

G.T.N. ARTS COLLEGE (Autonomous)

Dindigul

(Affiliated to Madurai Kamaraj University)

(Accredited with 'B' Grade by NAAC)



**DEPARTMENT OF HOTEL MANAGEMENT & CATERING
SCIENCE**

SYLLABUS

Under Outcome Based Education (OBE)

(With effect from the academic year 2020 –2021)

Curriculum:

FIRST SEMESTER								
Part	Study Comp.	Course Code	Course Title	Hrs	Credit	Internal Marks	External Marks	Tot.
I	Language	20UFRL11	French for Hotel Industry I	06	03	40	60	100
II	English	20UENL11	English for Enrichment I	06	03	40	60	100
III	Core Course I	20UHMC11	Food Production I	05	04	40	60	100
III	Allied Course I	20UHMA11	Basic Front Office Function	05	04	40	60	100
IV	Skill Based Course I	20UHMS11	Basic Front and Beverage Service I	04	02	40	60	100
IV	Non Major Elective I	20UHMN11	Fundamentals of Hotel and Restaurant Business	02	02	40	60	100
IV	Extension Activity	20UVEV11	Value Education	02	02	40	60	100
			TOTAL	30	20			
SECOND SEMESTER								
Part	Study Comp.	Course Code	Course Title	Hrs	Credit	Internal Marks	External Marks	Tot.
I	Language	20UFRL21	French for Hotel Industry II	06	03	40	60	100
II	English	20UENL21	English for Enrichment II	06	03	40	60	100
III	Core Course II	20UHMC21	Food Production II	02	02	40	60	100
III	Core Course III	20UHMC22	Basic Food and Beverage Service II	02	02	40	60	100
III	Core Course IV	20UHMC2P	Food Production and Patisserie – Practical	04	04	40	60	100

III	Allied Course II	20UHMA2P	Basic Food and Beverage Service – Practical	04	04	40	60	100
IV	Skill Based Course II	20UHMS21	Basic Accommodation Function	02	02	40	60	100
IV	Non Major Elective II	20UHMN21	Fundamentals of Rooms Division and Tourism	02	02	40	60	100
IV	Extension Activity	20UESV21	Environmental Studies	02	02	40	60	100
V	Extension Activity	20UPEV2P	Physical Education (Non- Semester Course)	00	02			
			TOTAL	30	26			

THIRD SEMESTER

Part	Study Comp.	Course Code	Course Title	Hrs	Credit	Internal Marks	External Marks	Tot.
III	Core Course V	20UHMC31	Quantity Food Production	04	03	40	60	100
III	Core Course VI	20UHMC32	Bar and Beverage Operations	04	03	40	60	100
III	Core Course VII	20UHMC33	Accommodation Operation	04	03	40	60	100
III	Core Course VIII	20UHMC34	Front Office Operation	04	03	40	60	100
III	Core Course IX	20UHMC3P	Quantity Food Production – Practical	04	03	40	60	100
III	Allied Course III	20UHMA3P	Bar and Beverage Operations – Practical	04	04	40	60	100
III	Allied Course IV	20UHMA3Q	Front Office Operation – Practical	04	04	40	60	100
IV	Skill Based Course III	20UHMS31	Accommodation Operation – Practical	02	02	40	60	100
			TOTAL	30	25			

FOURTH SEMESTER								
Part	Study Comp.	Course Code	Course Title	Hrs	Credit	Internal Marks	External Marks	Tot.
III	Core Course X	20UHMC4P	Industrial Exposure Training (Four Months)	00	19	40	60	100
V	Extension Activity		Extension Activity	00	02	40	60	100
			TOTAL		21			
FIFTH SEMESTER								
Part	Study Comp.	Course Code	Course Title	Hrs	Credit	Internal Marks	External Marks	Tot.
III	Core Course XI	20UHMC51	Advance Food Production – I	04	03	40	60	100
III	Core Course XII	20UHMC52	Advance Food and Beverage Service	04	03	40	60	100
III	Core Course XIII	20UHMC53	Advance Front Office Operation	03	03	40	60	100
III	Core Course XIV	20UHMC54	Bakery and Confectionary	04	04	40	60	100
III	Core Course XV	20UHMC55	Hotel Facility Design and Management	03	03	40	60	100
III	Core Course XVI	20UHMC5P	Advance Front Office Operation – Practical	04	04	40	60	100
III	Core Course XVII	20UHMC5Q	Bakery and Confectionary - Practical	04	04	40	60	100
III	Core Electives I	20UHME51	1. Management Principles and Practices	04	04	40	60	100
		20UHME52	2. Aviation and Cruise line Management	04	04	40	60	100

		20UHME53	3. Brand Management	04	04	40	60	100
			TOTAL	30	28			
SIXTH SEMESTER								
Part	Study Comp.	Course Code	Course Title	Hrs	Credit	Internal Marks	External Marks	Tot.
III	Core Course XVIII	20UHMC61	Advance Food Production – II	04	04	40	60	100
III	Core Course XIX	20UHMC62	Advance Accommodation Operation	03	03	40	60	100
III	Core Course XX	20UHMC63	Applications of Computer	03	03	40	60	100
III	Core Course XXI	20UHMC64	Entrepreneurship Development	02	02	40	60	100
III	Core Course XXII	20UHMC6P	Advance Food Production – Practical	04	04	40	60	100
III	Core Course XXIII	20UHMC6Q	Advance Food and Beverage Service – Practical	04	04	40	60	100
III	Core Course XXIV	20UHMC6S	Advance Accommodation Operation – Practical	03	03	40	60	100
III	Core Course XXV	20UHMC6T	Applications of Computer - Practical	03	03	40	60	100
III	Core Electives II	20UHME61	1. Professional Skill Development	04	04	40	60	100
		20UHME62	2. Principles of Food Preservation and Packing	04	04	40	60	100
		20UHME63	3. Hospitality Management	04	04	40	60	100
			TOTAL	30	30			

Summary of Credits and Marks:

Part	Study Component	Total Credits	Total Marks
I	Tamil/Other Languages	06	200
II	English	06	200
III	Core Courses , Elective Courses & Allied Courses	120	3100
IV	Skill Based Courses, NME, EVS & Value Education	14	700
V	Physical Education & Extension Activities	04	200
Grand Total		150	4400

FIRST YEAR – FIRST SEMESTER
SYLLABUS

Programme	B.Sc. Hotel Management & Catering Management	Programme Code	UHM
Course Code	20UHMC11	Number of Hours / Cycle	05
Semester	I	Max. Marks	100
Part	III	Credit	04
CORE COURSE I			
Course Title	FOOD PRODUCTION I		

Preamble

This course deals with the better understanding of the Culinary Evolution, Kitchen Brigades, Various Tools and Equipment used in Kitchen. This course imparts knowledge on Basic ingredients in cooking, different cooking methods, Stocks used for making Soups, Sauces, Garnishes, Accompaniments and the classification of Vegetables and Fruits.

Unit I History and Introduction

15 Hours

History and Evolution of Cookery - Aims & Objectives of Cooking Food, Presentation of Food - Various Textures and Consistencies - Preparation of Ingredients - Classical cuts of Vegetables - HACCP, Mise en place, Weights & Measures.

Unit II Kitchen Brigade

15 Hours

Classical Brigade & Modern Staffing in various category Hotels - Role of Executive Chef, Duties & responsibilities of Various Chefs in Five Star Hotel Kitchen - Functioning of Various sections of the Hotel Kitchen - Layout of a Kitchen – Factors to be considered for the best Kitchen layout.

Unit III Methods of Cooking

16 Hours

Principles of Different Methods of Cooking – Roasting, Baking, Frying, Boiling, Poaching, Steaming, Stewing, Braising, Broiling, Grilling - Basic rules of each cooking method and selection of food for each.

Unit IV Equipment and Tools in Kitchen

14 Hours

Equipment & Tools – Small and Large Equipments used in the Kitchen – Types and Uses - Heat Production equipment - Cold Production equipment - Ancillary equipment – Knives, Utensils, Pots & Pans - Cleaning Equipments.

Unit V Stocks, Sauces and Soups

15 Hours

Stocks: Definition, Types, Preparation (Recipes), Storage, Uses, Care in preparing Stocks - Thickening Agents: Types & Uses - Sauces: Classification of Sauces, Recipes, Derivatives of Mother Sauces, Miscellaneous Sauces, Butter Sauces - Salads & Dressings - Soups: Classification with examples, Basic Recipes of Soups, Garnishes & Accompaniments - Vegetables & Fruits: Classification and Uses - Three types of browning in cookery.

Course Outcomes

At the end of the course, students would be able to:

No.	Course Outcome	Knowledge Level (According to Revised Bloom Taxonomy)
CO1	Label the aims and objectives of foods, food presentation and texture, Describe the cuts of vegetables, weights, measures and arrange the mis en place.	K 1, K2
CO2	Identify and summarise the roles of kitchen personnel, list the functions of various sections of hotel kitchen, explain the layout of hotel kitchen	K 1, K2
CO3	Express the principles of cooking food using various cooking and heat methods	K 1, K2
CO4	Describe the various hotel equipments, memorise the selection of ingredients.	K 1, K2
CO5	List and classify the stock, sauces and soups. Indicate the classification and uses of vegetables and fruits.	K 1, K2

K1 – Remember K2- Understand K3 - Apply

Pedagogy: Lectures, Assignments, Discussions, Activity, Pictorial Presentation and Activity.

Text Books:

1. *Krishna Arora* (2001), “*Theory of Cookery*”, Frank Bros. and Co-Publishers, New Delhi, 4th Edition.
2. *Yogambal Ashokkumar* (2017), “*Theory of Bakery and Confectionery*”, PHI Learning Private Limited, New Delhi, 2nd Edition.

Reference Books:

1. *Parvinder S. Bali* (2017), “*Theory of Cookery*”, Oxford University Press, New Delhi, 1st Edition.
2. *Parvinder S. Bali* (2018), “*Theory of Bakery and Patisserie*”, Oxford University Press, New Delhi, 1st Edition.
3. *Ronald Kinton, Victor Cesarani and David Foskett* (2005), “*Theory of Catering*”, Hodder and Staughton, ELST Publishers, London, 9th Edition.
4. *Ronald Kinton, Victor Cesarani and David Foskett* (2000), “*Practical Cookery*”, Hodder and Staughton, ELST Publishers, London, 9th Edition.

e- resources:

1. <https://india.oup.com/productPage/5591038/7421214/9780199474448>
2. https://books.google.co.in/books?id=IosH_M9MQX4C&printsec=frontcover&hl=en#v=onepage&q&f=false
3. <https://www.ihmnotessite.net/food-production>
4. [http://cbseacademic.nic.in/web_material/Curriculum/Vocational/2018/Food%20Production%20IX%20\(409\).pdf](http://cbseacademic.nic.in/web_material/Curriculum/Vocational/2018/Food%20Production%20IX%20(409).pdf)
5. [http://cbseacademic.nic.in/web_material/Curriculum/Vocational/2018/Food%20Production%20X%20\(409\).pdf](http://cbseacademic.nic.in/web_material/Curriculum/Vocational/2018/Food%20Production%20X%20(409).pdf)
6. <https://www.bngkolkata.com/category/education/hotel-food-production-and-patisserie/page/3/>
7. http://www.cbseacademic.nic.in/web_material/Curriculum/Vocational/2015/Bakery_class_XI/Bakery_XI.pdf
8. https://www.tutorialspoint.com/food_production_operations/food_production_operations_introduction_to_bakery.htm
9. <https://www.bngkolkata.com/bakery-equipment/>

Mapping of Course Outcomes (Cos) with Programme Outcomes (POs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10
CO1	03									
CO2		01	01			02				

CO3	03									
CO4	02		01							
CO5	03									

1 – Low, 2 – Medium & 3- High

Programme	B.Sc. Hotel Management & Catering Management	Programme Code	UHM
Course Code	20UHMA11	Number of Hours / Cycle	05
Semester	I	Max. Marks	100
Part	III	Credit	04
ALLIED COURSE I			
Course Title	BASIC FRONT OFFICE FUNCTION		

Preamble

This course enables the learners to understand the evolution, growth and structure of the hotel industry, its importance and relationship with the Travel and Tourism Industry. This course delivers on the procedures and practices followed for the coordination between guests, Hotel Services, Layout of Front Office Sections, Front Office Organisation and the Functions of Front Office department. This also deals with the functions of GRE, Concierge Front Office staff and their task in hotels, familiarize with the basic functions of reservation and reception

Unit I Introduction to Hotel Industry

15 Hours

Evolution of Hotel Industry in India & Abroad, Growth and Development of Hotel in India, Interrelationship between Travel, Tourism and Hospitality, Role of Travel Agents and Airlines, Basic knowledge of city and knowledge of historical places of India, Classification of Hotels, Various Departments of the Hotel and the Hotel Organization.

Unit II Hotel Front Office

15 Hours

Front Office - Basic Functions-Sections of Front office and their main tasks, Layout of Front Office, Front Office Systems - Non-Automated/ Semi-Automated& Fully-Automated System, Guest Cycle, Functions of Front Desk, Front Office Equipments, Competencies of Front Office Staff- Telephone Etiquettes, Front Office Organization, Hierarchy Chart : Small, Medium and Large Hotels, Job Description and Job Specification Duties and Responsibilities of different Front Office personnel including Uniformed Service, Basic Information for Front Desk Agents, Communication with various sections – Verbal and Written. Coordination with other departments.

Unit III Lobby and Bell Desk, Concierge, Information and GRE

15 Hours

Introduction - Lobby Desk- Essentials of a Lobby- Lobby Organization- Lobby Manager - Lobby Terminology. Bell Desk procedures, Introduction -Role of Concierge, Duties and Responsibilities, Handling messages, Handling Mail, Providing Information on City Information and Hotel, Guest Rack. Guest Relation Executive (GRE) - Organization of GRE, Importance of GRE, General Duties and Responsibilities, GRE Log Book, FAM Tours

Unit IV Reservations

15 Hours

Meaning and importance Types of reservations-Sources & Modes of reservation- Reservation Terminology- Different types of rooms-Numbering of rooms and food plan-Basic of charging a guest: Tariff, Rates, Discounts & Policies -Facilities available in Hotels: Brochure & Tariff Card – Reservation procedures- Reservation records- Contents of Reservation form.

Introduction – Role of Receptionist, Basic role of reception, Reception Terminology, Arrival procedure, Identification of Guest, Registration Card, Method of Payment, Room Assignment, Rooming the Guest, Automated Systems, Registration-Options and Self Registration, Selling, Upselling, upgrades. The Morning shift.

Course Outcomes

At the end of the course, students would be able to:

No.	Course Outcome	Knowledge Level (According to Revised Bloom Taxonomy)
CO1	State and summarise the growth and developments of Hotels in India and Travel Industry. Label and Classify the hotels and its organisation.	K 1, K2
CO2	Describe the functions, equipment, hierarchy, organisation, communications and staff in hotel front office.	K 1, K2
CO3	Identify the functions and organisation of lobby. List the various functions and responsibilities of bell desk, concierge and GRE.	K 1, K2
CO4	Identify the reservation procedures and methods. Describe the tariffs for room, its policies and discounts.	K 1, K2
CO5	Label the functions of reception. Outline and distinguish the procedures while allocating and rooming the guest. Demonstrate the techniques for room selling.	K 1, K2, K3

K1 – Remember K2- Understand K3 - Apply

Pedagogy: Lectures, Assignments, Discussions, Activity, Pictorial Presentation and Activity.

Text Books:

1. **James A. Bardi** (2006), "**Hotel Front Office Management**" Thomson Publishing Inc., New York, 4th Edition.
2. **Sudhir Andrews** (2004), "**Text Book of Front Office Management**", Tata McGraw Hill Publishers, New Delhi, 3rd Edition.

Reference Books:

1. **Jatashankar R. Tiwari** (2016), "**Hotel Front Office Operations and Management**", Oxford University Press, New Delhi.
2. **Sudhir Andrews** (2004), "**Hotel Front Office A Training Manual**" Tata McGraw Hill Publishers, New Delhi, 3rd Edition.
3. **S K Bhatnagar** (2006), "**Front Office Management**" Frank brothers & Co. Ltd, New Delhi, 1st Edition.
4. **B.K. Chakravarti** (2018), "**Front Office Management in Hotel**", APH Publishing Corporation, New Delhi, 1st Edition.
5. **B.K. Chakravarti** (2010), "**Concept of Front Office Management**", APH Publishing Corporation, New Delhi, 1st Edition.
6. **B.K. Chakravarti** (2011), "**Hotel Front Office Training Manual**", APH Publishing Corporation, New Delhi, 1st Edition.

e-resources:

1. <https://www.ihmnotessite.net/front-office>
2. <http://ihmmumbagroupc.blogspot.com/2010/11/all-front-office-notes-of-sem-1.html>
3. <https://www.ihmnotes.com/2018/05/>
4. [http://cbseacademic.nic.in/web_material/Curriculum/Vocational/2018/Front%20Office%20OPERATIONS%20XII%20\(753-754\)/Front%20Office%20OPERATIONS%20\(753\).pdf](http://cbseacademic.nic.in/web_material/Curriculum/Vocational/2018/Front%20Office%20OPERATIONS%20XII%20(753-754)/Front%20Office%20OPERATIONS%20(753).pdf)
5. http://www.cbseacademic.nic.in/web_material/Curriculum/Vocational/2015/Basis_front_office_XI/basis_front_office_student_manuals.pdf

6. <http://www.joelguo.cn/hotel/front-rese.htm>
7. http://cbseacademic.nic.in/web_material/Curriculum/Vocational/2018/810_FRONT_OFFICE_OPERATIONS_XII.pdf
8. <https://www.slideshare.net/ShahedPremji/front-office-training-manual>

Mapping of Course Outcomes (Cos) with Programme Outcomes (POs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10
CO1	02								02	
CO2					01	01				
CO3		02								
CO4	02		03							
CO5	02	01	01		02					

1 – Low, 2 – Medium & 3- High

Programme	B.Sc. Hotel Management & Catering Management	Programme Code	UHM
Course Code	20UHMA11	Number of Hours / Cycle	04
Semester	I	Max. Marks	100
Part	IV	Credit	02
SKILL BASED COURSE I			
Course Title	BASIC FOOD AND BEVERAGE SERVICE I		

Preamble

This course imparts the knowledge on the types of catering establishment, to introduce students to the food and beverage service department of the hotel and the attributes of food and beverage service personnel, also to gain basic knowledge of the food and beverage service equipment, types of menu and understand the various meals and its serving ideas. This course deals to understand the functions of various departments of a hotel, and their relationship with the Food & Beverage service department, in order to acquire professional Competence at basic levels in the principles of Food service and its related activities.

Unit I The Food and Beverage Service Industry

12 Hours

Introduction to the Food and Beverage Industry- Classification of Catering Establishments (Commercial and Non-Commercial) - Introduction to Food and Beverage Operations (Types of F&B Outlets)

Unit II Food and Beverage Service Areas in a Hotel

10 Hours

Restaurant, Coffee Shop, Room Service, Bars, Banquets, Snack Bar, Executive - Lounges, Business Centers, Discotheques & Night Clubs. Ancillary Departments.

Unit III Food and Beverage Service Equipment and Personnel

13 Hours

Types and Usage of Equipments- Furniture, Chinaware, Silverware & Glassware, Linen, Disposables. - Special Equipment -Care & maintenance. Food & Beverage Service Organization Structure – Job Descriptions - Attributes of Food and Beverage personnel. Basic Etiquettes - Interdepartmental Relationship

Unit IV Menu Knowledge

13 Hours

Introduction of Menu - Types of Menu –Ala Carte and Table - d'hôte, Cyclic Menu and Banquet Menu. Menu Planning, Considerations and Constraints - Menu Terms.

Unit V Types of Food and Beverage Service

12 Hours

Mise-en-place & Mise-en-scene - Table Service –English / Silver, American, French, Russian - Self Service – Buffet & Cafeteria -Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc. - Single Point Service – Take Away, Vending Kiosks, Food Courts & Bars, Vending machines.

Course Outcomes

At the end of the course, students would be able to:

No.	Course Outcome	Knowledge Level (According to Revised Bloom Taxonomy)
CO1	State the food and beverage industry and catering establishments. Locate the food and beverage operations.	K 1, K2
CO2	Define the various food and beverage outlets and describe its functions and services.	K 1, K2
CO3	Label the Food and Beverage Service equipment. State and Explain the Food and Beverage Organisation, Food and Beverage Personnel attributes and Interdepartmental relationships.	K 1, K2
CO4	Describe the types of menu, its planning and terms.	K 1, K2
CO5	Identify and manipulate the service requirements of Food and Beverage items to customers.	K 1, K2, K3

K1 – Remember K2- Understand K3 - Apply

Pedagogy: Lectures, Assignments, Discussions, Activity, Pictorial Presentation and Activity.

Text Books:

1. **Sudhir Andrews** (2004), “*Food and Beverage Service Training Manual*”. Tata McGraw Hill Publishers, New Delhi, 4th Edition.
2. **Martin A & Sabrina Keller** (2016), “*Restaurant Service Skills – Training Book*”, I.K. International Publishing House Pvt. Ltd, New Delhi, 1st Edition.

Reference Books:

1. **John Fuller** (1999), “*Modern Restaurant Service, A Manual for students and practioners:*” Cheltenham, Stanley Thrones Publishers, 1st Edition.
2. **Dennis R. Lillicrap and John A. Cousins** (2002), “*Food and Beverage Service*”, ELBS Publishers, Great Britain, 6th Edition.
3. **Brian Verghese** (2015), “*Professional Food and Beverage Service Management*”, Laxmi Publications (Trinity Press Ltd.), New Delhi, 1st Edition
4. **R. Singaravelan** (2016), “*Food and Beverage Service*”, Oxford University Press, New Delhi, 2nd Edition.
5. **Dennis R. Lillicrap and John A. Cousins** (2010), “*Food and Beverage Service*”, Dynamic Learning, Hodder Education, Great Britain, 8th Edition.
6. **Mahendra Singh Negi** (2019), “*Training Manual for Food and Beverage Services*”, Dreamtech Press, New Delhi, 1st Edition.
7. **Ecole Technique Hoteliere Tsuji** (1991), “*Professional Restaurant Service*”, John Wiley and Sons.
8. **John A. Cousins, Dennis R. Lillicrap and Suzanne Weekes** (2014), “*Food and Beverage Service*”, Hodder Education, Great Britain, 9th Edition.
9. **Vara Prasad and Gopi Krishna** (2017), “*F&B Service Simplified*”, K P House Publications, Uttar Pradesh, 1st Edition.

e-resources:

1. <https://www.ihmnotessite.net/food-beverage>
2. [https://www.tutorialspoint.com/food and beverage services/food and beverage services tutorial.pdf](https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_tutorial.pdf)
3. <http://docshare04.docshare.tips/files/28421/284210720.pdf>
4. <https://www.slideshare.net/SunilKumar148/food-beverage-service-basic-notes>
5. <http://www.uou.ac.in/sites/default/files/slm/HM-201.pdf>
6. <https://www.ihmnotes.com/2018/05/>

Mapping of Course Outcomes (Cos) with Programme Outcomes (POs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10
CO1									02	
CO2	02				02	01				
CO3	02	01			01	01				
CO4	03		01							
CO5		02	01		01					

1 – Low, 2 – Medium & 3- High

Programme	B.Sc. Hotel Management & Catering Management	Programme Code	UHM
Course Code	20UHMN11	Number of Hours / Cycle	02
Semester	I	Max. Marks	100
Part	IV	Credit	02
NON MAJOR ELECTIVE I			
Course Title	FUNDAMENTALS OF HOTEL AND RESTAURANT BUSINESS		

Preamble

This course enables the non catering students to understand the structure of the Hotel and Catering Industry, recognize the functions of various departments of Hotels and provides knowledge of Star classification. The learners will familiarize with the basic knowledge of the functional operations of Food and Beverage Industry and will obtain the broad idea of venturing into the food and beverage business as entrepreneurs, knowledge of Government supporting institutions and the controlling procedures in relation to the Hotel and Catering business.

Unit I Introduction to Catering and Hotel Industry**06 Hours**

Evolution of Catering Industry – Various types of Catering Establishments – Classification of Hotels – Star Classification and its need – Role of HRACC – Various Functional Departments of Star Hotels – Types of Tariffs and Plans – Types of Rooms

Unit II Cooking and Kitchen Organisation**06 Hours**

Aims and Objectives of Cooking – Methods of Cooking – Kitchen Organisation Structure in Star Hotels – Duties and Responsibilities of Head Chef – Layout and Planning of a Kitchen – Equipments for Startup F&B Ventures – Preservation and Storage Methods.

Unit III Food and Beverage Service**06 Hours**

Functions of Food and Beverage Service department – Organisation Structure of F&B Department – Cutlery, Crockery and Glasswares – Types of Meals, Types of Service – Buffet. Menu – Definition, Types and Planning. Types of Eateries and Food & Beverage Outlets.

Unit IV Knowledge of Food and Beverage Business

06 Hours

Garnishes and Accompaniments – Meaning and Uses. Indian Gravies, Curries, South Indian and North Indian - Fast Food Items, Steps for starting Hotel and small scale business in relate to food – Establishing Brand and Formulating the Project Concept – Entrepreneurial Supporting Govt. Institutions like NIESBUD – Delhi, SIET – Hyderabad, ITCOT, SIPCOT, SISI and MSME by DIC in Tamilnadu.

Unit V Administration

06 Hours

Food and Beverage Control -Standard Recipe, Budgeting, Portion Control, Waste Management, Yield Management and Food Cost Control. Hygiene – Personal and Work Environment – Importance and Procedures. Other Hospitality Industry and Career Opportunities.

Pedagogy: Lectures, Assignments, Discussions, Activity, Pictorial Presentation and Seminar.

Text Books:

1. *Dr.JagmohanNegi* (1997), “*Professional Hotel Management*”, S.Chand Publishing, New Delhi, 1st Edition.
2. *L.K.Sharma*(2012), “*Hotel and Catering Management*”, Surendra Publications, New Delhi.

Reference Books:

1. *ParvinderS.Bali* (2017), “*Theory of Cookery*”, Oxford University Press, New Delhi, 1st Edition.
2. *Yogesh Singh* (2017), “*Principles of Food Production Operations*”,I.K.International Publishing House Pvt.Ltd, New Delhi, 1st Edition.
3. *Yogesh Singh* (2015), “*A Culinary Tour of India*”,I.K.International Publishing House Pvt.Ltd, New Delhi, 1st Edition.
4. *J.Inder Singh Kalra & Pradeep Das Gupta*. 25th Reprint 2005. “*Prashad: Cooking with Indian Masters.*” Allied Publishers Pvt.Ltd, Anna Salai, Chennai.
5. *Alok Kumar, D.Kumar & R.A.Sharma*. (2019), “*Fundamentals of Food Hygiene, Safety and Quality.*” New Delhi. I.K.International Publishing House Pvt.Ltd. 1st Edition.
6. *ParvinderS.Bali*. (2014), “*Food Production Operations,*” New Delhi, Oxford University Press. 2nd Edition.
7. *Sudhir Andrews*. (2004), “*Food and Beverage Service Training Manual.*” New Delhi. Tata McGraw Hill Publishers. 4th Edition.
8. *Martin A & Sabrina Keller*(2016), “*Restaurant Service Skills – Training Book*”, I.K.International Publishing House Pvt.Ltd, New Delhi, 1st Edition.
9. *R.Singaravelan*, (2016). “*Food and Beverage Service,*” Oxford University Press, New Delhi. 2nd Edition.
10. *Brian Verghese* (2015). “*Professional Food and Beverage Service Management,*” Laxmi Publications (Trinity Press Ltd.), New Delhi, 1st Edition.

e-resources:

1. https://shodhganga.inflibnet.ac.in/bitstream/10603/75264/8/08_chapter%201.pdf
2. <https://india.oup.com/productPage/5591038/7421214/9780199474448>
3. <http://www.uou.ac.in/sites/default/files/slm/BHM-102T.pdf>
4. <https://www.slideshare.net/delhindradelhindra/fb-sevice-introduction-1-chefqtrainerblogspotcom-81732546>
5. <https://www.slideshare.net/sykha25/chapter-1-introduction-to-food-beverages-service>
6. <https://slideplayer.com/slide/10285491/>
7. https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_basics.htm
8. <https://ihmkolkata.blogspot.com/2014/07/mobile-catering.html>
9. <http://www.uou.ac.in/sites/default/files/slm/HM-301.pdf>
10. [https://nscpolteksby.ac.id/ebook/files/Ebook/Hospitality/Food%20and%20Beverage%20Management%20\(2008\)/Chapter%208%20-%20Food%20and%20Beverage%20Control.pdf](https://nscpolteksby.ac.id/ebook/files/Ebook/Hospitality/Food%20and%20Beverage%20Management%20(2008)/Chapter%208%20-%20Food%20and%20Beverage%20Control.pdf)
11. <https://www.slideshare.net/RaviDandotiya/beverage-control-56294505>
12. <https://www.slideshare.net/ManageTeamz/how-to-start-food-delivery-business>
13. <https://www.slideshare.net/Mahadib16/restaurant-business-plan-presentation>
14. <https://www.slideshare.net/JunaidAmjad6/food-truck-business-plan-84632879>

**FIRST YEAR – SECOND SEMESTER
SYLLABUS**

Programme	B.Sc. Hotel Management & Catering Management	Programme Code	UHM
Course Code	20UHMC21	Number of Hours / Cycle	02
Semester	II	Max. Marks	100
Part	III	Credit	02
CORE COURSE II			
Course Title	FOOD PRODUCTION II		

Preamble

This course enables the students to understand the characteristics of raw materials, will impart knowledge in various cuts of meat, cooking methods, different cereals, pulses, pastas and agents, dairy products and Egg Cookery.

Unit I Meat, Chicken, Seafood and Egg Cookery

07 Hours

Introduction - Cuts, Uses & Selection of Beef, Veal, Mutton, Lamb & Pork - Cuts, Uses & Selection of Chicken. Processed Meats – Types & Uses. Seafood: Introduction, Classification with examples, Cuts of Fish, Selection of Fish & Shellfish. Effects of Cooking. Egg: Introduction, Structure, Selection Tests, Uses in Cookery.

Unit II Cereals and Pulses, Pastas and Raising Agents

05 Hours

Introduction, Classification, Types, Uses and Cooking of various Cereals and Pulses. Flour: Different Types of Flour & Uses in Cooking. Types of Pastas. Raising Agents: Classification, Uses & Reactions during Cooking.

Unit III Fats and Oils, Sugar and Flavoring Agents

06 Hours

Definition, Types of Fatty Acids, Types of Fats & Oils, Effects of Cooking, Storage & Nutritional concerns. Sweetening Agents: Types & Uses of Sweetening Agents, Types & Uses of Sugar, Stages of Cooking Sugar. Flavoring Agents: Seasonings, Spices, Herbs and Other Flavoring Agents and their uses.

Unit IV Dairy Products

05 Hours

Introduction, Processing, Types, Cooking & Uses of Milk, Cream, Butter and Cheese. Culinary Terms: Western & Indian.

Unit V Hygiene and Food Safety in Kitchen

07 Hours

Meaning and definition of Hygiene, General Principles of Food Hygiene, Personal Hygiene for Food Handlers, Food Safety in Kitchen, Sources of Food Contamination, Food Poisoning. Dishwashing, Kitchen Cleaning Procedures, Garbage Disposal procedures.

Course Outcomes

At the end of the course, students would be able to:

No.	Course Outcome	Knowledge Level (According to Revised Bloom Taxonomy)
CO1	State and classify the meat, chicken, seafood and egg. Outline the processed meats.	K1, K2
CO2	List and describe the cereals and pulses. Label the raising agents.	K1, K2
CO3	Recognize and identify the fats, oils, sugar, spices, herbs and flavouring agents.	K1, K2
CO4	Define and recognize the dairy products and its preparation, Culinary terms of Indian and Western.	K1, K2
CO5	State the food hygiene and safety procedures. Explain the kitchen hygiene practices.	K1, K2, K3

K1 – Remember K2- Understand K3 - Apply

Pedagogy: Lectures, Assignments, Discussions, Activity, Pictorial Presentation, Hands-on Training and Demonstration.

Text Books:

1. *ParvinderS.Bali* (2018), “*Theory of Bakery and Patisserie*”, Oxford University Press, New Delhi, 1st Edition.
2. *ParvinderS.Bali*(2017), “*Theory of Cookery*”, Oxford University Press, New Delhi, 1st Edition.
3. *Yogesh Singh*, (2017), “*Principles of Food Production Operations*,” I.K.International Publishing House Pvt.Ltd., New Delhi, 1st Edition.

Reference Books:

1. *Ronald Kinton, Victor Cesarani and David Foskett.* (2000), “*Practical Cookery*”, Hodder and Staughton, ELST Publishers, London, 9th Edition.
2. *YogambalAshokkumar.* (2017), “*Theory of Bakery and Confectionery*”, PHI Learning Private Limited, New Delhi, 2nd Edition.
3. *Ronald Kinton, Victor Cesarani and David Foskett.* (2005), “*Theory of Catering*”, Hodder and Staughton, ELST Publisher, London, 9thEdition.
4. *Krishna Arora.* (2001),“*Theory of Cookery*”, Frank Bros. and Co-Publishers, New Delhi, 4th Edition.
5. *ParvinderS.Bali.* (2014), “*Food Production Operations*”, New Delhi, Oxford University Press, 2nd Edition.
6. *Wayne Gisslen* (2018), “*Professional Cooking*”, Wiley Plus. US 9th Edition.
7. *Wayne Gisslen* (2020), “*Professional Baking*,” Wiley Plus. US 7th Edition.

e-resources:

1. <https://ihmshillong.nic.in/notes-2nd-semester-b-sc-hospitality-hotel-administration>
2. <https://india.oup.com/productPage/5591038/7421214/9780199474448>
3. <https://www.ihmnotessite.net/2-food-production>
4. https://shodhganga.inflibnet.ac.in/bitstream/10603/46792/5/05_chapter%201.pdf
5. http://cbseacademic.nic.in/web_material/Curriculum/Vocational/2015/Fluid_milk_processing_XII/Dairy-products-theory%20XII.pdf
6. http://www.fao.org/3/CA4076EN/CA4076EN_Chapter7_Dairy.pdf
7. <https://www.slideshare.net/hpinn/dairy-products-30091585>
8. <https://www.slideshare.net/ektabelwal/milk-36869317>
9. <https://www.slideshare.net/partharoychaudhry/cereals-pulses-36867856>

Mapping of Course Outcomes (Cos) with Programme Outcomes (POs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10
CO1	02				01			01		
CO2	02									
CO3	02				01					
CO4	02		01							
CO5	02	01	01		01					02

1 – Low, 2 – Medium & 3- High

Programme	B.Sc. Hotel Management & Catering Management	Programme Code	UHM
Course Code	20UHMC22	Number of Hours / Cycle	02
Semester	II	Max. Marks	100
Part	III	Credit	02
CORE COURSE III			
Course Title	BASIC FOOD AND BEVERAGE SERVICE II		

Preamble

The course provides the knowledge to learners on organizing and executing the In Room Dining operations, will be able to dramatize various types of Breakfast Cover Laying and recognize the controlling systems in dining. The students can understand the Billing methods, Breakfast Service, can classify the Non-Alcoholic Beverages and label the service sequence of the French Classical Menu.

Unit I Room Service / In Room Dining Service

06 Hours

Introduction, General principles, Cycle of Service, Scheduling and Staffing Forms and Formats - Order Taking, Suggestive Selling, Breakfast Cards, Time Management- Lead Time from Order Taking to Clearance.

Unit II Control Methods

06 Hours

Necessity and Functions of a Control System, Billing Methods – Duplicate & Triplicate System, KOTs & BOTs, Computerized- KOTs (Kitchen Order Ticket, Beverage Order Ticket). Flow Chart of KOT. Presentation of bill.

Unit III Types of Meals and Cover Laying for Breakfast Services

06 Hours

Breakfast – Introduction, Continental, English, American, Indian and South Indian. Breakfast Cover Laying and Service methods for Continental, English and American. Brunch – Elevenses – Lunch - Afternoon Tea - Hi-Tea – Dinner - Supper.

Unit IV Non – Alcoholic Beverages

06 Hours

Classification of Non-Alcoholic Beverages – Stimulating, Refreshing and Nourishing Beverages – Tea – Types, Processing and Service. Coffee - Types, Processing and Service. - Cold Beverages – Juices, Squash, Syrups and Service.

French Classical Menu –Service Sequence, Classical Foods & its Accompaniments. Framing Menu based on French Classical Sequence.

Course Outcomes

At the end of the course, students would be able to:

No.	Course Outcome	Knowledge Level (According to Revised Bloom Taxonomy)
CO1	Locate the principles of In Room Dining Service and Order Taking.	K1, K2
CO2	Define and describe the Billing Methods.	K1, K2
CO3	Memorise and extend the types of breakfast, its cover laying and service methods of different meals.	K1, K2
CO4	List and classify the non-alcoholic beverages	K1, K2
CO5	Identify the service sequence of French Classical Menu. Sketch the menu framing based on French Classical Menu.	K1, K2, K3

K1 – Remember K2- Understand K3 - Apply

Pedagogy: Lectures, Assignments, Discussions, Activity, Pictorial Presentation, Hands-on Training and Demonstration.

Text Books:

1. *Sudhir Andrews* (2004), “*Food and Beverage Service Training Manual.*” Tata McGraw Hill Publishers, New Delhi, 4th Edition.
2. *Martin A & Sabrina Keller* (2016), “*Restaurant Service Skills – Training Book,*” I.K.International Publishing House Pvt.Ltd., New Delhi, 1st Edition.

Reference Books:

1. *Brian Verghese* (2015). “*Professional Food and Beverage Service Management,*” New Delhi. Laxmi Publications (Trinity Press Ltd.) 1st Edition.
2. *Dennis R.Lillicrap and John A.Cousins*, (2002), “*Food and Beverage Service*”. Great Britain. ELBS Publishers. 6th Edition.
3. *John Fuller* (1999), “*Modern Restaurant Service, A Manual for students and practioners:*” Cheltenham, Stanley Thrones Publishers. 1st Edition.
4. *R.Singaravelan* (2016). “*Food and Beverage Service,*” Oxford University Press, New Delhi, 2nd Edition.
5. *A.J.Strianese and Pamela Strianese*, (2007), “*Dining Room and Banquet Management.*”, Thomson / Delmar Learning, 4th Edition.
6. *Tarun K. Bansal.* (2016), “*Food and Beverage Operations to Management,*” New Delhi, I.K.International Publishing House Pvt.Ltd, 1st Edition.
7. *Mahendra Singh Negi* (2019), “*Introduction to Bar and Beverages*”, Dreamtech Press, New Delhi, 1st Edition.
8. *Ecole Technique Hoteliere Tsuji* (1991), “*Professional Restaurant Service*”, John Wiley and Sons.
9. *John A.Cousins, Dennis R.Lillicrap and Suzanne Weekes* (2014), “*Food and Beverage Service*”, Hodder Education, Great Britain, 9th Edition.
10. *Vara Prasad and Gopi Krishna* (2017), “*F&B Service Simplified*”, K P House Publications, Uttar Pradesh, 1st Edition.

e-resources:

1. <https://www.slideshare.net/rajishrajan1/fb-service-ii>
2. <https://www.ihmnotessite.net/2-food-beverages>
3. <https://www.slideshare.net/itsmeNEKA/inroom-dining-service>
4. <https://www.slideshare.net/pranshubajpai/non-alcoholic-beverages-34247528>
5. <https://www.slideshare.net/hotelierjha/french-classical-menu-15701624>
6. <http://docshare04.docshare.tips/files/26030/260301518.pdf>
7. [https://www.ihmbbs.org/upload/CHAPTER-3%20\(SALE%20CONTROL%20SYSTEM\).pdf](https://www.ihmbbs.org/upload/CHAPTER-3%20(SALE%20CONTROL%20SYSTEM).pdf)
8. <https://www.bngkolkata.com/breakfast/>
9. <https://www.bngkolkata.com/room-service-standards/>
10. <http://www.idaosejaipur.com/blog/types-of-breakfast-in-hotel-industry/>

Mapping of Course Outcomes (Cos) with Programme Outcomes (POs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10
CO1	02	01								
CO2	02				01					
CO3	02	01								
CO4	03	02			02					
CO5	03	02	02		01					

1 – Low, 2 – Medium & 3- High

Programme	B.Sc. Hotel Management & Catering Management	Programme Code	UHM
Course Code	20UHMS21	Number of Hours / Cycle	02
Semester	II	Max. Marks	100
Part	IV	Credit	02
SKILL BASED COURSE II			
Course Title	BASIC ACCOMMODATION FUNCTION		

Preamble

This Course insight into the importance of the Housekeeping Department in Hospitality Industry, can understand the various personnel and their duties and responsibilities and label the activities in the Housekeeping Desk. This course develops a comprehensive knowledge of the cleaning procedures in public areas and guest rooms, familiarize with various Inventories, Floor Operation and Safety Measures by Housekeeping Personnel.

Unit I – Importance of Housekeeping**05 Hours**

Hospitality Industry and Hotel Industry definitions. Departments in hotels, Introduction to Accommodation Operation, Organization Structure and Layout: Organization structure of Accommodation Operation, Department in Small, Large and Medium Hotels. Layout of Accommodation Operation Department in Small, Large and Medium Hotels.

Unit II Areas and Cleaning Procedures in Housekeeping**06 Hours**

Areas under the control of accommodation operation department, Guest areas and public areas, Definition and Dimensions of the Public Area, Lobby, F&B Outlets, Swimming pool, Rest Room, Lounge, Banquet Halls, Guest Lift Areas, Patio Areas, Corridor, Shopping Arcade. Rooms – Double, Turin, Double, Deluxe, Studio, 25 Interconnectivity, Adjacent, Executive, Duplex, Suite, Presidential Suite, Pent House, Cabana, Hollywood Parlor etc.,

Unit III Duties and Responsibilities of Housekeeping Staff**07 Hours**

Executive Housekeeper –Deputy - Floor supervisor – Morning Shift, General Shift, Evening Shift, Night Shift, Break Shift Houseman; Rooms Public Areas, All - Desk Controller - Linen Room –Laundry Co-ordination with other departments: Front Office, F&B Service, Maintenance, Security, Stores, Purchase, Accounts, Human Resources

Unit IV Housekeeping Inventory**06 Hours**

Classification and Types of Equipment with Diagram - Mechanical, Electrical, Use of Equipments - Safety Procedures Classifications and Types of Cleaning Agents. Water, Soap, Detergent, Alkali, Acid, Solvent, Absorbs, Deodorants - Disinfectants, Polishes, Seals-Use, Care Storage - Distribution and Inventory Control.

Unit V Floor Operation and Safety Practices**06 Hours**

Lost and Found, Missing, Damaged Procedure and Records, Baby Sitting, Valet Service, Floor Operation, Personal Hygiene, Rules on Rooms and Public area, Key and Key Control.

Course Outcomes

At the end of the course, students would be able to:

No.	Course Outcome	Knowledge Level (According to Revised Bloom Taxonomy)
CO1	Distinguish the role of the housekeeping department in hotels and its responsibilities. Define the organizational structure and the functional layout of housekeeping departments in various sized hotels.	K1, K2
CO2	Memorize different hotel areas and its cleaning procedures. Classify the hotel rooms.	K1, K2
CO3	Explain the duties and responsibilities of Housekeeping Staff. Identify the Co-ordination with other departments in the hotel.	K1, K2
CO4	Explain the various Housekeeping inventories.	K1, K2
CO5	Chart the floor operation and safety procedures of the Housekeeping staff in hotel.	K1, K2, K3

K1 – Remember K2- Understand K3 - Apply

Pedagogy: Lectures, Assignments, Discussions, Activity, Pictorial Presentation, Hands-on Training and Demonstration.

Text Books:

1. *Manoj Kumar Yadav.*(2019), “*A Professional Guide to Room Division Operations,*”. I.K.International Publishing House Pvt.Ltd., New Delhi, 1st Edition.

Reference Books:

1. *Sudhir Andrews.* (2004), “*Hotel House KeepingA Training Manual.*” Tata McGraw Hill Publishers, New Delhi, 3rd Edition.
2. *G.Raghubalan and SmriteeRaghubalan,* (2015), “*Hotel Housekeeping:Operations&Management, Chennai.* Oxford University Press, 3rd Edition.
3. *Dr.PralayGanguly.*(2019),“*Housekeeping Management in Hotel and Service Industry,* I.K.International Publishing House Pvt.Ltd., New Delhi, 1st Edition.

e-resources:

1. <http://jnujprdistance.com/assets/lms/LMS%20JNU/MBA/MBA%20-%20Hospitality%20Management/Sem%20III/Accommodation%20Operations/Accommodation%20Operations.pdf>
2. <https://www.ihmnotessite.net/accomodation>
3. <https://setupmyhotel.com/train-my-hotel-staff/hk/604-types-of-cleaning-procedures-in-hotel-housekeeping.html>
4. <http://elearning.nokomis.in/uploaddocuments/Hotel%20housekeeping/chp%203%20Housekeeping%20Operations%20Forms%20and%20SOP/PPT/chapter%203.pdf>
5. <http://elearning.nokomis.in/uploaddocuments/Hotel%20housekeeping/chp%206%20Housekeeping%20Inventories/PPT/chapter%206.pdf>
6. <https://www.slideshare.net/mimieazhar/housekeeping-operation-housekeeping-inventories>
7. <https://www.slideshare.net/mimieazhar/housekeeping-operation-safety-and-security>

Mapping of Course Outcomes (Cos) with Programme Outcomes (POs)

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10
CO1	02				01	01				
CO2	02									
CO3			01			02				
CO4	02	02			01					
CO5	02	01	02		01					

1 – Low, 2 – Medium & 3- High

Programme	B.Sc. Hotel Management & Catering Management	Programme Code	UHM
Course Code	20UHMN21	Number of Hours / Cycle	02
Semester	II	Max. Marks	100
Part	IV	Credit	02
NON MAJOR ELECTIVE II			
Course Title	FUNDAMENTALS OF ROOMS DIVISION AND TOURISM		

Preamble

This Course makes the students to understand the concept of Hotel and Front Office; also it classifies the various functions of Front Office and Housekeeping departments for the effective Guest Services. This course provides the knowledge on the functions and products of Tourism and will transfer the amount of knowledge on the impacts and planning of Tourism.

Unit I Introduction**06 Hours**

Introduction to Hotel Industry – Types of Hotel – Organisation Chart of Medium and Large Hotels. Introduction to Front Office – Organisation Chart and Layout of Front Office, Tariffs and Plans.

Unit II Front Office**06 Hours**

Functions and Importance - Qualities of Front Office Staff - Guest Cycle – Check In and Check Out Process – Types of Guest Folios – Method of Settlements – Forecasting Room Reservation – Online Travel Agents (OTA) – Procedures to fix the Room Tariffs in Hotels - Knowledge of various registers and forms used in Front Office Operations – Front Office Terminologies.

Unit III House Keeping

06 Hours

Importance and Functions of Housekeeping department – Types of Hotel Guest Rooms – Room Supplies and Guest Amenities – Standard Bed Making Procedures – Types of Housekeeping Services in Hotel (Morning Housekeeping Service and Evening Housekeeping Service). Cleaning Procedures – Occupied and Vacant Guest rooms.

Unit IV Tourism

05 Hours

Definition of Tourism, Tourist – Foreign and Domestic – Components of Tourism (Attractions, Accessibility and Amenities) – Motivations for Tourism.

Unit V Travel

07 Hours

Functions and Types of Travel Agency, Planning in Tourism – Need, Process (Micro and Macro level Planning) – Impact of Tourism (Culture, Society, Economy and Ecology – advantages and disadvantages). Government Organisations and their Functions in Tourism – ITDC, TTDC, IATA, TAAI, UNWTO.

Pedagogy: Lectures, Assignments, Discussions, Activity, Pictorial Presentation, Seminar and Experience Sharing

Text Books:

1. ***Sudhir Andrews.*** (2004), “*Hotel Front Office A Training Manual.*” Tata McGraw Hill Publishers, New Delhi, 3rd Edition.
2. ***Pran Nath Seth.*** (2012), “*An Introduction to Travel and Tourism.*” SAB Publishers, New Delhi, 1st Edition.

Reference Books:

1. ***Dr.PralayGanguly,*** (2019), “*Housekeeping Management in Hotel and Service Industry,*”. I.K.International Publishing House Pvt.Ltd., New Delhi, 1st Edition.
2. ***JatashankarR.Tiwari,*** (2016), “*Hotel Front Office Operations and Management,*” Oxford University Press, New Delhi, 1st Edition.
3. ***S K Bhatnagar*** (2006), “*Front Office Management*”, Frank brothers & Co.Ltd., New Delhi, 1st Edition.
4. ***Manoj Kumar Yadav.***(2019), “*A Professional Guide to Room Division Operations,*. I.K.International Publishing House Pvt.Ltd. New Delhi,1st Edition.
5. ***G.Raghubalan and SmriteeRaghubalan.*** (2015), “*Hotel Housekeeping:Operations&Management*” Oxford University Press, Chennai, 3rd Edition.
6. ***PranNath Seth.***(2006), “*Successful Tourism : Fundamentals of Tourism*”, Sterling Publishers Pvt. Ltd, Noida, 1st Edition.
7. ***PranNath Seth.*** (2018), “*Fundamentals of Travel and Tourism*” Kanishka Publishers & Distributors, New Delhi, 1st Edition.

e-resources:

1. <https://www.slideshare.net/judyanneysalibio/rooms-division-53807847>
2. <https://www.slideshare.net/akhilalpnandey/introductionofroomsdivisionfrontofficeandhousekeepingdepartment-ppt>
3. <https://www.ihmnotessite.net/front-office>
4. [http://cbseacademic.nic.in/web_material/Curriculum/Vocational/2018/FRONT%20OFFICE%20OPERATION%20S%20XI%20\(810\)/Introduction%20to%20Tourism%20&%20Hotel%20Industry%20XI.pdf](http://cbseacademic.nic.in/web_material/Curriculum/Vocational/2018/FRONT%20OFFICE%20OPERATION%20S%20XI%20(810)/Introduction%20to%20Tourism%20&%20Hotel%20Industry%20XI.pdf)
5. <http://www.uou.ac.in/sites/default/files/slm/HM-202.pdf>
6. <https://www.slideshare.net/PoojaPughal/travel-ppt-85000998>
7. <https://www.slideshare.net/ashiyanakhan90/tourism-notes>

8. http://cbseacademic.nic.in/web_material/Curriculum19/Class_XII/756_INTRODUCTION_HOSPITALITY_MANAGEMENT.pdf
9. http://cbseacademic.nic.in/web_material/Curriculum/Vocational/2018/Tourism/XII/Introduction%20to%20Hospitality%20.pdf

FIRST YEAR – II SEMESTER – PRACTICAL

Programme	B.Sc. Hotel Management & Catering Management	Programme Code	UHM
Course Code	20UHMC2P	Number of Hours / Cycle	02
Semester	II	Max. Marks	100
Part	III	Credit	02
CORE COURSE VI			
Course Title	FOOD PRODUCTION AND PATISSERIE - PRACTICAL		

Preamble

The course is designed for the students to get complete hands-on training in the Training Kitchen, to enable the students to understand the professional manner of cooking various menus. This course will develop the basic skills in handling foodstuffs, equipment, utensils, etc., this course facilitates the learners on cooking the food items by using the Dry and Moist Heat methods, to learn the continental cuisines, Indian and Chinese Cuisine through 16 application menus.

List of Menu for the Food Production and Patisserie Practical:

S.No	MENU
1	Mullagutawny, Poisson a la Meunière, Pommes Persillées, Haricot Vert Au Beurre, Bread Rolls and Crème Caramel.
2	Crème de Tomates, Steak au Poivre, Baked Jacket Potatoes, Petit Pois a la Française, French Bread and Bread & Butter Pudding.
3	Crème de VolaillePrincesse, Poulet á la king, Pommes de Terre, Ratatouille Niçoise and Nankhatai.
4	Scotch broth, Suprême de Volailles à la Crème, Riz Pilaf, Chou-fleur Mornay, French Bread and Genoese au Chocolat.
5	Minestrone, Filet de Pomfret, Bonne Femme, Pommes duchesse, Epinards au Beurre and Queen of Puddings.
6	Plain Rice, Drumstick Sambar, NaattukozhiVaruval, Tomato Rasam, Potato Masala and SemiyaPayasam.
7	Oeuf Farci, PouletRôti, Beignets d' Aubergines, Pommes Croquettes and Jam Tarts.

8	Consommé Brunoise, Spaghetti Napolitaine, Pommes Pontneuf, Vichy Carrots and Strawberry Mousse.
9	Crème d' Asperges, NavarinPrintanier, Chou-fleur Bolonaise, Pommes Layonnaise and Macedoine de Fruits.
10	Waldorf Salad, Potato & Leek Soup, PouletPoché avec Sauce Suprêmes, Pommes Allumettes, TomatesGrillées and Plain Sponge.
11	Gazpacho, SaladeRusse, Filet de PomfretGrillées, Epinards à la Crème, Pommes de Terre anna, and Fruit Trifle.
12	JeeraPulao, Chicken Butter Masala, Phulka, Vegetable Jalfraizi, and ShahiThukra.
13	Hot & Sour Egg Drop Soup, Vegetable Fried Rice, Chili Chicken, Sweet & Sour Vegetables and Beijing Toffee Bananas
14	Cocktail de Crevettes, Poulet Sauté Chasseur, Pommes Hongroise, Soufflé d' Epinards, Swiss Roll.
15	Crème de Dubarry, Beef Stronganoff, Poulet Portugese and Coffee Mousse.
16	Crème de Epinard, Bread Rolls, Vegetable Au gratin, Caramel Custard

Pedagogy: Lectures, Demonstration, Presentation, Hands-on Training, Briefing and Menu Preparation.

Programme	B.Sc. Hotel Management & Catering Management	Programme Code	UHM
Course Code	20UHMC2Q	Number of Hours / Cycle	02
Semester	II	Max. Marks	100
Part	III	Credit	02
CORE COURSE VII			
Course Title	BASIC FOOD AND BEVERAGE SERVICE - PRACTICAL		

Preamble

This course content consists of different basic Food & Beverage applications to familiarize the learners to handle various service equipment in the restaurant and to develop the necessary F&B Service skills. The course facilitates the learners to take orders, while applying the sequence of service and skills of suggestive and upselling tricks.

The Practical Contents are as below:

S.NO	PRACTICAL EXERCISES
1	Restaurant Hygiene practices
2	Mis-en-place & Mis-en-scene
3	Identification of Equipments
4	Laying & Relaying of Table cloth
5	Rules for laying a Table
6	Carrying a Salver / Tray
7	Service of Water
8	Manipulation of Service Spoon and Fork for Platter Service

9	Carrying Plates, Glasses & other Equipments
10	Clearing an Ashtray
11	Service of Non- Alcoholic Beverages
12	Setting of Table d'hôte & A La Carte covers.
13	Breakfast Table Layout & Service (Indian, American, English, Continental)
14	Crumbing, Clearing, Presenting the bill
15	Side board Organization
16	Taking an Order –Food & Making a KOT
17	Napkin Folds
18	Points to be remembered while setting a cover and during the service
19	Silver Service (Classical menu - Hors D'oeuvres varies to Coffee)
20	Service of Hot & Cold Non-Alcoholic Beverages

Pedagogy: Lectures, Demonstration, Activity, Practical Training, Briefing and Food Service based on Menu which is framed by the students.

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM		
Course Code	20UHMC31	Number of Hours/Cycle	5		
Semester	III	Max. Marks	100		
Part	III	Credit	4		
Core Course V					
Course Title	Indian Cooking and Volume Catering Management	L	T	P	
Cognitive Level	Up to K4	50	25	-	

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

Acquire knowledge and skills on Indian cookery, Ingredients, Masalas, Gravies and Tandoori preparations. Students can learn the origin of traditional Indian food, functions of catering units, use of commercial equipments and techniques for bulk food preparation.

Unit I	Indian Cookery	15 Hours
	Introduction to Indian Food and Various Common Ingredients used for Indian Cooking. Condiments - Mustard Seeds, Vinegar, Rock Salt, Black Salt and Allspice (Introduction and Uses). Herbs - Mint leaves, Coriander leaves, Basil and Curry leaf (Introduction and Uses). Spices - Aniseed, Asafoetida, Bay Leaf, Cardamom, Cinnamon, Cloves, Coriander Seeds, Cumin, Red Chilli, Fenugreek, Mace, Nutmeg, Pepper Corns, Poppy Seeds, Saffron, Tamarind, Turmeric, Black Stone Flower (Introduction and Uses). Thickening Agents Used in Indian Cooking – Onion Paste, Nut Paste, Melon Seed Paste, Cashew Paste, Poppy Seed Paste, Coconut Paste, Lentils, Dairy Products, Vegetable Purees, Flour / Starch, Potato, Rice Flour and Besan Flour. Importance of Butter and Ghee in Indian Cooking – Usage and Storage. Tendering agents, Colouring agents, Flavouring and Aromatic agents – Introduction, Types and Uses. Indian Culinary Terms.	
Unit II	Masalas, Pastes, Gravies in Indian Cooking and Tandoori Preparations	15 Hours
	Masalas and Pastes: Introduction, Blending of spices, Various Indian dry and wet Masalas, Pastes used in Indian Cooking, Proprietary Gravies and Pastes – Purchasing, Storing Considerations and benefits. Basic Indian Gravies – Introduction and preparation of Indian Gravies, atleast five dishes prepared from each basic Indian Gravies. Tandoori Cooking – Introduction, Seasoning of Tandoori Pot, Tandoori Marination – Objectives and Importance, Various Tandoori Masalas used for Tandoori preparations – Chicken, Prawns, Fish, Cottage Cheese, Vegetables, Mutton (Atleast three recipes of each)	
Unit III	Indian Regional Cooking	15 Hours
	Religious and Cultural Influences on Indian Cuisine. States to be covered: Tamilnadu, Kerala, Karnataka, Andhra Pradesh, Maharastra, Punjab, Bengal, Kashmir, Gujarat, Pondicherry, Goa, Rajasthan and Lucknow – Popular Festivals – Popular Dishes (Breakfast, Indian Breads, Indian Sweets, Accompaniments and Starters – minimum ten dishes from each), Special Ingredients, Methods of cooking, Special equipments. Specialty Cuisine: Moghalai, Hyderabad, Dum Pukht, Moplah,	

	Parsi, Chettinadu, Kongunadu, Jain, Badugas and Avadh - Introduction and any five special dishes and its recipes.	
Unit IV	Quantity Food Production	15 Hours
	Introduction and Objective of Large scale commercial cooking, Introduction and Functions of Contract Catering, Industrial Catering, Institutional Catering, Welfare Catering and Transport Catering. Layout of large Quantity Kitchen, Staff Hierarchy, Commercial Equipments and its specification. Storage Facility (Walk In, Deep, Cook Chill and Cook Freeze) – Preparation of food for Hotel Banquet functions – Systems in holding and service of cooked food for schools and colleges, airways, railways, industrial catering and theme dinners. Case Study on India’s Mega Kitchens – Akshaya Patra, Dharmasthala, Shirdi, IRCTC Kitchen, Taj SATS, Golden Temple, Jagannath Temple, Hala Mahalla, ISKON, Kalinga Institute (KISS), Tamilandu Govt. Mid day meal scheme and Food Bazaar in Bhubaneshwar.	
Unit V	Volume Catering Management	15 Hours
	Principles of Menu Planning – Emphasis on Quantity Food Production outlets, Industrial, Institutional, Transport and Fast Food Services. Parameters in Volume Catering. Principles of Indenting, Practical difficulties involved in indenting. Standard recipe card - Objective and purpose. Recipe Conversion techniques. Reasons for High Food Cost. Waste Management in large scale cooking. Rechauffe Cooking and Utilization of leftover foods.	

Pedagogy

Chalk and Talk method, Group Discussions, Assignments, Quiz, Seminar and Pictorial Presentations.

Text Book

1. *Parvinder S. Bali* (2011) "*Quantity Food Production Operations and Indian Cuisine*" OPU India, 1st Edition

Reference Books

1. *Baljekar Mridula* (2015) "*Indian food and cooking*" Anness Publishing, India, 1st Edition
2. *Fernandez Rafi* (2017) "*Indian Food & Cooking*" Anness Publishing, 1st Edition.
3. *Parvinder S. Bali* (2017), "*Theory of Cookery*", Oxford University Press, New Delhi, 1st Edition.
4. *Ronald Kinton, Victor Cesarani and David Foskett* (2005), "*Theory of Catering*", Hodder and Staughton, ELST Publishers, London, 9th Edition

E-Resources

- <https://hospitalitystudy.wordpress.com>
- https://www.tutorialspoint.com/food_production_operations/food_production_operations_indian_masalas_gravies.htm
- <https://www.indianfoodforever.com/regional-cooking>
- <https://www.selfstudys.com/uploads/pdf/T2yL3FjVohojBuF4EvfW.pdf>
- <https://infusecooking.com/what-is-volume-feeding/>

Course Outcomes

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

CO1	Describe in detail the Indian food and the ingredients used in Indian Cookery
CO2	Explain in detail the Masalas, Gravies, Pastes used for Indian Cooking, and understand the preparation of various Tandoori dishes.
CO3	Outline and demonstrate the traditional regional Indian dishes.

	Understand the styles of Indian cooking and can explain the specialty Indian cuisine dishes.
CO4	Explain the various commercial kitchen equipments for bulk cooking and illustrate the case study of India's Mega Kitchen.
CO5	Summarize the basic systems in Volume Catering Management.

Mapping of Course Outcomes (COs) with Programme Specific Outcomes

3. High; 2. 1. Low	Articulation K Levels Outcomes	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PSO 7	PSO 8	PSO 9	PSO 10	PSO 11	PSO 12	Moderate ; Mapping - with Course (COs)	
		CO1	2	3	2	3	1	1	1	2	1	2	1		1
		CO2	2	3	2	3	1	1	1	2	1	2	1		1
		CO3	1	1	1	1	3	3	3	2	3	2	1		1
		CO4	3	1	3	1	1	1	1	3	2	2	1		1
		CO5	2	3	2	3	1	1	1	2	1	2	1		1

Units	Cos	K-Level	Section A		Section B	Section C
			MCQs		Either/ or Choice	Open Choice
			No. Of Questions	K-Level	No. Of Question	
1	CO1	Up to K2	2	K1 & K2	2(K2&K2)	1(K2)
2	CO2	Up to K2	2	K1 & K2	2(K2&K2)	1(K2)
3	CO3	Up to K4	2	K1 & K2	2(K3&K3)	1(K4)
4	CO4	Up to K3	2	K1 & K2	2(K2&K2)	1(K3)
5	CO5	Up to K2	2	K1 & K2	2(K2&K2)	1(K2)
No of Questions to be asked			10		10	5
No of Questions to be answered			10		5	3
Marks for each Question			1		4	10
Total marks for each Section			10		20	30

K1 – Remembering and recalling facts with specific answers

K2 – Basic understanding of facts and stating main ideas with general answers

K3 – Application oriented – Solving problems

Distribution of Section - wise Marks with K Levels

K Levels	Section A (No Choice)	Section B (Either/or)	Section C (Open Choice)	Total Marks	% of Marks without Choice	Consolidated (Rounded off)
K1	5	0		05	05	05 %
K2	5	32	30	67	67	67 %
K3		08	10	18	18	18 %
K4			10	10	10	10 %
Total Marks	10	40	50	100	100	100%

Lesson Plan

Unit I	Indian Cookery	15 Hours	Mode
	a. Ingredients used for Indian Cooking	3	Descriptive

	b. Herbs and Spices used in Indian Cuisine	2	method, Pictorial Presentation, Assignments, Chalk and Talk
	c. Importance of Butter and Ghee in Indian Cooking	3	
	d. Flavouring and aromatic agents used in Indian Cooking	3	
	e. Religious and Cultural Influences on Indian Cuisine	4	
Unit II	Masalas, Pastes, Gravies in Indian Cooking and Tandoori Preparations	15 Hours	Mode
	a. Various Indian dry and wet Masalas	3	Descriptive method, Pictorial Presentation, Assignments, Chalk and Talk
	b. Pastes used in Indian Cooking, Proprietary Gravies	3	
	c. Various Tandoori Masalas used for Tandoori preparations	3	
	d. Dishes prepared from basic Indian Gravies	4	
	e. Storing Considerations and benefits	2	
Unit III	Indian Regional Cooking	25 Hours	Mode
	a. Special Ingredients and Masalas	4	Descriptive method, Pictorial Presentation, Assignments, Chalk and Talk
	b. Methods of cooking	3	
	c. Traditional methods and fuel used for cooking.	3	
	d. Traditional and Specialty dishes of the region	3	
	e. Specialty of Indian Cuisines	2	
Unit IV	Quantity Food Production	15 Hours	Mode
	a. Functions of Contract Catering	3	Descriptive method, Pictorial Presentation, Assignments, Chalk and Talk
	b. Layout of large Quantity Kitchen	2	
	c. Preparation of food for Hotel Banquet functions	4	
	d. Industrial catering and theme dinners	2	
	e. Case Study on India's Mega Kitchens	4	
Unit V	Volume Catering Management	15 Hours	Mode
	a. Quantity food production outlets	3	Descriptive method, Pictorial Presentation, Assignments, Chalk and Talk
	b. Transport and fast food services.	3	
	c. Utilization of leftover foods	3	
	d. Costing and Cost control Methods	3	
	e. Waste Management in large scale cooking	3	

Course designed by Mr.M.S.Rajmohan, Mr.R.Akilan and Mr.H.A.Nijay

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM		
Course Code	20UHMC32	Number of Hours/Cycle	05		
Semester	III	Max. Marks	100		
Part	III	Credit	04		
Core Course VI					
Course Title	Wine Studies and Beverage Operations	L	T	P	
Cognitive Level	Up to K3	50	25	-	

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

Create a comprehensive understanding of the fermented and distilled alcoholic beverages, their production and service in the hotel and catering industry. Acquire knowledge of tobacco and the various forms of their presentations. Understand the various systems in beverage operations for effective functioning.

Unit I	Wines and Beer	15 Hours
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	Alcoholic Beverages – Classification with examples, Wines – Introduction, Grape and its varieties (Minimum Ten names for each grape variety). Viticulture & Viticulture Methods, Vinification, Vine Diseases. Categories of Wines - Still, Sparkling, Aromatized and Fortified Wines. Wine Production – Step by Step process of wine making – Still Wine, Sparkling Wine and Fortified Wine (Sherry, Port and Marsala). Beer - Introduction, Manufacturing Process and Types (Top fermented and Bottom fermented) – Draught, Bottled, Canned, Container. Faults in Beer and Service of Beer.	
Unit II	Wines of the World	15 Hours
	France, Italy, Spain, Portugal, Germany, New World Wines (South Australia, USA, Hungary & India) – Categories, Regions, Important Wines with their qualities, Label Languages, Sizes of Bottles. Champagne – Introduction and Production Process. Food & Wine Harmony, Wine Served with different courses of meal, Wine Glasses and Equipments, Storage and Service of wine (Red, White, Rose and Champagne).	
Unit III	Spirits, Aperitifs, Liqueurs, Cigras And Cigarettes	15 Hours
	Spirits: Whisky, Brandy, Rum, Vodka, Gin, Production Methods, Types, Brands - Indian and International. Liqueurs, Production Process, Brand (India and International), Infusion and Distillation method. Description of Absinthe, Tequila, Ouzo, Aquavit, Slivovitz, Arrack, Fenny, Mead, Grappa, Calvados & Other fruit brandies. Bitter – Definition and Types, Aperitifs: Meaning and Types. Tobacco - Meaning, Types – Cigars & Cigarettes, Manufacturing Process of Cigar, Cigar strengths and Sizes , Brands, Storage and Service.	
Unit IV	Food and Beverage Control	15 Hours
	F & B Control - Introduction, Objectives of F & B Control, Problems in F & B Control, Methodology of F & B Control and limitations of F&B Control. Cost & Sales Concepts: Definition of Cost, Elements of Cost, Classification of Cost, Sale defined, Ways of expressing sales concepts. Cost Volume / Profit Relationships (Break- even analysis). The Control process – establishing standards, measuring actual operating results, comparing actual results with standards, taking corrective action, reviewing the corrective action, Considerations in designing a control system.	
Unit V	Budgetary Control	15 Hours
	Budgetary Control: Introduction, Objectives, Kinds of Budget, Budgetary Control Process, Stages in the preparation of Budgets. Budgeting for F & B Operations Food & Beverage Control: Purchasing Control, Receiving Control, Storing and Issuing Control, Menu Management: Introduction, Types of Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as an In-House Marketing Tool.	

Pedagogy

Chalk and Talk method, Group Discussions, Assignments, Quiz, Seminar and Pictorial Presentations.

Text Book

1. *R.Singaravelan* (2016),“*Food and Beverage Service*”, Oxford University Press, New Delhi, 2nd Edition

Reference Books

1. *Lea R. Dopson* (2015) "*Food and beverage Cost control*" Co Author David K. Hayes ,Wiley, India, 6th Edition
2. *Dennis R.Lillicrap and John A.Cousins* (2010), “*Food and Beverage Service*”, Dynamic Learning, Hodder Education, Great Britain, 8th Edition.

3. **Mahendra Singh Negi** (2019), *“Training Manual for Food and Beverage Services”*, Dreamtech Press, New Delhi, 1st Edition
4. **Vara Prasad and Gopi Krishna** (2017), *“F&B Service Simplified”*, K P House Publications, Uttar Pradesh, 1st Edition.
5. **Dennis R.Lillicrap and John A.Cousins** (2002), *“Food and Beverage Service”*, ELBS Publishers, Great Britain, 6th Edition

E-Resources

- <https://www.slideshare.net/bhavna123/wine-presentation>
- <https://www.slideshare.net/hemant23081977/the-world-of-beverages>
- <https://www.slideshare.net/rajendranabar/tobacco-8104924>
- <https://www.slideshare.net/AkmalHafiz2/food-and-beverage-cost-control-35640241>
- <https://www.slideshare.net/SubhashKumar19/budgetary-control-14273938>

Course Outcomes

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

CO1	Understand the different wines and grape varieties. Able to explain the wine varieties and its production. Understand the beer manufacturing process.
CO2	Chart the wines of different countries, and the use of right equipments and glassware for preparation and service of alcoholic beverages.
CO3	Able to explain the different alcoholic beverages, can able to understand the cigar and cigarettes.
CO4	Describe the various basic F&B controlling systems.
CO5	Able to elaborate the budgetary control, menu management and purchasing control.

Mapping of Course Outcomes (COs) with Programme Specific Outcomes

3. High; 2. Low

Articulation K Levels Outcomes

	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PSO 7	PSO 8	PSO 9	PSO 10	PSO 11	PSO 12
CO1	1	3	1	3	1	1	1	2	1	2	1	2
CO2	1	3	1	3	1	1	1	2	1	2	1	2
CO3	3	3	3	3	2	2	2	3	1	2	1	2
CO4	1	3	1	3	1	1	1	2	1	2	1	2
CO5	3	3	3	3	2	2	2	3	1	2	1	2

Moderate; 1.

Mapping - with Course (COs)

Units	COs	K-Level	Section A		Section B	Section C
			MCQs		Either/ or Choice	Open Choice
			No. Of Questions	K-Level	No. Of Question	
1	CO1	Up to K2	2	K1 & K2	2(K2&K2)	1(K2)
2	CO2	Up to K2	2	K1 & K2	2(K2&K2)	1(K2)
3	CO3	Up to K3	2	K1 & K2	2(K3&K3)	1(K3)
4	CO4	Up to K2	2	K1 & K2	2(K2&K2)	1(K2)
5	CO5	Up to K3	2	K1 & K2	2(K3&K3)	1(K3)
No of Questions to be asked			20		10	5
No of Questions to be answered			20		10	3
Marks for each Question			1		1	10
Total marks for each Section			20		10	30

K1 – Remembering and recalling facts with specific answers

K2 – Basic understanding of facts and stating main ideas with general answers

K3 – Application oriented – Solving problems

Distribution of Section - wise Marks with K Levels

K Levels	Section A (No Choice)	Section B (Either/or)	Section C (Open)	Total Marks	% of Marks without Choice	Consolidated (Rounded off)
K1	05			05	05	05 %
K2	05	24	30	59	59	59 %
K3		16	20	36	36	36 %
Total Marks	10	40	50	100	100	100%

Lesson Plan

Unit I	Wines and Beer	15 Hours	Mode
	a. Grape and its varieties	3	Descriptive method, Pictorial Presentation, Assignments, Chalk and Talk
	b. Viticulture & Viticulture Methods	3	
	c. Categories of Wines	3	
	d. Step by Step process of wine making	4	
e. Sparkling Wine Making	2		
Unit II	Wines of the World	15 Hours	Mode
	a. Important Wines with their qualities	3	Descriptive method, Pictorial Presentation, Assignments, Chalk and Talk
	b. Label Languages of wine	3	
	c. Wine Served with different courses of meal	4	
	d. Wine Glasses and Equipments	3	
e. Storage and Service of wine	2		
Unit III	Spirits, Aperitifs, Liqueurs, Cigars and Cigarettes	15 Hours	Mode
	a. Production Methods of sprits	4	Descriptive method, Pictorial Presentation, Assignments,
	b. Infusion and Distillation method	4	
	c. Description of Absinthe	2	
	d. Types of Tobacco	2	
e. Manufacturing Process of Cigar	3		

			Chalk and Talk
Unit IV	Food and Beverage Control	15 Hours	Mode
	a. Methodology of F & B Control	3	Descriptive method, Pictorial Presentation, Assignments, Chalk and Talk
	b. Cost & Sales Concepts	3	
	c. Ways of expressing sales concepts	3	
	d. Personnel Management in F & B Control	3	
e. Profit Relationships (Break- even analysis)	3		
Unit V	Budgetary Control	15 Hours	Mode
	a. Budgetary Control Process	3	Descriptive method, Pictorial Presentation, Assignments, Chalk and Talk
	b. Budgeting for F & B Operations	3	
	c. Types of Menu Planning Considerations & Constraints	3	
	d. Menu Costing and Pricing	3	
e. Menu as an InHouse Marketing Tool.	3		

Course designed by Mr.M.S.Rajmohan, Mr.R.Akilan and Mr.H.A.Nijay

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM		
Course Code	20UHMC3P	Number of Hours/Cycle	5		
Semester	III	Max. Marks	100		
Part	III	Credit	4		
Core Practical III					
Course Title	Indian Cooking And Volume Catering Management - Practical	L	T	P	
Cognitive Level	Up to K4	-	-	75	

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

Acquire the knowledge on Quantity Food Production emphasizing regional Indian dishes, Indian breads and sweets. Understand and apply the knowledge to prepare various Indian dishes.

S.No	Menu
01	Plain Rice - Avial – Sambar – Meen Varathathu - Nenthra Kai Chips - Inji Puli Kari - Paruppu Vadai – Ada Prathamam
02	Attukal Soup - Plain Rice – Veechchu Parotta – Chettinadu Chicken Curry - Moolai Mutta Varuval, Urundai Kuzhambu - Beetroot Karaporiyal - Curd Rice – Kesari
03	Tomato Bath - Kholapuri Mutton Masala - Potato Vadai - Chappathis- Jallebi
04	Kitchidi -Tomato Baingan Ambal -Dal Philani - Macher Jal – Loochi – Gulab Jamun
05	Bisbellabath Hullianna – Baesserattu - Mysore Bonda - Manglore Fish Fry - Potato Fry - Appalam - Mysore Pak
06	Chicken Biriyanis - Vegetable Biriyanis - Baghara Baingan - Onion Raitha - Semiya Payasam
07	Jeera Pulao-Dhal Makhani -Aloo Capsicum-Fish Amritsari-Phulka-Beetroot Halwa
08	Coconut Rice- Ven Pongal- Meatball Curry - Cabbage and Carrot Foogath - Curd Rice - Rose cookies
09	Plain Rice - Mutton Vindaloo - Ambiachi Dhal - Mix Vegetable Chilly

	Fry - Curd Rice - Bean, Kajoo & Coconut Burfi
10	Chettinadu Mutton Biryani – Cheruva - Kallu Dosa - Vadai Curry- Curd Rice – Kuzhi Paniyaram
11	Mutter Pulao – Bhaturas - Peshawari Chole - Palak Ghost - Aloo Gobi- Gajar kaHalwa
12	Kachchi Biryani – Mirchi Ka Salan - Nellore Mutton Curry - Kulcha- Double Ka Meetha
13	Yakhni Pulao - Aloo Paratha - Mutton Do Piazza - Dal Palak - Phirnee
14	Ghee Bhat – Kachori - Doi Mach - Aloo Pos to – Baigun Bhaja – Rasogulla
15	Tandoori Naan-Tandoori Murgh - Sheek Kabab - Paneer Tikka - Tandoori Pomfret

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

CO1	Prepare assorted Indian foods in bulk quantities.
CO2	Demonstrate the techniques of preparation of dishes from states of India.
CO3	Incorporate the spices and condiments that are unique to each province.
CO4	Prepare Indian breads and its variations.
CO5	Create desserts with correct texture and consistency.

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM		
Course Code	20UHMC3Q	Number of Hours/Cycle	05		
Semester	III	Max. Marks	100		
Part	III	Credit	04		
Core Practical IV					
Course Title	Wine Studies And Beverage Operations - Practical	L	T	P	
Cognitive Level	Up to K4	-	-	75	

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

Develop the proficiency in identifying alcoholic and non alcoholic beverages and the right means of serving each drink.

S.No	Content
01	Conducting Briefing / De- briefing for Food and Beverage outlets
02	Taking an order for Beverages
03	Wine bottle, Identification, Glasses, equipment, required for service
04	Service of Aperitifs
05	Reading wine labels of different countries of wine
06	Types of Glasses & equipment used in the bar
07	Service of Sparkling, Aromatized, Fortified, still wine
08	Menu planning with wines and service of food & wine
09	Service of cigars and cigarettes
10	Service of spirits – Rum, Gin, Vodka, Whisky, Brandy, Tequila etc.,

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

CO1	Take orders for beverages.
CO2	Suggest wines to accompany foods.

CO3	Able to understand the characteristics of different countries wine.
CO4	Open and serve champagnes and wines.
CO5	Understand the various bar equipments and the knowledge on cigars.

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM		
Course Code	20UHMC3R	Number of Hours/Cycle	4		
Semester	III	Max. Marks	100		
Part	III	Credit	4		
Core Practical V					
Course Title	Front Desk and Hotel Housekeeping - Practical	L	T	P	
Cognitive Level	Up to K4	-	-	60	

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

Demonstrate the knowledge on the Operations of Front Office and Hotel Housekeeping, and gain the better understanding on Laundry and Guest Relations.

S.No	Content
01	Create and update guest profiles
02	Send Confirmation letters
03	Make an Add - on reservation and Amend a reservation
04	Skills to handle guest accounting and departure (FIT and GROUP)
05	Processing foreign currency exchange / cheque exchange
06	Handling guest check - in , registration , facilitation during stay at hotel, Billing, Related perform'a's
07	Identification and familiarization with cleaning of public Areas in Hotel.
08	Tally Allowances for the day at night
09	Check Room rate and Variance report
10	Process advance for in-house guest
11	Close bank at end of each shift
12	Maintain Guest History
13	Make Room Change
14	Take reservation through Travel Agent / Company / Individual or

	Source
15	Process guest check out by cash and credit card
16	Make check on update guest folios
17	Room Occupancy report, Checklist, Floor Register, Lost and Found, Maid's report, Housekeeper's report, Log Book
18	Bed Making Supplies
19	Servicing Guest Room (Check Out, Occupied and Vacant)
20	Selection and Designing of uniforms
21	Layout of linen and uniform Room / laundry

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

CO1	Describe the Front Office Operations at Check In and Check Out
CO2	Prepare various records in Housekeeping and Front Office
CO3	Demonstrate the knowledge on Guest Handling at Front Office and Housekeeping
CO4	Prepare the Guest Rooms and summarise the laundry operations
CO5	Explain the control desk functions of Housekeeping

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM		
Course Code	20UHMA31	Number of Hours/Cycle	04		
Semester	III	Max. Marks	100		
Part	III	Credit	02		
Allied Course III					
Course Title	Principles of Management	L	T	P	
Cognitive Level	Up to K4	50	10	-	

Preamble

Acquire the fundamental knowledge on managerial concepts and behaviour; the learners will develop the knowledge on the functions.

Unit I	Management	12 Hours
	Definition, Scope and Importance of Management, Difference between administration and management, Duties and Responsibilities of General Manager in a Five Star Hotel, Job Description and Job Specifications of General Manager, Group Concept, Levels of Management and Managerial Skills.	
Unit II	Planning And Organizing	12 Hours
	Introduction, Steps in planning process, Methods of planning, limitations, Essential of good planning. Process of organizing, Departmentalization, Authority, Span of Control, Types of decision, Steps in Decision Making.	
Unit III	Staffing	12 Hours
	Introduction, Elements required for Staffing an Organisation – Recruitment, Selection, Orientation, Training and Development, Need for training, On the job training, Off the job training, Characteristics of good training, Performance Appraisal (Steps and Process).	
Unit IV	Communication	12 Hours
	Introduction, Definition, Importance, Effects of communication, Objectives, Types of Communication, Barriers, Overcoming barriers, characteristics of effective communication.	
Unit V	Coordination	12 Hours
	Coordination: Introduction, Need and importance of Coordination, Coordination Techniques, Types of Coordination, Steps in effective coordination. Motivation – Introduction and Need of Motivation, Maslow’s hierarchy of needs and Herzberg Two-factor theory of Motivation. Leadership – Introduction, Definition, styles management grid theory of leadership, Types of Leaders and Qualities of Good leadership.	

Pedagogy

Chalk and Talk method, Group Discussions, Assignments, Quiz, Seminar and Pictorial Presentations

Text Book

1. *Premvir Kapoor* (2019) “*Principles of Management*” Khanna Publishing House, New Delhi, First Edition,
2. *T. Ramasamy* (2017) “*Principles of Management*” Himalaya Publishing House, New Delhi.

Reference Books

1. *Dana Teasone* (2013) “*Principles of Management for the Hospitality Industry*” BH Publishing.
2. *P C Tripathy and P N Reddy* (2020) “*Principles of Management*” MC Graw Hill, Noida.
3. *Prasad L M* (2019) “*Principles and Practice of Management*” Sultan Chand & Sons, New Delhi
4. *Nakkiran S. and Ravichandran K.* (2009), “*Principles of Management*” Arihant Books, New Delhi.

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- https://www.tutorialspoint.com/management_principles/management_principles_tutorial.pdf
- <https://www.lsracheja.org/wp-content/uploads/2019/09/FYBMS-Principles-of-magt-.pdf>
- <https://2012books.lardbucket.org/pdfs/management-principles-v1.0.pdf>
- <https://nios.ac.in/media/documents/VocInsServices/m1-4f.pdf>

Course Outcomes

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

CO1	Able to express the management principles and the role of managers in relevance with Hospitality Industry.
CO2	Describe the strategies for effective Planning and Organizing.
CO3	Explain the staffing process and can demonstrate the training for the staff in relevance with Hospitality Industry.
CO4	Demonstrate the ability to communicate effectively for business and understand the communication channel in organisation.
CO5	Apply the techniques for coordination and demonstrate the leadership qualities in organisation.

Mapping of Course Outcomes (COs) with Programme Specific Outcomes

	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PSO 7	PSO 8	PSO 9	PSO 10	PSO 11	PSO 12	Moderate ;
CO1	1	3	1	3	1	1	1	1	1	2	1	1	
CO2	1	3	1	3	1	1	1	1	1	2	1	1	
CO3	3	1	3	1	2	2	2	3	1	1	1	1	
CO4	3	1	3	1	2	2	2	3	1	1	1	1	
CO5	2	-	2	-	3	3	3	2	2	2	1	2	

3. High; 2.
1. Low

Articulation Mapping - K Levels with Course Outcomes (COs)

Units	COs	K-Level	Section A		Section B	Section C
			MCQs		Either/ or Choice	Open Choice
			No. Of Questions	K-Level	No. Of Question	
1	CO1	Up to K2	2	K1&K2	2(K2&K2)	1(K2)
2	CO2	Up to K2	2	K1&K2	2(K2&K2)	1(K2)
3	CO3	Up to K3	2	K1&K2	2(K2&K2)	1(K3)
4	CO4	Up to K3	2	K1&K2	2(K2&K2)	1(K3)

5	CO5	Up to K4	2	K1&K2	2(K3&K3)	1(K4)
No of Questions to be asked			10		10	5
No of Questions to be answered			10		5	3
Marks for each Question			1		4	10
Total marks for each Section			10		20	30

K1 – Remembering and recalling facts with specific answers

K2 – Basic understanding of facts and stating main ideas with general answers

K3 – Application oriented – Solving problems

Distribution of Section - wise Marks with K Levels

K Levels	Section A (No Choice)	Section B (Either/or)	Section C (Open Choice)	Total Marks	% of Marks without Choice	Consolidated (Rounded off)
K1	05			05	05	05 %
K2	05	32	20	57	57	57 %
K3		08	20	28	28	28 %
K4			10	10	10	10 %
Total Marks	10	40	50	100	100	100%

Lesson Plan

Unit	Management	12 Hours	Mode
Unit I	a.Administration and Management	3	Descriptive method, Pictorial Presentation, Assignments, Chalk and Talk
	b.Functions of a Manager	2	
	c.Duties and Responsibilities of General Manager in a Five Star Hotel	3	
	d. Job Description and Job Specifications of General Manager,	2	
	e.Levels of Management and Managerial Skills.	2	
Unit II	Planning and Organizing	12 Hours	Descriptive method, Pictorial Presentation, Assignments, Chalk and Talk
	a.Steps in planning process	2	
	b.Methods of planning limitation	2	
	c.Essential of good planning	2	
	d.Authority, Span of Control	3	
e.Steps in Decision Making	3		
Unit	Staffing	12 Hours	Mode

III	a.Training and Development	3	Descriptive method, Pictorial Presentation, Assignments, Chalk and Talk
	b.On the job training	2	
	c.Off the job training	1	
	d.Characteristics of good training	3	
	e.Process of Recruitment selection	3	
Unit IV	Communication	12 Hours	Mode
	a.Introduction, Meaning, Definition, Importance, Effects of communication	3	Descriptive method, Pictorial Presentation, Assignments, Chalk and Talk
	b.Objectives of communication	1	
	c.Barriers of communication	2	
	d.Importance of Communication	3	
	e.characteristics of effective communication	3	
Unit V	Coordination	12 Hours	Mode
	a.Need and importance of Coordination	2	Descriptive method, Pictorial Presentation, Assignments, Chalk and Talk
	b.Steps in effective coordination	2	
	c.Coordination for learning	2	
	d.Maslow's hierarchy of needs	3	
	e.Hertzberg two factor theory- leadership	3	

Course designed by Mr.M.S.Rajmohan, Mr.R.Akilan and Mr.H.A.Nijay

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM		
Course Code	20UHMS31	Number of Hours/Cycle	2		
Semester	III	Max. Marks	50		
Part	IV	Credit	2		
Skill Based Course I					
Course Title	Operations of Front Office and Accommodation	L	T	P	
Cognitive Level	Up to K3	25	05	-	

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

Acquire the knowledge for the strong foundation in Front Office operations including tariff fixation and Guest handling procedures. Develop the knowledge in the operations of Linen Room and Laundry of Accommodation department.

Unit I	Front Office Accounting	6 Hours
	Front Office Accounting – Introduction, Types of Account – Guest account, Non-guest account. Voucher, Folios – Introduction and Types. Ledger – Guest Ledger, Tabular Ledger and City Ledger. Front Office Accounting Cycle – Creation of	

	Accounts, Maintenance of Accounts, Settlement of Accounts, Control of Cash and Credit.	
Unit II	Front Office and Guest Handling	6 Hours
	Introduction to Guest cycle, Stages of Guest Contact with hotel - Pre arrival – Functions of Reservation section, Channels of reservation, finding of room availability, Common Reservation Problems. Guest Arrival – Preparing for Guest arrival, Receiving the guests, Relevant records for FITs, Groups, Air Crews & VIPs, Assigning rooms for Guest. During Guest stay - Message and Mail Handling, Key Handling, Conditions of Change of Room. Departure – Complaints Handling, Guest History, Settlement of bill - Cash mode, Credit Card, Foreign Currency Transactions and Traveller's Cheque.	
Unit III	Tariff Structure	6 Hours
	Tariff – Introduction. Basis of charging Tariff. Fixation of room Tariff. Room Tariff Card - Group rate, Volume rate, Rack rate, Executive business service rate, Tour group, Wholesale rates, Government rate, FIT Wholesale Net rate, Package rate, Membership rates, Crew Rates, Corporate rate and Commercial rate. Sample tariff card, plans, Competition, Customer's profile, Standards of service & amenities.	
Unit IV	Linen Room	6 Hours
	Introduction, Types of Linen Room – Centralized and Decentralized, Activities of the linen Room, Linen Room Planning features, Layout and equipment in the linen Room, Selection criteria for various Linen items & fabrics suitable for this purpose, Purchase of Linen, Calculation of linen requirements, Linen control- procedures and records, Stocktaking - procedures and records, Recycling of discarded linen, Linen Hire.	
Unit V	Laundry	6 Hours
	Laundry – Consideration while planning a laundry, Types of Laundry - Commercial and on site laundry. Flow process of Laundering - OPL, Stages in the Wash Cycle, Laundry Equipment and Machines, Layout of the laundry, Laundry Agents, Dry Cleaning, Guest Laundry / Valet service, Stain removal.	

Pedagogy

Chalk and Talk method, Group Discussions, Assignments, Quiz, Seminar and Pictorial Presentations

Text Book

1. **G.Raghubalan** (2015) "*Hotel Housekeeping: Operation and management*" Oxford University Press, New Delhi, Third Edition.
2. **S K Bhatnagar** (2005) "*Front Office Management*" Frank Bros, & Co Ltd, New Delhi, Second Edition.

Reference Books

1. **Jatashankar R.Tewari** (2016) "*Hotel Front Office Operations and Management*" Oxford University Press, New Delhi, Second Edition,
2. **K.M. Hasan Hussain** (2019) "*Hotel Housekeeping Management*" Notion press, New Delhi, First Edition,
3. **Sudhir Andrews** (2019) "*Hotel Housekeeping Management and Operations*" McGraw Hill education, India, First Edition,
4. **James A. Bardi** (2006), "*Hotel Front Office Management*" Thomson Publishing Inc., New York, 4th Edition

E-Resources

- <https://www.slideshare.net/Bhavess/front-office-accounting-211393333>
- <https://www.slideshare.net/saurabhshankhyan/hotel-frontofficedepartment>
- <https://www.slideshare.net/CRNM/cet-tariff-structure>
- <https://www.slideshare.net/SunilKumar148/linen-room-operation>
- <https://www.slideshare.net/mohitkhatri27/laundry-34421056>

Course Outcomes

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

CO1	Discuss the Front Office accounting procedures and the Guest dealing measures during Check – In and Check-Out.
CO2	Demonstrate the Guest handling and able to prepare the records used in Front Office for Guest handling.
CO3	Explain the tariff structure in hotels.
CO4	Demonstrate the functions and controlling procedures of Linen Room.
CO5	Describe the functions of laundry; identify the laundry equipments and washing procedures.

Mapping of Course Outcomes (COs) with Programme Specific Outcomes

3. High; 2. 1. Low	Articulation K Levels Outcomes	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PSO 7	PSO 8	PSO 9	PSO 10	PSO 11	PSO 12	Moderate ; Mapping - with Course (COs)	
		CO1	1	3	1	3	1	1	1	1	1	2	2		2
		CO2	3	3	3	3	2	2	2	3	1	2	2		2
		CO3	1	3	1	3	1	1	1	1	1	2	2		2
		CO4	3	3	3	3	2	2	2	3	1	2	2		2
		CO5	1	3	1	3	1	1	1	1	1	2	2		2

Units	COs	K-Level	Section A		Section N
			Either/ or Choice		Open Choice
			No. Of Question		
1	CO1	Up to K2	2(K2&K2)		1(K2)
2	CO2	Up to K3	2(K2&K2)		1(K3)
3	CO3	Up to K2	2(K2&K2)		1(K2)
4	CO4	Up to K3	2(K2&K2)		1(K3)
5	CO5	Up to K2	2(K2&K2)		1(K2)
No of Questions to be asked			10		5
No of Questions to be answered			5		3
Marks for each Question			3		5
Total marks for each Section			15		15

K1 – Remembering and recalling facts with specific answers

K2 – Basic understanding of facts and stating main ideas with general answers

K3 – Application oriented – Solving problems

Distribution of Section - wise Marks with K Levels

K Levels	Section A (Either/or)	Section B (Either/or)	Total Marks	% of Marks without Choice	Consolidated (Rounded off)
K1			0	0	0
K2	30	15	45	81.8	81.8%
K3		10	10	18.2	18.2%

Total Marks	30	25	55	100	100%
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Lesson Plan

Unit	Front Office Accounting	Hours	Mode
Unit I	a. Guest weekly bill	1	Descriptive method, Pictorial Presentation, Assignments, Chalk and Talk
	b. Visitors tabular ledger	1	
	c. Check out procedures	1	
	d. Indian Currency and foreign currency	1	
	e. Transfer of guest account	2	
Unit II	Front Office & Guest Handling	Hours	Mode
Unit II	a. Receiving of guests	1	Descriptive method, Pictorial Presentation, Assignments, Chalk and Talk
	b. Relevant records for FITs	1	
	c. Air Crews & VIPs	1	
	d. Settlement of bill	2	
	e. Foreign Currency Transactions	1	
Unit III	Tariff Structure	Hours	Mode
Unit III	a. Basis of charging, Plans	1	Descriptive method, Pictorial Presentation, Assignments, Chalk and Talk
	b. Fixation of room tariff	2	
	c. Standards of service, & amenities	1	
	d. Different types of tariffs	1	
	e. Discounted Rates for corporates	1	
Unit IV	Linen Room	Hours	Mode
Unit IV	a. Activities of the linen Room	1	Descriptive method, Pictorial Presentation, Assignments, Chalk and Talk
	b. Layout and equipment in the linen Room,	1	
	c. Selection criteria for various Linen items & fabrics	1	
	d. Recycling of discarded linen	1	
	e. Procedures and records, Stocktaking	2	
Unit V	Laundry	Hours	Mode
Unit V	a. Commercial and on site laundry	1	Descriptive method, Pictorial Presentation, Assignments, Chalk and Talk
	b. Flow process of Laundering	2	
	c. Stages in the Wash Cycle	1	
	d. Laundry Equipment and Machines	1	
	e. Laundry Agents	1	

Course designed by Mr.M.S.Rajmohan, Mr.R.Akilan and Mr.H.A.Nijay.

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM		
Course Code	20UHMC4P	Number of Hours/Cycle			
Semester	IV	Max. Marks	100		
Part	III	Credit	22		
Core Practical VI					
Course Title	Industrial Exposure Training	L	T	P	
Cognitive Level	Up to K4	-	-	40	

L - Lecture Hours T - Tutorial Hours P - Practical Hours

Preamble

Industrial Exposure Training is to provide students the feel of the actual working environment, the students are given an opportunity to produce as in depth report of their industry training which will enhance their knowledge and skills. Industrial Training is also expected to offer the future employer a guide to the student's imaginative and creative ability.

Training Schedule:

Housekeeping: 2-3 weeks; Front Office: 2-3 weeks; Food and Beverage Service: 3-4 weeks Food Production: 3-4 weeks; others (In the areas of Interest). Floating weeks may be availed Total weeks: 12-15 weeks. The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade. It may please be noted that for this semester the number of credits assigned is 22. Being practical oriented the number of hours input per week comes as 40 hours per week.

Conditions

Students of third semester B.Sc., HM&CS should undergo Industrial training for a period of 90 days (One Semester) in the following departments of reputed star category hotels (preferable 4 / 5 star hotels).

1. Front Office
2. Housekeeping
3. F & B Production
4. F & B Service

After the completion of training the students shall immediately be submitting an industrial exposure training report and log book within two weeks time. This report shall also carry Hundred marks. The marks shall be awarded by the concerned training coordinator of the college, based on the viva and the report submitted by the student. Each student has to have a certificate of successful completion of training.

Each student has to prepare a training report and log book of their assigned hotel and it should be submitted two weeks before the stipulated date of IET viva.

The report shall be prepared by the student under the supervision of faculty member of the department. Each report shall be neatly typed and each student shall submit 2 copies of the report.

Internal examiner and an external examiner shall conduct the evaluation and viva voce examination.

The absentees i.e., those who have not successfully completed the training report and those who have not secured minimum marks of pass, shall redo the work and submit the new training report, to the department, along with the regular students in the next year.

During the tenure of Industrial Exposure, apart from carrying out the assigned jobs, the learners are recommended to make the following observations in the departments while in internship:

Department: Food Production Operations (Industry Training)	
S.No	What to Observe
1	Area & Layout of the Kitchen
2	Study of Standard Recipes
3	Indenting, Receiving & Storing
4	Preparing of batters, marinations and seasonings
5	All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)
6	Daily procedure of handover from shift to shift
7	Recipes and methods of preparation of all sauces
8	Quantities of preparation, weekly preparations and time scheduling
9	Stock preparation and cooking time involved
10	Cutting all garnishes

11	Temperatures and proper usage of all equipment
12	Plate presentations for all room service and a la cart orders
13	Cleaning and proper upkeep of hot range
14	Cleanliness and proper upkeep of the kitchen area and all equipment
15	Yield of fresh juice from sweet lime / oranges and other possibly available fruits in all seasons
16	Storage of different mise-en-place – (Raw, Semi-Processed)
17	Finishing of buffet dishes
18	Bulk Preparations
19	Mise-en-place for: A la Carte Kitchen & Banquet Kitchen
20	Recipes of atleast Ten fast moving
21	Rechauffe/ Leftover Cooking

Department: Food and Beverage Service Operations (Industry Training)	
S.No	What to Observe
Banquets	
1	What is banqueting – the need to have banquet facilities, scope purpose, menus and price structures
2	Types of banquet layouts
3	Types of banquet equipment, furniture and fixtures
4	Types of menus and promotional material maintained
5	Types of functions and services
6	To study staffing i.e. number of service personnel required for various functions
7	Safety practices built into departmental working
8	Cost control by reducing breakage, spoilage and pilferage
9	To study different promotional ideas carried out to maximize business
10	Types of chaffing dish used- their different makes sizes
11	Par stock maintained (glasses, cutlery, crockery etc)
12	Store room – stacking and functioning
S.No	What to Observe
Restaurants	

1	Taking orders, placing orders, service and clearing
2	Taking handover form the previous shift
3	Laying covers, preparation of mise-en-place and arrangement and setting up of station
4	Method of folding napkins
5	Par stocks maintained at each side station
6	Functions performed while holding a station
7	Method and procedure of taking a guest order
8	Service of wines, champagnes and especially food items
9	Service equipment used and its maintenance
10	Coordination with housekeeping for soil linen exchange
11	Physical inventory monthly of crockery, cutlery, linen etc.
12	Equipment, furniture and fixtures used in the restaurant and their use and maintenance
13	Note proprietary sauces, cutlery, crockery and the timely pickup
S.No	What to Observe

BAR

1	Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles
2	Types of glasses used in bar service and types of drinks served in each glass
3	Liaison with f & b controls for daily inventory
4	Spoilage and breakage procedures
5	Handling of empty bottles
6	Requisitioning procedures
7	Recipes of different cocktails and mixed drinks
8	Provisions of different types of garnish with different drinks
9	Dry days and handling of customers during the same
10	Handling of complimentary drinks
11	Bar cleaning and closing
12	Guest relations and managing of drunk guests
13	Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens
14	Types of garnishes and service accessories maintained, and preparation of the same before the bar opens
15	To know the different brands of imported and local alcoholic and non-alcoholic beverages
16	Bar salesmanship
17	KOT/BOT control
18	Coordination with kitchen for warm snacks
19	Using of draught beer machine
20	Innovative drink made by the bar tender
S.No	What to Observe

Room Service / In Room Dining

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

Department: Accommodation Operations (Industry Training)	
S.No	What to Observe
1	Number of rooms cleaned in a shift
2	Time taken in making bed
3	Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used
4	Observe all guest supplies kept in guestroom bathroom. Understand the procedure for procurement and replenishment of guest supplies.
5	Study the systematic approach in cleaning a room and bathroom and the various checks made of all guest facilities e.g. telephone, channel music, A/C , T.V.etc
6	Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency
7	Observe how woodwork, brass work are kept spotlessly clean and polished
8	Observe procedure for handling soiled linen & Procurement of fresh linen
9	Observe the procedure for Freshen up and Turn down service
10	Observe room layout, color themes and furnishings used in various categories and types
11	Carpet brushing and vacuum cleaning procedure
12	Windowpanes and glass cleaning procedure and frequency
13	Observe maintenance of cleaning procedure and frequency
14	Understand policy and procedure for day-to-day cleaning
15	Observe methods of stain removal
16	Understand the room attendant's checklist and other formats used
17	Observe handling of guest laundry & other service (like shoe shine etc.)
The Control Desk	
1	Maintenance of Log Book
2	Understand the functions in different shifts
3	Observe the coordination with other departments

4	Observe the area & span of control
5	Observe the handing of work during peak hours
6	Observe the formats used by department and study various records maintained
Public Area	
1	Observe the duty and staff allocation, scheduling of work and daily briefing
2	What to look for while inspecting and checking Public Area
3	Importance of Banquets function prospectus
4	Observes tasks carried out by the carpet crew, window cleaners and polishers
5	Note Maintenance Order procedure
6	Study the fire prevention and safety systems built into the department
7	Observe coordination with Lobby Manager, Security and other departments
8	Observe the pest control procedure and its frequency
9	Study the equipment and operating supplies used the procedure for its procurement
10	Observe Policy and procedures followed for various cleaning

Department: Front Office Operations (Industry Training)	
S.No	What to Observe
1	Greeting, meeting & escorting the guest
2	Total capacity and tariffs of the rooms
3	Location and role of status board, different types of status's maintained
4	Special rates and discounts applicable to groups, business houses, airlines, VIP's etc.
5	Identification of kind, mode and type of reservation
6	Filing systems and follow-up on reservations
7	Types of plans and packages on offer
8	Forms and formats used in the department
9	Meaning of guaranteed, confirmed and waitlisted reservations
10	Reports taken out in the reservations department
11	Procedure of taking a reservation
12	Group reservations, discounts and correspondence
13	How to receive and room a guest
14	Room Blocking
15	Size, situations and general colour schemes of rooms and suites
16	Discounts available to travel agents, tour operators, FHRAI members etc
17	Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones
18	Guest registration, types of guest folios, arrival slips, c-forms and their purpose
19	How to take check-ins and check-outs on the computer
20	Various reports prepared by reception
21	Key check policy

22	Mail and message handling procedures
23	Percentage of no-shows to calculate safe over booking
24	Group and crew rooming, pre-preparation and procedures
25	Scanty baggage policy
26	Handlin of room changes / rate amendments/ date amendments/ joiners/ one person departure/ allowances/ paid outs and all formats accompanying them
27	Requisitioning of operating supplies
28	Handling of special situations pertaining to guest grievance, requests etc
29	BELL DESK / CONCIERGE FUNCTIONS: luggage handling during check-in & check-out, left luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.
30	TRAVEL DESK: coordination, booking, transfers etc.

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

CO1	Identify and strengthen the key area of interest, wherein trainee would like to work at industry in the future.
CO2	Provides opportunities for exposure to the working world, which will make graduates more aware of the hopes and expectations that industry has of them.
CO3	Solidify the on-campus learning process and activities, while also provide students with relevant work experience.
CO4	Acquire the utmost practical knowledge and skills through actual working environment.
CO5	Develop the future employers with qualities and will motivate, develop & build the confidence of students.

Extra Credit Value Added Courses

Programme	B.Sc. Hotel Management & Catering	Programme Code	UHM
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	Science		
Course Code	20CHM31	Number of Hours /Semester	2
Semester	III	Max. Marks	50
Part		Credit	
Value Added Course I			
Course Title	Indian Snacks and Sweets	L	T
Cognitive Level		25	05

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

Define the Indian snacks and sweets and enumerate the major ingredients used for its preparation. List and able to prepare the popular Indian Snacks and Sweets from various regions of India.

Unit I	Introduction of Indian Snacks	6 Hours
	Introduction and Global reach of Indian Snacks, Common Ingredients used for Indian Snacks –Flour, Cereals, Pulses, Vegetables, Spices, Flavouring Agents, Condiments, Fats and Oils, Nuts and Seasonings.	
Unit II	Regional Classification of Indian Snacks	6 Hours
	Regional Classification: North Zone – Introduction and Details of Popular Dishes (Samosa, Pakoda, Golgappe, Aloo Tikki, Rajkachori, Dal Kachori, Kebabs, Tikkas, Kulcha Mattar, Namkeens – Names only). East Zone - Introduction and Details of Popular Dishes (Jhaal Muri, Phuchka, Singhara, Fuluri, Dinner Devil, Aloo Kabli, Ghoongni, Chikvi – Names only). West Zone - Introduction and Details of Popular Dishes (Battata Vada, Bhel Puri, Fafda, Khakra, Khaman, Dhokla, Poha, Misal Pav, Sev Usal, Khandvi, Gathiya, Dabeli, Bhakarwadi, Farsans – Names only). South Zone - Introduction and Details of Popular Dishes (Bhaji Varieties, Bonda, Paniyaram, Vada, Sundal, Murukku, Mixture, Sev, Oma Podi, Banana Chips – Names only)	
Unit III	Introduction of Indian Sweets	6 Hours
	Indian Sweets: Introduction and Main Ingredients Used - Milk, Khoya, Chenna, Ghee, Butter. Other Ingredients – Gram Flour, Coconut, Pulse, Refined flour, carrot, pumpkin, fruits such as apricots. Sweetening agents – Sugar and Jaggery. Flavouring Agents – Cardamom, Nutmeg, Cloves and Rose water. Nuts - Almonds, Cashewnuts and Pistachio. Garnish – Dry fruits, Silver or Gold varq, Dessicated coconut and Sesame seeds.	
Unit IV	Sugar Cookery	6 Hours
	Holi, Lohri, Pongal, Diwali, Eid, Gurupurab, Ganesh Chaturthi, Sawan Ki teej, Onam, Gudi Padwa - Any Five Popular Indian Sweets associated with festivals (Only names with details). Sugar Cookery – Introduction and Stages of Cooking Sugar.	
Unit V	Regional Classification of Indian Sweets	6 Hours
	North – Introduction and Details of Popular Dishes (Sohan Halwa, Doda, Gulab Jamun, Imarti, Jalebi, Kheer, Gajrela, Moong Dal Halwa, Kaju Barfi, Chikki, Petha, Kulfi Falooda, Peda, Phirni, Zarda, Seviyan – Names only). East – Introduction and Details of Popular Dishes (Sandesh, Rasgulla, Chhena Jilapi, Chhena Murki, Chamcham – Only	

	Names). East – Introduction and Details of Popular Dishes (Bhapa Dol, Patisapta, Thekua, Chhena Poda, Pahala Rasagulla – Names only). West – Introduction and Details of Popular Dishes (Puran Poli, Shrikand, Mohanthal, Bibinca, Dodol, Ukadiche Modak, Basundi, Gavalychi Kheer – Names only). South – Introduction and Details of Popular Dishes (Ada Pradhama, Pal Payasam, Mysorepak, Khubani Ka Meetha, Double Ka Meetha, Ashrafi, Badam Ki Jali, Ande ki Piyosi – Names only).	
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Pedagogy

Chalk and Talk method, Group Discussion, Assignments, Quiz, Brainstorming Activities, Seminar and Pictorial presentations

Text Book

1. *Satarupa Banerjee* (2015) "*The Book of Indian Sweets*, Rupa & Co, India, Ist Edition

Reference Book

1. *Viya Sheth* (2016) "*Flavors of India*", I Universe, United States of America, Ist Edition
2. *Fernandez Rafi* (2017) "*Indian Food & Cooking*" Anness Publishing, 1st Edition
3. *Baljekar Mridula* (2015) "*Indian food and cooking*" Anness Publishing, India, 1st Edition

Course designed by Mr.M.S.Rajmohan, Mr.R.Akilan and Mr.H.A.Nijay

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM		
Course Code	20CHM41	Number of Hours/Cycle	2		
Semester	IV	Max. Marks	50		
Part		Credit			
Value Added Course II					
Course Title	Traditional Food of Tamilnadu	L	T	P	
Cognitive Level		25	05		

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

Enumerate and describe the ingredients, popular dishes of the regional cuisine of Tamilnadu. This course enables the learners to prepare the various popular regional dishes and appraise the variety of Traditional Tamil food.

Unit I	Tamilnadu Cuisine	6 Hours
	Introduction of Tamil Cuisine. Cooking Equipments – Ammi Kallu, Ural, Viragu Aduppu, Saani, Maanchatti, Paanai, Dosai Kallu, Aappa Kallu, Paniyara Chatti, Vaanali, Anjarai Petti, Thenkuzhal Naazhi, Idli Panai, Uruli, Thiruvamanai, Dosai Thiruppi, Kannu Karandi. Features of Tamilnadu Cuisine. Country Vegetables of Tamilnadu.	
Unit II	Regional Cuisine of Tamilnadu	6 Hours
	Chettinadu, Madurai, Tirunelveli, Dindigul, Nanjilnadu, Kongunadu, Ceylon Tamil Cuisine – Introduction. Preparation of common Masala Powders in the household of Tamilnadu – Kulambu (Veg & Non.Veg), Curry, Rasam and Sambar.	
Unit III	Tamil Meal And Filter Coffee	6 Hours
	Non Veg. Meal Feast in Village Style, Tamil Meal design for Breakfast, Lunch and Dinner, Vegetarian Meal of Tamilnadu. Filter Coffee of Tamilnadu – Meaning, Preparation of Kumbakonam Degree Coffee and Meter Coffee.	
Unit IV	Specialty Items of The Cuisine	6 Hours
	Introduction and Preparation: Kolambu, Varuval, Dosa – Kal, Adai, Rava, Masala. Idli and its varieties (Kanchipuram Idli), Payasam – Pal, Paruppu and Aval, Pachadi, Kootu, Avial, Vadai – Ulundhu and Paruppu, Paniyaaram, Adhirasam, Thenkuzhal, Ukkarai, Murukku, Kozhukattai, Munthirikothu.	
Unit V	Unique Features of The Culinary Delicacies	6 Hours
	Chettinadu – Cooking Methods, Ingredients, Chettinadu Masala Powder and Popular dishes. Madurai – Popular Street Food. Kongunadu – Ingredients, Popular Dishes, Traditional Kongu Masala Powder. Points to be considered for making traditional Curries and Gravies of Tamil Cuisine. Uniqueness of Firewood Cooking.	

Pedagogy

Chalk and Talk method, Group Discussion, Assignments, Quiz, Brainstorming Activities, Seminar and Pictorial presentations.

Text Book

1. *Ranee Vijaya Kuttaiah* (2015), "*Cuisine from Tamilnadu*", Sterling Publishers Pvt.Ltd, 1st Edition
2. *Sabita Radhakrishnan* (2015), "*Annapurani: Heritage Cuisine from Tamilnadu*" Roli Books Pvt.Ltd, T.Nagar, Chennai.

Reference Book

1. *Suriya Harinarayanan* (2016), "*Mini Tiffin Breakfast Recipes*" Createspace Independent Publishing Platform, 1st Edition
2. *Parvinder S.Bali* (2017), "*Theory of Cookery*", Oxford University Press, New Delhi, 1st Edition.
3. *Mallika* (2019) "*Lemoria (The Art of Cooking)*" Giri Iyya publications, Tamil, 1st Edition.
4. *Sabita Radhakrishnan* (2002), "*Aharam Traditional Cuisine of Tamilnadu*", bpindia.com
5. *Meenakshi Ammal S.* (2018), "*The Best of Samaithu Paar*" Penguin Books, Chennai.

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM		
Course Code	20UHMC51	Number of Hours/Cycle	6		
Semester	V	Max. Marks	100		
Part	III	Credit	4		
Core Course VII					
Course Title	Advance Food Production	L	T	P	
Cognitive Level	Up to K3	70	20	-	

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

Exhibit ability to prepare and serve many foods of international cuisines attractively and efficiently. Select and use appropriate advanced techniques in planning, storing, and serving foods. To acquire supervisory skills in kitchen organization and gain a comprehensive knowledge of the larder and its preparations.

Unit I	Kitchen Supervision	14 Hours
	Kitchen Supervision – Supervisory Functions – Technical – administrative & social functions – Elements of Supervision – Forecasting, Planning, Organising, Commanding, Coordinating & Controlling. Responsibilities of Supervisor – delegation, motivation, Welfare, Understanding & communication.	
Unit II	Production Systems	18 Hours
	Introduction, Methods of food production – Conventional, Convenience, Call order, Continuous flow, Centralised, Cook-chill, Cook-freeze, Sous-vide, Assembly Kitchen. Cook Chill and Cook Freeze – Foods suitable for the cook chill process, Recipe modification, The purpose chilling food, process, Finishing kitchens, Distribution, Avoiding the dangers of cook chill, Storage and quality of cook-chill foods, Labelling, Chilling equipment, Reheating equipment, Points to remember to ensure a satisfactory product, characteristics of cook-chill and fast food systems. Overall benefits of cook-chill/cook-freeze. Vacuum Cooking (Sous Vide) – The process, advantages and disadvantages, Points to remember.	
Unit III	Garde Manger, Larder Control & Charcuterie	18 Hours
	Larder - Introduction, Layout, Equipments, Location, Space requirements -Functions of the larder department - Duties and responsibilities of larder chef - Butchery – Cuts of pork, beef, chicken, fish and different steaks. Cold Preparation – Galantine, Ballotine, Terrine, Pate, Quennelles, Mousse, Mousseline, Souffle – Meaning, Preparation and Uses. Aspic Jelly – Meaning, Uses and Preparation Butchery control sheet – yield calculation - Yield control – larder the centre of food cost control Larder Preparations: Cold appetizers – garnishes – cold sauces - Carvings – vegetable, fruits, ice & butter. Forcemeats - types, preparation & uses - Sausages - types, casings, fillings – Additives & preservatives - Ham, Bacon & Gammon – preparation, uses and differences.	
Unit IV	International Cuisines – French, Mexican, Italian & Nouvelle Cuisines	20 Hours

	Factors affecting the various cuisines – Location, Historical background, Cuisine Introduction, Availability of ingredients, cooking methods, Equipments, Culinary terms & Examples of dishes with recipes – French Cuisine, Mexican Cuisine, Nouvelle Cuisine, Italian Cuisine – Pasta & examples, Pizza – Basic pizza dough preparation.	
Unit V	International Cuisines – Chinese, Malaysian, Thai, Mediterranean, Spanish cuisines.	20 Hours
	Factors affecting the various cuisines – Location, Historical background, Cuisine Introduction, Availability of ingredients, cooking methods, Equipments, Culinary terms & Examples of dishes with recipes – Chinese Cuisine, Malaysian Cuisine, Thai Cuisine, Mediterranean Cuisine, Spanish Cuisine.	

Pedagogy

Chalk and Talk method. Group Discussions, Assignments, Quiz, Brainstorming activities, Seminar and Powerpoint Presentations.

Text Books

1. **Ronald Kinton, Victor Cesarani and David Foskett** (2005), “*Theory of Catering*”, Hodder and Staughton, ELST Publishers, London, 9th Edition
2. **Al Meyer** (2013), “*The Working Garde Manger*”, CRC Press, New Delhi, 1st Edition.

Reference Books

1. **Parvinder S. Bali** (2017), “*Theory of Cookery*”, Oxford University Press, New Delhi, 1st Edition.
2. **Parvinder S. Bali** (2012), “*International Cuisine and Food Production Management*”, Oxford University Press, New Delhi, 1st Edition.
3. **David Foskett, Patricia Paskins, Neil Rippington** (2019), “*Practical Cookery*”, Hodder Education, 14th Edition.
4. **Satya J. Rustogi** (2019), “*Global Food Production*”, Pacific Books International, New Delhi, 1st Edition.
5. **John Kinsella** (2017), “*Professional Charcutiere*”, Wiley, 1st Edition.

E-Resources

- <https://www.ihmnotes.in/assets/Docs/Sem6/FOOD%20PRODUCTION%20OPERATIONS/Ch-3%20PRODUCTION%20MANAGEMENT.pdf>
- <https://ihmnotessite.com/index.php/home/hmct-notes/bhmct-3rd-year/food-production-6th-sem/production-planning/>
- <https://www.ihmnotes.in/assets/Docs/Sem-5/FOOD%20PRODUCTION/Ch 1%20LARDER.pdf>
- <https://ihmnotes.net/larder-organization-and-layout/>
- <https://ihmnotessite.com/index.php/home/hmct-notes/bhmct-3rd-year/food-production-5th-sem/charcuterie-pork-products/>
- <http://annamalai-hmnotes4all.blogspot.com/2011/10/charcuterie.html>
- <https://www.ihmnotes.in/assets/Docs/Sem6/FOOD%20PRODUCTION%20OPERATIONS/Ch-1%20Internation%20Cuisine.pdf>
- <https://ihmnotessite.com/index.php/home/hmct-notes/bhmct-3rd-year/food-production-6th-sem/>

Course Outcomes

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

CO1	Exhibit supervisory skills in kitchen organization
CO2	Explain the operations of food production systems in catering establishments.
CO3	Demonstrate the Charcutiere products and acquire the knowledge of larder kitchen management
CO4	Demonstrate knowledge of international cuisines such as French, Mexican, Italian, and Nouvelle Cuisines.
CO5	Demonstrate knowledge of international cuisines such as Chinese, Malaysian, Thai, Mediterranean, and Spanish cuisines.

Mapping of Course Outcomes (COs) with Programme Specific Outcomes

	PSO 1	PSO2	PSO3	PSO4	PSO5	PSO6	PSO7	PSO8	PSO9	PSO 10	PSO 11	PSO 12
CO1	2	2	3	2	2	3	2	2	-	1	-	2
CO2	2	2	3	2	3	3	2	3	-	1	-	2
CO3	2	3	3	2	2	2	2	3	-	1	-	3
CO4	3	3	3	3	3	3	3	3	-	2	-	3
C05	3	3	3	3	3	3	3	3	-	2	-	3

3. High; 2. Moderate ; 1. Low

Articulation Mapping - K Levels with Course Outcomes (COs)

Units	COs	K-Level	Section A		Section B	Section C
			MCQs		Either/ or Choice	Open Choice
			No. of Questions	K-Level	No. of Questions	No. of Questions
1	CO1	Up to K2	2	(K1 & K2)	2(K2& K2)	1(K2)
2	CO2	Up to K2	2	(K1 & K2)	2(K2& K2)	1(K2)
3	CO3	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
4	CO4	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
5	CO5	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
No of Questions to be asked			10		10	5
No of Questions to be answered			10		5	3
Marks for each Question			1		4	10
Total marks for each Section			10		40	50

K1 – Remembering and recalling facts with specific answers

K2 – Basic understanding of facts and stating main ideas with general answers

K3 – Application oriented – Solving problems

Distribution of Section - wise Marks with K Levels

K Levels	Section A (No Choice)	Section B (Either/or)	Section C (Open Choice)	Total Marks	% of Marks without Choice
K1	5	-	-	5%	5%
K2	5	40	20	65%	65%
K3		-	30	30%	30%
Total Marks	10	40	50	100%	100%

Lesson Plan

Unit I	Kitchen Supervision	14 Hours	Mode
	a.Supervisory Functions of the kitchen.	2	

	b. Technical, administrative & social functions.	3	PPT presentation, Chalk and Talk.
	c. Elements of Supervision includes Forecasting, Planning, Organising.	3	
	d. Commanding, Coordinating & Controlling of the Kitchen.	3	
	e. Duties and Responsibilities of the supervisor.	3	
Unit II	Production Systems	18 Hours	Mode
	a.Methods of food production	3	Chalk and Talk, Group Discussion, Assignments and PPT presentation.
	b.Foods suitable for the cook chill process and Recipe modification.	3	
	c.The chilling food, process, Finishing kitchens, Distribution and Avoiding the dangers of cook chill.	4	
	d.Labelling, Chilling equipment, Reheating equipment, Points to remember to ensure a satisfactory product, characteristics of cook-chill and fast food systems.	4	
	e.Overall benefits of cook-chill/cook-freeze. Vacuum Cooking (Sous Vide).	4	
Unit III	Garde Manger, Larder Control & Charcuterie	18 Hours	Mode
	a.Layout, Equipment, Location, Space requirements for Garde Manger.	3	Chalk and Talk, PPT, Assignments.
	b.Functions of the larder department - Duties and responsibilities of larder chef.	3	
	c.Introduction to Butchery, Cuts of pork, beef, chicken, fish and different steaks and Cold Preparation dishes and its uses.	4	
	d.Butchery control sheet , Yield control – larder the centre of food cost control and Larder Preparations.	4	
	e.Types, preparation and uses of Forcemeat, Sausages and its types.	4	
Unit IV	International Cuisines – French, Mexican, Italian & Nouvelle Cuisines.	20 Hours	Mode
	a. Factors affecting the various cuisines of the topic.	4	Chalk and Talk, PPT Presentation, Assignments and Group Discussion.
	b.Availability of ingredients, cooking methods and Equipment.	4	
	c.Culinary terms & Examples of dishes with recipes.	4	
	d. Definition of Mexican Cuisine, Nouvelle Cuisine and Italian Cuisine.	4	
	e.Pizza – Basic pizza dough preparation.	4	
Unit V	International Cuisines – Chinese, Malaysian, Thai, Mediterranean, Spanish cuisines.	20 Hours	Mode
	a.Factors affecting the various cuisines of the topic.	4	Chalk and Talk, PPT Presentation, Assignments and Group Discussion.
	b.Location and Historical background of International Cuisines.	4	
	c.Availability of ingredients and cooking methods.	4	
	d.Equipment used in the International Cuisines.	4	
	e.Culinary terms & Examples of dishes with recipes.	4	

Course designed by Mr. M. S. Rajmohan and Mr. H. A. Nijay Bhuvanavel

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM
Course Code	20UHMC52	Number of	6

		Hours/Cycle	
Semester	V	Max. Marks	100
Part	III	Credit	4
Core Course VIII			
Course Title	Advance Food and Beverage Service	L	T P
Cognitive Level	Up to K3	70	20 -

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

To develop a comprehensive knowledge of a bar, the types of bars and its operations. The students will understand the cocktail preparation, function catering procedures, and service using the gueridon trolley which will be practiced and executed in a professional manner.

Unit I	The Bar and its operating procedures	16 Hours
	Definition & Introduction of Bar, Types of bar – Pubs, Lounge Bar, Wine Bar, Cocktail Bar, Banquet Bar, Dispense Bar. Bar Design – Parts of Bar. Bar operation procedures – Steps involved in bar operations, establish drink size, standardize the recipes for all cocktails and other mixed drinks, standardise the size and shape of the ice, standardise the glassware in which the drinks are to be served, finalize the method of pouring the drinks, Mixed and juices to be stocked in the bar, Complimentary snacks, Fix up the selling price, Establish Control.	
Unit II	Bar Records and Control	16 Hours
	Introduction of Bar records and control, Comparing actual with standard cost, Analysing the consumption and the cost, Beverage control report, Record of consumption for cocktails, Daily Consumption record, Potential Sales value, PSV for full spirit bottles, PSV for spirits sold by measures, Weighted average value, Par stock or Bottle control, Requisitions, Inter-bar transfer, Separating full bottle sales, Spillage allowance, breakage and spoilage. Function Bar Control – Cash bar, payment by the host, Host's own bottles, Frauds, Bar Routine – Misenplace	
Unit III	Cocktails and Mocktails	18 Hours
	Introduction, Components – Base, Modifier, flavouring, colouring, sweetening ingredient and garnish. Methods of making cocktails – Building, Stirring, shaking, blending, layering. Equipment and tools required for making cocktails. Glassware for mixed drinks, Preparing glasses. Bar stock for cocktails & Decorations for cocktail. Points to be note while making cocktails and mixed drinks, Developing new cocktail. Popular styles of Mixed drinks, Cocktails and their base – Gin based, Brandy based, Whiskey based, Rum based, Vodka based and Other cocktails. Mocktails or Non-alcoholic mixed drinks.	
Unit IV	Gueridon Service	20 Hours
	Introduction, Types of Trolley – Horsd'oeuvre varies Trolley – Salad Trolley – Flambe Trolley – Cheese Trolley – Liqueur Trolley. The equipment used on a trolley – Flare lamp, Gas stove, Chafing dish, Suzette pan, Carving board. Maintenance of the trolley equipment, Safety in Gueridon Cooking, Selection of Gueridon Dishes, General points while selecting and handling food, Misenplace for Gueridon service. Food preparation techniques – Tossing / Mixing, Cooking, Carving, Carving tools, Carving hygiene, Observe	

	the following general rules while carving, Service procedure of carved dish, Flambeing, Advantages and limitations of Gueridon service. Dishes Prepared on the Gueridon trolley – Steak Tartare, Entrecote Aux Champignons, Steak Diane, Boeuf Stroganoff. Procedure of carving meat, poultry and meat. Sweet dishes – Pineapple flambé, Crepes Suzette, Peach flambé and Strawberry Romanoff	
Unit V	Function Catering	20 Hours
	Introduction, Banquets, Type of Functions – Formal Function, Informal function, Social function, Public relations, Conferences, function staff, Staff requirement calculation. Function Menu, Wine list, Service during the formal and informal functions, Function equipment – Banquet Tables & Chairs, Risers, Podium, Lectern, Dance floors, Food service equipment, Canopy, Pipe and Drape, Audio Visual equipment. Table Plans – spacing, table set-ups – Round table arrangements (Banquet style), Crescent Rounds, Classroom style, Conference style, Theatre style, Opened End, Herring Bone, Star, Open conference. Booking a Function – Function prospectus. Organising the function – On the day, during and after the function. Outdoor Catering – Preliminary survey of the function place, Analysis of Menu, Calculating the requirements of tables for setting up the buffet, Service equipments and Staff calculations for ODC	

Pedagogy

Chalk and Talk method. Group Discussions, Assignments, Quiz, Brainstorming activities, Seminar and PowerPoint Presentations.

Text Books

1. **Brian Verghese.** ‘*Professional Food and Beverage Service Management*’, Trinity Press, 113 Golden House, Daryaganj, New Delhi – 110002. Edition 2017.
2. **Sudhir Andrews.** ‘*Food and Beverage Service: A Training Manual*’, McGraw Hill Education, 3rd Edition 2017

Reference Books

1. **Vijay Dhawan.** (2000) ‘*Food and Beverage Service*’ New Delhi. Frank Bros and Co 1st Edition 2000.
2. **R. Singaravelan.** (2016) ‘*Food and Beverage Service*’ Oxford University Press, YMCA Library Building, 1 Jain Singh Road, New Delhi 110001, India. Second Edition.
3. **John cousins, Dennis Lillicrapand Suzanne Weekes** ‘*Food and Beverage Service*’, Hodder Education, 9th Edition.

E-Resources

- <https://www.ihmnotes.in/assets/Docs/Sem3&4/F&B%20Service/25.%20Types%20of%20Bar.pdf>
- <https://ihmstudymaterial.blogspot.com/2018/07/bar-definition-parts-and-types.html>
- [https://www.ihmnotes.in/assets/Docs/Sem6/F&B%20Mag/4.%20Beverage%20Control%20\(1\).pdf](https://www.ihmnotes.in/assets/Docs/Sem6/F&B%20Mag/4.%20Beverage%20Control%20(1).pdf)
- <https://www.slideshare.net/VarunRathore1/cocktail-and-mocktail>
- <http://vivekvermanotes.blogspot.com/2016/08/gueridon-service-5th-sem-f-notes.html>
- <https://www.ihmnotes.in/assets/Docs/Sem5/Food%20&%20Beverage%20Operations/ch-2%20FUNCTION%20CATERING.pdf>

Course Outcomes

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

CO1	Explain the bar operating procedures
CO2	Demonstrate the various records and control systems in the bar operations.
CO3	Apply the principles of bar management and demonstrate skills in

	service and preparation of cocktails.
CO4	Demonstrate carvings, filleting, flambéing and preparing dishes on the gueridon trolley.
CO5	Plan, coordinate and execute food and beverage service requirements for a variety of hospitality events.

Mapping of Course Outcomes (COs) with Programme Specific Outcomes

	PSO 1	PSO2	PSO3	PSO4	PSO5	PSO6	PSO7	PSO8	PSO9	PSO 10	PSO 11	PSO 12
CO1	3	2	3	3	3	3	1	2	-	2	-	3
CO2	3	2	3	3	3	3	2	3	-	2	-	3
CO3	2	3	3	3	3	3	2	3	-	2	-	3
CO4	2	3	3	3	2	3	3	3	-	2	-	3
C05	3	2	3	3	3	3	3	3	-	2	-	3

3.High; 2. Moderate ; 1. Low

Articulation Mapping - K Levels with Course Outcomes (COs)

Units	COs	K-Level	Section A		Section B	Section C
			MCQs		Either/ or Choice	Open Choice
			No. of Questions	K-Level	No. of Questions	No. of Questions
1	CO1	Up to K2	2	(K1 & K2)	2(K2& K2)	1(K2)
2	CO2	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
3	CO3	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
4	CO4	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
5	CO5	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
No of Questions to be asked			10		10	5
No of Questions to be answered			10		5	3
Marks for each Question			1		4	10
Total marks for each Section			10		40	50

K1 – Remembering and recalling facts with specific answers

K2 – Basic understanding of facts and stating main ideas with general answers

K3 – Application oriented – Solving problems

Distribution of Section - wise Marks with K Levels

K Levels	Section A (No Choice)	Section B (Either/or)	Section C (Open Choice)	Total Marks	% of Marks without Choice
K1	5	-	-	5%	5%
K2	5	40	10	55%	55%
K3		-	40	40%	40%
Total Marks	10	40	50	100%	100%

Lesson Plan

Unit	The Bar and its operating procedures	16 Hours	Mode
Unit I	a. Introduction of Bar and types of bar.	3	PPT presentation, Assignments and Lecture.
	b. Parts of Bar, Steps involved in bar operations.	3	
	c. Standardize the recipes for all cocktails and other mixed drinks.	3	
	d. Standardise the size and shape of the ice, standardise the glassware in which the drinks are to be served.	4	
	e. Mixed drinks and juices to be stocked in the bar, Complimentary snacks	3	
Unit II	Bar Records and Control	16 Hours	Mode
	a. Comparing actual cost with standard cost, Analysing the consumption and the cost.	3	Lecture, Group and Assignments
	b. Beverage control report, Record of consumption for cocktails, Daily Consumption record.	4	
	c. PSV for full spirit bottles, PSV for spirits sold by measures.	3	
	d. Separating full bottle sales, Spillage allowance, breakage and spoilage.	3	
e. Function Bar Control, payment by the host, Host's own bottles, Frauds.	3		
Unit III	Cocktails and Mocktails	18 Hours	Mode
	a. Components and methods of making cocktails.	3	Lecture, Pictorial Presentation, Assignments, Group Discussion.
	b. Equipment and tools required for making cocktails. Glassware for mixed drinks, Preparing glasses.	4	
	c. Points to be note while making cocktails and mixed drinks,	4	
	d. Developing new cocktail. Popular styles of Mixed drinks.	3	
e. Mocktails or Non-alcoholic mixed drinks.	4		
Unit IV	Gueridon Service	20 Hours	Mode
	a. Types of Trolley and the equipment used on a trolley.	4	Lecture, Pictorial Presentation and Assignments.
	b. Maintenance of the trolley equipment, Safety in Gueridon Cooking.	4	
	c. Selection of Gueridon Dishes, General points while selecting and handling food and Misenplace for Gueridon service.	4	
	d. Food preparation, Carving, Carving tools, Carving hygiene, Service procedure of carved dish.	4	
e. Flambeing, Advantages and limitations of Gueridon service and dishes Prepared on the Gueridon trolley.	4		
Unit V	Function Catering	20 Hours	Mode
	a. Banquets, Type of Functions, function staff, Staff requirement calculation.	4	Lecture, Pictorial Presentation and Assignments.
	b. Function Menu, Wine list, Service during the formal and informal functions, Function equipment	4	
	c. Food service equipment, Table Plans and Table set-ups.	4	
	d. Booking a Function and Organising the function.	4	
e. Outdoor Catering, Analysis of Menu, Service equipment's and Staff calculations for ODC.	4		

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM		
Course Code	20UHMC53	Number of Hours/Cycle	04		
Semester	V	Max. Marks	100		
Part	III	Credit	04		
Core Course IX					
Course Title	Advance Front Office Operation	L	T	P	
Cognitive Level	Up to K3	50	10	-	

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

To develop a comprehensive knowledge about managerial level of various management functions like Planning and Evacuating Front Office Operations such as establishing Room Rates, Budgeting, Forecasting Room Availability and Daily Operations Report, Income Statements and Budget Reports, Yield Management, Property Management Systems, Hotel Security and Guest Quality Service.

Unit I	Planning & Evaluating Front Office Operations	12 Hours
	Setting room rates (Details & Calculations thereof) - Hubbart Formula, market condition approach & Thumb Rule. Types of discounted rates - Corporate, rack etc. Forecasting room availability. Useful forecasting data - Percentage of walk-in - percentage of overstay - percentage of under stay. Forecast formula, Types of forecast, Sample forecast forms. Factors for evaluating front office operations – Daily Operations report, Occupancy ratios, Room Revenue analysis, Hotel Income statement, Rooms Division Income statement, Room division budget reports, Operating ratios and Ratio standards.	
Unit II	Guest Checkout	12 Hours
	Introduction of Guest Checkout, Guest checkout procedures, Inquiring about quality of products and services, Retrieving the Room key, Retrieving and reviewing the folio, In-room guest checkout. Determining method of payment and collection – Credit cards, Direct billing, Cash and Personal cheques, Traveler's checks, Debit cards. Assisting the guest with method of payment – Money wire, Auto clubs, Travelers aid society, International Currency exchange. Obtaining future reservations & Filing documents. Guest History – Postal code, Developing conventions and conferences, FAM Tours, Frequency of guest visit, types of room requested and room rates versus occupancy patterns.	
Unit III	Preparation and Review of the Night Audit	12 Hours
	Importance of the Night audit, The Night auditor, The night audit process – posting room and tax charges, assembling guest charges and payments, Reconciling departmental financial activities, Reconciling accounts receivable, Running the trial balance. Preparing the night audit report and its importance – Departmental Totals, Bank deposit, accounts receivable, Cashiers Report, Manager's Report, Formulas for balancing the night audit report, Room and tax. Operating statistics, Daily flash report, Reading the flash report and night audit.	
Unit IV	Reservation	12 Hours

	Introduction and Importance of a reservation system , Sources of Reservations – Tour operators, Travel agents, Airlines, Corporate houses, Embassies and Consulates, Free Individual Travelers, Central Reservation Office (CRS), Hotel websites, Associations, Government offices & Referral Hotels. Global Distribution system (GDS) – Sabre Computer systems, Amadeus Computer system, Galileo Central Reservation system, World span and SMART. List of Global Distribution systems worldwide. Reservations OPERA Property Management System (PMS) – Introduction and making a reservation. Group Reservations – Introduction, types, importance and steps in making Group bookings. Occupancy Management – Introduction, Confirmed reservations, Guaranteed reservations, Understays, Walk-in guests	
Unit V	Timeshare and Vacation ownership and Yield Management	12 Hours
	Definition and types of timeshare options, Difficulties faced in marketing timeshare business, Advantages and disadvantages of timeshare business. Exchange companies – Resort Condominium International and Intervals International. How to improve the timeshare / referral / condominium concepts in India – Government role / Industry role Yield Management: Yield Management – Definition and concept of yield management., Occupancy management formula – Introduction, How to use the Occupancy management formula. Occupancy Percentage – Introduction and formula of Occupancy percentage, Double occupancy – Meaning & formula, Average Daily rate – Meaning & formula and ReVPAR – Meaning & formula.	

Pedagogy

Classroom Lecture, Group Discussions, Assignments, Quiz, Brainstorming activities, Seminar and Powerpoint Presentations.

Text Books

1. *Jatashankar Tewari* (2016). '*Hotel Front Office: Operations and Management*'. Oxford University Press. 2nd Edition.
2. *Praveen K.Vankdoth* (2020). '*Advanced Front office*', Repro Books Limited Mumbai Maharashtra. 2020.

Reference Books

1. *Rakesh Puri* (2017), '*Front office Operations and Management*', Manju Publisher.
2. *B.K.Chakravarti* (2012). '*Front Office Management in Hotel*'. CBS Publisher, First Edition.
3. *Sudhir Andrews* (2016). '*Hotel Front Office – A Training Manual*'. Mc Graw Hill Education, P-24, Green Park Extension, New Delhi – 110016. Seventh Edition.
4. *Ahmed Ismail* (2002). '*Front Office Operations and Management*': Delmar. Thomson Publisher. 1st Reprint.
5. *James A. Bardi* (2013). '*Hotel Front Office Management*' Wiley India Pvt Ltd, 4435-36/7, Ansari Road, Daryaganj, New Delhi – 110002. Fifth Edition.
6. *Woods* (2008). '*Professional Front Office Management*' Pearson India Pvt Ltd.

E-Resources

- <https://www.ihmnotes.in/assets/Docs/Sem5/Front%20Office%20Management/Ch-1%20PLANNING%20AND%20EVALUATING%20OPERATIO.pdf>
- [https://www.wisdomjobs.com/e-university/hotel-front-office-management tutorial-369/guest-checkout-procedure-13085.html](https://www.wisdomjobs.com/e-university/hotel-front-office-management-tutorial-369/guest-checkout-procedure-13085.html)
- <https://ihmnotessite.com/index.php/home/hmct-notes/bhmct-3rd-year/front-office-6th-sem/yield-management/>
- <https://ihmnotessite.com/index.php/home/hmct-notes/bhmct-3rd-year/front-office-6th-sem/elementor-846/>
- <https://www.ihmnotes.in/assets/Docs/Sem-6/Front%20Office/Ch1%20YIELD%20MANAGEMENT.pdf>

Course Outcomes

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

CO1	Acquire the knowledge and skills of front office planning such as fixing room rates, forecasting, reports and statements.
CO2	Summarise guest checkout procedures.
CO3	Show the night auditor role of the front office and acquire the knowledge of preparing various reports during the night shift.
CO4	Demonstrate the reservation procedures in star hotels and the types of reservations in the hospitality industry.
CO5	Prepare a timeshare business plan and demonstrate revenue management methodologies.

Mapping of Course Outcomes (COs) with Programme Specific Outcomes

	PSO 1	PSO2	PSO3	PSO4	PSO5	PSO6	PSO7	PSO8	PSO9	PSO 10	PSO 11	PSO 12
CO1	2	1	3	3	3	3	2	3	1	2	-	3
CO2	3	-	3	3	3	3	3	2	1	2	-	3
CO3	2	-	3	3	3	3	3	3	1	2	-	3
CO4	2	-	3	2	3	3	2	3	1	1	1	3
CO5	3	-	3	3	3	3	2	2	1	1	-	3

3. High; 2. Moderate; 1. Low

Articulation Mapping - K Levels with Course Outcomes (COs)

Units	COs	K-Level	Section A		Section B	Section C
			MCQs		Either/ or Choice	Open Choice
			No. of Questions	K-Level	No. of Questions	No. of Questions
1	CO1	Up to K2	2	(K1 & K2)	2(K2& K2)	1(K2)
2	CO2	Up to K2	2	(K1 & K2)	2(K2& K2)	1(K2)
3	CO3	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
4	CO4	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
5	CO5	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
No of Questions to be asked			10		10	5
No of Questions to be answered			10		5	3

Marks for each Question	1		4	10
Total marks for each Section	10		40	50

K1 – Remembering and recalling facts with specific answers

K2 – Basic understanding of facts and stating main ideas with general answers

K3 – Application oriented – Solving problems

Distribution of Section - wise Marks with K Levels

K Levels	Section A (No Choice)	Section B (Either/or)	Section C (Open Choice)	Total Marks	% of Marks without Choice
K1	5	-	-	5%	5%
K2	5	40	20	65%	65%
K3		-	30	30%	30%
Total Marks	10	40	50	100%	100%

Lesson Plan

Unit	Planning & Evaluating Front Office Operations	12 Hours	Mode
Unit I	a.Setting room rates, Hubbart Formula, market condition approach & Thumb Rule	2	PPT presentation, Classroom lecture and Assignments
	b.Types of discounted rates, Forecasting room availability. Useful forecasting data.	2	
	c.Forecast formula, Types of forecast, Sample forecast forms.	2	
	d.Factors for evaluating front office operations, Occupancy ratios, Room Revenue analysis, Hotel Income statement.	3	
	e.Rooms Division Income statement, Room division budget reports, Operating ratios and Ratio standards.	3	
Unit II	Guest Checkout	12 Hours	Mode
	a.Guest checkout procedures, Inquiring about quality of products and services.	2	Lecture, Role Play, Group Discussion and PPT presentation.
	b.Retrieving the Room key, Retrieving and reviewing the folio, In-room guest checkout.	2	
	c.Determining method of payment and collection , Assisting the guest with method of payment.	3	
	d.Obtaining future reservations & Filing documents.	2	
e.FAM Tours, Frequency of guest visit, types of room requested and room rates versus occupancy patterns	3		
Unit III	Preparation and Review of the Night Audit	12 Hours	Mode
	a. The Night auditor and the night audit process	2	Chalk and Talk, Assignments, PPT Presentation.
	b.Reconciling departmental financial activities, Reconciling accounts receivable and Running the trial balance.	3	
	c.Preparing the night audit report and its importance	2	
	d.Manager's Report, Formulas for balancing the night audit report, Room and tax.	3	
e. Operating statistics, Daily flash report, Reading the flash report and night audit.	2		
Unit	Reservation and Yield Management	12 Hours	Mode

IV	a.Sources of Reservations and Distribution system (GDS).	2	Chalk and Talk, Assignments, PPT Presentation.
	b.List of Global Distribution systems worldwide and Reservations OPERA Property Management System (PMS).	3	
	c.Group Reservations, importance and steps in making Group bookings.	2	
	d.Occupancy Management ,How to use the Occupancy management formula.	2	
	e.Occupancy Percentage, Double occupancy – Meaning & formula, Average Daily rate –ReVPAR – Meaning & formula.	3	
Unit V	Timeshare and Vacation ownership	12 Hours	Mode
	a.Types of timeshare options and difficulties faced in marketing timeshare business.	2	Chalk and Talk, Project / Assignments, PPT Presentation, Group Discussion.
	b.Advantages and disadvantages of timeshare business.	3	
	c.Exchange companies, Resort Condominium International and Intervals International.	3	
	d.How to improve the timeshare.	2	
	e.Condominium concepts in India.	2	

Course designed by Mr. M. S. Rajmohan and Mr. H. A. Nijay Bhuvanavel

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM		
Course Code	20UHMA51	Number of Hours/Cycle	4		
Semester	V	Max. Marks	100		
Part	III	Credit	4		
Allied Course IV					
Course Title	Advance Accommodation Operation	L	T	P	
Cognitive Level	Up to K3	50	10	-	

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

This course aims to provide the knowledge backdrop required for a person working in the housekeeping department of a hotel. This course helps the learners acquire knowledge of housekeeping operations, control desk, budget, flower arrangement, and interior decoration.

Unit I	Planning Housekeeping Operations	12 Hours
	Planning Housekeeping Operations – Introduction, The planning process – Division of work document, Area inventory lists, frequency schedules, Performance standards, Productivity standards, Equipment and Operating supply inventory level, Determining the par levels, Work schedules. Supervision in Housekeeping – Introduction, Role of a supervisor – Supervisory posts & General duties of a supervisor. Specific functions of supervisors – Guestroom inspection, Inspection checklists, Inspection of VIP rooms, Inspection modules for commonly neglected areas, Handling guest complaints, Types of guest complaints – Technical complaints, Service-related complaints, Attitudinal complaints & Unusal complaints. Dealing with complaints.	
Unit II	Housekeeping Control Desk	12 Hours
	Introduction of Housekeeping control desk. Forms, Formats, Records And Registers – Key control register – Log book , Key history register, maintenance register, memo book, SOPs	

	<p>book, Departure register, Guest messages register, Carpet shampoo register, Babysitting register, Register for missing guest items, Stores indent book, Accident book, Room status reports file, Room inspection checklists file, Maintenance reports file, Records of room transfers, Records of articles moved from or to rooms, Records of personal tastes of VIPs and regular guests, Leave application forms, Work order forms, Accident report form. Coordination with other departments – Coordination with front office - Night report, Arrivals and departures list, VIP list, Groups in the house and Crew in the house. Coordination with Engineering department. Gate pass procedure. Handling telephone calls – Answering calls, Transferring calls, Holding calls, Taking messages, Making calls. Paging systems and methods – Electric paging board, Electric paging method.</p> <p>Handling difficult situations – Dealing the situations with examples, Handling room transfers.</p>	
Unit III	Budgeting for Housekeeping Expenses	12 Hours
	<p>Introduction of Budget. Types of Budgets – Categorized by Types of expenditure - Capital budgets, Operating budgets, Pre-opening budgets. Categorized by departments involved – Master budget, Department budget. Categorized by flexibility of expenditure – Fixed budgets, Flexible budgets. Housekeeping expenses – Operating Expenses (OPEX), Capital Expenses (CAPEX). Budget - Planning process – Forecasted room sales, Cost per occupied room, Operating costs – Variable operating expenses, Semi-variable operating expenses, Semi-variable operating expenses, Fixed operating expenses. Income statement of the rooms division, Controlling expenses – Controlling operating expenses – Effective documentation, Zero- base scheduling, Right purchasing, Efficient training and supervision. Cost control in Specific areas – Guestrooms and public areas, Linen room, Stores, Horticulture. Inventory control and stock –taking – Stock – taking, Establishing par levels. Purchasing – Principles of purchasing, Stages in purchasing, Types of purchasing. Annual purchases of guestroom supplies, Cleaning supplies, and linen – Purchasing non –recycled inventory items, Purchasing recycled inventory items.</p>	
Unit IV	Flower Arrangement	12 Hours
	<p>Introduction of Flower arrangement. Flower arrangements in hotels, Flower arrangement basics – Basic Ingredients, Mechanics, Floral foam, Green foam, Brown foam, Chicken wire, Pin- holders, Prong, Florist’s cone, Adhesive clay, Setting clay, Non – setting clay, Adhesive tape, Glue, Pebbles and marbles. Equipment used for flower arrangements, Containers used for flower arrangements, Bases used for flower arrangements, Plant materials used for flower arrangements. Accessories, Buying cut flowers, Care and Conditioning of flowers, Preparation of flower arrangements, Aftercare, Designing flower arrangements – Style – Based on the angle, Based on the space present in the arrangement, Based on the type of plant material used, Based on the effect, Proportion, Background, Texture, Balance, Colour, Emphasis/dominance. General Guidelines for flower Arrangements, Placing flower arrangements, Flower arrangements for various hotel areas, Japanese flower arrangement, Common flowers and foliage.</p>	
Unit V	Interior Decoration and Changing Trends in	12 Hours

	Housekeeping	
	<p>Introduction of Interior decoration. Colour – Dimensions of colour – Hue, value, Intensity. Warm and Cool colours, Advancing and receding colours - Prang's Colour system – Colour wheel, Primary colours, Secondary colours, Tertiary colours. Planning colour schemes – Purpose of the room. Size and proportions of the room, Relationship to other rooms. Lighting – Importance of lighting, Types of light- Source-based classification – Natural light, Artificial light, Incandescent, Fluorescent, Light emitting diode (LED), Planning a lighting system – Lighting requirements. Floor coverings and finishes – Selection of floor coverings, Types, Characteristics, And Cleaning of floor coverings. Carpets – Composition, Underlay, Backing, Pile. Types and characteristics of carpets, Selection of carpets – Size, Purpose, Construction.</p> <p>Trends in Housekeeping: Introduction of Trends, Women's-only Floors, Design Trends, Amenity Trend, Process Trends. Eco-Friendly Amenities, Products, And Processes, Ozone Treatment, New scientific techniques.</p>	

Pedagogy

Classroom Lecture, Group Discussions, Assignments, Quiz, Brainstorming activities, Seminar and Powerpoint Presentations.

Text Books

1. **Arvind Gautam** (2010) '*Accommodation Operation Management: A Complete Book on Housekeeping*' Axis Publications.
2. **Sudhir Andrews** (2016). '*Hotel House Keeping – A Training Manual*'. Mc Graw Hill Education, P-24, Green Park Extension, New Delhi – 110016. 7th Edition.
3. **Roy C. Wood** (2017). '*Hotel Accommodation Management*', Routledge, First Edition

Reference Books

1. **Malinisingh** (2012). '*Hotel Housekeeping*', McGraw Hill India. 1st Edition.
2. **David M. Allen** (1995). '*Accommodation and Cleaning Services*', Stanley Thrones publishers. 8th Edition.
3. **G. Raghubalan and Smritee Raghubalan** (2016). '*Hotel Housekeeping Operations and Management*', Oxford University Press, YMCA Library Building, 1, Jai Singh Road, New Delhi 110001. 3rd Edition.
4. **Rakesh Kadam** (2013), '*Housekeeping Operations and Management for Hospitality*', UDH Publishers and Distributors.
5. **Sudhir Andrews** (2008). '*Text book of Hotel House Keeping Management and Operations*', Tata Mcgraw Hill Publishing Company Ltd, 7 West Patel Nagar, New Delhi – 110 008. Reprint.
6. **Roy C. Wood** (1999). '*Accommodation Management: Perspectives for the International Hotel Industry*', Cengage Learning EMEA.

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- <https://www.ihmnotes.in/assets/Docs/Sem5/Accommodation%20Management/ch-1%20Planning%20and%20organising%20HK%20department.pdf>
- <https://hotelstudies.in/importance-of-housekeeping-control-desk/>
- <https://www.slideshare.net/SomnathMaity2/house-keeping-desk-control>
- <https://www.slideshare.net/sujatamathur7/housekeeping-budgets>
- <http://paramjamwal.blogspot.com/2015/02/flower-arrangements.html>
- https://www.ihmnotes.in/assets/Docs/Sem-6/Accommodation_management/Ch_2%20Interior%20Decoration.pdf

Course Outcomes

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

CO1	Summarize the planning and supervision of housekeeping operations
CO2	Acquire the knowledge of various housekeeping control desk procedures and acquire the knowledge to handle situations.
CO3	Explain the budget management in Housekeeping department

CO4	Demonstrate your abilities and various flower arrangements.
CO5	Exhibit the importance of design, pattern and colour in interior decoration and trends in housekeeping.

Mapping of Course Outcomes (COs) with Programme Specific Outcomes

	PSO 1	PSO2	PSO3	PSO4	PSO5	PSO6	PSO7	PSO8	PSO9	PSO 10	PSO 11	PSO 12
CO1	2	-	2	3	3	2	2	2	-	1	-	2
CO2	2	-	3	3	3	2	2	2	-	1	-	2
CO3	2	-	3	3	3	3	3	3	1	1	-	3
CO4	2	-	2	3	2	3	2	3	-	-	-	3
C05	2	-	2	3	2	3	2	3	-	-	-	3

3. High; 2. Moderate ; 1. Low

Articulation Mapping - K Levels with Course Outcomes (COs)

Units	COs	K-Level	Section A		Section B	Section C
			MCQs		Either/ or Choice	Open Choice
			No. of Questions	K-Level	No. of Questions	No. of Questions
1	CO1	Up to K2	2	(K1 & K2)	2(K2& K2)	1(K2)
2	CO2	Up to K2	2	(K1 & K2)	2(K2& K2)	1(K2)
3	CO3	Up to K2	2	(K1 & K2)	2(K2& K2)	1(K2)
4	CO4	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
5	CO5	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
No of Questions to be asked			10		10	5
No of Questions to be answered			10		5	3
Marks for each Question			1		4	10
Total marks for each Section			10		40	50

K1 – Remembering and recalling facts with specific answers

K2 – Basic understanding of facts and stating main ideas with general answers

K3 – Application oriented – Solving problems

Distribution of Section - wise Marks with K Levels

K Levels	Section A (No Choice)	Section B (Either/or)	Section C (Open Choice)	Total Marks	% of Marks without Choice
K1	5	-	-	5 %	5 %
K2	5	40	30	75%	75%
K3		-	20	20 %	20 %
Total Marks	10	40	50	100 %	100 %

Lesson Plan

Unit	Planning Housekeeping Operations	12 Hours	Mode
Unit I	a.The planning process and equipment and Operating supply inventory level.	2	PPT presentation, Classroom lecture and Assignments
	b.Supervision in Housekeeping and General duties of a supervisor.	2	
	c.Guestroom inspection, Inspection checklists, Inspection of VIP rooms	3	
	d.Inspection modules for commonly neglected areas.	2	
	e.Handling guest complaints, Types of guest complaints .	3	
Unit II	Housekeeping Control Desk	12 Hours	Mode
Unit II	a.Forms and Registers.	2	Lecture, Role Play, Group Discussion and PPT presentation.
	b.Forms and Registers.	3	
	c.Coordination with other departments.	2	
	d.Gate pass procedure. Handling telephone calls	2	
	e.Handling difficult situations, Handling room transfers.	3	
Unit III	Budgeting for Housekeeping Expenses	12 Hours	Mode
Unit III	a. Types of Budgets,	2	Lecture, PPT Presentation, Project/Assignments.
	b.Categorized by flexibility of expenditure	2	
	c.Budget, Fixed operating expenses. Income statement of the rooms division	3	
	d.Cost control in Specific areas.	3	
	e.Purchasing, Stages in purchasing and Types of purchasing.	2	
Unit IV	Flower Arrangement	12 Hours	Mode
Unit IV	a.Flower arrangements in hotels.	2	Chalk and Talk, Assignments, PPT Presentation.
	b.Equipment used for flower arrangements.	2	
	c.Preparation of flower arrangements.	2	
	d.Designing flower arrangements	3	
	e.Flower arrangements for various hotel areas, Japanese flower arrangement.	3	
Unit V	Interior Decoration and Changing Trends in Housekeeping	12 Hours	Mode
Unit V	a.Colour, dimensions of colour and Planning colour schemes.	3	Chalk and Talk, Project, PPT Presentation, Group Discussion.
	b.Lighting and Types of light.	2	
	c.Types, Characteristics, And Cleaning of floor coverings.	3	
	d.Carpets ,types and characteristics of carpets	2	
	e.Trends in Housekeeping.	2	

Course designed by Mr. M. S. Rajmohan and Mr. H. A. Nijay Bhuvanavel

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM		
Course Code	20UHME51	Number of Hours/Cycle	06		
Semester	V	Max. Marks	100		
Part	III	Credit	04		
Core Elective Course I A					
Course Title	Food and Beverage Management	L	T	P	
Cognitive Level	Up to K3	70	20	-	

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

This course deals with understanding the concepts such as Food and Beverage Management, various F & B controlling techniques, budget and budgetary procedures, and performance measures in food and beverage operations. The course assists learners in familiarising and updating their knowledge in food and beverage management areas in order to improve food and beverage service profitability and productivity.

Unit I	Food Cost Control and Pricing	16 Hours
	Food and beverage management - Introduction, Objectives and its responsibilities in F&B Operations. Definition of cost, Costing and costing account, Scope and advantages of costing techniques, Elements of cost and food cost controlling techniques. Reasons for High food cost. Food and beverage pricing – Relationship between revenue, costs and profits – Price, cost, worth and value – Pricing Policies (Sales volume maximisation, market share gain, profit maximisation & Market penetration), Pricing methods – Cost plus, Prime costing methods, backward pricing, rate of return pricing, profit-per-customer pricing, elasticity pricing and competition pricing.	
Unit II	Control Techniques	16 Hours
	Definition of control, Cycles of control, Food and Beverage control cycle. Standard costing, Calculation of actual, daily, weekly and Monthly food costs. Variance analysis methods in food and beverage management. Food and beverage revenue control - Purpose of a revenue control system, Main revenue control methods in use in foodservice establishments – Order taking methods, Billing methods, Sales summary sheets and Operational statistics.	
Unit III	Cellar Management / Beverage Control	18 Hours
	Introduction to cellar, cellar location, temperature and storage procedures. Equipment required in beer storage area. Determining the stock level. Cellar control and records (Beverage control procedures) – Purchase order, cellar inwards book, Bin card, Beverage requisition, cellar control book, ullages and breakages record, Off-sales book, returns book, credit memo, empties return book, transfer book, daily consumption sheet and stock book. Beverage Gross profit – Introduction, calculating gross profit and variations in beverage gross profit.	
Unit IV	Budgetary control	20 Hours
	Introduction of Budget and Budgetary control, main steps under budgetary control, objectives of budgetary control, advantages and limitations of budgetary control, Responsibility centres of budgetary control, advantages of budgeting and budgetary control, Problems in budgeting, Types/classification of budgets – According to time (long term, medium term, short term & current), According to functions (operating budget, program budget, responsibility budget, financial budget & master budget), According to flexibility – fixed and flexible budget. Characteristics of a budget, Budget organisation and administration – Budget centres, Budget committee, Budget officer, Budget manual. Budget Preparation – Sales budget, production budget, raw materials and purchasing budget, labour budget, cash budget. Zero base budgeting – Introduction, process and advantages.	
Unit V	F&B Purchasing and Performance measures	20 Hours
	Purchasing – Introduction, Duties and responsibilities of purchase manager – Qualities to be adhered by a purchase manager. Selection of supplier. Definition of Standard purchase specification (SPS) – Objectives and Advantages. Purchasing control – Purchasing policy, Purchasing procedure and methods – Contract purchasing, Periodical purchasing, Market purchasing, Purchase indent, Purchase order, Centralised purchasing system, Periodic order method, Competitive buying price method, standing purchase order	

	and Daily purchase price comparison worksheet. Purchase order forms – Ordering cost, Carrying cost and Economic order quantity.	
	Performance measures - Sales Mix, Index of productivity (alternative method of showing labour costs), Seat turnover, Average spend per head/average check, Sales per seat available, Sales per square metre and Stock Turnover.	

Pedagogy

Chalk and Talk method. Group Discussions, Assignments, Quiz, Brainstorming activities, Seminar and Powerpoint Presentations.

Text Books

1. **Sudhir Andrews** (2017). *‘Food and Beverage Management’* McGraw Hill Publishing Company Ltd, 7 West Patel Nagar, New Delhi – 110 008.
2. **Partho Pratim Seal** (2017). *‘Food and Beverage Management’* Oxford University Press. 1st Edition April.

Reference Books

1. **Sylvain Boussard** (2021), *‘Food and Beverage Management in the Luxury Hotel Industry’* Business Expert Press.
2. **Tarun k. Bansal** (2019), *‘Food and Beverage: Operations to Management’*. Dreamtech Press.
3. **Jagmohan Negi** (1999). *‘Food and Beverage Management and Cost Control’* New Delhi.Kanishka Publishers. 1st Edition.
4. **R. Singaravelan.** (2016) *‘Food and Beverage Service’* Oxford University Press, YMCA Library Building, 1 Jain Singh Road, New Delhi 110001, India. Second Edition.
5. **John cousins, Dennis Lillicrapand Suzanne Weekes** *‘Food and Beverage Service’*, Hodder Education, 9th Edition.

E-Resources

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- <https://www.ihmnotes.in/assets/Docs/Sem6/F&B%20Mag/3.%20Inventory%20Control.pdf>
- <https://hospitalitynu.blogspot.com/2012/07/beverage-budget-control.html>
- <https://hmhub.in/budgetary-control/>
- <https://hmhub.in/zero-based-budgeting-budgetary-control/>
- <https://ihmnotessite.com/index.php/home/introduction-to-costing-sales-controls-classification-of-costs-food-control-systems-causes-of-high-food-cost-the-advantages-of-food-and-beverage-cost-control-purchasing-purchase-procedure-purchas/purchase-procedure-purchasing-methods/>
- <https://opentextbc.ca/basickitchenandfoodservicemanagement/chapter/purchasing/>
- <https://www.ihmnotes.in/assets/Docs/Sem3&4/F&B%20Control/4.%20Purchasing%20Control.pdf>
- <https://www.uou.ac.in/sites/default/files/slm/BHM-402T.pdf>

Course Outcomes

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

CO1	Explain the need for food and beverage management and plan pricing methods.
CO2	Prepare the food and beverage control measures.
CO3	Apply the principles of cellar management.
CO4	Prepare the budget and the budgetary control for revenue management.
CO5	Use the purchasing procedures of the F&B department and demonstrate the performance measures.

Mapping of Course Outcomes (COs) with Programme Specific Outcomes

	PSO 1	PSO2	PSO3	PSO4	PSO5	PSO6	PSO7	PSO8	PSO9	PSO 10	PSO 11	PSO 12
CO1	2	1	3	3	3	3	3	2	-	1	-	3
CO2	3	2	3	3	3	3	3	2	-	1	-	3
CO3	3	2	3	3	2	3	2	2	1	1	-	2
CO4	2	2	2	3	3	2	2	2	-	-	-	3
C05	2	1	3	3	3	2	2	2	-	-	1	3

3. High; 2. Moderate; 1. Low

Articulation Mapping - K Levels with Course Outcomes (COs)

Units	COs	K-Level	Section A		Section B	Section C
			MCQs		Either/ or Choice	Open Choice
			No. of Questions	K-Level	No. of Questions	No. of Questions
1	CO1	Up to K2	2	(K1 & K2)	2(K2& K2)	1(K2)
2	CO2	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
3	CO3	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
4	CO4	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
5	CO5	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
No of Questions to be asked			10		10	5
No of Questions to be answered			10		5	3
Marks for each Question			1		4	10
Total marks for each Section			10		40	50

K1 – Remembering and recalling facts with specific answers

K2 – Basic understanding of facts and stating main ideas with general answers

K3 – Application oriented – Solving problems

Distribution of Section - wise Marks with K Levels

K Levels	Section A (No Choice)	Section B (Either/or)	Section C (Open Choice)	Total Marks	% of Marks without Choice
K1	5	-	-	5%	5%
K2	5	40	10	55%	55%
K3		-	40	40%	40%

Total Marks	10	40	50	100%	100%
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Lesson Plan

Unit	Topic	Hours	Mode
Unit I	Food Cost Control and Pricing	16 Hours	Mode
	a.Costing and costing account, Scope and advantages of costing techniques.	3	Lecture, Assignments, PPT presentation.
	b.Elements of cost and food cost controlling techniques. Reasons for High food cost.	4	
	c.Relationship between revenue, costs and profits – Price, cost, worth and value.	3	
	d.Pricing Policies (Sales volume maximisation, market share gain, profit maximisation.	3	
e.Pricing methods, Prime costing methods,, elasticity pricing and competition pricing.	3		
Unit II	Control Techniques	16 Hours	Mode
	a.Cycles of control and Food and Beverage control cycle.	3	Lecture, Group Discussion, Assignments and Pictorial presentation.
	b.Standard costing, Calculation of actual, daily, weekly and Monthly food costs	4	
	c.Variance analysis methods in food and beverage management.	3	
	d.Food and beverage revenue control - Purpose of a revenue control system.	3	
e.Main revenue control methods in use in foodservice establishments.	3		
Unit III	Cellar Management / Beverage Control	18 Hours	Mode
	a.Cellar location, temperature and storage procedures.	4	Lecture, PPT Presentation, Assignments and Group Discussion
	b. Equipment required in beer storage area. Determining the stock level.	3	
	c.Cellar control and records (Beverage control procedures).	4	
	d.Off-sales book, returns book, transfer book, daily consumption sheet and stock book.	3	
e.Beverage Gross profit , calculating gross profit and variations in beverage gross profit.	4		
Unit IV	Budgetary control	20 Hours	Mode
	a.Budgetary control, main steps under budgetary control, objectives of budgetary control, advantages and limitations of budgetary control.	4	Lecture, Pictorial Presentation, Assignments and Group Discussion
	b. Responsibility centres of budgetary control, advantages of budgeting and budgetary control, Problems in budgeting.	4	
	c.According to flexibility, Characteristics of a budget, Budget organisation and administration.	4	
	d.Budget centres, Budget committee, Budget officer, Budget manual.	4	
e.Budget Preparation, Zero base budgeting, process and advantages.	4		
Unit V	F&B Purchasing and Performance measures.	20 Hours	Mode
	a.Purchasing, Qualities to be adhered by a purchase manager.	4	Lecture, Pictorial Presentation, Assignments and Role Play
	b.Definition of Standard purchase specification (SPS).	4	
	c.Purchase order forms ,Carrying cost and Economic order quantity.	4	
	d.Performance measures - Sales Mix, Index of productivity,Seat turnover.	4	
e. Average spend per head/average check, Sales per seat available, Sales per square metre and Stock Turnover.	4		

Course designed by Mr. M. S. Rajmohan and Mr. H. A. Nijay Bhuvanavel

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM
Course Code	20UHME52	Number of Hours/Cycle	6

Semester	V	Max. Marks	100		
Part	III	Credit	4		
Core Elective Course I B					
Course Title	Hospitality Marketing Management		L	T	P
Cognitive Level	Up to K3	70	20	-	

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

This course is designed to prepare students to enter a competitive market and to have a clear, distinct understanding of hospitality products and their marketing.

Unit I	Introduction to Marketing	18 Hours
	Definition of Marketing, Customer Orientation, Core Concept of Marketing, Marketing Management, Definition Philosophies and pillars of marketing management, Introduction to 7P's of Marketing mix. Introduction to Hospitality Marketing – Concept of Need and demand. Identifying the customer needs, Difference between selling and marketing.	
Unit II	Marketing Planning	18 Hours
	Marketing Planning – Stages involved in Marketing – Market segmentation, targeting and positioning relevance in hospitality industry. Buyers Behaviour. Product – defining the hospitality products – difference between good and services product – levels of product – generic, expected, augmented, potential tangible and intangible products – product mix in hospitality business.	
Unit III	Market Research	18 Hours
	Market Research and methods – Marketing Mix – Product, New product development and Product life cycle. Pricing and pricing strategies – Placement or channels of Marketing – Promotion, Advertising, Sales promotions, Public relation and Publicity. Definition and characteristics of promotion tools, 5 M's of Advertising, Various Sales promotion tools used in hotels Publicity and public relation, Tools and opportunities in the hotel industry, Principles of personal selling, Direct Marketing - Telemarketing and internet.	
Unit IV	Branding & Product sales	18 Hours
	Branding – basic concepts – brand equity – branding of hotels; Pricing of hospitality – concepts and methodology; Integrated marketing communication – SMMR model – steps in developing effective communication plan – communication mix – direct marketing – Tele marketing – advertising – sales promotion and publicity. Principles and practice of hospitality selling – Sales force training – Methods, Concepts & rewards. Selling process – AIDA model – ORAM – guest as sales force.	
Unit V	Marketing Information system (MIS)	18 Hours
	Internal Marketing – Destination merchandising – Marketing control. Marketing Information system – concepts, components & uses – marketing intelligence system – scope in hospitality business – processes and	

characteristics – managerial use – MIS with special reference to rooms, restaurants – banquets and facilities.
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Pedagogy

Classroom Lecture method, Group Discussions, Assignments, Quiz, Brainstorming activities, Seminar and Powerpoint Presentations.

Text Books

1. **Dr. Annamalai Murugan** (2017). *'Hospitality Management and Marketing'*. Global Vision Publishing House. Edition.
2. **Philip Kotler & John T. Bowen**. *'Marketing for Hospitality and Tourism'*. Pearson Education India Publisher. Sixth E
3. **Sudhir Andrews** (2015). *'Sales and Marketing: A Text Book for the Hospitality Industry'*, Tata Mcgraw Hill Publishing Company Ltd., New Delhi 32nd Reprint. 2015

Reference Books

1. **David C. Bojanic, Robert D.Reid** (2012). *'Hospitality Marketing and Management'*. Wiley. 5th Edition.
2. **David Bowie, Francis Buttle** (2011). *'Hospitality Marketing Principles and Practice'*. Taylor and Francis India Pvt Ltd, New Delhi.
3. **David K.Hayes, Jack D.Ninemeier**. *'Hotel Operations Management'*. Pearson Education Limited, Sector 16, Noida – 201 309. Edition 2007.
4. **JagmohanNegi**. *'Hospitality Sales and Marketing'*, Himalaya Publishing House, Bhalerao Marg, Giragon, Mumbai – 400 004.
5. **Robert D.Reid** (2001). *'Hospitality Marketing Management'*, John Wiley & Sons; 3rd edition

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- <https://nios.ac.in/media/documents/srsec319new/319EL19.pdf>
- http://www.sanandres.esc.edu.ar/secondary/Marketing/page_31.htm
- <https://www.slideshare.net/sriprasadnavulla/market-research-notes>
- <https://www.slideshare.net/syedvaliullahbakhtiyari/product-and-brand-management-notes>
- <https://engineeringinterviewquestions.com/marketing-information-system/>

Course Outcomes

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

CO1	Illustrate marketing concepts and explain the principles of hospitality marketing.
CO2	Acquire the knowledge to prepare the marketing planning
CO3	Organise the marketing research to understand the feasibility of the business.
CO4	Demonstrate the various branding principles and apply them to the strategies for product sales.
CO5	Use the marketing information systems.

Mapping of Course Outcomes (COs) with Programme Specific Outcomes

	PSO 1	PSO2	PSO3	PSO4	PSO5	PSO6	PSO7	PSO8	PSO9	PSO 10	PSO 11	PSO 12
CO1	2	-	2	2	2	2	2	2	-	1	-	2
CO2	2	-	2	2	2	2	2	2	1	1	-	3
CO3	2	-	2	2	3	2	2	1	-	1	-	2
CO4	2	-	2	2	3	3	3	2	-	1	-	2
C05	2	-	2	2	3	2	2	2	-	1	-	3

3. High; 2. Moderate ; 1. Low

Articulation Mapping - K Levels with Course Outcomes (COs)

Units	COs	K-Level	Section A		Section B	Section C
			MCQs		Either/ or Choice	Open Choice
			No. of Questions	K-Level	No. of Questions	No. of Questions
1	CO1	Up to K2	2	(K1 & K2)	2(K2& K2)	1(K2)
2	CO2	Up to K2	2	(K1 & K2)	2(K2& K2)	1(K2)
3	CO3	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
4	CO4	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
5	CO5	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
No of Questions to be asked			10		10	5
No of Questions to be answered			10		5	3
Marks for each Question			1		4	10
Total marks for each Section			10		40	50

K1 – Remembering and recalling facts with specific answers

K2 – Basic understanding of facts and stating main ideas with general answers

K3 – Application oriented – Solving problems

Distribution of Section - wise Marks with K Levels

K Levels	Section A (No Choice)	Section B (Either/or)	Section C (Open Choice)	Total Marks	% of Marks without Choice
K1	5	-	-	5%	5%
K2	5	40	20	65%	65%
K3		-	30	30%	30%
Total Marks	10	40	50	100%	100%

Lesson Plan

Unit	Introduction to Marketing	18 Hours	Mode
Unit I	a.Customer Orientation, Core Concept of Marketing.	3	Classroom Lecture, Assignments, PPT presentation,.
	b.Definition Philosophies and pillars of marketing management, Introduction to 7P's of Marketing mix.	4	
	c.Introduction to Hospitality Marketing.	4	
	d.Concept of Need and demand. Identifying the customer needs.	4	
	e.Difference between selling and marketing.	3	
Unit II	Marketing Planning	18 Hours	Classroom Lecture, Assignments, PPT presentation and Role Play
	a.Stages involved in Marketing.	3	
	b.Market segmentation, targeting and positioning relevance in hospitality industry.	4	
	c.Buyers Behaviour. Defining the hospitality products.	4	
	d.Difference between good and services product	4	
e.Product mix in hospitality business	3		
Unit	Market Research	18 Hours	Mode

III	a. Marketing Mix – Product, New product development and Product life cycle	4	Classroom Lecture, Assignments, PPT presentation,..
	b. Pricing and pricing strategies	3	
	c. Promotion, Advertising, Sales promotions, Public relation and Publicity	4	
	d. 5 M's of Advertising, Various Sales promotion tools used in hotels Publicity and public relation.	3	
	e. Tools and opportunities in the hotel industry, Principles of personal selling, Direct Marketing - Telemarketing and internet	4	
Unit IV	Branding & Product sales Branding & Product sales	18 Hours	Mode
a. Branding, basic concepts, brand equity, branding of hotels.	3	Classroom Lecture, Assignments, PPT presentation and Role Play.	
b. Pricing of hospitality and Integrated marketing communication.	3		
c. Steps in developing effective communication plan, communication mix.	4		
d. Sales promotion and publicity. Principles and practice of hospitality selling	4		
e. Methods, Concepts & rewards. Selling process	4		
Unit V	Marketing Information system (MIS)	18 Hours	Mode
a. Internal Marketing , Destination merchandising and Marketing control.	3	Classroom Lecture, Assignments, PPT presentation.	
b. Marketing Information system , concepts, components & uses.	3		
c. Marketing intelligence system.	4		
d. Scope in hospitality business, processes and characteristics.	4		
e. MIS with special reference to rooms and restaurants.	4		

Course designed by Mr. M. S. Rajmohan and Mr. H. A. Nijay Bhuvanavel

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM		
Course Code	20UHME53	Number of Hours/Cycle	6		
Semester	V	Max. Marks	100		
Part	III	Credit	4		
Core Elective Course I C					
Course Title	Hotel and Business Law	L	T	P	
Cognitive Level	Up to K3	70	20	-	

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

Students will learn the fundamentals of the law to establish a food and beverage business or hotel. This course makes the learners study the procedures for acquiring hotel and restaurant licences and also familiarizes them with the law on food adulteration, factory act and insurance.

Unit I	Legislation of Catering Industry	20 Hours
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	Introduction - Salient features of catering establishment Act, 1958 - Interval for rest payment of wages act applicable to catering establishment - Notice of discharge or dismissal - penalties - Grant of registration certificates - procedures of death of a holder of the registration certificate changes of the festival specified display of statement by the catering establishment Maintenance of registers and records - Medical examination of persons prior to employment - Medical examination of employees - Scale of dress to be supplied to the employees, servers, cleaners, kitchen staff. Fire extinguishers and first aid boxes - Lien of Inn keeper - Features of Tamilnadu Tax on Luxury Act, 1981.	
Unit II	Law Relating to Hotel Guest Relationship Hotel and Lodging rate control	20 Hours
	Definition - Fair rates - Hotel and Lodging house - manager of a Hotel - Owner of a lodging house - Paying guest - premises - tenant - tenement - appointment of controller - fixation of fair rate - Refusal of accommodation - Eviction of guest from hotel room duties, rights and responsibilities of Inn keeper towards guest - Inn keeper lien. Hotel and Restaurant Licenses Licenses - Permits - procedure for obtaining - Renewing licenses - Suspension and termination - Licenses required to open and operate Hotel and Restaurant	
Unit III	Food-Legislation, Prevention of Food Adulteration Act, 1954	20 Hours
	Definition - Adulterant - Adulterated food - public analyst - Central food laboratory The central committee for Food Laboratory - The central committee for food standards Food Inspector - their powers and duties - procedure to be followed by food inspector Report to public analyst Notification of food poisoning. Consumer Protection Act, 1986. Consumer Protection Council - Consumer dispute Redressal agencies - Appeal and Jurisdiction of state and National commission.	
Unit IV	Factories Act, 1948	15 Hours
	Definition - Factory - Manufacturing process Adult, Adolescent, Child, young person Calendar Year, Week, Provisions regarding health, Safety and Welfare - Non - Fringe benefits - Pension P.F.	
Unit V	Contract of Insurance	15 Hours
	Nature of Contract of Insurance - Principles of contract of insurance - Reinsurance. Double insurance subrogation and contribution General insurance practices.	

Pedagogy

Classroom lecture method, Group Discussions, Assignments, Quiz, Brainstorming activities, Seminar and PowerPoint Presentations.

Text Book

1. *Amitabh Devendra* (2013), 'Hotel Law'. Oxford University Press.

Reference Books

1. *Karen Morris* (2008), 'Hotel, Restaurant and Travel Law'. Thomas Delmar learning,
2. *Tejpal Sheth* (2017). 'Business Law' Pearson Education, Third Edition.
3. *Stephen C. Barth and Diana S. Barbar* (2017), 'Hospitality law: Managing

E-Resources

- <http://www.uou.ac.in/sites/default/files/slm/BHM-504T.pdf>
- <https://www.studocu.com/en-us/document/monroe-college/hospitality-law/hospitality-law-lecture-notes/17066229>
- <https://www.slideshare.net/dipteshpatil32/the-prevention-of-food-adulteration-act-1954#:~:text=The%20prevention%20of%20food%20adulteration,User%20Agreement%20and%20Privacy%20Policy.>
- https://labour.gov.in/sites/default/files/Factories_Act_1948.pdf
- <https://hmhub.in/introduction-to-law-relating-to-hospitality-business.>

Course Outcomes

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

CO1	Acquire knowledge of the legislation in the catering industry
CO2	Explain the laws related to hotel and lodging fare control
CO3	Apply the laws of food legislation and prevention of food adulteration.
CO4	Summarize the factory act and the legal benefits for employers.
CO5	Demonstrate insurance benefits for employers

Mapping of Course Outcomes (COs) with Programme Specific Outcomes

	PSO 1	PSO2	PSO3	PSO4	PSO5	PSO6	PSO7	PSO8	PSO9	PSO 10	PSO 11	PSO 12
CO1	2	-	2	2	2	2	2	2	-	2	1	2
CO2	1	-	2	2	2	3	3	3	-	2	1	2
CO3	1	-	2	3	3	2	2	3	-	3	1	3
CO4	2	-	2	3	2	3	3	2	-	2	1	2
C05	2	-	2	2	2	2	2	2	-	2	1	2

3. High; 2. Moderate; 1. Low

Articulation Mapping - K Levels with Course Outcomes (COs)

Units	COs	K-Level	Section A		Section B	Section C
			MCQs		Either/ or Choice	Open Choice
			No. of Questions	K-Level	No. of Questions	No. of Questions
1	CO1	Up to K2	2	(K1 & K2)	2(K2& K2)	1(K2)
2	CO2	Up to K2	2	(K1 & K2)	2(K2& K2)	1(K2)
3	CO3	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
4	CO4	Up to K2	2	(K1 & K2)	2(K2& K2)	1(K2)

5	CO5	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
No of Questions to be asked			10		10	5
No of Questions to be answered			10		5	3
Marks for each Question			1		4	10
Total marks for each Section			10		40	50

K1 – Remembering and recalling facts with specific answers

K2 – Basic understanding of facts and stating main ideas with general answers

K3 – Application oriented – Solving problems

Distribution of Section - wise Marks with K Levels

K Levels	Section A (No Choice)	Section B (Either/or)	Section C (Open Choice)	Total Marks	% of Marks without Choice
K1	5	-	-	5%	5%
K2	5	40	30	75%	75%
K3		-	20	20%	20%
Total Marks	10	40	50	100%	100%

Lesson Plan

Unit	Legislation of Catering Industry	20 Hours	Mode
Unit I	a.Salient features of catering establishment Act, 1958.	4	Classroom Lecture, PPT presentation and Assignments.
	b.Notice of discharge or dismissal - penalties - Grant of registration certificates.	4	
	c.Procedures of death of a holder of the registration certificate changes of the festival.	4	
	d.Medical examination of persons prior to employment - Medical examination of employees.	4	
	e.Fire extinguishers and first aid boxes.	4	
Unit II	Law Relating to Hotel Guest Relationship Hotel and Lodging rate control	20 Hours	Mode
	a.Hotel and Lodging house - manager of a Hotel - Owner of a lodging house.	4	Classroom Lecture, PPT presentation and Assignments.
	b.Paying guest ,premises , tenant ,tenement and appointment of controller.	4	
	c.Eviction of guest from hotel room duties, rights and responsibilities of Inn keeper towards guest.	4	
	d.Hotel and Restaurant Licenses Licenses.	4	
e.Licenses required to open and operate Hotel and Restaurant	4		
Unit III	Food-Legislation, Prevention of Food Adulteration Act, 1954	20 Hours	Mode
	a. Adulterated food, public analyst and Central food laboratory.	4	Classroom Lecture, PPT presentation and Assignments.
	b.The central committee for Food Laboratory, The central committee for food standards Food Inspector.	4	
	c.Consumer Protection Act, 1986.	4	
	d.Consumer Protection Council and Consumer dispute Redressal agencies.	4	
e..Appeal and Jurisdiction of state and National commission.	4		
Unit IV	Factories Act, 1948	15 Hours	Mode
	a.Definition of Factory and Act in the establishment of factories.	2	Classroom Lecture, PPT presentation and Assignments.
	b.Manufacturing process Adult,	3	
	c.Manufacturing process Adult, Adolescent and Child.	3	
	d. Provisions regarding health.	3	
e.Safety and Welfare - Fringe benefits - Pension P.F.	4		

Unit V	Contract of Insurance.	15 Hours	Mode
	a.Nature of Contract of Insurance.	3	Classroom Lecture, PPT presentation and Assignments.
	b.Principles of contract of insurance.	3	
	c.Reinsurance. Double insurance	3	
	d.subrogation and contribution	3	
	e. General insurance practices	3	

Course designed by Mr. M. S. Rajmohan and Mr. H. A. Nijay Bhuvanavel

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM	
Course Code	20UHMS51	Number of Hours/Cycle	2	
Semester	V	Max. Marks	50	
Part	IV	Credit	2	
Skill Based Course II				
Course Title	Food Science, Nutrition and Safety systems	L	T	P
Cognitive Level	Up to K3	20	10	-

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

The students will understand the beneficial and harmful effects of microorganisms in food, food adulteration and its impact on humans, and will gain a strong understanding of food nutrition and safety management systems.

Unit I	Food Science and Nutrition	6 Hours
	Food Science – Introduction, Definitions – Food, Food Science, Food Chemistry, Food Microbiology, Food Technology, Nutrition, Molecular Gastronomy. Food science and the Hospitality Industry. Concepts of Food and Nutrition, Definition of Food, Nutrition and Nutrients, Food groups, Functions of food to man. Personal Hygiene, Kitchen hygiene and Food Hygiene	
Unit II	Water, Carbohydrates, Proteins and Fats	6 Hours
	Water - Functions, Water balance, deficiency of oral rehydrations. Carbohydrates, Proteins and fat composition - classification, sources, functions and requirements, digestion and absorption, excess and deficiency	
Unit III	Minerals and Vitamins	6 Hours
	Minerals - Calcium, Iron, sodium, Iodine-Functions, sources, daily requirements, excess and deficiency, digestion and absorption. Vitamins - Classifications, function, sources, daily requirements, excess and deficiency of vitamins A, D, E, K, C & B vitamins. Nutritional losses during cooking. Balanced Diet – Definition, meaning and importance. Factors to be considered while planning meals. Energy and Calories – BMR - factors affecting BMR. Effects of Energy imbalance. Role of Micro-organism in food industry and food spoilage, Beneficial and harmful effects of microbial activity	
Unit IV	Food Quality and Food adulteration	6 Hours
	Food Quality - Definition, quality attributes and its measurements. Colors - Natural and Synthetic colors used in foods. Flavor - Types of flavor and synthetic flavor intensifier. Food adulteration – Types, common food adulterants, sample test to detect food adulteration – Laws to prevent food adulteration. Food poisoning and food-borne diseases – Types, causes, symptoms and preventive methods. Food standards in	

	India. Preservation methods: Low temperature, High temperature.	
Unit V	Food Safety systems	6 Hours
	Hazard Analysis - Identifying Various Hazards and Determining Level of Acceptance, Assessment of Hazard, Selection and Assessment Control measure, Establishing Operational Prerequisite Programmes (PRP's). Developing the HACCP Plan - Documentation of HACCP Plan, Identification of Critical Control Points (CCP's), Determination of Critical Limits for Critical Control Points, System for the Monitoring of Critical Control Points, Actions to be taken when results exceed critical limits, Continuous updating of Information and Documents, Verification Activities, Establishing a traceability System, Understanding role of HACCP in FSMS.	

Pedagogy

Classroom Lecture method. Group Discussions, Assignments, Quiz, Brainstorming activities, Seminar and Powerpoint Presentations.

Text Books

1. **Sukhneet Suri and Anita Malhotra**, '*Food Science, Nutrition and Safety*', Pearson Education.
2. **Sunetra Roday**, (2012). '*Food Science and Nutrition*', Oxford University Press, Ansari Road, Daryaganj, New Delhi, 110002, India.
3. **Prabodh Halde and Sanjeev Kumar Sharma** (2019), '*Objective Food Science and Safety Standards*', Jain Brothers, New Delhi. Second Edition

Reference Books

1. **Keegan Mason** (2017), '*Food Science and Nutrition*', Larsen and Keller Education.
2. **Pooja Verma** (2020), '*Food and Nutritional Science*', CBS Publishers and Distributors Pvt Ltd, Second Edition.
3. **B Srilakshmi**, '*Food Science*' New Age International, Publishers. Seventh Edition.
4. **Mrs. Neeta Bajjal and Dr. Lalita Sharma** (2016). '*Basics of food and Nutrition*' Star Publications. Second Edition
5. **Margo Field** (2016). '*Food Science, Safety and Quality Control*'. Syrawood Publishing House
6. **Swato Gupta and Minna Bagga** (2019) '*Principles of Food Science and Nutrition*', Kalyani Publications, New Delhi.

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- <https://www.ihmnotes.in/assets/Docs/Books/9780199489084.pdf>
- <https://www.studocu.com/row/document/east-africa-institute-of-certified-studies/diploma-in-nutrition-and-dietetics/nutrition-notes/11011299>
- <https://www.msmanuals.com/en-au/home/disorders-of-nutrition/overview-of-nutrition/carbohydrates-proteins-and-fats>
- <https://www.vedantu.com/biology/food-adulteration>
- <https://www.slideshare.net/KellyGCDET/chapter-10-food-safety-management-systems>.
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Course Outcomes

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

CO1	Obtain knowledge of nutrition and different food groups and their contributions to nutrition.
CO2	Illustrate the importance of nutrients in food.
CO3	Prepare balanced diet based on the nutrients consideration
CO4	Understand food additives as well as the laws and standards that govern food adulteration.
CO5	Apply the food safety systems (HACCP)

Mapping of Course Outcomes (COs) with Programme Specific Outcomes

	PSO 1	PSO2	PSO3	PSO4	PSO5	PSO6	PSO7	PSO8	PSO9	PSO 10	PSO 11	PSO 12
CO1	1	1	2	2	3	2	2	2	-	1	-	2
CO2	2	2	3	2	3	2	2	2	-	1	-	2
CO3	2	2	3	3	3	2	3	3	-	1	-	2
CO4	2	1	2	3	3	2	3	2	-	1	-	2
C05	2	1	3	3	3	3	2	3	-	1		3

3. High; 2. Moderate ; 1. Low

Articulation Mapping - K Levels with Course Outcomes (COs)

Units	COs	K-Level	Section A	Section B
			Either/ or Choice	Open Choice
			No. of Questions	No. of Questions
1	CO1	Up to K2	2(K2& K2)	1(K2)
2	CO2	Up to K2	2(K2& K2)	1(K2)
3	CO3	Up to K3	2(K2& K2)	1(K3)
4	CO4	Up to K2	2(K2& K2)	1(K2)
5	CO5	Up to K3	2(K2& K2)	1(K3)
No of Questions to be asked			10	5
No of Questions to be answered			5	3
Marks for each Question			3	5
Total marks for each Section			15	15

K1 – Remembering and recalling facts with specific answers

K2 – Basic understanding of facts and stating main ideas with general answers

K3 – Application oriented – Solving problems

Distribution of Section - wise Marks with K Levels

K Levels	Section B (Either/or)	Section C (Open Choice)	Total Marks	% of Marks with Choice	Consolidated (Rounded Off)
K2	30	15	45	81.81%	82
K3	-	10	10	18.18 %	18
Total Marks	30	25	55	100	100

Lesson Plan

Unit	Food Science and Nutrition	6 Hours	Mode
Unit I	a.Introduction of Food , Definition of Food, Food Science, Food Chemistry, Food Microbiology and Food Technology.	1	Pictorial presentation, Classroom Lecture and Assignments.
	b.Concepts of Food and Nutrition, Definition of Food and Nutrition.	1	
	c.Definition, meaning and importance of Balance diet.	1	
	d.Definemeal planning: Factors affecting, Meal planning .	1	
	e.Definition of Personal Hygiene, Kitchen hygiene and Food Hygiene.	2	
Unit II	Water, Carbohydrates, Proteins and Fats	6 Hours	Mode Pictorial presentation, Classroom Lecture and Assignments.
	a.Definition of water and Functions of water.	1	
	b.Deficiency of oral rehydration's.	1	
	c.Carbohydrates, Proteins and fat composition.	1	
	d.Classification, sources, functions and requirements of water, carbohydrates, proteins and fat composition.	2	
e.Excess and deficiency of water, carbohydrates, proteins and fat composition	1		
Unit III	Minerals and Vitamins	6 Hours	Mode Pictorial presentation, Classroom Lecture and Assignments.
	a. Definition of Minerals and functions, sources, daily requirements of Minerals.	1	
	b.Definition of Vitamins and Classifications, function, sources, daily requirements of Vitamins.	2	
	c.Excess and deficiency of vitamins A, D, E, K, C & B vitamins.	1	
	d.Define BMR, factors affecting BMR. Effects of Energy imbalance.	1	
e.Role of Micro-organism in food industry and food spoilage, Beneficial and harmful effects of microbial activity.	1		
Unit IV	Food Quality and Food adulteration	6 Hours	Mode Pictorial presentation, Classroom Lecture and Assignments.
	a.Definition of Food Quality, Quality attributes and its measurements.	1	
	b.Definition of Color , Natural and Synthetic colors used in foods.	1	
	c.Definition of Flavor ,Types of flavor and synthetic flavor intensifier.	1	
	d.Definition of Food adulteration, Types, common food adulterants, sample test to detect food adulteration	2	
e.Food poisoning and food-borne diseases –Food standards in India and Preservation methods.	1		
Unit V	Food Safety systems	6 Hours	Mode
	a.Identifying Various Hazards and Determining Level of	1	

Acceptance, Assessment of Hazard, Selection and Assessment Control measure.		Pictorial presentation, Classroom Lecture and Assignments.
b.Establishing Operational Prerequisite Programmes (PRP's). Developing the HACCP Plan	1	
c.Identification of Critical Control Points (CCP's), Determination of Critical Limits for Critical Control Points and System for the Monitoring of Critical Control Points.	2	
d.Continuous updating of Information and Documents, Verification Activities, and Establishing a traceability System.	1	
e.Understanding role of HACCP in FSMS.	1	

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Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM
Course Code	20UHMS52	Number of Hours/Cycle	02
Semester	V	Max. Marks	50
Part	IV	Credit	02
Skill Based Course III			
Course Title	Application of Computer in Hospitality and Tourism Industry	L	T
Cognitive Level	Up to K3	20	10

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

To teach students the fundamentals of computers, operating systems, database management, and the Internet as they apply to the hotel and tourism industry.

Unit I	Introduction to Computer	6 Hours
	Introduction to Computer – Classification (Desktop, Laptop, Notepad) Generations, Organization, Capabilities Characteristics & Limitations, Application of Computer in Hotels, Familiarisation with Components of Computers – Hardware: Hardware elements – input, storage, processing & output devices. Block diagram of computer.	
Unit II	Computer Software	6 Hours
	Types of Software, System Software, Application Software, Utility Software's. MS-Office - Introduction, Characteristics and Uses.	
Unit III	MS Word, MS Excel and MS Powerpoint	6 Hours
	MS Word - Introduction to word, Formatting text and documents, Working with header and footers, foot notes, Tabs, Tables and Sorting Menus, Mail Merge MS Excel - Introduction to Excel-Rearranging worksheets, Formatting work sheets, Functions-Excel chart Features, Working with Functions, Statistical-Math-Financial functions. Power Point basics - editing text, Deleting slides, Working in outlines view, Using Design Templates, Adding Graphics, Adding organization Charts, creating a presentation using MS Powerpoint, Running Slide Show and Adding Special Effects	

	MS Access – Meaning, Creation of database, Modification, storing and retrieving of records from a database – Introduction to Business Process Outsourcing.	
Unit IV	Management Information Systems (MIS)	6 Hours
	Management Information Systems – Introduction, meaning, Role, Objectives, Elements, Characteristics. Application of MIS in accounting and finance management – Marketing Management-Materials Management-Production Management-Personnel Management-Role of Computers in MIS.	
Unit V	Internet and Social Media Applications	6 Hours
	Introduction to Internet - Definition of networks, concepts of web page, website and web searching (browsing). Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines, Email. Introduction to Social Media - Its Role in Hospitality Promotion, Facebook – Creating Pages and Profiles, Merits/Demerits of Social Media, Linked In, Twitter and Other Social Media Applications of e - Commerce, e - Tourism, e- Business	

Pedagogy

Classroom Lecture method, Group Discussions, Assignments, Quiz, Brainstorming Activities, Seminar and Powerpoint Presentations.

Text Books

1. *Sheikh Bilal* (2013), '*Computer Applications in Tourism and Hospitality Industry*', Lambert Academic Publishing.
2. *Partho Pratim Seal* (2013). '*Computers in Hotels: Concepts and Applications*', Oxford University Press, New Delhi.

Reference Books

1. *Ira Vouk* (2022), '*Hospitality 2.0: Digital Revolution in the Hotel Industry*', Lulu.com.
2. *Ravinder Kaur and Neeraj Mishra*, (2014). '*Computer Applications in Business*', VK Global Publications Pvt. Ltd.
3. *S. Antony Raj Sudalaimuthu* (2015), '*Computer Applications in Business*', Himalaya Publishing House Pvt.Ltd, New Delhi.
4. *Reema Thareja* (2019), '*Fundamentals of Computers*', Oxford University Press, New Delhi. Second Edition.

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- <https://www.uou.ac.in/sites/default/files/slm/BHM701BT.pdf><https://frontiesin.org>articles>full>
- <https://ihmnotessite.com/index.php/home/hmct-notes/bhmct-2nd-year/front-office-4th-sem/computer-application-and-software-in-fo/https://www.enrjchem.com>article>view>
- http://epgp.inflibnet.ac.in/epgpdata/uploads/epgp_content/S001827/P001829/M029328/ET/15242153477.20_Q1.pdf

Course Outcomes

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

CO1	Explain the functions of a computer
CO2	Distinguish Software components of a computer system.
CO3	Apply the MS Office
CO4	Explain the Management Information systems
CO5	Use the Internet and navigate the social media applications

Mapping of Course Outcomes (COs) with Programme Specific Outcomes

	PSO 1	PSO2	PSO3	PSO4	PSO5	PSO6	PSO7	PSO8	PSO9	PSO 10	PSO 11	PSO 12
CO1	2	-	1	3	1	3	3	3	-	1	3	3
CO2	2	-	2	3	3	2	2	3	-	2	3	2
CO3	2	-	3	2	3	2	2	3	-	2	3	3
CO4	2	-	2	2	3	3	2	2	-	2	3	2
C05	2	-	2	2	3	2	3	2	-	2	3	3

3. High; 2. Moderate ; 1. Low

Articulation Mapping - K Levels with Course Outcomes (COs)

Units	COs	K-Level	Section A	Section B
			Either/ or Choice	Open Choice
			No. of Questions	No. of Questions
1	CO1	Up to K2	2(K2& K2)	1(K2)
2	CO2	Up to K2	2(K2& K2)	1(K2)
3	CO3	Up to K3	2(K2& K2)	1(K3)
4	CO4	Up to K2	2(K2& K2)	1(K2)
5	CO5	Up to K3	2(K2& K2)	1(K3)
No of Questions to be asked			10	5
No of Questions to be answered			5	3
Marks for each Question			3	5
Total marks for each Section			15	15

K1 – Remembering and recalling facts with specific answers

K2 – Basic understanding of facts and stating main ideas with general answers

K3 – Application oriented – Solving problems

Distribution of Section - wise Marks with K Levels

K Levels	Section B (Either/or)	Section C (Open Choice)	Total Marks	% of Marks with Choice	Consolidated (Rounded Off)
K2	30	15	45	81.81%	82
K3	-	10	10	18.18 %	18
Total Marks	30	25	55	100	100

Lesson Plan

Unit	Introduction to Computer	12 Hours	Mode
I	a.Classification of computer (Desktop, Laptop, Notepad) Generations.	2	Lecture, Assignments and Pictorial
	b.Organization, Capabilities Characteristics & Limitations.	2	

	c.Application of Computer in Hotels, Familiarisation with Components of Computers.	3	presentation.
	d.Hardware elements – input, storage, processing & output devices.	2	
	e.Block diagram of computer.	3	
Unit II	Computer Software	12 Hours	Mode
	a.Types of Software.	2	Lecture, Assignments and Pictorial presentation.
	b.System Software.	3	
	c.Application Software, Utility Software's.	2	
	d.MS-Office - Introduction.	2	
	e.Characteristics and Uses of MS - Office.	3	
Unit III	MS Word, MS Excel and MS Powerpoint	12 Hours	Mode
	a.MS Word - Introduction to word, Formatting text and documents.	2	Lecture, Assignments, Hands-on Training and Pictorial presentation.
	b.MS Excel - Introduction to Excel-Rearranging worksheets, Formatting work sheets.	3	
	c.Power Point basics - editing text, Deleting slides, Working in outlines view.	2	
	d.Creating a presentation using MS Power point, Running Slide Show and Adding Special Effects	3	
	e.MS Access – Meaning, Creation of database, Modification, storing and retrieving of records from a database.	2	
Unit IV	Management Information Systems	12 Hours	Mode
	a.Role and Objectives of Management Information Systems.	2	Lecture, Assignments, Hands-on Training and Pictorial presentation.
	b.Elements and Characteristics of Management Information Systems.	2	
	c.Application of MIS in accounting and finance management.	2	
	d.Marketing Management, Materials Management, Production Management and Personnel Management.	3	
	e.Role of Computers in MIS.	3	
Unit V	Internet and Social Media Applications	12 Hours	Mode
	a.Definition of networks, concepts of web page, website and web searching (browsing).	2	Lecture, Assignments, Hands-on Training and Pictorial presentation.
	b.Benefits, Application, Working, Hardware and Software requirements, World Wide Web, Web Browser, URL, Search Engines, Email	2	
	c.Introduction to Social Media - Its Role in Hospitality Promotion.	3	
	d.Facebook – Creating Pages and Profiles, Merits/Demerits of Social Media.	2	
	e. Linked In, Twitter and Other Social Media Applications of e - Commerce, e - Tourism, e- Business	3	

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Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM
Course Code	20CHMC51	Number of Hours/Cycle	2
Semester	V	Max. Marks	100
Part	IV	Credit	2
Value Added Course III			
Course Title	Basic Hospitality Management		

Preamble

This course enables the students to understand the operations of the hospitality industry and may provide broad ideas for entrepreneurship prospects.

Unit I	Introduction to Hospitality Industry	6 Hours
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	Hospitality Industry – Meaning and list of hospitality providers, The Hotel Industry – Definition of Hotel, Growth of Hotel Industry in India, Organisation structure of a five star hotel, List of facilities offered in a five star hotel, Operations of Five star hotel – Front office department, concierge, Housekeeping, Maintenance, Food and Beverage Service, Food Production, Sales and Marketing, Purchase department and stores, Human Resource Management. Introduction to allied areas of Hospitality industry – Travel Agency & its operations, Fast Food, Entrepreneur, Airline catering , Event Management.	
Unit II	Introduction to Kitchen	6 Hours
	Introduction to the operations of a commercial kitchen – Fundamentals of Kitchen operations and Importance of having sections in a kitchen. Sections in a kitchen – Pre-preparation and Cooking area – Main Kitchen, Specialized Kitchen, Butchery, Bakery, Larder, Banquet Kitchen, Commissary. Storage area – Dry store, Commercial refrigerator, Walk-in and Deep freezer, Dish wash and pot wash area, Chefs Office. Layout of a five star hotel main kitchen, Attitude and behaviour in a kitchen, Skills and Knowledge required for a kitchen personnel.	
Unit III	Food and Beverage Service	6 Hours
	Sectors of Food Service Industry – Primary and Secondary Catering sectors. Classification of food and beverage sectors – Commercial sectors (profit motive) - General market & Restricted market and Welfare sectors (service motive) - Organization structure of Food and Beverage Service Department – Qualities required for food service staff - Types of restaurant and their characteristics – Types of Meals and Types of Service – Table Service, Buffet/Self-service, Assisted, Single Point, Take Away, Specialized Service/In Situ service.	Z
Unit IV	Hotel Front Desk and	6 Hours
	Introduction of Front office, Functions of Front Office – Reservation, Reception and Information. Organization structure of Front office in a five star hotel, Classification of Hotels – Downtown hotel, Transit hotel, Resort, Motel, Circuit House, Supplementary Accommodation, Floatel, Sub Urban Hotel. Different Types of Tariffs and Plans, Types of Rooms in five star hotels, Introduction of Reservation, Types of Reservations – Tentative reservation, waitlisted reservation, confirmed reservation, Guaranteed reservation, Non-guaranteed reservation.	
Unit V	Hotel Housekeeping and Star Classification	6 Hours
	Introduction to hotel housekeeping, Importance of Housekeeping in a five star hotel, Functions and responsibilities of housekeeping department in a hotel, Organisation structure of Housekeeping. Guest Satisfaction and Repeat Business – First Impression, Home away from Home and Repeat Business. Star Classification – Introduction, Hotel star rating guide – Heritage Hotels, Ownership basis – Independent hotel, Management contracted hotel, Chain hotel, Franchise Hotel, Referral Chain, Time Share, Condominium, Difference between Time share Hotels and condominium hotels.	

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Pedagogy

Text Books

3. *Krishna Arora* (2001), "*Theory of Cookery*", Frank Bros. and Co-Publishers, New Delhi, 4th Edition.
4. *Sudhir Andrews* (2004), "*Food and Beverage Service Training Manual*". Tata McGraw Hill Publishers, New Delhi, 4th Edition.
5. *Sudhir Andrews* (2004), "*Hotel Front Office : A Training Manual*" Tata McGraw Hill Publishers, New Delhi, 3rd Edition.
6. *Deepak Singh Negi and Shiv Mohan Verma* (2020), "*Fundamentals of Hotel Housekeeping: Operations and Management*", Bharathi Publications, New Delhi, First Edition.

Reference Books

5. *Parvinder S. Bali* (2017), "*Theory of Cookery*", Oxford University Press, New Delhi, 1st Edition.
6. *R. Singaravelan* (2016), "*Food and Beverage Service*", Oxford University Press, New Delhi, 2nd Edition.
7. *Sudhir Andrews* (2004), "*Text Book of Front Office Management*", Tata McGraw Hill Publishers, New Delhi, 3rd Edition.
8. *G. Raghubalan and Smritee Raghubalan* (2016). '*Hotel Housekeeping Operations and Management*', Oxford University Press, YMCA Library Building, 1, Jai Singh Road, New Delhi 110001. 3rd Edition.

E-Resources

- <https://www.ihmnotes.in/assets/Docs/Sem1/FO/2.%20CLASSIFICATION%20OF%20HOTELS.pdf>
- https://cbseacademic.nic.in/web_material/Curriculum/Vocational/2018/810_FRONT_OFFICE_OPERATION_S_XII.pdf
- <https://hotelfnb.blogspot.com/p/broadly-we-can-categorise-service.html>
- <https://www.unileverfoodsolutions.com.ph/free-courses-academy/menuplanning/service-service-service/5-types-of-service.html>
- [https://cbseacademic.nic.in/web_material/Curriculum/Vocational/2018/Food%20Production%20IX%20\(409\).pdf](https://cbseacademic.nic.in/web_material/Curriculum/Vocational/2018/Food%20Production%20IX%20(409).pdf)
- <https://aissmschmct.in/wp-content/uploads/2020/08/BSc-HS-Sem-IHousekeeping-Operations-I-HS-103-Chapter-1.pdf>

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM
Course Code	20UHMC61	Number of Hours/Cycle	4
Semester	VI	Max. Marks	100

Part	III	Credit	4	
Core Course X				
Course Title	Bakery and Confectionary	L	T	P
Cognitive Level	Up to K3	40	20	-

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

This course provides learners with adequate application knowledge of bakery, baking ingredients, and baking, confectionary and pastry products.

Unit I	Bakery Raw Materials, Wheat and Flour	12 Hours
	<p>Raw Materials – Introduction – Essential Ingredients, Optional Ingredients, Milk and milk powder, Cream, Dry fruits, nuts and Peels, fresh fruits, flavours, Chocolate, Cooking techniques – Double boiler, Melting chocolate, Tempering, Storage, Cocoa powder, Corn flour and Custard Powder, Setting materials – Gelatin, Agar agar, Pectin. Colour – Natural Colours, Artificial colours. Yeast – Introduction, Types, Composition, characteristics and functions of yeast in Bakery products.</p> <p>Wheat – Introduction, Type, colour and hardness. Structure of Wheat – Bran, Germ and Endosperm. The milling process – Stone milling, Roller flour milling, Break milling and Reduction milling. Composition of flour – Starch, Moisture, Protein, Ash, Sugar, Fat or lipids and Enzymes. Types of flour – High-ratio flour, Bread flour/White flour, Whole wheat flour, Whole meal flour, Cake flour, Pastry flour, All-purpose flour, Self-rising flour. Characteristics of good quality flour, Flour Test – Chemical analysis, Physical analysis, Physical examination, WAP, Quality of gluten in flour, pH value. Functions of flour and its storage. Difference between Semolina, Whole wheat flour and Refined Flour.</p>	
Unit II	Bakery Organisation, Large & Small Equipment, Yeast-Made Products - Bread	12 Hours
	<p>Bakery Organisation – Introduction and structure of management for a large bakery unit, Duties of Responsibilities – Head Chef, Pastry men, confectioner, baker and production manager.</p> <p>Equipment in the baking unit and its uses – Small Equipment - Mixing bowl, Muffin pan, Savarin mould, Rolling pin, Table scraper, Baking trays, Pastry brush, Tart pan, Bread moulds, Cutters, Palette knife, Pastry bag & nozzles, Whisk, Measuring jars and spoons, Sieves, Petit four moulds, Strainers, Storage containers, Revolving stand, Timers, Spring form pan, Wooden spoon, Sugar thermometer, Juicer, Hand blender and Cooling wire rack. Large equipment – Weighing machine, Flour sifter, Spiral dough mixer, Dough divider, Bun divider and rounder, Bread slicer, Dough sheeter, Deck oven, Rotary Rack oven, Convection oven, Refrigerator.</p> <p>Yeast-Made products - Principles involved in the yeast product preparation. Bread – Ingredients and their functions – Flour, Yeast, Salt, Water, Fat, Sugar, Milk, Improvers. Methods of making yeast made products – Straight dough method, Salt</p>	

	delayed method, No dough time method, Sponge and dough method, Ferment and dough method, Processing – Flying fermentation, Mixing, Bulk fermentation, Knock back, Dividing and rounding, Intermediate proofing, Moulding and panning, Final proofing, Baking, Depanning, Cooking, Slicing, Packing. Characteristics of Bread – Volume, Shape, Bloom, Crust colour, Evenness of bake, Oven break, Crumb colour, Crumb structure, Crumb clarity and elasticity, Sheen and texture, Taste and colour, Moisture and Cleanliness. Bread Faults and their causes – External and Internal bread faults.	
Unit III	Cakes and Chocolates	12 Hours
	<p>Cakes – Introduction, Cake making ingredients and its functions. Principles involved in preparation of cakes. Methods – Sugar batter method, flour batter method, Blending method, Boiled method, Sugar water method, All-in process method, Foaming method. Balancing of cake formula – Rich and lean cake, High ratio and low ratio cake. Characteristics of Cake – Volume, colour of crust, Symmetry of form, Crust character, Bloom, Grain, Crumb colour, Aroma, Taste, Texture, Shelf life. Cake faults and their causes – External and Internal cake faults and their causes. Specialty cakes - Gateaux and Blackforest Cakes. Sponge Cakes – Fatless sponge, Genoese Sponge, Butter Sponge, Gel Sponge. Principles involved in Sponge cake preparation, Faults and causes of Sponge cake.</p> <p>Introduction of Chocolate – Making of chocolate and Basic chocolate works.</p>	
Unit IV	Icings, Cookies and Biscuits	12 Hours
	<p>Introduction of Icings, Basic Icings and its method – Buttercream, American Buttercream, Swiss Buttercream, French Buttercream, Italian Buttercream, Royal Icing, Almond Paste or Marzipan, Fondant Icing, American Frosting, Gumpaste or Pastillage, Water Icing or Glace Icing.</p> <p>Cookies and Biscuits – Introduction and difference between Biscuits and Cookies, Principles involved in cookies preparation, Methods for mixing cookies – Single or One-stage method, Creaming or Sugar Batter Method, Blending or Rub-in Method, Foaming Method, Flour Batter Method. Types of Cookies – Sheeted type, Piped type, Bar Type, Dropped Type and Rolled Type. Faults and Causes in making Cookies.</p>	
Unit V	Pastries and Recipe Knowledge	12 Hours
	<p>Meaning of Pastry, Types of Pastries – Short Crust Pastry, Puff Pastry, Flaky Pastry, Philo Pastry, Choux Pastry, Danish Pastry (Ingredients, Methods, Principles of Involved, Possible faults and their causes of all pastries).</p> <p>Recipe Knowledge – Standard weights and measures, Liquid Measure equivalents and Other measure equivalents. Oven Temperature Chart, Temperature conversion formula.</p>	

Pedagogy

Classroom Lecture method. Group Discussions, Assignments, Quiz, Brainstorming activities, Seminar and Powerpoint Presentations.

Text Book

1. *Yogambal Ashokkumar* (2012), '*Textbook of Bakery and Confectionery*', PHI Learning Pvt. Ltd., New Delhi, India. Second Edition.
2. *John J. Kingslee* (2019), '*A Professional Text to Bakery and Confectionary*', New Age Publishers.
3. *Amit Kumar Gupta* (2021), '*Textbook of Bakery and Confectionary*', Generic

Reference Books

1. *Dr. Madhvi Daniel* (2019), '*Bakery and Confectionery Science*', Blue Rose publishers. First Edition.
2. *Wayne Gisslen* (2016), '*Professional Baking*', Wiley. Seventh Edition.
3. *Parvinder S. Bali* (2018), '*Theory of Bakery and Patisseri*', Oxford University Press.
4. *Amit Vohra* (2021), '*Fundamentals of Baking*' India. First Edition
5. *Rose Levy Beranbaum* (2014), '*The Baking Bible*', Harvest Illustrated edition.

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1. <http://ihmgwalior.blogspot.com/2012/10/bakery-theory-notes.html>
2. <https://ihmnotessite.com/index.php/home/hmct-notes/bhmct-1st-year/food-production-2nd-sem-2/pastry-and-its-types/>
3. <https://uou.ac.in/sites/default/files/slm/HM-302.pdf>
4. <https://www.ihmnotessite.net/breads>
5. <https://www.ihmnotessite.net/6-food-production>
6. <https://www.ihmnotes.in/assets/Docs/Sem2/Food%20Production/Unit%206%20Pastry.pdf>

Course Outcomes

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

CO1	Explain the different bakery products and chart the nature of wheat and flour in baking industry.
CO2	Chart the bakery organisation and acquire knowledge of various bakery equipment and yeast-made products.
CO3	Apply the knowledge of cakes and chocolate preparation.
CO4	Demonstrate the icing skills, and produce the varieties of cookies and biscuits.
CO5	Develop the recipes of bakery products and demonstrate the skills of pastry.

Mapping of Course Outcomes (COs) with Programme Specific Outcomes

	PSO 1	PSO2	PSO3	PSO4	PSO5	PSO6	PSO7	PSO8	PSO9	PSO 10	PSO 11	PSO 12
CO1	2	3	2	2	3	3	3	3	-	2	-	3
CO2	3	3	3	3	3	3	3	3	-	2	-	3
CO3	3	3	3	3	3	3	3	3	1	2	-	3
CO4	3	3	3	3	3	3	2	3	1	2	-	3
CO5	3	3	3	3	2	3	3	3	-	2	-	3

3. High; 2. Moderate; 1. Low

Articulation Mapping - K Levels with Course Outcomes (COs)

Units	COs	K-Level	Section A		Section B	Section C
			MCQs		Either/ or Choice	Open Choice
			No. of Questions	K-Level	No. of Questions	No. of Questions

1	CO1	Up to K2	2	(K1 & K2)	2(K2& K2)	1(K2)
2	CO2	Up to K2	2	(K1 & K2)	2(K2& K2)	1(K2)
3	CO3	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
4	CO4	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
5	CO5	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
No of Questions to be asked			10		10	5
No of Questions to be answered			10		5	3
Marks for each Question			1		4	10
Total marks for each Section			10		40	50

K1 – Remembering and recalling facts with specific answers

K2 – Basic understanding of facts and stating main ideas with general answers

K3 – Application oriented – Solving problems

Distribution of Section - wise Marks with K Levels

K Levels	Section A (No Choice)	Section B (Either/or)	Section C (Open Choice)	Total Marks	% of Marks without Choice
K1	5	-	-	5%	5%
K2	5	40	20	65%	65%
K3		-	30	30%	30%
Total Marks	10	40	50	100%	100%

Lesson Plan

Unit		12 Hours	Mode
Unit I	Bakery Raw Materials, Wheat and Flour		
	a. Bakery raw materials and Essential Ingredients.	2	Lecture, Assignments and Pictorial presentation.
	b. Cooking techniques and Setting materials, Colour, Natural Colours and Artificial colours. Types, Composition, characteristics and functions of yeast in Bakery products.	2	
	c. Principles involved in the yeast product preparation	3	
	d. Packing. Characteristics of Bread.	2	
e. Functions of flour and its storage. Difference between Semolina, Whole wheat flour and Refined Flour.	3		
Unit II	Bakery Organisation, Large & Small Equipment, Yeast-Made Products - Bread	12 Hours	Mode
	a. Bakery Organisation, Introduction and structure of management for a large bakery unit, Duties of Responsibilities of a Head chef.	3	Lecture, Assignments and Pictorial presentation.
	b. Equipment in the baking unit and its uses .	2	
	c. Large equipment used in Bakery	2	
	d. Yeast made Products and Principles involved in the yeast product preparation.	2	
e. Ingredients, functions and the Characteristics of Bread.	3		
Unit III	Cakes and Chocolates	12 Hours	Mode
	a. Cake making ingredients and its functions. Principles involved in preparation of cakes.	3	Lecture, Assignments and Pictorial presentation.
	b. Methods of making cake.	2	
	c. Balancing of cake formula, Characteristics of Cake and Cake faults and their causes.	2	
	d. Introduction of Sponge Cakes, Principles involved in Sponge cake preparation, Faults and causes of Sponge cake.	3	
e. Introduction of Chocolate, making of chocolate and Basic chocolate works	2		

Unit IV	Icings, Cookies and Biscuits	12 Hours	Mode
	a.Basic Icings and its methods.	2	Lecture, Assignments and Pictorial presentation.
	b.Introduction of Cookies & Biscuits and difference between Biscuits and Cookies.	2	
	c.Principles involved in cookies preparation and	2	
	d.Methods for mixing cookies - Single or One-stage method, Creaming or Sugar Batter Method, Blending or Rub-in Method	3	
	e.Types of Cookies – Sheeted type, Piped type, Bar Type etc.	3	
Unit V	Pastries and Recipe Knowledge	12 Hours	Mode
	a.Introduction and meaning of Pastry.	2	Lecture, Assignments and Pictorial presentation.
	b.Types of Pastries includes Short Crust Pastry, Puff Pastry, Flaky Pastry, Philo Pastry, Choux Pastry	3	
	c. Ingredients, Methods, Principles of Involved, Possible faults and their causes of all pastries.	3	
	d. Recipe Knowledge – Standard weights and measures.	2	
	e.Liquid Measure equivalents and Other measure equivalents.	2	

Course designed by Mr. M. S. Rajmohan and Mr. H. A. Nijay Bhuvanavel

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM
Course Code	20UHMC6P	Number of Hours/Cycle	6
Semester	VI	Max. Marks	100
Part	III	Credit	4
Core Practical VI			
Course Title	Advance Food Production – Practical		

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

To be acquainted with and to develop skills in advanced continental and international cuisines.

S.No	Menu
01	Consomme Carmen - Poulet Saute Chasseur - Pommes Lorette-Haricots Verts - Salade de Betterave – Brioche - Baba au Rhum
02	Bisque D' Crevisse - Escalope De Veau Viennoise - Pommes Bataille - Courge Provençale - Epinard au Gratin – Croissants - Gateau De Ananas
03	Crème Dubarry - Darne De Saumon Grille - Sauce Polonaise - Pommes Fondant - Petits Pois A la Flammande - French Bread - Banana Tart
04	Veloute Dame Blanc - Cote De Porc Charcuterie - Pommes De Terre A La Crème - Carottes Glace Au Gingembre - Salade Verte - Harlequin Bread - Chocolate Cream Puffs
05	Cabbage Chowder - Poulet ala Rex - Pommes Marquise – Ratatouille - Salade De Carottes - Et Celery Clover Leaf Bread - Savarin Des Fruits
06	Barquettes Assortis - Stroganoff De Bœuf - Pommes Persilles - Salade De Concombre - Garlic Rolls Crepe Suzette
07	Duchesse Nantua - Poulet Maryland - Croquette Potatoes - Salade Nicoise - Brown Bread - Pate Des Pommes
08	Kromeskies - Filet De Sole Walewska - Pommes Lyonnaise - Champignon au beurre - Bread Sticks – Souffle Milanaise
09	Vol-Au-Vent De Volaille St. Jambon - Crab Thermidor - Salade Waldorf - Vienna Rolls - Mousse Au Chocolat
10	Crabe En Coquille - Quiche Lorraine - Salade de Viande - Pommes Parisienne - Foccacia - Crème Brulee

Chinese	Prawn Ball Soup - Fried Wantons - Sweet & Sour Pork - Hakka Noodles - Apple Toffee
	Hot & Sour Soup - Beans Szechwan - Stir Fried Chicken & Peppers - Chinese Fried Rice - Bananas Cooked in coconut milk
	Sweet corn soup - Shao Mai-Tung-Po Mutton – Yang chow Fried Rice - Fried Ice cream
	Wanton Soup - Spring Rolls - Stir Fried Beef & Celery - Chow Mein - Lychees with Ice cream
	Prawns in Garlic Sauce - Fish Szechwan - Hot & Sour Cabbage - Steamed Noodles - Sweet peanut Dumplings
Spain	Gazpacho - Pollo En Pepitoria – Paella - Fritata De patata - Pastel De Manzana
Italy	Minestrone - Ravioli Arrabiata - Fettucine Carbonara – Pollo Alla Cacciatore – Melanzane Parmigiane Grissini - Tiramisu
Germany	Linsensuppe – Sauerbraten – Spatzlle - Kartoffel Potato Salad – Pumpernickel - Apple Strudel
UK	Scotch Broth - Roast Beef & Yorkshire Pudding - Glazed Carrots & Turnips - Roast Potato - Yorkshire Curd Tart - Crusty Bread
Greece	Soupe Avogolemeno - Moussaka A La Greque – Dolmas - Tzaziki-Baklava- Harlequin Bread
Thai	Khai Dao - Chiang Mai Noodle Soup - Green Thai Beef Curry with Thai Aubergines – Thai fried rice – Coconut Pan Cake
American	Chowder Soup – Tivoli Salad – Beef Wellington – Pineapple fried rice – Cinnamon Pumpkin Muffins
Mexican	Crème Carote Soup – Mexican Bean stew – Chicken Fajithas – Caldoso with Champaignon – Flan Mexicana
Indian	Kerala Paratha – Vegetable Korma – Nei Choru – Kanava Thoran – Payasam
	Chapathi – Bagarabaingan – Hyderabadi Mutton Briyani – Hyderabadi Khatti Dhal – Shahi Tukda
	Kuchumber – Aloo Paratha – Paneer Butter Masala – Kashmiri Pulao – Mutton Rogan Josh – Puranpoli
	Naan – Vegetable Briyani – Chicken Saagwala – Kadai Paneer - Balushai
Cold Preparation	Demonstrate the variety of charcuterie products.

Course Outcomes

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

CO1	Acquire knowledge and to prepare the global cuisine dishes
CO2	Show the skills and demonstrate the techniques in International cuisine.
CO3	Ability to know about the techniques involved in continental and International cuisines.
CO4	Learn the regional cooking of Indian cuisine
CO5	Ability to understand the cooking methods and the recipe knowledge of application

Pedagogy

Lectures, Demonstration, Presentation, Hands-on Training, Briefing and Menu Preparation.

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM
Course Code	20UHMC6Q	Number of Hours/Cycle	3
Semester	VI	Max. Marks	100
Part	III	Credit	4
Core Practical VII			
Course Title	Advance Food and Beverage Service – Practical		

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

Facilitate the set up of a restaurant. Handle mock banquet bookings and deals the food and beverage controls.

S.No	Contents
01	Filling of Banquet function prospectus, Menu Planning & Service (International menus - French, Chinese, Mexican & Italian)
02	Formal banquets (Seating arrangements and service procedures)
03	Setting up of banquet tables for a small group with Cocktail arrangements.
04	Setting up of bar with glasses & equipment
05	Mise-en-place for serving a dish from Gueridon Trolley and Service of Flambe dishes
06	Setting up of buffets and service procedures
07	Guest Situation Handling – Case study with role play
08	Planning a restaurant (Specialty, fast food, and coffee shop)
09	Setting a restaurant for theme
10	Planning of a bar with the factors mentioned in theory
11	Preparation of duty rosters in restaurants and function catering
12	Menu planning – Indian and International with wines
13	Formats of records maintained in restaurants and bars (booking, Diary, KOT, Sales summary sheet, Guest comments, Log Book, etc.)
14	List of restaurant equipment manufacturers and price quotes of various service / restaurant / bar equipment (Assignment)
15	List of licenses required from Govt. and Food Safety Authorities – Bar, Restaurant, Coffee Shop and Fast Food (Assignment)
16	Compiling Beverage Lists for range of category

Course Outcomes

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

CO1	Fill up the function prospectus
CO2	Plan seating arrangements for diverse banquet functions
CO3	Set up a buffet and organise service
CO4	Handle guest situations and Maintain formats of records for in restaurants and bars
CO5	Prepare duty rosters for restaurants and banquet functions

Pedagogy

Lectures, Demonstration, Activity, Practical Training, Briefing and Food Service based on Menu which is framed by the students.

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM
Course Code	20UHMC6R	Number of Hours/Cycle	5

Semester	VI	Max. Marks	100
Part	III	Credit	4
Core Practical VIII			
Course Title	Bakery and Confectionary – Practical		

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

Students will learn about the methods, processes, recipes, and ingredients used in the preparation of various bakery, pastry, and confectionery products.

S.No	Menu
01	Cold Sweets – Butter Scotch sponge, Honey comb mould, Chocolate mousse, Neapolitan Mousse, Fruit Truffle, Coffee Mousse, Blancmange, lemon soufflé, Bavaois.
02	Hot Sweets – Caramel Custard, Christmas pudding, Bread & Butter Pudding, Albert pudding
03	Simple cakes - Demonstration and preparation of Sponge (Genoise, Ribbon Sponge, Fatless), Fruit Cakes, Rich cakes, Choco Lava, Red Velvet, Mud Pie, Plum cake, Sachertorte, Battenberg, Joconde, Swiss roll, Madeira loaf cake, Butter Icing
04	Bread Making – Demonstration and Preparation of simple and enriched bread variations. Loaf – White and Brown, Rolls, Quick breads, Brioche, Focaccia, Ciabatta, Pita, Bagels, Calzone, Stollen, Pretzels, Lavash, Waffle, Hard roll sticks, French bread, Croissants.
05	Pastry - Demonstration and preparation of various pastries - Short crust, laminated / flaky, Choux pastry.
06	Cookies – Demonstration and Preparation of Nankhatai, Golden Goodies, Melting moments. Swiss Tarts, Tri colour Biscuits, Chocolate chip Cookies, Chocolate Cream Fingers, Bachelor buttons, Cherry Knob.
07	International desserts - Panacotta, Tiramisu, Baba au rhum, Savarin, Opera Slice, Crème Brulee, Marshmallow, Steamed Puddings
08	Yeast Products – Danish and its varieties – Baba, Savarin, Various methods of cakes making and bread making.
09	Different types of Icing – Royal Icing, American frosting, fondant, marzipan, gum paste and almond paste.
10	Sugar – Types of sugar, candies, pulled sugar. Chocolate – Basic preparation, types of varieties. Ice Cream – Basic preparation, different flavour – Sundae, Cassata, Coupe and Parfait.

Course Outcomes

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

CO1	Understand the preparation methods of varieties of hot and cold desserts.
CO2	Acquire knowledge of the process of bread making and the preparation of bread varieties.
CO3	Learn about the various applications of pastry making.
CO4	Obtain knowledge of cookies and chocolate products and their preparation.
CO5	Familiarity with various icings, sugar and chocolate works, and ice cream preparation and ingredients.

Pedagogy

Lectures, Demonstration, Presentation, Hands-on Training, Briefing and Menu Preparation.

Programme	B.Sc. Hotel Management & Catering	Programme Code	UHM
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	Science		
Course Code	20UHMCA6P	Number of Hours/Cycle	2
Semester	VI	Max. Marks	100
Part	III	Credit	2
Allied Practical I			
Course Title	Advance Accommodation Operation – Practical		

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

This practice enables the students to gain knowledge with regard to the housekeeping department in terms of fulfilling the demands of the operational areas of the same department.

S.No	Contents
01	A mock session in which the students will play the role of Accommodation Manager for a day. (Coordination with the other departments, releasing rooms, inspection of VIP rooms).
02	Role play on handling guest complaints related to the housekeeping department (HWC guests, technical complaints, service complaints, unusual complaints).
03	The best out of waste items to be utilized in the guest room or Prepare a model for eco-friendly practices.
04	Stain Removal - Identifying stains, Cleaning agents used to remove stains
05	Flower arrangement – Conditioning of plant materials and different styles of flower arrangements (Triangular, Circular, Crescent, Hogarth curve) - Basic concept of Ikebana.
06	Learning Towel Art
07	Identification and Collection of Textile Samples from the market, emphasizing its use in the various areas of hotel.
08	Assignment – Receiving the hotel linen quotations from various suppliers and understanding the price, quality, and designs of the linen.
09	Calculation of uniforms, costing according to the department and staff as per the budget.
10	Learn to derive cost per room from Housekeeping perspective.
11	Preparing Operating Budget for Housekeeping Department (various categories of hotels).
12	Purchasing formats (Floating tenders, procuring quotations and preparing Purchase Orders)
13	Practice on indenting, requisition slips and issue of housekeeping materials from the stores

Pedagogy

Lectures, Pictorial Presentation, Hands-on Training, Briefing, Group Discussion and Role Play.

Course Outcomes

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

CO1	Estimate the labour cost and staff requirement.
CO2	Understand to prepare a monthly indent and various formats for the housekeeping department.
CO3	Prepare the linen budget for the department and the budget for the operational expenses.
CO4	Learn the towel art and different styles of flower arrangements
CO5	Familiarize with the day-to-day operations of the housekeeping department of a star hotel's front desk.
CO6	Acquire knowledge of stain removal and various cleaning agents.

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM
Course Code	20UHMCA6Q	Number of Hours/Cycle	2
Semester	VI	Max. Marks	100
Part	III	Credit	2
Allied Practical II			
Course Title	Advance Front Office Operation – Practical		

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

Through practice, the students will gain knowledge with regard to the front office department in the hotel and learn the advantages and disadvantages of the department.

S.No	Contents
01	Field visits (self) assignments to observe Cashiers Desk in classified Hotels and small hotels
02	Bell Desk – Luggage handling procedure, Errand card, Scanty baggage
03	Situation handling and basic conversations with guest at front office
04	Package Tours and Itinerary planning in discussion with Tour operators
05	Practice on preparation of Guest accounts, folios, taking reservation, cancellation and amendments
06	Role play on receiving the guest, registering the FIT, GIT, Crews, VIP

Pedagogy

Lectures, Pictorial Presentation, Hands-on Training, Briefing, Group Discussion and Role Play.

Course Outcomes

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

CO1	Execute managerial skills in front office procedures.
CO2	Learn the bell desk procedures and functions.
CO3	Practice the different situations' handling through role play.
CO4	Obtain knowledge of the preparation of tour packages and itinerary.
CO5	Familiarize with the day-to-day operations of a five-star hotel's front desk.

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM
Course Code	20UHME61	Number of Hours/Cycle	6
Semester	VI	Max. Marks	100
Part	III	Credit	4
Core Elective Course II			
Course Title	Human Resource Management	L	T P
Cognitive Level	Up to K3	70	20

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

This course will make the students understand the scope and functions of HR, HR planning, staff welfare measures, and other HR activities in a detailed manner. To sustain growth in the hospitality industry, it is crucial to source talented manpower, retain it, and keep it motivated and satisfied. This Human Resource Management course would help students to understand the HR implications in the service industry, challenges faced and various competencies required by today's HR professionals.

Unit I	Introduction to Human Resource Management	16 Hours
	Human Resource Management – Definition, Scope, Objectives, Importance and Functions – HRM in hotels – Organisation of personnel department – Duties and Responsibilities of a HR Manager – Essential of Good HR system – HR policies and procedures.	
Unit II	Human Resource Planning in Hospitality	18 Hours
	Manpower planning - Concept, organization & practice. Manpower planning techniques - Short term and long term planning. Recruitment & Selection - Job analysis, Job Description, Job specification. Definition, significance of recruitment sources and process. Selection Process – Tests & Interviews. Training – Need and importance, Training process, Methods of Types of training – need based and refresher, Training evaluation. Placement & Induction.	
Unit III	Job Evaluation and Performance Appraisal	18 Hours
	Job Evaluation – concept and objectives, methods and benefits, Limitations of Job Evaluation. Merit rating - Promotion - Transfer and demotion - Human relations - Approaches to good human relations - Job satisfaction morale and discipline - Labour turnover, Competency matrix - concept, benefits and implementation in Hotels Career Management. Promotion and Transfer. Performance appraisal methods – Meaning, purpose and methods. Performance evaluation and its objectives.	
Unit IV	Wages and Salary administration	20 Hours
	Wage and Salary administration – Introduction, Types of Wages, Characteristics of Good incentive and salary system. Steps in formulation of Sound Compensation structure- Direct & Indirect costs, Fringe benefits, CTC (Cost to Company) Concepts & its implications. Regulatory provisions - Incentive system - Labour welfare and social security - Safety, health & security - retirement benefits to employees.	
Unit V	Industrial Relations	18 Hours
	Industrial relations - Trade union – Concept, Objectives and Functions. Grievance handling – Identifying causes, Developing Grievance Handling Systems - Managing conflicts - Collective bargaining and workers participation in management in hotels. Labour Turnover – Causes & Measures for prevention, retention strategies formulated and successfully implemented by hotels (at least one case study for discussion)	

Pedagogy

Classroom Lecture method. Group Discussions, Assignments, Quiz, Brainstorming activities, Seminar and Powerpoint Presentations.

Text Books

1. *Dr. S.P.S. Bedi*, (2012). '*Human Resources Management*', Bharti Publications. 2nd Edition.
2. *Dr.C.B. Gupta*, (2003), '*Human Resources Management*', Sultan Chand Publications, New Delhi. 2nd Edition.
3. *R.S. Dwivedi*, (2018), '*A Textbook of Human Resources Management*', Vikas Publications.

Reference Books

1. *K. Aswathappa*, (2018), '*Human Resources Management: Text and Cases*', Mc Graw Hill India, 8th Edition.
2. *Michael J. Boella & Steven Goss-Turner*, (2013), '*Human Resources Management in the Hospitality Industry: A Guide to Best Practice*', S.Chand (G/L) Company Ltd, 9th Edition.
3. *Malay Biswas*, (2012), '*Human Resources Management in Hospitality*', Oxford University Press, 8th Edition.
4. *P. Subba Rao* (2006). '*Essentials of Human Resource Management and Industrial Relations*'. Himalayan Publishing House. 2nd Edition 2006.
5. *Mehtha Basant and Priyanka Daya Choudhary* (2014). '*Human Resource Development in Hotel Industry*'. Discover Publishing Pvt.

E-Resources

- <https://www.ihmnotes.in/assets/Docs/Ignou/TS-03/Unit-13%20Human%20Resource%20Management.pdf><https://frontiesin.org>articles>full>
- <https://www.ihmnotes.in/assets/Docs/Ignou/TS-07/Unit-3.HUMAN%20RESOURCE%20INFORMATION.pdf><https://www.enrjchem.com>article>view>
- <https://www.uou.ac.in/sites/default/files/slm/HM-204.pdf>
- <https://kalyan-city.blogspot.com/2009/12/human-resource-management-human.html>

Course Outcomes

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

CO1	Learn about the comprehensive overview and the functions of the human resource department.
CO2	This will provide the students with knowledge regarding the processes of selection and recruitment, fringe benefits, and employee safety.
CO3	Students will acquire knowledge to organise job evaluation, measurement of employee performance, and the process of promotion and transfer in an industry.
CO4	The students will classify the various activities of the human resources department of a hotel.
CO5	It gives students a clear picture regarding performance appraisal and the problems in industry that are arising due to attrition.

Mapping of Course Outcomes (COs) with Programme Specific Outcomes

	PSO 1	PSO2	PSO3	PSO4	PSO5	PSO6	PSO7	PSO8	PSO9	PSO 10	PSO 11	PSO 12
CO1	2	-	3	3	3	2	2	2	-	1	-	2
CO2	1	-	3	2	3	3	2	2	-	1	1	3
CO3	2	-	3	3	2	2	2	3	1	1	-	2
CO4	3	-	3	3	3	3	2	2	1	2	-	3
C05	2	-	3	3	2	2	2	2	-	2	1	3

3. High; 2. Moderate ; 1. Low

Articulation Mapping - K Levels with Course Outcomes (COs)

Units	COs	K-Level	Section A		Section B	Section C
			MCQs		Either/ or Choice	Open Choice
			No. of Questions	K-Level	No. of Questions	No. of Questions
1	CO1	Up to K2	2	(K1 & K2)	2(K2& K2)	1(K2)
2	CO2	Up to K2	2	(K1 & K2)	2(K2& K2)	1(K2)
3	CO3	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
4	CO4	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
5	CO5	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
No of Questions to be asked			10		10	5
No of Questions to be answered			10		5	3
Marks for each Question			1		4	10
Total marks for each Section			10		40	50

K1 – Remembering and recalling facts with specific answers

K2 – Basic understanding of facts and stating main ideas with general answers

K3 – Application oriented – Solving problems

Distribution of Section - wise Marks with K Levels

K Levels	Section A (No Choice)	Section B (Either/or)	Section C (Open Choice)	Total Marks	% of Marks without Choice
K1	5	-	-	5%	5%
K2	5	40	20	65%	65%
K3		-	30	30%	30%
Total Marks	10	40	50	100%	100%

Lesson Plan

Unit	Introduction to Human Resource Management	16 Hours	Mode
Unit I	a, Definition, Scope, and Objectives of Human Resource Management.	3	Lecture, Assignments and Pictorial presentation.
	b, Importance and Functions of Human Resource Management.	4	
	c, HRM in hotels and Organisation of personnel department.	4	
	d, Duties and Responsibilities of a HR Manager	2	
	e,Essential of Good HR system – HR policies and procedures.	3	
Unit II	Human Resource Planning in Hospitality	18 Hours	Mode
	a, Concept, organization, practice of manpower planning and its techniques.	3	Lecture, Assignments and Pictorial presentation.
	b, Recruitment & Selection process of Human Resource Planning.	3	
	c, Definition, significance of recruitment sources and process, Selection Process.	4	
	d, Need and importance, Training process, Methods of Types of training	4	

	e, Placement & Induction of Human Resource Planning.	4	
Unit III	Job Evaluation and Performance Appraisal	18 Hours	Mode
	a, Concept, objectives, methods and benefits of Job Evaluation.	3	Lecture, Assignments, Group Discussion and Pictorial presentation..
	b, Limitations of Job Evaluation and Merit rating.	3	
	c, Concept of Competency matrix, Benefits and implementation in Hotels Career Management.	4	
	d, Promotion and Transfer methods followed in hotel industry.	4	
	e, Performance appraisal methods, Performance evaluation and its objective.	4	
Unit IV	Wages and Salary administration	20 Hours	
	a, Types of Wages, Characteristics of Good incentive and salary system.	4	Lecture, Assignments and Pictorial presentation.
	b, Steps in formulation of Sound Compensation structure.	4	
	c, Direct & Indirect costs, Fringe benefits and CTC (Cost to Company) Concepts & its implications.	4	
	d, Regulatory provisions, Incentive system, Labour welfare and social security.	4	
	e, Safety, health & security, retirement benefits to employees.	4	
Unit V	Industrial Relations	18 Hours	
	a, Concept, Objectives and Functions of Trade Union.	3	Lecture, Assignments, Group Discussion and Pictorial presentation.
	b, Identifying causes of Grievance handling and Developing Grievance Handling Systems.	3	
	c, Collective bargaining and workers participation in management in hotels.	4	
	d, Causes & Measures for prevention and	4	
	e, Retention strategies formulated and successfully implemented by hotels.	4	

Course designed by Mr. M. S. Rajmohan and Mr. H. A. Nijay Bhuvanavel

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM		
Course Code	20UHME62	Number of Hours/Cycle	6		
Semester	VI	Max. Marks	100		
Part	III	Credit	4		
Core Elective Course II					
Course Title	Catering and Food Service Management	L	T	P	
Cognitive Level	Up to K3	70	20		

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

The students will be able to acquire the knowledge and management skills required for the successful establishment and operation of the F & B business, as well as to set the standards in the operations.

Unit I	Menu Planning	16 Hours
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	Evolution of menu planning, Essentials considerations prior to planning a menu - Competition, Location, Analyse, Outdoor Catering, Estimated customer spend per head, Modern trends in food fashions, Space and equipment in the kitchens, Number and capability of staff, Availability of supplies and reliability of suppliers, Food allergies, Cost factor. Types of menu –Cyclical menus – advantages and disadvantages, Pre-planned and pre-designed menus – advantages and disadvantages	
Unit II	Menu Development & Structure	16 Hours
	The structure of menus – Length, Design, Language, Presentation, Presentation, Planning and Profitable menus. Menu copy – Introduction, Menu cover and accurate food descriptions. Menu flexibility – Menu engineering- Stars, Plough horses, Puzzles and Dogs. Potential limitations – Elasticity of demand, Labour intensity, Shelf-life and Fluctuations in demand. Different menus – Breakfast menu, Luncheon and dinner menus, Tea menus, Light buffets, Fork buffets, Fast-food menus, Banquet menus.	
Unit III	Purchasing and Portion control	18 Hours
	Buying – Introduction, knowing the market, The buyer, buying methods – Informal and formal buying –Principles of purchasing, Needs – Perishable, Staple, Daily use needs. List of suggestions for buying. Portion Control – Considerations – type of customer or establishment, quality of the food, buying price of the food. Portion control equipment and Portion amounts – General, Fish, Sauces, Meats (Beef, Offal, Lamb, Pork, Ham, Poultry), Vegetables. Methods of Purchasing – primary market, secondary market and tertiary market. Standard Purchase Specifications and the standard recipe.	
Unit IV	Cost Control	20 Hours
	Costing and Profit – Pricing, Competitive pricing, Backward pricing, Cost plus, Gross profit. Calculating the selling price of a dish with food costs. The factors affecting the gross profit percentage. Difficulties of controlling food, The control cycle of daily operation – Purchasing and Receiving. Organisation of control – Introduction, Control of resources. Health and safety requirements, Storing and issuing, preparing, Sales and volume forecasting – Initial forecasting and final forecast. Factors affect the profitability of the establishment, food labels.	
Unit V	Storage and Records	20 Hours
	Storekeeping - Special storage points, storage accommodation, storage of perishable foods (Meat and poultry, Fish, Vegetables, Fruit, Eggs, Milk and cream, Cheese and butter, Bread, Sandwiches), Storage of dry goods, Storage of ice cream and frozen goods. Cleanliness and safety of storage areas, Cold room, Chill room, Refrigeration. Types of record – Bin card, Stores ledger, Departmental requisition book, Order book, Stock sheets, Commercial documents – Delivery notes, Invoices, Credit notes, Cash discount, Trade discount, Cash account, Statement.	

Text Books

1. *Sylvain Boussard (2021). 'Food and Beverage Management in the Luxury Hotel Industry'* Business Expert Press
2. *Pulak Buragohain (2009). 'Food Service Management', Murari Lal & Sons*
3. *Vikas Kumar (2007). 'Food Production Management', Arman Publications*

Reference Books

1. *David Foskett and Patricia Paskins (2011). 'The Theory of Hospitality and Catering'* Hodder Education, 338 Euston Road, London. 12th Edition.
2. *Mohini Sethi & Surjeet Malhan (2018), 'Catering Management: An Integrated Approach'* New Age International Publishers, Third Edition.
3. *Dr. Umesh Kumar (2018). 'Food Service Management', Random Publishers*
4. *Parvinder S. Bali (2021). 'Food Production Operation 3E', Oxford University Press India. 3rd Edition.*
5. *Parvinder S. Bali (2012). 'International Cuisine and Food Production Management', Oxford University Press India.*
6. *John B. Knight (2000). 'Quantity: Food Production, Planning and Management', John Wiley & Sons.*

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- <https://ihmnotessite.com/index.php/home/hmct-notes/bhmct-1st-year/food-beverage-service-2nd-sem/menu-planning/>
- <https://www.slideshare.net/100000008153772/portioncontrol>
- <https://www.ihmnotes.in/assets/Docs/Books/Food and Beverage Management.pdf>
- <https://www.ihmnotes.in/assets/Docs/Sem3&4/F&B%20Control/7.%20Production%20Control.pdf>
- <https://ncert.nic.in/textbook/pdf/lehe104.pdf>
- <https://www.uou.ac.in/sites/default/files/slm/BHM-402T.pdf>

Course Outcomes

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

CO1	Arrange the menu planning requirements and explain the types of menus.
CO2	Develop the menu for different meals and functions.
CO3	Use the procedures in purchasing the raw materials for food and beverage units and apply the portion control to uphold the standards in the quantity of each portion.
CO4	Demonstrate the controlling techniques for beverage control.
CO5	Explain the storage methods and various records to maintain the storage standards in F&B department.

Mapping of Course Outcomes (COs) with Programme Specific Outcomes

	PSO 1	PSO2	PSO3	PSO4	PSO5	PSO6	PSO7	PSO8	PSO9	PSO 10	PSO 11	PSO 12
CO1	2	1	3	3	3	3	2	2	1	1	1	3
CO2	3	3	3	3	3	3	2	3	1	1	1	3
CO3	2	1	3	2	3	2	3	3	1	1	1	3
CO4	3	1	3	3	2	2	2	3	1	1	1	3
C05	3	1	3	3	2	2	2	3	1	1	1	3

3. High; 2. Moderate ; 1. Low

Articulation Mapping - K Levels with Course Outcomes (COs)

Units	COs	K-Level	Section A		Section B	Section C
			MCQs		Either/ or Choice	Open Choice
			No. of Questions	K-Level	No. of Questions	No. of Questions
1	CO1	Up to K2	2	(K1 & K2)	2(K2& K2)	1(K2)
2	CO2	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
3	CO3	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
4	CO4	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
5	CO5	Up to K2	2	(K1 & K2)	2(K2& K2)	1(K2)
No of Questions to be asked			10		10	5
No of Questions to be answered			10		5	3
Marks for each Question			1		4	10
Total marks for each Section			10		40	50

K1 – Remembering and recalling facts with specific answers

K2 – Basic understanding of facts and stating main ideas with general answers

K3 – Application oriented – Solving problems 88

Distribution of Section - wise Marks with K Levels

K Levels	Section A (No Choice)	Section B (Either/or)	Section C (Open Choice)	Total Marks	% of Marks without Choice
K1	5	-	-	5	5
K2	5	40	20	65	65
K3		-	30	30	30
Total Marks	10	40	50	100	100

Lesson Plan

Unit	Menu Planning	16 Hours	Mode
Unit I	a,Evolution of menu planning, Essentials considerations prior to planning a menu	3	Lecture, Assignments and Pictorial Presentation
	b,Modern trends in food fashions, Space and equipment in the kitchens.	3	
	c, Number and capability of staff, Availability of supplies and reliability of suppliers and Food allergies.	3	
	d, Types of menu –Cyclical menus – advantages and disadvantages.	4	
	e,Pre-planned and pre-designed menus – advantages and disadvantages	3	
Unit II	Menu Development & Structure	16 Hours	Mode
	a,The structure of menus, Length, Design, Language, Presentation, Presentation, Planning and Profitable menus.	3	Lecture, Assignments, Group Discussion, Quiz and Pictorial Presentation
	b,Introduction of Menu copy,Menu cover and accurate food descriptions.	3	
	c, Menu flexibility and menu engineering.	3	

	d,Potential limitations, Shelf-life and Fluctuations in demand.	3	
	e, Breakfast menu, Luncheon and dinner menus, Tea menus, Light buffets, Fork buffets, Fast-food menus and Banquet menus.	4	
Unit III	Purchasing and Portion control	18 Hours	Mode
	a, Introduction of Buying, knowing the market, The buyer, buying methods.	3	Lecture, Assignments and Pictorial Presentation.
	b, Principles of purchasing and needs of purchasing.	3	
	c,Portion Control, type of customer or establishment, quality of the food, and buying price of the food.	4	
	d,Methods of Purchasing, primary market, secondary market and tertiary market.	4	
	e, Standard Purchase Specifications and the standard recipe.	4	
Unit IV	Cost Control	20 Hours	Mode
	a, Costing and Profit and calculating the selling price of a dish with food costs.	4	Lecture, Assignments, Seminar, Quiz and Pictorial Presentation.
	b, The factors affecting the gross profit percentage.	4	
	c, The control cycle of daily operation, Purchasing and Receiving and Organisation of control.	4	
	d,Control of resources. Health and safety requirements and Storing and issuing, preparing.	4	
	e, Sales and volume forecasting, Factors affect the profitability of the establishment and food labels.	4	
Unit V	Storage and Records	20 Hours	Mode
	a,Storekeeping - Special storage points, storage accommodation and storage of perishable foods	4	Lecture, Assignments, Quiz, Seminar and Pictorial Presentation
	b,Storage of dry goods, Storage of ice cream and frozen goods.	4	
	c,Cleanliness and safety of storage areas, Cold room, Chill room, Refrigeration.	4	
	d,Types of record – Bin card, Stores ledger, Departmental requisition book, Order book, Stock sheets.	4	
	e,Commercial documents – Delivery notes, Invoices, Credit notes, Cash discount, Trade discount, Cash account, Statement.	4	

Course designed by Mr. M. S. Rajmohan and Mr. H. A. Nijay Bhuvanavel

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM		
Course Code	20UHME63	Number of Hours/Cycle	6		
Semester	VI	Max. Marks	100		
Part	III	Credit	4		
Core Elective Course II					
Course Title	Hotel Accounting	L	T	P	
Cognitive Level	Up to K3	70	20		

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

To equip students with the knowledge of accounting as practiced in hotels and to help them utilise this knowledge in day-to-day operations undertaken in the various departments in hotels.

Unit I	Accounting	18 Hours
	Accounting - Definition of Accounting and Book keeping - Concept and conventions - Preparation of trading, profit and loss	

	account and balance sheet (simple problems only). Financial Statement - Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem.	
Unit II	Classification of departments of hotels based on revenue	18 Hours
	Hotel accounting methods – ledger – revenue generation of various departments. Internal audit & statutory audit: an introduction to internal & statutory audit. Distinction between internal audit & statutory audit, implementation & review of internal audit. Cost accounting – meaning – definition – preparation of cost sheet – Stock levels – EOQ – method of pricing stock issue. Accounting machines & their importance in catering business.	
Unit III	Costing	18 Hours
	Costing – Definition and Preparation, Advantages and Limitations of Cost Accounting. Preparation of Stores Ledgers – FIFO, LIFO, Weighted and Simple Average Methods. Budget and Budgetary control principles - methods types of budget (problems)	
Unit IV	Financial Management	18 Hours
	Financial management – meaning – Scope – objects – functions – role of financial manager Finance function – time value of money – valuation of accretion – Risk & return analysis. Capital budgeting – concepts – importance – factors & affecting capital investment decisions – investment evaluation – risk analysis in capital budgeting – investment timing & duration – replacement of existing assets – investment under inflation – capital rationing – Capital budgeting process & practices.	
Unit V	Departmental Accounting	18 Hours
	Meaning, Objectives & Advantages of Departmental Accounting. Methods of calculating the profitability of different departments in Hotels. Inter-departmental Transfers .Meaning of Cost-Allocation & Cost-Appportionment Advantages of Cost-Allocation & Cost-Appportionment. Steps involved in Allocating Costs .Principles of Cost-Allocation & Cost-Appportionment .Drawbacks of Cost-Allocation & Cost-Appportionment	

Pedagogy

Classroom Lecture Method, Assignments and Powerpoint Presentations.

Text Book

1. *Shyam Lal Arora (2011), 'Textbook for Hotel Accounting', Cyber Tech Publications.*

Reference Books

1. *Prasanna Kumar J P, Linda Nalini Daniel and Mruthyunjaya V Pragad (2017), 'Financial Accounting for Hotels', McGraw Hill Education, New Delhi.*
2. *Anil Kathuria (2008), 'Hotel Accounting', Sonali Publications, New Delhi.*
3. *Ratandeep Singh (2008), 'Hotel Accounting: System and Services Management', Kanishka Publishing House, New Delhi.*
4. *M. Jaya and V.Charulatha (2016), 'Hotel Accounting', Vijay Nicole Imprints*

E-Resources

- <https://ihmnotes.net/ihm-notes-semester-iv-hotel-accountancy/>
- <https://hmhub.in/3rd-4th-sem-hotel-accountancy-notes/>
- <https://www.ihmnotessite.net/accounts>
- <https://pdfslide.net/documents/notes-introduction-to-accounting-ihm-notes-introduction-to-accounting.html>

Course Outcomes

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

CO1	Ability to explain the basic concept of accounting and to apply the principles of accounting in hotels.
CO2	Understand the various books maintained by the accounts section.
CO3	Apply knowledge of the annual financial statement of a hotel.
CO4	Show the track of various transactions of the business pertaining to finance
CO5	Apply the accounting principles, procedures and formats in the different departments in hotels.

Mapping of Course Outcomes (COs) with Programme Specific Outcomes

	PSO 1	PSO2	PSO3	PSO4	PSO5	PSO6	PSO7	PSO8	PSO9	PSO 10	PSO 11	PSO 12
CO1	2	-	2	3	3	3	2	1	-	-	-	3
CO2	2	-	3	3	3	3	3	3	-	-	-	3
CO3	3	-	3	3	3	3	2	2	-	-	-	3
CO4	3	-	3	2	3	2	2	2	-	-	-	3
C05	2	-	3	3	3	2	3	2	-	-	-	3

3. High; 2. Moderate ; 1. Low

Articulation Mapping - K Levels with Course Outcomes (COs)

Units	COs	K-Level	Section A		Section B	Section C
			MCQs		Either/ or Choice	Open Choice
			No. of Questions	K-Level	No. of Questions	No. of Questions
1	CO1	Up to K2	2	(K1 & K2)	2(K2& K2)	1(K2)
2	CO2	Up to K2	2	(K1 & K2)	2(K2& K2)	1(K2)
3	CO3	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
4	CO4	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
5	CO5	Up to K3	2	(K1 & K2)	2(K2& K2)	1(K3)
No of Questions to be asked			10		10	5
No of Questions to be answered			10		5	3
Marks for each Question			1		4	10

Total marks for each Section	10		40	50
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K1 – Remembering and recalling facts with specific answers

K2 – Basic understanding of facts and stating main ideas with general answers

K3 – Application oriented – Solving problems

Distribution of Section - wise Marks with K Levels

K Levels	Section A (No Choice)	Section B (Either/or)	Section C (Open Choice)	Total Marks	% of Marks without Choice
K1	5	-	-	5%	5%
K2	5	40	20	65%	65%
K3		-	30	30%	30%
Total Marks	10	40	50	100%	100%

Lesson Plan

Unit I	Accounting	18 Hours	Mode
	a, Definition of Accounting and Book keeping in accounting.	3	Lecture and Assignments.
	b, Concept and conventions of accounting, Preparation of trading, profit and loss account and balance sheet .	4	
	c, Basic Financial Statements and Trial Balance,	3	
	d, Preparation of Final Accounts, Basic Adjustments to final Accounts,	4	
	e, Methods of Presenting Final Accounts Practical Problem.	4	
Unit II	Classification of departments of hotels based on revenue	18 Hours	
	a, Hotel accounting methods – ledger – revenue generation of various departments.	3	Lecture, Pictorial Presentation and Assignments.
	b, An introduction to internal & statutory audit.	3	
	c, Distinction between internal audit & statutory audit, implementation & review of internal audit.	4	
	d, Meaning and definition of Cost accounting – Preparation of cost sheet.	4	
	e, Accounting machines & their importance in catering business.	4	
Unit III	Costing	18 Hours	
	a, Definition and Preparation of Costing.	3	Lecture and Assignments.
	b, Advantages and Limitations of Cost Accounting.	3	
	c, Preparation of Stores Ledgers.	4	
	d, Budget and Budgetary control principles.	4	
	e, Methods and types of budget.	4	
Unit IV	Financial Management	18 Hours	
	a, Meaning, scope, objects and functions of Financial management.	3	Lecture, Pictorial Presentation and Assignments.
	b, Role of financial manager Finance function.	3	
	c, Concepts and importance of Capital budgeting.	4	
	d, Factors affecting capital investment decisions.	4	
	e, Capital budgeting process & practices.	4	
Unit V	Departmental Accounting	18 Hours	
	a, Meaning, Objectives & Advantages of Departmental Accounting.	4	Lecture, Pictorial Presentation and Assignments.
	b, Methods of calculating the profitability of different departments in Hotels	4	
	c, Inter-departmental Transfers. Meaning of Cost-Allocation & Cost-Apportionment.	3	
	d, Advantages of Cost-Allocation & Cost-Apportionment.	4	

e,Principles of Cost-Allocation & Cost-Apportionment ,Drawbacks of Cost-Allocation & Cost-Apportionment	3
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Course designed by Mr. M. S. Rajmohan and Mr. H. A. Nijay Bhuvanavel

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM		
Course Code	20UHMS61	Number of Hours/Cycle	2		
Semester	VI	Max. Marks	50		
Part	IV	Credit	2		
Skill Based Course IV					
Course Title	Principles of Tourism Management	L	T	P	
Cognitive Level	Up to K3	25	5		

L – Lecture Hours, T – Tutorial Hours, P – Practical Hours

Preamble

Familiarize and understand the fundamental concepts of tourism, functions of tour operator business, and marketing principles of tourism products.

Unit I	Introduction to Tourism	6 Hours
	Introduction and Definition to Tourism, Classification of travellers, Factors influencing the growth of tourism, Types of tourism. Basic components of tourism, Elements of tourism. Positive and Negative impacts of tourism. Activities of Department of Tourism. Economic impact of tourism. Geographical Components of Tourism.	
Unit II	Travel Agency and Tour Operation business	6 Hours
	Concept of Travel and Tour Operations, Types of Travel Agencies and Tour Operators – History, Present status and future prospects of Travel Agency System. The Indian Travel Agents and Tour Operators - an overview. Travel Agency and Tour Operators - Linkages and arrangements with hotels, Airlines and Transport Agencies and other segments of Tourism Plants.	
Unit III	Tourism Marketing	6 Hours
	Need for marketing in Tourism – Definition of Tourism marketing - The Tourism Products. Special features of Tourism Marketing - Marketing process - Marketing research – Market segmentation. Market Targeting - Tourism promotion - Advertising. Public relation techniques.	
Unit IV	Function of a Travel Agency & Tour operator	6 Hours
	Understanding the functions of a Travel Agent, Travel information and counseling to the tourists, Reservation, Ticketing, Documentation, Handling business/corporate clients including Conference and Conventions, Sources of income - commission, service charges. Passports - Functions, Types, Issuing Authority, Procedure for obtaining passport etc. Visas - Functions, Types, Issuing Authority, Procedure for obtaining visa. Other travel legislations. Immigration laws and guidelines	
Unit V	Technology in Tourism	6 Hours
	Role of communication in travel - Modern mass media techniques - Computer technology in tourism - Use of computers by Airlines - Role of computers in reservations - Computers in	

railways - Videotex system. Market research and tour package formulation - Assembling, processing and disseminating information on destinations, preparation of itineraries. Handling of tour file, sources of income for tour operation.

Pedagogy

Classroom Lecture. Group Discussions, Assignments and Powerpoint Presentations.

Text Books

1. **Anurag Kothari.** (2011), '*A Textbook of Tourism Marketing*', Dominant Publishers and Distributors, New Delhi.
2. **Manjula Chaudhary.**(2010), '*Tourism Marketing*', Oxford University Press.

Reference Books

1. **Philip T. Kotler and John T. Bowen.** (2011), '*Marketing for Hospitality and Tourism*', Pearson Educan. Seventh Edition.
2. **Arpita Mathur.**(2012), '*Tourism Marketing and Travel Agency Business*', Ane Books Pvt.Ltd, New Delhi.
3. **Devashish Dasgupta.**(2010), '*Tourism Marketing*', Pearson India. First Edition
4. **Philip Kotler, John T. Bowen and James Makens.**(2014), '*Marketing for Hospitality and Tourism*', Pearson India. First Edition
5. **M. A. Khan.** (2006), '*Tourism Marketing*', Anmol Publications Pvt.Ltd First Edition
6. **Prasanna Kumar.** (2017), '*Marketing of Tourism and Hospitality Services*', McGraw Hill Education.

E-Resources

- <https://www.ihmnotes.in/assets/Docs/Ignou/TS-06/Unit-1,INTRODUCTION%20TO%20TOURISM.pdf><https://frontiersin.org>articles>full>
- https://nios.ac.in/media/documents/tourism_337_courseE/337_Tourism_Eng/337_Tourism_Eng_L19.pdf
- <https://www.uou.ac.in/sites/default/files/slm/MTTM-404.pdf>
- <https://www.flexiprep.com/NIOS-Notes/Senior-Secondary/Tourism/NIOS-Class-12-Basic-Tourism-Chapter-19-Tourism-Marketing-Part-1.html>
- <https://www.ihmnotes.in/assets/Docs/Sem-1/FO/1.TOURISM.pdf>
- <https://www.ihmnotessite.net/introduction-to-tourism>

Course Outcomes

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

CO1	Acquire knowledge of the concepts of tourism and the growth of tourism.
CO2	Chart the importance of travel and tour operator business.
CO3	Show the various tourism marketing strategies based on the need to promote the tourism products.
CO4	Classify the functions of tour operators and the application of travel documents.
CO5	Apply by using the technology for planning travel and other related arrangements.

Mapping of Course Outcomes (COs) with Programme Specific Outcomes

	PSO 1	PSO2	PSO3	PSO4	PSO5	PSO6	PSO7	PSO8	PSO9	PSO 10	PSO 11	PSO 12
CO1	2	-	3	2	2	2	2	2	1	1	-	3
CO2	2	-	2	3	2	2	1	2	-	-	-	3
CO3	3	1	3	3	3	3	3	2	1	1	1	3
CO4	2	-	3	3	2	3	3	2	-	1	-	3
C05	3	-	3	2	3	3	3	2	1	1	3	3

3. High; 2. Moderate; 1. Low

Articulation Mapping - K Levels with Course Outcomes (COs)

Units	COs	K-Level	Section A	Section B
			Either/ or Choice	Open Choice
			No. of Questions	No. of Questions
1	CO1	Up to K2	2(K2& K2)	1(K2)
2	CO2	Up to K2	2(K2& K2)	1(K2)
3	CO3	Up to K3	2(K2& K2)	1(K3)
4	CO4	Up to K3	2(K2& K2)	1(K3)
5	CO5	Up to K3	2(K2& K2)	1(K3)
No of Questions to be asked			10	5
No of Questions to be answered			5	3
Marks for each Question			3	5
Total marks for each Section			15	15

K1 – Remembering and recalling facts with specific answers

K2 – Basic understanding of facts and stating main ideas with general answers

K3 – Application oriented – Solving problems

Distribution of Section - wise Marks with K Levels

K Levels	Section B (Either/or)	Section C (Open Choice)	Total Marks	% of Marks with Choice	Consolidated (Rounded Off)
K2	30	15	45	81.81%	82
K3	-	10	10	18.18 %	18
Total Marks	30	25	55	100	100

Lesson Plan

Unit	Introduction to Tourism	6 Hours	Mode
I	A, Definition to Tourism and classification of travellers,	1	Lecture, Pictorial Presentation and
	b, Factors influencing the growth of tourism, Types of tourism and basic components of tourism.	2	

	c,Elements of tourism. Positive and Negative impacts of tourism	1	Assignments.
	d,Activities of Department of Tourism.	1	
	e,Economic impact of tourism. Geographical Components of Tourism.	1	
Unit II	Travel Agency and Tour Operation business	6 Hours	Mode
	a, Concept of Travel and Tour Operations.	1	Lecture, Pictorial Presentation and Assignments.
	b, Types of Travel Agencies and Tour Operators.	1	
	c,History, Present status and future prospects of Travel Agency System.	1	
	d, The Indian Travel Agents and Tour Operators.	1	
e,Travel Agency and Tour Operators and Linkages and arrangements with hotels.	2		
Unit III	Tourism Marketing	6 Hours	Mode
	a, Need for marketing in Tourism.	1	Lecture, Pictorial Presentation, Case study and Assignments..
	b, Definition of Tourism marketing	1	
	c,The Tourism Products and Special features of Tourism Marketing.	1	
	d,Marketing process, marketing research ,Market segmentation and Market Targeting.	2	
e,Tourism promotion and Advertising. Public relation techniques.	1		
Unit IV	Function of a Travel Agency & Tour operator.	6 Hours	Mode
	a, Understanding the functions of a Travel Agent.	1	Lecture, Pictorial Presentation, Role Play and Assignments.
	b,Travel information and counselling to the tourists, Reservation and Ticketing, Documentation.	1	
	c,Sources of income, commission and service charges.	1	
	d,Functions, Types, Issuing Authority, Procedure for obtaining passport etc.	2	
e,Functions, Types, Issuing Authority, Procedure for obtaining visa. Other travel legislations.	1		
Unit V	Technology in Tourism	6 Hours	Mode
	a,Role of communication in travel, Modern mass media techniques.	1	Lecture, Pictorial Presentation and Assignments.
	b,Computer technology in tourism ,Uses of computers by Airlines ,Role of computers in reservations and Computers in railways.	2	
	c, Market research and tour package formulation.	1	
	d,Assembling, processing and disseminating information on destinations and preparation of itineraries.	1	
e,Handling of tour file, sources of income for tour operation.	1		

Course designed by Mr. M. S. Rajmohan and Mr. H. A. Nijay Bhuvanavel

Programme	B.Sc. Hotel Management & Catering Science	Programme Code	UHM
Course Code	20CHMC61	Number of Hours/Cycle	2
Semester	VI	Max. Marks	100
Part	IV	Credit	2
Value Added Course IV			
Course Title	Startup Management in Restaurant Business		

Preamble

This course is designed with the objective of creating awareness among learners in a startup and to provide more comprehensive knowledge and skills in the food and beverage business.

Unit I	Introduction to Entrepreneur and Entrepreneurship	6 Hours
	Entrepreneurship – Meaning – Importance, Types – Roles of Entrepreneurs in Economic Development – Qualities of an Entrepreneur – Entrepreneurship as a career. Entrepreneurship	

	development in India, Women and Rural Entrepreneurship	
Unit II	Institutions Support for start-up / Entrepreneurship	6 Hours
	Institutional arrangement for Entrepreneurship Development – D.I.C., I.T.C.O.T., S.I.D.C.O., N.S.I.C., M.S.M.E., – Institutional Finance to Entrepreneurs. T.I.I.C., S.I.D.B.I., Commercial Banks, Micro Finance Institutions – Incentives to small scale Industries. Meaning of Startup, Startup Tamilnadu - TANSIM, Start up Schemes by Tamilnadu Govt., Entrepreneurial Ecosystem – Ideation, Validation, Early Traction and Scaling. Incubation, Pre-incubation units, Practices to develop startup, innovation, entrepreneurship culture in educational institution	
Unit III	Project Proposal	6 Hours
	Project Report – Meaning and Importance – Project Identification – Contents of Project Report – Formulation of a project report – Project appraisal – Ownership structure, Intellectual Property, Market Feasibility – Technical Feasibility – Financial Feasibility and Economic Feasibility.	
Unit IV	Planning and operation of F&B outlets	6 Hours
	Different types of F&B Outlet, Importance and key concepts of Restaurant planning, Steps followed in opening an outlet, Points to be considered while planning an outlet, Physical layout of an outlet, Objectives of a good layout, Space calculation for various f&b outlets, The staff requirement calculation, Seating arrangements and selection & planning of equipments, factors to be considered while purchasing equipment, Calculating quantities of equipments required, Quality and purchase specification for different tableware.	
Unit V	Menu Planning and Interior Decoration	6 Hours
	Planning menu for an outlet, Menu content, Menu layout, Menu Display and constraints in menu planning. Planning the interiors of an outlet – Décor, Lighting, Colour, Furniture.	

Course designed by Mr. M.S.Rajmohan and Mr. H.A.Nijay Bhuvanavel

Pedagogy

Classroom Lecture method, Group Discussions, Assignments, Quiz, Brainstorming activities, Seminar and Powerpoint Presentations.

Text Books

1. **R.K. Singal**, (2013), "**Entrepreneurship Development and Management**", S.K.Kataria and Sons
2. **Arvind Kumar Bhatt** (2016), "**Innovation and Entrepreneurship**", Laxmi Publications

Reference Books

1. **Dr.S.S.Khanka** (2011), "**Entrepreneurial Development**", S.Chand & Company, Second Edition.
2. **Sucheta Gauba** (2020), "**Entrepreneurship**", Galgotia Publishing Company. Second Edition
3. **Dr.G.K.Varshney** (2019), "**Fundamentals of Entrepreneurship**", Sahitya Bhavan Publications, Second Edition.
4. **R.Singaravelan** (2016), "**Food and Beverage Service**", Oxford University Press, New Delhi, 2nd Edition.

E-Resources

- <https://www.himpub.com/documents/Chapter3507.pdf>
- <https://startuptn.in/>
- <https://www.ihmnotes.in/assets/Docs/Sem5/Food%20&%20Beverage%20Operations/ch-1%20PLANNING%20AND%20OPERATION%20OF%20FOOD.pdf>
- [https://www.ihmbbs.org/upload/CHAPTER3%20\(FOOD%20SERVICE%20AREAS%20&%20ANCILLARY%20DEPARTMENTS\).pdf](https://www.ihmbbs.org/upload/CHAPTER3%20(FOOD%20SERVICE%20AREAS%20&%20ANCILLARY%20DEPARTMENTS).pdf)
- <https://www.uou.ac.in/sites/default/files/slm/BHM-402T.pdf>

- <https://startuptn.in/https://www.ihmnotes.in/assets/Docs/Sem-2/F&b%20DOne/CH-2%20prepration%20for%20service.pdf>