



CBCS CURRICULUM OF
HOTEL MANAGEMENT & CATERING TECHNOLOGY
SUBJECT CODE = BHMCT

FOR UNDER GRADUATE COURSES UNDER RANCHI UNIVERSITY



Implemented from
Academic Session 2019-2023

**Members of Board of Studies of CBCS Under- Graduate Syllabus
in 4-Year Degree Course of Hotel Management & Catering Technology (BHMCT)
Programme
as per Guidelines of the Ranchi University, Ranchi.**

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COURSE STRUCTURE FOR 4YRS UNDERGRADUATE DEGREE PROGRAMME [BHMCT]**Table AI-1: Distribution of 160 Credits** [*wherever there is a practical there will be no tutorial and vice –versa.]

Course	Papers	Credits Theory + Practical	Credits Theory + Tutorial
I. Core Course		(DSC A to D)	
04 Courses from each of the 03 discipline of choice			
Theory	4x3=12 Papers	12X4=48	12X5=60
Practical/Tutorial*	4x3=12 Papers	12X2=24	12X1=12
II. Elective Course (EC)			
A. Discipline Specific Elective in Sem I-VI		(DSE A & B)	
02 Courses from each of the 03 discipline of choice			
Theory	2X3=6 Papers	6X4=24	6X5=30
Practical/ Tutorial*	2X3=6 Papers	6X2=12	6X1=6
B. Discipline Specific Elective in Sem VII-VIII		(DSE A & B)	
02 Courses from each of the 03 discipline of choice			
Theory	2X3=6 Papers	6X6=36	6X6=36
III. Ability Enhancement Compulsory Courses (AECC)			
1. English Communication	1 Paper	1X2=2	1X2=2
2. Environmental Science	1 Paper	1x2=2	1x2=2
3. Skill Enhancement Course of the Core Course opted	6 Papers	(SEC 1 to 6) 6X2=12	6X2=12
			Total Credit = 160

Table AI-1.1: Course structure for B.H.M.C.T. Degree Programme

Semester	Subject (Core Courses) 12 Papers	Allied (Elective Courses) 6 Papers	Ability Enhancement (Compulsory Course) 6 Papers	Total Credits
Sem-I	DSC-1A, DSC-2A, DSC-3A (6+6+6=18 Credits)	---	English Communication (02 Credits)	20 Credits
Sem-II	DSC-1B, DSC-2B, DSC-3B (6+6+6=18 Credits)	---	EVS (02 Credits)	20 Credits
Sem-III	DSC-1C, DSC-2C, DSC-3C (6+6+6=18 Credits)	---	SEC-1 (02 Credits)	20 Credits
Sem-IV	DSC-1D, DSC-2D, DSC-3D (6+6+6=18 Credits)	---	SEC-2 (02 Credits)	20 Credits
Sem-V	---	DSE-1A, DSE-2A, DSE-3A (6+6+6=18 Credits)	SEC-3 (02 Credits)	20 Credits
Sem-VI	---	DSE-1B, DSE-2B, DSE-3B (6+6+6=18 Credits)	SEC-4 (02 Credits)	20 Credits
Sem-VII	---	DSE-4A, DSE-5A, DSE-6A (6+6+6=18 Credits)	SEC-5 (02 Credits)	20 Credits
Sem-VIII	---	DSE-4B, DSE-5B, DSE-6B (6+6+6=18 Credits)	SEC-6 (02 Credits)	20 Credits

Total = 160 Credits

COURSES OF STUDY FOR 4-YEAR B.H.M.C.T.**Table AI-2 Subject Combinations allowed for B.H.M.C.T. Programme (160 Credits)**

Core Subject CC 12 Papers	Discipline Specific Elective Course DSE 12 Papers	Skill Enhancement Course SEC 6 Papers	Ability Enhancement Compulsory Course AECC 2 Papers
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Table AI-2.1 Semester wise Examination Structure for Mid Sem & End Sem Examinations:

Sem	Core, Allied SE/ DC & Compulsory FC Courses			Examination Structure			
	Paper Code	Code Th/Pr	Credits	Papers	Mid Semester Theory (F.M.)	End Semester Theory (F.M.)	End Semester Practical/ Viva (F.M.)
I	AECC	AE	2	English Communication	--	100	--
	DSC 1A	C1A	6	Food Production Foundation -I +Pr	15	60	25
	DSC 2A	C2A	6	Food & Beverage Service Foundation -I +Pr	15	60	25
	DSC 3A	C3A	6	Accommodation & Room Division Operations Foundations -I +Pr	15	60	25
II	EVS	EVS	2	Environment Studies	--	100	--
	DSC 1B	C1B	6	Food Production Foundation –II +Pr	15	60	25
	DSC 2B	C2B	6	Food & Beverage Service Foundation –II +Pr	15	60	25
	DSC 3B	C3B	6	Accommodation & Room Division Operations Foundations -II +Pr	15	60	25
III	SEC 1	SEC 1	2	Personality Skills for Hospitality - Learning from Industry (Pr)	--	--	75 + 25
	DSC 1C	C1C	6	Food Production Operations - Industry Exposure -1 (Pr)	--	--	75 + 25
	DSC 2C	C2C	6	Food & Beverage Service Operations - Industry Exposure -1 (Pr)	--	--	75 + 25
	DSC 3C	C3C	6	Accommodation and Room Division Operations Industry Exposure -1 (Pr)	--	--	75 + 25
IV	SEC 2	SEC 2	2	Accounting Skills for Hospitality	--	100	--
	DSC 1D	C1D	6	Introduction to Indian Cookery +Pr	15	60	25
	DSC 2D	C2D	6	Food & Beverage Service Operations -II +Pr	15	60	25
	DSC 3D	C3D	6	Accommodation & Room Division Operations -II +Pr	15	60	25
V	SEC 3	SEC 3	2	Introduction to Computer Applications	--	100	--
	DSE 1 A/C/E Any One	E1A/ E1C/ E1E	6	1A. Regional Cuisines of India -I +Pr/ 1C. Food & Beverage Service Management -I +Pr/ 1E. Accommodation Management-I +Pr	15	60	25
	DSE 2A	E2A	6	Researching for Hospitality & Tourism Management	25	75	--
	DSE 3A	E3A	6	Hospitality Laws	25	75	--
VI	SEC 4	SEC 4	2	Introduction to Catering Management	--	100	--
	DSE 1 B/D/F	E1B/ E1D/ E1F	6	1B. Regional Cuisines of India -II +Pr / 1D. Food & Beverage Service Management -II +Pr/ 1F. Accommodation Management-II +Pr	15	60	25
	DSE 2B	E2B	6	Project work	--	--	100
	DSE 3B	E3B	6	Hospitality Marketing	25	75	--

VII	SEC 5	SEC-5 A/B/C	2	A. Skill enhancement for Media Journalism in Hospitality & Tourism/ B. Application of Computers in Hospitality & Tourism (Pr)/ C. Web Applications in Hospitality (Pr)	--	100	--
		A-Th, B&C-Pr			--	--	100
	DSE 4A	E4A	6	Human Resource Management	25	75	--
	DSE 5A	E5A	6	Safety, Security and Travel Documentation	25	75	--
	DSE 6-10 A	E6A/ E7A/ E8A/ E9A/ E10A	6	Select Any One from List given below: 6A: Retail Management	25	75	--
7A: Food Service Management 8A: Accommodation Management 9A: Culinary Management 10A: Front Office Management				15	60	25	
VIII	SEC 6	SEC-6 D/E/F	2	D. Writing Skills for Hospitality (Writing of Industrial Reports (Pr)/ E. Hospitality Operation Software Skills (Pr)/ F. Trade Presentation Skills (Pr)	--	--	75 + 25
	DSE 4B	E4B	6	Human Resource Practices (Industry Exposure) (Pr)	--	--	75 + 25
	DSE 5B	E5B	6	Safety, Security and Travel Documentation Facilitation Management Practices (Industry Exposure) (Pr)	--	--	75 + 25
	DSE 6-10 B	E6B/ E7B/ E8B/ E9B/ E10B	6	One from List given below for Industry Exposure-II 6B: Practices in Retail Management (Pr) 7B: Practices in Food Service Management (Pr) 8B: Practices in Accommodation Management (Pr) 9B: Practices in Culinary Management (Pr) 10B: Practices in Front Office Management (Pr)	--	--	75 + 25

Note:

- * T ≈ Theory, Pr ≈ Practicals
- * The 'DSE 1 B/D/F' paper in Semester VI will remain same as opted 'DSE 1 A/C/E' in Semester V.
- * The 'DSE 6-10 B' paper in Semester VIII will remain same as opted 'DSE 6-10 A' in Semester VII.

SEMESTER I

4 Papers**Total 100 x 4 = 400 Marks****I. ABILITY ENHANCEMENT COMPULSORY COURSE (AECC)**

(Credits: Theory-02)

ENGLISH COMMUNICATION**Theory: 30 Lectures****Marks : 100 (ESE 3Hrs) =100****Pass Marks Th ESE = 40*****Instruction to Question Setter for******End Semester Examination (ESE):***

There will be **two** group of questions. **Group A is compulsory** and will contain **three** questions. **Question No.1 will be very short answer type** consisting of **ten** questions of **1** mark each. **Question No.2 & 3 will be short answer type** of **5** marks. **Group B will contain descriptive type** six questions of **20** marks each, out of which any **four** are to answer.

Note: There may be subdivisions in each question asked in Theory Examinations.

OBJECTIVE: To equip students effectively to acquire skills in reading, writing, comprehension and communication, as also to use electronic media for English Communication.

Unit I: Communication – Definition, stages, barriers, types: verbal and non-verbal, Listening- Meaning, Nature and importance, Principles of Good Listening.

Unit II: Class-presentation (Oral for five minutes) on any of the above-mentioned topics: Descriptive writing, expansion of an idea.

Unit III: Writing skills –, notice writing, advertisement writing, précis writing, essay writing, letter writing (applications), Business letter formats (letters of enquiry, replies and complaints), resume writing, covering letter

Unit IV: Vocabulary building: One word substitution, synonyms and antonyms, idioms and phrases

Suggested Reading:

- Technical Communication*, M.H. Rizvi, Tata McGrawhill
 - Effective Business Communication*, Asha Kaul
 - Developing Communication Skills*, Krishnamohan
 - Functional Grammar and Spoken and Written Communication in English*, Bikram K. Das, Orient Blackswan
 - Precis, Paraphrase and Summary*, P.N. Gopalkrishnan, Authors Press
 - Communication Skills*, Sanjay Kumar and Pushplata, Oxford Publication
-

II. CORE COURSE –DSC-1A:

(Credits: Theory-04, Practicals-02)

Marks : 15 (MSE: 1Hr) + 60 (ESE: 3Hrs) + 25 (Pr 3Hrs)=100 Pass Marks: Th (MSE + ESE) =30 + Pr ESE =10

Instruction to Question Setter for***Mid Semester Examination (MSE):***

There will be two group of questions. Group A is compulsory and will contain five questions of very short answer type consisting of 1 mark each. Group B will contain descriptive type three questions of five marks each, out of which any two are to answer.

End Semester Examination (ESE):

There will be two group of questions. Group A is compulsory and will contain two questions. Question No.1 will be very short answer type consisting of ten questions of 1 mark each. Question No.2 will be short answer type of 5 marks. Group B will contain descriptive type five questions of fifteen marks each, out of which any three are to answer.

Note: There may be subdivisions in each question asked in Theory Examinations.

FOOD PRODUCTION FOUNDATION -I**Theory: 60 Lectures**

- Unit – 1 Professional Kitchen & Cooking:** - Introduction, Definition, and its importance; Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts(Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade, , Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments.
- Unit – 2 Kitchen Equipments, Fuels & Safety:** Kitchen Equipments, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures, Fuel – Types, Usage and Precautions. Fire - Introduction, Types and handling fires and usage of extinguishers; Basic First Aid- Burns, Scalds, Cuts
- Unit – 3 Ingredients used in cooking:** Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, and Salt, Sweeteners, Fat, Milk and Milk Products: - Introduction, Types, Purchasing, Storing Considerations and their key uses in kitchen
- Unit – 4 Stocks, Sauces, Soups and Salads:** Stocks: Introduction, Classification, Usage, Preparation; Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces, making of good sauce, emerging trends, Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation. Salads: Introduction, compositions, types, dressings, emerging trends.
-

DSC- 1A PRACTICALS:**60 Lectures****Marks : Pr (ESE: 3Hrs) =25****Pass Marks: Pr (ESE) = 10*****Instruction to Question Setter for******End Semester Examination (ESE):****The evaluation of Practical Examination may be as per the following guidelines:*

<i>Practical</i>	<i>= 15 marks</i>
<i>Practical record notebook</i>	<i>= 5 marks</i>
<i>Viva-voce</i>	<i>= 5 marks</i>

FOOD PRODUCTION FOUNDATION -I [PRACTICALS]

- ❖ Understanding Personal Hygiene & Kitchen Hygiene
- ❖ Grooming for Professional Kitchen – Do's & Don't's
- ❖ Understanding kitchen Layouts.
- ❖ Familiarisation with kitchen equipments and tools
- ❖ Fuels –Their usage and precautions
- ❖ Kitchen First Aid
- ❖ Handling Fire
- ❖ Familiarization, identification of commonly used ingredients in kitchen
- ❖ Preparation of Stocks, Mother Sauces and at least two derivatives each.
- ❖ Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Cooking Essentials for the New Professional Chef
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
- Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
- The Professional Chef: Le Rol A. Polsom
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers

III. CORE COURSE –DSC-2A:

(Credits: Theory-04, Practicals-02)

Marks : 15 (MSE: 1Hr) + 60 (ESE: 3Hrs) + 25 (Pr 3Hrs)=100 Pass Marks: Th (MSE + ESE) =30 + Pr ESE =10

Instruction to Question Setter for***Mid Semester Examination (MSE):***

There will be **two** group of questions. **Group A is compulsory** and will contain five questions of **very short answer type** consisting of 1 mark each. **Group B will contain descriptive type** three questions of five marks each, out of which any two are to answer.

End Semester Examination (ESE):

There will be **two** group of questions. **Group A is compulsory** and will contain two questions. **Question No.1 will be very short answer type** consisting of ten questions of 1 mark each. **Question No.2 will be short answer type** of 5 marks. **Group B will contain descriptive type** five questions of fifteen marks each, out of which any three are to answer.

Note: There may be subdivisions in each question asked in Theory Examinations.

FOOD & BEVERAGE SERVICE FOUNDATION –I**Theory: 60 Lectures**

- Unit – 1 Professional Kitchen & Cooking:** - Introduction, Definition, and its importance; Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts(Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade, , Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments.
- Unit – 2 Kitchen Equipments, Fuels & Safety:** Kitchen Equipments, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures, Fuel – Types, Usage and Precautions. Fire - Introduction, Types and handling fires and usage of extinguishers; Basic First Aid- Burns, Scalds, Cuts
- Unit – 3 Ingredients used in cooking:** Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, and Salt, Sweeteners, Fat, Milk and Milk Products: - Introduction, Types, Purchasing, Storing Considerations and their key uses in kitchen
- Unit – 4 Stocks, Sauces, Soups and Salads:** Stocks: Introduction, Classification, Usage, Preparation; Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces, making of good sauce, emerging trends, Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation. Salads: Introduction, compositions, types, dressings, emerging trends.
-

DSC- 2A PRACTICALS:**60 Lectures****Marks : Pr (ESE: 3Hrs) =25****Pass Marks: Pr (ESE) = 10*****Instruction to Question Setter for******End Semester Examination (ESE):****The evaluation of Practical Examination may be as per the following guidelines:*

<i>Practical</i>	<i>= 15 marks</i>
<i>Practical record notebook</i>	<i>= 5 marks</i>
<i>Viva-voce</i>	<i>= 5 marks</i>

FOOD & BEVERAGE SERVICE FOUNDATION -I

- ❖ Understanding Personal Hygiene & Food Service Hygiene
- ❖ Grooming for Professional Food Service – Do's & Don't's
- ❖ Understanding Food Service Outlets.
- ❖ Familiarisation with Food Service equipments and tools
- ❖ Fuels –Their usage and precautions while dealing with them in F&B Outlets
- ❖ Handling Fire and Emergency Procedures
- ❖ Familiarization, identification of crockery, cutlery, hollowware, flatware and tableware in F&B Outlets
- ❖ Services of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)
- ❖ Understanding Service Methods, Setting up of Side Station, Table Layouts, Napkin Folding and Presenting Menus.

Suggested Readings:

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousins. Publisher: ELBS
- Food & Beverage Service Management – Brian Varghes
- Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill.
- Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F & B Service- Brown, Heppner & Deegan
- Menu Planning- Jaks Kivela, Hospitality Press
- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management – Brian Varghese
- The Restaurant (From Concept to Operation)
- The Waiter Handbook By Graham Brown

IV. CORE COURSE –DSC-3A:

(Credits: Theory-04, Practicals-02)

Marks : 15 (MSE: 1Hr) + 60 (ESE: 3Hrs) + 25 (Pr 3Hrs)=100 Pass Marks: Th (MSE + ESE) =30 + Pr ESE =10***Instruction to Question Setter for******Mid Semester Examination (MSE):***

There will be **two** group of questions. **Group A is compulsory** and will contain five questions of **very short answer type** consisting of 1 mark each. **Group B will contain descriptive type** three questions of five marks each, out of which any two are to answer.

End Semester Examination (ESE):

There will be **two** group of questions. **Group A is compulsory** and will contain two questions. **Question No.1 will be very short answer type** consisting of ten questions of 1 mark each. **Question No.2 will be short answer type** of 5 marks. **Group B will contain descriptive type** five questions of fifteen marks each, out of which any three are to answer.

Note: There may be subdivisions in each question asked in Theory Examinations.

ACCOMMODATION & ROOM DIVISION OPERATIONS, FOUNDATIONS –I

Theory: 60 Lectures

- Unit – 1 **Accommodation Sector:**** - Introduction, Concept, and its importance; Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others in India, Organisation Structure of Hotels; Origin, growth and development of Hotel Sector in India.(ITC, The Taj Group, The Oberoi Group), Foreign Hotel Chains in India – Hilton, Marriott, Hyatt
- Unit – 2 **The Guest Accommodation:**** Guest Rooms, Types, Layouts, Salient Features, Description, Guest Room amenities, supplies and services, Floors, Room Name List Patterns, Guest Elevators, Floor Pantries, Guest Safety on Floors, Guest Safety Procedures during Fire, emergencies
- Unit – 3 **Hotel Front Office :**** Front Office Introduction, Functions and its importance, Different sections of the front office department and their layout and importance – Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Inter and Intra- department coordination. Organisation structure of Front Office, Key Responsibilities, Job Descriptions, Attributes of Front Office Personnel, Uniform and Grooming Standards.
- Unit – 4 **Hotel Housekeeping:**** Introduction, Meaning and definition Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department, a career in the Housekeeping department. Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Role' of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff – skills of a good Housekeeper, Inter departmental Coordination with more emphasis on Front office and the Maintenance department, Hygiene and Grooming Standards of Housekeeping Personnel

DSC- 3A PRACTICALS:**60 Lectures****Marks : Pr (ESE: 3Hrs) =25****Pass Marks: Pr (ESE) = 10*****Instruction to Question Setter for******End Semester Examination (ESE):****The evaluation of Practical Examination may be as per the following guidelines:*

<i>Practical</i>	<i>= 15 marks</i>
<i>Practical record notebook</i>	<i>= 5 marks</i>
<i>Viva-voce</i>	<i>= 5 marks</i>

ACCOMMODATION & ROOM DIVISION OPERATIONS, FOUNDATIONS -I

- ❖ Understanding Personal Hygiene Grooming Standards
- ❖ Understanding Layouts of Front Office and Housekeeping.
- ❖ Familiarisation with equipments and tools
- ❖ Rooms layout and standard supplies. (Amenities)
- ❖ DO'S and Don'ts for new entrants/employees in the front office
- ❖ Hotel terminology

Note: For focused inputs of accommodation the practical hours may be split up i.e first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credit equivalence.

Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Housekeeping and Front Office – Jones
- Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks

SEMESTER II

4 Papers**Total 100 x 4 = 400 Marks****I. ABILITY ENHANCEMENT COMPULSORY COURSE (AECC)**

(Credits: Theory-02)

Marks : 100 (ESE: 3Hrs) =100**Pass Marks Th ESE = 40***Instruction to Question Setter for**End Semester Examination (ESE):**There will be **objective type test** consisting of hundred questions of 1 mark each. Examinees are required to mark their answer on **OMR Sheet** provided by the University.***AECC – ENVIRONMENT STUDIES****Theory: 30 Lectures****Unit 1 : Introduction to environmental studies**

Multidisciplinary nature of environmental studies;

Scope and importance; Concept of sustainability and sustainable development.

(2 lectures)**Unit 2 : Ecosystems**

What is an ecosystem? Structure and function of ecosystem; Energy flow in an ecosystem: food chains, food webs and ecological succession. Case studies of the following ecosystems :

Forest ecosystem

Grassland ecosystem

Desert ecosystem

Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)

(2 lectures)**Unit 3 : Natural Resources : Renewable and Non--renewable Resources**

Land resources and landuse change; Land degradation, soil erosion and desertification.

Deforestation: Causes and impacts due to mining, dam building on environment, forests, biodiversity and tribal populations.

Water: Use and over--exploitation of surface and ground water, floods, droughts, conflicts over water (international & inter--state).

Energy resources: Renewable and non renewable energy sources, use of alternate energy sources, growing energy needs, case studies.

(5 lectures)**Unit 4 : Biodiversity and Conservation**

Levels of biological diversity: genetic, species and ecosystem diversity; Biogeographic zones of India; Biodiversity patterns and global biodiversity hot spots

India as a mega--biodiversity nation; Endangered and endemic species of India

Threats to biodiversity: Habitat loss, poaching of wildlife, man--wildlife conflicts, biological invasions; Conservation of biodiversity: In--situ and Ex--situ conservation of biodiversity.

Ecosystem and biodiversity services: Ecological, economic, social, ethical, aesthetic and Informational value.

(5 lectures)

Unit 5 : Environmental Pollution

Environmental pollution: types, causes, effects and controls; Air, water, soil and noise pollution

Nuclear hazards and human health risks

Solid waste management: Control measures of urban and industrial waste.

Pollution case studies.

(5 lectures)

Unit 6 : Environmental Policies & Practices

Climate change, global warming, ozone layer depletion, acid rain and impacts on human communities and agriculture

Environment Laws: Environment Protection Act; Air (Prevention & Control of Pollution) Act; Water (Prevention and control of Pollution) Act; Wildlife Protection Act; Forest

Conservation Act. International agreements: Montreal and Kyoto protocols and Convention on Biological Diversity (CBD).

Nature reserves, tribal populations and rights, and human wildlife conflicts in Indian context.

(4 lectures)

Unit 7 : Human Communities and the Environment

Human population growth: Impacts on environment, human health and welfare.

Resettlement and rehabilitation of project affected persons; case studies.

Disaster management: floods, earthquake, cyclones and landslides.

Environmental movements: Chipko, Silent valley, Bishnois of Rajasthan.

Environmental ethics: Role of Indian and other religions and cultures in environmental conservation.

Environmental communication and public awareness, case studies (e.g., CNG vehicles in Delhi).

(3 lectures)

Unit 8 : Field work

Visit to an area to document environmental assets: river/ forest/ flora/fauna, etc.

Visit to a local polluted site--Urban/Rural/Industrial/Agricultural.

Study of common plants, insects, birds and basic principles of identification.

Study of simple ecosystems--pond, river, Delhi Ridge, etc.

(Equal to 4 lectures)

Suggested Readings:

- Raziuddin, M., Mishra P.K. 2014, *A Handbook of Environmental Studies*, Akanaksha Publications, Ranchi.
 - Mukherjee, B. 2011: *Fundamentals of Environmental Biology*. Silverline Publications, Allahabad.
 - Carson, R. 2002. *Silent Spring*. Houghton Mifflin Harcourt.
 - Gadgil, M., & Guha, R. 1993. *This Fissured Land: An Ecological History of India*. Univ. of California Press.
 - Gleeson, B. and Low, N. (eds.) 1999. *Global Ethics and Environment*, London, Routledge.
 - Gleick, P. H. 1993. *Water in Crisis*. Pacific Institute for Studies in Dev., Environment & Security. Stockholm Env. Institute, Oxford Univ. Press.
 - Groom, Martha J., Gary K. Meffe, and Carl Ronald Carroll. *Principles of Conservation Biology*. Sunderland: Sinauer Associates, 2006.
 - Grumbine, R. Edward, and Pandit, M.K. 2013. Threats from India's Himalaya dams. *Science*, 339: 36---37.
 - McCully, P. 1996. *Rivers no more: the environmental effects of dams*(pp. 29---64). Zed Books.
 - McNeill, John R. 2000. *Something New Under the Sun: An Environmental History of the Twentieth Century*.
 - Odum, E.P., Odum, H.T. & Andrews, J. 1971. *Fundamentals of Ecology*. Philadelphia: Saunders.
 - Pepper, I.L., Gerba, C.P. & Brusseau, M.L. 2011. *Environmental and Pollution Science*. Academic Press.
 - Rao, M.N. & Datta, A.K. 1987. *Waste Water Treatment*. Oxford and IBH Publishing Co. Pvt. Ltd.
 - Raven, P.H., Hassenzahl, D.M. & Berg, L.R. 2012. *Environment*. 8th edition. John Wiley & Sons.
 - Rosencranz, A., Divan, S., & Noble, M. L. 2001. *Environmental law and policy in India*. Tripathi 1992.
 - Sengupta, R. 2003. *Ecology and economics: An approach to sustainable development*. OUP.
 - Singh, J.S., Singh, S.P. and Gupta, S.R. 2014. *Ecology, Environmental Science and Conservation*. S. Chand Publishing, New Delhi.
 - Sodhi, N.S., Gibson, L. & Raven, P.H. (eds). 2013. *Conservation Biology: Voices from the Tropics*. John Wiley & Sons.
 - Thapar, V. 1998. *Land of the Tiger: A Natural History of the Indian Subcontinent*.
 - Warren, C. E. 1971. *Biology and Water Pollution Control*. WB Saunders.
 - Wilson, E. O. 2006. *The Creation: An appeal to save life on earth*. New York: Norton.
 - World Commission on Environment and Development. 1987. *Our Common Future*. Oxford University
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II. CORE COURSE –DSC-1B:

(Credits: Theory-04, Practicals-02)

Marks : 15 (MSE: 1Hr) + 60 (ESE: 3Hrs) + 25 (Pr 3Hrs)=100 Pass Marks: Th (MSE + ESE) =30 + Pr ESE =10

Instruction to Question Setter for***Mid Semester Examination (MSE):***

There will be **two** group of questions. **Group A is compulsory** and will contain five questions of **very short answer type** consisting of 1 mark each. **Group B will contain descriptive type** three questions of five marks each, out of which any two are to answer.

End Semester Examination (ESE):

There will be **two** group of questions. **Group A is compulsory** and will contain two questions. **Question No.1 will be very short answer type** consisting of ten questions of 1 mark each. **Question No.2 will be short answer type** of 5 marks. **Group B will contain descriptive type** five questions of fifteen marks each, out of which any three are to answer.

Note: There may be subdivisions in each question asked in Theory Examinations.

FOOD PRODUCTION FOUNDATION –II**Theory: 60 Lectures**

Unit – 1 **Methods of Cooking:** - Introduction, Definition, and its importance; Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Peeling, Roasting, Frying, Sautéing, Braising Cooking with Microwave, Ovens, Gas, Induction Plates and other such media. HACCP Standards and Professional Kitchens.

Unit – 2 **Eggs, Poultry and Meat:** Eggs – Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage and preparation of breakfast dishes with eggs. Poultry and Game: Introduction, Classification, Selection Criterion, Cuts of Poultry, Yield and simple Indian preparations. Meat: Characteristics, selection and grading, Classification (Bovines, Ovines and Swines), Categories, Cuts of Meat, Storage and handling.

Unit – 3 **Fishes in cooking:** Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, Common cooking methods used for sea food.

Unit – 4 **Vegetable, Cuts & Cookery:** Introduction, Vegetables, Pigment and Colour Changes, Effect of Heat on vegetables, Cuts of Vegetables, nutritional and hygiene aspects. Some Indian Cuts on vegetables: Broccoli, Cabbage, Potatoes, Onions, Spinach, Cucumber, Tomatoes, avocado. Beetroot, French Beans, Gourd, Bottle Gourd, Pumpkin, Okra, Colocasia, Spinach, Carrot, Turnips

DSC- 1B PRACTICALS:**60 Lectures****Marks : Pr (ESE: 3Hrs) =25****Pass Marks: Pr (ESE) = 10*****Instruction to Question Setter for
End Semester Examination (ESE):****The evaluation of Practical Examination may be as per the following guidelines:*

<i>Practical</i>	<i>= 15 marks</i>
<i>Practical record notebook</i>	<i>= 5 marks</i>
<i>Viva-voce</i>	<i>= 5 marks</i>

FOOD PRODUCTION FOUNDATION –II

- ❖ Understanding Methods of Cooking & HACCP Standards
- ❖ Cooking in Professional Kitchen – Do's & Don't's
- ❖ Understanding Eggs and their simple Breakfast Preparations ;Preparation of:
 - Hard & soft boiled eggs.
 - Fried eggs.
 - Poached eggs.
 - Scrambled eggs.
 - Omelet's (Plain, Spanish, Stuffed)
- ❖ Familiarisation with, Poultry, Meats & Fishes – Their Simple Cuts and Cooking
- ❖ Vegetables –Their usage and cooking precautions
- ❖ Cuts of vegetables
 - Julienne
 - Jardiniere
 - Dices
 - Cubes
 - Macedoine
 - Paysanne
 - Shredding
 - Mire- poix
- ❖ Blanching of Tomatoes and Capsicum.
- ❖ Cooking vegetables:
 - Boiling (potatoes, peas)
 - Frying (Aubergine, Potatoes)
 - Steaming (Cabbage)
 - Braising (Potatoes)
 - Braising (Onions, cabbage)

- ❖ Simple Vegetable and Meat Cookery
- ❖ Identification of types of rice varieties & pulses.
- ❖ Simple preparation of Boiled rice (Draining & Absorption) method.
- ❖ Fired rice.
- ❖ Simple dal preparation
- ❖ Wheat, products like making chapattis, parathas, phulkas, Kulchas & puris.
- ❖ Simple Breakfast Preparations:
- ❖ Preparation of Puri/ Bhaji, Allo Paratha, Chola Bhatura,
- ❖ Preparation of Continental Breakfast

Suggested Readings:

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
 - Cooking Essentials for the New Professional Chef
 - Food Production Operations: Parvinder S Bali, Oxford University Press
 - Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
 - Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
 - Practical Cookery By Kinton & Cessarani
 - Practical Professional Cookery By Kauffman & Cracknell
 - Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
 - Purchasing Selection and Procurement for the Hospitality Industry By Andrew Hale Feinstein and John M. Stefanelli
 - The Professional Chef: Le Rol A. Palsom
 - Theory of Catering By Kinton & Cessarani
 - Theory of Cookery By K Arora, Publisher: Frank Brothers
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III. CORE COURSE –DSC-2B:

(Credits: Theory-04, Practicals-02)

Marks : 15 (MSE: 1Hr) + 60 (ESE: 3Hrs) + 25 (Pr 3Hrs)=100 Pass Marks: Th (MSE + ESE) =30 + Pr ESE =10

Instruction to Question Setter for***Mid Semester Examination (MSE):***

There will be **two** group of questions. **Group A is compulsory** and will contain five questions of **very short answer type** consisting of 1 mark each. **Group B will contain descriptive type** three questions of five marks each, out of which any two are to answer.

End Semester Examination (ESE):

There will be **two** group of questions. **Group A is compulsory** and will contain two questions. **Question No.1 will be very short answer type** consisting of ten questions of 1 mark each. **Question No.2 will be short answer type** of 5 marks. **Group B will contain descriptive type** five questions of fifteen marks each, out of which any three are to answer.

Note: There may be subdivisions in each question asked in Theory Examinations.

FOOD & BEVERAGE SERVICE FOUNDATION –II**Theory: 60 Lectures**

Unit – 1 Non Alcoholic Beverages & Mocktails: Introduction, Types (Tea, Coffee, Juices, Aerated Beverages, Shakes) Descriptions with detailed inputs, their origin, varieties, popular brands, presentation and service tools and techniques. Mocktails – Introduction, Types, Brief Descriptions, Preparation and Service Techniques

Unit – 2 Coffee Shop & Breakfast Service: Introduction, Coffee Shop, Layout, Structure, Breakfast: Concept, Types & classification, Breakfast services in Hotels, Preparation for Breakfast Services, Mise-en-place and Mise-en-scene, arrangement and setting up of tables/ trays, Functions performed while on Breakfast service, Method and procedure of taking a guest order, emerging trends in Breakfast Services and salient features.

Unit – 3 Food and Beverage Services in Restaurants: - Introduction, Concept of Restaurant, Types of Restaurants, their salient features; Set up of Restaurants and their Layouts, Restaurant Teams Organisational Structure, Modern Staffing in various hotels, Method and procedure of receiving guests, taking guest orders, Service equipment used and its maintenance, Coordination with housekeeping for soil linen exchange, Physical inventory monthly of crockery, cutlery, linen etc., Equipment, furniture and fixtures used in the restaurant and their use and maintenance, Theme and Speciality Restaurants, Celebrity Restaurants.

Unit – 4 Room Service/ In Room Dinning: Introduction, Concept of Room Service/ In Room Dinning, Their Salient Features, Understanding Guest expectations in Room Service, Room Service Equipments, Set up of Trays & Trolleys, Upkeep and Storage, Service Tools, Clearance, Presentation of Bills, Room Service Dos & Don'ts. Mini Bar Management in Guest Rooms, Guest Interaction – Have and Have not's.

DSC- 2B PRACTICALS:**60 Lectures****Marks : Pr (ESE: 3Hrs) =25****Pass Marks: Pr (ESE) = 10*****Instruction to Question Setter for******End Semester Examination (ESE):****The evaluation of Practical Examination may be as per the following guidelines:*

<i>Practical</i>	<i>= 15 marks</i>
<i>Practical record notebook</i>	<i>= 5 marks</i>
<i>Viva-voce</i>	<i>= 5 marks</i>

FOOD & BEVERAGE SERVICE FOUNDATION –II

- ❖ Understanding Non Alcoholic Beverages, Types & Service Techniques
- ❖ Guest Interactions while on Food Service – Do's & Don't's
- ❖ Understanding Mocktails, Their Presentation and Services (At least ten types of Mocktails)
- ❖ Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance & Acknowledging guests.
- ❖ Familiarisation with Food Service in Restaurants (Receiving Guests, Table Layouts, Complimenting them, Presentation of Bills, Dealing with in house/ residential guests)
- ❖ Restaurant Services – Their salient features, Table Layouts, Presenting Menus, precautions while dealing with guests, Commitments with guests, Food Pickup Procedures, Clearance and Dishwashing Procedures
- ❖ Room Service Practical, Taking of Orders, Delivery of Food Services, Identifying Room Service Equipment, Importance of Menu Knowledge for Order-taking (RSOT functions/procedures), Food Pickup Procedure, Room service Layout Knowledge, Laying of trays for various orders, Pantry Elevator Operations, Clearance Procedure in Dishwashing area, Room service Inventories and store requisitions

Suggested Readings:

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousins. Publisher: ELBS
- Food & Beverage Service – Sudhir Andrews, Tata Mc Graw Hill.
- Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F & B Service- Brown, Heppner & Deegan
- Modern Restaurant Service- John Fuller, Hutchinson
- Professional Food & Beverage Service Management – Brian Varghese
- The Restaurant (From Concept to Operation)

IV. CORE COURSE –DSC-3B:

(Credits: Theory-04, Practicals-02)

Marks : 15 (MSE: 1Hr) + 60 (ESE: 3Hrs) + 25 (Pr 3Hrs)=100 Pass Marks: Th (MSE + ESE) =30 + Pr ESE =10

Instruction to Question Setter for***Mid Semester Examination (MSE):***

There will be **two** group of questions. **Group A is compulsory** and will contain five questions of **very short answer type** consisting of 1 mark each. **Group B will contain descriptive type** three questions of five marks each, out of which any two are to answer.

End Semester Examination (ESE):

There will be **two** group of questions. **Group A is compulsory** and will contain two questions. **Question No.1 will be very short answer type** consisting of ten questions of 1 mark each. **Question No.2 will be short answer type** of 5 marks. **Group B will contain descriptive type** five questions of fifteen marks each, out of which any three are to answer.

Note: There may be subdivisions in each question asked in Theory Examinations.

ACCOMMODATION & ROOM DIVISION OPERATIONS FOUNDATIONS –II**Theory: 60 Lectures**

- Unit – 1 **Cleaning Science:**** Cleaning Agents, Characteristics of a good cleaning agent, PH scale, Types of cleaning agent, cleaning products (Domestic and Industrial), Cleaning Equipment: Types of Equipment, Operating Principles, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment, Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal.
- Unit – 2 **Housekeeping Procedures:**** Cleaning Schedules, Cleaning Methods, Briefing, Debriefing, Proceeding for Days work, Keys & Their Classification, Inventory of Housekeeping Items, Indenting from Stores, Housekeeping control desk: Importance, Role, Co-ordination, check list, key control. Handling Lost and Found, Forms, Forms and registers used in the Control Desk, Paging systems and methods, Handling of Guest Requests, General operations of control desk.
- Unit – 3 **Basic Front Office Operations:**** Front desk operations & functions, Equipments used at front office – Room Rack, Mail Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments, rooms and plans, Basis of Room charging, Tariff fixation, Introduction to the guest cycle, Reservation: Concept, importance, types, channels and systems, Procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups. Procedure for guest check in, and baggage handling,
- Unit – 4 **The Guest Room Servicing:**** Cleaning of Guest Rooms & Bathrooms: Daily cleaning of (Occupied/ Departure/ Vacant/ Under Maintenance/VIP rooms (Systematic Procedures), Special Cleaning, Weekly Cleaning /Spring Cleaning, Evening service/ Turn Down Service, System & procedures involved, Forms and Formats, Replenishment of Guest supplies and amenities, Use of Maids Cart & Caddy.

DSC- 3B PRACTICALS:**60 Lectures****Marks : Pr (ESE: 3Hrs) =25****Pass Marks: Pr (ESE) = 10*****Instruction to Question Setter for
End Semester Examination (ESE):***

The evaluation of Practical Examination may be as per the following guidelines:

<i>Practical</i>	<i>= 15 marks</i>
<i>Practical record notebook</i>	<i>= 5 marks</i>
<i>Viva-voce</i>	<i>= 5 marks</i>

ACCOMMODATION & ROOM DIVISION OPERATIONS FOUNDATIONS –II

- ❖ Identification and familiarisation with cleaning equipments and agents.
- ❖ Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.
- ❖ Develop an understanding about basic Housekeeping procedures like Briefing, De Briefing, dealing with Lost & Found, Key Control, Forms & Registers at Control desk of Housekeeping
- ❖ Identification and familiarisation with front desk equipments and Performa's.
- ❖ Skill to handle front desk operations i.e guest reservations, guest arrival (FIT and groups) including baggage handling
- ❖ Skills to handle to telephones at the reception- receive/ record messages.
- ❖ Skills to handle guest departure (FIT and group/ Free Independent Travellers)
- ❖ Preparation and study of countries, capitals, currencies, airlines and flags chart

Role play:

- At the porch, Guest driving in Doorman opening the door and saluting guest; Calling bell boy
- At the Front Desk: Guest arriving; greeting & offering welcome drink and guest interactions.
- Servicing of guestrooms, placing/ replacing guest supplies and soiled linen

Note: For focused inputs of accommodation the practical hours may be split up i.e first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credit equivalence.

Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Housekeeping and Front Office – Jones
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II) Edn.) – Rohert J. Martin & Thomas J.A. Jones, Wiley Publications
- Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks.

SEMESTER III

4 Papers**Total 100 x 4 = 400 Marks****INDUSTRIAL EXPOSURE****Duration of Exposure: 15-18 weeks**

Leave Formalities: 1 weekly off and festivals and national holidays given by the hotel 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in.

Industrial Exposure will require an input of 90-100 working days (15 weeks x 06 days = 90 days). Students who are unable to complete a minimum of 45 days of industrial training would be disallowed from appearing in the term and examinations.

Students who complete more than 45 days of industrial exposure but are unable to complete minimum 90 days due to medical & other valid reasons with dully approved by the concerned authority/ course coordinator/ director, may make good during the vacations. Such students will be treated as 'absent' in industrial training and results.

The training in III semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property. Prior written approval needs to be taken from the programme coordinator/ Convenor/ H.O.D for Industrial exposure from parent Institute.

Training Schedule:

Housekeeping: 3-4 weeks; Front Office: 2-3 weeks; Food and Beverage Service: 4- 5 weeks Food Production: 4-5 weeks; others (In the areas of Interest) Floating weeks may be availed

Total weeks: 15-18 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 20. Being practical oriented the number of hours input per week comes as 40 hours per week.

Academic Credits for training shall be based on following:

Log books and attendance, Appraisals, Report and presentation, as applicable. For distribution of marks refer to details on Course structure/ Credit Distribution during the tenure of Industrial Exposure, apart from carrying out the assigned jobs.

All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report in all four departments in III semester on completion of training in that respective department.

A **Power Point presentation** (based on the report) for duration of **10 minutes** should be made. This will be presented in front of a select panel from the institute and the industry. The presentation should express the student's experiences in the department and what has he learned/ observed (*Refer to What to Observe Sheets for more details.*). Marks will be awarded on this presentation and documents submitted to the faculty coordinator at the institute.

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Log book (about personality of the student etc and comments from industry);
2. Appraisal;
3. A copy of the training certificate.
4. IT Report in all four Departments.
5. Power Point presentation on a CD, based on the training report.
6. Attendance sheet.
7. Leave card

The Training Report will be submitted in the form specified as under:

- a. The typing should be done on both sides of the paper (instead of single side printing)
- b. The font size should be 12 with Times New Roman font.
- c. The Training Report may be typed in 1.5 linespacing.
- d. The paper should be A-4 size.
- e. Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

The learners are suggested to make the observations in the departments of internship as suggested.

I. SKILL ENHANCEMENT COURSE SEC 1:

(Credits: Practicals-02)

Marks: ESE: 75 P.P. Presentation + 25 Ind. Feedback =100**Pass Marks: ESE = 40***Instruction to Select Panel for award of Marks:**End Semester Examination (ESE):**The evaluation of Practical Examination may be as per the following guidelines:**Power Point Presentation & Viva-voce = 75 marks**Feedback from Industry = 25 marks***PERSONALITY SKILLS FOR HOSPITALITY****– LEARNING FROM INDUSTRY****WHAT TO OBSERVE****(a) Personality Enrichment**

Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language, Art of good Conversation, Art of Intelligent Listening

(b) Etiquettes & Manners

Social & Business Dining Etiquettes, Social & Travel Etiquettes

(c) Personality Development Strategies

Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of 'Small Talk' before serious business

(d) Interpersonal Skills

Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc at work place

(e) Group Discussion

Team Behaviour, how to effectively conduct yourself during GD, do's and don'ts, clarity of thoughts and its expression

(f) Telephone conversation

Thumb rules, voice modulation, tone, do's & don'ts, manners and accent

(g) Presentation

Presentation skills, seminars skills role – plays

(h) Electronic Communication Techniques: E mail, Fax.

II. CORE COURSE –DSC-1C:

(Credits: Practicals-06)

Marks: ESE: 75 P.P. Presentation + 25 Ind. Feedback =100**Pass Marks: ESE = 40*****Instruction to Select Panel for award of Marks:******End Semester Examination (ESE):****The evaluation of Practical Examination may be as per the following guidelines:**Power Point Presentation & Viva-voce = 75 marks**Feedback from Industry = 25 marks***FOOD PRODUCTION OPERATIONS - INDUSTRY EXPOSURE -1****WHAT TO OBSERVE****Food Production**

1. Area & Layout of the Kitchen
 2. Study of Standard Recipes
 3. Indenting, Receiving & Storing
 4. Preparing of batters, marinations and seasonings
 5. All cuts of meat and butchery items (Mutton, poultry, 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 of 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
 16. Storage of different mise-en-place – (Raw, Semi-Processed)
 17. Bulk preparations
 18. Finishing of buffet dishes
 19. Recipes of at least 10 fast moving dishes
 20. Mise-en-place for: A la Carte Kitchen & Banquet Kitchen
 21. Rechauffe/ Leftover Cooking
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III. CORE COURSE –DSC-2C:

(Credits: Practicals-06)

Marks: ESE: 75 P.P. Presentation + 25 Ind. Feedback =100**Pass Marks: ESE = 40*****Instruction to Select Panel for award of Marks:******End Semester Examination (ESE):****The evaluation of Practical Examination may be as per the following guidelines:**Power Point Presentation & Viva-voce = 75 marks**Feedback from Industry = 25 marks***FOOD & BEVERAGE SERVICE OPERATIONS - INDUSTRY EXPOSURE -1****WHAT TO OBSERVE****Food & Beverage Service****BANQUETS**

1. What is banqueting – the need to have banquet facilities, scope purpose, menus and price structures
2. Types of banquet layouts
3. Types of banquet 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

RESTAURANTS

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

BAR

1. Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles
2. Types of glasses used in bar service and types of drinks served in each glass
3. Liaison with f & b controls for daily inventory
4. Spoilage and breakage procedures
5. Handling of empty bottles
6. Requisitioning procedures
7. Recipes of different cocktails and mixed drinks
8. Provisions of different types of garnish with different drinks
9. Dry days and handling of customers during the same
10. Handling of complimentary drinks
11. Bar cleaning and closing
12. Guest relations and managing of 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

ROOM SERVICE/ INROOM DINNING

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

(Credits: Practicals-06)

Marks: ESE: 75 P.P. Presentation + 25 Ind. Feedback =100**Pass Marks: ESE = 40*****Instruction to Select Panel for award of Marks:******End Semester Examination (ESE):****The evaluation of Practical Examination may be as per the following guidelines:**Power Point Presentation & Viva-voce = 75 marks**Feedback from Industry = 25 marks***ACCOMMODATION & ROOM DIVISION OPERATIONS,
INDUSTRY EXPOSURE -1****WHAT TO OBSERVE****ACCOMMODATION:****OPERATIONS ROOMS**

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

THE CONTROL DESK

1. Maintenance of Log Book
2. Understand the functions in different shifts
3. Observe the coordination with other departments
4. Observe the area & span of control
5. Observe the handing of work during peak hours
6. Observe the formats used by department and study various records maintained

PUBLIC 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

FRONT OFFICE:

1. Greeting, meeting & escorting the guest
 2. Total capacity and tariffs of the rooms
 3. Location and role of status board, different types of status's maintained
 4. Special rates and discounts applicable to groups, business houses, airlines, VIP's etc.
 5. Identification of kind, mode and type of reservation
 6. Filing systems and follow-up on reservations
 7. Types of plans and packages on offer
 8. Forms and formats used in the department
 9. Meaning of guaranteed, confirmed and waitlisted reservations
 10. Reports taken out in the reservations department
 11. Procedure of taking a reservation
 12. Group reservations, discounts and correspondence
 13. How to receive and room a guest
 14. Room blockings
 15. Size, situations and general colour schemes of rooms and suites
 16. Discounts available to travel agents, tour operators, FHRAI members etc
 17. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones
 18. Guest registration, types of guest folios, arrival slips, c-forms and their purpose
 19. How to take check-ins and check-outs on the computer
 20. Various reports prepared by reception
 21. Key check policy
 22. Mail & message handling procedures
 23. Percentage of no-shows to calculate safe over booking
 24. Group and crew rooming, pre-preparation and procedures
 25. Scanty baggage policy
 26. Handlin of room changes / rate amendments/ date amendments/ joiners/ one person departure/ allowances/ paid outs and all formats accompanying them
 27. Requisitioning of operating supplies
 28. Handling of special situations pertaining to guest grievance, requests etc
 29. BELL DISK / 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.
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SEMESTER IV
4 Papers

Total 100 x 4 = 400 Marks
I. SKILL ENHANCEMENT COURSE SEC 2:

(Credits: Practicals-02)

Marks : 100 (ESE: 3Hrs)=100**Pass Marks: Th ESE = 40*****Instruction to Question Setter for
End Semester Examination (ESE):***

There will be two group of questions. Group A is compulsory and will contain three questions. Question No.1 will be very short answer type consisting of ten questions of 1 mark each. Question No.2 & 3 will be short answer type of 5 marks. Group B will contain descriptive type six questions of twenty marks each, out of which any four are to be answered.

Note: There may be subdivisions in each question asked in Theory Examinations.

ACCOUNTING SKILLS FOR HOSPITALITY**Total Hours = 30**

Unit – 1 Accounting: Business Transaction and Basic Terminology, Need to Study Accounting, Accounting functions, Purpose of Accounting Records, Accounting Principles – Concepts and Conventions.

Unit – 2 Account Records: Principles of Double Entry System, Journal Entries, Ledger, Subsidiary Books – Cash, Sales & Purchase books, Bank Reconciliation statement.

Unit – 3 Financial Statement: Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem,

Unit – 4 Depreciation Reserves and Provisions – Meaning, basic Methods, Computer Application- Preparation of Records and Financial Statements

Suggested Readings:

- Hospitality Management Accounting, Michael M Coltman
- Hotel Accountancy & Finance – S.P. Jain & K.L. Narang, Kalyani Publisher Ludhiana
- Hotel Accounting Earnest B. Horwath & Luis Toth
- Hotel Accounting & Financial Control By Ozi A.D' Cunha & Gleson O. D' Cunha Publisher: Dicky,s Enterprize, Kandivali, Mumbai
- Hospitality Accounting – Publisher: Prentia Hall Upper Sadde, River NewJersey
- Accounting for Management, S K Bhattacharya, Vikas Publishing House
- Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley & sons
- Accounting in Hotel & Catering Industry – Richard Kotas- International Textbook Company
- Comprehensive Accountancy, SA Siddiqui
- A complete Course in Accounting Volume – I, N.D. Kappor
- Double – Entry Book- Keeping, Rc. Chawla & C. Juneja
- Introduction to Accountancy, T.S. Grewal

II. CORE COURSE –DSC-1D:

(Credits: Theory-04, Practicals-02)

Marks : 15 (MSE: 1Hr) + 60 (ESE: 3Hrs) + 25 (Pr 3Hrs)=100 Pass Marks: Th (MSE + ESE) =30 + Pr ESE =10***Instruction to Question Setter for******Mid Semester Examination (MSE):***

There will be two group of questions. Group A is compulsory and will contain five questions of very short answer type consisting of 1 mark each. Group B will contain descriptive type three questions of five marks each, out of which any two are to answer.

End Semester Examination (ESE):

There will be two group of questions. Group A is compulsory and will contain two questions. Question No.1 will be very short answer type consisting of ten questions of 1 mark each. Question No.2 will be short answer type of 5 marks. Group B will contain descriptive type five questions of fifteen marks each, out of which any three are to answer.

Note: *There may be subdivisions in each question asked in Theory Examinations.*

INTRODUCTION TO INDIAN COOKERY**Theory: 60 Lectures**

- Unit – 1 **Indian Cooking:**** - Introduction, Philosophy of Indian Food, The great Indian Cuisine – Key features, Regional influences on Indian Food, Popular foods of India (At least one simple three course menu from each region of India , North, East, South, West and Central India its salient features and cooking).
- Unit – 2 **Condiments, Herbs and Spices Used in India Cuisine:**** Introduction, Condiments, Herbs and Spices used in Indian Cuisine (Allspice, Ajowan, Aniseed, Asafoetida, Bay leaf, Cardamom, Cinnamon, Cloves, Coriander seeds, Cumin, Chilli, Fenugreek, Mace, Nutmeg, Mustard, Pepper, Poppy Seeds, Saffron, Tamarind, Turmeric, Celery, Curry Leaf, Marjoram, Pomegranate Seeds, Stone Flowers, Basil, Betel Root, Black Salt, Red Chilli, Rock Salt) Various ways of using spices, their storage and usage tips.
- Unit – 3 **Masalas, Pastes and Gravies in Indian cooking:**** Masalas and Pastes: Introduction, Types, Blending of Spices, Concept of Dry and Wet Masalas, Pastes used in Indian Cooking, Purchasing, Storing Considerations. Basic Indian Gravies: Introduction, Gravies and Curries, Regional Gravies, Gravy Preparations.
- Unit – 4 **Commodities and their usage in Indian Kitchens:**** Introduction, Sourcing Agents, Colouring Agents, Thickening Agents, Tendering Agents, Flavouring and Aromatic Agents, Spicing Agents in Indian Kitchens
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DSC- 1D PRACTICALS:**60 Lectures****Marks : Pr (ESE: 3Hrs) =25****Pass Marks: Pr (ESE) = 10*****Instruction to Question Setter for******End Semester Examination (ESE):****The evaluation of Practical Examination may be as per the following guidelines:*

<i>Practical</i>	<i>= 15 marks</i>
<i>Practical record notebook</i>	<i>= 5 marks</i>
<i>Viva-voce</i>	<i>= 5 marks</i>

INTRODUCTION TO INDIAN COOKERY

1. Understanding Indian Cooking and Preparation of simple popular foods of India (At least one simple three course menu from each region of India , North, East, South, Seat and Central India its salient features and cooking).
2. Condiments, Herbs & Spices in Indian Kitchen – Do's & Don't's
3. Understanding Preparations of Masalas, Pastes and Gravies in Indian Kitchen Preparation of:
 - (i) Makhni Gravy
 - (ii) Green Gravy
 - (iii) White Gravy
 - (iv) Lababdar Gravy
 - (v) Kadhai Gravy
 - (vi) Achari Gravy
 - (vii) Malai Kofta Gravy
 - (viii) Yakhni Gravy
 - (ix) Yellow Gravy
 - (x) Korma Gravy

Familiarisation with, commodities and their usage in Indian Kitchens with the help of simple dishes preparations indicating their usage.

Suggested Readings:

- Food Production Operations: Parvinder S Bali, Oxford University Press
- Larder Chef By M J Leto & W K H Bode Publisher: Butterworth- Heinemann
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell
- Theory of Catering By Kinton & Cessarani
- Theory of Cookery By K Arora, Publisher: Frank Brothers

III. CORE COURSE –DSC-2D:

(Credits: Theory-04, Practicals-02)

Marks : 15 (MSE: 1Hr) + 60 (ESE: 3Hrs) + 25 (Pr 3Hrs)=100 Pass Marks: Th (MSE + ESE) =30 + Pr ESE =10***Instruction to Question Setter for******Mid Semester Examination (MSE):***

There will be two group of questions. Group A is compulsory and will contain five questions of very short answer type consisting of 1 mark each. Group B will contain descriptive type three questions of five marks each, out of which any two are to answer.

End Semester Examination (ESE):

There will be two group of questions. Group A is compulsory and will contain two questions. Question No.1 will be very short answer type consisting of ten questions of 1 mark each. Question No.2 will be short answer type of 5 marks. Group B will contain descriptive type five questions of fifteen marks each, out of which any three are to answer.

Note: *There may be subdivisions in each question asked in Theory Examinations.*

FOOD & BEVERAGE SERVICE OPERATIONS -II**Theory: 60 Lectures**

- Unit – 1** Restaurant Planning: Introduction, Planning & Operating various F & B Outlets and support, ancillary areas, Factors- Concept, Menu, Space & Lighting, Colors and Market, Restaurant Design team. Restaurant Problems and Guest Situation Handling – (thumb rules), Hosting Theme Functions/ Lunches/Events, Preparation of Flamb'es & Gueridon Service
- Unit – 2** Buffet: Introduction, Types, Buffet Sectors, Equipments Used, Factors, Space requirements & Checklist, Buffet Presentation, menu planning, staff requirement, Buffet Management. Function Catering: Introduction, Types of Function, Function Administration & Organization- Booking Procedure, Menus, Function contracts, Seating Arrangements. Other Catering Operations: Off- Premises Catering, Hospital Catering, Industrial & Institutional Catering, Airline & Railway catering, Home Delivery, Take away, Afternoon & High Teas: Introduction, Menu, Cover & Service.
- Unit – 3** F & B Control- Overview: Introduction, Objectives of F & B Control, Problems in F & B Control, Methodology of F & B Control, Personnel Management in F & B Control. Cost & Sales Concepts: Definition of Cost, Elements of Cost, Classification of Cost, Sale defined, Ways of expressing sales concepts. Cost Volume/ Profit Relationships (Bread- even analysis).
- Unit – 4** 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 a In- House Marketing, Tool.

DSC- 2D PRACTICALS:**60 Lectures****Marks : Pr (ESE: 3Hrs) =25****Pass Marks: Pr (ESE) = 10*****Instruction to Question Setter for******End Semester Examination (ESE):***

The evaluation of Practical Examination may be as per the following guidelines:

<i>Practical</i>	<i>= 15 marks</i>
<i>Practical record notebook</i>	<i>= 5 marks</i>
<i>Viva-voce</i>	<i>= 5 marks</i>

FOOD & BEVERAGE SERVICE OPERATIONS -II

1. Restaurant Set –ups of different types & services
2. Service of Afternoon & High teas
3. Buffet Lay –up, theme Buffets set up
4. Theme Parties
5. Role Plays & Situation handling in Restaurant
6. Gueridon Service

Suggested Readings:

- Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S. Negi
 - Food & Beverage Control By: Richard Kotas and Bernard Davis
 - Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers.
 - Food & Beverage Management By: Bernard Davis & Stone
 - Food & Beverage Service- Dennis R. Lillicrap. & John.A. Cousins. Publisher: ELBS
 - Food & Beverage Service Management- Brian Vargese
 - Food & Beverage Service Training Manual- Sudhir Andrews, Tata Mc Graw Hill.
 - Hotel & Catering Costing & Budgets, RD. Boardman, Heinemann
 - Introduction F & B Service- Brown, Heppner & Deegan
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IV. CORE COURSE –DSC-3D:

(Credits: Theory-04, Practicals-02)

Marks : 15 (MSE: 1Hr) + 60 (ESE: 3Hrs) + 25 (Pr 3Hrs)=100 Pass Marks: Th (MSE + ESE) =30 + Pr ESE =10

***Instruction to Question Setter for
Mid Semester Examination (MSE):***

There will be **two** group of questions. **Group A is compulsory** and will contain five questions of **very short answer type** consisting of 1 mark each. **Group B will contain descriptive type** three questions of five marks each, out of which any two are to answer.

End Semester Examination (ESE):

There will be **two** group of questions. **Group A is compulsory** and will contain two questions. **Question No.1 will be very short answer type** consisting of ten questions of 1 mark each. **Question No.2 will be short answer type** of 5 marks. **Group B will contain descriptive type** five questions of fifteen marks each, out of which any three are to answer.

Note: There may be subdivisions in each question asked in Theory Examinations.

ACCOMMODATION & ROOM DIVISION, OPERATIONS –II**Theory: 60 Lectures**

- Unit – 1 **Cleaning of Public Areas:**** Cleaning of Public Areas: Cleaning Process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/ bar/ banquet Halls/ Administration offices/ Lifts and Elevators/ Staircase/ back areas/ Front areas/ Corridor), Pest Control: Types of pests, Control procedures, Safeguarding Assets: Concerns for safety and security in Housekeeping operations, Concept of Safeguarding assets.
- Unit – 2 **Special Provisions for Guests, Safety, Security and First Aid:**** Guest room features for differently abled – added features and modifications, Public Areas: Wash – rooms, restaurants, main entrance etc. added features and modifications. Situation Handling/ Service Design, for typical Market Segment (Safety, security & Comfort); Airlines crew guest rooms, single lady guests, Children. The Concept and Importance, Safety: Accidents, Fires (Cause, Procedure, Accident report form), Security: Security of Guest/ Staff/ Public areas/ Rooms/ Back office areas, First Aid: Concept and Emergency Procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration
- Unit – 3 **The Guest Stay with Hotel:**** Registration: concept, systems and its procedure, Registration form and C Form, No Shows, Rooming of Guests, Message Handling, Dealing with Guests Requests and Complaints, Travel Desk and Concierge: functions; luggage, paging, message and left luggage handling procedure, foreign currency handling, Room selling techniques, Communicating with guests.
- Unit – 4 **The Guest Departure and Post Departure Services at Front Desk:**** The guest accounting, the guest ledgers, city ledger, tips and advances, front office cash sheet, paid out, bank net receipts, over and shorts, settlement of bills, credit card handling, handling vouchers of – room rate, food sales, laundry, other guest services, miscellaneous charges, credit security measures, cash and credit control, express check out, early and late check outs, group departures, post departure courtesy services

DSC- 3D PRACTICALS:**60 Lectures****Marks : Pr (ESE: 3Hrs) =25****Pass Marks: Pr (ESE) = 10*****Instruction to Question Setter for******End Semester Examination (ESE):****The evaluation of Practical Examination may be as per the following guidelines:*

<i>Practical</i>	<i>= 15 marks</i>
<i>Practical record notebook</i>	<i>= 5 marks</i>
<i>Viva-voce</i>	<i>= 5 marks</i>

ROOM DIVISION, OPERATIONS -II

1. Identification and familiarisation with cleaning of Public Areas in Hotels.
2. Develop an understanding about requirements of different guests, with children, business travellers, single woman traveller, differently abled travellers and acquaint the learners with procedures like expression about sharing of hotel services and facilities to guests, employees as brand ambassadors of hotels, managing guest interactions effectively.
3. Handling guest Check - In, Registration, Facilitation during stay at Hotel, Billing, Related Performa's.
4. Skills to handle guest accounting and departure (FIT and groups)
5. Role play: In ref to the theory syllabus

Note: For focused inputs of accommodation the practical hours may be split up i.e first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credit equivalence.

Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS).
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
- Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press.
- Housekeeping and Front Office – Jones
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- Professional Management of Housekeeping Operations (II) Edn.) – Rohert J. Martin & Thomas J.A. Jones, Wiley Publications
- Security Operations By Robert Mc Crie, Publishe: Butterworth – Heinemann
- The Professional Housekeeper – Tucker Schneider,; Wiley Publications
- Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Managing Front Office Operations – Kasavana & Brooks Educational Institution AHMA
- Front Office – Operations and management – Ahmed Ismail (Thomson Delmar).
- Managing Computers in Hospitality Industry – Michael Kesavana & Cahell.
- Front Office Operations – Colin Dix & Chris Baird.
- Front Office Operation Management- S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks

SEMESTER V
4 Papers**Total 100 x 4 = 400 Marks****I. SKILL ENHANCEMENT COURSE SEC 3:**

(Credits: Theory-02)

Marks : 100 (ESE: 3Hrs)=100**Pass Marks: Th ESE = 40*****Instruction to Question Setter for
End Semester Examination (ESE):***

There will be two group of questions. Group A is compulsory and will contain three questions. Question No.1 will be very short answer type consisting of ten questions of 1 mark each. Question No.2 & 3 will be short answer type of 5 marks. Group B will contain descriptive type six questions of twenty marks each, out of which any four are to be answered.

Note: There may be subdivisions in each question asked in Theory Examinations.

INTRODUCTION TO COMPUTER APPLICATIONS**Total Hours = 30**

- Unit - 1:** Application & the uses of Information Technology in the Hospitality Industry. Examples of use of Computers in Front/Outlets etc.
- Unit - 2:** Introduction to different Computer Related terms/concepts. Different types of Microprocessors & other Hardware Terminology. Hardware & Software – the distinction
- Unit - 3:** Introduction to different kinds of OS used in case of stand alone PC/Network. Single user/multi user OS(DOS/UNIX). Windows 95/NT/Windows 3.
- Unit - 4 :** File Handling Concepts under DOS/WINDOW. Concept of Computer File & its storage. Ways of maintaining Files under DOS/Windows. DOS utilities/File Manager. Overall windows operation
- Unit - 5 :** Introduction to different windows based packages. Utilities / Application of MS-Word. Application of MS- Excel

COMPUTER APPLICATIONS [PRACTICALS]

Topics to be discussed:-

1. Familiarize with a PC and identify the various components of a Computer.
 2. Identify the various Input and Output Devices.
 3. Introduction to DOS – Basic DOS commands.
 4. DOS continued - File Management Commands.
 5. DOS commands -External Utilities eg. CHKDISK, EDIT etc.
 6. DOS commands -An Introduction to the Wildcard Characters of DOS.
 7. DOS continued - Batch File Processing.
 8. Batch File Processing Continued.
 9. Introduction to Windows as an Operating System.
 10. Getting familiar to Windows Environment.
 11. Introduction to the various packages of MS-Office.
 12. Introduction to the Word Processor.
 13. MS-Word :Entering a document, Editing a Text.
 14. Word continued - Inserting, replacing and deleting characters. Saving a document.
 15. Word continued - Opening an Existing Document, and changing Page Layout.
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II. ELECTIVE COURSE –DSE-1A:

(Credits: Theory-04, Practicals-02)

Marks : 15 (MSE: 1Hr) + 60 (ESE: 3Hrs) + 25 (Pr 3Hrs)=100 Pass Marks: Th (MSE + ESE) =30 + Pr ESE =10***Instruction to Question Setter for******Mid Semester Examination (MSE):***

There will be two group of questions. Group A is compulsory and will contain five questions of very short answer type consisting of 1 mark each. Group B will contain descriptive type three questions of five marks each, out of which any two are to answer.

End Semester Examination (ESE):

There will be two group of questions. Group A is compulsory and will contain two questions. Question No.1 will be very short answer type consisting of ten questions of 1 mark each. Question No.2 will be short answer type of 5 marks. Group B will contain descriptive type five questions of fifteen marks each, out of which any three are to answer.

Note: There may be subdivisions in each question asked in Theory Examinations.

REGIONAL CUISINES OF INDIA -I**Theory: 60 Lectures**

- Unit – 1 Cuisines of Kashmir, Himachal & Uttarakhand:** Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.
- Unit – 2 Cuisines of Punjab, Haryana & Delhi:** Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.
- Unit – 3 Cuisines of Rajasthan & Gujarat:** Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.
- Unit – 4 Cuisines of Maharashtra & Goa:** Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.
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DSE- 1A PRACTICALS:**60 Lectures****Marks : Pr (ESE: 3Hrs) =25****Pass Marks: Pr (ESE) = 10*****Instruction to Question Setter for******End Semester Examination (ESE):***

The evaluation of Practical Examination may be as per the following guidelines:

<i>Practical</i>	<i>= 15 marks</i>
<i>Practical record notebook</i>	<i>= 5 marks</i>
<i>Viva-voce</i>	<i>= 5 marks</i>

REGIONAL CUISINES OF INDIA -I

- ❖ Two Menus about 3-5 dishes per menu per state.

Note: For focused inputs Regional Theme Lunches/ Festivals may be organised as a part of activity based learning. .

Suggested Readings:

- Quantity Food Production Op. and Indian Cuisine – Parvinder S Bali, Oxford University Press
 - A Taste of India By Madhur Jafferey - John Wiley & Sons
 - Food of Haryana: The Great Chutneys – Dr Ashish Dahiya, University Press, MDU
 - Indian Gastronomy – Manjit Gill, DK Publishers
 - Food of Haryana: The Great Desserts – Dr Ashish Dahiya, University Press, MDU
 - Punjabi Cuisine – Manjit Gill
 - My Great India Cook Book – Vikas Khanna
 - Modern Cookery (Vol –I) By Philip E. Thangam, Publishers: Orient Longman
 - Practical Cookery By Kinton & Cessarani
 - Hymns from the Soil: A Vegetarian Saga
 - Practical Professional Cookery By Kauffman & Cracknell
 - Professional Cooking by Wayne Gisslen, Publisher Le Cordon Bleu
 - Theory of Catering by Kinton & Cessarani
 - Theory of Cookery By K Arora, Publisher: Frank Brothers
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OR ELECTIVE COURSE –DSE-1C:

(Credits: Theory-04, Practicals-02)

Marks : 15 (MSE: 1Hr) + 60 (ESE: 3Hrs) + 25 (Pr 3Hrs)=100 Pass Marks: Th (MSE + ESE) =30 + Pr ESE =10

Instruction to Question Setter for***Mid Semester Examination (MSE):***

There will be **two** group of questions. **Group A is compulsory** and will contain five questions of **very short answer type** consisting of 1 mark each. **Group B will contain descriptive type** three questions of five marks each, out of which any two are to answer.

End Semester Examination (ESE):

There will be **two** group of questions. **Group A is compulsory** and will contain two questions. **Question No.1 will be very short answer type** consisting of ten questions of 1 mark each. **Question No.2 will be short answer type** of 5 marks. **Group B will contain descriptive type** five questions of fifteen marks each, out of which any three are to answer.

Note: There may be subdivisions in each question asked in Theory Examinations.

FOOD & BEVERAGE SERVICE MANAGEMENT –I**Theory: 60 Lectures**

- Unit – 1** **Bar** – Introduction, Importance, and Types, Organization Structure, Layout, Equipments used and BOT & Bar Menus.
- Unit – 2** **Alcoholic Beverages:** Wines – Introduction, Classification, Brief Description, about manufacturing process, storage and its service. Major Indian and International Brands. glasses and equipment, Storage and service of wine
- Unit – 3** **Beers:** Introduction, Ingredients Used, Production, Types and brands, Indian and International. Services, bottled, canned and draught beers. Other Fermented & Brewed Beverages: Sake, Cider, Perry, Alcohol Free Wines.
- Unit – 4** **Spirits:** Introduction to Spirits (Whisky, Brandy, Rum, Vodka, Gin & Tequila), Spirits- Types, Production, Brands Indian and International & Service, Other Alcoholic Beverages- Liqueurs & Tobacco: Types, Production, Brands & Service – Indian and International.
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DSE- 1C PRACTICALS:**60 Lectures****Marks : Pr (ESE: 3Hrs) =25****Pass Marks: Pr (ESE) = 10*****Instruction to Question Setter for******End Semester Examination (ESE):****The evaluation of Practical Examination may be as per the following guidelines:*

<i>Practical</i>	<i>= 15 marks</i>
<i>Practical record notebook</i>	<i>= 5 marks</i>
<i>Viva-voce</i>	<i>= 5 marks</i>

FOOD & BEVERAGE SERVICE MANAGEMENT -I

- ❖ Service of Alcoholic Beverages: Wines, Spirits.
- ❖ Opening & closing of wines corks (Champagne, Red & White wines)
- ❖ Service of Spirits & Liqueurs
- ❖ Bar setup and operations
- ❖ Cocktail Mocktail Preparation, presentation and service
- ❖ Service of Cigars & cigarettes
- ❖ Conduction Briefing/ De- Briefing for F & B outlets
- ❖ Service of Beer, Sake and Other Fermented & Brewed Beverages
- ❖ Service of Sparkling, Aromatized, Fortified, Still Wines.
- ❖ Set up a table with Prepared Menu with wines

Suggested Readings:

- Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS
 - Food & Beverage Service Management- Brian Varghese
 - Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill. Food & Beverage Service Lillicrap & Cousins, ELBS
 - Introduction F& B Service – Brown, Heppner & Deegan
 - Menu Planning – Jaks Kivela, Hospitality Press
 - Modern Restaurant Service – John Fuller, Hutchinson
 - Professional Food & Beverage Service Management – Brian Varghese
 - The Restaurant (From Concept to Opertion)
 - The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi
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OR ELECTIVE COURSE –DSE-1E:

(Credits: Theory-04, Practicals-02)

Marks : 15 (MSE: 1Hr) + 60 (ESE: 3Hrs) + 25 (Pr 3Hrs)=100 Pass Marks: Th (MSE + ESE)=30 + Pr ESE = 10

Instruction to Question Setter for***Mid Semester Examination (MSE):***

There will be **two** group of questions. **Group A is compulsory** and will contain five questions of **very short answer type** consisting of 1 mark each. **Group B will contain descriptive type** three questions of five marks each, out of which any two are to answer.

End Semester Examination (ESE):

There will be **two** group of questions. **Group A is compulsory** and will contain two questions. **Question No.1 will be very short answer type** consisting of ten questions of 1 mark each. **Question No.2 will be short answer type** of 5 marks. **Group B will contain descriptive type** five questions of fifteen marks each, out of which any three are to answer.

Note: There may be subdivisions in each question asked in Theory Examinations.

ACCOMMODATION MANAGEMENT-I**Theory: 60 Lectures**

- Unit – 1 **Housekeeping Supervision:**** Importance of inspection, Check- list for inspection, Typical areas usually neglected where special attention is required, Self- supervision techniques for cleaning staff, Degree of discretion/ delegation to cleaning staff., staffing matrix, duty rosters, staff appraisals.
- Unit – 2 **Planning Trends in Housekeeping:**** Planning Guest rooms, Bathrooms, Suites, Lounges, landscaping, planning for the provision of Leisure facilities for the guest, Boutique hotel concept. Planning and Organizing in the House Keeping: Area Inventory list, Frequency schedules, Performance standards, Productivity Standards, Inventory Levels, Standard Operating Procedures & Manuals, Job Allocation, Manpower Planning, Planning duty roster.
- Unit – 3 **Budgeting:**** Budget and budgetary controls, The budget process, Planning capital budget, Planning operation budget, Operating budget – controlling expenses – income statement, Purchasing systems – methods of buying, Stock records – issuing and control
- Unit – 4 **Front Office Accounting and Night Auditing:**** Introduction to Accounting fundamentals, Guest and non guest accounts, Accounting system, Non automated, semi automated and fully automated), Night Auditing: Introduction, Objective and job description of Night Auditor Night Audit process, Preparing night audit reports
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DSE- 1E PRACTICALS:**60 Lectures****Marks : Pr (ESE: 3Hrs) =25****Pass Marks: Pr (ESE) = 10*****Instruction to Question Setter for******End Semester Examination (ESE):****The evaluation of Practical Examination may be as per the following guidelines:*

<i>Practical</i>	<i>= 15 marks</i>
<i>Practical record notebook</i>	<i>= 5 marks</i>
<i>Viva-voce</i>	<i>= 5 marks</i>

ACCOMMODATION MANAGEMENT-I

- ❖ Preparing Guestroom and public area checklists
- ❖ Preparing Duty Roasters, Understanding Staff Matrix.
- ❖ Planning layouts of Guest Rooms, Boutique hotels, PowerPoint's on salient features in respect to accommodation of Hotels.
- ❖ Understanding Hotel Accommodation Budgets
- ❖ Preparing for Interviews of Assistants as Supervisors and Facing Supervisors Interviews.
- ❖ PMS Lab on night audit (Property Management System Lab on night audit)

Suggested Readings:

- Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
 - Hotel and Catering Studies – Ursula Jones
 - Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS)
 - Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
 - House Craft – Valerie Paul
 - House Keeping Management by Dr. D.K. Agarwal
 - House Keeping Management for Hostels, Rosemary Hurst, Heinemann
 - Housekeeping and Front Office – Jones
 - Housekeeping management – Margaret M. Leappa & Aleta Netschke
 - Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press
 - In House Management by A.K Bhatiya
 - Key of House Keeping by Dr. Lal
 - Commercial Housekeeping & Maintenance – Stanley Thornes
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III. ELECTIVE COURSE –DSE-2A:

(Credits: Theory-06)

Marks : 25 (MSE: 1Hr) + 75 (ESE: 3Hrs)=100**Pass Marks (MSE + ESE) =40*****Instruction to Question Setter for******Mid Semester Examination (MSE):***

There will be **two** group of questions. **Group A is compulsory** and will contain five questions of **very short answer type** consisting of 1 mark each. **Group B will contain descriptive type** six questions of five marks each, out of which any four are to answer.

End Semester Examination (ESE):

There will be **two** group of questions. **Group A is compulsory** and will contain two questions. **Question No.1 will be very short answer type** consisting of ten questions of 1 mark each. **Question No.2 will be short answer type** of 5 marks. **Group B will contain descriptive type** six questions of fifteen marks each, out of which any four are to answer.

Note: There may be subdivisions in each question asked in Theory Examinations.

RESEARCHING FOR HOSPITALITY & TOURISM MANAGEMENT**Theory: 60 Lectures**

Unit-1 Introduction to research methodology: Meaning, definition, characteristics and types of research, Methodology of research, formulation of research problem Research Design: Meaning, characteristics of research design, steps in research design. Concept of Hypothesis

Unit-2 Sampling Design and Data Collection: Meaning of sampling, aims in selection a sample, Types of sample design. Data collection –Meaning, types of data, methods of collecting primary data-observation, interview and questionnaire, Sources of secondary data.

Unit-3 Processing and Analysis of data: Editing, Coding, Classification and tabulation, Graphical presentation of Data-Bar-chart, pie-chart and curves Interpretation of Data meaning, methods of data analysis

Unit-4 Report Writing: Meaning, types and steps involved in writing report, layout of the research report, mechanics of writing a research report, challenges of a good writing

Suggested Readings:

- Kumar Ranjit: *Research Methodology: A Step by Step Guide for Beginners*, Sage Publication, 2014.
- Kothari C.R. : *Research Methodology*, New Age International, 2011.
- Shajahan S. : *Research Methods for Management*, 2004.
- Mustafa A. : *Research Methodology*, 2010.
- Thanulingom N : *Research Methodology*, Himalaya Publishing
- C. Rajendar Kumar : *Research Methodology* , APH Publishing
- Gupta Hitesh and Gupta S. L. : *Research Methodology*, International Book House, 2011.
- J. R. Brent Ritchie, Charles R. Goeldner : *Travel, Tourism, and Hospitality Research: A Handbook for Managers and Researchers*, Wiley Publishers
- Peter Mason: *Researching Tourism, Leisure and Hospitality for your Dissertation*; Good Fellow Publishers Ltd, UK

IV. ELECTIVE COURSE –DSE-3A:

(Credits: Theory-06)

Marks : 25 (MSE: 1Hr) + 75 (ESE: 3Hrs)=100**Pass Marks (MSE + ESE) =40*****Instruction to Question Setter for******Mid Semester Examination (MSE):***

There will be two group of questions. Group A is compulsory and will contain five questions of very short answer type consisting of 1 mark each. Group B will contain descriptive type six questions of five marks each, out of which any four are to answer.

End Semester Examination (ESE):

There will be two group of questions. Group A is compulsory and will contain two questions. Question No.1 will be very short answer type consisting of ten questions of 1 mark each. Question No.2 will be short answer type of 5 marks. Group B will contain descriptive type six questions of fifteen marks each, out of which any four are to answer.

Note: There may be subdivisions in each question asked in Theory Examinations.

HOSPITALITY LAWS**Theory: 60 Lectures**

- Unit – 1 Introduction to Indian Hospitality & Related Laws in India** Introduction, Legal Perspectives, Key Issues, The legal requirements Prior and at the time of doing Hotel Business.
- Unit – 2 Laws Related to Hotel Operations in India:** Doing Hotel Business in India, Business Contracts, Hotel Licenses and Regulations, Hotel Insurance
- Unit – 3 Laws Related to Employees, Guests, Public Health & Safety:** Introduction and Overview of Labour Laws, Hospitality Laws, Public Health and Environmental Laws
- Unit – 4 Laws Related to Food & Beverage Services:** Food Legislation and Liquor Licensing

Suggested Readings:

- Hotel Law by Amitabh Devendra , Oxford University Press
- Hotel & Tourism Laws by Jagmohan Negi
- Related Guidelines & Reports from Ministry of Tourism, Govt of India

SEMESTER VI

4 Papers**Total 100 x 4 = 400 Marks****I. SKILL ENHANCEMENT COURSE SEC 4:**

(Credits: Theory-02)

Marks : 100 (ESE: 3Hrs)=100**Pass Marks: Th ESE = 40*****Instruction to Question Setter for
End Semester Examination (ESE):***

There will be two group of questions. Group A is compulsory and will contain three questions. Question No.1 will be very short answer type consisting of ten questions of 1 mark each. Question No.2 & 3 will be short answer type of 5 marks. Group B will contain descriptive type six questions of twenty marks each, out of which any four are to be answered.

Note: There may be subdivisions in each question asked in Theory Examinations.

INTRODUCTION TO CATERING MANAGEMENT**Total Hours = 30****Unit - 1:** Tools of Catering Management for the following organizational.

- Top Management,
- Middle management,
- Line Management,
- Operational Staff

Unit - 2: Management of Resources available to the Catering Manager.
Menu :- Planning,

- Designing,
- Analysis / Merchandising

Unit - 3: Kitchen Planning,

- Area Selection,
- Space requirement,
- Policy formulation,
- Setting of equipments,
- Maintenance

Unit - 4 : Food & Beverage Service Area :-

- Planning layout & Designing

Unit - 5 : Establishing staffing levels :-

- H.R.D in Catering Industry.
-

II. ELECTIVE COURSE –DSE-1B:

(Credits: Theory-04, Practicals-02)

Marks : 15 (MSE: 1Hr) + 60 (ESE: 3Hrs) + 25 (Pr 3Hrs)=100 Pass Marks: Th (MSE + ESE)=30 + Pr ESE = 10

Instruction to Question Setter for***Mid Semester Examination (MSE):***

There will be two group of questions. Group A is compulsory and will contain five questions of very short answer type consisting of 1 mark each. Group B will contain descriptive type three questions of five marks each, out of which any two are to answer.

End Semester Examination (ESE):

There will be two group of questions. Group A is compulsory and will contain two questions. Question No.1 will be very short answer type consisting of ten questions of 1 mark each. Question No.2 will be short answer type of 5 marks. Group B will contain descriptive type five questions of fifteen marks each, out of which any three are to answer.

Note: There may be subdivisions in each question asked in Theory Examinations.

REGIONAL CUISINES OF INDIA -II**Theory: 60 Lectures**

Unit – 1 Cuisines of Andhra Pradesh, Tamil Nadu & Kerala: Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.

Unit – 2 Cuisines of Bihar & Jharkhand: Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialities during Festivals and Other Occasions, Community Foods.

Unit – 3 Indian Sweets & Desserts: Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features , Key Ingredients, Popular Sweets, Seasonal Sweets, Special Equipments, Specialities during Festivals and Other Occasions.

Unit – 4 Food of India : Jain Food, Parsi Food, Home Style Cooking, Tandoori Foods, Dum Style of Cooking, Traditional Cooking Delights, North Eastern Indian Foods, Food of Madhya Pradesh

DSE- 1B PRACTICALS:**60 Lectures****Marks : Pr (ESE: 3Hrs) =25****Pass Marks: Pr (ESE) = 10*****Instruction to Question Setter for******End Semester Examination (ESE):***

The evaluation of Practical Examination may be as per the following guidelines:

<i>Practical</i>	<i>= 15 marks</i>
<i>Practical record notebook</i>	<i>= 5 marks</i>
<i>Viva-voce</i>	<i>= 5 marks</i>

REGIONAL CUISINES OF INDIA -II

Two Menus about 3-5 dishes per menu per state covering all units.

Note: For focused inputs Regional Theme Lunches/ Festivals may be organised as a part of activity based learning.

Suggested Readings:

- Quantity Food Production Op. and Indian Cuisine – Parvinder S Bali, Oxford University Press
 - A Taste of India By Madhur Jafferey - John Wiley & Sons
 - Indian Gastronomy – Manjit Gill, DK Publishers
 - Food of Haryana: The Great Desserts – Dr Ashish Dahiya, University Press, MDU
 - The Essential Kerala Cookbook Paperback by Vijayan Kannampill
 - My Great India Cook Book – Vikas Khanna
 - Modern Cookery (Vol –I) By Philip E. Thangam, Publishers: Orient Longman
 - Practical Cookery By Kinton & Cessarani
 - Flavours of the Spice Coast – K M Mathew
 - Practical Professional Cookery By Kauffman & Cracknell
 - Professional Cooking by Wayne Gisslen, Publisher Le Cordon Bleu
 - Theory of Catering by Kinton & Cessarani
 - Theory of Cookery By K Arora, Publisher: Frank Brothers
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OR ELECTIVE COURSE –DSE-1D:

(Credits: Theory-04, Practicals-02)

Marks : 15 (MSE: 1Hr) + 60 (ESE: 3Hrs) + 25 (Pr 3Hrs)=100 Pass Marks: Th (MSE + ESE)=30 + Pr ESE = 10***Instruction to Question Setter for******Mid Semester Examination (MSE):***

There will be two group of questions. Group A is compulsory and will contain five questions of very short answer type consisting of 1 mark each. Group B will contain descriptive type three questions of five marks each, out of which any two are to answer.

End Semester Examination (ESE):

There will be two group of questions. Group A is compulsory and will contain two questions. Question No.1 will be very short answer type consisting of ten questions of 1 mark each. Question No.2 will be short answer type of 5 marks. Group B will contain descriptive type five questions of fifteen marks each, out of which any three are to answer.

Note: *There may be subdivisions in each question asked in Theory Examinations.*

FOOD & BEVERAGE SERVICE MANAGEMENT –II**Theory: 60 Lectures**

- Unit – 1 Wines -I** Definition, Classification with examples, - Table/Still/Natural, Sparkling, Fortified, Aromatized, Production of each classification, Principal wine regions and wines of France, Germany, Italy, Spain,
- Unit – 2 Wines –II** Principal wine regions and wines of Portugal, USA, Australia; New World Wines (brand names) India, Chile, South Africa, Algeria, New Zealand, Food & Wine Harmony, Storage of wines, Wine terminology (English & French)
- Unit – 3 The Beverage Industry:** Introduction, Yesterday & Today, Responsible Alcohol Service, Creating and Maintaining a Bar Business, Sanitation and Bar Setup, Legal Aspects, Professional Services.
- Unit – 4 Bar Management:** Introduction, Purchasing, Storing, Receiving, Issuing; Controlling, marketing Beverage Products Responsibly, Employee Management, Art of Mixology, Planning for Profits, Bar Menus
-

DSE- 1D PRACTICALS:**60 Lectures****Marks : Pr (ESE: 3Hrs) =25****Pass Marks: Pr (ESE) = 10*****Instruction to Question Setter for******End Semester Examination (ESE):****The evaluation of Practical Examination may be as per the following guidelines:*

<i>Practical</i>	<i>= 15 marks</i>
<i>Practical record notebook</i>	<i>= 5 marks</i>
<i>Viva-voce</i>	<i>= 5 marks</i>

FOOD & BEVERAGE SERVICE MANAGEMENT -II

- ❖ Bar Setups of different types & services
- ❖ Service of Wines & Bar Menus
- ❖ Reading Wine Labels,
- ❖ Cocktail parties
- ❖ Role Plays & Situation handling in Bar

Suggested Readings:

- Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S. Negi
 - Food & Beverage Control By: Richard Kotas and Bernard Davis
 - Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers.
 - Food & Beverage Management By: Bernard Davis & Stone
 - Food & Beverage Service- Dennis R. Lillicrap. & John.A. Cousins. Publisher: ELBS
 - Food & Beverage Service Management- Brian Vargese
 - Food & Beverage Service Training Manual- Sudhir Andrews, Tata Mc Graw Hill.
 - Hotel & Catering Costing & Budgets, RD. Boardman, Heinemann
 - Introduction F & B Service- Brown, Heppner & Deegan
 - The Bar and Beverage Book, 5th Edition - Costas Katsigris, Chris Thomas, Wiley Publications
 - Principles and Practices of Bar and Beverage Management – James Murphy; Goodfellow Publishers
 - ManageFirst: Bar and Beverage Management – National Restaurant Association
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OR ELECTIVE COURSE –DSE-1F:

(Credits: Theory-04, Practicals-02)

Marks : 15 (MSE: 1Hr) + 60 (ESE: 3Hrs) + 25 (Pr 3Hrs)=100 Pass Marks: Th (MSE + ESE)=30 + Pr ESE = 10

Instruction to Question Setter for***Mid Semester Examination (MSE):***

There will be **two** group of questions. **Group A is compulsory** and will contain five questions of **very short answer type** consisting of 1 mark each. **Group B will contain descriptive type** three questions of five marks each, out of which any two are to answer.

End Semester Examination (ESE):

There will be **two** group of questions. **Group A is compulsory** and will contain two questions. **Question No.1 will be very short answer type** consisting of ten questions of 1 mark each. **Question No.2 will be short answer type** of 5 marks. **Group B will contain descriptive type** five questions of fifteen marks each, out of which any three are to answer.

Note: There may be subdivisions in each question asked in Theory Examinations.

ACCOMMODATION MANAGEMENT-II**Theory: 60 Lectures**

- Unit- 1 Interior Decoration:** Importance, Definition & Types, Classification, Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis, Elements of Design: Line, Form, Colors, Texture, Flower Arrangement: Concept & Importance, Types & Shapes and Principles, Equipment and material required for flower arrangement, Conditioning of plant material, Indoor Plants care and role of housekeeping.
- Unit – 2 Colors:** Color Wheel, Importance & Characteristics, Classification of colors, Color Schemes. Lighting: Classification, Types & Importance, Applications. Furniture Arrangements: Principles, Types of Joints, Selection.
- Unit – 3 Floor & Wall Covering:** Types and Characteristics, Carpets: Selection, types, Characteristics, Care and Maintenance. Windows, Curtains, and Blinds Soft Furnishings and Accessories: Types, use and care of Soft furnishing, Types of Accessories: Functional and Decorative,
- Unit – 4 Computer Applications in Hotel Accommodation:** Introduction to Hotel Software's, Operating Procedures, Salient Features Merits & Challenges, Handling Guest and non guest accounts, Preparing reports, Giving Maintenances,; **Planning & Evaluating Front Office Operations:** Forecasting techniques, Forecasting Room availability, Useful forecasting data, (• % of walk in, • % of overstay, • % of under stay) Forecast formula, Sample forecast forms; **Yield Management -** Concept and importance, Applicability to rooms division (Capacity management, Discount allocation, Duration control, Measurement yield, Potential high and low demand tactics, Yield management software, Yield management team

DSE- 1F PRACTICALS:**60 Lectures****Marks : Pr (ESE: 3Hrs) =25****Pass Marks: Pr (ESE) = 10*****Instruction to Question Setter for******End Semester Examination (ESE):****The evaluation of Practical Examination may be as per the following guidelines:*

<i>Practical</i>	<i>= 15 marks</i>
<i>Practical record notebook</i>	<i>= 5 marks</i>
<i>Viva-voce</i>	<i>= 5 marks</i>

ACCOMMODATION MANAGEMENT-II

- ❖ Hands on practice of computer application (Hotel Management System) related to Rooms Division procedures as covered in syllabus
- ❖ Presentations on Interior Decorations
- ❖ Flower Arrangements Workshops
- ❖ Visit to Local Resources

Suggested Readings:

- Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS)
 - Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.
 - House Craft – Valerie Paul
 - House Keeping Management for Hostels, Rosemary Hurst, Heinemann
 - Housekeeping and Front Office – Jones
 - Housekeeping management – Margaret M. Leappa & Aleta Netschke
 - Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press
 - In House Management by A.K Bhatiya
 - Front office operations by colin Dix & Chirs Baird
 - Hotel front office management by James Bardi
 - Management front office operations by Kasavana & Books
 - Front office training manual by Sudhir Andrews
 - Managerial accounting and hospitality accounting by Raymond S Schmidgall
 - Managing computers in hospitality industry by Michael Kasavana and Cahell
 - Principal of Hotel Front Office Operations, Sue Baker & Jeremy Huyton, Continuum
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III. ELECTIVE COURSE –DSE-2B:

(Credits: Practicals-06)

Marks : 100(ESE: 3Hrs)=100**Pass Marks: Pr ESE =40*****Instruction to Question Setter for
End Semester Examination (ESE):****Overall project dissertation may be evaluated under the following heads:*

- *Motivation for the choice of topic*
- *Project dissertation design*
- *Methodology and Content depth*
- *Results and Discussion*
- *Future Scope & References*
- *Participation in Internship programme with reputed organization*
- *Application of Research technique in Data collection*
- *Report Presentation*
- *Presentation style*
- *Viva-voce*

Project Report (Total = 75 marks)

- 1. Formulation of Project Design = 25
- 2. Implementation of the Design in field Situation = 25
- 3. Presentation of Report = 25

G.D. and Viva Voce Examination (Total = 25 marks)

- 1. Presentation & Viva = 15
- 2. Marks given by Internal Supervisor = 10

PROJECT WORK

Keeping in view the diverse nature of tourism & hospitality industry & its long- term implications on the economy, society, culture & environment, It is mandatory to do some project work so as to sharpen the research skills, develop a practical understanding of the Hospitality system, attain some field experience etc. Students are required to prepare a project on a topic of their choice approved from Faculty from Institute/ Head of Department (F.O/ F&Bs/ F.P/ A.Op) Computer Typed {Times New Roman} compiled & Hard bound copy (Two print Copies) and One soft copy in C.D.

The Project should include:-

- ❖ The First page should include Name of The Institute / University, Project undertaken, Roll Number & Name.
- ❖ Certificate by Candidate of genuine work.
- ❖ Acknowledgement.
- ❖ Certificate of approval.
- ❖ Introduction to the topic.
- ❖ Problem Definition
 - Need of study
 - Problem Definition
 - Research objective
 - List of Information

- ❖ Research Methodology
 - Research design
 - Source of data
 - Instrumentation of data collection
 - Sampling Design

- ❖ Analysis, Findings & Interpretation.
- ❖ Suggestions & Recommendations.
- ❖ Conclusion or Silent Findings
- ❖ Limitation
- ❖ Bibliography
- ❖ Annexure

Selecting A Topic:-

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

The purpose of project for you is to-

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

Sample themes of Research are:-

Accommodation Management-

- “Technology in Hotel Accommodation Services:- A case study of Hotel- ABC.”

Various topics can be selected suggested themes are-

- Surveying of Guest Behavior
- Surveying of Environment Conservation
- Surveying of Negative impacts of System
- Segmentation of Guest staying in unit.
- Profiling of Tourists/ Guests
- Comparative analysis of Tariff Strategies.
- Linkages amongst various constituents of Hospitality industry
- HRD- Policies of Unit/ Chain
- Cost Control in Housekeeping/ Kitchen
- Safety & Security Issues- Case studies

The above mentioned are simply few suggested topics. The candidates are free to select a topic of their choice with due consultation with the faculty member who is mentoring the candidate in the Institute.

V. ELECTIVE COURSE –DSE-3B:

(Credits: Theory-06)

Marks : 25 (MSE: 1Hr) + 75 (ESE: 3Hrs)=100**Pass Marks (MSE + ESE) =40*****Instruction to Question Setter for******Mid Semester Examination (MSE):***

There will be two group of questions. Group A is compulsory and will contain five questions of very short answer type consisting of 1 mark each. Group B will contain descriptive type six questions of five marks each, out of which any four are to answer.

End Semester Examination (ESE):

There will be two group of questions. Group A is compulsory and will contain two questions. Question No.1 will be very short answer type consisting of ten questions of 1 mark each. Question No.2 will be short answer type of 5 marks. Group B will contain descriptive type six questions of fifteen marks each, out of which any four are to answer.

Note: There may be subdivisions in each question asked in Theory Examinations.

HOSPITALITY MARKETING**Theory: 90 Lectures**

- Unit- 1 Introduction to Marketing** Needs, Wants and Demands; Products and Services; Markets; Marketing; The Production Concept, The Product Concept, The Selling Concept, The Marketing Concept, The Societal Marketing Concept; The Marketing Process, Service Characteristic of Hospitality and Tourism Business
- Unit – 2 Marketing Environment, Consumer Markets and Consumer Buyer Behavior**
Micro and Macro Environment, Characteristics, Factors Affecting Consumer Behaviour, Buying Decision Behaviour, The Buyer Decision Process.
- Unit – 3 Distribution Channels, Product Pricing and Services Strategy**
Nature and Importance of Distribution System, Marketing Intermediaries, What is Product, Product Classification, Individual Product Decisions, Product Life Cycle, Approaches to hospitality service pricing.
- Unit – 4 Public Relations, Sales Promotions and Integrated Marketing Communication**
The Marketing Communications Mix, The Changing Face of Marketing Communications, Integrated Marketing Communications, Socially Responsible Marketing Communication, Advertising, Sales Promotion, Public Relations, The Public Relation Process, Personnel Selling, Direct Marketing, Technology and its applications in Marketing.
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SEMESTER VII
4 Papers**Total 100 x 4 = 400 Marks****I. SKILL ENHANCEMENT COURSE SEC 5A:**

(Credits: Theory-02)

Marks : 100 (ESE: 3Hrs)=100

Pass Marks: Th ESE = 40

***Instruction to Question Setter for
End Semester Examination (ESE):***

There will be **two** group of questions. **Group A is compulsory** and will contain three questions. **Question No.1 will be very short answer type** consisting of ten questions of 1 mark each. **Question No.2 & 3 will be short answer type** of 5 marks. **Group B will contain descriptive type** six questions of twenty marks each, out of which any four are to be answered.

Note: There may be subdivisions in each question asked in Theory Examinations.

SKILL ENHANCEMENT FOR MEDIA JOURNALISM IN HOSPITALITY & TOURISM
Total Hours = 30

Unit I : **Journalism, Hospitality & Tourism:** Introduction to Journalism, Definition of a Journalist, Nature & Scope of Journalism, Journalism - Hospitality & Tourism: Careers & Opportunities, Familiarisation with tasks and profile of a Journalist, Ethics for Journalists, Current Issues for Journalists, Travel, Tourism & Hospitality Writing, Types of Travel Writing.

Unit II: **Pioneers in Hospitality & Tourism Journalism & Media: Pioneers in Travel Writing,** Great travel stories of Marco Polo, Hiuen Tsang, Iban Batuta, Al Baruni, V.S. Naipaul, Rahul Sankratayan, William Dalrympal, Today's Hospitality Pioneers – Chef Manjit Gill, Studio Food Promoters - Chef Sanjeev Kapoor, Chef Vikas Khanna, David Rocco

Unit III: **Creative Travel, Tourism & Hospitality Writing: :** Introduction to creative writing, information collection, writing for hospitality, tourism and travel magazines, Writing for online magazines, Studies from Hospitality Biz India, Travel Biz Monitor and Express Hospitality Magazines, Travel web searching (browsing).

Unit IV: **Media Applications for Hospitality:** Introduction Media, Its Role in Hospitality Promotion, Televisions, Food Food Channel, TLC Channel, Food & Travel Shows, Social Media- Creating Pages and Profiles, Merits/Demerits of Social Media. Developing promotional Literature, Travel & Hospitality Photography, New Trends

Suggested Readings:

- Magazines of Airlines, Hotels & Tourism Organisations.
- Hand Book of Journalism & Mass Communications by V.S. Gupta, Vir Bala Aggarwal, concept Publishers, New Delhi.
- Hospitality Biz India, Travel Biz Monitor
- Hotel Promotional Literatures
- Mass Communication Theory & Practice by Uma Narula, Hiranand Publication, New Delhi.
- Mass Communication, Wilbur Schram
- Outlook Traveler
- The Art of Travel : Essays on Travel Writing, Dodel, Philip
- Travel in the ancient world, Cason, Leonell, George Allen
- Understanding Media by Marshal McLuhan.

OR**SKILL ENHANCEMENT COURSE SEC 5B:**

(Credits: Practical-02)

Marks : 100 (ESE: Practical) =100**Pass Marks: ESE = 40*****Instruction to Select Panel for award of Marks:******End Semester Examination (ESE):****The evaluation of Practical Examination may be as per the following guidelines:**Practical* = 75 marks*Viva voce* = 25marks**APPLICATION OF COMPUTERS IN HOSPITALITY & TOURISM****Total Hours = 60**

Unit I : **Introduction to Computers:** Introduction to Computer: Classification, 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: **Introduction to Computers Software:** Types of Software, System Software, Application Software, Utility Software's, Use of MS- Office: Basics of MS- Word. MS- Excel and MS- Power Point

Unit III: **Internet & Applications:** 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

Unit IV: **Social Media Applications and Hospitality:** 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.

Suggested Readings:

- Leon & Lion, Introduction to Computers, Vikas Publishing House, New Delhi
- June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.
- Comer 4e, Computer networks and Internet, Pearson Education
- White, Date Communications & Compute4r Network, Thomson Learning, Bombay.
- Computers in Hotels – Concepts & Applications : Partho P Seal Oxford University Press

OR**SKILL ENHANCEMENT COURSE SEC 5C:**

(Credits: Practical-02)

Marks : 100 (ESE: Practical) =100**Pass Marks: ESE = 40*****Instruction to Select Panel for award of Marks:******End Semester Examination (ESE):****The evaluation of Practical Examination may be as per the following guidelines:*

<i>Practical</i>	= 75 marks
<i>Viva voce</i>	= 25marks

WEB APPLICATIONS IN HOSPITALITY**Total Hours = 60**

- UNIT-1:** Introduction to Web Applications, Understanding the concepts with Hotel Websites like of Taj, Oberoi's, Lalit, Hilton etc. Concept of e - Commerce, e - Tourism, e- Business, Role of a website and e tools like Multimedia: Multimedia devices, components of multimedia systems, authoring tools, creating multimedia, video-capturing, video on demand.
- UNIT-2:** Data compression : Need for data compression, non-lossy and lossy compressions for images, color, gray scale and still-video image, video image, and audio compression JPEG standard, MPEG standard, DVI Technology, MIDI, brief survey of speech recognition and generation.
- UNIT-3:** Data and file format standards, Multimedia applications design :Application classes, types of Multimedia systems; Distributed multimedia systems: Components, distributed multimedia Databases.
- UNIT-4:** Introduction to Web design: Web development process, site types and architectures, navigation theory and practice. Introduction to Page: Page sizes, page types, web design tools; introduction to text: Fonts and text layout, formatting tags, text design issues for the web. Each student would be required to develop at least one website.
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II. ELECTIVE COURSE –DSE-4A:

(Credits: Theory-06)

Marks : 25 (MSE: 1Hr) + 75 (ESE: 3Hrs)=100**Pass Marks (MSE + ESE) =40*****Instruction to Question Setter for
Mid Semester Examination (MSE):***

There will be **two** group of questions. **Group A is compulsory** and will contain five questions of **very short answer type** consisting of 1 mark each. **Group B will contain descriptive type** six questions of five marks each, out of which any four are to answer.

End Semester Examination (ESE):

There will be **two** group of questions. **Group A is compulsory** and will contain two questions. **Question No.1 will be very short answer type** consisting of ten questions of 1 mark each. **Question No.2 will be short answer type** of 5 marks. **Group B will contain descriptive type** six questions of fifteen marks each, out of which any four are to answer.

Note: There may be subdivisions in each question asked in Theory Examinations.

HUMAN RESOURCE MANAGEMENT**Theory: 90 Lectures**

- Unit – 1 Introduction to Human Resource Management:** Introduction, Definition & Concept, Growth Drivers in India, Importance of HRM, Hospitality Industry Characteristics, Human Resource Roles, HR Challenges. Manpower Planning, Process, Managing Workers,
- Unit – 2 Recruitments, Learning & Development, Performance Appraisal:** Recruitments, Introduction, Concept, Sources, What to look for in prospective candidates, Recruitments Policy and Techniques. Learning & Development, Introduction, Concept, Functions, Training Cycle, Evaluation, Methods, Organisational Culture & Training. Performance Appraisal - Introduction, Purpose, Process, Challenges, Underlying Theories, Balance Score Card, The 360 Degree Feedback System, Managing Employee Performance
- Unit – 3 Employee Motivation, Compensation & Benefit Management:** Employee Motivation, Concept, Various Motivation Theories (Maslow's Theory, Herzberg's Theory, Adam's Equity Theory, B.F Skinners Reinforcement Theory), Motivating Employees & Measurement. Compensation & Benefits: Policy, Components, Determinants, Theories, Employee Compensation Practices in India
- Unit – 4 Job Satisfaction, Organisational Culture, Disciplinary Action:** Introduction, Theories of Motivation, Correlates of Job Satisfaction, Importance of Job Satisfaction, Measuring Job Satisfaction. Organisational Culture: Introduction, Observational Aspects, Functions, Cultural Models, Positive or Negative Organisational Cultures, Managing and Changing Organisational Cultures. Disciplinary Action: Introduction, Principles of Natural Justice, Counselling, Disciplinary Guidelines, Disciplinary Process, Charge Sheet

Suggested Readings:

- Human Resource Development & Management in the Hotel Industry – S.K. Bhatia, Nirmal Singh
- Principal and Techniques of Personnel Management Human Resource Management – Dr. Jagmohan Negi
- Human Resource Development Practice in Travel and Tourism – S.C. Bagri
- Human Resource Management in Hospitality – Malay Biswas

III. ELECTIVE COURSE –DSE-5A:

(Credits: Theory-06)

Marks : 25 (MSE: 1Hr) + 75 (ESE: 3Hrs)=100**Pass Marks (MSE + ESE) =40*****Instruction to Question Setter for******Mid Semester Examination (MSE):***

There will be **two** group of questions. **Group A is compulsory** and will contain five questions of **very short answer type** consisting of 1 mark each. **Group B will contain descriptive type** six questions of five marks each, out of which any four are to answer.

End Semester Examination (ESE):

There will be **two** group of questions. **Group A is compulsory** and will contain two questions. **Question No.1 will be very short answer type** consisting of ten questions of 1 mark each. **Question No.2 will be short answer type** of 5 marks. **Group B will contain descriptive type** six questions of fifteen marks each, out of which any four are to answer.

Note: There may be subdivisions in each question asked in Theory Examinations.

SAFETY, SECURITY AND TRAVEL DOCUMENTATION**Theory: 90 Lectures**

Unit – 1 Safety Security and Hotels: Understanding Safety & Security, Differentiation between safety and security, Best Practices in Indian Hotels, The Case of Taj & Oberoi at Mumbai, Security Departments in Hotels, Guidelines for Security in Hotels, Dealing with Emergencies - Fire, Death, Crisis Management, Disaster Management.

Unit – 2 Safety Security and Tourist Destinations: Understanding the destination images from tourist perspective, the role of the media in influencing consumer perceptions of travel safety Understanding Tourist Security, its importance and impact of tourism industry. Role of Media in influencing tourist perceptions, consumer awareness of travel advisories and their influence on behaviour. Common problems & Challenges with hotel & tourism destinations security. Security issues at airports, railway stations, single woman travellers in India, Tourist Police & Its Role, Role of Ministry of Govt of India, UNWTO Guidelines/ Advises on Safety and Security, International Issues on Tourist Security, the role of insurance in the travel industry

Unit – 3 Travel Documentation: Introduction to Travel Documentation, Documentation required while leaving and entering into India. Passport its types and procedures to obtain an Indian passport, Currency Regulations and concept of Basic Travel Quota (BTQ), Custom Regulations, Health Certificates, Insurance and Immigration

Unit – 4 Understanding VISA and Permits
Understanding the concept of VISA its types, Categories in which India give Visa to foreign tourists. Visa Requirements and procedure to obtain tourist visa for Singapore, UK, USA and Australia. Restricts and Special area permits for foreign tourists in India and their procedures to obtain. VISA on Arrival Scheme of Govt of India

Suggested Readings:

- Tourism Security: Strategies for Effective Managing Travel Risk and Safety By Peter Tarlow
- Safety and Security in Tourism Relationships, Management and Marketing By C. Michael Hall, Dallen J. Timothy and David Timothy Duval.
- Tourism, Security and Safety (The Management of Hospitality and Tourism Enterprises) - Yoel Mansfeld & Abraham Pizam.

IV. ELECTIVE COURSE –DSE- 6-10 A:

(Credits: Theory-06)

ELECTIVE COURSE –DSE-6A:

(Credits: Theory-06)

Marks : 25 (MSE: 1Hr) + 75 (ESE: 3Hrs)=100**Pass Marks (MSE + ESE) =40*****Instruction to Question Setter for******Mid Semester Examination (MSE):***

There will be two group of questions. Group A is compulsory and will contain five questions of very short answer type consisting of 1 mark each. Group B will contain descriptive type six questions of five marks each, out of which any four are to answer.

End Semester Examination (ESE):

There will be two group of questions. Group A is compulsory and will contain two questions. Question No.1 will be very short answer type consisting of ten questions of 1 mark each. Question No.2 will be short answer type of 5 marks. Group B will contain descriptive type six questions of fifteen marks each, out of which any four are to answer.

Note: *There may be subdivisions in each question asked in Theory Examinations.*

RETAIL MANAGEMENT**Theory: 90 Lectures**

Unit- I **The Business of Retail:** Retailing- Definition, Concept Importance, Functions of a retailer, Relationship between retail and Marketing, Retail as a career. Retail in India- Evolution, changes in the retail sector, The Wheel of Retailing, The Accordion, The Retail Life Cycle, Emerging Trends in Retailing, Retail Scenario in India, Retail Competition, Retail Formats.

Unit-2 **Retail Models** and Theories of Retail Development- Theories of retail development, concept of life cycle in retails, Business models in retails, Airport Retailing, Services retailing.
Information Gathering in Retailing, Retail Strategic Planning and Operation Management, Retail Financial Strategy, Target Market Selection and Retail Location, Store Design and Layout, Visual Merchandising and Displays.

Unit-3 **Merchandise** Planning, Buying and Handling, Merchandise Pricing, Retail Communication Mix, Promotional Strategy, Retail Human Resources Management, Customer Service, The GAPs Model, Customer Relationship Management.

Unit-4 **Retail Operating Skills:** Pre-Check, Opening the Sale, Probing, Demonstration, Trial , Close Handling Objections, Closing, Confirmations & Invitations. Retail Management Information Systems, Retail Audits, Online Retailing, Global Retailing, Legal and Ethical Issues in Retailing.

Note: A visit to retail mart may be organised to supplement learning of students.

Suggested Readings:

- Levy IM. And Weitz B.A (2004), Retailing Management, 5th ed., Tata McGrawHill.
- Berman B. Evans J. R. (2004), Retail Management, 9th Edition, Pearson Education.
- Bajaj C; Tuli R., Srivanstava N.V. (2005), Retail Management, Oxford University Press, Delhi.
- Dunne P.M, Lusch R.F. and David A. (2002), Retailing, 4th ed., South-Western, Thomson Learning Inc.
- Pradhan, Swapna; Retailing Management; Tata McGraw Hill; New Delhi

OR
ELECTIVE COURSE –DSE-7A:

(Credits: Theory-04, Practicals-02)

Marks : 15 (MSE: 1Hr) + 60 (ESE: 3Hrs) + 25 (Pr 3Hrs)=100	Pass Marks: Th (MSE + ESE) =30 + Pr ESE =10
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Instruction to Question Setter for***Mid Semester Examination (MSE):***

There will be **two** group of questions. **Group A is compulsory** and will contain five questions of **very short answer type** consisting of 1 mark each. **Group B will contain descriptive type** three questions of five marks each, out of which any two are to answer.

End Semester Examination (ESE):

There will be **two** group of questions. **Group A is compulsory** and will contain two questions. **Question No.1 will be very short answer type** consisting of ten questions of 1 mark each. **Question No.2 will be short answer type** of 5 marks. **Group B will contain descriptive type** five questions of fifteen marks each, out of which any three are to answer.

Note: There may be subdivisions in each question asked in Theory Examinations.

FOOD SERVICE MANAGEMENT**Theory: 60 Lectures**

- Unit – 1 The Foundations:** The Foodservice Industry, The Systems Approach, The Fundamentals, Food Safety, Cleaning, Sanitation, and Environmental Safety, The Menu
- Unit – 2 The Operational Functions:** Purchasing, Receiving, Storage, And Inventory, Production, Beverage Provision, Food and Beverage Service, Events Conferencing & Banqueting, Apprising Performance, Strategic Decisions,
- Unit – 3 The Facilities:** Facilities Planning And Design, Equipment And Furnishings, Environmental Management
- Unit – 4 The Management Functions:** Organizational Design, Leadership, Human Resource Management, Performance Improvement, Financial Management, Marketing
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DSE- 7A PRACTICALS:**60 Lectures****Marks : Pr (ESE: 3Hrs) =25****Pass Marks: Pr (ESE) = 10*****Instruction to Question Setter for******End Semester Examination (ESE):***

The evaluation of Practical Examination may be as per the following guidelines:

<i>Practical</i>	<i>= 15 marks</i>
<i>Practical record notebook</i>	<i>= 5 marks</i>
<i>Viva-voce</i>	<i>= 5 marks</i>

FOOD SERVICE MANAGEMENT

- ❖ Layout of Food Service Outlets & Organisations
- ❖ Food Service Operations
- ❖ Conferencing & Banqueting
- ❖ Equipment and Furnishings, Environmental Management in Food Service Operations
- ❖ Visit to a professional Food Service Outlet

Note: An Event may be planned to supplement learning of students and practical may be conducted in view of theory syllabus to provide practical inputs to learners.

Suggested Readings:

- Food & Beverage Management 3/e John Cousins, David Foskett & Andrew Pennington, Good Fellow Publishers
 - Foodservice Management: Principles and Practices by June Payne-Palacio Ph.D. RD and Monica Theis, Prentice Hall Publishers
 - Foodservice Management Fundamentals by Dennis R. Reynolds; Wiley Publishers
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OR
ELECTIVE COURSE –DSE-8A:

(Credits: Theory-04, Practicals-02)

Marks : 15 (MSE: 1Hr) + 60 (ESE: 3Hrs) + 25 (Pr 3Hrs)=100	Pass Marks: Th (MSE + ESE) =30 + Pr ESE =10
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Instruction to Question Setter for***Mid Semester Examination (MSE):***

There will be **two** group of questions. **Group A is compulsory** and will contain five questions of **very short answer type** consisting of 1 mark each. **Group B will contain descriptive type** three questions of five marks each, out of which any two are to answer.

End Semester Examination (ESE):

There will be **two** group of questions. **Group A is compulsory** and will contain two questions. **Question No.1 will be very short answer type** consisting of ten questions of 1 mark each. **Question No.2 will be short answer type** of 5 marks. **Group B will contain descriptive type** five questions of fifteen marks each, out of which any three are to answer.

Note: There may be subdivisions in each question asked in Theory Examinations.

ACCOMMODATION MANAGEMENT**Theory: 60 Lectures**

- Unit – 1** The Housekeeping Department in Hotel Operations, The Executive Housekeeper as Department Manager. Structural Planning of the Housekeeping Department. Current Trends & Practices
- Unit – 2** Management of Inventory and Equipment. Characteristics of Housekeeping Equipment and Supplies. The Cleaning Function, Personnel Administration, Controlling Housekeeping Operations, Supervision and Management Practices in Housekeeping
- Unit – 3** Safety, Security and Infectious Diseases in Property Operations. Energy Conservation in Lodging Properties, Environmental and Sustainability Issues.
- .Unit – 4** Opening New Hotels & Role of Housekeeping, Linen Management, Guest Laundry Services, Valet Services, Managing Pests Control, Out Source Management Practices in Housekeeping, Housekeeping Beyond hotels i.e Libraries, Hospitals, Airports and others, Entrepreneurship Opportunities in Housekeeping
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DSE- 8A PRACTICALS:**60 Lectures****Marks : Pr (ESE: 3Hrs) =25****Pass Marks: Pr (ESE) = 10*****Instruction to Question Setter for******End Semester Examination (ESE):****The evaluation of Practical Examination may be as per the following guidelines:**Practical = 15 marks**Practical record notebook = 5 marks**Viva-voce = 5 marks***ACCOMMODATION MANAGEMENT**

- ❖ Layout of Housekeeping Outlets & Organisations
- ❖ Housekeeping Operations
- ❖ Safety & Security Practices & Housekeeping
- ❖ Equipment and Furnishings, Environmental Management in Housekeeping Operations
- ❖ Visit to a professional Housekeeping Services/ Units

Note: An Event may be planned to supplement learning of students and practical may be conducted in view of theory syllabus to provide practical inputs to learners.

Suggested Readings:

- Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson
- Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill
- House Keeping Management for Hotels, Rosemary Hurst, Heinemann
- Housekeeping Management – Margaret M. Leappa & Aleta Nitschke
- Housekeeping & Maintenance – Stanley Thornes
- Hotel Housekeeping Operations & Management – Reghubalan, Oxford University Press.
- Management of Hotel & Motel Security (Occupational Safety and Health) By H. Burtein, Publishers: CRC
- Managing Housekeeping Custodial Operation – Edwin B. Feldman
- Managing Housekeeping Operations – Margaret Kappa & Aleta Nitschke
- The Professional Housekeeper - Madelin Schneider, Georgina Tucker & Mary Scoviak, John Wiley & Sons
- Housekeeping Management by Matt A Casado, Wiley Publications

OR
ELECTIVE COURSE –DSE-9A:

(Credits: Theory-04, Practicals-02)

Marks : 15 (MSE: 1Hr) + 60 (ESE: 3Hrs) + 25 (Pr 3Hrs)=100	Pass Marks: Th (MSE + ESE) =30 + Pr ESE =10
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Instruction to Question Setter for***Mid Semester Examination (MSE):***

There will be **two** group of questions. **Group A is compulsory** and will contain five questions of **very short answer type** consisting of 1 mark each. **Group B will contain descriptive type** three questions of five marks each, out of which any two are to answer.

End Semester Examination (ESE):

There will be **two** group of questions. **Group A is compulsory** and will contain two questions. **Question No.1 will be very short answer type** consisting of ten questions of 1 mark each. **Question No.2 will be short answer type** of 5 marks. **Group B will contain descriptive type** five questions of fifteen marks each, out of which any three are to answer.

Note: There may be subdivisions in each question asked in Theory Examinations.

CULINARY MANAGEMENT**Theory: 60 Lectures**

- Unit – 1** The Food-Service & Culinary Industry, Sanitation and Safety, Tools and Equipment, Menus, Recipes, and Cost Management, Food Nutrition, Staff Structure & Trends
- Unit – 2** Basic Principles of Cooking and Food Science, Mise en Place, Stocks and Sauces, Soups, Understanding Vegetables, Cooking Vegetables, Potatoes, Legumes, Grains, Pasta, and Other Starches
- Unit – 3** Cooking Methods for Meat, Poultry, and Fish, Understanding Meats and Game, Cooking Meats and Game, Understanding Poultry and Game Birds their cooking, Understanding Fish and Shellfish, their cooking techniques
- Unit – 4** Salad Dressings and Salads, Preservation of Food, Sandwiches, Breakfast Preparation, Dairy and Beverages, Cooking for Vegetarian Diets, Health foods, Sausages and Cured Foods, Pâtés, Terrines, and Other Cold Foods, Food Presentation
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DSE- 9A PRACTICALS:**60 Lectures****Marks : Pr (ESE: 3Hrs) =25****Pass Marks: Pr (ESE) = 10*****Instruction to Question Setter for******End Semester Examination (ESE):***

The evaluation of Practical Examination may be as per the following guidelines:

Experiment = 15 marks

Practical record notebook = 5 marks

Viva-voce = 5 marks

CULINARY MANAGEMENT

- ❖ Menu Planning – The Chefs Role
- ❖ Professional Kitchen Layout & Organisations
- ❖ Culinary Operations : Menu Preparations to supplement theory syllabus
- ❖ Safety & Security Practices & Kitchen
- ❖ Equipment and Furnishings, Environmental Management in Culinary Operations

Suggested Readings:

- Professional Cooking by Wayne Gisslen, Wiley Publications
 - The Professional Chef by Culinary Institute of America
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OR
ELECTIVE COURSE –DSE-10A:

(Credits: Theory-04, Practicals-02)

Marks : 15 (MSE: 1Hr) + 60 (ESE: 3Hrs) + 25 (Pr 3Hrs)=100	Pass Marks: Th (MSE + ESE) =30 + Pr ESE =10
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Instruction to Question Setter for

Mid Semester Examination (MSE):

There will be **two** group of questions. **Group A is compulsory** and will contain five questions of **very short answer type** consisting of 1 mark each. **Group B will contain descriptive type** three questions of five marks each, out of which any two are to answer.

End Semester Examination (ESE):

There will be **two** group of questions. **Group A is compulsory** and will contain two questions. **Question No.1 will be very short answer type** consisting of ten questions of 1 mark each. **Question No.2 will be short answer type** of 5 marks. **Group B will contain descriptive type** five questions of fifteen marks each, out of which any three are to answer.

Note: There may be subdivisions in each question asked in Theory Examinations.

FRONT OFFICE MANAGEMENT

Theory: 60 Lectures

- Unit – 1** Hotel Front Office and Role in Hotel Revenue Generations, Preparing for Guest Services, Relationship & Coordination with Housekeeping and other Divisions, The Hotel Organization and the front office manager, Effective interdepartmental communications, Front Office Structures, layouts Trends & Practices.
- Unit – 2** Managing Guests from Check in to Check Out – Role of Front Office, Property management systems, System wide reservations, Guest registration, Managing the financials, Guest checkout, Procedures Forms & Formats
- Unit – 3** Revenue Management : An Introduction, Customers' Knowledge and Consumer Behavior, Internal Assessment and Competitive Analysis, Economic Principles and Demand Forecasting, Reservations and Channels of Distribution, Dynamic Value-Based Pricing, Channel and Inventory Management, The Revenue Management Team, Strategic Management and Following the RevMAP, Tools, Tactics, and Resources
- Unit – 4** Staffing Challenges, Recruitments & Training, Managing Hospitality, Promoting in house sales, It is going to happen- Handling Emergencies, Managing Guest Safety & security Gearing for Interviews, The role of Supervisor and Managers Responsibilities.
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DSE- 10A PRACTICALS:**60 Lectures****Marks : Pr (ESE: 3Hrs) =25****Pass Marks: Pr (ESE) = 10*****Instruction to Question Setter for******End Semester Examination (ESE):***

The evaluation of Practical Examination may be as per the following guidelines:

<i>Experiment</i>	<i>= 15 marks</i>
<i>Practical record notebook</i>	<i>= 5 marks</i>
<i>Viva-voce</i>	<i>= 5 marks</i>

FRONT OFFICE MANAGEMENT

- ❖ Front Office Planning – The FOM's Role
- ❖ Professional Front Office Layout & Organisations
- ❖ Front Office Operations : Activities, Records & Regulations to supplement theory syllabus
- ❖ Safety & Security Practices & Role of Hotel Front Office
- ❖ Revenue Management in Front Office Operations

Suggested Readings:

- Hotel Front Office Management – James A Bardi Wiley Publications
 - Introduction to the revenue management for Hospitality Industry, Principles and Practices for the Real World, An Kimberly Tranter, Trevor Stuart-Hill, Juston Parker, Pearson Publications
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SEMESTER VIII

4 Papers**Total 100 x 4 = 400 Marks****INDUSTRIAL EXPOSURE****Objective**

The objective of Industrial Exposure is to facilitate learners with skills & practices of trade so as to supplement their theory and practical inputs of semester VII and enable them to Industry Ready.

Duration of Exposure: 15-18 weeks

Leave Formalities: 1 weekly off and festivals and national holidays given by the hotel 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in.

Industrial Exposure will require an input of 90-100 working days (15 weeks x 06 days = 90 days). Students who are unable to complete a minimum of 45 days of industrial training would be disallowed from appearing in the term and examinations.

Students who complete more than 45 days of industrial exposure but are unable to complete minimum 90 days due to medical & other valid reasons with dully approved by the concerned authority/ course coordinator/ director, may make good during the vacations. Such students will be treated as 'absent' in industrial training and results.

The training in VIII semester necessarily needs to be in an approved hotel equivalent to three star of above/ Heritage or other such good property. Prior written approval needs to be taken from the programme coordinator/ Convenor/ H.O.D for Industrial exposure from parent Institute.

Training Schedule for Semester- VIII

Total weeks: 15-18 weeks. The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners to facilitate the learners on Writing Skills for Hospitality (Writing of Industrial Reports/ Hospitality Operation Software Skills/ Trade Presentation Skills, Human Resource Practices Safety, Security and Travel Documentation Facilitation Management Practices while acquainting the learners with skills of trade of their choice from DSE 6B-14B.

It may please be noted that for this semester the number of credits assigned is 20. Being practical oriented the number of hours input per week comes as 40 hours per week.

Academic Credits for training shall be based on following:

Log books and attendance, Appraisals, Report and presentation, as applicable. For distribution of marks refer to details on Course structure/ Credit Distribution during the tenure of Industrial Exposure, apart from carrying out the assigned jobs.

All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report in all four departments in Semester VIII on completion of training in that respective department.

A **Power Point presentation** (based on the report) for duration of **10 minutes** should be made. This will be presented in front of a select panel from the institute and the industry. The presentation should express the student's experiences in the department and what has he learned/ observed (*Refer to What to Observe Sheets for more details.*). Marks will be awarded on this presentation and documents submitted to the faculty coordinator at the institute.

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Log book;
2. Appraisal;
3. A copy of the training certificate.
4. IT Report in all four Departments.
5. Power Point presentation on a CD, based on the training report.
6. Attendance sheet.
7. Leave card

The Training Report will be submitted in the form specified as under:

- a. The typing should be done on both sides of the paper (instead of single side printing)
- b. The font size should be 12 with Times New Roman font.
- c. The Training Report may be typed in 1.5 linespacing.
- d. The paper should be A-4 size.
- e. Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

The learners are suggested to make the following observations in the departments of internship:

WHAT TO OBSERVE

Points that will be Common for all students of VIII semester in each discipline

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

I. SKILL ENHANCEMENT COURSE SEC 6D/ 6E/ 6F: (Credits: Theory-02)**Marks: ESE: 75 P.P. Presentation + 25 Ind. Feedback =100****Pass Marks: ESE = 40*****Instruction to Select Panel for award of Marks:******End Semester Examination (ESE):****The evaluation of Practical Examination may be as per the following guidelines:**Power Point Presentation & Viva-voce = 75 marks**Feedback from Industry = 25 marks***SEC 6D: WRITING SKILLS FOR HOSPITALITY (Writing of Industrial Reports)****OR****SEC 6E: HOSPITALITY OPERATION SOFTWARE SKILLS****OR****SEC 6F: TRADE PRESENTATION SKILLS****Total Hours = 30****WHAT TO OBSERVE:**

1. Hotel/ Business Communications
 2. Email & Web Applications
 3. Software Operations
 4. Professional Presentations
 5. Annual Reports
 6. Appraisals
 7. Inter Office Communications
 8. Intra Office Communications
 9. Formal Telephonic Conversations
 10. Interacting with Customers/ Seniors/ Colleagues/ Juniors
 11. Writing & Presentations of Reports
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II. ELECTIVE COURSE –DSE-4B (PRACTICALS):

(Credits: Practicals-06)

Marks: ESE: 75 P.P. Presentation + 25 Ind. Feedback =100**Pass Marks: ESE = 40*****Instruction to Select Panel for award of Marks:******End Semester Examination (ESE):****The evaluation of Practical Examination may be as per the following guidelines:**Power Point Presentation & Viva-voce = 75 marks**Feedback from Industry = 25 marks***HUMAN RESOURCE PRACTICES (INDUSTRY EXPOSURE)****WHAT TO OBSERVE:**

1. Organisation Mission/ Vision/ Values
 2. The Human Resource Divisions
 3. Human Resource Roles,
 4. HR Challenges
 5. Manpower Planning Process,
 6. Managing Workers
 7. Recruitments – Policy & Techniques
 8. Group Expectations from New Employees
 9. Learning & Development
 10. Training Practices & Methods
 11. Organizational Culture
 12. Managing Employee Performance
 13. Employee Motivation,
 14. Job Satisfaction
 15. Organizational Culture
 16. Disciplinary Action
 17. Innovative Practices in Units/ Group
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III. ELECTIVE COURSE –DSE-5B (PRACTICALS):

(Credits: Practicals-06)

Marks: ESE: 75 P.P. Presentation + 25 Ind. Feedback =100**Pass Marks: ESE = 40*****Instruction to Select Panel for award of Marks:******End Semester Examination (ESE):****The evaluation of Practical Examination may be as per the following guidelines:**Power Point Presentation & Viva-voce = 75 marks**Feedback from Industry = 25 marks***SAFETY, SECURITY AND TRAVEL DOCUMENTATION FACILITATION
MANAGEMENT PRACTICES****WHAT TO OBSERVE:**

1. Safety & Security
 2. The Structure & Key People
 3. Best Practices
 4. Security Policy & Guidelines in the Organisation
 5. Dealing with Emergencies - Death, Crisis Management, and Disaster Management.
 6. Fire Fighting
 7. Interacting with Media
 8. Any incidents reported
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IV. ELECTIVE COURSE –DSE- 6-10 B(PRACTICALS): (Credits: Practicals-06)**DSE- 6B PRACTICALS:****Marks: ESE: 75 P.P. Presentation + 25 Ind. Feedback =100****Pass Marks: ESE = 40*****Instruction to Select Panel for award of Marks:******End Semester Examination (ESE):***

The evaluation of Practical Examination may be as per the following guidelines:

Power Point Presentation & Viva-voce = 75 marks

Feedback from Industry = 25 marks

PRACTICES IN RETAIL MANAGEMENT (INDUSTRY EXPOSURE)**WHAT TO OBSERVE:**

1. Type of Service
 2. Type of Cliental
 3. Source of Cliental
 4. The Layout (Interior/theme)
 5. Operation Procedure
 6. Turn-over ratio
 7. Raw material intending/ procuring procedure
 8. Duties & Responsibility of staff
 9. The Operating hours
 10. Services/inventions offered
 11. Budget/ Financial position
 12. Employee Recruitment policy
 13. Employee Retaining policy
 14. Sales/Marketing Team or policies/activities
 15. Employee Training/Technology Updation facilities
 16. Discount/Compensation facility or authority
 17. Standard/signature products
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OR**DSE- 7B PRACTICALS:**

(Credits: Practicals-06)

Marks: ESE: 75 P.P. Presentation + 25 Ind. Feedback =100**Pass Marks: ESE = 40*****Instruction to Select Panel for award of Marks:******End Semester Examination (ESE):****The evaluation of Practical Examination may be as per the following guidelines:**Power Point Presentation & Viva-voce = 75 marks**Feedback from Industry = 25 marks***PRACTICES IN FOOD SERVICE MANAGEMENT (INDUSTRY EXPOSURE)****WHAT TO OBSERVE:**

1. Technology used by Management
 2. Management Techniques
 3. Inventory/Issuing/Receiving System
 4. Billing/ Ordering Procedure
 5. Types of Meal & Timing
 6. Responsibility of staff
 7. Procurements Techniques
 8. Cover/ Person that are accommodated during meal hours
 9. Structure of Institution
 10. Cleaning / Maintenance procedure
 11. Timing of operation
 12. Standard Service Timing
 13. Waste Management
 14. Type of Equipment used/Specification
 15. Inventory system / Procedure
 16. Reservation Procedure
 17. Specialty of Outlet
-

OR**DSE- 8B PRACTICALS:**

(Credits: Practicals-06)

Marks: ESE: 75 P.P. Presentation + 25 Ind. Feedback =100**Pass Marks: ESE = 40*****Instruction to Select Panel for award of Marks:******End Semester Examination (ESE):****The evaluation of Practical Examination may be as per the following guidelines:**Power Point Presentation & Viva-voce = 75 marks**Feedback from Industry = 25 marks***PRACTICES IN ACCOMMODATION MANAGEMENT****WHAT TO OBSERVE DSE 10B Accommodation Management:**

1. Total No's of Rooms/Area provided for accommodation
 - a. Star Category
 2. Reservation Procedure
 3. Operation Timing
 4. Cleaning Schedule (Daily/weekly/Spring)
 5. Services/facilities provided by Management
 6. Staff Structure/Shift Timing
 7. Co-ordination between the staff/dept.
 8. Discount
 9. Billing procedure
 10. Staff structure
 11. Various formats used by departments
 12. Facilities/ amenities provided in Room
-

OR**DSE- 9B PRACTICALS:**

(Credits: Practicals-06)

Marks: ESE: 75 P.P. Presentation + 25 Ind. Feedback =100**Pass Marks: ESE = 40*****Instruction to Select Panel for award of Marks:******End Semester Examination (ESE):****The evaluation of Practical Examination may be as per the following guidelines:**Power Point Presentation & Viva-voce = 75 marks**Feedback from Industry = 25 marks***PRACTICES IN CULINARY MANAGEMENT****WHAT TO OBSERVE:**

1. Source of Manpower
 2. Area/Layout of kitchen
 3. Indenting/Receiving/Storing Procedure
 4. Standard formats/Certificate required for Institution
 5. Various equipment (Small/Large) required for dept.
 6. Types of Menu/Cuisine
 7. Procurement of Raw Material.
 8. Standard Recipes
 9. Preparation Technologies
 10. Waste Management
 11. Type of Cooking method
 12. Standard serving /preparation timing
 13. Various practices followed during peak/lean Timing/hours
 14. Signature dishes
-

OR**DSE- 10B PRACTICALS:**

(Credits: Practicals-06)

Marks: ESE: 75 P.P. Presentation + 25 Ind. Feedback =100**Pass Marks: ESE = 40*****Instruction to Select Panel for award of Marks:******End Semester Examination (ESE):****The evaluation of Practical Examination may be as per the following guidelines:**Power Point Presentation & Viva-voce = 75 marks**Feedback from Industry = 25 marks***PRACTICES IN FRONT OFFICE MANAGEMENT (INDUSTRY EXPOSURE)****WHAT TO OBSERVE:**

1. Total No. of Rooms and facilities
 2. Tariff structure/Rack Rates/Discounts
 3. Reservation Types/Mode
 4. Reservation Procedure
 5. Reservation Sources
 6. Reception/Receiving Procedure
 7. Co-ordination/ intra department relationship
 8. Various check-in procedure
 9. Standard phrase of Common
 10. Policies/Procedure for
 - a. No show
 - b. Scanty Baggage
 - c. Single lady
 - d. VIP
 - e. Groups/ lay over
 11. Various Reports
 12. Coordination with House-Keeping / F&B/ Production Team/Dept.
 13. Billing/Financial policies
 14. Foreign guest handling
 15. Various sub-units/departments
 16. Emergency handling procedure
 17. Guest/Staff Communication Channels
 18. Local information/
 19. Post. Departure formalities
-

DISTRIBUTION OF CREDITS SEMESTER WISE FOR UNDERGRADUATE 'B.H.M.C.T.'
PROGRAMME

Semester wise distribution of 160 Credits

	DSC	AECC	SEC	DSE	Total credits
Semester I	18	02			20
Semester II	18	02			20
Semester III	18		02		20
Semester IV	18		02		20
Semester V			02	18	20
Semester VI			02	18	20
Semester VII			02	18	20
Semester VIII			02	18	20
	72	04	12	72	160

CC=Core Course; AECC=Ability Enhancement Compulsory Course; GE=Generic Elective; SEC=Skill Enhancement Course; DSE=Discipline Specific Elective

SAMPLE CALCULATION FOR SGPA & CGPA FOR UNDERGRADUATE 'B.H.M.C.T.' PROGRAMME

Table B-3: Sample calculation for SGPA for B.Sc./B.A./B.Com Honours Programme

Course	Credit	Grade Letter	Grade Point	Credit Point (Credit X Grade)	SGPA (Credit Point/Credit)
Semester I					
AE	02	A	8	16	
DSC 1A	06	B+	7	42	
DSC 2A	06	B	6	36	
DSC 3A	06	B	6	36	
Total	20			130	6.5 (130/20)
Semester II					
EVS	02	B	6	12	
DSC 1B	06	C	5	30	
DSC 2B	06	B+	7	42	
DSC 3B	06	A+	9	54	
Total	20			138	6.9 (138/20)
Semester III					
SE 1	02	A+	9	18	
DSC 1C	06	O	10	60	
DSC 2C	06	A	8	48	
DSC 3C	06	A	8	48	
Total	26			174	8.7 (174/20)
Semester IV					
SE 2	02	A+	9	18	
DSC 1D	06	A	8	48	
DSC 2D	06	A+	9	54	
DSC 3D	06	O	10	60	
Total	20			180	9.0 (180/20)
Semester V					
SE 3	02	O	10	20	
DSE 1A	06	B	6	36	
DSE 2A	06	A+	9	54	
DSE 3A	06	B	6	36	
Total	20			146	7.3 (146/20)
Semester VI					
SE 4	02	A	8	16	
DSE 1B	06	B	6	36	
DSE 2B	06	B	6	36	
DSE 3B	06	B	6	36	
Total	20			124	6.2 (124/20)
Semester VII					
SE 5	02	A	8	16	
DSE 1C	06	A	8	48	
DSE 2C	06	A+	9	54	
DSE 3C	06	A	8	48	
Total	20			166	8.3 (166/20)
Semester VIII					
SE 6	02	A+	9	18	
DSE 1D	06	B	6	36	
DSE 2D	06	A+	9	54	
DSE 3D	06	B	6	36	
Total	20			144	87.2 (144/20)
CGPA					
Grand Total	160			1202	7.51 (1202/160)

Table B-4: Sample calculation for CGPA

Semester I	Semester II	Semester III	Semester IV	Semester V	Semester VI
Credit:20; SGPA: 6.5	Credit:20; SGPA: 6.9	Credit:20; SGPA: 8.7	Credit:20; SGPA: 9.0	Credit:20; SGPA: 7.3	Credit:20; SGPA: 6.2

Semester VII	Semester VIII				
Credit:20; SGPA: 8.3	Credit:20; SGPA: 7.2				

$$\text{Thus CGPA} = \frac{(20 \times 6.5 + 20 \times 6.9 + 20 \times 8.7 + 20 \times 9.0 + 20 \times 7.3 + 20 \times 6.2 + 20 \times 8.3 + 20 \times 7.2)}{160} = 7.71$$

MARKS DISTRIBUTION FOR EXAMINATIONS AND FORMAT OF QUESTION PAPERS

Marks Distribution of Mid Semester Theory Examinations:**Table No. 15:** Marks distribution of Theory Examinations of Mid Semester

Topic	Code	Full Marks	Pass Marks	Time	Group-A (Very short answer type Compulsory Questions) No. of Questions x Marks = F.M.	Group-B (Descriptive Questions with Choices) No. of Questions x Marks = F.M.	Total No. of Questions to Set	
							Group A	Group B
Mid Sem*	T15	15	6	1 Hr	5 x1 =5	2 (out of 3) x5 =10	5	3
	T25	25	10	1 Hr	5 x1 =5	4 (out of 6) x5 =20	5	6

Marks Distribution of End Semester Theory Examinations:**Table No. 16:** Marks distribution of Theory Examinations of End Semester

Topic	Code	Full Marks	Pass Marks	Time	Group-A# (Very short answer type Compulsory Questions) No. of Questions x Marks = F.M.	Group-B (Descriptive Questions with Choices) No. of Questions x Marks = F.M.	Total No. of Questions to Set	
							Group A#	Group B
End Sem	T60	60	24	3 Hrs	Q.No.1 (10x1) + 1x5 =15	3 (out of 5) x15 =45	2	5
	T75	75	30	3 Hrs	Q.No.1 (10x1) + 1x5 =15	4 (out of 6) x15 =60	2	6
	T100	100	40	3 Hrs	Q.No.1 (10x1) + 2x5 =20	4 (out of 6) x20 =80	3	6
	T50 +T50	50X2=100	20	3 Hrs	2 x5 =10	2 (out of 3) x20 =40	2	3

Question No.1 in Group-A carries 10 very short answer type 1 Mark Questions.

Marks Distribution of Mid/End Semester Practical Examinations:**Table No. 17:** Marks distribution of Practical Examinations of End Semester

Topic	Code	Full Marks	Pass Marks	Time	Distribution of Marks			Total No. of Questions to Set
					Experiment	Record	Viva	
End Sem	P25	25	10	3 Hrs	15	5	5	
	P50	50	20	3 Hrs	30	10	10	Pr. with components of both papers
	P75	75	30	3 Hrs	45	15	15	Pr. with components of all three papers
	P100	100	40	3 Hrs	60	20	20	Pr. with components of all four papers

Abbreviations : T= Theory Examination, P= Practical Examination.

Mid Sem* : There will be 15 Marks Theory Examination in Practical Subjects and 25 Marks Theory Examination in Non-Practical Subjects/ Papers. 25 Marks Theory Examination may include 10 Marks questions from Assignment/ Project/ Tutorial where ever applicable.

Note : There may be subdivisions in each question asked in Theory Examinations.

FORMAT OF QUESTION PAPER FOR MID SEM EXAMINATION

OF

SUBJECTS WITH PRACTICAL



Ranchi University, Ranchi

Mid Sem No.Exam Year

Subject/ Code

F.M. =15**Time**=1Hr.**General Instructions:**

समान्य निर्देश :

- i. **Group A** carries very short answer type compulsory questions.
(खंड 'A' में अत्यंत लघु उत्तरीय अनिवार्य प्रश्न हैं।)
- ii. **Answer 2 out of 3** subjective/ descriptive questions given in **Group B**.
(खंड 'B' के तीन में से किन्हीं दो विषयनिष्ठ/ वर्णनात्मक प्रश्नों के उत्तर दें।)
- iii. Answer in your own words as far as practicable.
(यथासंभव अपने शब्दों में उत्तर दें।)
- iv. Answer all sub parts of a question at one place.
(एक प्रश्न के सभी भागों के उत्तर एक साथ लिखें।)
- v. Numbers in right indicate full marks of the question.
(पूर्णांक दायीं ओर लिखे गये हैं।)

Group A

- | | | |
|----|-------|---------|
| 1. | | [5x1=5] |
| 2. | | |
| 3. | | |
| 4. | | |
| 5. | | |

Group B

- | | | |
|----|-------|-----|
| 6. | | [5] |
| 7. | | [5] |
| 8. | | [5] |

Note: There may be subdivisions in each question asked in Theory Examination.

FORMAT OF QUESTION PAPER FOR MID SEM EXAMINATION

OF

SUBJECTS WITHOUT PRACTICAL



Ranchi University, Ranchi

Mid Sem No.Exam Year

Subject/ Code

F.M. =25**Time**=1Hr.

General Instructions:

समान्य निर्देश :

- i. **Group A** carries very short answer type compulsory questions.
(खंड 'A' में अत्यंत लघु उत्तरीय अनिवार्य प्रश्न हैं।)
- ii. **Answer 4 out of 6** subjective/ descriptive questions given in **Group B**.
(खंड 'B' के छः में से किन्हीं चार विषयनिष्ठ/ वर्णनात्मक प्रश्नों के उत्तर दें।)
- iii. Answer in your own words as far as practicable.
(यथासंभव अपने शब्दों में उत्तर दें।)
- iv. Answer all sub parts of a question at one place.
(एक प्रश्न के सभी भागों के उत्तर एक साथ लिखें।)
- v. Numbers in right indicate full marks of the question.
(पूर्णांक दायीं ओर लिखे गये हैं।)

Group A

- | | |
|---------|---------|
| 1. | [5x1=5] |
| 2. | |
| 3. | |
| 4. | |
| 5. | |

Group B

- | | |
|----------|-----|
| 6. | [5] |
| 7. | [5] |
| 8. | [5] |
| 9. | [5] |
| 10. | [5] |
| 11. | [5] |

Note: There may be subdivisions in each question asked in Theory Examination.

FORMAT OF QUESTION PAPER FOR END SEM EXAMINATION

OF

SUBJECTS WITH PRACTICAL



Ranchi University, Ranchi

End Sem No.Exam Year

Subject/ Code

F.M. =60**P.M.**=30 (Including Mid Sem)**Time**=3Hrs.

General Instructions:

- i. **Group A** carries very short answer type **compulsory** questions.
- ii. **Answer 3 out of 5** subjective/ descriptive questions given in **Group B**.
(खंड 'B' के पाँच में से किन्हीं तीन विषयनिष्ठ/ वर्णनात्मक प्रश्नों के उत्तर दें।)
- iii. Answer in your own words as far as practicable.
(यथासंभव अपने शब्दों में उत्तर दें।)
- iv. Answer all sub parts of a question at one place.
(एक प्रश्न के सभी भागों के उत्तर एक साथ लिखें।)
- v. Numbers in right indicate full marks of the question.
(पूर्णांक दायीं ओर लिखे गये हैं।)

Group A

- | | | |
|----|------------|-----------|
| 1. | | [10x1=10] |
| | i. | [10x1=10] |
| | ii. | |
| | iii. | |
| | iv. | |
| | v. | |
| | vi. | |
| | vii. | |
| | viii. | |
| | ix. | |
| | x. | |
| 2. | | [5] |

Group B

- | | | |
|----|-------|------|
| 3. | | [15] |
| 4. | | [15] |
| 5. | | [15] |
| 6. | | [15] |
| 7. | | [15] |

Note: There may be subdivisions in each question asked in Theory Examination.

FORMAT OF QUESTION PAPER FOR END SEM EXAMINATION

OF

SUBJECTS WITHOUT PRACTICAL



Ranchi University, Ranchi

End Sem No.Exam Year

Subject/ Code

F.M. =75**P.M.** =40 (Including Mid Sem)**Time** =3Hrs.

General Instructions:

- i. **Group A** carries very short answer type **compulsory** questions.
- ii. **Answer 4 out of 6** subjective/ descriptive questions given in **Group B**.
(खंड 'B' के छः में से किन्हीं चार विषयनिष्ठ/ वर्णनात्मक प्रश्नों के उत्तर दें।)
- iii. Answer in your own words as far as practicable.
(यथासंभव अपने शब्दों में उत्तर दें।)
- iv. Answer all sub parts of a question at one place.
(एक प्रश्न के सभी भागों के उत्तर एक साथ लिखें।)
- v. Numbers in right indicate full marks of the question.
(पूर्णांक दायीं ओर लिखे गये हैं।)

Group A

1. [10x1=10]
- i.
 - ii.
 - iii.
 - iv.
 - v.
 - vi.
 - vii.
 - viii.
 - ix.
 - x.

2. [5]

Group B

3. [15]
4. [15]
5. [15]
6. [15]
7. [15]
8. [15]

Note: There may be subdivisions in each question asked in Theory Examination.

FORMAT OF QUESTION PAPER FOR END SEM EXAMINATION

OF

GE, SEC, GENERAL & AECC HINDI/ ENGLISH COMMUNICATION



Ranchi University, Ranchi

End Sem No.Exam Year

Subject/ Code

F.M. =100**P.M.** =40**Time**=3Hrs.

General Instructions:

- i. **Group A** carries very short answer type **compulsory** questions.
- ii. **Answer 4 out of 6** subjective/ descriptive questions given in **Group B**.
(खंड 'B' के छः में से किन्हीं चार विषयनिष्ठ/ वर्णनात्मक प्रश्नों के उत्तर दें।)
- iii. Answer in your own words as far as practicable.
(यथासंभव अपने शब्दों में उत्तर दें।)
- iv. Answer all sub parts of a question at one place.
(एक प्रश्न के सभी भागों के उत्तर एक साथ लिखें।)
- v. Numbers in right indicate full marks of the question.
(पूर्णांक दायीं ओर लिखे गये हैं।)

Group A

- | | | |
|----|------------|-----------|
| 1. | | [10x1=10] |
| | i. | |
| | ii. | |
| | iii. | |
| | iv. | |
| | v. | |
| | vi. | |
| | vii. | |
| | viii. | |
| | ix. | |
| | x. | |
| 2. | | [5] |
| 3. | | [5] |

Group B

- | | | |
|----|-------|------|
| 4. | | [20] |
| 5. | | [20] |
| 6. | | [20] |
| 7. | | [20] |
| 8. | | [20] |
| 9. | | [20] |

Note: There may be subdivisions in each question asked in Theory Examination.