



MGM University
Chhatrapati Sambhajnagar

Name of Faculty - Management & Commerce

Name of Institute - Institute of Hotel Management

Name of Department - Hotel Management

CURRICULUM BOOKLET

(With effect from Academic year 2024-25)

MGM University

Vision

- To ensure sustainable human development which encourages self-reliant and self-content society.
- To promote activities related to community services, social welfare and also Indian heritage and culture.
- To inculcate the culture of non-violence and truthfulness through vipassanna meditation and Gandhian Philosophy.
- To develop the culture of simple living and high thinking

Mission

- To impart state of art education and technical expertise to students and give necessary training to teachers to create self-reliant society for future.
- To encourage students to participate in Indian and International activities in sports, literature, etc. so that future generation becomes base for free and liberal society
- To educate students in areas like Management, Finance, Human relations to inculcate philosophy of simple living and high thinking value of simple economic society.
- To inculcate culture of non-violence and truthfulness through Vipassana.
- To sustain activities of Indian culture (viz. classical dance, music and fine arts) through establishing institutes like Mahagami, Naturopathy, etc.

विद्यापीठगीत

अत्त दिप भव भव प्रदिप भव,

स्वरूप रूप भव हो

ज्ञान सब्ब विज्ञान सब्ब भव ,

सब्ब दिप भव हो

अत्ताहि अत्त नो नाथो ,

अत्ताहि अत्त नो गति

अत्त मार्गपर अप्रमादसे है तुझे चलना

सब्ब का कल्याण हो ,

वो कार्यकुशल करना

सब्ब का उत्तम मंगल , पथप्रदर्शक हो

अत्त दिप भव भव प्रदिप भव ,

स्वरूप रूप भव हो

ज्ञान सब्ब विज्ञान सब्ब भव ,

सब्ब दिप भव हो

बुद्धमं शरनं गच्छामि :

धम्मं शरनं गच्छामि :

संघं शरनं गच्छामि :

Programs offered at IHM

Undergraduate Programmes	Postgraduate Programmes	PhD Programmes	PG Diploma / Diploma Programmes	Certificate Programmes
B.Sc. (Hotel Operations and Catering Services) / B.Sc. (Hons) / B.Sc. (Hons) with Research	M.Sc. (Hotel Operations and Catering Services)	-	Post Graduate Diploma in Hotel Operations	-
B.Sc. (Culinary Arts) / B.Sc. (Hons) / B.Sc.(Hons) with Research	-	-	Diploma Program in Hotel Operations	-
BBA in Aviation, Hospitality, and Travel & Tourism Studies / BBA (Hons) / BBA (Hons) with Research	-	-	Diploma Program in Bakery & Patisserie	-
-	-	-	-	-

Name of Program – B.Sc. (Hotel Operations and Catering Services) / B. Sc. (Hons) / B.Sc. (Hons) with Research

Duration – Four Years

Eligibility –

1. Maharashtra State Candidate.

(i) The Candidate should be an Indian National and having domicile of Maharashtra state and/or born in Maharashtra state.

(ii) The candidate should have passed 10+2 examination from recognized board or equivalent, with minimum of 40% marks (at least 35% in case of candidates of backward class categories, Economically Weaker Section and Persons with Disability belonging to Maharashtra State only). However, preference shall be given to the candidate obtaining non-zero positive score in MGMU-CET over the candidates who obtained non-zero score in PERA CET.

OR

2. All India Candidates –

(i) The Candidate should be an Indian National.

(ii) The candidate should have passed 10+2 examination from recognized board or equivalent, with minimum of 40% marks (at least 35% in case of candidates of backward class categories). However, preference shall be given to the candidate obtaining non-zero positive score in MGMU-CET over the candidates who obtained non-zero score in PERA CET.

Faculty: Management & Commerce**Institute Name:** Institute of Hotel Management**Program Name:** B.Sc. (Hotel Operations and Catering Services) /

B.Sc. (Hons) / B.Sc. (Hons) with Research

Program Type: UG**Duration:** 04 years (08 semesters)

First Year - Semester I												
Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	HOC32M ML101	Basic Food Production – Th.	Theory	3	3	-	60	40	100	-	16	40
Major	HOC32M ML102	Front Office Foundation – Th.	Theory	3	3	-	60	40	100	-	16	40
OE	-	Open Elective – I	Theory	2	2	-	30	20	50	-	8	20
OE	-	Open Elective – II	Theory	2	2	-	30	20	50	-	8	20
VSC	HOC32VS P101	Basic Food Production – Pr.	Practical	1	-	2	30	20	50	-	8	20
VSC	HOC32VS P102	Front Office Foundation – Pr.	Practical	1	-	2	30	20	50	-	8	20
SEC	HOC32SE L101	Computer Applications for Hospitality	Theory	2	2	-	30	20	50	-	8	20
AEC	-	AEC - I	Theory	2	2	-	30	20	50	-	8	20
IKS	HOC32IK L101	Hospitality Law	Theory	2	2	-	30	20	50	-	8	20
VEC	-	VEC - I	Theory	2	2	-	30	20	50	-	8	20
CC	-	Co-curricular Activities - I	Practical	2	-	4	30	20	50	-	8	20
Total Hrs / week = 26				22	18	8	-	-	650	-	-	260

First Year - Semester II												
Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	HOC32M ML103	Food & Beverage Service – Th.	Theory	3	3	-	60	40	100	-	16	40
Major	HOC32M ML104	Basic Housekeeping – Th.	Theory	3	3	-	60	40	100	-	16	40
Minor	-	Minor - I	Theory	2	2	-	30	20	50	-	8	20
OE	-	Open Elective – III	Theory	2	2	-	30	20	50	-	8	20
OE	-	Open Elective – IV	Theory	2	2	-	30	20	50	-	8	20
VSC	HOC32VS P103	Food & Beverage Service – Pr.	Practical	1	-	2	30	20	50	-	8	20
VSC	HOC32VS P104	Basic Housekeeping – Pr.	Practical	1	-	2	30	20	50	-	8	20
SEC	HOC32SE L102	Development of Soft Skills	Theory	2	2	-	30	20	50	-	8	20
AEC	-	AEC - II	Theory	2	2	-	30	20	50	-	8	20
VEC	-	VEC - II	Theory	2	2	-	30	20	50	-	8	20
CC	-	Co-curricular Activities – II	Practical	2	-	4	30	20	50	-	8	20
Total Hrs / week = 26				22	18	8	-	-	650	-	-	260

Second Year - Semester III												
Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	HOC32M ML201	Quantity Food Production – Th.	Theory	3	3	-	60	40	100	-	16	40
Major	HOC32M MP201	Quantity Food Production – Pr.	Practical	1	-	2	30	20	50	-	8	20
Major	HOC32M ML202	Front Office Operations – Th.	Theory	3	3	-	60	40	100	-	16	40
Major	HOC32M MP202	Front Office Operations – Pr.	Practical	1	-	2	30	20	50	-	8	20
Minor	-	Minor – II	Theory	4	4	-	60	40	100	-	16	40
OE	-	Open Elective – V	Theory	2	2	-	30	20	50	-	8	20
VSC	HOC32VS P201	Basics of Bakery & Patisserie – Pr.	Practical	1	-	2	30	20	50	-	8	20
VSC	HOC32VS P202	Introduction to Advanced Excel – Pr.	Practical	1	-	2	30	20	50	-	8	20
AEC	-	AEC – III	Theory	2	2	-	30	20	50	-	8	20
FP	HOC32FP J201	Project Work	Practical	2	-	4	30	20	50	-	8	20
CC	-	Co-curricular Activities – III	Practical	2	-	4	30	20	50	-	8	20
Total Hrs / week = 30				22	14	16	-	-	700	-	-	280

Second Year - Semester IV												
Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	HOC32M ML203	Food & Beverage Operations – Th.	Theory	3	3	-	60	40	100	-	16	40
Major	HOC32M MP203	Food & Beverage Operations – Pr.	Practical	1	-	2	30	20	50	-	8	20
Major	HOC32M ML204	Hotel Housekeeping – Th.	Theory	3	3	-	60	40	100	-	16	40
Major	HOC32M MP204	Hotel Housekeeping – Pr.	Practical	1	-	2	30	20	50	-	8	20
Minor	-	Minor – III	Theory	4	4	-	60	40	100	-	16	40
OE	-	Open Elective – VI	Theory	2	2	-	30	20	50	-	8	20
SEC	HOC32SE L201	Development of Entrepreneurial Skills	Theory	2	2	-	30	20	50	-	8	20
AEC	-	AEC – IV	Theory	2	2	-	30	20	50	-	8	20
CEP	HOC32CE P201	CEP – I	Practical	2	-	4	30	20	50	-	8	20
CC	-	Co-curricular Activities – IV	Practical	2	-	4	30	20	50	-	8	20
Total Hrs / week = 28				22	16	12	-	-	650	-	-	260

Third Year - Semester V												
Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	HOC32M ML301	Specialized Food Production – Th.	Theory	3	3	-	60	40	100	-	16	40
Major	HOC32M MP301	Specialized Food Production – Pr.	Practical	1	-	2	30	20	50	-	8	20
Major	HOC32M ML302	Beverage Services – Th.	Theory	3	3	-	60	40	100	-	16	40
Major	HOC32M MP302	Beverage Services – Pr.	Practical	1	-	2	30	20	50	-	8	20
Major Elec- I	HOC32M EL301/ HOC32M EL302	Event Management/ Total Quality Management	Theory	2	2	-	30	20	50	-	8	20
Major Elec. -II	HOC32M EL303/ HOC32M EL304	Travel Tourism/ Human Resource Management	Theory	2	2	-	30	20	50	-	8	20
Minor	-	Minor – VI	Theory	2	2	-	30	20	50	-	8	20
Minor	-	Minor – VII	Theory	2	2	-	30	20	50	-	8	20
VSC	HOC32VS P301	Advanced Bakery & Patisserie – Pr.	Practical	2	-	4	30	20	50	-	8	20
CEP	-	CEP – II	Practical	2	-	4	30	20	50	-	8	20
Total Hrs / week = 26				20	14	12	-	-	600	-	-	240

Third Year - Semester VI												
Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	HOC32M MP303	Food Production Industrial Exposure	Internship	4	-	8	60	40	100	-	16	40
Major	HOC32M MP304	Food & Beverage Service Industrial Exposure	Internship	4	-	8	60	40	100	-	16	40
Major Elec. III	HOC32M EP305	Non Core Department Industrial Exposure	Internship	4	-	8	60	40	100	-	16	40
Minor	-	Minor - VIII	Internship	4	-	8	60	40	100	-	16	40
OJT	HOC32JT I301	Housekeeping Industrial Exposure	Internship	4	-	8	60	40	100	-	16	40
Total Hrs / week = 40				20	-	40	-	-	500	-	-	200

Fourth Year - Semester VII												
Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	HOC32M ML401	Advanced Bakery & Patisserie – Th.	Theory	3	3	-	60	40	100	-	16	40
Major	HOC32M MP401	Advanced Bakery & Patisserie – Pr.	Practical	1	-	2	30	20	50	-	8	20
Major	HOC32M ML402	Food & Beverage Inventory Control – Th.	Theory	3	3	-	60	40	100	-	16	40
Major	HOC32M MP402	Food & Beverage Inventory Control – Pr.	Practical	1	-	2	30	20	50	-	8	20
Major	HOC32M ML403	Accommodation Operations – Th.	Theory	3	3	-	60	40	100	-	16	40
Major	HOC32M MP403	Accommodation Operations – Pr.	Practical	1	-	2	30	20	50	-	8	20
Major Elec. - IV	HOC32M EL401/H OC32ME L402	Retail Management/ Tourism Planning	Theory	2	2	-	30	20	50	-	8	20
Major Elec.- V	HOC32M EL403/H OC32ME L404	Customer Relationship Management / Disaster Management	Theory	2	2	-	30	20	50	-	8	20
RM	HOC32R ML401	Research Methodology	Theory	4	4	-	60	40	100	-	16	40
Total Hrs / week = 23				20	17	06	-	-	650	-	-	260

Fourth Year - Semester VIII												
Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	HOC32M ML404	Advanced Food Production – Th.	Theory	3	3	-	60	40	100	-	16	40
Major	HOC32M MP404	Advanced Food Production – Pr.	Practical	1	-	2	30	20	50	-	8	20
Major	HOC32M ML405	Food & Beverage Management – Th.	Theory	3	3	-	60	40	100	-	16	40
Major	HOC32M MP405	Food & Beverage Management – Pr.	Practical	1	-	2	30	20	50	-	8	20
Major	HOC32M ML406	Accommodation Management – Th.	Theory	3	3	-	60	40	100	-	16	40
Major	HOC32M MP406	Accommodation Management – Pr.	Practical	1	-	2	30	20	50	-	8	20
Major Elec. - VI	HOC32M EL405/H OC32ME L406	Material Management/ Hotel Engineering	Theory	2	2	-	30	20	50	-	8	20
Major Elec.-VII	HOC32M EL407/H OC32ME L408	Laundry and Linen Management/ MICE	Theory	2	2	-	30	20	50	-	8	20
OJT	HOC32JT I401	Internship	Field Work	4	-	8	60	40	100	-	16	40
Total Hrs / week = 27				20	13	14	-	-	650	-	-	260

Fourth Year - Semester VII												
Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	HOC32M ML401	Advanced Bakery & Patisserie – Th.	Theory	3	3	-	60	40	100	-	16	40
Major	HOC32M MP401	Advanced Bakery & Patisserie – Pr.	Practical	1	-	2	30	20	50	-	8	20
Major	HOC32M ML402	Food & Beverage Inventory Control – Th.	Theory	3	3	-	60	40	100	-	16	40
Major	HOC32M MP402	Food & Beverage Inventory Control – Pr.	Practical	1	-	2	30	20	50	-	8	20
Major Elec. - IV	HOC32M EL401/HOC32ME L402	Retail Management/ Tourism Planning	Theory	2	2	-	30	20	50	-	8	20
Major Elec. - V	HOC32M EL403/HOC32ME L404	Customer Relationship Management / Disaster Management	Theory	2	2	-	30	20	50	-	8	20
Minor	HOC32R ML401	Research Methodology	Theory	4	4	-	60	40	100	-	16	40
RP	HOCS32R PJ401	Research Project	Practical	4	-	8	60	40	100	-	16	40
Total Hrs / week = 26				20	14	12	-	-	600	-	-	240

Fourth Year - Semester VIII												
Course Category	Course Code	Course Title	Nature of Course	No. of Credits	Teaching (Contact hrs/ week)		Evaluation Scheme (Marks)			Minimum Passing (Marks)		
					L	P	Internal	External	Total	Internal	External	Total
Major	HOC32M ML404	Advanced Food Production – Th.	Theory	3	3	-	60	40	100	-	16	40
Major	HOC32M MP404	Advanced Food Production – Pr.	Practical	1	-	2	30	20	50	-	8	20
Major	HOC32M ML405	Food & Beverage Management – Th.	Theory	3	3	-	60	40	100	-	16	40
Major	HOC32M MP405	Food & Beverage Management – Pr.	Practical	1	-	2	30	20	50	-	8	20
Major Elec. - VI	HOC32M EL405/H OC32ME L406	Material Management/ Hotel Engineering	Theory	2	2	-	30	20	50	-	8	20
Major Elec.-VII	HOC32M EL407/H OC32ME L408	Laundry and Linen Management/ MICE	Theory	2	2	-	30	20	50	-	8	20
RP	HOCS32R PD401	Dissertation	Field work	8	-	16	60	40	100	-	16	40
Total Hrs / week = 30				20	10	20	-	-	500	-	-	200

Syllabus
B.Sc. (Hons.) Hotel Operations & Catering Services

SEMESTER - I

Course Code: HOC32MML101	Course Name: Basic Food Production - Th.	
Course Category: MM	Credit: 3	Teaching Scheme: L - 3 / P - 0
Evaluation Scheme: CA - 40 /MSE - 20/ ESE - 40		Duration: 2 hours
Prerequisites: - Students should have the basic knowledge about food production		
Course Objectives: Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.		
Course Outcome: CO1 -The subject will develop basic awareness of the technical skills required in the food production department. CO2 -It also gives a comprehensive insight into the commodities required, their characteristics uses and handling procedures. CO3 -This shall help students to produce the varieties of dishes suitable for the various establishments.		
Teaching pedagogies: PPT, classroom discussions, workshops		

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours

1	<p><u>Introduction to Professional Cookery & Professional Attributes</u></p> <p>Origin of Modern Cookery practices, Factors influencing eating habits, sectors of hospitality/ Catering Industry. Essentials of Continental food preparation. Essentials of Indian food preparation.</p> <p>Hygiene & safe practices in handling food.</p> <p>Aims & objectives of cooking food.</p> <p>Attitude towards your job, Personal Hygiene</p> <p>Uniforms, Care for your own health & safety.</p> <p>Safety practices & procedures - Accidents, types, nature, classification, Preventive measures for each type of accident, Reporting accidents, First aid - meaning, importance, and basic rules, Fire Prevention</p>	10
2	<p><u>Organization Structure in the Kitchen</u></p> <p>Types of establishments</p> <p>Classical kitchen brigade (English) for a five Star & Three Star Hotel.</p> <p>Duties & Responsibilities of Executive Chef & various Chefs.</p> <p>Co-ordination with other allied departments e.g. Stores, Purchases, Accounts, Service, Housekeeping, etc.</p>	8
3	<p><u>Cooking Utensils, Small Equipments & Fuels used in the kitchen</u></p> <p>Classification - knives, kitchen tools, Electric Food Pre-Preparation equipments, Refrigeration equipment, Food Holding Equipments, Hot plates & Heated Cupboards</p> <p>Properties, Advantages & Disadvantages of various materials used in tools & equipment.</p> <p>Precautions and Care in handling & maintenance of equipment.</p> <p>Heat Transfer Principles</p> <p>Classification, Types, Advantages & Disadvantages</p>	8

4	<p><u>Commodities used in the Catering Industry</u> Relationship of the classification with food groups studied Introduction to commodities in terms of sources, types, nature, uses, processing, by-products, market forms available, modes of packing, local market rate, storage principles & nutritive value for commodities and effect of heat and other factors on cooking (for the following) Cereals & Pulses Wheat , Rice & Other millets in the region Bengal gram, Green gram, Red gram Soya beans, kidney bean, double beans, locally available cereals and pulses. Sweeteners Sugar, Honey , Jaggery & Artificial Sweeteners Fats & Oils Butter, Oil, Lard, Suet, Tallow, Hydrogenated fat, Bread spreads Dairy products Milk, Cream, Cheese, Curd Vegetables Types of Vegetables- Root , Stem , Leafy, Fruits Types of Fruits - Fresh , Dried, Canned Eggs Spices, Herbs, Condiments & Seasonings</p>	8
5	<p><u>Introduction to food pre-preparation, Methods of Cooking, Texture, Accompaniments & Garnishes</u> - (To be stressed in Practicals) Preparation Methods Methods of Mixing Methods of Cooking Factors affecting textures in food Desirable & Non-Desirable Textures with examples Difference between Accompaniments & Garnishes</p>	6
6	<p><u>Stocks, Sauces and Soups</u> Definitions Classification Types Rules of Making Derivatives Recipes</p>	5
	TOTAL	45

Text Books: <ol style="list-style-type: none"> 1. Practical Cookery- Victor Ceserani & Ronald Kinton, ELBS - Publisher - Edward Arnold - Publishing Year 2004 2. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS - Publisher - Hodder Edu. - Publishing Year 2003
Reference Books: <ol style="list-style-type: none"> 1. Theory of Cookery - Mr. K. Arora, Publisher - Frank Brothers - Publishing Year 2008 2. Modern Cookery for Teaching & Trade Vol I- Ms. Thangam Philip, Publisher - Orient Blackswan Pvt. Ltd.
Online Resources: NPTEL / SWAYAM

Course Code: HOC32MML102	Course Name: Front Office Foundation - Th.	
Course Category: MM	Credit: 3	Teaching Scheme: L -3 / P - 0
Evaluation Scheme: CA - 40 /MSE - 20/ ESE - 40		Duration: 2 hours
Prerequisites: - Students should have the basic knowledge about front office.		
Course Objectives: <ul style="list-style-type: none"> • To establish the importance of Front Office and its role in the hospitality Industry. • To prepare the student to acquire basic knowledge and skills necessary for different tasks and aspects of the above. • To provide information on various tariff structures • To provide in-depth knowledge on Reservation procedures in hotels 		
Course Outcome: After the completion of this course , the Students will be able to: <ul style="list-style-type: none"> • CO1 - Identify the duties and responsibilities of front office staff, types of rooms and room plans • CO2 - Recognize the registration process applicable to the various categories of 		

guests <ul style="list-style-type: none"> • CO 3 - Handle the reservation request smoothly • CO 4 - Handle entire guest cycle from pre-arrival to after departure and also the Handling guest payments.
Teaching Pedagogies: PPT, classroom mocks, notes

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	Introduction to Hospitality Industry & Front Office Department Introduction and Definitions Classification of hotels Organizational chart of hotels (Large, Medium, Small) Sections and layout of Front Office Organizational chart of front office department (small, medium and large hotels) Duties and responsibilities of various staff. Attributes of front office personnel Co-ordination of front office with other departments of the hotel Equipments used (Manual and Automated)	8
2	Room Types & Tariffs Types of rooms. Food / Meal plans. Types of room rates . (Rack, FIT, crew, group, corporate, weekend etc.)	8
3	Role of Front Office Key control and key handling procedures Mail and message handling Paging and luggage handling Rules of the house [for guest and staff] Black list Bell Desk and Concierge	8

4	Reservations Importance of guest cycle (Various stages, sectional staff in contact during each stage) Modes and sources of reservation. Procedure for taking reservations (Reservation form, conventional chart, density chart, booking diary with their detailed working and formats) Computerized system (CRS, Instant reservations) Types of reservation (guaranteed, confirmed, groups, FIT) Procedure for amendments, cancellation and overbooking.	8
5	Guest Cycle Pre-arrival procedures Guest Arrival Guest Stay Guest Departures	8
6	Methods of Payment Credit card handling Traveler cheque, Personal cheque Handling cash Indian , Foreign currency Other methods of payment (Travel agent , Bill to Company etc.)	5
	TOTAL	45

Text Books:

1. Check-in Checkout (Jerome Vallen)
2. Hotel front Office Training Manual. (Sudhir Andrews) – Publisher Tata McGraw Hill – Publishing Year 2013

- Reference Books:** Principles of Hotel Front Office Operations (Sue Baker, P. Bradley, J. Huyton) Publisher Hospitality Press – Publishing Year 1998
2. Hotel Front Office (Bruce Braham) Publisher Stanley Thomes – Publishing Year 1993

Online Resources:

NPTEL / SWAYAM

Course Code: HOC32VSP101	Course Name: Basic Food Production – Pr.	
Course Category: VSC	Credit: 1	Teaching Scheme: L – 0 / P – 2
Evaluation Scheme: CA – 30 / PR – 20		Duration: 2 hours
Prerequisites: - Students should have the basic knowledge about food production		

Course Objectives:

Food Production is an integral part of the Hospitality Industry. To prepare the students to cater to the need of the industry, it is important to inculcate in them sound knowledge of the principles of Food Production so that they can be put to use in an efficient & effective way.

Course Outcome:

CO1 - The subject will develop basic awareness of the technical skills required in the food production department.

CO2 - It also gives a comprehensive insight into the commodities required, their characteristics uses and handling procedures.

CO3 - This shall help students to produce the varieties of dishes suitable for the various establishments.

Teaching pedagogies: PPT, group discussions, Notes

CURRICULUM:

Unit	Content	Teaching Hours
1	Introduction to various tools and their usage	2
2	Introduction to various commodities. (Physical Characteristics, weight & volume conversion, yield testing, etc.)	2
3	Food pre-preparation methods	2
4	Food Production as per Menu (total 12 menus would be prepared i.e. 12 practicals)	24
TOTAL		30

Text Books:

1. Practical Cookery- Victor Ceserani & Ronald Kinton, ELBS – Publisher - Edward Arnold – Publishing Year 2004

2. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS - Publisher - Hodder Edu. – Publishing Year 2003

Reference Books:

1. Theory of Cookery - Mr. K. Arora, Publisher - Frank Brothers – Publishing Year 2008

2. Modern Cookery for Teaching & Trade Vol I- Ms. Thangam Philip, Publisher - Orient Blackswan Pvt. Ltd.

Online Resources:

NPTEL / SWAYAM

Course Code: HOC32VSP102

Course Name: Front Office Foundation – Pr.

Course Category: VSC

Credit: 1

Teaching Scheme: L - 0 / P - 2

Evaluation Scheme: CA - 30 / PR - 20	Duration: 2 hours
Prerequisites: - Students should have the basic knowledge about food production.	
Course Objectives: <ul style="list-style-type: none"> • To train the students in the basic front office procedures • To enable the students to use the front office equipment's • To give enough knowledge on the duties of front office personnel • To give in-depth knowledge on handling guest enquiries in hotels 	
Course Outcome: After the completion of this course , the Students will be able to: <ul style="list-style-type: none"> • CO 1 - Understand the telephone etiquettes, handling of room keys, guests mails and messages • CO 2 - Learn to handle guest luggage, guest enquiries, and dealing with blacklisted guests • CO 3 - Learn the aspects of a room tariff • CO 4 - Understand the concept of bell desk and concierge 	
Teaching Pedagogies: PPT, group discussions, Notes, Classroom activities	

CURRICULUM:

Unit	Content	Teaching Hours
1	Telephone Etiquettes and telephone handling.	4
2	Handling room keys (issuing, receiving, missing keys, computerized key cards)	4
3	Handling guest mail (of guests who have checked out, in-house and expected)	4
4	Handling messages and paging for guests.	2
5	Luggage handling (along with left luggage procedure)	2
6	Handling guest enquiries	4
7	Handling guests who are blacklisted	2
8	Situations on basis of charging	2
9	Bell desk activities	2
10	Role play at front office	4
	TOTAL	30

Text Books:

1. Check-in Checkout (Jerome Vallen)

2.Hotel front Office Training Manual. (Sudhir Andrews) – Publisher Tata McGraw Hill
– Publishing Year 2013

Reference Books:

1.Principles of Hotel Front Office Operations (Sue Baker, P. Bradley, J. Huyton)
Publisher Hospitality Press – Publishing Year 1998

2.Hotel Front Office (Bruce Braham) Publisher Stanley Thomes – Publishing Year 1993

Online Resources:

NPTEL / SWAYAM

Course Code: HOC32SEL101	Course Name: Computer Applications for Hospitality	
Course Category: SEC	Credit: 2	Teaching Scheme: L - 2 / P - 0
Evaluation Scheme: CA - 20 / MSE-10/ ESE - 20		Duration: 2 hours
Prerequisites: - Students should have the basic knowledge about computers.		
Course Objectives: The subject aims to give a basic knowledge of computers and its operations and enables the student to operate the computer with enough practice to get confidence		
Course Outcome: CO1 - To acquire computers knowledge pertaining to hospitality industry should be able to utilize the computer & understand data analysis regarding policy decisions of the hotel management.		
Teaching pedagogies: PPT, Notes		

PRACTICAL TOPICS:

Unit	Content	Teaching Hours
1.	Computer Fundamentals Features of Computer System, Block Diagram, Hardware Input & Output Devices, CPU, RAM, ROM, Software - System, Application S/W, Networks - LAN, MAN, WAN, Topologies, Viruses - Types, Precautions	6
2.	WINDOWS & DOS and MS Office Features, Terminologies - Desktop, Windows, Wallpaper, Icons, File, Folder, etc., Windows Explorer- (Assignment with files, folders), Accessories - Paint, Notepad, Calculator. Introduction and Features, Internal Commands - DIR, CLS, VER, VOL, DATE, TIME, COPY, TYPE, REN, DEL, CD, MD, RD), External Commands - FORMAT, ATTRIB, SCANDISK, TREE, MORE, EDIT etc., Wildcards (question mark ?, asterisk *) MS Word, MS Excel, MS PowerPoint, MS Access	14
3.	INTERNET / E-MAIL History, Pre-requisites for Internet, Role of Modem, Services - Emailing, Chatting, Surfing, Blog, Search Engines, Browsers, Dial Up, Domains, Broadband, Concepts of Web upload, download,	5

	Threats - Spyware, Adware, SPAM	
4.	<u>E-Commerce, ERP Concepts & DBMS Concepts- (Data Base Management Systems)</u> Concepts of B-to-B, B-to-C, ERP concept, SAP Concepts Definition-DBMS, Table, Data Types, Record, Fields	5
	TOTAL	30

Text Books:

1. Computer Fundamentals - P.K. Sinha, or Rajaraman
2. A First Course In Computers - Sanjay Saxena Publisher Vikas Publishings -
Publishing Year 2001

Reference Books:

1. DOS Guide - Peter Norton
2. Mastering MS-OFFICE - Lonnie E. Moseley & David M. Boodey Publisher BPB
Publications - Publishing Year 1997

Online Resources:

- NPTEL / SWAYAM

Course Code: HOC32IKL101	Course Name: Hospitality Laws	
Course Category: IKS	Credit: 2	Teaching Scheme: L - 2 / P - 0
Evaluation Scheme: CA - 20 / MSE-10/ ESE - 20		Duration: 2 hours
Prerequisites: - Refer to the PPT		
Course Objectives: Students will about the different acts, types of contracts, procedures, conditions and policies. Students will remember the laws of hotels and restaurants under municipal corporation.		
Course Outcome: CO1 - Students will be able to remember about the Indian Contract act, consumers act, sales of goods act, food adulteration act, shops and establishments act and environmental protection act CO2 - Students will learn and remember the policies, licenses and the procedure and industrial legislation.		
Teaching Pedagogies: PPT, notes, group discussions		

CURRICULUM:

Unit	Content	Teaching Hours
1	Indian Contract Act Definition of Contract, Proposal, Agreement, Consideration, etc. Essentials of Valid contract Competent Parties Types of Contracts - valid, void and voidable. Performance of Contract Discharge of Contract Remedies for Breach of Contract Indemnity and Guarantee	4
2	Consumers Protection Act Definitions - Consumer, Complaint, Defect in goods, Deficiency in service, Unfair trade practice, Restricted trade practice Procedure for redressal of grievances before District Forum, State Commission, and National Commission. Other related provisions.	4
	Sale of Goods Act	3

3	Essentials of valid Sale Conditions and Warranties Unpaid seller and his rights Rights and duties of seller and buyer	
4	Food Adulteration Act Principles of food laws regarding prevention of food adulteration, definition, authorities under the act, procedure of taking a sample purchase right, warranties, guest control order or food services order in force from time to time. Essential commodities etc., and AGMARK	4
5	Shops and Establishments Act Procedure relating to registration of hotel, Lodges, Eating Houses, Restaurants, and other related provisions.	3
6	Environmental Protection Act - Important provisions under The Water (Prevention and control of Pollution Act The Air (Prevention and Control of Pollution) Act	3
7	Licenses and Permits Licenses and permits for hotels and catering establishments - Procedure for procurement, bye Laws of hotels and restaurant under municipal corporation - Renewal Suspension and termination of licenses.	4
8	Industrial Legislation Factory Act - Definition of Factory, Worker, Health Safety and Welfare provisions. Industrial Disputes Act - Definition of Industry, Manufacturing process, Industrial Dispute, provisions relating to strike, lock-out, retrenchment, lay-off and Authorities for settlement of Industrial Disputes. Payment of Wages Act - Definition of Wages, Authorized deductions from the wages Workmen's Compensation Act - Definition of Dependent, Disablement, Occupational disease, liability of the employer to pay compensation and amount of compensation.	5
TOTAL		30

Text Books:

1. Mercantile Law - N.D. Kapoor

Reference Books:

- 1 The students should refer to the respective Acts

Online Resources:
NPTEL / SWAYAM

SEMESTER -II

Course Code: HOC32MML103	Course Name: Food and Beverage Service - (Theory)	
Course Category: MM	Credit: 3	Teaching Scheme: L - 3 / P - 0
Evaluation Scheme: CA - 40 / MSE-20/ ESE - 40		Duration: 2 hours
<ul style="list-style-type: none"> • Prerequisites: - Student must go through the topic before they come for the session. • Students should refer the F&B service book from the library. 		
Course Objectives: <ul style="list-style-type: none"> • To know the origin of F&B service industry. • To know types of F&B service areas & various equipment's & its use. • To understand departmental hierarchy & interdepartmental relationship. • To understand different F&B service styles & menu knowledge. • To know various buffet set-ups, control methods & beverage classification. 		
Course Outcome: <ul style="list-style-type: none"> • CO1. Students will learn the origin of Food & beverage service industry, understand the commercial & Non-Commercial catering and know various F&B service outlets, its operations, F&B service equipment's & its use and the necessary care. • CO2. They will understand the departmental organizational structure, duties & responsibilities of F&B service personnel in coordination with other departments. Also, understand various type of services carried out in the hospitality sector and the required Mis-en-place & Mis-en-scene. • CO3. Students will remember the meal timings, will learn the SOP of serving dishes & understand the sequence of meal (course wise) along with its accompaniments. They will also remember the general principles, learn & understand the required forms & formats used for room service with the SOP. • CO4. Students will identify the names of the dishes placed at buffet. Understand the types of service required. In addition, learn various table set-ups. They will learn & apply the control system & understand the difference between KOT & BOT. Also, will remember & implement the flowchart in regards to billing. 		

- CO5. They will remember the beverage classification; understand various beverage types, its service, ingredients used in beer making, beer brands. In addition, understand the manufacturing process of making beer.

TEACHING PEDAGOGIES:

- Power Point Presentation
- Chalk & talk
- Experience sharing

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	<p>The Food & Beverage Service Industry and Food & Beverage Service Equipment</p> <p>Introduction to the Food & Beverage Industry</p> <p>Classification of Catering Establishments (Commercial & Non-Commercial)</p> <p>Introduction to Food & Beverage Operations (Types of F&B Outlets) - Restaurant, Coffee Shop, Room Service, Bars, Banquets, Snack Bar, Executive Lounges, Business Centers, Discotheques & Night Clubs, Auxiliary areas</p> <p>Types & Usage of Equipments- Furniture, Chinaware, Silverware & Glassware, Linen, Disposables, Special Equipment</p> <p>Care & maintenance</p>	6
2	<p>Food & Beverage Service Personnel</p> <p>Food & Beverage Service Organization Structure - Job Descriptions & Job Specifications</p> <p>Attitudes & Attributes of Food & Beverage personnel, competencies.</p> <p>Basic Etiquettes</p> <p>Interdepartmental relationship</p>	6

3	Types of Food & Beverage Service, Meals and Menu Knowledge 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, Automats, In-Room Dining - Forms & Formats, Process, staffing Breakfast - Introduction, Types, Service Methods, Brunch, Lunch, Hi - Tea, Dinner, Supper, Introduction to menu knowledge, Types -Ala Carte & Table d'hote, Menu Planning, considerations and constraints, Menu Terms Classical French Menu, Classical Foods & its Accompaniments with Cover	14
4	Buffets Definition Types of buffets Buffet equipment and tables set-up.	6
5	Control Methods 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.	5
6	Non - Alcoholic & Alcoholic Beverages Classification Hot Beverages - Types, Service Cold Beverages - Types, Service Alcoholic Beverages Definition Classification of Alcoholic Beverages Fermentation Process Beers - Ingredients used, Manufacturing Process, Types, brands	8
	TOTAL	45

Text Books:

1. Food & Beverage Service - Lillicrap & Cousins, ELBS - Publisher - Edward Arnold - Publishing Year 2005

Reference Books:

1. Food & Beverage Service Training Manual - Sudhir Andrews, Publisher - 2004 Tata McGraw Hill - Publishing Year 2013

Online Resources: NPTEL / SWAYAM
--

Course Code: HOC32MML104	Course Name: Basic Housekeeping (Theory)	
Course Category: MM	Credit: 3	Teaching Scheme: L - 3 / P - 0
Evaluation Scheme: CA - 40 / MSE-20 / ESE - 40		Duration: 2 hours
Prerequisites: -Reading of notes from different textbooks		
Course Objectives: Students should have the basic knowledge about the housekeeping.		
Course Outcome:		
<ul style="list-style-type: none"> • CO 1- Student will be able to remember and understand the departments that deals with cleaning, maintenance and aesthetic upkeep of the hotel, and attributes required for the staff to work in the housekeeping department. • CO 2- They will be able to understand different types of amenities provided in the guest room according to room type. • CO 3- Students will use different types of cleaning which can be used for different surfaces • CO 4- They will be able to understand and remember how to plan cleaning routine of different areas of the hotel, and the functions of control desk, handling of keys and lost & found article. 		
Teaching Pedagogies: PPT, Group discussion, Notes		

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	Introduction to House Keeping Department - Layout and Organization Importance & Functions of Housekeeping Guest satisfaction and repeat business House Keeping Areas - Front-of-the-house and Back-of-the-house areas, Guest Rooms, Public Areas, Maids Room, Indoor and Outdoor Areas Co-ordination with other Departments - Departments like Front Office, Engineering, F&B, Kitchen, Security, Purchase, HRD, Accounts Sections of the housekeeping department, their functions and layout Hierarchy in large, medium & small hotels Attributes of staff. Job Descriptions and Job Specifications	7
2	Guest Rooms Types Amenities & facilities for Standard & VIP guest rooms	6

3	Cleaning Equipments & Agents Classification, use, care & maintenance, Selection & purchase criteria Classification, use, care and storage, Distribution & Control, Selection Criteria	8
4	Cleaning Routine of Housekeeping Department General principles of cleaning Work routine for floor supervisors and chamber maids Rules of the floor Daily cleaning of occupied, departure, vacant, Under Repair & VIP rooms Evening service & second service procedures. Weekly / Periodic cleaning - Special Cleaning tasks to be carried out. Spring Cleaning procedures Areas to be maintained Daily, weekly and spring-cleaning procedures for various Public Areas such as Lobby / Lounge, Restaurants, Bar, Banquet Halls, Swimming Pool, Elevators and staircase & corridors.	8
5	Key Control & Control Desk Computerized keys Manual keys Key Control Procedures Importance of Control Desk Records maintained Functions performed by C.D.	8
6	Housekeeping Supervision and Lost & Found Procedure Importance of supervision Checklist for inspection Dirty Dozen Procedure for Guest articles Procedure for Lost Hotel Property Records maintained	8
	TOTAL	45

Text Books:

1. Housekeeping Training Manual - Sudhir Andrews
2. Modern Restaurant Service - John Fuller, Publisher - Hutchinson - Publishing Year 1988

Reference Books:

1. Hotel, Hostel & Hospital Housekeeping - Brenson & Lanox

Online Resources:

NPTEL / SWAYAM

Course Code: HOC32VSP103	Course Name: Food and Beverage Service – (PR)	
Course Category: VSC	Credit: 1	Teaching Scheme: L – 0 / P – 2
Evaluation Scheme: CA – 30 / PR – 20		Duration: 2 hours
Prerequisites: -		
<ul style="list-style-type: none"> • Student must go through the topic before they come for the session. • Students should see the relevant video for better understanding 		
Course Objectives:		
<ul style="list-style-type: none"> • To know different types of F&B service areas. • To identify various F&B service equipment's & its use. • To understand different F&B service styles & menu knowledge. • To know F&B service control methods & beverage classification 		
Course Outcome:		
<ul style="list-style-type: none"> • CO1. Students will learn the basic etiquettes; remember the do's & don'ts required in the Food & beverage industry. • CO2. Students will remember various F&B service equipment's, glassware, silverware, cutlery, crockery, etc. • CO3. Students will learn & implement various service types required for the industry. • CO4. Students will remember & apply the standard operating procedure right from set-up of the service until closing of the F&B service operations. 		
<u>TEACHING PEDAGOGIES:</u>		
<ul style="list-style-type: none"> • Demonstration. • Practice 		

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	Restaurant Etiquettes	02

2	Restaurant Hygiene practices	02
3	Mise-en-Place and Mise-en-Scene	02
4	Identification of Equipments	02
5	Laying & Relaying of Table cloth	02
6	Rules for laying a table	02
7	Carrying a Salver / Tray	02
8	Service of Water	02
9	Handling the Service Gear	02
10	Carrying Plates, Glasses & other Equipments	02
11	Clearing an Ashtray	02
12	Situations like spillage	02
13	Setting of Table d' hote and A La Carte covers.	02
14	Breakfast Table Lay - out and Service (Indian, American, English, Continental)	02
15	Crumbing, Clearing, Presenting the bill	02
	TOTAL	30

Text Books:

1. Food & Beverage Service - Lillicrap & Cousins, ELBS - Publisher - Edward Arnold - Publishing Year 2005
2. Modern Restaurant Service - John Fuller, Publisher - Hutchinson - Publishing Year 1988

Reference Books:

1. Food & Beverage Service Training Manual - Sudhir Andrews, Publisher - 2004 Tata McGraw Hill - Publishing Year 2013

Online Resources:

NPTEL / SWAYAM

Course Code: HOC32VSP104	Course Name: Basic Housekeeping (PR)	
Course Category: VSC	Credit: 1	Teaching Scheme: L - 0 / P - 2
Evaluation Scheme: CA - 30 / PR-20	Duration: 2 hours	
Prerequisites: - Watching different videos, reading theoretical part of the practical by descriptive notes.		
Course Objectives: Students will be able to remember the housekeeping departments and its basics. Students will learn different agents used for cleaning different types of surfaces. Students will be learning the bed making.		
Course Outcome: CO1 - Students will understand the concept of housekeeping in the hotel industry. CO2 - They will be able to understand the different types of cleaning agents, Equipments & guest room supplies used in the hotel guest rooms. CO3 - Students will understand the process of sweeping & mopping also polishing of different surfaces. CO4 - They will understand the bed making procedure and vacuum cleaning procedure. CO5 - Students will understand the use of scrubbing machine for different types of		

flooring
Teaching Pedagogies: PPT, Notes, Group discussion

CURRICULUM:

Practical No.	Title	Hours
1	Introduction to the Housekeeping department	2
2	Introduction to Cleaning Equipments & Cleaning Agents	2
3	Introduction to Guest Room & supplies and placement	4
4	Sweeping and Mopping - dry, wet.	2
5	Polishing of Laminated surfaces and Brass Articles.	2
6	Polishing of EPNS articles and Copper articles.	2
7	Cleaning of Glass surfaces.	2
8	Cleaning of oil painted surfaces.	2
9	Cleaning of plastic painted surfaces.	2
10	Vacuum Cleaning	2
11	Bed making	4
12	Cleaning of different floor finishes, & use of floor scrubbing machine	4
	TOTAL	30

Text Books:

1. Housekeeping Training Manual - Sudhir Andrews
2. Modern Restaurant Service - John Fuller, Publisher - Hutchinson - Publishing Year 1988

Reference Books:

1. Hotel, Hostel & Hospital Housekeeping - Brenson & Lanex

Online Resources:

NPTEL / SWAYAM

Course Code: HOC32SEL102	Course Name: Development of Soft Skills	
Course Category: SEC	Credit: 2	Teaching Scheme: L - 2 / P - 0
Evaluation Scheme: CA - 20 / MSE-10/ ESE - 20	Duration: 1 hours	
Prerequisites: - students should go through the study materials.		
<ul style="list-style-type: none">• Course Objectives: To make students industry ready. To make students aware about the professional etiquettes to be maintained in the industry.		
Course Outcome: CO1 - Students will remember the etiquettes necessary for personal development.		

CO2- students will learn and implement the presentation skills and business counselling skills.

CO3- Students will learn and implement the grooming and hair styling.

CO4- Students will remember the customer service skills, multitasking skills and professionalism.

Teaching Pedagogies: Classroom discussion, videos, workshops

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	Personal Development, Etiquette, Dressing	8
2	Communication Skills, Presentation Skills, Interview Preparation, Business Counseling	6
3	Personal Grooming, Makeup and Hair Styling, Impression Management	8
4	Customer Service Skills, Multitasking Skills, Professionalism	8
	TOTAL	30

Text Books:

1. Communication - C.S. Rayudu

Reference Books:

1. Effective Business Communication - Asha Kaul

Online Resources:

1. NPTEL / SWAYAM lectures.

SEMESTER - III

Course Code: HOC32MML201	Course Name: Quantity Food Production	
Course Category: MM	Credit: 3	Teaching Scheme: L - 3 / P - 0
Evaluation Scheme: CA - 60 / ESE - 40		Duration: 2 hours
Prerequisites: - Students should possess knowledge and skills needed to effectively manage and execute food production on a large scale, ensuring quality, safety, and efficiency.		

Course Objectives:

- To plan and develop the menu for large groups, considering nutritional balance, dietary restrictions, cost control, and food preferences.
- To learn methods for effective portion control and cost management to ensure profitability and reduce waste in quantity food production.
- To gain expertise in standardizing recipes and scaling them up or down without compromising quality and consistency.

Course Outcome:

- **CO1-** Students will be able to learn about the Indian regional cuisine's popular dishes, regional desserts, larder kitchen operations, charcutiere, sandwiches, galantine, mousse and moussiline pate and terrines, appetizers, salads, and dressing.
- **CO2** – They will learn and apply their knowledge about kitchen planning, different kitchen outlets, purchasing, store control, preparation and cooking, cost and quality control, portion control, standard recipe.
- **CO3** – They will learn and remember the meat cookery and its accompaniments.
- **CO4-** They will be able to learn and application of flour pastry and cheese.
- **CO5-** They will be able to learn, remember and apply the menu planning techniques wherever required.

Teaching Pedagogies:

- Power point presentation,
- Workshop,
- Seminar,
- Guest lecture

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	Indian Regional Cuisine -Regional Cuisines of Indian and Popular dishes and regional Desserts.	6
2	Larder Kitchen - Operations, Charcutiere, Sandwiches, Galantine, Mousse and Moussiline, Pate and Terrines, Appetizers Salads, Dressing.	6
3	Quantity food Production , Kitchen Planning, Different kitchen outlets(industrial , school, flight kitchen , Outdoor events) , Purchasing , Menu planning , Store control, Preparation and cooking, Cost control, Quality control, Portion control, Standard Recipe .	9

4	Meat Cookery -Poultry , Mutton, Lamb , Beef , Pork Quality factors , Cuts , Uses , Cooking Method , Recipes , Sausages , Accompaniments	8
5	Flour Pastry and cheese : Principles of Pastry Making, Short pastry , Puff Pastry , Filo Pastry, Choux Pastry, Types of Cheese , Country And origin of Cheese	8
6	Menu planning -17 Course menu , Table-d-hote , Carte de Jour, A la Carte , Banquet , Buffet , Cocktail , Point to consider to plan the menu .	8
	TOTAL	45

Text Books:

1. Practical Cookery- Victor Ceserani & Ronald Kinton, ELBS - Publisher - Edward Arnold - Publishing Year 2004
2. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS - Publisher - Hodder Edu. - Publishing Year 2003
3. Theory of Cookery - Mr. K. Arora, Publisher - Frank Brothers - Publishing Year 2008

Reference Books:

1. Modern Cookery for Teaching & Trade Vol I- Ms. Thangam Philip, Publisher - Orient Blackswan Pvt. Ltd.
2. The Professional Chef (4th Edition)- Le Rol A. Polsom
3. The book of Ingredients- Jane Grigson
4. Food Commodities- Bernard Davis

Online Resources:

NPTEL / SWAYAM

Course Code: HOC32MMP201	Course Name: Quantity Food Production - Pr.	
Course Category: MM	Credit: 1	Teaching Scheme: L - 0 / P - 2
Evaluation Scheme: CA - 30 / ESE - 20		Duration: 2 hours
Prerequisites: - Students should be knowledgeable and skills needed to effectively manage and execute food production on a large scale, ensuring quality, safety, and efficiency.		
Course Objectives:		
<ul style="list-style-type: none"> • To be able to learn how to plan and develop menus for large groups, considering nutritional balance, dietary restrictions, cost control, and food preferences. Cooking Techniques: Develop skills in various cooking methods suitable for quantity food production, such as baking, grilling, roasting, steaming, and frying. • To be able to learn methods for effective portion control and cost management to ensure profitability and reduce waste in quantity food production. Team Coordination and Communication: Understand the importance of coordination and communication with other departments, such as procurement, service, and nutrition, to ensure seamless operations. • To be able to Gain expertise in standardizing recipes and scaling them up or down without compromising quality and consistency. 		
Course Outcome:		
<p>CO1 – Students will be learn & implement Canapés - 6 types, Cheese board 6 types of cheese with accompaniments, Indian Cuisine – Maharashtra Thali Veg/NonVeg</p> <p>CO2 – They will be learn & implement Indian Cuisine - Panjabi Thali Veg/NonVeg, Indian Cuisine – Gujarati Thali Veg/NonVeg , Indian Cuisine - Rajsthani Thali Veg/NonVeg</p> <p>CO3 – They will be learn & implement Indian Cuisine -Bengali cuisine Veg/NonVeg, Indian Cuisine- Kokan cuisine Veg/NonVeg, Indian Cuisine- Andhara Thali Veg/NonVeg</p> <p>CO4 – They will be learn & implement Indian Cuisine- Kerala Thali Veg/NonVeg, Indian Cuisine Kashmir Thali Veg/NonVeg, Indian Cuisine Karnataka Thali Veg/NonVeg</p> <p>CO5 – They will be learn & implement Pastry – Jam tart , Choux Pastry , Puff pastry, Bulk Cooking (Mid Day Meal Factory Visit) Bulk Cooking (@ social Event with Planning ,Costing & Service)</p>		
Teaching Pedagogies:		
<u>Demonstration, Hands on Training, Workshop</u>		

PRACTICAL TOPICS:

Practica 1 No.	Title
1	Canapés - 6 types
2	Cheese board 6 types of cheese with accompaniments (Industrial Visit)
3	Indian Cuisine - Maharashtra Thali Veg/NonVeg
4	Indian Cuisine - Panjabi Thali Veg/NonVeg
5	Indian Cuisine - Guajarati Thali Veg/NonVeg
6	Indian Cuisine - Rajasthani Thali Veg/NonVeg
7	Indian Cuisine -Bengali cuisine Veg/NonVeg
8	Indian Cuisine- Kokan cuisine Veg/NonVeg

9	Indian Cuisine- Andhara Thali Veg/NonVeg
10	Indian Cuisine- Kerala Thali Veg/NonVeg
11	Indian Cuisine Kashmir Thali Veg/NonVeg
12	Indian Cuisine Karnataka Thali Veg/NonVeg
13	Pastry – Jam tart , Choux Pastry , Puff pastry
14	Bulk Cooking (Mid Day Meal Factory Visit)
15	Bulk Cooking (@ social Event with Planning ,Costing & Service)

Text Books:

1. Practical Cookery- Victor Ceserani & Ronald Kinton, ELBS – Publisher - Edward Arnold – Publishing Year 2004
2. Theory of Catering- Victor Ceserani & Ronald Kinton, ELBS - Publisher - Hodder Edu. – Publishing Year 2003
3. Theory of Cookery - Mr. K. Arora, Publisher - Frank Brothers – Publishing Year 2008

Reference Books:

1. Modern Cookery for Teaching & Trade Vol I- Ms. Thangam Philip, Publisher - Orient Blackswan Pvt. Ltd.

2. The Professional Chef (4th Edition)- Le Rol A. Polson
3. The book of Ingredients- Jane Grigson
4. Food Commodities- Bernard Davis

Online Resources:

NPTEL / SWAYAM

Course Code: HOC32MML202	Course Name: Front Office Operations – Th.	
Course Category: MM	Credit: 3	Teaching Scheme: L – 3 / P – 0
Evaluation Scheme: CA – 60 / ESE – 40		Duration: 2 hours
Prerequisites: - Reference handouts		
Course Objectives:		
<ul style="list-style-type: none"> • To familiarize the students on Preparation various Accounts • To give information on various tariff structures • To give in-depth knowledge on various sales techniques used in hotels • To impart the knowledge on computer applications used in front office. 		
Course Outcome:		
After the completion of this course , the Students will be able to:		
<ul style="list-style-type: none"> • CO1 – Acquire the information on various accounting procedures. • CO2 – Acquire the knowledge on situation handling. • CO3 – Familiarize with the night auditing procedure in the hotel. • CO 4 – Understand the various sales techniques, forecasting techniques, and the process of establishing room tariff. 		
Teaching Pedagogies:		
PowerPoint presentation, Mocks, lab practicals		

CURRICULUM:

Unit	Content	Teaching Hours
1	Front Office Accounting 1.1. Accounting fundamentals (types of accounts, ledger, folios, vouchers) 1.2. Record keeping system (non automated, semi-automated and fully automated) 1.3. Credit Monitoring and Charge Privileges 1.4. Cash sheet	8
2	Reports & Calculations of various Statistical data using 2.1. Formulae 2.2.(ARR, Room occupancy %, Double Occupancy%, Foreign Occupancy %, Local Occupancy %, House count) 2.3 Daily Report, Revenue Report, Discrepancy Report etc.	7
3	Guest Relations & Situation Handling 3.1 Hospitality Desk 3.2 Functions and role 3.3 Maintenance of records like guest history card etc) 3.4 Special personality traits for a Guest Relations Executive 3.5 Complaint handling procedure 3.6 Dealing with unusual situations(Death, theft, fire etc)	8
4	Night Audit 4.1 Concept of Night Audit and Role of Night Auditor 4.2 Night Auditors Report 4.3 Auditing Process	7
5	Sales Techniques 5.1 Various Sales Tools 5.2 Role of Front Office Personnel in maximizing occupancy 5.3 Repeat guests & Return Reservations 5.4 Offering Alternatives and Suggestive Selling 5.5 Business related Marketing Techniques	8
6	Establishing Room Rates & Forecasting Room Availability 6.1 Rule of Thumb Approach, Hubbart's Formula 6.2 Useful forecasting Data 6.3 Room Availability Forecast 6.4 Forecast forms [sample]	7
TOTAL		45

Text Books:

1. Hotel front Office Training Manual - Sudhir Andrews
2. Front Office Operations - Jatashankar Tiwari

Reference Books:

1. Managing Front Office Operations - Micheal Kasavana , Richard M Brook
2. Professionals Housekeeper - Georgina Tucker, Schneider, Mary Scoviak

Online Resources: NPTEL / SWAYAM
--

Course Code: HOC32MMP202	Course Name: Front Office Operations – Pr.	
Course Category: MM	Credit: 1	Teaching Scheme: L - 0 / P - 2
Evaluation Scheme: CA - 30 / ESE - 20		Duration: 2 hours
Prerequisites: - students should remember the basics of front office.		
Course Objectives: <ul style="list-style-type: none"> • To familiarize the students on Preparation various Accounts • To give information on various tariff structures • To give in-depth knowledge on various sales techniques used in hotels • To impart the knowledge on computer applications used in front office. 		
Course Outcome: <u>After the completion of this course , the Students will be able to:</u> <ul style="list-style-type: none"> • CO1 – Handle front office software for various activities viz. posting charges, credit monitoring, allowing early-check-ins or late checkouts, etc. • CO2 – Perform sales techniques to the guests. • CO3 – Prepare reports for the front office department • CO4 - Handle the various situations at the front office • CO5- Know forecasting techniques used in the front office 		

Teaching Pedagogies:

Practicals, Mocks, situation handling

CURRICULUM:

Practical No.	Title & Contents	Hours
1	Posting charges in guest folio	2
2	Practical applications of Credit Monitoring	2
3	Practical applications of Charge Privilege	2
4	Late Check-outs	2
5	Late Charges	2
6	V.P.O. and Miscellaneous vouchers	2
7	Allowance vouchers	2
8	Dealing with guests at the hospitality desk (enhancing the guest experience)	2
9	Up-selling	2
10	Suggestive Selling	2
11	Formats of Night audit process	2
12	Preparing Forecast sheets-week	2
13	Increasing Repeat Guests	2
14	Encouraging Return reservation	2
15	Overbooking	2
	TOTAL	30

Text Books:

1. Hotel front Office Training Manual - Sudhir Andrews
2. Front Office Operations - Jatashankar Tiwari

Reference Books:

1. Managing Front Office Operations - Micheal Kasavana , Richard M Brook
2. Professionals Housekeeper - Georgina Tucker, Schneider, Mary Scoviak

Online Resources:

NPTEL / SWAYAM

Course Code: HOC32VSP201	Course Name: Basics of Bakery & Patisserie – Pr.	
Course Category: VSC	Credit: 1	Teaching Scheme: L – 0 / P – 2
Evaluation Scheme: CA – 30 / ESE – 20		Duration: 2 hours
Prerequisites: - Students should know about Importance of maintaining cleanliness and safety in the kitchen, Safe handling and storage of ingredients and equipment.		
Course Objectives:		
<ul style="list-style-type: none"> • To be able to understand the students the essential baking techniques required for creating a variety of baked goods, including breads, cakes, and pastries. • To be able to understand the students prepare different types of dough, such as yeast dough, puff pastry, and short crust pastry, with precision and consistency. • To able to equip students with the skills to bake and decorate cakes, understanding the basics of sponge preparation, frosting, and decorating techniques. • To able to develop students' ability to manage their time effectively and organize their workspace for maximum productivity during baking tasks. 		
Course Outcome:		
CO1 – Students will be learn & remember Introduction Bakery & Patisserie Lab & Introduction All Ingredient and Equipment, Basic Bread Dough Preparation, Bread Making Procedure Step by Step , Bread Roll, Sandwich Bread, Burger Bun, Hot Dog		

, Pizza Base

CO2 – They will be learn & implement One stage method, Sponge method, Creaming method, Rubbing method, Melting method, Royal icing, Ganache , Butter creams, Chocolate fudge, Fresh Cream, Piped cookies, Dropped cookies ,Bar cookies, Sheet cookies, stencil cookies

CO3 - They will be learn & implement Classic dough , Laminated and layered dough , Short crust dough, Choux paste, Simple Sponge, Eggless Sponge, Butter Sponge, Pineapple Cake , Swiss Roll, Fruit Cake, Black Forest Cake

CO4- They will be learn & implement Khari , Cream Roll, Palmier, Danish pastry cinnamon roll, Veg Puff, Chicken Puff, Vanilla Cup Cake, Chocolate Cup cake, Banana Muffin , Choco Chip Muffin

CO5- They will be learn & implement Margarita Pizza, Neapolitan pizza, Greek pizza, Dark Chocolate, Milk Chocolate, White Chocolate, Chocolate Brownie, Fruit Cake, Slice Cake.

Teaching Pedagogies – Demonstration, Hands on Training, Workshop

PRACTICAL TOPICS:

Practical No.	Title & Contents	Hours
1.	Introduction Bakery & Patisserie Introduction Bakery & Patisserie Lab & Introduction All Ingredient and Equipment	2
2.	Basic Bread Preparation Basic Bread Dough Preparation, Bread Making Procedure Step by Step	2
3.	Basic Bread Bread Roll, Sandwich Bread, Burger Bun, Hot Dog , Pizza Base	2
4.	BASIC BISCUITS & COOKIE MIXING METHODS One stage method, Sponge method, Creaming method, Rubbing method Melting method.	2
5.	ICINGS Royal icing, Ganache , Butter creams, Chocolate fudge, Fresh Cream,	2
6.	SPECIALITY COOKIES Piped cookies, Dropped cookies ,Bar cookies, Sheet cookies stencil cookies	2
7.	PASTRY DOUGHS Classic dough , Laminated and layered dough , Short crust dough, Choux paste	2

8.	Basic Sponge Preparation Simple Sponge, Eggless Sponge, Butter Sponge,	2
9.	Cake Preparation Pineapple Cake , Swiss Roll, Fruit Cake, Black Forest Cake	2
10.	Pastry Preparation Khari , Cream Roll, Palmier, Danish pastry	2
11.	Pastry Preparation cinnamon roll, Veg Puff, Chicken Puff,	2
12.	Muffins & Cup Cake Vanilla Cup Cake, Chocolate Cup cake, Banana Muffin , Choco Chip Muffin	2
13.	International Pizza Preparation Margarita Pizza, Neapolitan pizza, Greek pizza	2
14.	Chocolate Preparation Dark Chocolate, Milk Chocolate, White Chocolate	2
15.	Sweet Bread Preparation Chocolate Brownie, Fruit Cake, Slice Cake	2
	TOTAL	30

Text Books:

1. Food Hygiene and Sanitation- -S. Roday-Hill Publication
2. F&B controls- Richard Kotas
3. Food safety in the Hospitality Industry - -Tim Knowles
4. Nutrition for food service and culinary professionals - -Karen Eich Drummond and Lisa M Bereferel

Reference Books:

1. Financial planning and analysis- - Jaks Kivela.
2. Book- Modern Trends in Hospitality industry - R. K. Singh
3. Food Safety Management Systems- - Nafari
4. Theory of Cookery - Krishna Arora - Frank Bros. Publication
5. Modern cookery I & II - Thangam E Philip. - Orient Publications

Online Resources:

- NPTEL / SWAYAM

Course Code: HOC32VSP202**Course Name:** Introduction to Advanced Excel**Course Category:** VSC**Credit:** 1**Teaching Scheme:** L - 0 / P - 2

Evaluation Scheme: CA - 30 / ESE - 20	Duration: 2 hours
Prerequisites: - Remember the basics of Excel.	
Course Objectives: This course is designed by keeping in mind the importance of MS excel in business, preparing analytical report, inventory controlling, and other important MIS for the hotel business.	
Course Outcome: CO1 - To provide basic knowledge of excel to students from business perspective. CO2 - To provide information of various formulas of excel. CO3 - To provide knowledge of various functions used in analysis of data.	
Teaching Pedagogies: PPT, Notes	

CURRICULUM:

Unit	Content	Teaching Hours
1	Excel Overview 1.1 Cell Basics, Modify Row, Column, Cells, Formatting Cells, Worksheet Basics 1.2 Page Layout, Simple Formulae 1.3 Relative and Absolute Cell Reference 1.4 Basic Functions 1.5 IF and related functions 1.6 Power functions 1.7 Statistical functions 1.8 Group rows or columns 1.9 Math functions 1.10 Date and Time functions 1.11 Array formulas and functions 1.12 Reference functions 1.13 Text functions 1.14 Information functions 1.15 Hide and show groups, Create a subtotal, View groups by level	11
2	Pivot Tables, What-If Analysis 2.1 Create a PivotTable 2.2 Pivoting data 2.3 Change the row 2.4 Add columns 2.5 Add a filter 2.6 Add a slicer Create a PivotChart 2.7 Various charts (Bar, Column, Pie, Line, etc.) 2.8 Lookup and reference	11
3	Advance Filtering, Dashboard 3.1 Working with tables	8

3.2Filter and sorting functions 3.3Setting up data for outlining 3.4Formatting picture styles 3.5Creating linked worksheets 3.6Formatting Column row tiles 3.7Dashboard Introduction 3.8Creating Dashboards 3.9Pivot Table in Dashboard	
TOTAL	30

Text Books:

2. Excel 2019 Bible, Wiley
3. Excel 2019 All in one for Dummies, Slaying Excel Dragons

Reference Books:

1. Power Pivot and Power BI, by Rob Collie and Avichal Singh

Online Resources:

NPTEL / SWAYAM

SEMESTER - IV

Course Code: HOC32MML203	Course Name: Food & Beverage Operations	
Course Category: MM	Credit: 3	Teaching Scheme: L - 3 / P - 0
Evaluation Scheme: CA - 60 / ESE - 40		Duration: 2 hours
Prerequisites: -Student must go through the topic before they come for the session. Students should refer the F & B service book from the library.		
Course Objectives:		
<ul style="list-style-type: none"> • To know the organizational structure, duties & responsibilities of F & B service staff • To know F & B service procedures & apply order taking & billing methods of guest. • To understand departmental flow of work, briefing & de-briefing. • To understand the dos & don'ts of Ala Carte & Table d hote menu knowledge. • To know classification of non-alcoholic beverages & its service procedure. 		
Course Outcome:		
<ul style="list-style-type: none"> • CO1. Students will learn to execute the banquet operations with various types of table set-ups, menu planning & make use of F & B service equipment's with standard Operating procedure. • CO2. They will understand specialized service, different types of trolleys, its service Procedure, will learn food service techniques. Students will also know & apply the Computerized control system & implement the billing method techniques. • CO3. Students will be able to design the menu as per guest's preference & make the required set-up. They will work as per SOP in a restaurant for pre-preparation of F & B service, clearance & billing procedure. 		
TEACHING PEDAGOGIES:		
<ul style="list-style-type: none"> • Power Point Presentation • Chalk & talk • Experience sharing 		

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	Banquets: 1.1 Introduction & Banquets 1.2 Organizational structure of Banquet 1.3 Duties & responsibilities of banquet staff 1.4 Types of function (Formal, Informal, Social) 1.5 Forms & formats & administrative procedures 1.6 Function equipment's 1.7 Table set- up's 1.8 Seating arrangements 1.9 Menu planning (Indian & International)	9
2	Room service: 2.1 Introduction to in-room dining 2.2 Equipment's required for room service 2.3 Room service procedure 2.4 Mise-en-place activities for room service 2.5 Advantages & disadvantages of room service 2.6 Collecting & clearance procedures	6
3	Gueridon Service: 3.1 Origin & definition 3.2 Types of Trolleys 3.3 Service procedures 3.4 Equipment's used on trolley service 3.5 Misc-e-en place for gueridon service 3.6 Food preparation techniques 3.7 Advantages of gueridon service 3.8 Limitations in gueridon service	8
4	Order taking & Billing methods: 4.1 Introduction 4.2 Checking system in food service operations 4.3 Methods of taking food order 4.4 Types of KOT 4.5 Computerized system 4.6 Advantages of Computerized system 4.7 Billing methods	7

5	Service Procedure: 5.1 Introduction 5.2 Rules to be observed while waiting at the table 5.3 Briefing & De-briefing 5.4 Flow of work in a restaurant 5.5 General service procedure for lunch or dinner 5.6 Service procedure for Ala Carte lunch or dinner in a fine dine restaurant. Service procedure of Table d hotel menu 5.7 Do's & don'ts during service	7
6	Non-Alcoholic Beverages 6.1 Introduction & Definition 6.2 Non-alcoholic beverages 6.3 Classification of non-alcoholic drinks 6.4 Types of tea 6.5 Service procedure of tea 6.6 Types of Coffee 6.6 Service procedure of coffee 6.8 Glossary of terms	8
	TOTAL	45

Text Books:

1. Food & Beverage service - Oxford
2. Food & Beverage Management - Sudhir Andrews

Reference Books:

1. Food and Beverage Service - Dennis Lillicrap
2. Food and Beverage Service - Vijay Dhawan

Online Resources:

NPTEL / SWAYAM

Course Code: HOC32MMP203	Course Name: Food & Beverage Operations	
Course Category: MM	Credit: 1	Teaching Scheme: L - 0 / P - 2
Evaluation Scheme: CA - 30 / ESE - 20		Duration: 2 hours
Prerequisites: -		
<ul style="list-style-type: none"> • Student must go through the topic before they come for the session. • Students should see the relevant video for better understanding. 		
Course Objectives:		
<ul style="list-style-type: none"> • To remember & apply the SOP for pre guest arrival procedure. • To identify type of Banquet event & make the required set-up. • To understand different F & B service styles & menu knowledge. • To know F & B service procedures, clearance & bill settlement. 		
Course Outcome:		
<ul style="list-style-type: none"> • CO1. Students will remember the SOP during pre-guest arrival procedure. • CO2. They will learn various Banquet seating set-ups, serving style procedure. • CO3. Students will be able to design, make the required set-up • CO4. Students will remember, apply the standard operating procedure of serving, Clearing, settling the bills guest see off. 		
TEACHING PEDAGOGIES:		
<ul style="list-style-type: none"> • Demonstration • Practice 		

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	Pre-guest arrival procedure	2
2	Banquet seating styles	2
3	Serving styles	2
4	Procedure for in-room dining service	2
5	Mise-en-place for Gueridon service	2
6	Setting Ala Carte & Table d hote cover	2
7	Briefing & De-briefing for F&B outlets	2

8	Presenting & setting of guest bills	2
9	Designing a Menu	2
10	Clearance of soup bowls/ Cups	2
11	Crumbing down procedure	2
12	Settling of bills & seeing off guest	2
13	Service of water & soft beverages	2
14	Service of Tea & Coffee	2
15	Service of soup	2
	TOTAL	30

Text Books:

1. Food & Beverage service - Oxford
2. Food & Beverage Management - Sudhir Andrews

Reference Books:

1. Food and Beverage Service - Dennis Lillicrap
2. Food and Beverage Service - Vijay Dhawan

Online Resources:

NPTEL / SWAYAM

Course Code: HOC32MML204	Course Name: Hotel Housekeeping	
Course Category: MM	Credit: 3	Teaching Scheme: L - 3 / P - 0
Evaluation Scheme: CA - 60 / ESE - 40		Duration: 2 hours
Prerequisites: - Reading of Notes from different textbooks.		
Course Objectives: <ul style="list-style-type: none"> • He will be able to prepare different types of flower arrangements. • The students will be able to prepare the contract for the contractual services. • The students will be able to focus on interior decoration, pest control & Purchase procedure. 		
Course Outcome: <p>CO1 – Students will be able to understand the concept of budget, contractual services, interior designing and the role of textiles in star hotels.</p> <p>CO2 - Students will be able to understand the purchasing system followed in hotel industry.</p> <p>CO3 - Students will be able to understand the operation followed in linen room & laundry of start hotels.</p> <p>CO4 - Students will be able to understand the concept of flower arrangement & importance of it in different star hotels.</p>		
Teaching pedagogies: PPT, Notes, Group discussions		

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours
1	Budget and Budget Control & Contractual Services <ul style="list-style-type: none"> 1.1 Definition, Concept 1.2 Types of Budget 1.3 Housekeeping Room Cost 1.4 Jobs given on contract by Housekeeping 1.5 Advantages & Disadvantages 1.6 Pricing a contract 	08

2	Interior Designing & Pest Control 2.1 Definition, Concept 2.2 Principles & Elements of Design 2.3 Snagging List 2.4 Types of Pests 2.5 Preventive and Control Measures	08
3	Textile in Hotels 3.1 Classification of fibers with examples 3.2 Characteristics and uses of fabrics used in Hotel Industry	04
4	Purchasing System 4.1 Identification & Selection of Supplier 4.2 Purchase Procedure 4.3 Concept of ROL	08
5	Linen & Uniform room Operations, Laundry 5.1. Layout of Linen Room 5.2. Classification & Selection of Linen 5.3. Classification of Bed, Bath, & Restaurant Linen 5.4. Sizes of Linen 5.5. Calculation of Linen requirement 5.6. Linen Control – Linen Inventory 5.7. Par stock, Linen Coverage 5.8. Discard management 5.9. Types of laundry equipments & uses 5.10. Typical laundry layout 5.11. Laundry Procedures 5.12. Stains Removal	12
6	Flower Arrangement 6.1 Concept, Importance & Principles 6.2 Types and shapes 6.3 Tools, Equipments and Accessories 6.4 Conditioning of Plant Materials	05
	TOTAL	45

Text Books:

1. Fibres & Fabrics – Brenda Piper Publisher Annerley Publications
2. Housekeeping Training Manual – Sudhir Andrews

Reference Books:

1. Hotel, Hostel & Hospital Housekeeping – Brenson & Lanex

Online Resources:

NPTEL / SWAYAM

Course Code: HOC32MMP204	Course Name: Hotel Housekeeping	
Course Category: MM	Credit: 1	Teaching Scheme: L - 0 / P - 2
Evaluation Scheme: CA - 30 / ESE - 20		Duration: 2 hours
Prerequisites: - Reading of notes from different textbooks.		
Course Objectives:		
<ul style="list-style-type: none"> • The students will know the types of stain, identification and removal. • They will understand the detailed laundry procedure in a hotel. • They will understand the layout of guest room, records maintenance, purchase, role of color wheel and staff requirements. 		
Course Outcome:		
<ul style="list-style-type: none"> • CO1: To understand the identification, types and procedure of stain removal. • CO2: To understand the basic layout of guest room. • CO3: To understand the laundry, layout, procedure & equipment used in laundry in a star hotel. • CO4: To understand the documents & records, color wheel, staff requirement calculation and daily consumption in housekeeping department. 		
Teaching pedagogies: PPT, Notes		

CURRICULUM:

Practical No.	Title	Hours
1	Types of Stain Removal	2
2	Identification of Stains	2
3	Procedure of Stain Removal	2
4	Introduction to laundry	2
5	Laundry Layout	2

6	Laundry Procedure	2
7	Laundering Procedure - Starching / Blueing / Ironing	2
8	Introduction to Laundry Equipment	2
9	Use of different Equipments in the laundry	2
10	Basic layout of a Guest Room	2
11	Formats of purchase records such as purchase order, bin card, requisition slip etc.	2
12	Color Wheel	2
13	Calculation of staff requirement for housekeeping department for 5 star hotels.	2
14	Preparing duty Rota for supervisory staff, And Chamber Maids.	2
15	Daily & monthly consumption sheet.	2
	TOTAL	30

Text Books:

1. Fibres & Fabrics - Brenda Piper Publisher Annerley Publications
2. Housekeeping Training Manual - Sudhir Andrews

Reference Books:

2. Hotel, Hostel & Hospital Housekeeping - Brenson & Lanex

Online Resources:

NPTEL / SWAYAM

Course Code: HOC32SEL201	Course Name: Development of Entrepreneurial Skills	
Course Category: SEC	Credit: 2	Teaching Scheme: L - 2 / P - 0
Evaluation Scheme: CA - 30 / ESE - 20		Duration: 1 hours
Prerequisites: - Course material reference		
Course Objectives:		
<ul style="list-style-type: none"> • The importance of Entrepreneurship development is to create & enable the entrepreneurs initiating & sustaining the process of economic development. • To understand the technical, operational & financial feasibility required for setting up an entrepreneurial project. • This will develop an attitude to be competitively ahead in the dynamic market situation. 		
Course Outcome:		
<p>CO1-Student will be able to remember the introduction to entrepreneurship, concept and the qualities required to be an entrepreneur.</p> <p>CO2-They will be able to implement all the skills required to be a successful entrepreneur in future.CO3 - This will develop an attitude to be competitively ahead in the dynamic market situation.</p>		
Teaching Pedagogies:		
Classroom discussions, PPT's, group discussions		

CURRICULUM:

Unit No.	Title & Contents	Teaching Hours

1	Introduction to Entrepreneurship 1.1 Concept, Meaning & Definition 1.2 Qualities & Attributes required for Entrepreneurship 1.3 Functions performed by Entrepreneur's 1.4 Need & importance of Entrepreneurship 1.5 Types of Entrepreneurs 1.6 Task of Entrepreneurs 1.7 Entrepreneurs & Manager 1.8 Entrepreneur - Pros & Cons	8
2	Entrepreneurial Skills 2.1 Introduction to Entrepreneurial skills 2.2 Entrepreneurial Traits & Characteristics 2.3 Entrepreneurial Personality Traits 2.4 Entrepreneurial Skills & types 2.5 Benefits of Personality Development 2.6 Developing Personality Attributes 2.7 Social skills 2.8 Communication skills	8
3	Entrepreneurial Development Programmes: 3.1 Concept of EDP 3.2 Objectives of EDP 3.3 Structure of EDP 3.4 Stages/ Phases of EDP 3.5 Challenges for EDP 3.6 Myths about EDP 3.7 Benefits of EDP	7
4	Entrepreneurial Skill Development: 4.1 Introduction to Skill development 4.2 Types of skills 4.3 Five Business skills 4.4 Skill Development 4.5 Skill requirement & Skill development 4.6 Stages in Skill development 4.7 Skills required for Team work	7
	TOTAL	30

Text Books:

1. Entrepreneurial Development – S S Khanka
2. Entrepreneurship Development -EPG Pathshala

Reference Books:

1. Entrepreneurship Development - MSBTE

Online Resources:

NPTEL / SWAYAM

