss Inc, 1997. Stryer, L. Biochemistry, WH Freeman and Co., 1998.
4. Rolando Mota. Linda Sherwood & Christophe Woolverton Prescott, Harley, and Klein's Microbiology.: McGraw-Hill NY, 2008.
5. Swaminathan, M., Handbook of Food and Nutrition, The Bangalore Press, 1978.

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Reference books:

1. Voet, D. Voet, J.G. and Pratt, C.W., Fundamentals of Biochemistry. Wiley, 1999.
2. Tietz, N.W. Fundamentals of Clinical Chemistry. WB Saunders Co., 1976.
3. King, E.J. and Wootton, I.D.P. Micro-Analysis in Medical Biochemistry. J and A Churchill Ltd., 1956.
4. Conn, E.E., Stumpf, P.K., Bruening, G. and Doi, R.H.: Ed. Outlines of Biochemistry, John Wiley and Sons, 2001.

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COURSE CODE & NAME: HMUCBH101T/**Food Production Foundation-I****COURSE OUTCOMES**

1. Describe the professional kitchen.
2. Classify kitchen equipment; conceptualize the safety procedure, fuels usages and precautions, fire, firefighting and first aids.
3. Classify Herbs, spices, cereals, pulses, fruits and vegetables and Milk & Milkproduct
4. Apply different methods of cooking
5. Explain the basic bakery preparations

UNIT-1

Kitchen Organization : Introduction, Definition, and its importance; Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts (Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments.

UNIT-2

Kitchen Equipment, Fuels & Safety: Kitchen Equipment, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures, Fuel – Types, Usage and Precautions. Fire - Introduction, Types and handling fires and usage of extinguishers; First Aid- Basic Burns, Scalds, Cuts.

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UNIT-3

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

UNIT-4

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

UNIT-5**Bakery and Confectionary**

Principles –Types of ovens used. Ingredients used in Bakery – Wheat and wheat products, flour-types, uses and storage, Different Methods of Bread Making.

Text Books:

1. Parvinder S Bali, Food Production Operations. Oxford University Press, 2014.
2. Philip E. Thangam, Modern Cookery (Vol- I), Orient Longman, 1946.
3. R. Kinton & V. Cessarani, Foundation Practical Cookery, Hodder Education, 2009.
4. D. Foskett, R. Kinton & V. Cessarani Theory of Catering. Hodder & Stoughton Educational, 1999.
5. K. Arora, Theory of Cookery, Frank Brothers, 1992.

Reference Books:

1. Wayne Gislen, Professional Cooking. Le Cordon Bleu, 2002.

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2. Le Rol A. Polsom, The Professional Chef. Oxford Publication, 2003.

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COURSE CODE & NAME: HMUCBH102T/

Food & Beverage Service Foundation-1

COURSE OUTCOMES

1. Classify food & beverage sector.
2. Explain the organization structure of F&B department of hotel.
3. Differentiates between various types of food & beverage outlets and ancillary areas.
4. Identify different types of Food & Beverage Equipment.
5. Differentiate between different food and beverage service methods.

UNIT-1

The Hotel & Catering Industry: Introduction to the hotel industry & the growth of the hotel industry in India

Role of catering establishment in the travel/tourism industry.

Classification of F & B sector, commercial and welfare catering.

UNIT-2

Departmental Organization & Staffing: Organization of F& B department of hotel. Principle staff of various types of F & B Operation. French term related to F & B Staff.

Duties & responsibilities of F & B Staff, Attributes of F & B Staff.

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UNIT-3

Food & Beverage Service Areas and Service Methods: Specialty restaurants, Coffee Shop, Cafeteria, Fast food (Quick service restaurant), Grill room, Banquet, Bar, Executive lounge, Vending machines, Discotheque, Night club, Table Service- Silver/English Service, American, Butler/ French, Russian, Self Service- Buffet & Cafeteria. Single Point Service-Take Away, Vending, Kiosk, Food Courts & Bars.

UNIT-4

Ancillary Department and Food & Beverage Service Equipment: Pantry, Foodpick-up Area/ Hot plate point, Store, Linen room, Kitchen stewarding.

Familiarization & Selection factors of Cutlery, Crockery, Glassware, Flatware, Hollowware, all other equipment used in F & B Service.

UNIT-5

Food & Beverage Service Methods: Table Service- Silver/English Service, American, Butler/ French, Russian, Self Service- Buffet & Cafeteria. Single Point Service-Take Away, Vending, **Kiosk**, Food Courts & Bars.

Textbooks:

1. Lillicrap Dennis R., Food & Beverage Service, Hodder Arnold Publication, 2006.
2. Singaravelavan R. Food & Beverage Services, Oxford Publications, 2011.

Reference books:

1. Dhawan, Vijay, Food & Beverage Service - Franc Brothers, 2009.
2. Walker R. John, The Restaurant (From Concept to Operation), Wiley, 2013
3. Andrioli, Sergio, Douglas, Peter, Professional Food Service, Heinemann Professional, 1990.

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COURSE CODE & NAME: HMUCBH103T/

Accommodation Operation-1**COURSE OUTCOMES**

1. Classify hotels based on size, category and location and understand the importance of Housekeeping.
2. Create organization structure for housekeeping department of various sizes of Hotel.
3. Explain different types of guestroom and design their layout.
4. Explain various hotel chain operating in India.

UNIT-1**Introduction to Housekeeping:**

Housekeeping: Meaning, Role of housekeeping in Hotel, its importance, different areas of the department, Layout of the department.

UNIT-2

Organization of Housekeeping department: Organization structure of Housekeeping dept. (Small, medium, large hotels), Duties and responsibilities of H.K. staffs, Job description and Job specification, Interdepartmental relationship with other departments, Role of Housekeeping in guest satisfaction

UNIT-3

Hotel Guestroom: Importance of Guestrooms to a guest, Types of guestrooms, layout (single, double, suit, twin etc.), Guest room supplies and amenities, Guestroom status, Guest floor rules.

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UNIT-4**Introduction to Cleaning Agents:**

Meaning of Cleaning Agents ,Types-R1 to R9

UNIT-5**Introduction to major Indian Hotel group:**

Welcome group, Oberoi group, Taj group, Ambassador, HCI, Leela group, Park hotels (Its Structure and architectural facts)

Textbooks:

1. Andrews, Sudhir, Hotel Housekeeping, Tata McGraw Hill, 2009.
2. Raghubalan, G. Hotel Housekeeping Operation and Management, Oxford Universitypress, 2007.
3. Bhatnagar, S.K., Front Office Management, Frank Bros. & Co. Ltd., 2013

Reference books:

1. Schneider, M. The Professional Housekeeper, Wiley, 1998
2. Jones, M. Professional Management of Housekeeping operations, Wiley, 2007
3. Branson, C, Lennox Margaret. Hotel, Hostel & Hospital Housekeeping, HooederEducation, 1988.
4. Kappa, Margret, Nitschke, Aleta. Managing House Keeping Operation, AHLA, 1997.
5. Allen, David. Accommodation & Cleaning Services, Vol I & Vol II, Hutchinson, 1983.

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COURSE CODE & NAME: HMUCBH104T/

Hotel Front Office Foundation-1

COURSE OUTCOMES

1. Explain the organization structure and functioning of front Office Department.
2. Describe the history of hospitality industry and figure out the organization structure of hotel sector.
3. Perform the role and functions of the front office department.
4. Demonstrate the basic skills related to the front office department.
5. Coordinate with their colleagues of other departments.

UNIT-1

Introduction to Front Office

Introduction To Hotel Industry (Evolution, definition), Role and Importance of Front Office in the Hotel.

UNIT-2

Organizational Structure Of Front Office

Structure and functions of each Staff, Duties and Responsibilities of Front Office Staff

UNIT-3

Attributes Of Front Office And Front Office Terminology

Attributes of Front Office Staff, Terminology regarding Guests ,rooms,etc.

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UNIT-4

Reservation Operations

The importance of Reservation Section, Cancellation and Amendment Procedure

UNIT-5

Front office organization:

Organization structure of Front office dept.(small, medium, large hotels).

Reference Books:

- 1.Dennis L. Foster: Back Office Operation & Admn.
- 2.Sudhir Andrews :Hotel Front Office
3. Colin Dix &Chris Baird: Front Operations

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COURSE CODE & NAME: HMUCBH101P/

Food Production Foundation Practical-1**COURSE OUTCOMES**

1. Describe the importance of professional kitchen, hygiene and grooming
2. Describe the kitchen equipment; the safety procedure, fuels usages and precautions, fire, firefighting and first aids.
3. Explain the Herbs, spices, cereals, pulses, fruits and vegetables, Milk and Milk product and their uses in kitchen
4. Apply different methods of cooking.
5. Prepare basic bakery items.

PRACTICAL-1**Hygiene**

Personal Hygiene & Kitchen Hygiene

Grooming for Professional Kitchen – Do's & don'ts

PRACTICAL-2**Kitchen**

Familiarization with kitchen equipment and tools
Fuels – Their usage and precautions
Kitchen First Aid, Handling Fire & HACCP Standards
Do's & Don'ts.

PRACTICAL-3**Ingredients**

Familiarization, identification of commonly used ingredients in kitchen
Cuts of vegetables: Julienne, Jardinière, Dices, Cubes, Macedoine, Paysanne
Shredding, Mire-poix, Blanching of Tomatoes and Capsicum.
Vegetables – Their usage and cooking precautions

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PRACTICAL-4**Methods of Cooking:**

Boiling (potatoes, peas), Frying (Auvergne, Potatoes) Steaming (Cabbage) Braising (Potatoes)

Braising (Onions, cabbage)

(All moist heat, dry heat and combination heat cooking methods)

PRACTICAL-5**Fermented dough**

Bread (Bread Loaf-White and Brown), bread rolls (Various shapes), French bread and other fermented dough products.

Textbooks:

1. D.D., Mary, Cooking Essentials for the New Professional Chef. John Wiley and Sons, 1997.
2. Parvinder S Bali, Food Production Operations. Oxford University Press, 2014.
3. Philip E. Thangam, Modern Cookery (Vol- I), Orient Longman, 1946.
4. R. Kinton & V. Cessarani, Foundation Practical Cookery, Hodder Education, 2009.
5. R.J. Kauffman & H. Cracknell, Practical Professional Cookery, Thomson, 1999.

Reference books:

1. Wayne Gislen, Professional Cooking. Le Cordon Bleu, 2002.
2. Andrew Hale Feinstein and John M. Stefanelli, Purchasing Selection and Procurement for the Hospitality Industry. John Wiley and Sons, 2012.

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COURSE CODE & NAME: HMUCBH102P/

Food & Beverage Service Foundation Practical-1

COURSE OUTCOMES

1. Identify different kinds of service equipment used in a restaurant.
2. Demonstrate the procedure of performing silver service in a restaurant.
3. Explain the procedures of cleaning & polishing glassware used in a restaurant.
- 4 Demonstrate different types of napkin folds & prepare side boards for service in a restaurant.
5. Handle some of the common situations arising in a restaurant.

PRACTICAL-1

Identification of equipment.

PRACTICAL-2

Laying & relaying of tablecloth

PRACTICAL-3

Placing meal plates & clearing soiled plates. Crumbing down.

PRACTICAL-4

Stocking sideboard. Napkin Folds.

PRACTICAL-5

Changing dirty ash tray. Situation handling & role play.

Textbooks:

1. Singaravelavan R. Food & Beverage Services, Oxford Publications, 2011.
2. Lillicrap Dennis R., Food & Beverage Service, Hodder Arnold Publication, 2006

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Reference books:

1. Prasad, Vara, Krishna R. Gopi, Food & Beverage: F&B Simplified, Pearson, 2013.
2. Andrioli, Sergio, Douglas, Peter, Professional Food Service, Heinemann Professional, 1990.

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

COURSE CODE & NAME: HMUCBH103P/

Accommodation Operation Practical-1

COURSE OUTCOMES

1. Learn the layout of Housekeeping department.
2. Understand organizational structure of Housekeeping department.
3. Know the layout of different types of guestrooms.
4. Understand the different types of guest supplies and amenities provided in the rooms.
5. Understand the concept of Cleaning Agent.

PRACTICAL-1

Layout of Housekeeping Dept.

Designing the layout of the Housekeeping Dept.

PRACTICAL-2

Organizational structure of HK

Creating organizational structure of Housekeeping department for Small hotel and Medium hotel

Creating organizational structure of Housekeeping dept. for Large hotel

PRACTICAL-3

Layout of guestrooms

Drawing layout of -

Single room and Double room Layout of Suite room and Twin room

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PRACTICAL-4

Guest supplies and amenities

Preparing list of guest supplies and amenities.

PRACTICAL-5

Cleaning Agents

Understanding the concept and its uses

Textbooks:

1. Andrews, Sudhir, Hotel Housekeeping, Tata McGraw Hill, 2009.
2. Raghubalan, G. Hotel Housekeeping Operation and Management, Oxford Universitypress, 2007.
3. Bhatnagar, S.K., Front Office Management, Frank Bros. & Co. Ltd., 2013

Reference books:

1. Schneider, M. The Professional Housekeeper, Wiley, 1998
2. Jones, M. Professional Management of Housekeeping operations, Wiley, 2007
3. Kappa, Margret, Nitschke, Aleta. Managing House Keeping Operation, AHLA, 1997.
4. Allen, David. Accommodation & Cleaning Services, Vol I & Vol II, Hutchinson, 1983.

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COURSE CODE & NAME: HMUCBH104P/

Hotel Front Office Foundations Practical-1

COURSE OUTCOMES

1. Design layout of Front office department.
2. Design organizational structure of Front office department for small Hotel.
3. Design layout of different types of guestrooms.
4. Design organizational structure of Front office department for different size of Hotel.
5. Understanding the different situations dealt in Various sections of Front Office.

PRACTICAL-1

Layout of FO dept.

Designing the layout of Front office department.

PRACTICAL-2

Organizational structure of FO

Creating organizational structure of Front Office department for Small hotel and Medium hotel

PRACTICAL-3

Layout of guestrooms

Drawing layout of-

Single room and Double room Layout of Suite room and Twin room

PRACTICAL-4

Organizational structure of FO

Creating organizational structure of Front office department for Small hotel.

Organizational structure of Front office department for medium size hotel.

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Organizational structure of Front office department for Large size hotel.

PRACTICAL-5

Situation Handlings in Different Sub-sections of F.O Department

Guest Complains in Reception, Concierge, etc.

Reference Books

1. Bhatnagar, S.K., Front Office Management, Frank Bros. & Co. Ltd., 2013.
2. 1.Dennis L. Foster: Back Office Operation & Admn.
3. 2.Sudhir Andrews :Hotel Front Office
4. Colin Dix &Chris Baird: Front Operations

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

COURSE CODE & NAME: HMUCBH201T/

Food Production Foundations -II**COURSE OUTCOMES**

1. Design the kitchen layout of different kitchen areas.
2. Classify stocks, sauces, and soups
3. Explain the Eggs, Poultry and Meats cookery
4. Explain the fish cookery
5. Assess the roles of ingredients used in bakery & different methods of cake making.

UNIT-1**Kitchen Layout**

Types of Kitchen, General Planning & Layout of Food Production outlets in a five-star Hotel, Layout of Receiving area, Storage area, Service & Wash up area.

UNIT-2**Stocks, Sauces, and Soups**

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

UNIT-3**Eggs, Poultry and Meat**

Eggs—Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage. Poultry and Game: Introduction, Classification, Selection Criterion, Cuts of

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Poultry, Yield and simple Indian preparations. Meat: Characteristics, selection and grading, Classification (Bovines, Ovine and Swine), Categories, Cuts of Meat, Storage and handling.

UNIT-4**Fishes in cooking**

Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, Common cooking methods used for sea food.

UNIT-5

Bakery Ingredients and their role, Yeast, Shortenings (Fats & Oils) sugar & salt, Raising Agents. Types of dough – fermented and pastry. Shortening Agents. Types of batters – cakes, pancakes.

Textbooks:

1. Arora, K, Theory of Cookery, Frank Brothers, 2008
2. Dubey, C, S, Bakery & Confectionery, Society of Indian Bakers, 2002
3. Philip E. Thangam, Modern Cookery (Vol- I), Orient Longman, 1946.
4. R. Kinton & V. Cessarani, Foundation Practical Cookery, Hodder Education, 2009
5. Kinton, Ronald, Ceserani, Victor, Theory of Catering, Hodder Education, 2007

Reference Books:

1. Le Rol A. Polsom, The Professional Chef. Oxford Publication, 2003.
2. R.J. Kauffman & H. Cracknell, Practical Professional Cookery, Thomson, 1999
3. M J Leto & W K H Bode, Larder Chef. Butterworth- Heinemann, 1969
4. Feinstein, Hale, Andrew, Purchasing Selection and Procurement for the Hospitality

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Industry, Wiley, 2016

5. Wayne Gislen, Professional Cooking. Le Cordon Bleu, 2002
6. Donovan Deirdre Mary, Cooking Essentials for the New Professional Chef, John Wiley, 1997.
7. Friberg Bo, The Professional Pastry Chef, Fourth Edition, Wiley & Sons, 2002

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COURSE CODE & NAME: HMUCBH202T/

Food & Beverage Service Foundations -II**COURSE OUTCOMES**

1. Demonstrate the flow of activities in a restaurant.
2. Explain different types of Menu, their features, advantages and limitations.
3. Identify factors influencing menu planning process.
4. Develop idea about the importance of checking system in the food service operations.
5. Explain the term beverage, its classification with examples in French .

UNIT-1**Preparation for Service & Types of Meals**

Organizing mise-en-scene, Organizing mise-en –place.

Early morning tea, Breakfast (English, American, Continental, Indian), Brunch, Lunch, Afternoon/High Tea, Dinner, Supper

UNIT-2

Menu Planning: Origin of menu, Objectives of menu planning, Types of menu (A la carte, Table d'hôte, Carte de jour, Plate de jour, Cyclic, Special Menu – Diet menu, Children menu, Low Calorie menu etc.)

UNIT-3

French Classical Menu: Courses and sequence of French Classical Menu, examples from each course, Its accompaniments

UNIT-4

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Sale Control System: KOT/Bill control system (Manual), Triplicate Checking System, Duplicate Checking System, Single Order Sheet, Quick Service Menu & Customer Bill.

Making bill, Cash handling equipment, Record keeping (Restaurant Cashier).

UNIT-5**Non-Alcoholic Beverage**

Definition, Classification and Characteristics. Tea- Origin & manufacture, Types & brands.

Coffee - Origin & manufacture, Types & brands.

Juices & soft drinks, Cocoa & other beverages, Origin & manufacture

Textbooks:

1. Lillicrap Dennis R., Food & Beverage Service, Hodder Arnold Publication, 2006.
2. Singaravelavan R. Food & Beverage Services, Oxford Publications, 2011.

Reference books:

1. Dhawan, Vijay, Food & Beverage Service - Franc Brothers, 2009.
2. Walker R. John, The Restaurant (From Concept to Operation), Wiley, 2013
3. Andrioli, Sergio, Douglas, Peter, Professional Food Service, Heinemann Professional, 1990.

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COURSE CODE & NAME: HMUCBH203T/

Accommodation Operation -II

COURSE OUTCOMES

1. Identify various cleaning equipment and standard cleaning procedure to be followed.
2. Identify various cleaning agents and procedure to be followed for using the cleaning agents.
3. Demonstrate the cleaning of Guestroom and public area.
4. Evaluate the process of giving star category to Hotels.
5. Demonstrate various guest services in hotels.

UNIT-1

Cleaning Organization: Introduction, Reasons of cleaning, Standard of cleaning, Principles of cleaning.

Types of soil, Nature of soil.

Methods of cleaning: manual, mechanical. Cleaning equipment: Manual and mechanical. Care, storage and upkeep of cleaning equipment.

Characteristics and selection of good cleaning equipment

UNIT-2

Cleaning Agents: Definition, Function, Importance and Types of cleaning agent.

Water: Sources, Types, effects, Method of softening water. Detergents: Composition, Types and action of detergents. Abrasives, Reagents, Organic solvent, disinfectant & Bleaches. Polishes, floor sealers, Floor strippers, carpet cleaners.

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Selection, storage of cleaning agents

UNIT-3

Cleaning of Guestrooms/ public areas: Daily cleaning of rooms (occupied, departure, vacant, VIP, under repair etc.), Periodic /spring cleaning/special cleaning, Evening service/second service.

Public Area cleaning: Lobby, Restaurant, Bar, Corridor, Banquet hall, Swimming pool, offices etc.

UNIT-4

Requirement to be a star category hotel: Role of HRACC, FHRAI, Fees and format of application, Criteria for Approval, A and B class city requirements. Norms for Heritage Hotel

UNIT-5

Guest Services: Handling Guest mail, Message handling, Custody & Control of Key, Guest room change, Left luggage handling.

Textbooks:

1. Andrews, Sudhir, Hotel Housekeeping, Tata McGraw Hill, 2009.
2. Raghubalan, G. Hotel Housekeeping Operation and Management, Oxford University press, 2007.
3. Bhatnagar, S.K., Front Office Management, Frank Bros. & Co. Ltd., 2013.

Reference books:

1. Schneider, M. The Professional Housekeeper, Wiley, 1998
2. Jones, M. Professional Management of Housekeeping operations, Wiley, 2007
3. Branson, C, Lennox Margaret. Hotel, Hostel & Hospital Housekeeping

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COURSE CODE & NAME: HMUCBH204T/

Hotel Front Office Foundation -II

COURSE OUTCOMES

1. Process guest reservation and handle guest check-in.
2. Handle checkout request and process guest billing.
3. Learn The Procedure of Night Audit Functions.
4. Handling Guest Reservation.
5. Learn Concierge Process

UNIT– I

Check in procedure

Greetings of the guest, Pre-registration Process, Allotment of room keys ,Scanty Baggage, Foreigners

UNIT – II

Handling Group Arrivals

Types Of Guests, Pre arrival procedures, welcoming and Handling of guests

UNIT – III

Night Audit

Jobs, duties, responsibilities and process

UNIT – IV

Guest Services: Handling Guest mail, Message handling, Custody &Control of Key, Guest room change, Left luggage handling.

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UNIT-V

Concierge

Jobs, duties, responsibilities and process

Reference Books:

1. Bhatnagar, S.K., Front Office Management, Frank Bros. & Co. Ltd., 2013.
2. 1.Dennis L. Foster: Back Office Operation & Admn.
3. 2.Sudhir Andrews :Hotel Front Office
4. 3. Colin Dix &Chris Baird: Front Operations

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COURSE CODE & NAME: HMUCBH201P/

Food Production Foundation Practical -II

COURSE OUTCOMES

1. Prepare stock and sauces with derivatives.
2. Prepare various types of soup.
3. Prepare varieties of egg dishes with accompaniments.
4. Prepare meat, fish and poultry items.
5. Prepare various products from different pastes and batters in bakery.

PRACTICAL – I

Preparation of Stocks

Mother Sauces and at least two derivatives each.

PRACTICAL - II

Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)

PRACTICAL – III

Egg Preparations with accompaniments:

Hard boiled egg, soft boiled egg, fried eggs, poached eggs, scrambled eggs. Omelet (Plain, Spanish, Stuffed, French etc)

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PRACTICAL - IV

Familiarization with poultry, meats & fishes – cuts and cooking

PRACTICAL – V

Varieties of biscuit dough, cake batters (all methods), products from pastes

Text books:

1. Arora, K, Theory of Cookery, Frank Brothers, 2008.
2. Dubey, C, S, Bakery & Confectionery, Society of Indian Bakers, 2002.
3. Thangam E. Philip, Modern Cookery (Vol-I), Orient Longman, 2010.
4. Kinton, Ronald, Ceserani, Victor, Practical Cookery, Hodder Education, 2009.
5. Kinton, Ronald, Ceserani, Victor, Theory of Catering, Hodder Education, 2007.

Reference books:

1. Bocuse Paul, Keller, Thomas, The Professional Chef (4th Edition), CIA Publication, 2011.
2. Kauffman, Cracknell, Practical Professional Cookery, Macmillan, 1999.
3. Leto, J, M, Bode, W.K.H, Larder Chef, Butterworth- Heinemann, 1999.
4. Feinstein, Hale, Andrew, Purchasing Selection and Procurement for the Hospitality Industry, Wiley, 2016.
5. . Gisslen, Wayne, Professional Cooking, Le Cordon Bleu Publications, 2002.
6. Donovan Deirdre Mary, Cooking Essentials for the New Professional Chef, John Wiley, 1997.
7. Friberg Bo, The Professional Pastry Chef, Fourth Edition, Wiley & Sons, 2002.

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1. Set the food & beverage outlet before the service.
2. Demonstrate the practical ability to set the covers for various types of breakfasts and meals.
3. Demonstrate the practical ability to carry out activities in a restaurant.
4. Demonstrate practical ability in the preparation and service of tea and coffee.
5. Design menu.

PRACTICAL – I

Mise-en-scene, Mise-en-place.

PRACTICAL - II

Continental Breakfast Cover, American Breakfast Cover. English Breakfast Cover, Indian Breakfast Cover.

A la carte Cover, Table d' Hote Cover.

PRACTICAL – III

Taking guest reservations, receiving & seating of guests, order taking & Making a KOT, order processing.

Sequence of service, Crumbing, Clearing the table, presentation & en-cashing the bill, presenting & collecting guest comment cards, seeing off the guest.

PRACTICAL - IV

Tea – Preparation & Service. Coffee – Preparation & Service.

PRACTICAL – V

Special food service (Cover, accompaniments & service). Writing a Menu in English.

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Textbooks:

1. Lillicrap Dennis R., Food & Beverage Service, Hodder Arnold Publication, 2006.
2. Singaravelavan R. Food & Beverage Services, Oxford Publications, 2011.

Reference books:

1. Dhawan, Vijay, Food & Beverage Service - Franc Brothers, 2009.
2. Walker R. John, The Restaurant (From Concept to Operation), Wiley, 2013.
3. Andrioli, Sergio, Douglas, Peter, Professional Food Service, Heinemann Professional, 1990.

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COURSE CODE & NAME: HMUCBH203P/

Accommodation Operation Practical -II

COURSE OUTCOMES

1. Identify and use different types of cleaning equipment.
2. Apply different types of cleaning agents in the cleaning process.
3. Explain the guestroom cleaning.
4. Explain the process of public area cleaning.
5. Explain the process of room change and message handling.

PRACTICAL – I

Introduction to Manual & Mechanical equipment Familiarization with Manual & Mechanical cleaning equipment. Identification of cleaning equipment.

Functions of cleaning equipment.

PRACTICAL – II

Introduction to Cleaning agents

Identification of cleaning agents.

Application of different types of cleaning agents.

PRACTICAL – III

Cleaning guestrooms Guest rooms cleaning. Bathroom cleaning.

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PRACTICAL – IV

Public area cleaning

Public area cleaning (lobby, lounge, elevator, restaurants, coffeeshops, staircase, corridor, banquet hall, swimming pool etc.)

PRACTICAL – V

Guestroom change and Message handling

Guest room change procedure. Message handling procedure

Textbooks:

1. Andrews, Sudhir, Hotel Housekeeping, Tata McGraw Hill, 2009.
2. Raghubalan, G. Hotel Housekeeping Operation and Management, Oxford University press, 2007.

Reference books:

1. Schneider, M. The Professional Housekeeper, Wiley, 1998.
2. Jones, M. Professional Management of Housekeeping operations, Wiley, 2007.
3. Branson, C, Lennox Margaret. Hotel, Hostel & Hospital Housekeeping, Hooter Education, 1988.
4. Kappa, Margret, Nitschke, Aleta. Managing House Keeping Operation, AHLA, 1997.
5. Allen, David. Accommodation & Cleaning Services, Vol I & Vol II, Hutchinson, 1983.

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COURSE CODE & NAME: HMUCBH204P/

Hotel Front Office Foundation Practical -II

COURSE OUTCOMES

1. Understanding of Check-in Procedure
2. Understanding of Check-out Procedure
3. Know about the Foreign Exchange Process.
4. Explain Different Forms Used in hotel.
5. Explain the process of room change and message handling.

PRACTICAL – I

Understanding of Check-out Procedure
Process of check-out and settling of bills

PRACTICAL – II

Foreign Exchange
Knowledge of Country, Capital And Currency and process of Currency Exchange

PRACTICAL –III

Formulas Used in FO Dept.
Formulas such as Avg. Room Rate, REV Par, etc.

PRACTICAL – IV

Understanding the concept of C-Form
Process of filing C-Form and its importance

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PRACTICAL -V

Situation Handlings

Based on Case Study

Reference Books:

1. Bhatnagar, S.K., Front Office Management, Frank Bros. & Co. Ltd., 2013.
2. .Dennis L. Foster: Back Office Operation & Admn.
3. Sudhir Andrews :Hotel Front Office
4. Colin Dix &Chris Baird: Front Operations

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COURSE CODE & NAME: HMUCBH215T/

Environmental Science**COURSE OUTCOMES**

1. Understand the multidisciplinary nature of environmental studies and ecosystem
2. Introduce renewable and non-renewable resources of energy
3. Become familiar with biodiversity and its conservation
4. Analyze the various environmental practices, policies and pollutions
5. Familiarize with Case Studies related to Environment

UNIT-I**Environmental studies** – meaning – scope – importance**UNIT- II****Ecosystems**

What is an ecosystem? Structure and function of ecosystem; Energy flow in an ecosystem: food chain, food web and ecological succession.

UNIT-III**Hotel Industry and environment pollution**

Environmental pollution – soil pollution – air pollution – water pollution – thermal pollution – noise pollution – causes, effect and control measures – Waste management in Hotels – waste minimization through cleaner technologies – reuse and recycling - solid waste management.

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UNIT-IV

Human Population and environment – population growth – variation among nations – population explosion – environment and human health – human rights – value education – women and child welfare.

UNIT-V**Case Study**

Visit to an area to document environmental assets; river/forest/flora/fauna, etc. Visit to a local polluted site – Urban/Rural/Industrial/Agricultural.

Study of common plants, insects, birds and basic principles of identification. Study of simple ecosystems-pond, river, etc

Reference Books:

1. Environmental Issues :Essential Primary Sources by K. Lee Lerner.
2. Grumbine, R. Edward, and Pandit, M.K. 2013. Threats from India's Himalaya dams. Science, 339: 36-37.
3. Rao, M.N. & Datta, A.K. 1987. Waste Water Treatement. Publishing Co. Pvt. Ltd. Oxford and IBH.
4. Misra. S.P and Pandey .S.N. Essential Environmental Studies, Ane Books India,New Delhi.
5. Kiran B. Chokkas and others. Understanding Environment, Sage Publications New Delhi.
6. Arumugam N. and Kumaresan V. Environmental Studies, Saras Publications, Kanyakumari.
7. Benny Joseph. Environmental Studies, Tata McGraw-Hill Publishing Co.Ltd.,New Delhi.

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COURSE CODE & NAME: HMUCBH216T/

Basic Accountancy

COURSE OUTCOMES

1. Outline the concept of accounting, its importance, types and application and solve journal entry.
2. Solve and record transaction in ledger format
3. Solve Accounting Concept of Depreciation.
4. Deduce and solve from recording of a business transaction to preparation of trial balance
5. Classify assets and deduce and solve trading account, profit and loss account and balance sheet.

UNIT –I

Introduction To Accountancy

Meaning, Definition, Types and classification; Principles of accounting.

UNIT – II

Primary and Secondary Books-

Journal and Journalizing; Format; Rules of debit and credit; opening entry; simple compound entry.

UNIT – III

Cash Book-

Meaning, Advantages; Simple, double and triple column cash book; petty cash book impress system; subsidiary books; Trial Balance: Meaning, Methods, Advantages, Limitations

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UNIT –IV

Final Accounts:

Meaning, Procedure for preparation of final accounts; Trading accounts; Profit and Loss accounts and balance sheet; Depreciation: Meaning, Types and advantages

UNIT-V

Key Terminology Used in Accounts

Textbook:

1. Rawat, G. S., Negi, J. S. M. and Gupta N. K. (2017). Elements of Hotel Accountancy (8th ed.). New Delhi, India: Aman Publications.

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COURSE CODE & NAME: HMUCBH301T/**Food Production Foundation-III****COURSE OUTCOMES**

1. Know about Indian Cockery
2. Learn Different Regions of India
3. Process of Dum & Tandoor Cooking
4. Process of Understanding Different Sweets
5. Basic Bakery Techniques.

UNIT – I**Introduction To Indian Cookery:**

Introduction to Indian Regional Cuisine, History & heritage of Indian Cuisine ,Factors that affect eating habits in different parts of the country, Geographic location, Historical background, Seasonal availability, Special equipment, Staple diets, Specialty cuisine for festivals and special occasions Indian cuisine, Culinary Terms

UNIT - II**Indian Cuisines :****North Region :**

- Kashmir
- Mugalai
- Punjab
- Rajasthan

Indian Cuisines East

- Bengal Seven sister states (Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland & Tripura)

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Indian Cuisines West

- Gujarat
- Maharashtra

Indian Cuisines South

- Tamil Nadu
- Kerala
- Andhra Pradesh

Indian Cuisines Central India

- Madhya Pradesh
- Chhattisgarh
- Uttar Pradesh/Bihar

UNIT – III**Introduction To Dum Cooking And Tandoor Cooking:**

Introduction, Origin of Dum Cooking, Special Equipment and their use ,Classical Dishes, Origin and history of tandoor, Types of Tandoor and their uses, Installing a new tandoor, Marinating and making techniques for kebab, Basic Indian breads made in tandoor.

UNIT - IV**Introduction To Indian Sweets**

Introduction ,Origin and history of Indian sweets ,Ingredients used in Indian Sweets ,Regional Influence on Indian Sweets ,Equipment used in preparing Indian Sweets.

UNIT -V**Advance Bakery preparations**

Chocolate – production, types, tempering, decorations; Sugar techniques- boiling sugar, spun sugar, poured sugar, pulled sugar; marzipan, pastillage, nougatine, ice-cream and frozen desserts, sauces and coulis.

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Text Books:

2. K G Dubey, The Indian Cuisine, PHI, 2013
3. P. S. Bali, Quantity Food Production Operations and Indian Cuisine, Oxford University Press, New Delhi, 2012
4. Kinton & Cessarani, Theory of Catering, ELBS, 2012
5. W. Gisslen, Professional Baking, John Wiley & Sons, 2009

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COURSE CODE & NAME: HMUCBH302T/

Food & Beverage Service Foundation-III**COURSE OUTCOMES**

1. Classify alcoholic beverage.
2. Explain the production process, types, service and storage procedure of beer, cider, perry and sake.
3. Explain the production process, types, service and storage procedure of various types of wine.
4. Elucidate various types and principal wine regions of major wine producing countries of Europe.
5. Apply basic beverage knowledge.

UNIT – I

Alcoholic Beverage: Introduction & definition, Classification, A brief description of each type of alcoholic beverage.

UNIT- II

Beer: Introduction & definition, Types of beer, Production of each type, Storage, Service of Bottled, canned & draught beer.

UNIT – III

Other Fermented & Brewed Beverages: Sake: Introduction; Production; Types; Storage & Service.

Cider: Introduction; Production; Types; Storage & Service. Perry:

Introduction; Production; Types; Storage & Service.

UNIT- IV

Still, Sparkling, Fortified & Aromatized Wine: Introduction & definition, Classification, Table/still/natural, Fortified, Sparkling, Aromatized wine. Definition; Production; Classification; Storage; Service and Brand names of each category -

White, Red and Rose, Sparkling wine/Champagne, Port wine, Sherry, Madeira, Marsala,

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Aromatized wine

UNIT- V**Wine producing countries of Europe:**

Wine of France: Introduction, The various categories, Principal wine regions of France.

Wine of Germany: Introduction, The various categories, Principal wine regions of Germany.

Wine of Italy: Introduction, The various categories, Principal wine regions of Italy.

Reference books:

1. Albert W.A. Schmid & Lalogan John P. The Beverage Manager's Guide to Wines, Beers and Spirits, Pearson. 2011.
2. Sudhir A. Food & Beverage Service: A Training Manual, McGraw Hill Education. Second Edition.
3. Christian C. The Complete Encyclopaedia of Wine, Rebo Publishers. 2004-Second Edition

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COURSE CODE & NAME: HMUCBH303T/

Accommodation Operation-III**COURSE OUTCOMES**

- 1.. Explain the importance and functions of control desk.
2. Manage daily routine and operational systems of housekeeping department.
3. Conceptualize the role of housekeeping supervisor and critical issues related to inspection.
4. Apply skills for cleaning of different types of surfaces
5. Explain standard requirement of guestroom furniture, fixture and fittings.

UNIT – I

Housekeeping control Desk: Importance, coordination with other departments (F.O., engineering, room service etc).

Handling telephone calls: answering calls, transferring calls, holding calls, taking calls, making calls.

Paging system and methods.

Handling complaints/requests and difficult situations, room transfer. Forms and formats used in control desk.

UNIT– II

Daily Routine and System: Housekeeping day: Introduction, Opening the house, Shifts: Morning Shift: Briefing, Room assignment, Handover of keys, readying the cart, room status check, Room service & inspection.

Afternoon/Evening shift: Debriefing, Reporting, handover. Night shift: Activities, Duties, staff scheduling.

Leave application procedure, Gate pass procedure, Formats & Records.

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UNIT– III

Housekeeping supervision: Role of H.K. supervisor, Duties and Responsibilities of supervisor. Check list, Importance of inspection.

Typical area neglected, Area of special attention, handling guest complaints, Maid's trolley and Bed making.

UNIT– IV

Cleaning of different surfaces: Metals (silver, steel, copper, Bronze, iron etc.), Glass (flat glass, Hollow glassware, Chandeliers)

Leather, rubber etc.

Plastics: Types (thermosetting & thermoplastic) Ceramics:

Cleaning of various types of ceramics Wood: solid woods, Hardboard, Plywood, Cork etc.

UNIT– V

Standard content of a guestroom: Guest room furniture: Introduction, selection criteria, Types of furniture, Furniture arrangement, Guest room fixture and fittings: Types of fixture and fittings.

Beds: Construction, types, Mattresses: Types, sizes and selection criteria Bedding: Pillows and bolsters, Blankets – Types, Duvets and quilts.

Care and cleaning of bedding items, Guestroom accessories.

Textbooks:

1. S. Andrews, Hotel Housekeeping Management & Operation. New Delhi: Tata McGraw Hill, 2008.
2. G. Raghubalan and S. Raghubalan, Hotel Housekeeping Operation and Management. 3rd New Delhi: Oxford university press, 2014.
3. S.K. Kaushal and S.N. Kaushal, Accommodation Operation and Management. 1st ed, New Delhi: Frank Bros. & Co, 2006

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Reference books:

1. M. Schneider and G. Tucker, The Professional housekeeper. 4th ed., New York: JohnWiley, 1999.
2. Thomas J. A. Jones, Professional Management of Housekeeping operations. 5th ed., New York: John Wiley, 2010.
3. Joan C. Branson and M. Lennox, Hotel, Hostel & Hospital Housekeeping. 5th ed, London: Hodder Arnold, 1988.
4. M. Kappa and A.Nitschke, Managing House Keeping Operation.3rd ed, Lansing Mich: American Hotel and Lodging, Educational Institute, 2008

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

COURSE CODE & NAME: HMUCBH304T/

Hotel Front Office Foundation-III

COURSE OUTCOMES

1. Understand the origin and the nature of Hospitality Industry.
2. Explain the operation of Front Office department in a hotel.
3. Explain the role of Front office department in guest life cycle.
4. Design different types of meal plan and explain different types of communication.
5. Identify the difference between Passport & Visa

UNIT– I

The Hospitality Industry: Introduction, Origin of Hospitality Industry, Nature of Hospitality Industry. History and development of Hotel Industry, Defining the term hotel, Types of hotels, Target Market, Classifying hotels, levels of service, Ownership and affiliation

UNIT- II

Front Office Department: Front office operations, staffing, scheduling, work shifts, job specifications & job descriptions of Front office personnel, The Front desk: Functional Organization, Telecommunication.

UNIT– III

Front Office Operations: The guest cycle: Pre-Arrival, Arrival, Occupancy, Departure, Post Departure; Front office systems: Non-Automated, Semi Automated, Fully Automated; Front Office Process, Front office forms, the front desk, Front office equipment, Property

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Management Systems.

UNIT- IV

Communication and Meal Plans: Communication, verbal communication, non-verbal communication, written communication, general office practice, additional tasks. Meal plans - Types, needs and use of such plans, Types of guests - FIT, Business travellers, GIT, Special Interest Tours, domestic, foreign.

UNIT- V

Passport & Visa: Passport- meaning and definition, Visa – meaning, Types of Visa – Tourist Visa, Business Visa, Employment Visa, Conference Visa, Student visa, Sports visa etc. Permits.

Textbooks:

1. Kasavana & Brooks, Managing Front Office Operations, AHL&A, 2001
2. S.K.Bhatnagar, Front Office Management, Frank Bros. & Co. , 2006

Reference Books:

1. Colin Dix & Chirs Baird, Front office operations, Pearson, 2006.
2. James Bardi, Hotel Front office management, John Wiley & Sons, 2011.
3. Sudhir Andrews, Front Office: A Training Manual, Tata McGraw Hill, 2011
4. Raymond S Schmidgall, Hospitality Industry Managerial accounting, AHLA, 2006
5. Michael Kasavana and Cahell, Managing computers in hospitality industry, AHLA, 1996

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COURSE CODE & NAME: HMUCBH301P/

Food Production Foundation Practical-III

COURSE OUTCOMES

1. Prepare various masalas, pastes and gravies in Indian Kitchen.
2. Prepare dishes of North, East, and Central India.
3. Prepare dishes of South, West and North-East India.
4. Apply tandoori, dum cooking and halwai cooking techniques
5. Prepare bakery and confectionary items.

PRACTICAL – I

Preparation of North Indian Break Fast & South Indian Breakfast

PRACTICAL - II

Understanding Indian cooking and preparation of popular foods of India (at least onethree course menu from each region of North, East, and Central India).

PRACTICAL – III

Understanding Indian cooking and preparation of popular foods of India (at least onethree course menu from each region of South, West and North-East India).

PRACTICAL - IV

Indian Tandoori and Dum preparation, Indian Sweets preparation

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

PRACTICAL - V

Bakery and confectionary preparation - chocolate work, sugar craft, almond paste, meringues, sponges, sponge goods, cake icing, puddings, ice-cream, frozen desserts, sauces and coulis

Textbooks:

1. K G Dubey, The Indian Cuisine, PHI, 2013
2. P. S. Bali, Quantity Food Production Operations and Indian Cuisine, Oxford University Press, New Delhi, 2012
3. Kinton & Cessarani, Theory of Catering, ELBS, 2012
4. Y. Ashok Kumar, Textbook of bakery and confectionary, PHI, 2012
5. W. Gisslen, Professional Baking, John Wiley & Sons, 2009
6. L J Hanneman, Patisserie, Routledge, 2005

Reference books:

1. M. Baljekar, The complete Indian Cookbook, Om books, 2008
2. J Kalra and P. D. Gupta, Prasad: Cookery with Indian masters, Allied Publishers, 2016
3. S. C. Dubey, Bakery & Confectionery, Society of Indian Bakers, 2012

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

COURSE CODE & NAME: HMUCBH302P/

Food & Beverage Service Foundation Practical-III

COURSE OUTCOMES

1. Demonstrate ability in taking order for beverages.
2. Demonstrate practical ability in the service of beer, cider, parry, sake.
3. Demonstrate practical ability in the service of different types of still & fortified wine.
4. Demonstrate practical ability in the service of different types of sparkling wine.
5. Demonstrate practical ability to set up a table in a professional manner for table d'hôte menu.

PRACTICAL-I

Taking an Order for Beverages with its procedure and SOP.

PRACTICAL - II

Service of Bottled beer, Canned beer & Draught beer.

PRACTICAL – III

Opening technique of wine bottle Still wine, Sparkling wine, Aromatized & fortified wine.

Service of Wine White wine, Red wine, Rose wine.

PRACTICAL - IV

Service of Sparkling wine & Champagne. Service of Fortified wine and Aromatized wine.

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PRACTICAL - V

Set up a table with Prepared Menu with wines.

Textbooks:

1. Singaravelavan R. Food & Beverage Services, Oxford Publications, 2011
2. Jana A & Srivastava P. United Colours of Alcohol, TRIDENT, 2015

Reference books:

1. Albert W.A. Schmid & Lalogan John P. The Beverage Manager's Guide to Wines, Beers and Spirits, Pearson. 2011
2. Sudhir A. Food & Beverage Service: A Training Manual, McGraw Hill Education. Second Edition

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COURSE CODE & NAME: HMUCBH303P/

Accommodation Operation Practical-III**COURSE OUTCOMES**

1. Develop skill about cleaning of different surfaces.
2. Develop knowledge and skill in handling telephone, paging and complaints.
3. Explain various forms and formats used at control desk.
4. Explain the use maid's cart trolley for bed making.
5. Design inspection check list for guestroom and public areas.

PRACTICAL -I**Cleaning of different surfaces**

Cleaning of different surfaces: Wood, bronze, steel, brass, glass, rubber, ceramics.

PRACTICAL – II**Message handling**

Telephone handling procedure Procedure of Paging a guest.

PRACTICAL – III**Control desk**

Complaints handling procedure. Filling up forms used in control desks.

Practical – IV**Guest room service**

Using maid's cart trolley.

Bed making, Turndown/ Evening service Turndown/Evening service.

Practical – V**Guest room & Public area inspection**

Preparing Inspection checklist for guestrooms. Preparing Inspection checklist for public areas.

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Textbooks:

1. S. Andrews, Hotel Housekeeping Management & Operation. New Delhi: Tata McGraw Hill, 2008.
2. G. Raghubalan and S.Raghubalan, Hotel Housekeeping Operation and Management. 3rd ed, New Delhi: Oxford university press, 2014.
3. S.K. Kaushal and S.N. Kaushal, Accommodation Operation and Management. 1st ed, New Delhi: Frank Bros. & Co, 2006

Reference books:

1. M. Schneider and G. Tucker, The Professional Housekeeper. 4th ed., New York: John Wiley, 1999.
2. Thomas J. A. Jones, Professional Management of Housekeeping operations. 5th ed., New York: John Wiley, 2010.

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COURSE CODE & NAME: HMUCBH304P/

Hotel Front Office Foundation Practical-III**COURSE OUTCOMES**

1. Understand geographical location of various continent and countries, its capital, flag and airlines.
2. Illustrate various grooming standards and arrival activities of Front Office Department.
3. Illustrate verbal communication skills required in Front Office Department of aHotel.
4. Illustrate non-verbal communication skills required in Front Office Department of a Hotel.
5. Prepare various forms and formats needed in Front Office Department.

PRACTICAL – I**Knowing the world**

Understanding different continents and division of world.

Preparation and study of countries and capitals, currencies and airlines

Preparation and study of flags and chart.

PRACTICAL - II**Front office department and its operation**

Identification of equipment, work structure and stationery of Front Office. Basic manners and grooming standards required for Front Office operation.

Role play of Pre-Arrival and Arrival activities.

Practical – III**Communication Skill - Verbal**

Understanding the importance of Communication skills – verbal, Presentation andpublic speaking.

Telecommunication skills telephonic situation handling

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Practical - IV**Communication Skill – Non-Verbal**

Understanding the importance of Communication skills – Non-verbal. Facial expressions, the tone and pitch of the voice.

Gestures, Body language (kinesics) and the physical distance between the communicators (proxemics).

Practical - V**Forms and Formats**

Preparation of various Forms and Formats used in Front Office Department.

Preparation of various Formats used in Front Office Department.

Textbooks:

1. Kasavana & Brooks, Managing Front Office Operations, AHL&A, 2001
2. Meenakshi Ramand and Prakash Singh, Business Communication, Oxford Publication, 2012.

Reference Books:

1. Vishwamohan, English for Hotel Industry, Pearson Publication, 2013

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COURSE CODE & NAME: HMUCBH315T/

Computer Application**COURSE OUTCOMES**

1. Understand the basic function of computer parts.
2. Demonstrate the working in word processor
3. Create the spreadsheet
4. Prepare the presentation in power point.
5. Understand the working of Internet.

UNIT– I**Introduction to Computer**

Knowing computer: What is Computer, Basic Applications of Computer; Components of Computer System, Central Processing Unit (CPU), VDU, Keyboard and Mouse, Other input/output Devices, generation of computers, programming languages, Computer Memory, Concepts of Hardware and Software; Concept of Computing, Data and Information.

UNIT- II**Understanding Word Processing**

Word Processing Basics; Opening and Closing of documents; Text creation and Manipulation; Formatting of text; Customizing the Word Application, Document Views, Table handling; Spell check, language setting and thesaurus; Printing of word document, Mail merge.

UNIT– III**Understanding Spreadsheet**

Basics of Spreadsheet; Manipulation of cells; Workbook, Worksheet, Formatting in excel, Advanced formatting in Excel, Printing worksheets, Formulas and Functions; Editing of Spread Sheet, graph, switch between worksheets.

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UNIT- IV**Understanding Power point**

Basics of presentation software; Creating Presentation; Preparation and Presentation of Slides; Slide Show; Taking printouts of presentation / handouts. Using Master slide and various theme. Functions of mouse over and mouse click. Inserting various media – Image, video, audio. Insert and modify table and chart. Insert and edit animation and slide transition.

UNIT- V**Introduction to Internet, WWW and Web Browsers**

Basic of Computer networks; LAN, WAN; Concept of Internet; Applications of Internet; connecting to internet; What is ISP; Knowing the Internet; World Wide Web; Web Browsing software, Search Engines; Understanding URL; Domain name; IP Address; Using e-governance website, e mail, introduction to e-Commerce.

Textbooks:

1. Jaiswal, S, Fundamental of Information Technology, Galgotia Publications Pvt. Ltd., 1999.
2. Seal, Pratim Partho, Computers in Hotel, Oxford Publication, 2013.

Reference books:

1. Kumar, Bittu, Microsoft Office 2010, V&S Publisher, 2013.

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

COURSE CODE & NAME: HMUCBH316T/**Introduction to Tourism, Travel & Hospitality Industry****COURSE OUTCOMES**

1. Describe the meaning and concepts of hospitality and tourism.
2. Interpret the forms and types of tourism.
3. Develop the insight of hospitality and tourism products
4. Conceptualize the various aspects of hospitality and tourism sector
5. Illustrate different career opportunities in hospitality and tourism industry

UNIT – I

Introduction: Meaning and Nature of Tourism, The Historical Perspective of Tourism, The economic, social and cultural significance of tourism, tourist, Excursionist, Tourism Market, Tourism Resources, Tourism Product, Destination, Recreation, Pleasure, Relaxation.

Forms & types of tourism: Inter-regional and intra-regional tourism, Inbound and Outbound tourism, Domestic, International tourism. Forms of Tourism: religious, historical, social, adventure, health, business, conferences, conventions, incentives, sports and adventure, senior tourism, special interest tourism like culture or nature oriented, ethnic or 'roots' tourism and VFR.

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UNIT– II

Indian culture: A brief introduction of Indian culture, architecture, dances & music, fair & festivals. Facilitators of Tourism: Accommodation - types of accommodation, classification of accommodation, Transportation: Types and Relevance in Tourism, Characteristics and Components of Tourism Industry. Why it is different from other types of consumer product?

Origin and growth of Hospitality: Concept, origin and growth of Hospitality Industry, Hospitality as an industry & linkages with other industries, role in global and Indian economy. External environment and hospitality industry, Characteristics of the hospitality Industry. Major hotel chains operating in India. Future trends in Hospitality Industry.

UNIT– III

Organization structure of hotel: Organization structure & Departments in hotels; Basic of Front office, Housekeeping, Food and Beverage (service & production), Engineering & Maintenance, Security, Human Resource dept., Sales & Marketing, Purchase & Stores, Accounts. Ancillary services, support services.

UNIT– IV

Distribution Channel: Meaning & definition, Functions & levels of distribution channels, Major hospitality distribution channels - Travel agents, Tour operators, Consortia and reservation system, Global Distribution System (GDS), Internet.

UNIT– V

Wings of Hospitality Industry: Hotels & Resorts, Restaurants & Commercial food services, Meeting & Event planning, Destination Management companies (DMCs),

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Airlines, Cruises, etc.

Reference books:

1. Sudhir Andrews, Introduction to Tourism and Hospitality, Tata McGraw Hill, 2010.
2. Charles R. Goeldner, Tourism principles, practices, philosophies, John Wiley Pub, 2007.
3. A. K. Bhatia, International Tourism, Sterling Publications, 2006.
4. P. N. Seth, Introduction to Hospitality, Sterling Publications, 2001.

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COURSE CODE & NAME: HMUCBH501T/

Food Production Foundation-IV**COURSE OUTCOMES**

1. Students will learn about various aspects of larder section of the kitchen and its functions.
2. They will learn about the processing of Charcuterie along with the preparation of forcemeats, Galantines and Pates
3. Students will know about various Mousse and Mousselines
4. They will be able to differentiate between various kinds of appetizers along with the importance of garnishes.
5. Students will have understanding on Molecular Gastronomy.

UNIT – I

LARDER- LAYOUT & EQUIPMENT: Introduction of Larder Work, Definition, Equipment found in the larder, Layout of a typical larder with equipment and various sections. **TERMS & LARDER CONTROL:** Common terms used in the Larder and Larder control, Essentials of Larder Control, Importance of Larder Control, Devising Larder Control Systems, Leasing with other Departments, Yield Testing, **DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF:** Functions of the Larder, Hierarchy of Larder Staff, Sections of the Larder, Duties & Responsibilities of a larder chef.

UNIT- II

CHARCUTERIE: Introduction to charcuterie, **SAUSAGES:** Types & Varieties, **CASINGS:** Types & Varieties, **FILLINGS:** Types & Varieties, 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, **PATES:** Types of Pate, Pate de foie gras, Making of Pate, Commercial pate and Pate Maison

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Truffle -sources, Cultivation and uses and Types of truffle

UNIT – III

MOUSE & MOUSSELINE: Types of mousse, Preparation of mousse, Preparation of mousseline, Difference between mousse and mousseline. **CHAUD FROID:** Meaning of Chaudfroid, Making of chaudfroid&Pecautions, Types of chaudfroid ,Uses of chaudfroid . **ASPIC & GELEE:** Definition of Aspic and Gelee, Difference between the two, Making of Aspic and Gelee Uses of Aspic and Gelee. **QUENELLES, PARFAITS, ROULADES:** Preparation of Quenelles, Parfaits and Roulades. **NON EDIBLE DISPLAYS:** Ice carvings, Tallow sculpture, Fruit & vegetable Displays, Salt dough, Pastillage, Jelly
Logo, Thermocol work

UNIT- IV

APPETIZERS & GARNISHES- Classification of Appetizers, Examples of Appetizers, Historic importance of culinary Garnishes, Explanation of different Garnishes. **SANDWICHES-** Parts of Sandwiches, Types of Bread, Types of filling: Classification, Spreads and Garnishes, Types of Sandwiches, Making of Sandwiches, Storing of Sandwiches.

UNIT-V**MOLECULAR GASTRONOMY**

- History and development
- Chemical structure of proprietary food
- Carbohydrates in MG
- Equipments and Chemicals
- Emulsion – theory and application
- Culinary cooking process
 - i) Heating
 - ii) Conduction
 - iii) Convection
 - iv) Radiation
 - v) Freezing

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Text Books:

- Bo Friberg (2002) *The Professional Pastry Chef*, Fourth Edition Wiley & Sons INC
- Cessarani&Kinton (2007). *Theory of Catering*. Hodder Education Publisher
- K Arora (2008), *Theory of Cookery*. Frank Brothers

Reference Books:

1. Le Rol A. Polsom, *The Professional Chef* (4th Edition), Wiley & Sons, 2011
2. M J Leto & W K h Bode, *Larder Chef*, Butterworth- Heinemann, 2006
3. Andrew hale, *Purchasing Selection and Procurement for the hospitality Industry*, Wiley& Sons, 2012
4. Wayne Gisslen, *Professional Cooking*, Le Cordon Bleu, Wiley & Sons, 2002

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COURSE CODE & NAME: HMUCBH502T/

Food & Beverage Service Foundation-IV**COURSE OUTCOMES**

1. Differentiate between Pot & Patent still distillation method.
2. Calculate alcoholic strength of various alcoholic beverages in different scales.
3. Explain the production process, types, service and storage procedure of Distilled Beverage.
4. Demonstrate knowledge of liqueurs, aperitifs and cocktails.
5. Design bar and operate within legal requirements governing the sale of Alcoholic Beverages.

UNIT – I

Introduction of Distilled Beverage: Introduction & Definition, Production of distilled beverage, Pot still distillation method, Patent still distillation method.

UNIT- II

Spirits: Production, classification, brand names & service of: Whisky, Rum, Gin, Vodka, Brandy, Tequila.

UNIT– III**Liqueurs & Aperitifs**

Liqueur: Definition & history, Production method, Classification, Service.

Aperitif: Introduction & definition, Types & Service.

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UNIT- IV

Cocktails: Definition & history, Classification, Cocktail bar equipment, Components of cocktail, Methods of making cocktail, Preparation & service.

UNIT - V

Bar: Introduction, Types, Layout, Equipment used, Bar Licenses, Staffing, Job Description, Job Specification.

Textbooks:

1. Singaravelavan R. *Food & Beverage Services*, Oxford Publications, 2011.
2. Jana A & Srivastava P. *United Colours of Alcohol*, TRIDENT, 2015.

Reference books:

1. Lillicrap Dennis R., *Food & Beverage Service*, Hodder Arnold Publication, 2006.
2. Albert W.A. Schmid & Lalogan John P. *The Beverage Manager's Guide to Wines, Beers and Spirits*, Pearson. 2011
3. Prasad, Vara, Krishna R. Gopi, *Food & Beverage: F&B Simplified*, Pearson, 2013.

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COURSE CODE & NAME: HMUCBH503T/

Accommodation Operation-IV**COURSE OUTCOMES**

1. Explain the laundry procedures, equipment and cleaning agents/aids.
2. Manage different types of stain and apply various stain removal procedure.
3. Develop knowledge about layout and operations of linen and uniform rooms.
4. Conceptualize about soft furnishings and their importance.
5. Explain the purpose and functions of a tailor room.

UNIT – I

Laundry Operation: Meaning, Types, Merits & demerits of different types of laundry, Planning of an OPL, layout of OPL, Laundry Equipment, Laundry process.
Laundry agent & aids: Soaps and detergents, Fabric stiffeners and softeners, Bleaches: types of bleach, alkaline agents, acid agents, organic solvent, absorbents
Handling guest laundry, Valet service, Discard management.

UNIT – II

Stain removal: Introduction, procedure for stain removal
Identification & classification of stain & stain remover Principle of stain removal,
Classification of stain removal procedure.
Removal of common stain

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UNIT – III

Linen and Uniform Room: Organization, Layout of linen room, Planning of linen room, Activities of the linen room.

Par stock, Inventory/ stock taking of linen, Linen exchange procedure, Storage of linen and discard management, Selection & design of uniforms,

Establishing Par level for uniform, Issuing & exchange of uniforms, Storage, Advantage of providing staff uniform.

UNIT – IV

Soft furnishings: Introduction, functions of soft furnishings, Types of soft furnishings: Cushions, blankets, bedspreads, loose covers. Window treatments, Stiff window treatment: Blinds, types of blinds, Shades and types of shades, Shutters, Screens, Soft window treatment: Curtains: Functions, importance, types, Valances and swags.

UNIT– V

Sewing Room: Introduction, activities in sewing room, sewing area and equipment, Job specification of a seamstress/tailor.

Basic hand stitches: temporary and permanent stitches, Edge-finishing stitches, Fasteners, Advantages of sewing room.

Textbooks:

1. S. Andrews, *Hotel Housekeeping Management & Operation*. New Delhi: Tata McGraw Hill, 2008.

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2. G. Raghubalan and S.Raghubalan, *Hotel Housekeeping Operation and Management*. 3rd ed, New Delhi: Oxford university press, 2014.

3. S.K. Kaushal and S.N. Kaushal, *Accommodation Operation and Management*. 1st ed, New Delhi: Frank Bros. & Co, 2006

Reference books:

1. M. Schneider and G. Tucker, *The Professional Housekeeper*. 4th ed., New York: John Wiley, 1999.

2. Thomas J. A. Jones, *Professional Management of Housekeeping operations*. 5th ed., New York: John Wiley, 2010.

3. Joan C. Branson and M. Lennox, *Hotel, Hostel & Hospital Housekeeping*. 5th ed, London: Hodder Arnold, 1988.

4. M. Kappa and A.Nitschke, *Managing House Keeping Operation*. 3rd ed, Lansing Mich: American Hotel and Lodging, Educational Institute, 2008

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COURSE CODE & NAME: HMUCBH501T/

Hotel Front Office Foundations-IV**COURSE OUTCOMES**

1. Distinguish the role & function of various positions in the Front Office Lobby.
2. Create a reservation system that helps ensure a hotel's profitability while meeting the needs of guests by using effective reservation technique.
3. Develop the selling technique needed for different category of hotels.
4. Demonstrate various activities which take place during guest registration.
5. Dissect the responsibility associated with the front office department.

UNIT – I

Lobby and Bell Desk Operation: Role of lobby managers, Role of guest relation executive, Function of bell desk, Layout and equipment used, Function of Hospitality desk / Concierge desk, Handling VIPs, Staff Organization, Duty Rota and Work schedule, Luggage handling procedure, Bell desk forms and formats, Car valet operations.

UNIT- II

Reservations: Reservation methods, Types of Reservation, Reservation inquiries, Group reservation, The Reservations record, Reservation confirmation, Reservation maintenance, Reservation reports, Reservation considerations.

UNIT – III

Selling Techniques: Elements of Marketing, Marketing strategies, Client behaviour and buying decision, recognizing customer motive for buying, Pricing strategies, Pricing influence, Market demand, Reception as a sales department, purpose of selling, the hotel

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product, selling methods.

UNIT- IV

Registration: Pre-registration activities, Registration activity, the registration record. Room and rate assignment – Check in Process for - FITs, Groups, Crew, Indian & Foreign national, Documents required for foreign national, Method of payment, Issuing the room key, fulfilling special requests, Creative options, Change of room, Over-booking cases.

UNIT - V

Front Office Responsibilities: Front Office Communication: Guest Communication, Logbook, Information Directory, Mail and package handling etc. Guest services, Guest relations, Dealing with emergencies: medical, death, theft, robbery, fire, bomb threats etc.

Text Books:

1. Kasavana & Brooks, *Managing Front Office Operations*, AHL&A, 2001
2. S.K. Bhatnagar, *Front Office Management*, Frank Bros. & Co. , 2006
3. Sangeeta Sahney, *Consumer Behaviour*, Oxford University Press, 2017
4. Vishwamohan, *English for Hotel Industry*, Pearson Publication, 2013

Reference Books:

1. Colin Dix & Chirs Baird, *Front office operations*, Pearson, 2006
2. James Bardi, *Hotel Front office management*, John Wiley & Sons, 2011
3. Meenakshi Ramand and Prakash Singh, *Business Communication*, Oxford Publication, 2012.

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COURSE CODE & NAME: HMUCBH501P/

Food Production Practical Foundations-IV

COURSE OUTCOMES

1. Students will get hands on experience on forcemeats along with the preparation of Pates, Terrines, Galantine & Ballontine.
2. To develop the ability to prepare various food items including meat products.
3. Students will get hadns on exposure in preparing the dishes
4. They will classify and build various accompaniments used along maincourse.
5. Prepare advance bakery products

PRACTICAL – I

Galantine and ballontine

PRACTICAL - II

Different types of salads and Dressings:- meat based, fish Based, Vegetable, Chicken, fruits.

Practical – III

Quenelles, Parfaits and Roulades

Practical - IV

Preparation of various accompaniments and garnishes

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Practical - V**Advance Pastries And its Products**

Puff pastry products; short pastries, flans and tarts; choux pastry products; fancycakes, advance cake icing

Text Books:

1. P. S. Bali, *International Cuisine and Food Production Management*, Oxford University Press, New Delhi, 2012
2. K G Dubey, *The Indian Cuisine*, PHI, 2013
3. Kinton & Cessarani, *Practical Cookery*, ELBS, 2010
4. W. Gisslen, *Professional Baking*, John Wiley & Sons, 2009
5. L J Hanneman, *Patisserie*, Routledge, 20005

Reference Books:

1. Le Rol A. Polsom, *The Professional Chef* (4th Edition), Wiley & Sons, 2011
2. Kauffman & Cracknell, *Practical Professional Cookery*, Cengage learning, 1999
3. M J Leto & W K H Bode, *Larder Chef*, Butterworth- Heinemann, 2006
4. Wayne Gisslen, *Professional Cooking*, Le Cordon Bleu, Wiley & Sons,

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COURSE CODE & NAME: HMUCBH502P/

Food & Beverage Service Practical Foundations-IV

COURSE OUTCOMES

1. Demonstrate practical ability to prepare, present & serve a range of distilled beverages.
2. Demonstrate practical ability to prepare, present & serve a range of cocktails and mock tails.
3. Demonstrate practical ability to prepare, present & serve a range of liqueur and liquor coffee.
4. Demonstrate ability to set-up and operate dispense bar.
5. Apply social and communication skills in order to respond to the needs of the guests.

PRACTICAL – I

Service of Whisky, Rum, Gin, Vodka, Brandy, Tequila.

PRACTICAL - II

Service of aperitifs & popular liqueur.

Service of liquor coffee (Irish Coffee; Monk Coffee; Russian Coffee; Highland Coffee etc.)

Practical – III

Bar Set-up and operations.

Practical- IV

Cocktail/ Mocktail Preparation, presentation and service.

Practical - V

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Social Skills & handling guest complaints.

Textbooks:

1. Singaravelavan R. *Food & Beverage Services*, Oxford Publications, 2011.
2. Jana A & Srivastava P. *United Colours of Alcohol*, TRIDENT, 2015.

Reference books:

1. Albert W.A. Schmid & Lalogan John P. *The Beverage Manager's Guide to Wines, Beers and Spirits*, Pearson. 2011.
2. Sudhir A. *Food & Beverage Service: A Training Manual*, McGraw Hill Education. Second Edition.

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COURSE CODE & NAME: HMUCBH503P/

Accommodation Operation Practical -IV

COURSE OUTCOMES

1. Identify various laundry equipment.
2. Plan laundry operations.
3. Identify various types of stains and process of removal.
4. Explain the process of taking inventory and compute par stock.
5. Explain the art of stitching.

PRACTICAL – I

Laundry

Identification of laundry equipment and its handling.

Laundry operation (Sorting, washing, pressing, folding and storing) Planning and designing laundry cycle.

PRACTICAL – II

Stain

Identify different types of stains.

Stain removal procedure (ink, blood, turmeric, beetle, nail polish, rust, gravy, lipsticks, dye, tea, coffee, butter etc.)

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PRACTICAL – III**Laundry layout**

Designing laundry layout.

PRACTICAL – IV**Linen Inventory**

Linen and uniform inventory
Calculating par stock

PRACTICAL – V**Basics of Stitching**

Identifying stitching tools and equipment. Stitching.

Textbooks:

1. S. Andrews, *Hotel Housekeeping Management & Operation*. New Delhi: Tata McGrawHill, 2008.
2. G. Raghubalan and S. Raghubalan, *Hotel Housekeeping Operation and Management*. 3rd ed, New Delhi: Oxford university press, 2014.
3. S.K. Kaushal and S.N. Kaushal, *Accommodation Operation and Management*. 1st ed, New Delhi: Frank Bros. & Co, 2006

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

COURSE CODE & NAME: HMUCBH504P/

Hotel Front Office Foundations Practical –IV

COURSE OUTCOMES

1. Plan a Lobby layout of a hotel.
2. Illustrate Reservation handling in semi-automated and fully automated hotels.
3. Demonstrate the handling of reservation.
4. Demonstrate various activities which take place during guest registration.
5. Explain the responsibility associated with the front office department.

PRACTICAL – I

Lobby Layout

Planning a Lobby of a Hotel.

Identification of various equipment used in Lobby.

PRACTICAL - II

Role Play of Reservation handling

Role play of accepting reservations.

Role play of walking a guest and complaint handling for bumped reservations

Reservation handling by computers using PMS.

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How to handle inquiries and do suggestive selling.

How to convert inquiries to valid reservations

Preparing and filling up reservation forms

PRACTICAL - IV**Registration**

Preparing and filling up registration card

Role play for different check ins as - Walk in, Corporate, VIP, CIP and Groups

PRACTICAL - V**Front Office Responsibilities**

Role play on guest complaint handling,

Role play on critical and dangerous situation handling

Textbooks:

1. Sudhir Andrews, *Front Office: A Training Manual*, Tata McGraw Hill, 2011

Reference Books:

1. Colin Dix & Chirs Baird, *Front office operations*, Pearson, 2006.
2. James Bardi, *Hotel Front office management*, John Wiley & Sons, 2011.

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

COURSE CODE & NAME: HMUCBH505T/

Hotel Law

COURSE OUTCOMES

1. Apply different kind of acts.
2. Critically examine different types of Industrial act.
3. Apply food & liquor legislation, principles of food laws & adulteration of food.
4. Ascertain different types of Licenses and Permits.
5. Apply essentials of business ethics.

Module – I

Business Law: The Indian Contract Act, 1872, Types of contract, booking contract, Law relating to Registration of guest, Rules for registration, Breach of contract, Laws relating to death in a hotel, infectious diseases of a guest, guest causing disturbance, guests animals, property lost and found. The Partnership Act, 1932, Nature of partnership, Rights and duties of partner, The Companies Act, 1956, Essential features of company, Legal aspects of corporate social responsibility.

Module- II

Food and Liquor Legislations: The Industrial Disputes Act, 1947, Definition of industry, Settlement of industrial disputes- Strike, lock-out, lay off, retrenchment and closure. Definition and brief description of others industrial laws, The Payment of Wages Act, 1936, The Minimum Wages Act, 1948. Employment of women, children, leave, health, safety and hygiene provision. Provident fund act 1952. Employees provident fund, Labour License.

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Module – III

The Prevention of Food Adulteration Act, 1954, Public Analysts and Food Inspectors, Sealing, Fastening and Dispatch of Samples, The Food Safety And Standards Act, 2006 Food Safety and Standards Authority of India, General Principles of Food Safety, General Provisions as to Articles of Food, Special Responsibilities as to Food Safety, Offences and Penalties, The Consumer Protection Act, 1986, Consumer complaint, Remedies for deficiency in services, Liquor legislation. conduct of license premises, sales of liquor, offences against licensing laws, permitted hours, occasional license, principle matters affecting licenses.

Module- IV

Licenses and Permits: Licenses and permits required for running Star category of hotels (3 star and above) only ten important licenses to be taken, Procedure for applying and renewal of licenses and permits, Provisions for suspension and cancellation of licenses, By-laws of local authorities, Trade License, GST, PPL.

Module - V

Professional Ethics: Introduction – Meaning - Scope – Types of Ethics – features – Factors influencing Business Ethics – significance of Business Ethics - Arguments for and against business ethics- Basics of business ethics - Ethical dilemma [basic idea, features and significance of each of element].

Textbooks:

1. Kuchhal M.C. and Kuchhal V, *Business Law*, Vikas Publishing House, New Delhi. 7th Edition. 2018.
2. Singh A, *Business Law*, Eastern Book Company, Lucknow. 17th Edition 2018
3. Kumar R *Legal Aspects of Business*, Cengage Learning. 4th Edition-2016.
4. Maheshwari S.N and Maheshwari SK, *Business Law*, National Publishing House, New Delhi. 2014.

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Reference books:

1. Goyal B. K and Jain K, Business Laws, International Book House, India.2013.
2. Sushma A, Business Laws, Taxmann Publications, India.2015.
3. Pathak A, Legal Aspects of Business, McGraw Hill Education, India, 6th Edition.2014.
4. Tulsian P C and Tulsian B, Business Law, McGraw Hill Education, India, 2014.

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COURSE CODE & NAME: HMUCBH506T/

Facility Planning

COURSE OUTCOMES

1. Understand the importance of facility planning
2. Analyze facility requirements
3. Design and layout planning
4. Select and procure equipment and materials
5. Plan for maintenance and renovation

UNIT-1

Understanding Hotel Classification & Guidelines – Indian context

Introduction to hotels – types of hotels; Architectural features, facilities and Services in star, heritage & apartment hotels.

UNIT-II

Hotel design

Introduction, design considerations, Systematic Layout planning (SLP), Rules for Allocation of space in a hotel, formulation of project / feasibility report

UNIT-III

Kitchen & Restaurant Design

Basic Physical Layout of kitchen & restaurant, Designing & planning Kitchen, Restaurant & restaurant bar.

FACULTY OF HOSPITALITY**SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME****UNIT-IV****Specification for equipment, ventilation, kitchen safety & various storage facilities**

Features of good kitchen, care and maintenance of kitchen equipment, kitchen equipment specifications.

Food store: definition & types, role of a storekeeper, beverage storage facilities

UNIT-V**Project management & Masterpieces of Facility planning**

The network models (CPM / PERT), Drawing of a Network diagram, Project cost analysis Few masterpieces of facility planning in Hotels & Restaurant.

REFERENCES:

- Hotel facility planning by Tarun Bansal, Oxford University Press. New Delhi
- Hotel Venture Management by Pandit S.N, Hotex Publishers, New Delhi
- Hotel Management Theory by B.K Chakaravati

FACULTY OF HOSPITALITY**SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME****COURSE CODE & NAME: HMUCBH/****Food Production Foundation-V****COURSE OUTCOMES**

1. Differentiate large-scale catering operations
2. Apply purchase and store management system
3. Explain Fast food, convenience food and rechauffe cooking.
4. Examine popular western cuisine.
5. Examine various Oriental cuisines

UNIT – I**Quantity Food Production**

Introduction to quantity food production- industrial, institutional, commercial, welfare; planning for volume feeding, purchasing and indenting for volume feeding; Off premises catering, mobile catering and theme parties; Menu planning - standard recipe, pricing & costing, portion control; Equipment

UNIT- II**Purchasing and store management**

Principles of purchase, methods of purchasing, standard purchase specification, selecting the supplier, Purchase procedures, EOQ and ROL, Procedures of receiving and issuing; Storage, inventory procedures, forms and formats used storage, principles of storage, types of storage, layout of dry and cold storage-Functions of storage manager.

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

UNIT – III**Garde Manger, Fast Food & Convenience Food**

Garde Manger, charcuterie, butchery; Salad- composition, types, dressing;

Sandwich- Parts, types, g

arnish; rolls, wraps, pizza, burger, canapes, hot dog;convenience food; *rechauffe* cooking

UNIT- IV**Popular Western Cuisine**

Origin, historical and geographical background, ingredients, cooking methods,

regional classification of popular western cuisine- French, Italian, Mexican

UNIT - V**Popular Oriental Cuisine**

Origin, historical and geographical background, ingredients, cooking

methods, regional classification of popular oriental cuisine- Chinese, Thai, Japanese

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Text Books:

1. P. S. Bali, *International Cuisine and Food Production Management*, Oxford University Press, New Delhi, 2012
2. Mc Williams, *Food around the world*, Pearson, 2012

Reference Books:

1. M Milona, *Culinaria Greece*, Culinaria Konemann, 2004
2. C Piras, *Culinaria Italy*, Culinaria Konemann, 2004
3. M Trutter, *Culinaria Spain*, Culinaria Konemann, 2004
4. C B Teichmann, *Europe Master Chefs*, Culinaria Konemann, 2004

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COURSE CODE & NAME: HMUCBH/

Food & Beverage Service Foundation-V

COURSE OUTCOMES

1. Elucidate various types of wine and principal wine regions of new world wine.
2. Elucidate various types of tobacco products.
3. Explain the concept and operation procedure of function catering and buffet.
4. Elucidate the concept and service procedure of gueridon service, afternoon tea and high tea.
5. Explain the types, service and storage procedure of cheese.

UNIT – I

New World Wine: Wine of Australia; New Zealand; South Africa; United States of America; Chile; Argentina and India.

UNIT - II

Tobacco: History, Production, Processing for cigarettes & cigars, Cigarettes – Types & Brand names, Cigars – Shapes, Sizes, Colours & Brand names, Care & Storage of Cigarettes & Cigars.

FACULTY OF HOSPITALITY**SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME****UNIT – III**

Function Catering & Buffet: Introduction, Types – Formal and Informal, Organization of banquet dept., Duties and responsibilities, Sales and booking procedure, Banquet menu, Space requirement and sitting plan, Misce-en place, Service.

Introduction of buffet, Types of buffet (display, sit down, fork, finger, cold and breakfast buffet), Factors to plan buffet, Area requirement, Planning and organization, Menu planning and sequence of food, Equipment, supplies and checklist.

UNIT - IV**Afternoon, High Tea & Table Cheese**

Introduction of afternoon tea & high tea, Menu, Cover & Service of afternoon tea & high tea. Introduction of cheese, Types, Brands & Service, Storage of cheese.

Module - V

Gueridon Service

History and Definition, Advantages and Disadvantages, Types of Gueridon trolley, Gueridon equipment, Common preparations, Flambé dishes, Carving, Salad making etc., Trolley service - Beverages, Starters, Desserts etc.

Textbooks:

1. Singaravelavan R. *Food & Beverage Services*, Oxford Publications, 2011
2. Jana A & Srivastava P. *United Colours of Alcohol*, TRIDENT, 2015

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3. Sudhir A. *Food & Beverage Service: A Training Manual*,
McGraw Hill Education. Second Edition.

Reference books:

1. Lillicrap Dennis R., *Food & Beverage Service*, Hodder Arnold Publication, 2006.
2. Albert W.A. Schmid & Lalogan John P. *The Beverage Manager's Guide to Wines, Beers and Spirits*, Pearson. 2011
3. Prasad, Vara, Krishna R. Gopi, *Food & Beverage: F&B Simplified*, Pearson, 2013.

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

COURSE CODE & NAME: HMUCBH/

Accommodation Operation-V

COURSE OUTCOMES

1. Create various types of flower arrangement.
2. Conceptualize the art of interior design for the guestrooms.
3. Combine and apply various elements of interior decoration for guestrooms.
4. Explain planning and operational process of housekeeping department.
5. Apply the concept of contract cleaning and pricing of contract.

UNIT – I

Flower arrangement: Introduction, importance & use in hotels.

Basic ingredients: mechanics, equipment, containers, plant material, bases. Care and conditioning of flowers, guidelines for flower arrangement.

Principles of flower arrangement, elements of flower arrangement

Types of flower arrangement based on angle, space, type of plant material, on effect of the arrangement.

UNIT – II

Interior design: Importance, definition, types, objective.

Principle of design: Harmony, Rhythm, Balance, Proportion, Emphasis. Element of design:

Line, Form, Colour, texture. Designing guest rooms for the physically challenged. Planning trends in Hotels.

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UNIT – III

Interior Decoration: Concept and importance, Colour: dimension, warm & cool colour, advance & receding colour, colour wheel, colour scheme, Planning colour scheme.

Lighting: Importance, Types, methods & lighting plans.

Floor covering, selection, types, characteristics, Wall coverings.

UNIT – IV

Planning housekeeping operation: Introduction, Planning process Division of work document, Area inventory list, Frequency scheduling, Performance standards, Productivity standard, Equipment & operating supply inventory level.

UNIT – V

Contract cleaning: Definition, Importance, Situation for deciding contract services, Contract services in H.K., Types of contract, Guidelines of hiring contract services, contract specification, Pricing contract.

Advantage & disadvantages of contract cleaning services.

Textbooks:

1. S. Andrews, *Hotel Housekeeping Management & Operation*. New Delhi: TataMcGraw Hill, 2008.
2. G. Raghubalan and S. Raghubalan, *Hotel Housekeeping Operation and Management*. 3rd ed, New Delhi: Oxford university press, 2014.
3. S.K. Kaushal and S.N. Kaushal, *Accommodation Operation and Management*. 1st ed, New Delhi: Frank Bros. & Co, 2006.

Reference books:

1. M. Schneider and G. Tucker, *The Professional Housekeeper*. 4th ed., New York: John Wiley, 1999.

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2. Thomas J. A. Jones, *Professional Management of Housekeeping operations*. 5th ed., New York: John Wiley, 2010.

3. Joan C. Branson and M. Lennox, *Hotel, Hostel & Hospital Housekeeping*. 5th ed, London: Hodder Arnold, 1988.

4. M. Kappa and A. Nitschke, *Managing House Keeping Operation*. 3rd ed, Lansing Mich: American Hotel and Lodging, Educational Institute, 2008.

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COURSE CODE & NAME: HMUCBH/

Hotel Front Office Foundation-V

COURSE OUTCOMES

1. Illustrate the steps involved in check out and settlement process of a hotel guest.
2. Understand the importance of cash handling and credit control.
3. Perform the front office audit.
4. Handle the common complaints of guest arising in the hotel.
5. Explain policies and procedures needed to establish and monitor guest credit limits.

UNIT – I

Front Office cash / Checkout and Settlement : Role of the Front desk cashier, Importance of front office cash, Duties and responsibilities of front desk cashier, Check out Process -Checkout and account settlement – cash, credit card, personal checks, Direct billing, credit etc., Checkout options, Unpaid account balances.

UNIT- II

Front Office Accounting: Accounting fundamentals, Hotel credit management (including credit cards), foreign currency awareness and handling procedures, the guest folio, tracking transactions account allowance, Internal control - Transcript, cash sheet, cash banks. Front office record – Guest History.

UNIT – III

The Front office audit: Role of Front Office Auditor, establishing end of the day, Audit posting formula, Daily and supplemental transcript. Function of audit process – Complete outstanding postings, reconcile room status discrepancies, balance all

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departmental accounts, verify room rate & No-show reservations, post room rate and taxes, prepare report, distribute report.

UNIT- IV

Guest complaint handling / Problem solving: Process, thumb rules, Common complaints / problems / situations handling, Role of emotions in situation handling.

UNIT - V

Credit Control: Meaning, objective, hotel credit policy regarding guaranteed bookings/corporate account holders. Credit card users, Control measures at the time of: reservation, check-in, during stay, checkout, after departure, Prevention of Skippers: on arrival/during stay/on departure day.

Text books:

1. Kasavana & Brooks, *Managing Front Office Operations*, AHL&A, 2001
2. S.K. Bhatnagar, *Front Office Management*, Frank Bros. & Co. , 2006
3. Woods, *Professional Front Office Management*, Pearson, 2013.

Reference books:

1. Colin Dix & Chirs Baird, *Front office operations*, Pearson, 2006
2. James Bardi, *Hotel Front office management*, John Wiley & Sons, 2011

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COURSE CODE & NAME: HMUCBH/

Food Production Practical Foundations-V

COURSE OUTCOMES

1. Prepare an elaborate menu for quantity catering.
2. Prepare salads, sandwiches burger, pizza, hotdogs, wraps, rolls, canapés and various types of cold cuts
3. Prepare classical dishes of Western Cuisine.
4. Prepare classical dishes of Oriental Cuisine
5. Prepare advance bakery products

PRACTICAL-1

Quantity cooking

Elaborate Indian Menus up to 40 portions (bulk cooking); Theme Parties.

PRACTICAL-2

Garde Manger, Fast Food & Cold Cuts

Salad, sandwich, wraps, rolls, burger, pizza, hotdog, canapés etc. Cold cuts – pate, terrine, galantine, ballotine etc.

PRACTICAL-3

Western Cuisine

Menus from French, Italian and Mexican cuisine

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Menus from Chinese, Japanese and Thai cuisine

PRACTICAL-5**Advance Pastries And its Products**

Puff pastry products; short pastries, flans and tarts; choux pastry products; fancycakes, advance cake icing

Text Books:

1. P. S. Bali, *International Cuisine and Food Production Management*, OxfordUniversity Press, New Delhi, 2012
2. K G Dubey, *The Indian Cuisine*, PHI, 2013
3. Kinton & Cessarani, *Practical Cookery*, ELBS, 2010
4. W. Gisslen, *Professional Baking*, John Wiley & Sons, 2009
5. L J Hanneman, *Patisserie*, Routledge, 20005

Reference Books:

1. Le Rol A. Polsom, *The Professional Chef* (4th Edition), Wiley & Sons, 2011
2. Kauffman & Cracknell, *Practical Professional Cookery*, Cengage learning, 1999
3. M J Leto & W K H Bode, *Larder Chef*, Butterworth- Heinemann, 2006
4. Wayne Gisslen, *Professional Cooking*, Le Cordon Bleu, Wiley & Sons,

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COURSE CODE & NAME: HMUCBH/

Food & Beverage Service Practical Foundations-V

COURSE OUTCOMES

1. Demonstrate the ability to present and serve cigar and cigarette.
2. Demonstrate skill to prepare and present the dishes that are served from the guéridon trolley.
3. Demonstrate the ability to serve afternoon tea, high tea and cheese.
4. Demonstrate practical ability in the layout of buffet, banquet booking, filling banquet form and to do banquet service.
5. Demonstrate the service skills necessary to undertake Continental & Oriental theme parties and food festivals.

PRACTICAL – I

Service of Cigar and Cigarette.

PRACTICAL- II

Gueridon service – Basic preparation, classical dishes.

PRACTICAL – III

Service of Afternoon, High tea & Service of cheese.

PRACTICAL- IV

Buffet Layup, theme Buffets set up

Taking Banquet Booking

Filling - Banquet F.F.

Formal Banquet Service

PRACTICAL - V

Continental & Oriental theme party and food festivals.

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Textbooks:

1. Jana A & Srivastava P. *United Colours of Alcohol*, TRIDENT, 2015
2. Singaravelavan R. *Food & Beverage Services*, Oxford Publications, 2011.

Reference books:

1. Sudhir A. *Food & Beverage Service: A Training Manual*, McGraw Hill Education. Second Edition.
2. Lillicrap Dennis R., *Food & Beverage Service*, Hodder Arnold Publication, 2006.
3. John F. *Modern Restaurant Service*, Nelson Thornes Ltd, 1990.
4. Jones P. *Food Service Operations*, Cengage Learning, 1988.

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COURSE CODE & NAME: HMUCBH/

Accommodation Operation Practical -V

COURSE OUTCOMES

1. Identify tools and equipment and create various types of flower arrangement.
2. Design three-dimensional structure of rooms.
3. Prepare area inventory list.
4. Develop contract specification and price a contract.
5. Manage and organize theme decoration.

PRACTICAL – I

Flower arrangement

Identification of flower arrangement tools and equipment.

Flower arrangement (line, horizontal, mass, angle based, Ikebana, free style).

PRACTICAL – II

Guest room designing

Three-dimensional model of rooms.

Designing guest rooms for physically challenged people.

PRACTICAL – III

Documentation

Preparing area inventory list.

Designing various work documents.

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PRACTICAL – IV

Dealing Contract

Preparing contract specification.

Pricing contract.

PRACTICAL – V

Decoration

Theme decoration.

Textbooks:

1. S. Andrews, *Hotel Housekeeping Management & Operation*. New Delhi: Tata McGraw Hill, 2008.
2. G. Raghubalan and S. Raghubalan, *Hotel Housekeeping Operation and Management*. 3rd ed, New Delhi: Oxford university press, 2014.
3. S.K. Kaushal and S.N. Kaushal, *Accommodation Operation and Management*. 1st ed, New Delhi: Frank Bros. & Co, 2006.

Reference books:

1. M. Schneider and G. Tucker, *The Professional Housekeeper*. 4th ed., New York: John Wiley, 1999.
2. Thomas J. A. Jones, *Professional Management of Housekeeping operations*. 5th ed., New York: John Wiley, 2010.
3. Joan C. Branson and M. Lennox, *Hotel, Hostel & Hospital Housekeeping*. 5th ed, London: Hodder Arnold, 1988.

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COURSE CODE & NAME: HMUCBH/

Hotel Front Office Foundation Practical-V

COURSE OUTCOME

1. Illustrate the steps involved in check out and settlement process of a hotel guest.
2. Understand the importance of cash handling and credit control.
3. Perform the front office audit.
4. Handle the common complaints of guest arising in the hotel.
5. Explain policies and procedures needed to establish and monitor guest credit limits.

PRACTICAL– I

Front Office cash / Checkout and Settlement:

Role play of guest Check-out.

PRACTICAL- II

Front Office Accounting:

Preparation of guest folio.

Filling up, accounting and totalling guest folios - Semi automated. Filling up, accounting and totalling guest folios - Fully Automated Calculating various occupancy percentages

Making of discount grid

PRACTICAL – III

The Front office audit:

Preparing and filling up of forms and format related to Front Office Audit.

Computer application of cashiering, night audit and front office accounting.

Preparation of transcript and night auditor's sales.

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PRACTICAL- IV

Guest complaint handling / Problem solving:

Role play of handling Guest complaints handling.

PRACTICAL - V

Credit Control:

Role play of control measures during Check-in
Role play of prevention of skipper

Textbooks:

1. Kasavana & Brooks, *Managing Front Office Operations*, AHL&A, 2001
2. S.K. Bhatnagar, *Front Office Management*, Frank Bros. & Co. , 2006

Reference books:

1. Colin Dix & Chirs Baird, *Front office operations*, Pearson, 2006
2. James Bardi, *Hotel Front office management*, John Wiley & Sons, 2011

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COURSE CODE & NAME: HMUCBHT/

Event Management

COURSE OUTCOME

1. Identify different categories of Events and Develop & Manage teams for such events.
2. Conceptualize design and planning of events.
3. Analyse feasibility of an event and Apply relevant legislative acts to organize such events.
4. Manage operations & logistics of an event and Develop marketing & promotional tools for that event.
5. Identify risks involved in an event and Illustrate different risk management & control procedures applied there.

UNIT – I

Introduction to Event Management: Meaning of event, Size of events, Types of events, MICE- Meetings, Incentives, Conferencing and Exhibitions/Expositions; Event team, Staffing and Leadership: Organization chart and job description, Recruitment and selection, Training and development.

UNIT- II

Concept Design and Planning: Developing and analysing the concept, designing the event, Logistics of the concept, Establish the aims and objectives of the event, planning tools.

UNIT – III

Feasibility and Legal Compliance: Key to success, SWOT Analysis, Budget, Relevant Legislation and Trade Act, Liquor licensing, Contracts, Stake holders and official bodies.

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UNIT- IV

Marketing, Operations and Logistics: Nature and process of event management, Marketing Mix, Pricing/Sponsorship, Image/Branding, Promotion – Advertising, Publicity and Public relations, Logistics, Policies, Procedure and performance standards, Functional areas, Choosing the event site and theme, providing services – Catering, Accommodation and environment, Protocol, Titles and Dress, General rules.

UNIT - V

Risk Management and Control: Risk, Process and standards for Risk Management, Safety and security, Crowd management plan, Operational monitoring and control system, Leadership and staff motivation, Time management.

Textbooks:

1. Wagen, *Event Management*, Pearson, 2002.
2. Harichandan and Musgrve, *Event Management*, Global Vision Publishing House, 2017.

Reference Books:

4. Fenich, *Meetings, Expositions, Events and Conventions: An Introduction to the Industry*, Pearson, 2016.
5. Sayre, *Entertainment Marketing and Communication: Selling Branded Performance, People and Places*, Pearson, 2008.
6. Gaur and Saggere, *Event Marketing and Management*, Vikas Publishing House Pvt. Ltd, 2018.
7. Sople, *Logistics Management*, Pearson, 2012.
8. Mathur, *Brand Management*, Trinity, 2014.

FACULTY OF HOSPITALITY**SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME****COURSE CODE & NAME: HMUCBHT/****Hospitality Marketing****COURSE OUTCOME**

1. Explain the concept of marketing, features of hospitality marketing, distinguish between marketing of goods and services.
2. Conceptualize the need and bases of market segmentation and apply for hospitality marketing.
3. Develop different types of products and its pricing strategy.
4. Apply the promotion and distribution strategy for hotels products and services.
5. Explain the extended 3 P's of marketing mix in the hospitality industry and its relevance in relationship marketing.

UNIT– I

Basics of marketing: Definition of marketing: concept of exchange- needs and wants; Evolution of marketing- production era, sales era and marketing era.

Hotel marketing: Difference between goods and services; Features of Hospitality marketing, Customer expectation from Hospitality services; Value chain linkage in hotel industry, Customer relationship management

.

UNIT- II

Market segmentation: Need for segmentation, market segmentation level- segment marketing, individual marketing, and local marketing. Selection of segmentation variables- criteria for segmenting consumer market, criteria for segmenting organizational market, Effective segmentation- measurable, sustainable and accessible.

FACULTY OF HOSPITALITY**SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME****UNIT – III**

Product& Pricing: Hospitality products: Rooms, food and beverage and value-added products like recreation & health, shops, car rental service, gymnasium etc. Travel agency and tour operator's products, New service product development, levels of service and product.

Price: Definition, meaning, Role of pricing in competition, Objectives of product pricing decision, Importance, Pricing methods, Factors influencing pricing policy.

UNIT- IV

Promotion: Introduction, definition, Objectives, Advantages, Advertising and marketing mix, Advertisement and modern world, Application of technology in advertisement and promotion: Internet and its application, Web advertising, classified advertising, Banners, e-mail.

Sales promotion, types of sales promotion, personal selling- negotiation, publicity, Public relations in hotel industry, Word of mouth, Event management

.

UNIT - V

Extended Ps: People: - Role of employees in service delivery; Recruitment, selection and training of employees; Relationship marketing. Physical evidence: - Elements of Physical evidence, Maintenance of physical evidence, role of physical evidence. Process: Service blueprint, benefits of service blueprint, building a blueprint, Process and steps in service delivery, Level of customer involvement

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

Textbooks:

1. D. Bowie and F. Buttle, *Hospitality Marketing: Principle and Practices*. UK: Elsevier Butterworth-Heinemann, 2011.
2. K. Prasanna, *Marketing of Hospitality and Tourism Services*. New Delhi: TataMcGrow Hill Education Private Limited, 2010.
3. R. Shankar, *Services Marketing.1st ed.*, New Delhi: Excel Books, 2009.
4. Valarie A. Zeithaml and M. J. Bitner, *Services Marketing. 2nd ed.*, New Delhi: TataMc Grow Hill, 2001.
5. James C. Maken, P. Kotler and John T. Bowen, *Marketing for Tourism andHospitality.4th ed.*, New Jersey: Pearson Education, 2005.

References books:

1. Robert D. Reid and David C. Bojanic, *Hospitality Marketing Management. 6th ed.*, New York: John Wiley & Sons, 2016.
2. S. Dickman, *Tourism and Hospitality Marketing*. New Delhi: Oxford universityPress, 1999.
3. Michael L. Kasavana and John J. Cahil, *Managing Computers in the Hospitality Industry. 2nd ed.*, New York: AHMA, 1992.
4. P. Greenberg, *CRM at the Speed of Light. 4th ed.*, New Delhi: Tata McGraw Hill, 2010.

FACULTY OF HOSPITALITY**SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME****COURSE CODE & NAME: HMUCBH/****Industrial Training (22 Weeks)****COURSE OUTCOMES**

1. Identify their key operational areas of interest.
2. Illustrate the first-hand practical knowledge on their areas of interest.
3. Demonstrate the ability to work in a professional and commercial hotel.
4. Enhance employability skills with their requisite knowledge, skills, attitude and practical experience.
5. Solidify the on-campus learning process and activities, while also provide students with relevant work experience.

DURATION:

- 22 Weeks with coverage of the following operational department of a full service hotel-
 - a.) **Food production**
 - b.) **Food and beverage service**
 - c.) **Accommodation Operation**
 - d.) **Front Office**

- **INSTRUCTIONS FOR EXTERNAL EXAMINER:**

The performance of the students will be evaluated on the basis of Departmental Certificate Issued by the Hotel assigned for Training and VIVA VOICE conducted in the college after the completion of training.

Documents to be submitted after successful completion of INTERNSHIP:

1. Training Log – Book (To be issued by Learning Centre)
2. Training Report

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

COURSE CODE & NAME: HMUEBH001T/

Food Production Foundation-VI (ELECTIVE)

COURSE OUTCOME

1. Plan the duty roaster and annual leave planners for the kitchen staff.
2. They will apply the theory and skills necessary to professionally plan, organize and run a business event.
3. To teach students about quality and Portion control.
4. Learner will manage the all the aspects of a business operations
- 5.To teach students about western and Oriental Cuisine.

UNIT – I

Quantity Food Production

Introduction to quantity food production- industrial, institutional, commercial, welfare; planning for volume feeding, purchasing and indenting for volume feeding; Off premises catering, mobile catering and theme parties; Menu planning - standard recipe, pricing & costing, portion control; Equipment

UNIT- II

Purchasing and store management

Principles of purchase, methods of purchasing, standard purchase specification, selecting the supplier, Purchase procedures, EOQ and ROL, Procedures of receiving and issuing; Storage, inventory procedures, forms and formats used storage, principles of storage, types of storage, layout of dry and cold storage-Functions of storage manager.

UNIT – III

Garde Manger, Fast Food & Convenience Food

Garde Manger, charcuterie, butchery; Salad- composition, types, dressing; Sandwich- Parts, types, garnish; rolls, wraps, pizza, burger, canapes, hot dog;

FACULTY OF HOSPITALITY**SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME**

convenience food; *rechauffe* cooking

UNIT- IV**Popular Western Cuisine**

Origin, historical and geographical background, ingredients, cooking methods, regional classification of popular western cuisine- French, Italian, Mexican

UNIT - V**Popular Oriental Cuisine**

Origin, historical and geographical background, ingredients, cooking methods, Regional classification of popular oriental cuisine- Chinese, Thai, Japanese

Text Books:

1. P. S. Bali, *Quantity Food Production Operations and Indian Cuisine*, Oxford University Press, New Delhi, 2012
2. Kinton & Cessarani, *Theory of Catering*, ELBS, 2012
3. P. S. Bali, *International Cuisine and Food Production Management*, Oxford University Press, New Delhi, 2012

Reference Books:

1. Le Rol A. Polsom, *The Professional Chef* (4th Edition), Wiley & Sons, 2011
2. M J Leto & W K h Bode, *Larder Chef*, Butterworth- Heinemann, 2006
3. Andrew hale, *Purchasing Selection and Procurement for the hospitality Industry*, Wiley & Sons, 2012
4. Wayne Gisslen, *Professional Cooking*, Le Cordon Bleu, Wiley & Sons, 2002

FACULTY OF HOSPITALITY**SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME****COURSE CODE & NAME: HMUEBH002T/****Food & Beverage Service Foundation-VI (ELECTIVE)****COURSE OUTCOME**

1. Describe the concept of food and beverage controls as an integral part of a hospitality operation.
2. Identify various elements of costs and sales.
3. Analyse C/V/P; Break Even Point; P/V Ratio.
4. Apply the principles and concepts of food & beverage control system to typical decisions in food and beverage establishments.
5. Apply the principles and concept of labour control as an integral part of a hospitality operation.

UNIT – I

F&B Control Overview: Introduction, Objectives of F&B Control, Problems in F&B Control, Methodology of F&B Control, Personnel Management in F&B Control.

UNIT- II

Cost & Sales Concepts: Definition of Cost, Elements of Cost, Classification of Cost, Sales defined, Ways of expressing sales concepts, Cost/Volume/Profit Relationships (Break-even analysis).

UNIT – III

Food Control: Food Purchasing Control, Food Receiving Control, Food Storing and Issuing Control, Food Production Control, Food Cost Control, Food Sales Control, Standard Yield, Standard Portion Sizes, Standard Recipes.

UNIT- IV

Beverage Control: Beverage Purchasing Control, Beverage Receiving Control,

FACULTY OF HOSPITALITY**SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME**

Beverage Storing and Issuing Control, Beverage Production Control, Beverage Cost Control, Beverage Sales Control.

UNIT - V

Labour Control: Labour cost considerations, Types of compensations; Organizational plan, Job analysis, Forecasting and scheduling of Personnel, Standards of Performance, Payroll Analysis.

Textbooks:

1. Singaravelavan R. *Food & Beverage Services*, Oxford Publications, 2011.
2. Davis B, Lockwood A, Stone S, Butterworth-Heinemann. *Food & Beverage Management*, Elsevier, 2012.

Reference books:

1. Cousins J, Foscett, D, Gillespie C. *Food and Beverage Management*, Pearson Education India, 2006.
2. Varghese B. *Food & Beverage Service Management*, Macmillan India Limited, 2009.

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

COURSE CODE & NAME: HMUEBH003T/

Accommodation Operation-VI (ELECTIVE)

COURSE OUTCOME

1. Explain the managerial aspect of manpower recruitment, staffing, orientation and training programme required for the housekeeping personnel.
2. Conceptualize the budgeting process for the housekeeping department.
3. Classify textiles enabling them to make better decision regarding selection of fabrics for hotel's use.
4. Identify changing trends in housekeeping department and apply the knowledge for designing services for typical market segment.
5. Manage the role of housekeeping department in new property operation and efficient planning before countdown.

UNIT – I

Managing housekeeping Personnel: Introduction, document for personnel management: job description, position description, job specification, job list, job assignment, job breakdown, determining staff strength, staffing guide, scheduling, work schedule, Recruiting, Selecting, Hiring, Orienting & training.

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

UNIT – III

Textiles: Introduction of textile fibres: source based, length based, content based.

Identification of fibres: Tactile & visual examination, Microscopic analysis, chemical method, solubility test, burning test.

Characteristics of textile fibres: Natural: vegetable, Animal & Manmade. Yarn: Types characteristics, Fabric construction: weaving, knitting, Netting, Braiding, Bonding.

UNIT – IV

Changing trends in housekeeping: Outsourcing, training, motivation, Eco-friendly amenities, product and process, IT in the housekeeping department.

Designing services for typical market segmentation: airline crews, physically challenged person, single lady.

UNIT – V

New property operation: Introduction, Starting up Housekeeping. Role of Housekeeper in new property: Material resources, system and procedure, division of work, plan of area responsibility, organizing new work force, House break up, planning workload of GRA and supervisor, Orientation and training, scheduling new employees. Countdown: Three months before the opening, two months in advance, six weeks in advance, four weeks to go, one week to go.

Textbooks:

1. S. Andrews, *Hotel Housekeeping Management & Operation*. New Delhi: Tata McGrawHill, 2008.
2. G. Raghubalan and S. Raghubalan, *Hotel Housekeeping Operation and Management*. 3rd ed, New Delhi: Oxford university press, 2014.
3. M. Schneider and G. Tucker, *The Professional Housekeeper*. 4th ed., New York: John Wiley, 1999.

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Reference books:

1. Thomas J. A. Jones, Professional Management of Housekeeping operations. 5th ed., New York: John Wiley, 2010.
2. Joan C. Branson and M. Lennox, Hotel, Hostel & Hospital Housekeeping. 5th ed, London: Hodder Arnold, 1988.
3. M. Kappa and A. Nitschke, Managing House Keeping Operation. 3rded,, Lansing Mich: American Hotel and Lodging, Educational Institute, 2008.
4. S. Malini and Jaya B. George, Housekeeping Operations, Design and Management. Mumbai: Jaico Publishing House, 2008.
5. J M S. Negi, Professional Hotel Management. 3rd ed. New Delhi: S. Chand & Company Private Ltd., 2014.

FACULTY OF HOSPITALITY**SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME****COURSE CODE & NAME: HMUEBH001T/****Hotel Front Office Foundation-VI (ELECTIVE)****COURSE OUTCOME**

1. Create quality service in Front Office department of a hotel.
2. Evaluate various historical, current, and future data to estimate room demand.
3. Develop various revenue management strategies for hotel.
4. Select Property Management System for hotel.
5. Develop Distribution channel for the Hotel.

UNIT – I

Quality service in Front office: Lodging as a guest service business, developing a quality culture: Role of Manager in quality, determining guest service expectation, planning guest service process – recognizing basic concerns, determining guest service expectations, Delivering guest service through employees.

UNIT- II

Managing Forecast Data: Tracking room demand: Computation of occupancy forecast, No Shows, early departure, Overstay, use of current and future data. Predictive data sources: Internal Data & External Data. Managing occupancy forecast report – pick up report, ten-day forecast, extended forecast, Other forecast issues – impact on pricing and Evaluation of effectiveness.

UNIT– III

Revenue Management: Room rate management, room rate economics – rate types, rate determination, revenue management tool, revenue management essentials. Traditional pricing strategy, web-based pricing strategy, Yield Management – Implementation and Techniques.

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UNIT- IV

Front office Property Management System: Four R's of Front office information management – Reservation Management, Rooms Management, Revenue Management, Record and Account management, PMS report development, distribution and analysis.

UNIT - V

Distribution Channel Management: Overview of distribution channels- brief history of distribution channels, use of intermediaries, current distribution channels. Management of distribution channels – walk in guest, Group sales department, Global Distribution system, Central reservation system, Internet, Telephone, Fax etc. challenges of distribution channel management.

Textbooks:

1. Robert H Woods, Jack D Ninemeier, *Professional Front office Management*, Pearson, 2006.

Reference Books:

1. Colin Dix & Chirs Baird, *Front office operations*, Pearson, 2006.

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

COURSE CODE & NAME: HMUEBH001P/

Food Production Foundation Practical-VI (ELECTIVE)

COURSE OUTCOME

1. Decipher the European cuisines on its merit.
2. Decipher the Mediterranean cuisines on its merit
3. Decipher the Oriental and Pacific cuisines on its merit
4. Decipher the American cuisines on its merit
5. Decipher the Middle East cuisines on its merit

PRACTICAL – I

European Cuisines

Foods of British Isles, Scandinavia, central Europe, eastern Europe, Italy and France

PRACTICAL- II

Mediterranean Cuisines

Foods of Spain, Portugal, Greece, Turkey, North Africa – Egypt and Morocco

PRACTICAL – III

Oriental and Pacific Cuisines

Foods of China, Japan, Korea, Polynesia and South East Asia- Thailand

PRACTICAL- IV

American Cuisines

Foods of South America, Caribbean Islands, central America- Mexico

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

PRACTICAL - V

Middle East Cuisine

Foods of Arab, Persia and Afghanistan

Text Books:

- 1.P. S. Bali, *International Cuisine and Food Production Management*, OxfordUniversity Press, New Delhi, 2012
2. Mc Williams, *Food around the world*, Pearson, 2012

Reference Books:

- 1.M Milona, *Culinaria Greece*, Culinaria Konemann, 2004
2. C Piras, *Culinaria Italy*, Culinaria Konemann, 2004
- 3.M Trutter, *Culinaria Spain*, Culinaria Konemann, 2004
- 4.C B Teichmann, *Europe Master Chefs*, Culinaria Konemann, 2004

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

COURSE CODE & NAME: HMUEBH002P/

Food & Beverage Service Foundation Practical-VI (ELECTIVE)

COURSE OUTCOME

1. Demonstrate practical ability to set-up various types of restaurants in a professional manner for service.
2. Design and analyse menu for food service establishments.
3. Calculate the cost of menu items.
4. Organize various types of Indian theme parties, cocktail parties and food festivals.
5. Analyse various problems that arise during the hotel operations and find the possible solutions of the problems.

PRACTICAL – I

Restaurant Set-ups of different types.

PRACTICAL- II

Set up a table with Prepared Menu with wines.

PRACTICAL – III

Menu Designing, Planning, Costing, Engineering.

PRACTICAL- IV

Indian themes and food festivals, Cocktail parties.

PRACTICAL - V

Case Studies.

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

Textbooks:

1. Singaravelavan R. *Food & Beverage Services*, Oxford Publications, 2011.
2. Andrews S. *Food & Beverage Management*, McGraw Hill Education, 2008.
3. LillicrapDennis R., *Food & Beverage Service*, Hodder Arnold Publication, 2006.

Reference books:

1. Kasavana M. L. and Smith I. D. *Menu Engineering: A Practical Guide to Menu Analysis*, Hospitality Publication, 1982.
2. Kotschevar L. H, Withrow D. *Management by Menu*, New Jersey: Wiley & Sons, 2008.
3. Prasad, Vara, Krishna R. Gopi, *Food & Beverage: F&B Simplified*, Pearson, 2013.

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COURSE CODE & NAME: HMUEBH003P/

Accommodation Operation Practical-VI (ELECTIVE)

COURSE OUTCOME

1. Develop job description, job specification, staffing guide and duty roaster for the housekeeping staffs.
2. Design advertisement for recruitment.
3. Conceptualize the skill of preparing budget.
4. Identify different types of fibre.
5. Explain services required for typical market segment.

PRACTICAL – I

Housekeeping operation

Preparing job description and job specification.

Preparing staffing guide and duty roaster.

PRACTICAL – II

Designing advertisement

Designing advertisement for recruitment.

PRACTICAL – III

Budgeting

Identifying housekeeping expenses.

Preparing operational budget.

Preparing Capital budget.

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Identification of fibre (manual and burning test)

Identification of fibre (chemical, microscopic)

PRACTICAL – V**Special Service design**

Designing services for typical market segment (single lady, physically challenged person, airlines crew).

Textbooks:

1. S. Andrews, *Hotel Housekeeping Management & Operation*. New Delhi: Tata McGrawHill, 2008.
2. G. Raghubalan and S. Raghubalan, *Hotel Housekeeping Operation and Management*. 3rd ed, New Delhi: Oxford university press, 2014.
3. M. Schneider and G. Tucker, *The Professional Housekeeper*. 4th ed., New York: John Wiley, 1999.

Reference books:

1. Thomas J. A. Jones, *Professional Management of Housekeeping operations*. 5th ed., New York: John Wiley, 2010.

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2. M. Kappa and A. Nitschke, *Managing House Keeping Operation.3rd ed*, Lansing Mich:American Hotel and Lodging, Educational Institute, 2008.
3. S. Malini and Jaya B. George, *Housekeeping Operations, Design and Management*.
Mumbai, Jaico Publishing House, 2008.

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COURSE CODE & NAME: HMUEBH004P/

Hotel Front Office Foundation Practical-VI (ELECTIVE)

COURSE OUTCOME

1. Demonstrate guest service delivery.
2. Compute Occupancy percentages.
3. Develop Room Rate using different approach.
4. Demonstrate PMS application for various Front Office Functions.
5. Handle various situation arising in day to day operation of hotel.

UNIT– I

Quality Service in Front office

Role play of planning guest service for quality service.

Role play of delivering guest service through employees.

UNIT- II

Computation of occupancy forecast

Computation of occupancy forecast percentage.

Computation of availability forecast percentage.

UNIT – III

Revenue Management

Computation of room rate by applying Hubbart Formula.

Computation of room rate by 1 per 1000 approach

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UNIT- IV

Front office Property Management System

PMS Lab for reservation management.

PMS Lab for room management.

PMS Lab for revenue management

PMS Lab for account management.

UNIT - V

Case Studies

Case Studies.

Situation handling

Textbooks:

1. Kasavana & Brooks, *Managing Front Office Operations*, AHL&A, 2001

Reference Books:

1. Colin Dix & Chirs Baird, *Front office operations*, Pearson, 2006.

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

COURSE CODE & NAME: HMUCBH701T/

Research Methodology

COURSE OUTCOME

1. Assess real life problems and solutions.
2. Plan research design.
3. Apply correct tools and techniques to conduct research.
4. Prepare research report.
5. Prepare Presentation.

SYLLABUS

UNIT 1

INTRODUCTION TO RESEARCH METHODOLOGY

- A. Meaning and objectives of Research
- B. Types of Research
- C. Research Approaches
- D. Significance of Research
- E. Research methods vs Methodology
- F. Research Process
- G. Criteria of Good Research
- H. Problem faced by Researches
- I. Techniques Involved in defining a problem

UNIT 2

RESEARCH DESIGN

- A. Meaning and Need for Research Design
- B. Features and important concepts relating to research design
- C. Different Research design
- D. Important Experimental Designs

FACULTY OF HOSPITALITY**SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME****UNIT 3****SAMPLE DESIGN**

- A. Censure and sample Survey
- B. Implication of Sample design
- C. Steps in sampling design
- D. Criteria for selecting a sampling procedure
- E. Characteristics of a good sample design
- F. Different types of Sample design
- G. Measurement Scales
- H. **Important scaling Techniques**

UNIT 4**METHODS OF DATA COLLECTION**

- A. Collection of Primary Data
 - B. Collection through Questionnaire and schedule collection of secondary data
 - C. Difference in Questionnaire and schedule
- Different methods to collect secondary data

UNIT 5**DATA ANALYSIS INTERPRETATION AND PRESENTATION TECHNIQUES**

- A. Hypothesis Testing
- B. Basic concepts concerning Hypothesis Testing
- C. Procedure and flow diagram for Hypothesis Testing
- D. Test of Significance
- E. Chi-Square Analysis
- F. **Report Presentation Techniques**

Textbooks:

1. C.R. Kothari, *Research Methodology Methods and Techniques*, Vishwa Prakashan, 2006.
2. Chawla, D. *Research Methodology: Concepts and Cases: Concepts & Cases*

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3. G.M. Jenkins, and, D.G Watts, *Spectral Analysis and its Applications*, Holden Day, 1986.

Reference books:

1. Levin, R, I, Rubin, D, S. *Statistics for Management*, Pearson Education, 2005.
2. R, Donald, Cooper, Pamela S. Schindler, *Business Research Methods*, Tata McGraw-HillCo. Ltd., 2006.

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COURSE CODE & NAME: HMUCBH702T/

Human Resource Management

COURSE OUTCOME

1. Understand the role of HRM in organization.
2. Evaluate HRM Practices
3. Analyze HRM Functions
4. Develop HRM Strategies
5. Analyze the impact of HRM on Organizational performance

UNIT-1

INTRODUCTION

Nature and scope human resource management: -

- a. Concept and Nature, Human Resource Management as a profession, Objectives and importance, Functions and scope of Human Resource management.
- b. Organization of personnel Department, Qualities of Personnel Manager, role of Personnel manager, Status of Personnel manager.
- c. Characteristics of Hospitality Industry for a Human Resource manager, HRD as responsibility of all managers.

UNIT-II

PROCUREMENT OF HUMAN RESOURCES

- a. Human Resource Planning-Concept and objectives, importance, Process of Human Resource Planning, Problems and Guidelines for Human Resource Planning
- b. Job Analysis and Job Design-Concept of job analysis, Process of job analysis, Job

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Description and Job

Specification, Concept of Job Design, approaches and methods of Job Design.

c. Recruitment and Selection- Meaning and process of Recruitment, Recruitment Policy and Organization,

Sources and techniques of Recruitment, Meaning and process of selection

UNIT-III**TRAINING AND DEVELOPMENT**

Concept and need of training, Importance and objectives of training, Identifying training needs, Designing a

training programmes, Methods of training, Evaluating training effectiveness, Retraining.

Concept and objectives of Executive development, Importance and process, methods and techniques, principles of Executive Development.

UNIT-IV**JOB EVALUATION**

Concept, process and objectives of Job Evaluation, Advantages and Limitations, Essentials of successful Job Evaluation, Methods of Job Evaluation.

Wage and Salary Administration.

Objectives and principles, Essentials of Sound wage structure, Factors affecting wages, methods of wage payment, and Wage policy in India, Executive Compensation.

UNIT-V**PERFORMANCE APPRAISAL**

Concept and objectives, Uses and process, Problems in performance appraisal,

Essentials of effective appraisal system, Methods and techniques of appraisal, Appraisal of managers, Appraisal, Interview, Appraisal of potential.

JOB CHANGES

a. Transfers, Promotions and Separations.

b. Purpose of job changes, Concept and objectives of transfers. Types of transfer, Transfer policy, concept

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and basis of promotion, Promotion policy, Demotion, Types of Separations

Reference Books

- David A Decenzo - Personnel/Human Resource Management
- H L Kumar - Personnel Management in Hotel and Catering Industry
- Chapman&Hall - Behavioural Studies in Hospitality Management
- Dr. C.B.Gupta - Human Resource Management
- Mirza S Saiyadain - Human Resource Management

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COURSE CODE & NAME: HMUEBH005T/

Tandoor

COURSE OUTCOMES

After successful completion of this course, the students will be able to:

1. Explain the history, evolution and significance of tandoori cuisine and its role in Indian culinary heritage.
2. Identify various types of tandoors, fuels, equipment, ingredients, herbs and spices used in tandoor cookery.
3. Apply marination techniques, temperature control and cooking methods for preparing authentic tandoori products.
4. Demonstrate food safety, hygiene and operational standards during tandoor production.
5. Design innovative tandoori menus and evaluate contemporary trends in tandoori cuisine and specialty restaurants.

SYLLABUS

UNIT-1

INTRODUCTION TO TANDOORI CUISINE

- Evolution and history of tandoori cuisine,
- Influence of Mughal cuisine on tandoori cookery
- Types of tandoors and their characteristics
- Fuels used in tandoor operations
- Equipment used in tandoor kitchens
- Herbs, spices and tenderizers used in tandoori cuisine
- Garnishes and traditional accompaniments
- Tandoori platters

UNIT-2

PREPARATION OF TANDOOR AND MARINATION TECHNIQUES

- Preparation and seasoning of tandoor

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- Laying the base and insulation
- Firing and curing of tandoor
- Marinades: importance, types and preparation
- Dry rubs and wet marinades
- Difference between marinades and rubs
- Searing and basting techniques
- Selection of meat, poultry, seafood and vegetables for tandoor

UNIT-3

TANDOOR COOKING TECHNIQUES

- Temperature control during tandoor operations
- Heat management during peak production
- Cooking techniques for breads, kebabs and tikkas
- Quality standards in tandoor production
- Common defects and corrective measures
- Standard recipes and portion control
- HACCP practices in tandoor operations

UNIT-4

MENU PLANNING AND FOOD SAFETY

- Planning tandoori menus
- Pairing tandoori dishes with curries
- Beverage pairing for tandoori cuisine
- Plate presentation and buffet presentation
- Hygiene and sanitation near tandoor
- Personal hygiene and protective clothing
- Fire safety and emergency procedures

UNIT-5

CONTEMPORARY TRENDS IN TANDOORI CUISINE

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- Fusion tandoori cuisine
- Live tandoor kitchens
- Sustainable fuel and energy-efficient tandoors
- Modern plating techniques
- Cost control in tandoor operations
- Specialty tandoor restaurants
- Case studies of successful tandoori restaurants
- Future trends in Indian barbecue cuisine

Text Books

1. Arora, Krishna. *Theory of Cookery*. Frank Brothers & Co.
2. Philip, Thangam E. *Modern Cookery*, Vol. I & II.
3. Bali, Parvinder S. *Quantity Food Production Operations and Indian Cuisine*. Oxford University Press.
4. Singh, Vikas. *Textbook of Food Production*. Aman Publications.

Reference Books

1. Rai, Ranjit. *Tandoor: The Great Indian Barbecue*.
2. Aggarwal, D.K. *Kitchen Equipment and Design*. Aman Publications.
3. Kinton, Ronald & Cessarani, Victor. *Practical Cookery*. Hodder Education.
4. Friberg, Bo. *The Professional Pastry Chef*. John Wiley & Sons.
5. The Professional Chef. *The Culinary Institute of America*.

FACULTY OF HOSPITALITY

SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

COURSE CODE & NAME: HMUEBH005P/

Tandoor Practical

COURSE OUTCOMES

1. Identify and safely operate tandoor equipment and accessories.
2. Prepare marinades, rubs and accompaniments for tandoori products.
3. Demonstrate professional skills in preparing breads, kebabs and tandoori dishes.
4. Apply hygiene, food safety and fire safety standards during practical operations.
5. Plan and present complete tandoori menus using professional presentation techniques.

PRACTICAL-1

TANDOOR FAMILIARIZATION

- Identification of tandoor equipment
- Fuels used in tandoor
- Safety precautions
- Lighting and curing of tandoor

PRACTICAL-2

MARINADES AND BASIC PREPARATIONS

- Preparation of red marinade
- White marinade
- Green marinade
- Dry rubs
- Mint chutney
- Yogurt sauce

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PRACTICAL–3

TANDOORI BREADS

- Tandoori Roti
- Butter Naan
- Garlic Naan
- Missi Roti
- Kulcha
- Roomali Roti

PRACTICAL–4

TANDOORI MAIN COURSE

- Paneer Tikka
- Chicken Tikka
- Fish Tikka
- Sheekh Kebab
- Hariyali Kebab
- Kalmi Kebab

PRACTICAL–5

MENU PLANNING AND PRESENTATION

- Tandoori platter
- Buffet presentation
- Food and beverage pairing
- Plate presentation
- Hygiene audit of tandoor kitchen

FACULTY OF HOSPITALITY

SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

Text Books

1. Krishna Arora. *Theory of Cookery*.
2. Thangam E. Philip. *Modern Cookery*.
3. Parvinder S. Bali. *Quantity Food Production Operations and Indian Cuisine*.

Reference Books

1. Ranjit Rai. *Tandoor: The Great Indian Barbecue*.
2. Kinton & Cessarani. *Practical Cookery*.
3. D.K. Aggarwal. *Kitchen Equipment and Design*.

FACULTY OF HOSPITALITY

SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

COURSE CODE & NAME: HMUEBH008T/

Tour & Travel Management

COURSE OUTCOMES

After successful completion of this course, the students will be able to:

1. Explain the concepts, components and significance of tourism and the travel industry.
2. Describe the functions and operations of travel agencies, tour operators and tourism organizations.
3. Prepare itineraries and tour packages by applying principles of tour planning and costing.
4. Analyze tourism products, marketing strategies and emerging trends in the travel industry.
5. Demonstrate knowledge of sustainable tourism practices and professional travel management.

SYLLABUS

UNIT-1

INTRODUCTION TO TOURISM AND TRAVEL

- Meaning, definition and concept of tourism
- Components of tourism
- Types and forms of tourism
- Tourism products and services
- Importance of tourism in economic and social development
- Tourism infrastructure and superstructure
- Tourism stakeholders

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

UNIT-2

TRAVEL AGENCY AND TOUR OPERATIONS

- Meaning and functions of travel agencies
- Types of travel agencies
- Role and responsibilities of tour operators
- Types of package tours
- Tour planning process
- Tour costing and pricing
- Tour escort and tour leader responsibilities

UNIT-3

ITINERARY PLANNING AND TRAVEL DOCUMENTATION

- Principles of itinerary planning
- Preparation of domestic and international itineraries
- Travel formalities
- Passport, Visa and Travel Insurance
- Foreign exchange regulations
- Travel documentation
- Travel reservation systems (CRS/GDS – Introduction)

UNIT-4

TOURISM MARKETING AND ORGANIZATIONS

- Tourism marketing concepts
- Marketing mix in tourism
- Destination promotion
- Digital marketing in tourism
- Functions of UN Tourism (formerly UNWTO)
- IATA

FACULTY OF HOSPITALITY**SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME**

- PATA
- IATO
- TAAI

UNIT-5**EMERGING TRENDS IN TOURISM**

- Sustainable tourism
- Eco-tourism
- Medical tourism
- Wellness tourism
- Rural tourism
- Adventure tourism
- Responsible tourism
- Smart tourism and technology
- Future trends in travel and tourism

Text Books

1. A.K. Bhatia, *Tourism Development: Principles and Practices*, Sterling Publishers.
2. S.K. Bhatia, *Tourism Management*, Sterling Publishers.
3. Pran Nath Seth, *Successful Tourism Management*, Sterling Publishers.
4. Negi, Jagmohan, *Travel Agency and Tour Operation*, Kanishka Publishers.

Reference Books

1. Foster, Dennis L., *Introduction to Travel and Tourism*, McGraw-Hill.
2. Holloway, J. Christopher, *The Business of Tourism*, Pearson Education.
3. Cooper, Fletcher, Gilbert & Wanhill, *Tourism: Principles and Practice*, Pearson.
4. Charles R. Goeldner & J.R. Brent Ritchie, *Tourism: Principles, Practices, Philosophies*, Wiley.
5. Mohinder Chand, *Travel Agency Management*, Anmol Publications.

FACULTY OF HOSPITALITY

SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

COURSE CODE & NAME: HMUEBH007P/

Tour & Travel Management Practical

COURSE OUTCOMES

After successful completion of this course, the students will be able to:

1. Prepare professional travel itineraries for domestic and international destinations.
2. Design tour packages with appropriate costing and scheduling.
3. Develop travel brochures and promotional materials for tourism destinations.
4. Demonstrate skills in travel documentation and customer handling.
5. Present destination information and tourism products using professional communication techniques.

SYLLABUS

PRACTICAL-1

TOURISM DESTINATION STUDY

- Identification of major tourist destinations in India
- Classification of tourism products
- Destination profiling
- Tourism map reading

PRACTICAL-2

ITINERARY PREPARATION

- One-day itinerary
- Weekend itinerary
- Domestic package itinerary
- International package itinerary

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

PRACTICAL–3

TOUR PACKAGE PREPARATION

- Package tour design
- Tour costing
- Budget preparation
- Scheduling
- Preparation of travel vouchers

PRACTICAL–4

TRAVEL DOCUMENTATION

- Passport application procedure
- Visa documentation
- Foreign exchange guidelines
- Travel insurance documentation
- Introduction to airline reservation formats

PRACTICAL–5

TOURISM PROMOTION

- Preparation of tourism brochure
- Destination presentation
- Digital tourism promotion
- Customer counselling and tour selling techniques
- Field visit report/Travel agency or tourist destination study

Text Books

1. A.K. Bhatia, *Tourism Development: Principles and Practices*.
2. Pran Nath Seth, *Successful Tourism Management*.
3. Jagmohan Negi, *Travel Agency and Tour Operation*.

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

Reference Books

1. Dennis L. Foster, *Introduction to Travel and Tourism*.
2. Holloway, J. Christopher, *The Business of Tourism*.
3. Charles R. Goeldner & J.R. Brent Ritchie, *Tourism: Principles, Practices, Philosophies*.
4. Cooper, Fletcher, Gilbert & Wanhill, *Tourism: Principles and Practice*.

FACULTY OF HOSPITALITY

SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

COURSE CODE & NAME: HMUEBH007T/

Interior Decoration

COURSE OUTCOMES

After successful completion of this course, the students will be able to:

1. Explain the principles, elements and applications of interior decoration in the hospitality industry.
2. Identify various materials, colour schemes, lighting systems and furnishings used in hospitality interiors.
3. Apply space planning and interior design principles for hotels, restaurants and other hospitality establishments.
4. Analyze contemporary interior decoration trends with emphasis on sustainability and aesthetics.
5. Develop functional and aesthetically appealing interior layouts for hospitality facilities.

SYLLABUS

UNIT-1

INTRODUCTION TO INTERIOR DECORATION

- Meaning, scope and importance of interior decoration
- Principles of interior design
- Elements of design
- Role of interior decoration in hospitality industry
- Types of hospitality interiors
- Functions of an interior decorator

UNIT-2

COLOUR, LIGHTING AND FURNISHINGS

- Colour wheel and colour theories

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

- Colour harmony and colour psychology
- Lighting: natural and artificial lighting
- Types of lighting fixtures
- Furniture selection and arrangement
- Soft furnishings and accessories

UNIT-3

INTERIOR MATERIALS AND FINISHES

- Flooring materials
- Wall finishes and coverings
- Ceiling materials and false ceilings
- Window treatments
- Decorative materials
- Selection and maintenance of interior materials

UNIT-4

INTERIOR PLANNING FOR HOSPITALITY ESTABLISHMENTS

- Guest room planning
- Lobby planning
- Restaurant interiors
- Banquet hall decoration
- Public area planning
- Interior landscaping

UNIT-5

CONTEMPORARY INTERIOR DESIGN TRENDS

- Sustainable and green interiors

FACULTY OF HOSPITALITY**SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME**

- Smart interiors and automation
- Universal and barrier-free design
- Theme-based interiors
- Interior maintenance
- Recent trends in hospitality interior decoration

Text Books

1. Faulkner, Ray & Faulkner, Sarah. *Inside Today's Home*.
2. Seetharaman, P. *Interior Design and Decoration*.
3. Premavathy Seetharaman & Parveen Pannu. *Interior Design and Decoration*.
4. Karlen, Mark. *Space Planning Basics*.

Reference Books

1. Francis D.K. Ching, *Interior Design Illustrated*.
2. John F. Pile, *Interior Design*.
3. Julius Panero & Martin Zelnik, *Human Dimension and Interior Space*.
4. Time-Saver Standards for Interior Design and Space Planning.

FACULTY OF HOSPITALITY

SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

COURSE CODE & NAME: HMUEBH008P/

Interior Decoration Practical

COURSE OUTCOMES

After successful completion of this course, the students will be able to:

1. Prepare basic interior layouts for hospitality establishments.
2. Demonstrate colour planning, furniture arrangement and lighting techniques.
3. Design functional guest rooms, restaurants and public areas.
4. Select suitable interior materials and furnishings for hospitality projects.
5. Present hospitality interior concepts using professional drawing and presentation techniques.

PRACTICAL-1

INTRODUCTION TO INTERIOR DESIGN

- Familiarization with interior design tools
- Drawing symbols
- Measurement techniques
- Scale drawing

PRACTICAL-2

COLOUR AND MATERIAL BOARD

- Preparation of colour schemes
- Mood board
- Material board
- Fabric selection
- Furniture selection

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

PRACTICAL-3

HOSPITALITY LAYOUT PLANNING

- Guest room layout
- Restaurant layout
- Reception area planning
- Lobby planning

PRACTICAL-4

INTERIOR DRAWING

- Furniture layout
- Lighting layout
- Floor plan
- Elevation drawing
- Ceiling plan

PRACTICAL-5

HOSPITALITY DESIGN PROJECT

- Theme-based guest room design
- Restaurant interior concept
- Banquet decoration plan
- Presentation of interior project
- Viva-voce

Text Books

1. Seetharaman, P. *Interior Design and Decoration*.
2. Francis D.K. Ching. *Interior Design Illustrated*.
3. Karlen, Mark. *Space Planning Basics*.

FACULTY OF HOSPITALITY

SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

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1. Julius Panero & Martin Zelnik. *Human Dimension and Interior Space*.
2. John F. Pile. *Interior Design*.
3. Time-Saver Standards for Interior Design and Space Planning.

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

COURSE CODE & NAME: HMUCBH703T/

Financial Management

COURSE OUTCOMES

After successful completion of this course, the students will be able to:

1. Explain the concepts, objectives and functions of financial management in hospitality organizations.
2. Interpret financial statements and apply financial analysis techniques for managerial decision-making.
3. Analyze investment proposals using various capital budgeting techniques.
4. Apply working capital management principles to ensure efficient financial operations.
5. Evaluate financial planning and control techniques for improving organizational profitability.

SYLLABUS

UNIT-1

INTRODUCTION TO FINANCIAL MANAGEMENT

- Meaning, nature and scope of financial management
- Objectives and importance of financial management
- Role and functions of financial manager
- Financial goals and wealth maximization
- Time Value of Money
- Sources of finance: Long-term and Short-term

UNIT-2

FINANCIAL STATEMENT ANALYSIS

- Financial statements: Balance Sheet, Profit & Loss Account and Cash Flow Statement

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

- Financial statement analysis
- Ratio Analysis
 - Liquidity Ratios
 - Profitability Ratios
 - Solvency Ratios
 - Activity Ratios
- Common Size Statements
- Comparative Statements

UNIT-3

CAPITAL BUDGETING DECISIONS

- Meaning and importance of capital budgeting
- Capital budgeting process
- Cash flow estimation
- Payback Period Method
- Accounting Rate of Return (ARR)
- Net Present Value (NPV)
- Internal Rate of Return (IRR)
- Profitability Index (PI)

UNIT-4

WORKING CAPITAL MANAGEMENT

- Meaning and concepts of working capital
- Types of working capital
- Working capital cycle
- Cash management
- Inventory management
- Receivables management
- Financing of working capital

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

UNIT-5

FINANCIAL PLANNING AND CONTROL

- Financial planning process
- Budgeting and budgetary control
- Cost-volume-profit analysis
- Break-even analysis
- Dividend policy
- Financial performance measurement
- Financial management in the hospitality industry

Text Books

1. I.M. Pandey, *Financial Management*, Vikas Publishing House.
2. Prasanna Chandra, *Financial Management: Theory and Practice*, McGraw Hill.
3. M.Y. Khan & P.K. Jain, *Financial Management*, McGraw Hill.
4. R.P. Rustagi, *Financial Management*, Taxmann Publications.

Reference Books

1. Eugene F. Brigham & Joel F. Houston, *Fundamentals of Financial Management*.
2. James C. Van Horne & John M. Wachowicz, *Fundamentals of Financial Management*.
3. R.M. Srivastava, *Financial Management and Policy*.
4. S.N. Maheshwari, *Financial Management: Principles and Practice*.

FACULTY OF HOSPITALITY

SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

COURSE CODE & NAME: HMUCBH704T/

Entrepreneurship

COURSE OUTCOMES

After successful completion of this course, the students will be able to:

1. Explain the concepts, characteristics and significance of entrepreneurship in economic development.
2. Identify entrepreneurial opportunities and prepare business plans for new ventures.
3. Analyze the procedures involved in establishing and managing entrepreneurial enterprises.
4. Evaluate financial, legal and institutional support available for entrepreneurs in India.
5. Develop entrepreneurial skills to establish and manage hospitality and tourism ventures.

SYLLABUS

UNIT-1

INTRODUCTION TO ENTREPRENEURSHIP

- Meaning, concept and importance of entrepreneurship
- Characteristics and qualities of an entrepreneur
- Types of entrepreneurs
- Functions of an entrepreneur
- Role of entrepreneurship in economic development
- Entrepreneurial competencies

UNIT-2

ENTREPRENEURIAL OPPORTUNITY AND BUSINESS PLANNING

- Identification of business opportunities
- Creativity and innovation
- Business idea generation

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

- Feasibility study
- Business Plan: Meaning, objectives and components
- Preparation of project report

UNIT-3

ENTERPRISE ESTABLISHMENT

- Forms of business organization
- Procedures for starting a business
- Registration and licensing
- MSME registration
- Startup India Initiative
- Institutional support for entrepreneurs
- Intellectual Property Rights (IPR): Introduction

UNIT-4

ENTREPRENEURIAL FINANCE AND SUPPORT SYSTEMS

- Sources of finance
- Venture capital
- Angel investors
- Commercial banks and financial institutions
- Government schemes for entrepreneurs
- SIDBI, NSIC, DIC and other support institutions
- Risk management in entrepreneurship

UNIT-5

ENTREPRENEURSHIP IN HOSPITALITY AND TOURISM

- Hospitality entrepreneurship
- Restaurant and café startups
- Cloud kitchens

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- Catering enterprises
- Travel agencies and tour operations
- Boutique hotels and homestays
- Sustainable and social entrepreneurship
- Success stories and case studies of hospitality entrepreneurs

Text Books

1. Vasant Desai, *Dynamics of Entrepreneurial Development and Management*, Himalaya Publishing House.
2. Robert D. Hisrich, Michael P. Peters & Dean A. Shepherd, *Entrepreneurship*, McGraw Hill.
3. S.S. Khanka, *Entrepreneurial Development*, S. Chand Publishing.
4. Poornima M. Charantimath, *Entrepreneurship Development and Small Business Enterprises*, Pearson.

Reference Books

1. Donald F. Kuratko, *Entrepreneurship: Theory, Process and Practice*.
2. Peter F. Drucker, *Innovation and Entrepreneurship*.
3. Bruce R. Barringer & R. Duane Ireland, *Entrepreneurship: Successfully Launching New Ventures*.
4. David H. Holt, *Entrepreneurship: New Venture Creation*.

FACULTY OF HOSPITALITY

SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

COURSE CODE & NAME: HMUEBH006T/

Food & Beverage Control

COURSE OUTCOMES

After successful completion of this course, the students will be able to:

1. Explain the concepts, objectives and importance of Food & Beverage Control in hospitality operations.
2. Apply purchasing, receiving, storing and inventory control procedures for food and beverage operations.
3. Calculate food and beverage costs using standard recipes, yield testing, portion control and menu pricing techniques.
4. Analyze sales, cost reports and budgetary controls to improve operational efficiency and profitability.
5. Develop effective control systems to minimize wastage, pilferage and operational losses in hospitality establishments.

SYLLABUS

UNIT-1

INTRODUCTION TO FOOD & BEVERAGE CONTROL

- Meaning, objectives and scope of Food & Beverage Control
- Importance of cost control in hospitality industry
- Food & Beverage Control Cycle
- Cost concepts: Food Cost, Beverage Cost, Labour Cost and Overheads
- Cost Centres and Profit Centres
- Role and responsibilities of Food & Beverage Controller

UNIT-2

PURCHASING, RECEIVING AND STORAGE CONTROL

- Purchasing objectives and procedures

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

- Purchase specifications
- Supplier selection and vendor evaluation
- Purchase Order (PO)
- Receiving procedures and Goods Received Note (GRN)
- Storage methods for food and beverages
- Stock rotation (FIFO and FEFO)
- Inventory records and stock control

UNIT-3

FOOD COST CONTROL

- Standard recipes
- Standard portion sizes
- Recipe costing
- Yield testing
- Food cost percentage
- Menu pricing techniques
- Waste, spoilage and pilferage control

UNIT-4

BEVERAGE COST CONTROL

- Purchasing and receiving beverages
- Beverage storage and cellar management
- Bar inventory control
- Standard drink measures
- Beverage costing
- Beverage cost percentage
- Beverage sales control and reconciliation

UNIT-5

SALES AND PROFIT CONTROL

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

- Sales control systems
- Budget preparation and budgetary control
- Cost-volume-profit analysis
- Variance analysis
- Menu engineering
- Internal control and audit procedures
- Profitability analysis and cost reports

Text Books

1. Dopson, Lea R. & Hayes, David K. *Food and Beverage Cost Control*.
2. Davis, Bernard, Lockwood, Andrew & Stone, Sally. *Food and Beverage Management*.
3. Ninemeier, Jack D. *Management of Food and Beverage Operations*.
4. Jagmohan Negi. *Food and Beverage Management*.

Reference Books

1. Cousins, John, Foskett, David & Graham, Dilys. *Food and Beverage Service*.
2. Walker, John R. *Introduction to Hospitality Management*.
3. R. Singaravelavan. *Food and Beverage Service*.
4. Andrews, Sudhir. *Hotel Housekeeping and Food & Beverage Management*.

FACULTY OF HOSPITALITY

SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

COURSE CODE & NAME: HMUEBH006P/

Food & Beverage Control Practical

COURSE OUTCOMES

After successful completion of this course, the students will be able to:

1. Prepare purchasing, receiving and inventory control documents used in food and beverage operations.
2. Perform recipe costing, yield testing and portion control using standard industry practices.
3. Calculate food and beverage costs and prepare menu pricing based on cost analysis.
4. Maintain inventory records and prepare operational cost reports.
5. Apply food and beverage control techniques to improve profitability and reduce operational losses.

SYLLABUS

PRACTICAL-1

PURCHASING AND RECEIVING DOCUMENTATION

- Preparation of Purchase Requisition
- Preparation of Purchase Order (PO)
- Preparation of Goods Received Note (GRN)
- Supplier evaluation records

PRACTICAL-2

INVENTORY AND STORE CONTROL

- Preparation of Bin Card
- Stock Ledger Maintenance
- FIFO and FEFO exercises
- Physical stock verification

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SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

PRACTICAL-3

RECIPE COSTING AND PORTION CONTROL

- Standard recipe preparation
- Recipe costing
- Portion control
- Yield testing of vegetables, meat and poultry

PRACTICAL-4

FOOD AND BEVERAGE COST ANALYSIS

- Food cost calculation
- Beverage cost calculation
- Menu pricing
- Preparation of Daily Food Cost Report
- Preparation of Beverage Cost Report

PRACTICAL-5

COST CONTROL PROJECT

- Menu engineering exercise
- Inventory valuation
- Budget preparation
- Restaurant cost analysis
- Viva-Voce

Text Books

1. Dopson, Lea R. & Hayes, David K. *Food and Beverage Cost Control*.
2. Davis, Bernard. *Food and Beverage Management*.
3. Ninemeier, Jack D. *Management of Food and Beverage Operations*.

FACULTY OF HOSPITALITY

SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME

Reference Books

1. Jagmohan Negi. *Food and Beverage Management*.
2. Walker, John R. *Introduction to Hospitality Management*.
3. Cousins, John & Foskett, David. *Food and Beverage Service*.

FACULTY OF HOSPITALITY**SCHEME OF INSTRUCTION FOR FOUR YEAR UG PROGRAMME****COURSE CODE & NAME: HMUCBH/****Industrial Training (22 Weeks)****COURSE OUTCOMES**

1. Identify their key operational areas of interest.
2. Illustrate the first-hand practical knowledge on their areas of interest.
3. Demonstrate the ability to work in a professional and commercial hotel.
4. Enhance employability skills with their requisite knowledge, skills, attitude and practical experience.
5. Solidify the on-campus learning process and activities, while also provide students with relevant work experience.

DURATION:

- 22 Weeks with coverage of the following operational department of a full service hotel-
 - a.) **Food production**
 - b.) **Food and beverage service**
 - c.) **Accommodation Operation**
 - d.) **Front Office**

- **INSTRUCTIONS FOR EXTERNAL EXAMINER:**

The performance of the students will be evaluated on the basis of Departmental Certificate Issued by the Hotel assigned for Training and VIVA VOICE conducted in the college after the completion of training.

Documents to be submitted after successful completion of INTERNSHIP:

1. Training Log – Book (To be issued by Learning Centre)
2. Training Report