

**Ordinance Governing
B.Sc. Hotel Management &
Catering Technology
Degree Course
(Semester System)
Syllabus/Curriculum
2019-20**



Accredited 'A' Grade by NAAC (2nd Cycle)
Placed in 'A' Category by Government of India (MHRD)

**KLE Academy of Higher Education & Research
(Deemed-to-be-University)**

[Declared as Deemed-to-be-University u/s 3 of the UGC Act, 1956 vide Government of India Notification
No. F.9 -19/2000-U.3 (A)]

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VISION

To be an outstanding KAHER of excellence ever in pursuit of newer horizons to build self reliant global citizens through assured quality educational programs.

MISSION

- To promote sustainable development of higher education consistent with statutory and regulatory requirements.
- To plan continuously provide necessary infrastructure, learning resources required for quality education and innovations.
- To stimulate to extend the frontiers of knowledge, through faculty development and continuing education programs.
- To make research a significant activity involving staff, students and society.
- To promote industry / organization, interaction/collaborations with regional/national/international bodies.
- To establish healthy systems for communication among all stakeholders for vision oriented growth.
- To fulfill the national obligation through rural health missions.

OBJECTIVES

The objectives are to realize the following at KAHER and its constituent institutions:

- To implement effectively the programs through creativity and innovation in teaching, learning and evaluation.
- To make existing programs more careers oriented through effective system of review and redesign of curriculum.
- To impart spirit of enquiry and scientific temperament among students through research oriented activities.
- To enhance reading and learning capabilities among faculty and students and inculcate sense of life long learning.
- To promulgate process for effective, continuous, objective oriented student performance evaluation.
- To ordinate periodic performance evaluation of the faculty.
- To incorporate themes to build values, Civic responsibilities & sense of national integrity.
- To ensure that the academic, career and personal counseling are in-built into the system of curriculum delivery.
- To strengthen, develop and implement staff and student welfare programs.
- To adopt and implement principles of participation, transparency and accountability in governance of academic and administrative activities.
- To constantly display sensitivity and respond to changing educational, social, and community demands.
- To promote public-private partnership.

INSIGNIA



The Emblem of the **KAHER** is a Philosophical statement in Symbolic.

The Emblem...

A close look at the emblem unveils a pillar, a symbol of the "KAHER of Excellence" built on strong values & principles.

The Palm and the Seven Stars...

The Palm is the palm of the teacher- the hand that acts, promises & guides the students to reach for the Seven Stars...

The Seven Stars signify the 'Saptarishi Dnyanamandal', the Great Bear-a constellation made of Seven Stars in the sky, each signifying a particular Domain. Our culture says: The true objective of human birth is to master these Knowledge Domains.

The Seven Stars also represent the Saptarishis, the founders of KLE Society whose selfless service and intense desire for "Dnyana Dasoha" laid the foundation for creating the knowledge called KLE Society.

Hence another significance of the raised palm is our tribute to these great Souls for making this KAHER a possibility.

Empowering Professionals...

'Empowering Professionals', inscription at the base of the Emblem conveys that our Organization with its strength, maturity and wisdom forever strive to empower the student community to become globally competent professionals. It has been a guiding force for many student generations in the past, and will continue to inspire many forth coming generations.



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Ref. No. KAHER/AC/18-19/D-909 (6)

Dated : 26-11-2017

NOTIFICATION

**Sub : Ordinance governing the syllabus/curriculum for
B.Sc.**

By Order

REGISTRAR

To
The Dean
Faculty of Medicine,
J.N. Medical College, Belagavi.

CC to:

1. The Secretary, University Grants Commission, New Delhi,
2. The PA to Hon. Chancellor, KAHER, Belagavi.
3. The Special Officer to Hon. Vice- Chancellor, KAHER, Belagavi.
4. All Officers of the University- Academic Affairs/ Allied Course/ Examination Branch.

B.SC. HOTEL MANAGEMENT AND CATERING TECHNOLOGY

PROGRAM EDUCATION OBJECTIVES, OUTCOMES, CREDIT DISTRIBUTION, MODEL

Program Education Objectives (PEO's)

1. The graduates will be able to work in the hospitality industry
2. The graduates will be able to pursue higher education
3. The graduates will acquire the knowledge on new start-ups
4. The graduates will be able to garner competencies in the hospitality field

Program Outcomes (POs)

1. The graduates will be strong in conceptual knowledge of hospitality management
2. The graduates will demonstrate socially responsible behavior
3. The graduates will demonstrate an affable attitude
4. The graduates will exhibit collaborative lifelong learning

Credits Distribution

YEAR	SEMESTER	CREDITS
1	I	25
	II	24
2	III	20
	IV	22
3	V	22
	VI	21
	TOTAL	134

Overview model of the course

SI no.	Course type	Credit allocation	No. Of. Courses	Percentage of total syllabus	Range
1	Preliminary Course	6	3	5%	3-6%
2	Foundation Course	41	20	31%	30-40%
3	Core courses	43	15	33%	30-40%
4	Electives	19	8	14%	10-15%
5	Research /Project	23	4	17%	15-20%
6	Non Credit course (2)	Nil	2	-	-
	Total	132	52	100%	-

Eligibility

A candidate seeking admission to B.Sc. Hotel Management and Catering Technology shall have passed:

1. Two year pre university examination or equivalent as recognised
Or
2. 10th +2
Or
3. Open schooling (after 10th with +2)

(Any stream/ group in all the above standards)

Duration of the course

The course shall be for the period of three years including six months compulsory internship in third semester

Medium of Instruction

The medium of instruction and examination shall be in English

Scheme of Examination

There shall be six end semester examination during the course, each at the end of first, second, third, fourth, fifth and sixth semester.

Attendance

Every candidate must have 85% of attendance in each subject of theory and practical. Only such candidates are eligible for attending the End/Final semester examinations. Workshops, events, seminars, guest lectures and another of this kind will be considered for attendance, failing to attend such events will lead to negative attendance.

Outdoor catering (ODC), weekend Immersion programs attendance will not be considered for eligibility (if it is during the working days the attendance will be considered/provided)

THEORY AND PRACTICAL SUBJECT ASSESSMENTS

In semester assessment (ISA) – Theory

The candidate must attend the test which happens during the semester which will be considered as internal marks for the subject.

Total of tests marks will be reduced to 20 marks (A)

Assignments

The candidates are supposed to submit the assignments on time in order to obtain the marks specified the instructor or subject in charge in the specified mode.

Any number of assignment marks will be reduced to 10 marks (B)

Total ISA marks calculation – (C) $C = A + B$

ESA - End Semester Assessment

The candidate must attend the end semester assessment/ examination which will be conducted by the University for 70 Marks and will be concluded after adding the ISA component

CIE – PRACTICAL

Each practical will carry marks which will be reduced to 30 at the end of the semester

FSA – final semester assessment – practical

The last practical will be FSA – which will consist of viva/experiment/both for 70 marks

CIE+FSA=100marks

EBA - Event based assessment

The candidate shall be assessed on event which he or she will be coordinating/ assisting/participating during the events and the marks shall be added in the CIE component

APP- application based education – assessment

The marks obtained from the assessment from the APP based teaching will be consider as a part of assignment or internal marks

Journals/Reports/PPTs etc.

Journal for practical is mandatory; to be submitted for correction on the day of practical and collected back after the correction

Journal carries marks and it will be added in the CIE component

Self study components can be submitted in the form of papers, charts, emails, soft

copies, written materials, PPTs, or prescribed by the instructor or the subject in charge

Portions for Tests and ESA

The first two units will be the portions for test 1, the third and fourth units will be the portions for test 2, and all the units will be the portions ESA

Template of test question paper (ISA) total 20 marks

No	Questions	Mark option 1	Mark option 2	Rule
1	A	2 marks	1 mark	Not to exceed 5 marks
	B	3 marks	4 marks	
2	A	2 marks	1 mark	Not to exceed 5 marks
	B	3 marks	4 marks	
3	A	2 marks	1 mark	Not to exceed 5 marks
	B	3 marks	4 marks	
4	A	2 marks	1 mark	Not to exceed 5 marks
	B	3 marks	4 marks	

Template for End semester examination question paper

No	Questions	Mark option 1	Mark option 2	Rule
1	A	2 marks	5 marks	Not to exceed 5 marks
	B	3 marks	5 marks	
	C	5 marks	5 marks	
	D	5 marks	-	
2	A	2 marks	5 marks	Not to exceed 5 marks
	B	3 marks	5 marks	
	C	5 marks	5 marks	
	D	5 marks	-	
3	A	2 marks	5 marks	Not to exceed 5 marks
	B	3 marks	5 marks	
	C	5 marks	5 marks	
	D	5 marks	-	
4	A	2 marks	5 marks	Not to exceed 5 marks
	B	3 marks	5 marks	
	C	5 marks	5 marks	
	D	5 marks	-	
5	A	10 marks	5 marks	Not to exceed 10 marks
	B	-	5 marks	

Template for FSA – Practical - 70 marks

No	Components	Marks	Mark option 2	Rule
1	Written component	20 marks	20 marks	Not to exceed 20marks
2	Experiment/Task/Event	10 marks	5 marks in case of 2 tasks	Not to exceed 10 marks
3	Experiment/Task/Event	10 marks	5 marks in case of 2 tasks	Not to exceed 10 marks
4	Experiment/Task/Event	10 marks	5 marks in case of 2 tasks	Not to exceed 10 marks
5	Experiment/Task/Event	10 marks	5 marks in case of 2 tasks	Not to exceed 10 marks
6	Viva	10 marks	10 marks	Not to exceed 10 marks

Domain Clubs and Activities

The club which will be under the domain of Hotel Management will not be considered for fulfilling any of the academic requirements unless the instructor or domain heads approves the events or club activities.

GROOMING PARAMETERS FOR THE STUDENTS TO BE FOLLOWED DURING THE COURSE	
<p style="text-align: center;"><u>GROOMING FOR GIRLS :</u></p> <p>(1.) Girls should tie their hairs as bun. (2.) No hair colors are permitted (3.) Nail varnishes/open tattooing is not permitted. (4.) Light make-ups are permitted for Girls. (5.) Mild deodorants or body sprays are only permitted to be used. (6.) Casual-ware/informal wares /flimsy dresses are NOT permitted. (7.) Ankle Socks are NOT permitted (8.) Ankle chain, heavy jewellery , artificial jewelleries are NOT permitted, instead a simple chain and ear-rings can be worn. (9.) A simple finger ring is permitted for theory sessions, NOT for practicals. (10.) Chewing of Pan, Ghutka, Supari, Chewing Gum, Smoking and intake of alcohol or any others of its kind are NOT allowed inside the campus. In case if it is found or noticed , it would lead to <u>Disciplinary Action</u>.</p>	<p style="text-align: center;"><u>GROOMING FOR BOYS :</u></p> <p>(1.) Regular or daily shave is a must for boys. (2.) No hair colors are permitted (3.) Nail varnishes/open tattooing is not permitted. (4.) Ear piercing/piercing and wearing of ornaments is NOT allowed for Boys (5.) Formal hairstyling should be followed for boys. (6.) Mild deodorants or body sprays are only permitted to be used. (7.) Casual-ware/informal wares /flimsy dresses are NOT permitted. (8.) Ankle Socks are NOT permitted. (9.) Heavy jewellery , artificial jewelleries are NOT permitted. (10.) A simple finger ring is permitted for theory sessions, NOT for practicals. (11.) Chewing of Pan, Ghutka, Supari, Chewing Gum, Smoking and intake of alcohol or any others of its kind are NOT allowed inside the campus. In case if it is found or noticed, it would lead to <u>Disciplinary Action</u>.</p>

GENERAL RULES AND REGULATIONS:

1. The students of **Hotel Management dept.** are not supposed to indulge in **any of the ragging activities inside and outside the campus.** In case of **violation the severe disciplinary action will be initiated.**
2. **Mobile phones** can be used for practical and theory sessions OR whenever the instructor or the subject in charge allows for the **academic purposes.** If found the mobile phones are misused it shall be **confiscated and returned at the end of the course.**
3. The students are advised to behave well in the campus and maintain **good decorum and discipline during the course of study.**

FOOD PRODUCTION	
Girls	Boys
1. Chef Coat 2. Chef Pant 3. Apron 4. Scarf 5. Chef Cap 6. Plain Black Socks 7. Kitchen Clogs/ Oxford Formal Black Shoe	1. Chef Coat 2. Chef Pant 3. Apron 4. Scarf 5. Chef Cap 6. Plain Black Socks 7. Kitchen Clogs/ Oxford Formal Black Shoe
FOOD AND BEVERAGE SERVICE	
Girls	Boys
1. White Shirt 2. Black Pant 3. Bow/Tie/Scarf 4. Plain Black Socks 5. Oxford Formal Black Shoe 6. Blazer	1. White Shirt 2. Black Pant 3. Bow/Tie 4. Plain Black Socks 5. Oxford Formal Black Shoe 6. Blazer
FRONT OFFICE	
Girls	Boys
1. Uniform Shirt 2. Uniform Pant 3. Blazer 4. Saree 5. Formal Sandals/Shoe	1. Uniform Shirt 2. Uniform Pant 3. Blazer 4. Plain Black Socks 5. Oxford Formal Black Shoe
ACCOMMODATION	
Girls	Boys
1. Uniform Shirt 2. Uniform Pant 3. Apron 4. Plain Black Socks 5. Oxford Formal Black Shoe	1. Uniform Shirt 2. Uniform Pant 3. Apron 4. Plain Black Socks 5. Oxford Formal Black Shoe

NOTE: All the grooming parameters including the Kit carry marks. In case of deficient grooming the marks leads to negative or may not allowed attend practical sessions or both.

The Kit which is prescribed by the Instructor/Professor is a must. This Kit is mandatory for each practical session which is to be maintained by every student.

Outline of Choice Based Credit System as per UGC norms

1. **Core Course:** A course, which should compulsorily be studied by a candidate as a core requirement is termed as a Core course.
2. **Elective Course:** Generally a course which can be chosen from a pool of courses and which may be very specific or specialized or advanced or supportive to the discipline/ subject of study or which provides an extended scope or which enables an exposure to some other discipline/subject/domain or nurtures the candidate's proficiency/skill is called an Elective Course.
 - 2.1 **Discipline Specific Elective (DSE) Course:** Elective courses may be offered by the main discipline/subject of study is referred to as Discipline Specific Elective. The University/Institute may also offer discipline related Elective courses of interdisciplinary nature (to be offered by main discipline/subject of study).
 - 2.2 **Dissertation/Project:** An elective course designed to acquire special/ advanced knowledge, such as supplement study/support study to a project work, and a candidate studies such a course on his own with an advisory support by a teacher/faculty member is called dissertation/project.
 - 2.3 **Generic Elective (GE) Course:** An elective course chosen generally from an unrelated discipline/subject, with an intention to seek exposure is called a Generic Elective. P.S.: A core course offered in a discipline/subject may be treated as an elective by other discipline/subject and vice versa and such electives may also be referred to as Generic Elective.
3. **Ability Enhancement Courses (AEC):** The Ability Enhancement (AE) Courses may be of two kinds: Ability Enhancement Compulsory Courses (AECC) and Skill Enhancement Courses (SEC). "AECC" courses are the courses based upon the content that leads to Knowledge enhancement; i. Environmental Science and ii. English/MIL Communication. These are mandatory for all disciplines. SEC courses are value-based and/or skill-based and are aimed at providing hands-on-training, competencies, skills, etc.
 - 3.1 **Ability Enhancement Compulsory Courses (AECC):** Environmental Science, English Communication/MIL Communication.

3.2 Skill Enhancement Courses (SEC): These courses may be chosen from a pool of courses designed to provide value-based and/or skill-based knowledge.

Introducing Research Component in Under-Graduate Courses

Project work/Dissertation is considered as a special course involving application of knowledge in solving / analyzing /exploring a real life situation / difficult problem. A Project/Dissertation work would be of 6 credits. A Project/Dissertation work may be given in lieu of a discipline specific elective paper.

Conversion of credit(s) into grade(s): The following illustrations could be taken as an example for computing **SGPA** and **CGPA** from credits for courses in all disciplines, degree Program courses in Science subjects and degree Program courses in Humanities, Social Sciences and Commerce subjects:

1. Grades and Grade Points

LETTER GRADE	GRADE POINT
O (Outstanding)	10
A+(Excellent)	9
A (Very Good)	8
B+(Good)	7
B (Above Average)	6
C (Average)	5
P (Pass)	4
F (Fail)	0
Ab (Absent)	0

1. A student obtaining **Grade F** shall be considered failed and will be required to reappear in the examination.
2. For non credit courses ‘Satisfactory’ or ‘Unsatisfactory’ shall be indicated instead of the letter grade and this will not be counted for the computation of SGPA/CGPA.
3. The Universities can decide on the grade or percentage of marks required to pass in a course and also the CGPA required to qualify for a degree taking into consideration the recommendations of the statutory professional councils such as AICTE, MCI, BCI, NCTE etc.,

Example of Illustration of Computation of SGPA and CGPA and Format for transcripts

SGPA (Semester Grade Point Average)

Course	Credit	Grade Letter	Grade Point	Credit Point (Credit X Grade)	SGPA (Credit point/Credit)
Semester 1					
C1	06	A	8	48	
C2	06	B+	7	42	
AECC-1	02	B	6	12	
GE-1	06	B	6	36	
Total	20			138	6.9(138/20)

CGPA (Cumulative Grade Point Average)

Semester 1	Semester 2	Semester 3	Semester 4	Semester 5	Semester 6
Credit: 20; SGPA: 6.0	Credit: 20; SGPA: 6.0	Credit: 20; SGPA: 8.3	Credit: 20; SGPA: 6.3	Credit: 20; SGPA: 7.5	Credit: 20; SGPA: 5.9

Thus, **CGPA** = $(20 \times 6.0 + 20 \times 6.0 + 20 \times 8.3 + 20 \times 6.3 + 20 \times 7.5 + 20 \times 5.9) / 120 = 6.67$

SEMESTER I

Sl. No.	Course Code	Course Title	Hours / week				Credits	Course Type
			L	T*	P	S		
1	Language(Anyone of the options listed below)							
	19HMA101	Vocal Kannada	2	0	0	0	2	PC
	19HMA102	Hindi						
2	19HMA103	English	2	0	0	0	2	PC
3	19HMA104	French	2	0	0	0	2	PC
4	19HMS105	Fundamentals of Food Production Patisserie - I	2	1	0	0	3	FC
5	19HMS106	Fundamentals of Food and Beverage Service - I	3	0	0	0	3	FC
6	19HMS107	Fundamentals of Front office - I	3	0	0	0	3	FC
7	19HMS108	Fundamentals of Accommodation - I	3	0	0	0	3	FC
8	19HMA113	Environmental Studies	1	0	0	0	1	FC
Practical								
9	19HMS109	Fundamentals Of Production Patisserie Practical - I	0	0	4	0	2	FC
10	19HMS110	Fundamentals Of Food And Beverage Service Practical - I	0	0	4	0	2	FC
11	19HMS111	Fundamentals Of Front Office Practical -I	0	0	2	0	1	FC
12	19HMS112	Fundamentals Of Accommodation Practical -I	0	0	2	0	1	FC
		TOTAL	18	1	12	0	25	

*1 hour of tutorial will be done in the regular class

SEMESTER II

Sl. No.	Course Code	Course Title	Hours / week				Credits	Course Type
			L	T*	P	S		
1	19HMA201	Hospitality Accounting	2	0	0	0	2	FC
2	19HMS202	Food Production Patisserie - II	3	0	0	0	3	FC
3	19HMS203	Food and Beverage Service – II	3	0	0	0	3	FC
4	19HMS204	Front office – II	3	0	0	0	3	FC
5	19HMS205	Accommodation Operations – II	3	0	0	0	3	FC
6	19HMS206	Computers in Hotels	2	0	0	0	2	FC
7	19HMA213	Indian Constitution	1	0	0	0	1	FC
	Practical							
8	19HMS207	Food Production Patisserie – II	0	0	4	0	2	FC
9	19HMS208	Food and Beverage Service – II	0	0	2	0	1	FC
10	19HMS209	Front office – II	0	0	2	0	1	FC
11	19HMS210	Accommodation Operations – II	0	0	2	0	1	FC
12	19HMS211	Computers in Hotels	0	0	2	0	1	FC
13	19HMS212	Hotel Engineering & Maintenance	0	0	2	0	1	
		TOTAL	17	0	14	0	24	

SEMESTER III

Course Code	Course Title	Hours / week				Credits	Course Type
		L	T	P	S		
19HMS301	Industry Exposure Training – Hospitality Industry	0	0	0	54	20	PW
	TOTAL	0	0	0	54	20	

SEMESTER IV

SI No.	Course Code	Course Title	Hours / week				Credits	Course Type
			L	T	P	S		
1	19HMS401	Food Culture & Sustainability	3	0	0	0	3	CC
2	19HMS402	Food and Wine Studies	3	0	0	0	3	CC
3	19HMS403	Front Office Operations	3	0	0	0	3	CC
4	19HMS404	Accommodations Operations	3	0	0	0	3	CC
5	19HMS405	Food Science and Nutrition	2	0	0	0	2	CC
6	19HMS406	Research Methodology	0	4	0	0	1	CC
7	19HMA407	Project/ Research - I	0	4	0	0	1	PW
8	Elective – I Any one of the below mentioned course							
	19HMAE408	Event Management	3	0	0	0	3	EC
	19HMAE409	Equipment and Materials management	3	0	0	0	3	EC
	19HMAE410	Entrepreneurship Management	3	0	0	0	3	EC
9	**Elective – II Any one of the below mentioned course (Specialization - I)							
	19HMSE411	Culinary Operations Practical	0	0	4	0	2	EC
	19HMSE412	Distilled Beverages Practical	0	0	4	0	2	EC
	19HMSE413	Front Office Management Practical	0	0	4	0	2	EC
	19HMSE414	Accommodation Operations Practical	0	0	4	0	2	EC
		TOTAL	19	4	4	0	22	

**Prerequisite: I & II Semester FC to be completed to opt Elective II

* 1 hour of tutorial will be done in the regular class

SEMESTER V

Sl. No.	Course Code	Course Title	Hours / week				Credits	Course Type
			L	T	P	S		
1	19HMS501	Advance Culinary Management- I	3	0	0	0	3	CC
2	19HMS502	Advance Food & Beverage Management - I	3	0	0	0	3	CC
3	19HMS503	Front Office Management - I	3	0	0	0	3	CC
4	19HMS504	Accommodation Management - I	3	0	0	0	3	CC
5	19HMS505	Human Resource Management	3	0	0	0	3	CC
6	19HMS506	Project/ Research - II	0	4	0	0	1	PW
7&8	Elective – III any two of the below mentioned course							
	19HMAE507	Food Safety and Standards Management	2	0	0	0	2	EC
	19HMAE508	Tourism Management	2	0	0	0	2	EC
	19HMAE509	Brand Management	2	0	0	0	2	EC
	19HMAE510	Revenue Management	2	0	0	0	2	EC
9	Elective –IV any one of the below mentioned course (Specialization - II)							
	19HMSE511	Advanced Culinary Management – I - Practical	0	0	4	0	2	CC
	19HMSE512	Advanced Food & Beverage Management – I - Practical	0	0	4	0	2	CC
	19HMSE513	Front Office Management - I	0	0	4	0	2	CC
	19HMSE514	Accommodation Management - I	0	0	4	0	2	CC
		TOTAL	19	4	4	0	22	

SEMESTER VI

Sl. No.	Course Code	Course Title	Hours / week				Credits	Course Type
			L	T	P	S		
1	19HMS601	Advance Culinary Management- II	3	0	0	0	3	CC
2	19HMS602	Advance Food & Beverage Management - II	3	0	0	0	3	CC
3	19HMS603	Front Office Management - II	3	0	0	0	3	CC
4	19HMS604	Accommodation Management - II	3	0	0	0	3	CC
5	19HMS605	Project/ Research - III	0	4	0	0	1	PW
6&7	ELECTIVE – V any two of the below mentioned							
	19HMAE606	Facilities Management	2	0	0	0	2	EC
	19HMAE607	Retail Management	2	0	0	0	2	EC
	19HMAE608	Customer Relationship Management	2	0	0	0	2	EC
	19HMAE609	Sales and Marketing	2	0	0	0	2	EC
8	ELECTIVE – VI (Specialization - III)							
	19HMSE610	Advance Culinary Operations Practical	0	0	8	0	4	CC
	19HMSE611	Food and Beverage service	0	0	8	0	4	CC
	19HMSE612	Hotel Front Office Management	0	0	8	0	4	CC
	19HMSE613	Accommodation operations and Management	0	0	8	0	4	CC
		TOTAL	16	4	8	0	21	

SEMESTER I

Sl. No.	Course Code	Course Title	Hours / week				Credits	Course Type
			L	T*	P	S		
1	Language(Anyone of the options listed below)							
	19HMA101	Vocal Kannada	2	0	0	0	2	PC
	19HMA102	Hindi						
2	19HMA103	English	2	0	0	0	2	PC
3	19HMA104	French	2	0	0	0	2	PC
4	19HMS105	Fundamentals of Food Production Patisserie - I	2	1	0	0	3	FC
5	19HMS106	Fundamentals of Food and Beverage Service - I	3	0	0	0	3	FC
6	19HMS107	Fundamentals of Front office - I	3	0	0	0	3	FC
7	19HMS108	Fundamentals of Accommodation - I	3	0	0	0	3	FC
8	19HMA113	Environmental Studies	1	0	0	0	1	FC
Practical								
9	19HMS109	Fundamentals Of Production Patisserie Practical - I	0	0	4	0	2	FC
10	19HMS110	Fundamentals Of Food And Beverage Service Practical - I	0	0	4	0	2	FC
11	19HMS111	Fundamentals Of Front Office Practical -I	0	0	2	0	1	FC
12	19HMS112	Fundamentals Of Accommodation Practical -I	0	0	2	0	1	FC
		TOTAL	18	1	12	0	25	

*1 hour of tutorial will be done in the regular class

SEMESTER - I

19HMS101: VOCAL KANNADA (2- 0-0-0-2)

Course Objective:

To impart the basic knowledge of Kannada Language in terms of verbal communication skills in daily work situations.

Course Outcome:

By the end of the course, the student is capable of

- Communicating verbally in daily routine
- Delivering a welcome address, introducing a guest and vote of thanks

Course Outcome:

1. **Conversational terms:** Conversation starters & Conversational phrases; Restaurant Conversations ; Conversations between friends ; Phone Conversations & Etiquette ; How to say “Thank you”!; How to say “Sorry”!; Common Greetings & Good Bye ; Self introduction,
2. **Kannada numbers & letters:** Alphabets and its pronunciation; Numbers 1 to 100; Ordinal Numbers, **Time, days, months, seasons:** Times of the Day in Kannada; Kannada days of the Week;
3. **Describing people:** Kannada Emotions; Describe People & Appearance; Kannada Family; Kannada Personality Description; Parts of the Body; Face & Head; Kannada Honorific's, Karnataka Clothes: Men's clothing; Women's clothing; Children clothing; Colors
4. **Kannada Foods & ingredients:** Types of ingredients, Food & Drink; food ingredients used in karnataka; Meal time customs & Etiquette; Fruits & Vegetables; Describing the food; Words for meat; Seafood; Names of few animals;
Kannada House & Home: House & Room; Garden; Living room; Furniture; Bedroom; Bathroom; kitchen & kitchen Items; Household chores; Laundry & Storage Room; Appliances. practical cooking processes
5. **Kannada Expressions & Special Greetings:** Christmas, New Year, Birthday Greetings; Congratulations & Best wishes; Kannada Holidays & Celebration of Wedding; Easter Festivals; Party & how to invite for the Party, Health & Wellness; Professions

Assessment

SI No	Modules	Marks
1	Conversational terms	10 marks
2	Kannada numbers and letter	10 marks
3	Describing people	10 marks
4	Kannada foods and ingredients	10 marks
5	Kannada house and home	10 marks
6	Kannada expressions	10 marks
7	Kannada special greetings	10 marks
8	Kannada weeks and months	10 marks
9	Internal assessment	20 marks
10	Total	100 marks

19HMS102: HINDI (2- 0-0-0-2)

Course Objective:

To impart the basic knowledge of Hindi Language in terms of verbal & written communication skills in daily work situations.

Course Outcome:

By the end of the course, the student is capable of

Communicating verbally in daily routine

Delivering a simple welcome address, introducing a guest and a vote of thanks

Writing a personal and a business letter

Reading and summarizing a news item in a Hindi daily

Course Content:

Poetry 1

Poetry 2

Prose

Short Story

Translation & Commercial letters

Pre-requisite courses : None

Reference Book:

19HMS103:ENGLISH (2- 0-0-0-2)

Course Objective:

The main objectives of this course are:

- o To equip students with the skills of effective communication in English language.
- o To enable students to read and comprehend complex English texts
- o To help them write logical, coherent, creative and persuasive prose in English language.

Course Outcome:

By the end of the semester, the student is capable of

- Identifying salient points deduce meanings of words; recognize text organization prose in English language.
- Pronouncing, pause and lay emphasis correctly, describe, explain, narrate, and be an active participant in Group Discussions effectively in English language.
- Expansion of ideas while at the same time be able to express and argue a point of view, condense ideas and write in Formal and Informal styles in English language.

Course Content:

1. **Communication:** Meaning, Importance, Objective & Principles, Process of Communication / Types, Channels & Modes of Communication / Impediments & Strategies for effective Communication / Cross Cultural Dimensions of Inter Personal Communication / Social Etiquettes
 2. **Poetry:** Road Not Taken - Robert Frost; Prose: The Story of the Inexperienced Ghost - HG Wells; Play: His Return – Perceval Wilde
 3. **Poetry:** Because I could not stop for Death – Emily Dickinson Profile: Vaman Srinivas Kudva – One of the Founding Directors of Syndicate Bank; Prose: In Sahyadri Hills, a Lesson in Humility – Sudha Narayana Murthy
- Speech:** Hillary Rodham Clinton’s address at the U.N. 4th World Conference

on Women Plenary Session - delivered on 5 September 1995, Beijing, China;
Writing and delivering speeches; Expansions – Proverbs / Idioms

3. Poetry: Because I could not stop for Death – Emily Dickinson Profile:
Vama

4. Instruments of Business Communication: Business Letters/ Inquiries/
Circulars/Quotations/ Sales Letters/ Memos/ Minutes of Meeting/ Notices/
Job Application Letters (CV, Covering Letter, Letters of Reference, Etc.)/
E-Mail Etiquette

5. Meetings: Importance/ Opening & Closing Meetings/ Meeting Etiquettes/
Participating & Conducting Group Discussions/ Brainstorming & its
benefits/ E –meetings / Telephone Etiquette

Pre-requisite courses : None

Reference Books:

“Communication”, Rayudu C S, Himalaya Publishing House, New Delhi,
10th Edition, 2012.

“Effective Communication”, Adair, J Pan, Mcmillan, 2003.

“Organization Behavior”, Fred Luthans, McGraw-Hill, 2005.

“Excellence in Business Communication”, Thill J V and Bovee G L
McGrawhill New York, 1993.

“Business Communication from Process to Product”, Bowman, J P and
Brachaw P, Dryden Press, Chicago, 1987.

“Business Communication”, Meenakshi Raman & Prakash Singh, Oxford
Publisher, 2012.

“Business Communication”, Kaul, Prentice Hall, New Delhi, 2010.

19HMS104: FRENCH

Course Objective:

The objective of this course is to impart a working knowledge of French language

Course Outcome:

- By the end of the course, the student is capable of:
- Formulating the basic structures, written & oral using alphabets, numbers, verbs, articles, prepositions, adjectives etc.
- Understanding and speaking the beginner level formal conversation like Greeting the clients, understanding their needs etc.
- Comprehending French terms related to hospitality staff
- Understanding the real-life communication situations related to hotel industry and responding back to the problems

Reading and describing the ingredients, names of vegetables etc.

Comprehending wine labels and reading them

Course content:

1. **Conversational terms:** Conversation starters & Conversational phrases; Restaurant Conversations ; Conversations between friends ; Phone Conversations & Etiquette ; How to say “Thank you”!; How to say “Sorry”!; Common Greetings & Good Bye ; Self introduction, **French numbers & letters:** Alphabets and its pronunciation; Numbers 1 to 100; Ordinal Numbers, **Time, days, months, seasons:** Times of the Day in French; French days of the Week; Talking about time in French; French months of the year & Their abbreviations; French seasons, Usage of Grammar in the context (Nouns, Pronouns, Article, Verbs, Verb Conjugations & Sentence Construction)
2. **Describing people:** French Emotions; Describe People & Appearance; French Family; French Personality Description; Parts of the Body; Face & Head; French Honorifics, French Clothes: Men’s clothing; Women’s clothing; Children clothing; Colors
3. **French Food & Restaurant:** Types of Restaurant; Food & Drink; Restaurant vocabulary usage in French; Meal time customs & Etiquette; Fruits & Vegetables; Describing the food; Words for meat; Seafood; Names of few animals; Practical - cooking

4. **French House & Home:** House & Room; Garden; Living room; Furniture; Bedroom; Bathroom; kitchen & kitchen Items; Household chores; Laundry & Storage Room; Appliances; Practical Session for House Keeping
5. **French Expressions & Special Greetings:** French Pleasantries; Phrases for tourists; Speak about Halloween; Christmas, New Year, Birthday Greetings; Congratulations & Best wishes; French Holidays & Celebration of Wedding; Easter Festivals; Party & how to write an invitation for the Party, **French General Expressions:** French Hobbies & Activities; French Travel; French Health & Wellness; French Measurement & Units; Shape words in French; Professions

Reference Books:

19HMS105: FUNDAMENTALS OF FOOD PRODUCTION PATISSERIE – I (2 -1-0- 0- 3)

Course Objective:

To introduce the students to operations of the kitchen in a five-star hotel & the fundamentals of cooking

Course Outcome:

By the end of the course, the student will be capable of:

- Understanding the organization, & layout of the kitchen of a five-star hotel.
- Identifying the equipment used in the kitchen & their uses.
- Compiling a balanced menu.
- Classifying soups, sauces & methods of cooking
- Understanding commodities

Adopting Food photography and Video capturing

Course content:

- 1. Introduction to cookery: history of cuisines,** basic practices adopted in cooking, application of various sources of heats
- 2. Hierarchy of Kitchen department:** Duties and responsibilities, coordination with other departments, Classical kitchen brigade
- 3. Layout of kitchen department:** Layout of general kitchen department, Formats used in purchase and receiving, Equipment & fuels used in the kitchen.

Basic commodities used in Indian kitchen (**Self-study**)

4. Basic principles of Vegetables cookery, classification of fruits and their uses in cooking. Rice cereals and Pulses (self-study)

Basic Indian Gravies, Curries and Masalas: Gravies & curries, preparation, usage & storage, regional gravies, Methods of cooking

5. **Stocks, Soups & Salads:** Classification, uses, preparation, soups, classification, preparation, Types of soups & sauces, Meats, fish, shellfish

Pre-requisite courses : None

Reference Books:

1. "Food Production Operations", Parvinder S. Bali, Oxford University Press, New Delhi, 2009.
2. "Practical Cookery", 10th 11th 12th Editions, Victor Ceserani & Ronald Kinton, ELBS, UK, 2008.
3. "Theory of Catering", 10th 11th 12th Editions, Victor Ceserani & Ronald Kinton, ELBS, UK, 2007.
4. "Theory of Cookery", 5th, 6th Editions, Krishna Arora, Frank Bros & Co., New Delhi, 2008
5. "Modern Cookery – Volume I & II", 5th Edition, Thangam E Philip, Orient Blackswan, Telengana, 2004.
6. "Food and Beverage Service", 10th 11th 12th Editions, Dennis Lillicrap, ELBS, UK, 2006.

19HMS106: FUNDAMENTALS OF FOOD & BEVERAGE SERVICE – I (3- 0-0-0-3)

Course Objective:

The objective of this course is to provide an overview of the principles of food and beverage concepts, various equipment used menu development and food service operations in various segments of the hospitality and tourism industries.

Course Outcome:

By the end of the course, the student is capable of:

- Understanding the principle & Objectives of menu planning
- Framing balanced menus and 12 course French classical menu
- Understanding the organization & hierarchy of service department
- Maintaining hygiene and personal grooming
- Basics of Non-Alcoholic Beverages

Course content:

1. **Introduction to food & beverage service operations:** Different types of catering operations, F&B service areas, Organizational hierarchy, Room service organization
2. **Meals and menu planning:** Types of meals, Origin of menu, Types of menu, Food and accompaniments
3. **Types of service:** Table service Self service, Assisted service, Special service, Restaurant service cycle, Types of room service, , Types of breakfast
4. **Banquet operations:** Types of functions, Banquet organization structure, Seating Arrangements.
5. **Non-Alcoholic Beverages:** Definition of Non-Alcoholic Beverages. Different types of Non-Alcoholic Beverages with relevant examples.

Prerequisite courses : None

Reference books:

1. F& B Service--7th Edition, Lillicrap & cousins, Hodder& Stoughton, London; 2008
"Food and Beverage Service: A Training Manual; 3rd Edition, Sudhir Andrews Publisher TMH, New Delhi;1995
2. "Food and Beverage Service", 2nd Edition, Vijay Dhawan; Frank Bros. & Co., New Delhi; 2000

19HMS107: FUNDAMENTALS OF FRONT OFFICE – I (3- 0-0-0-3)

Course Objective:

The objective of this course is to provide an overview of the Hotel Industry and Front Office Department

Course Outcome:

By the end of the course, the student is capable of:

- Explaining how the Travel & Tourism industry has influenced the evolution of Hospitality industry
- Classifying Hotels in terms of their size, location, facilities and ownership
- Planning the layout of different types of rooms & tariff fixation methods
- Suggesting the organization of the Front Office, including the vision & mission statements, work shifts and job descriptions and job specifications
- Understanding the various functions performed at the Bell Desk, reservations and front desk

Course content:

- 1. Introduction to the Hospitality Industry:** Evolution & growth of Hotels in the world & in India; Personalities in Hotel Industry: India & International; Portfolios of major hotel chains around the world; Classification of Hotels; Alternative Accommodation; Technology based room aggregators – Airbnb, Oyo rooms
- 2. Hotel Organization:** Vision & Mission; Major Departments of a Hotel; Sections & Layout of Front Office; Multi-functional front desk; Organization of Front Office Staff: Work Shifts, Job Description, Job Specification, Duties & Responsibilities; Types of guest Rooms; Status, Rates, Tariff fixation; Guest profiling
- 3. Front Office Layout & Operations:** Layout of Lobby, Different lobby layouts and their functionality; Bell Desk Organization, Concierge; Services performed at Bell Desk; Forms & Formats used in Bell Desk; Guest cycle; Supporting departments and allied departments role in the guest cycle (Housekeeping, Engineering & Maintenance, Sales departments)

4. **Reservations:** Types of reservations, sources and modes; Guaranteed & non-guaranteed reservations; Group reservations: Group Block, displacement, wash factor; E-commerce in hotel reservations: hotel website, CRS, GDS, single image inventory, dynamic package pricing; Guest segmentation; Online travel agents, distribution channels, commissions; OTAs and the reducing hotel revenue – Literature review (Self-study)
5. **Front Desk Functions:** Registration; Check-in procedures (Guest with reservation, Walk-ins, VIP, Group); Selling techniques in Front Office; E - check-in, mobile check-in; Information directory, reader board, Safe custody & control of room keys, Handling guest complaints, safe deposit locker; Emergency situations: Fire safety, accidents & first aid, Terrorist activities, bomb threat, Robbery & theft, guests in drunken state, log book

Pre-requisite courses : None

Reference Books:

- “Hotel Front Office Operations And Management”, Jatashankar R Tewary, Oxford University Press, New Delhi, 2012
1. “Hotel Front Office Management”, Bardi, J. A., John Wiley & Sons, USA, 2011.
 2. “Managing Front Office Operations”, Kasavana, M. L., & Brooks, R. M. American Hotel & Lodging Educational Institute, USA, 8th Edition, 2013.

19HMS108: FUNDAMENTALS OF ACCOMMODATION – I (3- 0-0-0-3)

Course Objective:

To develop skill and competency in House Keeping Operations

Course Outcome:

By the end of the course, the student is capable of:

- Drawing an Organization chart of a typical Housekeeping department
- Prescribing an audit protocol for the procedures involved in room cleaning & public area cleaning (Guest areas & back of the house areas)
- Preparing the job description and job specifications of the House Keeping personnel
- Using cleaning agents and equipment operated in hotels.

Course Content:

1. **The role of housekeeping in hospitality operations**, Importance, Responsibilities, Organizational structure
2. **Room division organization**, Sections and layout of housekeeping department, Coordination with other departments (**Self Study**)
3. **Managing housekeeping personnel**
4. **Hotel guest room cleaning**, Types of keys, preparing to clean: assembling supplies and room assignments, deep cleaning, Turn down service
5. **Public area cleaning**: Entrances, Front Desk, Elevators, Staircase, Guest Corridors, Leisure Areas, Public Guestrooms, Banquet Halls, Dining Area.

Pre-requisite courses : None

Reference Books:

1. "Hotel Housekeeping", Singh, M. Tata Mcgraw-Hill, New Delhi, 2012
2. "Hotel Housekeeping: Operations & Management", G. Raghubalan & Smritee Raghubalan, Oxford University Press, New Delhi, 2012.
3. "Theory & Practices of Professional Housekeeping", Sunita Srinivasan, Anmol Publication Pvt. Ltd., Bangalore, 2009.

19HMS109 : FUNDAMENTALS OF FOOD PRODUCTION – PRACTICAL – I

(0-0-4-0-2)

Course Objective:

To provide an overview of the different methods of cooking and demonstrate the same using local ingredients and available equipments

Course Outcome:

By the end of the course, the student is capable of:

Defining basic culinary operations.

- Analyzing the recipe, practice the same and bringing out the prescribed standard
- Working out the menu, indenting, costing & controlling, promoting sales.
- Following the standard recipes as a habit or converting any recipes into the format of standard recipe and carry over for the practice
- Being energetic, knowing the customer needs, and adopting patience, working for long hours

Course content:

Identification of Kitchen equipment, Project to be made

1. Demonstration and practice of different cuts of vegetables
2. Practice of cuts of various vegetables
3. Explain sources of heat, Demonstration of cooking methods
4. Boiling, steaming, poaching, (Egg, Fish) blanching, sautéing frying – (shallow & deep) ,
5. Demo and cuts of Chicken & Fish.
6. Mid semester assessment
7. Stuffing & Trussing, Roast chicken with stuffing and barbeque sauce
8. Eggs

9. Cooking of rice and pasta,
10. Soups, Stocks and Sauces – Demo
11. Making of bread rolls,
12. Salads, Garnishes and plate presentations, Tossed salad with dressings
13. Assessment

Pre-requisite courses : None

Reference Books:

1. “Food Production Operations”, Parvinder S. Bali, Oxford University Press, New Delhi, 2009.
2. “Practical Cookery”, Victor Ceserani & Ronald Kinton, ELBS, UK, 10th 11th 12th Editions, 2008.

19HMS110: FUNDAMENTALS OF FOOD & BEVERAGE SERVICE – PRACTICAL – I (0-0-4-0-2)

Course Objective:

The objective of this course is to provide an overview of the food and beverage concepts, various equipment used menu development and food service operations in various segments of the hospitality and tourism industries.

Course Outcome:

By the end of the course, the student is capable of:

- Maintaining hygiene and personal grooming
- Laying a table, setting a cover & service of a meal
- Mis-en-place and mis-en-scene
- Setting a cover
- Basic service skills

Practical content:

1. Identify Cutlery and crockery
2. Identify Glassware
3. Laying and relaying of table cloth, Napkin folds
4. Setting up a table for 3 course menus
5. Pre-Plated Service
6. Mid-sem assessment
7. Silver Service
8. Room Service Tray-Set-up
9. Breakfast Tray and Table set-up
10. Formal Service Sequence
11. Innovative service and table set-up
12. Revision
13. Assessment

Pre-requisite courses : None

Reference Books:

1. F & B Service--7th Edition Publisher, Lillicrap & cousins, Hodder & Stoughton, London; 2008

19HMS111: FUNDAMENTALS OF FRONT OFFICE PRACTICAL – I (0-0-2-0-1)

Course Objective:

To inculcate and use customer relation skills relevant to front office operations

Course Outcome:

By the end of the course, the student is capable of:

- Receiving & handling guests
- Selling rooms & facilities using various selling tactics
- Making a reservation, checking-in and checking-out a guest
- Analyzing safety procedures followed in hotels

Course Content:

Front Office:

1. How to greet a Guest
2. Guest Delight Bank
3. Rooming Procedure
4. How to take guest messages
5. Reservation Module- Telephone etiquette
6. Mid semester assessment
7. Check in of VVIP, Repeat Guest, First time guest
8. PPT- Itinerary
9. Create a brochure for a hotel
10. Role Play Check-in of guest
11. Role Play check-out of guest

12. Emergency situation Handling

13. Final Assessment

Pre-requisite courses : None

Reference Books:

“Hotel Front Office Operations and Management”, Jatashankar R Tewary,
Oxford University Press, New Delhi, 2012

19HMS112: FUNDAMENTALS OF ACCOMMODATION PRACTICAL – I
(0-0-2-0-1)

Course Objective:

To develop skill and competency in House Keeping Operations

Course Outcome:

By the end of the course, the student is capable of:

- Using the cleaning agents and equipment operated in hotels.
- Basic stitching, hemming & brassoing
- Setting up a room according to a theme

Course Content:

Housekeeping:

1. Identifying Manual, Mechanical Equipment,
2. Identifying Cleaning Chemicals
3. Identifying different types of Linen
4. Visit to laundry Facility
5. Guest Room Amenities (Report)
6. Certification Eco Lab Launder Care
7. Mid Semester Assessment
8. Public Area Cleaning
9. Bed Making
10. Brassoing
11. Hemming, Button & Hook Stitching
12. Standard Guestroom Setup
13. Final Assessment

Pre-requisite courses : None

Reference Books:

1. "Hotel Housekeeping", Singh, M., Tata McGraw-Hill, New Delhi, 2012.
2. "Hotel Housekeeping: Operations & Management", G. Raghubalan & Smritee Raghubalan, Oxford University Press, 2012

19HMA113: ENVIRONMENTAL STUDIES (1-0-0-0-1)

GOAL:

The students should gain knowledge to understand the multidisciplinary nature of the environment and the awareness of the eco system, which maintains the natural environment.

OBJECTIVES:

a) KNOWLEDGE

At the end of the II Phase 1st term MBBS Course the student is expected to know:

1. The natural resources like forest, water, mineral, food, energy and land.
2. Functions of the eco system.
3. Bio-diversity and its conservation.
4. Environmental pollution & its prevention.
5. Social issues.

b) SKILLS

At the end of the II Phase 1st term MBBS Course the student is expected to:

1. Visit local areas to understand and document environmental assets like river, forest, grassland, hill and mountain.
2. Visit an industrial area or agricultural area to know about local pollutants.
3. Identify common plants, insects and birds in their local areas.
4. Identify rivers, hills and mountains in their local areas.
5. To make use of the knowledge to protect natural resources.

COURSE CONTENTS

Theory and Field work : 50 Hours

- ♦ Theory - 45 hours
- ♦ Field work - 5 hours

1: Multi-disciplinary nature of environmental studies

Definition, scope and importance, need for public awareness. **2 hours**

2: Natural Resources:

Renewable and non-renewable resources:

Natural resources and associated problems.

- a) Forest resources: Use and over-exploitation, deforestation, case studies. Timber extraction, mining, dams and their effects on forest and tribal people.
- b) Water resources: Use and over-utilization of surface and ground water, floods, drought, conflicts over water, dams-benefits and problems.
- c) Mineral resources: Use and exploitation, environmental effects of extracting and using mineral resources, case studies.
- d) Food resources: World food problems, changes caused by agriculture and over-grazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies.
- e) Energy resources: Growing energy needs, renewable and non renewable energy sources, use of alternate energy sources. Case studies.
- f) Land resources: Land as a resource, land degradation, man induced landslides, soil erosion and desertification.
- g) Role of an individual in conservation of natural resources.
- h) Equitable use of resources for sustainable lifestyles **8 hours**

3: Ecosystems

- ◆ Concept of an ecosystem.
- ◆ Structure and function of an ecosystem.
- ◆ Producers, consumers and decomposers.
- ◆ Energy flow in the ecosystem.
- ◆ Ecological succession.
- ◆ Food chains, food webs and ecological pyramids.
- ◆ Introduction, types, characteristic features, structure and function of the following e c o -

systems:-

- a. Forest ecosystem
- b. Grassland ecosystem

- c. Desert ecosystem
- d. Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries) **6 hours**

4: Biodiversity and its conservation 8 hours

- ♦ Introduction - Definition : genetic, species and ecosystem diversity.
- ♦ Biogeographical classification of India.
- ♦ Value of biodiversity : consumptive use, productive use, social, ethical, aesthetic and option values.
 - ♦ Biodiversity at global, National and local levels.
 - ♦ India as a mega-diversity nation.
 - ♦ Hot-spots of biodiversity.
 - ♦ Threats to biodiversity : habitat loss, poaching of wildlife, man-wildlife conflicts.
 - ♦ Endangered and endemic species of India
 - ♦ Conservation of biodiversity : In-situ and Ex-situ conservation of biodiversity.

5: Environmental Pollution 8 hours

Definition

- ♦ Cause, effects and control measures of:-
 - a. Air pollution
 - b. Water pollution
 - c. Soil pollution
 - d. Marine pollution
 - e. Noise pollution
 - f. Thermal pollution
 - g. Nuclear hazards
- ♦ Solid waste Management : Causes, effects and control measures of urban and industrial wastes.
- ♦ Role of an individual in prevention of pollution.
- ♦ Pollution case studies.
- ♦ Disaster management : floods, earthquake, cyclone and landslides.

6: Social Issues and the Environment

7 hours

- ♦ From Unsustainable to Sustainable development
- ♦ Urban problems related to energy
- ♦ Water conservation, rain water harvesting, watershed management
- ♦ Resettlement and rehabilitation of people; its problems and concerns. Case Studies
- ♦ Environmental ethics : Issues and possible solutions.
- ♦ Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents and holocaust. Case Studies.
- ♦ Wasteland reclamation.
- ♦ Consumerism and waste products.
- ♦ Environment Protection Act.
- ♦ Air (Prevention and control of Pollution) Act.
- ♦ Wildlife Protection Act
- ♦ Forest Conservation Act
- ♦ Issues involved in enforcement of environmental legislation.

7: Human Population and the Environment

6 hours

- ♦ Population growth, variation among nations.
- ♦ Population explosion - Family Welfare Programme.
- ♦ Environment and human health.
- ♦ Human Rights.
- ♦ Value Education.
- ♦ HIV/AIDS
- ♦ Women and Child Welfare.
- ♦ Role of Information Technology in Environment and human health.
- ♦ Case Studies.

8: Field work

- ♦ Visit to a local area to document environmental assets river/forest/grassland/hill/mountain
- ♦ Visit to a local polluted site - Urban / Rural/ Industrial/Agricultural.

- ♦ Study of common plants, insects, birds.
- ♦ Study of simple ecosystems-pond, river, hill slopes, etc. (Field work Equal to 5 lecture hours)

SCHEME OF EXAMINATION

A. Theory : 80 Marks

- ♦ Long Essay 2 X 10 = 20
- ♦ Short Essay 8 X 5 = 40
- ♦ Short Answers 5 X 4 = 20

B. Field Work: 20 Marks

Recommended Books

Sl. No.	Title	Author	Edition & Year	Publisher
1	Environmental Biology	Agarwal, K.C.	2001	Nidi Publication Ltd. Bikaner
2	The Biodiversity of India	Bharucha Erach		Mapin Publishing Pvt. Ltd., Ahmedabad - 380 013
3	Environmental Encyclopedia	Cunningham W.P., Copper T.H., Gorhani E. & Hepworth M.T.	2001	Jaico Publication House, Mumbai.
4	Global Biodiversity	Heywood V. H. & Assessment	1995 Waston R.T.	Cambridge University Press 1140p
5	Environmental Protection and Laws	Jadhav H. & Bhosale V. M.	1995	Himalaya Publishing House, Delhi 284p
6	Environmental Science Systems & Solutions	Mckinney M. L. & School R.M.	1996	

SEMESTER II

Sl. No.	Course Code	Course Title	Hours / week				Credits	Course Type
			L	T*	P	S		
1	19HMA201	Hospitality Accounting	2	0	0	0	2	FC
2	19HMS202	Food Production Patisserie - II	3	0	0	0	3	FC
3	19HMS203	Food and Beverage Service – II	3	0	0	0	3	FC
4	19HMS204	Front office – II	3	0	0	0	3	FC
5	19HMS205	Accommodation Operations – II	3	0	0	0	3	FC
6	19HMS206	Computers in Hotels	2	0	0	0	2	FC
7	19HMA213	Indian Constitution	1	0	0	0	1	FC
	Practical							
8	19HMS207	Food Production Patisserie – II	0	0	4	0	2	FC
9	19HMS208	Food and Beverage Service – II	0	0	2	0	1	FC
10	19HMS209	Front office – II	0	0	2	0	1	FC
11	19HMS210	Accommodation Operations – II	0	0	2	0	1	FC
12	19HMS211	Computers in Hotels	0	0	2	0	1	FC
13	19HMS212	Hotel Engineering & Maintenance	0	0	2	0	1	
		TOTAL	17	0	14	0	24	

II SEMESTER

19HMS201: HOSPITALITY ACCOUNTING (2-0-0-0-2)

Course Objective:

To introduce basic accounting principles & concepts relevant to the hospitality industry

Course Outcome:

By the end of the course student will be capable of:

Making journal entries, posting & balancing of ledger accounts

Preparing bank reconciliation statements & cash books

Preparing a trading & P & L accounts

Course Content:

1. **Introduction to Accounting:** Meaning, definition, objectives and importance of accounting and hotel accounting. Book keeping and accounting, Single entry system and double entry system of book-keeping.
2. **Accounting Principles:** Accounting concepts and conventions, Capital, revenue and deferred revenue expenditures and incomes, Classification of accounts, Rules of debit and credit.
3. **Journal and Ledger:** Book of Prime entry – meaning – objectives – advantages of journal – journalizing – journal entry – recording problems on journal entry - Book of secondary entry - meaning – features – distinction between journal and ledger-posting- steps involved in posting of entries from journal to ledger – balancing of accounts.
4. **Cash Book:** Simple cash book, two column cash book, three column cash book and imprest system of petty cash book, importance and reasons for preparing bank reconciliation statement.
5. **Final Accounts:** Trial balance, Importance, purpose and advantages, Final accounts of small hotels and restaurants, trading account, profit and Loss account and balance sheet

Pre-requisite courses : None

Reference Books:

1. "Fundamentals of Accounting", S P Jain and K L Narang, Kalyani Publishers, 2016.
2. "Double Entry Book-keeping", T.S. Grewal, S Chand & Sons, New Delhi, 2016.
3. Hospitality Accounting: A Financial and Managerial Accounting Reference, Steven M. Bragg, Accounting Tools, 2015.

19HMS202: FOOD PRODUCTION AND PATISSERIE - II (3- 0-0-0-3)

Course Objective:

The objective of this course is to provide an overview of Bakery and confectionery

Course Outcome:

By the end of the course, the student is capable of:

- Suggesting basic commodities used in bakery
- Describing various procedures applied for different baked products
- Understanding the role & function of each ingredient in a bakery recipe
- Distinguishing between different baked products
- Applying a recipe & creating basic bakery products

Course Content:

1. **Basic Commodities Used in Bakery and Pastry:** Flour, structure of wheat grain, raising agents, Fats and oil

Other commercial products and miscellaneous ingredients used in bakery (Self-study)
2. **Bread Fabrication & Cake Making:** Baking, ingredients used, basic fault, equipment used. International breads and other yeast dough products
3. **Basic Sponges and Cakes:** Introduction, pastry techniques and principles, ingredients used in sponge making specialty cakes and cake products.
4. Pastes, Creams, Fillings and Sauces Making of marzipans and fondants, Laminated pastries: Puff pastry, methods of making puff pastry, inverted puff pastry
5. **Menu Planning:** Functions of menu, types, used as control tool, menu balancing, wine food pairing, basic principles of vegetable cooking.

Pre-requisite courses : None

Reference Books:

1. "Food Production Operations", Parvinder S. Bali, Oxford University, 2009.
2. "Practical Cookery", Victor Ceserani & Ronald Kinton – 10th 11th 12th Editions, ELBS, UK, 2008.
3. "Theory of Catering", Victor Ceserani & Ronald Kinton, 10th 11th 12th Editions, ELBS, UK, 2007.
4. "Theory of Cookery", Krishna Arora, Frank Bros & Co., 5th, 6th Editions, 2008.
5. "Modern Cookery – volume 1 & 2", Thangam E Philip, Orient Longman, 5th Edition, 2006.

19HMS203: FOOD AND BEVERAGE SERVICE – II (3, 0, 0, 0, 3)

Course Objective:

The objective of this course is to provide an overview of Room service concepts and about Fermented Beverages and its service

Course Outcome:

By the end of the course, the student is capable of:

- Classifying beverages
- Describing the manufacture of wines
- Describing wine regions of the world & famous wine brands
- Suggesting proper wines for different food items
- Selling and up selling of the fermented beverages
- Narrating manufacturing process of beer & other fermented beverages.

Course content:

1. **Introduction and classification to Beverages:** Types of Alcohol, Origin, History, Calculation of alcoholic percentage, Classification of beverages: Types of beverages, Non alcoholic beverages, alcoholic beverage
2. **Introduction to wines:** Vine, Classifications of wines, Manufacturing process of table wines and sparkling wines, champagne
3. **Food and Wine harmony-** Planning Food menus with wines, Trends, Disruptions, Costing
4. **Beer & Micro brewing-** Manufacturing process, Types of beer, Consumption patterns, Trends
5. **Other fermented alcoholic beverages:** Cider, sake & toddy,

Prerequisite courses : None

Reference Book:

1. The Beverage Manager's guide to Wines, Beers & Spirits, 4th Edition, John Peter Laloganes/ Albert W.A. Schmidt, 2017
2. F & B Service, Lillicrap & Cousins – Hodder & Stoughton, 2008
3. Restaurant Service basics, Sondra J. Dahmer and Kurt W. Kahl, John Wiley & Sons, 2008
4. Food & Beverage Service – A Training Manual 3rd edition, Sudhir Andrews, Oxford University Press, 2013

19HMS204: FRONT OFFICE - II

Course Objective:

The objective of this course is to provide an overview of front office operations in a five star property

Course Outcome:

By the end of the course, the student is capable of:

- Handling the guest services
- Understanding the front office accounting
- Understanding safety and security and yield management
- Describing wine regions of the world

Course content

1. Guest Services & Check-out and Settlement
Various Guest Services, Types of Guest Complaints, Handling Guest Complaints, Departure Procedure, Mode of Settlement of Bills, Potential Check-out Problems
Front Office Accounting & Night Auditing
2. Front Office Accounting, Front Office Accounting Cycle, Night Audit, Night Auditor, Night Audit Process
3. Safety and Security
Hotel Security Staff and System, Role of Front Office, Security and Control of Room Keys, Fire Safety, Accidents, First Aid
Evaluating Hotel Performance
4. Methods of Measuring Hotel, Handling Unusual Events and Emergency Situations, Evaluation of Hotels by Guests
5. Yield Management
Yield Management, Measuring Yield, **Forecasting**: Forecasting, Yield Management Prospects

REFERENCE BOOK

1. Hotel Front Office Operations and Management By Jatashankar R Tewary (Oxford University Press)

19HMS205: ACCOMMODATION OPERATIONS – II (3- 0-0-0-3)

Course Objective:

To develop advanced skill and competency in House Keeping Operations

Course Outcome:

By the end of the course, the student is capable of:

- Planning & Analyzing different laundry operations
- Suggesting appropriate inventory management techniques in housekeeping department
- Describing the safety protocol for hotel in emergency situations
- Detailing the planning & organizing of housekeeping department
- Suggest the alternative approaches to conservation of resources in hotels including adopting Green philosophies

Course content:

- 1. Hotel laundry operations:** Planning of On-Premise Laundry, The Linen Cycle within OPL, Machine & Equipment used in OPL, Valet Service, Outsourced laundry services-Pros& Cons (**Self study**).
- 2. Managing inventories & lost and found process:** Par levels, Linens, Uniforms, Guest Loan Items, Guest Supplies; Bed-Types, Pillow-Types, Lost& Found Register, Managing consumable, renewable and capital inventory.
- 3. Safety and security,** Hotel Security Staff and systems, Security and Control of Room Keys, OSHA Regulations, OSHA's Hazardous Communication Standard. Fire Safety, Types of fire Extinguishers, Accidents-Slip, Trips & fall; First Aid, Safety committee and role of safety committee in a hotel, POSH at workplace.
- 4. Environmental and energy management:** Sustainability and Green Philosophies, Housekeeping role in a green property, Water conservation, Energy Efficiency, Waste Management, Benefits of energy management systems in Hospitality Industry-Literature review.
- 5. Planning and organizing the housekeeping department:** Planning the work of housekeeping department, Area Inventory lists, Frequency Schedules, Performance Standards, Productivity Standards, and

Inventory Levels. Other Management functions and Executive Housekeeper. Coordinating and staffing, Directing and controlling, Evaluating.

Pre-requisite courses : None

Reference Books:

1. "Hotel Housekeeping", Singh, M., Tata McGraw-Hill, New Delhi, 2012.
2. "Hotel Housekeeping: Operations & Management", G. Raghubalan & Smritee Raghubalan; Oxford University Press, 2012.
3. "Professional Housekeeping", Sunita Srinivasan, Anmol Publication, 2009.

19HMS206: COMPUTERS IN HOTELS (2-0-0-0-2)

Course Objective:

- The objective of this course is to provide the basic knowledge of computer and operational aspect of Microsoft

Course Outcome:

By the end of the course, the student is capable of:

- Working with MS word
- Working with MS PowerPoint
- Working with MS excel

Course content

1. Introduction to Computers

History of Computers, Generations of Computers, Components, Storage Devices and Platforms of Operating Systems

2. Microsoft Word

Word Document, Formatting a Document and Paragraph Style, Page Setup and Sections

3. Microsoft Word: Advanced Features

Tables, Graphics, Mail Merge

4. Microsoft Excel

Excel Worksheet and Workbooks, Formulas and Functions, Charts

5. MS Power Point

Presentation, Slides and Text, Layouts, Themes, Masters, Tables, Charts, Animation, Transitions, Preparing and Delivering a Live Presentation

Recommended Resources

Text Book:

1. T1: Microsoft Office 2010 Bible, John Walkenbach, Herb Tyson, Micheal R Groh, Wiley, 2011 (Unit 2: Chapter 4, 5, 6, 7, 8 Unit 3: Chapter 9, 10 Unit 4: Chapter 12, 13, 15, 18 Unit 5: Chapter 21, 22, 23, 25, 26 Unit 6: Ch 27, 28, 29)
2. T2: Fundamental of Computers, V. Rajaraman, Pentice Hall India. (Unit 1: Ch 1, 2)

Reference Books:

1. Introduction to Computers with MS Office 2000- by Leon, Alexis – Tata McGraw-Hill (2000)
2. Office 2000 the Complete Reference – By Nelson, Stephen L-Tata McGraw-Hill (1999)

19HMS207: FOOD PRODUCTION AND PATISSERIE PRACTICAL – II (0-0-4-0-2)

Course Objective:

- The objective of this course is to provide hands on training in practical baking & confectionery skills & continental cuisine.

Course Outcome:

By the end of the course, the student is capable of:

- Carrying out basic culinary operations of bakery
- Working out the menu, indenting, costing & controlling for bakery products and continental menus. Following the standard recipes as a habit or converting any recipes into the format of standard recipe and carried over for the practice for bakery goods& continental recipes.
- Preparing basic bakery products & five course continental menu from a standard recipe.
- Being energetic, knowing the customer needs, and adopting patience, working for long hours

Course Content:

1. Yeast dough products - I
2. Tarts and Tartlets-I
3. Basic Sponge & Icings-I
4. Cookies-I
5. Laminated pastries -I
6. Petit Fours & Marzipan
7. Mid semester assessment & Plate presentation evaluation
8. Yeast dough products -II
9. Tarts and Tartlets - II
10. Basic Sponge & Icings - II
11. Cookies- II

12. Laminated Pastries – II

13. Final assessment

Pre-requisite courses : None

Reference Books:

1. "Food production Operations", Parvinder S. Bali, Oxford University, 2009.
2. "Practical Cookery", Victor Ceserani & Ronald Kinton, 10th 11th 12th Editions, ELBS, UK, 2008.

19HMS208: FOOD AND BEVERAGE SERVICE - II (0, 0, 4, 0, 2)

Course Objective:

The objective of this course is to provide hands on training in Room service concepts and about Fermented Beverages and its service

Course Outcome:

By the end of the course, the student is capable of:

- Service of wines
- Suggesting proper
- Wines for different food items
- Reading Labels

Course contents

1. Setting up a cover for White Wines
2. Cover for Red wines
3. Service of White wines
4. Service of Red Wines
5. Service of Fortified and Aromatized Wine white wine and red wine
6. Industry Visit
7. Mid-Sem Assessment
8. Reading wine labels
9. Menu Planning with wines – 3-5 Courses (Continental, Indian, etc.)
10. Service of Beer
11. Beer and Food Menu pairing
12. Revision
13. END SEMESTER ASSESSMENT

Pre-requisite courses : None

Reference Books:

1. The Beverage Manager's guide to Wines, Beers & Spirits, 4th Edition, John Peter Laloganes/ Albert W.A. Schmidt, 2017
2. F & B Service, Lillicrap & Cousins – Hodder & Stoughton, 2008
3. Restaurant Service basics, Sondra J. Dahmer and Kurt W. Kahl, John Wiley & Sons, 2008
4. Food & Beverage Service – A Training Manual 3rd edition, Sudhir Andrews, Oxford University Press, 2013

19HMS209: FRONT OFFICE PRACTICAL-II (0-0-2-0-1)

Course Objective:

Expose & familiarize the students to automation in front office & its applications

Course Outcome:

By the end of the course student will be capable of:

- Identifying icons on PMS
- Making a reservation, cancellation / modification on PMS
- Registering a guest & allotting rooms on PMS
- Posting charges & printing a bill
- Performing POS functions on PMS

Course Content:

Front office software (WINHMS):

1. Identification of Icons - Identification of WINHMS Icons on system and their uses
2. Reservation - How to make a Reservation on system
3. Modification, Cancellation and Reinstating of Reservation
4. Registration - How to register a guest on system by assigning the inspected room, entering messages for reserved guests prior to check-in and showing check in on system
5. Filling all the Guest details in the system for a reserved guest, walk in guest
6. Mid semester assessment
7. Posting in guest folio from front office, modifying the posting
8. Give paid outs, posting room rate and printing bill.
9. How to transfer the F & B bill to guest folio
10. Point Of Sale - How to make a KOT on system, Modification of the KOT, Table transfer and Post the Restaurant and Bar bill on the system.

11. Give discounts, spilt quantity, spilt bill, print bill and settlement.
12. Settlement and Check out Procedure - How to Settle the bill by cash / credit card, How to show checkout on system
13. Final assessment

Pre-requisite courses : None

Reference Books:

1. "Managing Front Office Operations", Kasavana, M. L., & Brooks, R. M., Pearson Education, 2013.
2. "Managing Technology in Hospitality Industry", Kasavana, M.L., Pearson Education, 2013.

19HMS210: ACCOMMODATION OPERATIONS PRACTICAL – II (0-0-2-0-1)

Course Objective:

To expose the student to appropriate skills & develop competency in housekeeping operations

Course Outcome:

By the end of the course, the student is capable of:

- Demonstrating, room cleaning & public area cleaning procedures
- Setting up amenities in a room & maid's trolley.
- Applying linen control procedures in Housekeeping Operations
- Making different types of beds

Course Content:

Housekeeping:

1. Set up Of Maids Trolley
2. Public Area cleaning
3. Inventory Checklist
4. Snagging list
5. Bed Making
6. Mid semester assessment
7. Ironing
8. Towel Art - Basic
9. Towel Art - Advanced
10. Guest Room Cleaning
11. Flower Arrangement
12. Flower Arrangement
13. Final Assessment

Prerequisite courses: None

Reference Book:

“Hotel Housekeeping”, Singh, M., Tata McGraw-Hill, New Delhi, 2012.

“Hotel Housekeeping: Operations & Management”, G. Raghubalan & Smritee Raghubalan, Oxford University Press, 2012.

19HMS211 :COMPUTERS IN HOTELS – PRACTICAL (0-0-2-0-1)

No.	Practical	Contents	Total Hours
1	Create a MS Document	<ol style="list-style-type: none"> 1. Save (new folder), open and rename it 2. Format the paragraphs 3. Change font size and style 4. Find and replace words 5. Page setup for printing 6. Cut, copy and paste options 7. Inserting bullets and numbering and formatting 8. Inserting Excel charts in word document. 9. Importing and exporting data among MS office suites. 10. Hide and unhide ruler 11. Change the various indents 12. Undo and redo operation 13. Spell checking 14. Observe the difference between various views in the document 15. Insert page break, special symbols, Header – footer, date, time, text box, and pictures 16. Insert page border and text border 17. Study column options. 18. Insert another document in the current document 19. Create autocorrect and auto-text entries 20. Insert line containing subscript and superscript 21. Enter text in tabular form to study various types of tabs 22. Insert different comments and background for different paragraphs. 23. Change the text directions 24. Create a label and envelop 25. Different letters using letter wizard 	6
2	Create tables and perform	<p style="text-align: center;">Inserting a table</p> <ol style="list-style-type: none"> 1. Adding , deleting rows and columns 2. Table properties and auto format feature 3. Sorting a table 4. Drawing a table 5. Split and merge cells 6. Converting tables to text and vice versa 	4

3	Perform the following operations using Mail-Merge	<p>Write a general letter using word formatting</p> <ol style="list-style-type: none"> 1. Make a list of 20 students having USN, Name & Address 2. Create 20 letter of above students using Mail Merge 	4
4	Create a Worksheet	<p>Store the information of students containing, Sl. No, Name, Regno, Date of Birth, Fee paid, Marks in 5 Subjects, Total, Percentage, Class</p> <ol style="list-style-type: none"> 1. Enter Details of 5 Students 2. Enter the serial number using series fill option 3. Calculate the Total, Percent and Class of all the students using functions. 4. Format the Date of Birth to display in various formats 5. Insert new column after Regno 6. Insert rows to enter some more students information 7. Format the cells and range and in various format 	4
5	Using the above-created Worksheet, perform the following operations:	<p>Sort the Worksheet using multiple fields</p> <ol style="list-style-type: none"> 1. Show the percentage of all the students using Bar graph 2. Format the above graph (use various options like legends, data) 3. Calculate the average percentage of different combination and illustrate it with Pie chart 4. Extract the details of students using auto filter feature 5. Find the name of the student who has scored highest and lowest total 	4
6.	Create and Save Power Point presentation and perform the following operations	<p>Creating and Saving a new presentation using Auto Content wizard and Template</p> <ol style="list-style-type: none"> 1. Editing and Formatting Text in a Presentation and working with Drawing Objects 2. Inserting Pictures, Slides, Sound, Date and Timings, Slide Number, Charts and Tables 3. Formatting Presentation by Setting Background, Applying Design Template and Other features. 4. Customizing and Animating Presentation using Slide Show features. 	4

19HMS212 : HOTEL ENGINEERING AND MAINTENANCE PRACTICAL

(0-0-2-0-1)

1. Maintenance of Wooden Furniture and Furnishings
2. Drilling and Nailing
3. Tube light Connections and Fixtures
4. Wall Maintenance
5. Greening the Living space
6. Various Lighting systems used in Hotel for Energy Saving
7. Domestic & LPG Service (Gas Stove Service)
7. Explain the working of Air filter, Humidifier and Dehumidifier in AC
8. Write Short Note on Eco-friendly Refrigerant.
9. Explain Centralized Air Conditioning in detail with block diagram in Eco Friendly Hotels
10. Enlist and Explain various Water Purification Methods
11. Explain. Write procedure to be followed in case of a Fire Alarm in Hotel
12. Make a chart for various fire extinguishers with colour code and the type of fire it is
13. End sem assessment

19HMS213 : INDIAN CONSTITUTION

I. GOAL:

The students should gain the knowledge and insight into the Indian Constitution so that they are aware of the fundamental rights and freedom bestowed through the democratic governance of our country.

II. OBJECTIVES:

A) KNOWLEDGE:

At the end of the Phase - I MBBS course the student is expected to know:

- 1) Basic knowledge of the Indian Constitution.
- 2) Democratic institutions created by the Constitution.
- 3) Special rights created by the Constitution for regional and linguistic minorities.
- 4) Election Commission.
- 5) Legislative, Executive and Judicial powers and their functions in India.

B) SKILLS:

At the end of the Phase - I course the student is expected to make use of knowledge:

- 1) To perform his / her duties towards the society judiciously and with conscious effort for self-development.
- 2) To utilize State policies in their future practice.

COURSE CONTENTS

Theory:

25 Hours

Unit I	a) Meaning of term Constitution.	
	b) Making of the Indian Constitution - 1946 - 1949 and role played by Dr. B. R. Ambedkar.	
	c) Salient Features of the Constitution.	
	d) Preamble of the Constitution.	2 Hours
Unit II	The democratic institutions created by the Constitution.	
	Bicameral System of Legislature at the Centre and in the States.	
	Devolution of Powers to Panchayat Raj Institutions.	5 Hours

Unit III	Fundamental Rights and Duties - Their content and significance	5 Hours
Unit IV	Directive Principles of State policies - The need to balance Fundamental Rights with Directive Principles.	1 Hour
Unit V	Special rights created in the constitution for Dalits, Backward class, Women and Children, and the Religious and Linguistic Minorities	1 Hour
Unit VI	Doctrine of Separation of Powers - Legislative, Executive and Judicial, and their functions in India.	4 Hours
Unit VII	The Election Commission and State Public Service Commissions.	2 Hours
Unit VIII	Method of amending the Constitution.	1 Hour
Unit IX	Enforcing rights through Writs Certiorari, Mandamus, Quo warranto and Habeas Corpus.	2 Hours
Unit X	Constitution and Sustainable Development in India.	2 Hours

Scheme of Examination

Institutional Theory Examination at the end of the Phase- I MBBS Course: 100 Marks

Reference Books:

Sl. No.	Title	Author	Year of Publ.	Publisher
1	The Constitution of India – A Politico – Legal Study	J. C. Johari	-	Sterling Publication Pvt. Ltd.
2	Constitution Law of India	J. N. Pandey	1998	Central Law Agency
3	The Indian Constitution	Granville Austin	2000	Corner Stone of Nation Oxford

SEMESTER III

Course Code	Course Title	Hours / week				Credits	Course Type
		L	T	P	S		
19HMS301	Industry Exposure Training – Hospitality Industry	0	0	0	54	20	PW
	TOTAL	0	0	0	54	20	

III SEMESTER

19HMS301: INDUSTRY EXPOSURE TRAINING – HOSPITALITY INDUSTRY (0-0-0-54-20)

Course Objective:

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

Course Outcome:

By the end of the course, the student is capable of:

- Preparing an Organigram of a five-star hotel
- Summarizing the functions of all departments of the hotel
- Analyzing operations of 4 core departments of the hotel
- Identifying operational / procedural problems in the various departments & suggesting solutions for them

Schedule:

Beginning of the second year (III Semester), students have to undergo Industrial Exposure Training in a leading Hotel identified by the university for a period of 12 weeks. After completion of Industrial Exposure Training the students must submit the IET Certificate and Training Report.

Attendance

Students must compulsorily have 100% attendance in internship. In genuine cases 10% relaxation is allowed if internship coordinator is informed in advance in writing or by official email and permission has been granted by university for leave.

Project report & presentation

The students must make a report on the IET and a 10 slide PPT presentation on training hotel to the University on completion of the internship.

Internship Hotel Industry =20 weeks

*Internship (54 hours =1 credit)

So per day 9 hours duty X 6days weekly = 54 hours weekly X 20 weeks = 1080 hours/54 hours = 20 credits

INDUSTRIAL EXPOSURE TRAINING (IET):

Beginning of the second year (III Semester), students have to undergo Industrial Exposure Training in any leading Hotels through the Institution for a period of 20-22 weeks. After completion of Industrial Exposure Training, they have to submit the IET Certificate and Training Report, 100% marks will be awarded by the University after Completion of IET

PROJECT REPORT

The students are supposed to make an report on the IET

Exposure to Industrial Training is an integral part of the 2nd year curriculum. The 20-22 weeks industrial training would be divided into four/five weeks each in the four key areas of Food Production, Food & Beverage Service, and Accommodation Operations & Front Office Operations.

For award of marks, 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training.

For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel.

Responsibilities of institute, hotel and the student/trainee with aims & objectives have been prescribed for adherence

Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

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

RESPONSIBILITIES OF THE TRAINEE

1. Should be punctual.
2. Should maintain the training logbook up-to-date and get it signed from the departmental heads from day one.
3. Whenever the training completed the attendance certificate must be signed by the departmental heads.
4. Should be attentive and careful while doing work.
5. Should be keen to learn and maintain high standards and quality of work.
6. Should interact positively with the hotel staff.
7. Should be honest and loyal to the hotel and towards their training.
8. Should get their appraisals signed regularly from the HOD's or training manager.
9. Gain maximum from the exposure given, to get maximum practical knowledge and skills.
10. Should attend the training review sessions / classes regularly.
11. Should be prepared for the arduous working condition and should face them positively.
12. Should adhere to the prescribed training schedule.
13. Should take the initiative to do the work as training is the only time where you can get maximum exposure.
14. Should withstand in the Hotel Industry even when the shifts are extended/ Night duties and overload during the peak hours.
15. Surrender the locker keys/uniforms/identity cards or any other materials issued by the hotel during the internship after the training period
16. Should, complete the Industrial Training, handover all the reports, appraisals, logbook and completion certificate to the institute.

RESPONSIBILITIES OF THE INSTITUTE

1. Should give proper briefing to students prior to the industrial training

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

RESPONSIBILITIES OF THE HOTEL

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

1. Should give proper briefing session/orientation/induction prior to commencement of training.
2. Should make a standardized training module for all trainees.
3. Should strictly follow the structured training schedule.

4. Should ensure cordial working conditions for the trainee.
5. Should co-ordinate with the institute regarding training programme.
6. Should be strict with the trainees regarding attendance during training.
7. Should check with trainees regarding appraisals, training report, log book etc.
8. Should inform the institute about shirker trainees.
9. Should allow the students to interact with the guest.
10. Should specify industrial training's "Dos and Don'ts" for the trainee.
11. Should ensure issue of completion certificate to trainees on the last day of training.

SPECIFICATIONS OF THE REPORT WRITING

1. It has been unanimously decided that students should undergo and complete industrial training for a period of 6 months. This training should be completed in the vi semester as per the prescribed curriculum.
2. College should check the authenticity of the training certificate and all the other related documents before accepting the project. In case of any doubts arising on the authenticity of the training certificate, such student's project will be rejected and the decision of the Board would be final.
3. The project should be of min 130 pages and maximum of 260 pages excluding annexure. Only the hard bound project copies would be accepted.
4. Font size should be 12 with times new roman or Ariel style and heading font size 14 with 1.5 line spacing.
5. The sequence of chapters should be in the prescribed order as finalized by the board (enclosed).
6. In order to streamline the feedback on students' performance during the tenure of the training, it has been suggested that a confidential appraisal form should be sent by the college to the training/hr manager where the student is getting trained. This assessment format can be sent either by college email or courier (form enclosed).
7. Student should carry original training certificate, hall ticket, log book, id card, and personal copy of the project at the time of viva.

8. Valuation of the project would be out of 200 marks, the break-up for which is as follows:

CHAPTER NO.	CHAPTER NAME	% OF TOTAL PAGES	MARKS
1.	INTRODUCTION TO TOURISM AND HOSPITALITY	15 % OF TOTAL PAGES	20 MARKS
2.	RESEARCH DESIGN- SCOPE, PURPOSE, OBJECTIVES, METHODOLOGY AND LIMITATIONS		
3.	PROFILE OF THE CITY AND THE HOTEL		
4.	DETAILED OPERATIONS OF THE DEPARTMENTS WHERE TRAINING IS DONE 1. FRONT OFFICE 2. HOUSE KEEPING 3. FOOD AND BEVERAGE PRODUCTION 4. FOOD AND BEVERAGE SERVICE	50 % OF THE TOTAL PAGES	100 MARKS
5.	ALLIED DEPARTMENTS 1. SECURITY 2. FINANCE 3. PERSONNEL 4. MARKETING 5. ENGINEERING	20 % OF THE TOTAL PAGES	20 MARKS
6.	OPERATIONAL PROBLEMS OBSERVED AND SOLUTIONS ARRIVED (MIN 5 PROBLEMS AND ITS ANALYTICAL SOLUTIONS IN EACH DEPT SHOULD BE MENTIONED)	15 % OF THE TOTAL PAGES	40 MARKS
7.	CONCLUSION		20 MARKS
	BIBLIOGRAPHY		
	ANNEXURE (FORMS / FORMATS / ETC		20 MARKS

Assessment

SI No	Modules	Marks
Internal assessment (150 marks)		
1	Internship Report draft approval	20 Marks
2	Completed log book submission	50 marks
3	Internship certificate	50 Marks
4	Attendance report from the property (refer log book)	30 marks
External assessment (150 marks)		
5	10 slides Ppt preparation on internship	50 marks
6	Viva on internship	100 marks
7	Internship report	200 marks

Viva - Voce marks break-up

Assessment	Particulars	Marks
ESA	Part A Written examination on areas trained in hotel (experiential learning/outcomes)	30 Marks
	Part B 1. Presentation with panel of one internal and one External Examiner	20 Marks
	Criteria for presentation 1. Content – 10 marks 2. Communication – 5 marks 3. Knowledge on areas trained - 10 marks 4. Slide quality – 5 marks 2.Viva Voce with panel of one Internal and one External examiner Project Report – 10 marks Certificate – 10 marks (External Evaluation)	50 Marks
	Total (Part A + Part B)	100 marks

SEMESTER IV

Sl No.	Course Code	Course Title	Hours / week				Credits	Course Type
			L	T	P	S		
1	19HMS401	Food Culture & Sustainability	3	0	0	0	3	CC
2	19HMS402	Food and Wine Studies	3	0	0	0	3	CC
3	19HMS403	Front Office Operations	3	0	0	0	3	CC
4	19HMS404	Accommodations Operations	3	0	0	0	3	CC
5	19HMS405	Food Science and Nutrition	2	0	0	0	2	CC
6	19HMS406	Research Methodology	0	4	0	0	1	CC
7	19HMA407	Project/ Research - I	0	4	0	0	1	PW
8	Elective – I Any one of the below mentioned course							
	19HMAE408	Event Management	3	0	0	0	3	EC
	19HMAE409	Equipment and Materials management	3	0	0	0	3	EC
	19HMAE410	Entrepreneurship Management	3	0	0	0	3	EC
9	**Elective – II Any one of the below mentioned course (Specialization - I)							
	19HMSE411	Culinary Operations Practical	0	0	4	0	2	EC
	19HMSE412	Distilled Beverages Practical	0	0	4	0	2	EC
	19HMSE413	Front Office Management Practical	0	0	4	0	2	EC
	19HMSE414	Accommodation Operations Practical	0	0	4	0	2	EC
		TOTAL	19	4	4	0	22	

**Prerequisite: I & II Semester FC to be completed to opt Elective II

* 1 hour of tutorial will be done in the regular class

IV SEMESTER

19HMS401: FOOD CULTURE & SUSTAINABILITY (3- 0-0-0-3)

Course Objective:

- To introduce students to the concepts of food culture, food sustainability and familiarize them to various cuisines Indian and western.

Course Outcome:

By the end of the course, the student is capable of:

Analyzing the impact of historical background & geographical location on regional Indian Cuisines & know about the variation in cuisines due to seasonal availability of ingredients

Understanding the basic concept of specialty Indian cooking methods & analyze the different techniques applied

- Explore how food and culture are interlinked with the region and country.
- Gain an understanding of sustainable food practices.
- Assess sustainable practices and issues to preserve cuisines.

Course Content:

- 1. Introduction, Meanings of Food, Culture and Sustainable:** What are food- Food and various cultures- role of culture- Meaning of Sustainable cuisine- Food as a healer
- 2. Social Conditions of Food, Eating Habits and Native food History:** Gender Foods, affordability and eating habits - learning old food - Hunger and food (local and National) **Sustainable and Sustainability issues in Food:** Industrialization of food - Food as a commercial tool - lost cuisines - forgotten recipes - mixed culture for cuisine dilution - Detriments of Globalization; **Regional Cuisines of India & Current Trends in Indian Cuisine:** Hyderabadi, Awadh, Bengal, Goa, Kashmir, Kerala, Maharashtra, Parsi, Punjab, Rajasthan, Tamilnadu (Self-study)
- 3. Best Practices and trends- Food and Identity:** Food and Power, Understanding Science of food - consumption patterns - Health and tradition - modernist approach to native food
- 4. Traditional home – style cooking:** Concept of Ghar ka Khana; **Concept of Health Food:** types of nutrients, balanced diet and nutritional analysis

5. International Cuisines: Western cuisines, European cuisines, Pan Asian cuisines (Self-study) **Advanced Pastry and Confectionery:** Chocolate, hot & cold desserts, Ice creams & frozen desserts, Sauces & coulis

Pre-requisite courses : None

Reference Books:

1. "Quantity food Production Operations & Indian Cuisine", Parvinder Singh Bali, Oxford Publications, 2014.
2. "International Cuisine and Food Production Management", Parvinder S. Bali, Oxford Higher Education, 2013.
3. "Theory of Catering", Victor Ceserani & Ronald Kinton, ELBS, 10th 11th 12th Editions, 2007.
4. "Theory of Cookery", Krishna Arora, Frank Bros & Co., 5th, 6th Editions, 2006.
5. "Modern Cookery – Volume I & II", 5th Edition, Thangam E Philip, Orient Longman, 2004.

19HMS402: FOOD AND WINE STUDIES (3, 0, 0, 0, 3)

Course Objective:

- Familiarize the students to advanced service operations.

Course Outcome:

By the end of the course, the student is capable of:

- Classifying tobacco products based on types, brands, manufacture, country of origin
- Describing the distillation process of alcoholic beverages.
- Identification of liqueurs
- Detailing responsible bar service procedures
- Classifying cocktails & their preparation methods

Course content;

1. Introduction to KSBCL, Different types of Licenses, Excise rules-regulations
2. **Distilled Alcoholic Beverages:** This Unit will initiate the students in understanding the world of distillates and spirits Industry. Students will have knowledge of types of distillation and the products evolved from these distillation styles
3. **Introduction to Beverages and Bar Operations:** This Unit will initiate the students to the world of alcoholic beverages. Students will have knowledge of alcohol, types of alcohol, ill effects of alcohol and social responsibility towards the trade; The Unit will also cover the business of Bars and Lounges; the students to understand the operation of Bar and management of the beverage business. Students will have knowledge of types of bars, styles, layouts and various aspect of the trade with regards to working, timings, layouts, spaces and work-flow.
4. **The world of clear/white spirits:**
 - a. **Unaged spirits** of the world, production, Uniqueness of each product, manufacture, brands and service. Spirits to be covered - White Rum, Aguardente de cana, cachaça, Vodka, Gin, Alcool Blanc. Tequila
 - b. **Aged spirits:** The Unit will impart knowledge of aged spirits of the world of the world, production, Uniqueness of each product,

manufacture, brands and service. The spirits to be covered would be- Whisky/Whiskey (Scotch, Irish, American, Canadian, Japanese and Indian), Brandy (Cognac, Armagnac and other brandies of the world), Rum,

- 5. Cocktails- Art of Mixology:** Students will have knowledge of the art of Mixology, types of cocktails, Classical and contemporary and pricing.

Pre-requisite courses : None

Reference Books:

1. "F & B Service", Hodder & Stoughton, Lillicrap & Cousins, 7th Edition, London, 2008.
2. "The Beverage Manager's Guide to Wines, Beers & Spirits", John Peter Laloganes, Albert W.A. Schmidt, Pearson Education Limited, 4th Edition, 2017.
3. "F & B Service", Hodder & Stoughton, Lillicrap & Cousins, London, 2008.
4. "Restaurant Service Basics", Sondra J. Dahmer and Kurt W. Kahl, John Wiley & Sons, 2008.
5. "Food & Beverage Service – A Training Manual", Sudhir Andrews, Oxford University Press, 3rd Edition, 2013.

19HMS403: FRONT OFFICE OPERATIONS (3- 0-0-0-3)

Course Objective:

The objective of this course is to provide an understanding of the accounting operations in a hotel Front Office and an introduction to automation in Hospitality industry

Course Outcome:

By the end of the course, the student is capable of:

- Describing the Accounting procedures in Front Office
- Sequencing the Front Office audit process
- Understanding basics of human behavior and self-management
- Understanding the Different Hospitality Technology Systems used in Hotels and their operation

Course Content:

- 1. Check-out & Settlement:** The check-out and settlement process; Departure procedures; Methods of settlement; Check-out options; Unpaid account balances, account collection
- 2. Front Office Accounting & Audit:** Accounts; folios; vouchers; points of sale; ledgers, Tracking transactions, Internal control, Settlement of accounts; Functions of the Front office audit; the front office audit process; system update; centralized front office audits
- 3. Front Office Planning & Operations:** Management functions, forecasting room availability, Evaluating front office operations
- 4. Transactional Analysis in Front Office:** Conflicts and conflict management, Johari window, Transactional analysis: Ego states, Life Positions, Rules of Communication, Karpman's triangle
- 5. Hospitality Technology Systems:** Property management system, rooms management module, guest accounting module

Pre-requisite courses : None

Reference Books:

1. "Managing Front Office Operations", Kasavana, M. L., & Brooks, R. M., Pearson Education, 2013.
 2. "Managing Technology in Hospitality Industry" Kasavana, M.L., Pearson Education, 2013.
- "Hotel Front Office Management", Bardi, J. A., John Wiley & Sons, 2011.

19HMS404: ACCOMMODATION OPERATIONS (2-1-0-0-3)

Course Objective:

- To develop advanced skills related to the design & planning of housekeeping operations

Course Outcome:

By the end of the semester student will be capable of:

- Stating the functions of a supervisor.
- Interpreting the elements of design & color wheel
- Detailing types of furnishing
- Prescribing redecoration & refurbishment process in a given situation
- Analyzing the operating budget of a housekeeping department
- Describing the pre – opening procedures in a hotel

Course Content:

- 1. Interior decoration:** Introduction & Definition, Design & Elements of Design, Principles of Design, Hotel design vs hotel maintenance, Color and lighting- Psychological impact of Colour, Colour Wheel, Colour Scheme & types of colour Scheme
- 2. Standard Practices in Housekeeping:** Area inventory list, cleaning schedule, Supervisor's check list, snagging list, duty roster
- 3. Wall and floor covering,** Introduction Definition, importance, types, selection, trends, cleaning procedures
- 4. Furniture & Soft furnishing:** Importance, types, selection, trends and cleaning procedures, Window, Window treatments, Fabric used for Curtains, Loose Covers, Cushions and Bolsters
- 5. Modern Room Aesthetics:** New Trends, New Design. Space Management, Spacing, Amenities, Maintenance

Pre-requisite courses : None

Reference Books:

1. "Hotel Housekeeping", Singh, M., Tata Mcgraw-Hill, New Delhi, 2012.
2. "Hotel Housekeeping: Operations & Management", G. Raghubalan & Smritee Raghubalan; Oxford University Press, New Delhi, 2008.
3. "Theory & Practices of Professional Housekeeping", Sunita Srinivasan, Anmol Publication Pvt. Ltd., Bangalore, 2004.

19HMS405: FOOD SCIENCE AND NUTRITION (2-0-0-0-2)

Course Objective:

- To give a basic knowledge on nutrition and dietetics

Course Outcome:

By the end of the semester student will be capable of:

- Understanding the importance of nutrition
- Understanding different classification of foods
- Understanding Food preservation methods

Course content

1. Introduction to Food Science

Nature of food study, Specific nutrients in foods and their functions

Food microbiology, Food Poisoning, Basic food groups and their nutrient contribution

Carbohydrates : Classification, sugars, Starch, Cereals, Sources, Functions and recommended dietary intake,

2. **Protein** : Plant and Animal Protein, Classification by structure, classification by quality, Sources, Functions, Factors influencing Protein requirements

Oils & Fats : Composition & Classification, Nutritive value & Digestibility, Effect of heat on fats, Changes during storage, Prevention of fat Spoilage, Hydrogenation

3. **Vegetables** : Classification, Effect of heat, Nutritional Losses, Buying, care & Storage, Fruits & Fruit Preparations : Composition, Nutritional Contribution, Ripening of Fruit, Preparation of Fruits

Food Preservation, Methods of food preservation, Bacteriostatic methods, Dehydration, Preservation by osmotic pressure, Use of oil and Spices, Use of Acid

4. **Use of Chemical Preservatives**, Preservation by Temperature control, Food irradiation, Food Adulteration and Food Laws, Food Laws, ISI Standards, Agmark Standard, Export Inspection Council, Standards of Weights and Measures, Common Adulterants and their ill effects,

Consumer Protection Agencies (Government & Voluntary), Hygienic Food Handling, Purchasing and Receiving safe food,

5. **Food Storage** : Dry store, Refrigerated store, Freezer store, Sanitary procedures while preparing, cooking, holding, serving and displaying food, HACCP and Safety at the work place, Hazard Analysis and Critical Control Point, Types of accidents, How accidents take place, Precautions to prevent accidents

Reference Books:

1. Food Science Sumati R. Mudambi, Shalini M. Rao, M. V. Rajagopal
2. Food Science & Nutrition Sunetra Roday
3. Food Science B. Srilakshmi
4. Food Hygiene and Sanitation S. Roday
5. Krause's Food Nutrition & Diet Therapy Escott – Stump
6. Nutrition Paul Insel, R. Elaine Turner

19HMS406: RESEARCH METHODOLOGY (2-0-0-0-2)

Course Objective:

Familiarize the students with the steps involved in conducting a research & writing a report

Course Outcome:

By the end of the course the student will be capable of:

- Understanding the relevance of research
- Developing a research plan
- Describing different sampling designs
- Detailing the methods of data collection & processing
- Writing a research report

Course content:

1. **Research:** scientific method, meaning and definition, scope and purpose of doing research, social science research, type and area of research, research, process, problem of conduction research
2. **Research method:** Identifying research area and problem designing the objectives, rational for conducting study, Research method, sample planning
3. **Sampling:** What's sampling, advantages and limitation, sample unit, types of sampling, sampling selection, Process, sampling size
4. **Data collection:** Introduction to data collection method, observation – type, advantage & limitation, interview type, design of questionnaire, introduction to other research methods
5. **Data analysis:** Planning, organizing and supervising fieldwork, Data Analysis, Classification, Tabulation, Analysis and Interpretation, Introduce Basic statistical tool/method, Type of table, Graphical Representation, Report Writing

Pre-requisite courses : None

Reference books:

1. "Hospitality & Travel marketing"; Alastair M. Morrison; Delmar Publishers Inc.; 2010.
2. "Marketing Research"; Harper W. Boyd Richard D. Irwin, INC. 1977.
3. "How to complete your research project successfully"; Judith Bell; 5th Edition; Open University Press; 2005.

19HMS407:PROJECT/RESEARCH – I (0-4-0-0-1)

Management of Projects is one of the promising career options for budding hospitality professionals.

The syllabus is designed in such a manner that it will enable the students to enhance their practical skills in ideation of projects ranging from incubation of smaller projects to corporate level startups.

1. Prepare a written master plan for a special project. The plan should be comprehensive and

detailed including at a minimum the following information:

(a) Title of the project: Examples (List is indicative only)

1. Designing and Planning of restaurant.
2. Planning & designing of Kitchen layouts – Types (Multi-cuisine, Specialty Kiosks, In-Situ Service, Coffee shop, Bakery & Patisserie, Fast Food Joint, Institutional Canteen, Hospital Canteen, University Canteen, Food Darshinis, Annapoorna Canteens).
3. Planning of Various types of lobbies and Front Desk, Valet Service, Butler Services.
4. Planning of House-Keeping Department, Contract Housekeeping Plans.
5. Stand-alone restaurants, coffee shops, service apartments.
6. Mobile Canteen, Flight Catering, Industrial Catering.
7. ISR with CSR projects for the welfare catering divisions.
8. Presentation of a theme project (Wedding, Cultural, Birthday/ Anniversary Business)
9. Buffets Plans on Long Festive Occasions for all meals.
10. Banquet & Event Organizing
11. Study of the following ancillary areas and its basic requirements with regards to location,
Equipment and functioning -Shopping Arcade, Business Centre, Gym and Spa, Swimming Pool, Landscaping.

12. Model making for various types of Guestrooms/ Kitchen/ Restaurant/ Lobby Preparation of Feasibility Report for a hotel.
 13. Master design plan of a hotel's renovation
 14. Vendor selection & negotiation.
- (b) Purpose and goals of the project
 - (c) Description of the target population
 - (d) Plans for marketing of the project
 - (e) Detailed description of the nature of the project
 - (f) Organizational and staffing arrangements
 - (g) Financial arrangements (expenses and sources of revenue) and a schedule of major tasks and activities to be followed in planning and conducting the project.
 - (h) Presentation of Case study of any one local project like Kumbh Mela, Savai Gandharva, Rann of Kutchch, Akshay Patra, etc....
 - (i) Arrangement of safety and security during the project (involving role play and handling of difficult- situations.)
 - (j) Market Study & Financial Projections: A positive, credible market study completed by a recognized group. The study will recommend size, market positioning and average rates. It will review growth plans, supply and demand, historical-performance of the competition and will estimate market share.

RESEARCH - I

The objective of research is to seek answers to problems through application of scientific methodology which guarantees that information collected is reliable and unbiased. This information is utilised to make conclusions and recommend solutions. The elements that are to be kept in mind while undertaking research is deciding a relevant topic, feasibility, coverage, accuracy and research, objectivity and ethics.

Students will work closely with their guide and develop mutually working relationship to initiate the research which would involve preparing an outline and preliminary collection of data. The guide will guide the student in framing and planning the research project and the methodology to be adopted in collection of data, through interviews, telephones, mailers etc. while the student on their part will expose themselves to research of the topic through meetings, interviews, internet search, library etc.

The student should generally produce all material in word processed or typed format so that the presentation is neat and legible. Student must inform their supervisor or other people with whom their work is being discussed. The research should be planned to minimize time wastage and a clear time scale should be put in place.

The research should really spell out the objective, its findings, the methodology adopted, its conclusions and recommendations. The student and supervisor will work together to prepare synopsis of the research.

Four hour per week has been allocated for the purpose and students along with the guide must regularly interact during this period. The final preparation and presentation would be done during the end before a panel of examiners through a report and viva voce.

Reference Books:

1. Research methodology- G.C. Ramamurthy
2. Research design and Methods- Kenneth s. Bordens and Bruce B. Abbott
3. Research Methodology- R. Panneerselvam
4. Project report writing- M.K Rampal and S.L Gupta
5. Business research methodology – Alan Bryman and emma Bell. Oxford publishing house

6. Research methodology in management – Dr. V. P. Michael, Himalaya Publishing house
7. Business research methodology- J K Sachddeva , Himalaya Publishing house
8. Research Methodology , methods and technology– C R Kothari and Gaurav Garg, new- age international publication.
9. Business Research Methodology- T N Srivastava and ShailajaRego, Mc. Graw Hill

ELECTIVE – I : 19HMAE408 :EVENT MANAGEMENT (3-0-0-0-3)

Course Objective:

It will enable the students to enhance their theoretical knowledge and practical skills in planning and organizing varied events ranging from small parties to weddings to corporate events.

Course Outcome:

By the end of the course, the student is capable of:

- planning an event
 - will be able to understand the concept of events
 - will be able to design the events
1. Defining an event, Importance and scope of events, Size & type of events, Advantages offered by events, Event Team, Code of ethics
Supervising skills, Management skills, Attributes, Distribution of work and responsibilities, Core Concept
Core People, Core talent, Core structure,
 2. Event Infrastructure , Maintaining Infra structure and facilities, Activities in event management, Learning clients needs
 3. Designing and concepts of events
Designing of Concept, Analysis of concept, Logistics of concept, Feasibility study - Keys to success & SWOT Analysis
 4. Roles and responsibilities of event planners
Role of an event planner, Qualities of a good event planner, Aim of event, Develop a mission, Establish Objectives
 5. Events and planning tools
Preparing event proposal, Use of planning tools, Legal formalities & permission from competent authority, Cost estimation

Pre-requisite courses : None

Reference Books:

1. Event management, an integrated & practical approach By Razaq Raj, Paul Walters & Tahir Rashid
2. Event management, a professional approach By Ashutosh Chaturvedi
3. Pal, Rajendra & Korlahalli, J.s. :- "Business communication" Sultan chand & sons
4. Rai, S.m. & Urmila "Business communication" HPH
5. Sinha, k.k. "Business communication".
6. Successful Event Management By Anton Shone & Bryn Parry

ELECTIVE – I: 19HMAE409: ENTREPRENEURSHIP MANAGEMENT (3- 0-0-0-3)

Course Objective:

The objective of this course is to introduce the concept of Entrepreneurship to students and to inspire the creation of a new generation of entrepreneurs

Course Outcome:

By the end of the course, the student will be capable of:

- Understanding the concept, importance and relevance of entrepreneurship
- Describing the different types of entrepreneurs
- Describing the procedure involved in starting a small business
- Preparing a Business Plan

Course Content:

1. **Entrepreneurship:** entrepreneurship and enterprise, importance and relevance of the entrepreneur, factors influencing entrepreneurship
2. **Small scale industries:** Definitions, characteristics of SSI, advantages of SSI, Ownership patterns
3. **Starting a small industry:** Business opportunity, scanning the environment for opportunities, evaluation of alternatives and selection, Steps involved in starting a business venture
4. **Preparing the business plan:** Meaning, importance, preparation of the business plan
5. **Institutional assistance:** financial assistance through SFSCs(**Self study**), Non financial assistance, Financial incentives and tax concessions, Industrial estates – roles & types

Pre-requisite courses : None

Reference Books:

1. "Entrepreneurship Development Program", Vasant Desai, Appanaiah, Reddy, Gopala Krishna; Himalaya Publishing House, 2009.
2. "Entrepreneurial Development", K. Venkataramana, Seven Hills Book Publication, 2008.
3. "Entrepreneurship Development", C. S. V. Murthy, Himalaya Publishing House, 2010.

ELECTIVE I – 19HMSE410: CULINARY OPERATIONS PRACTICAL (0-0-4-0-2)

Course Objective:

To familiarize students with volume cooking and Indian Cuisine.

Course Outcome

By the end of the course, the student is capable of:

- Planning & indenting for 5 course Indian regional menus for large volumes.
- Following standard recipes & preparing dishes of 5 course regional Indian menus.
- Following standard recipes & preparing south Indian breakfast dishes & comfort foods

Course Content:

1. Bengali
2. Goan
3. Kashmiri
4. Kerala
5. Parsi
6. Tandoor
7. Mid semester assessment & plate presentation evaluation
8. Andhra
9. Karnataka
10. Punjabi
11. Rajasthani
12. Slow food
13. Final assessment

Pre-requisite courses : None

Reference Books:

1. "Quantity Food Production Operations & Indian Cuisine", Parvinder Singh Bali, Oxford Publications, 2014.
2. "Theory of Cookery", Krishna Arora, Frank Bros & Co., 5th, 6th Editions, 2006.
3. "Modern Cookery – Volume I& II", Thangam E Philip, Orient Longman, 5th Edition, 2004.

**ELECTIVE I - 19HMSE411 :DISTILLED BEVERAGES PRACTICAL
(0, 0, 4, 0, 2)**

Course Objective

Familiarize the students to advanced service operations

Course Outcome

By the end of the course student will be capable of:

- Organizing Mise en place in a bar
- Demonstrating service of alcoholic beverages
- Preparing & Demonstrating service of Cocktails

Practical content:

1. Setting up a bar
2. Identify Bar Equipment
3. Identify and read labels
4. Service of Aged Spirits
5. Service of White Spirits
6. Mid-Sem Assessment
7. Cocktails –Aged Spirits
8. Cocktails-Aged Spirits
9. Cocktails-White Spirits
10. Cocktails- White Spirits
11. Service of Aperitifs and of Liqueurs
12. Compile Beverage Menu
13. Final Assessment

Pre-requisite courses : None

Reference books

1. The Beverage Manager's guide to Wines, Beers & Spirits, 4th Edition, John Peter Laloganes / Albert W.A. Schmidt, 2017
2. F & B Service, Lillicrap& Cousins – Hodder & Stoughton, 2008
3. Restaurant Service basics, Sondra J. Dahmer and Kurt W. Kahl, John Wiley & Sons, 2008

ELECTIVE I - 19HMSE413: FRONT OFFICE MANAGEMENT PRACTICAL (0-0-4-0-2)

Course Objective:

To equip students with advanced communication & interpersonal skills necessary for effective Front Office operations

Course Outcome:

At the end of the course, the student will be able to:

1. Communicate effectively & professionally on various topics
2. Develop basic managerial skills
3. Understand different ways of handling problem situations
4. Apply sales techniques

Course Content:

1. Presentation skills – SWOT, USP
2. Letter writing – Welcome letter, Apology letter, promotional letter, memo
3. Service Recovery – Online & in person
4. Public speaking skills
5. Communication activities – JAM, Flip, Group discussion
6. Mid semester assessment
7. Sales techniques – Team activity
8. Upselling skills
9. Critical incidents in Front Office – Role play
10. Leadership skills – Team activity
11. Transactional Analysis – Role play
12. Conflict handling – Group activity
13. Final Assessment

Prerequisite Course: None

Recommended Books:

1. "Front Office Procedures Social skills & Yield Management", Peter abbott & Sue Lewry, Routledge, 2011.
2. "Cases in Hospitality Management", Timothy R.Hinkin, John Wiley & Sons Inc., 1995
3. "Case Studies in Front Office Management", Todd Comen, AH & LA (EI), 2003.

ELECTIVE I - 19HMSE414: ACCOMMODATION OPERATIONS PRACTICAL (0-0-4-0-2)

Course Objective:

To equip students with advanced skills in housekeeping operations

Course Outcome:

By the end of the semester student will be capable of:

- Making different styles of flower arrangements
- Demonstrating supervisory skills required for housekeeping department
- Preparing budgets & calculating par stock

Course Content:

1. Preparation and use of Snagging List
2. Preparation of Duty roster
3. Preparation of budgets
4. Presentation of budget & staffing
5. Calculation of Par-stock
6. Case studies
7. Mid semester assessment
8. Stain Removal
9. Flower Arrangement - Demonstration
10. Flower arrangement – Practice
11. Innovative flower arrangement
12. Making a Terrarium
13. Final assessment

Pre-requisite courses : None

Reference Book:

“Theory & Practices of Professional Housekeeping”, Sunita Srinivasan, Anmol Publication Pvt. Ltd, Bangalore, 2004.

SEMESTER V

Sl. No.	Course Code	Course Title	Hours / week				Credits	Course Type
			L	T	P	S		
1	19HMS501	Advance Culinary Management- I	3	0	0	0	3	CC
2	19HMS502	Advance Food & Beverage Management - I	3	0	0	0	3	CC
3	19HMS503	Front Office Management - I	3	0	0	0	3	CC
4	19HMS504	Accommodation Management - I	3	0	0	0	3	CC
5	19HMS505	Human Resource Management	3	0	0	0	3	CC
6	19HMS506	Project/ Research - II	0	4	0	0	1	PW
7&8	Elective – III any two of the below mentioned course							
	19HMAE507	Food Safety and Standards Management	2	0	0	0	2	EC
	19HMAE508	Tourism Management	2	0	0	0	2	EC
	19HMAE509	Brand Management	2	0	0	0	2	EC
	19HMAE510	Revenue Management	2	0	0	0	2	EC
9	Elective –IV any one of the below mentioned course (Specialization - II)							
	19HMSE511	Advanced Culinary Management – I - Practical	0	0	4	0	2	CC
	19HMSE512	Advanced Food & Beverage Management – I - Practical	0	0	4	0	2	CC
	19HMSE513	Front Office Management - I	0	0	4	0	2	CC
	19HMSE514	Accommodation Management - I	0	0	4	0	2	CC
		TOTAL	19	4	4	0	22	

V SEMESTER

19HMS501: ADVANCED CULINARY MANAGEMENT - I (3- 0-0-0-3)

Course Objective:

To introduce the concept and processes of volume catering and specialty cooking methods

Course Outcome:

By the end of the course student will be capable of:

- Understanding the basic concept of volume catering operations & comprehend the various kinds of catering establishments; Planning & Indenting for large numbers
- Analyzing the suitability of materials for the various equipment used for volume catering & Indian Cuisine
- Preparing the layout & function of a cold kitchen
- Classifying traditional appetizers & garnishes
- Incorporation of wine in foods
- Adopting Food photography and Video capturing

Course Content:

- 1. Introduction to Equipment Used in Volume Cookery:** Planning for volume catering, Basic stages of design for a catering establishment, Selection of kitchen equipment, equipment required for volume production (Self-study)
 - 2. Types of Volume Catering Establishments:** Institutional & industrial catering, types of industrial & institutional establishments
 - 3. Purchasing & Indenting for Volumes:** Principles of indenting for volume feeding, purchase systems and specifications, storage for bulk
 - 4. Specialty Cooking Methods:** Indian sweets, comfort foods of India, sous vide process. Application of sous vide in different cuisines
- Cold Kitchen:** Larder, Charcuterie **Appetizers & Garnishes:** classification, popular traditional appetizers, sandwiches, Herbs and wines in cooking

- 5. Kitchen Communication:** Cooperation with other departments, concepts of internal and External, forms used in kitchen

Prerequisite Course: None

Reference Books:

1. "International Cuisine and Food Production Management", Parvinder S. Bali, Oxford Higher Education, 2013.
2. "Practical Cookery", 10th 11th 12th Editions, Victor Ceserani & Ronald Kinton, ELBS, UK, 2009.
3. "Theory of Catering", 10th 11th 12th Editions, Victor Ceserani & Ronald Kinton, ELBS, UK, 2008.

19HMS502: ADVANCE FOOD & BEVERAGE MANAGEMENT (3- 0-0-0-3)

Course Objective:

Understand Food and Beverage management in terms of Purchasing, Stores and cost optimization.

Learn pricing, inventory management.

Able to articulate standard food and beverage costs

Course outcome:

At the end of the course the student will be capable of:

- Gaining basic insight into F&B service quality and quality management issues.
- Appreciating the importance of standardization and controls
- Articulating purchasing, receiving, storing and issuing in food and beverage service and the role of technology.
- Comprehending Menu Engineering techniques

Course Content:

1. **F&B Management:** Overview, Introduction, Objectives of F&B Management, Responsibilities of F&B Management, Constraints to F&B Management. Managing quality in food & beverage operations at Catering Establishments.
2. **Analyzing strengths and weaknesses of catering outlets vis-à-vis competition:** SWOT Analysis, Strategies-Competition- Cost Optimization-
3. **Menu Management:** Introduction, Types of Menu, Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as a In-House Marketing Tool.
4. **Material management:** Introduction, concepts, systems. Facility planning
5. **Food and Beverage Controlling:** Costing, Checklist, forms and formats, revenue control – manual and machine systems

Recommended Reading:

1. Brian Varghese Professional Food & Beverage Service Management
2. Peter Jones & Cassel Food Service Operations
3. Lipinski The Restaurant (From Concept to Operation)
4. Sergio Andrioli & Peter Douglas Professional Food Service
5. John Drysale Profitable Menu Planning
6. By: Bernard Davis & Sally Stone Food & Beverage Management
7. Published by: Butterworth-Heinemann Ltd. UK
8. By: Richard Kotas and Bernard Davis Food & Beverage Control
9. By: Paul R. Dittmer Principles of Food, Beverage, and labour Cost of Food, Beverage, and labour Cost Control

19HMS503: FRONT OFFICE MANAGEMENT- I (2-1-0-0-3)

Course Objective:

To introduce the student to Revenue Management concepts used in the Hospitality Industry

Course Outcome:

By the end of the course, the student is capable of:

- Understanding the marketing concepts used in Revenue management
- Calculating operating ratios of a Hotel from a given data
- Calculating yield and applying yield management to improve rooms revenue
- Explaining the concept of Revenue Management and the various strategies used by Revenue managers
- Relating the application of Revenue Management in various departments of the Hospitality industry

Course Content:

1. **Capacity Management:** Market share; Market Segmentation; Marketing Audit; Selecting profitable target market
2. **Data Analytics & Predictive Analysis in Front Office:** Forecasting; Application of Revenue forecasting; Use of technology in Data analytics; Analyzing operational statistics
3. **Strategic Pricing:** Yield; Pricing strategies; Discounts and packages; Low demand and high demand tactics
4. **Distribution Management:** Channels of Revenue; Managing Revenue Partners; Social media and hotel Revenue; Case Study: Rep Up (Self-Study)
5. **Application of Revenue Management in Hospitality Industry:** The concept of revenue management, Elements of revenue management, Benefits of revenue management, STR – Analyzing a hotel revenue report; Application of Revenue Management in F & B Service and Ancillary Hospitality Services

Prerequisite course: None

Reference Books:

1. "Revenue Management for the Hospitality Industry", D. Hayes & A. Miller, John Wiley & Sons Inc., 2011.
"Segmentation, Revenue Management & Pricing Analytics", Tudor Bodea & Mark Ferguson, First Edition, Routledge, 2014.
2. "Managing Front Office Operations", Kasavana, M. L., & Brooks, R. M., Pearson Education, 2013.
"Pricing & Revenue Optimization", Robert Phillips, Stanford University Press, 2005.
3. "Data Analysis for Managers", Christian Albright, Wayne Winston & Christopher J. Zappe, 2nd Edition, Duxbury, 2004.

19HMS504: ACCOMMODATION MANAGEMENT- I (2-1-0-0-3)

Course Objective:

To introduce the student to Revenue Management concepts used in the Hospitality Industry

Course Outcome:

By the end of the course, the student is capable of:

- Understanding the marketing concepts used in Revenue management

Course content

1. Planning And Organising The House Keeping Department

Area inventory list, Frequency schedules,

Performance and Productivity standards Time and Motion study in House Keeping operations

Standard Operating manuals – Job procedures,

2. Job allocation and work schedules Calculating staff strengths & Planning duty rosters, team work and leadership in House Keeping Training in HKD, devising training programmes for HK staff

3. Inventory level for non recycled items, 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

4. Housekeeping in institutions & facilities other than hotels Contract services

5. Types of contract services, Guidelines for hiring contract services, Advantages & disadvantages of contract services

19HMS505:HUMAN RESOURCE MANAGEMENT (3- 0-0-0-3)

Course Objective:

Familiarize the students with human resource management practices in hospitality industry

Course Outcome:

By the end of the course the student will be capable of:

Understanding human resource planning concepts

Comprehending methods of recruitment, selection, induction and placement

Understanding training and development needs and effectiveness

Comprehending performance monitoring and appraisal

Course Content:

- 1. Human Resource Planning:** Introduction, Objectives, Concepts, Qualitative Dimensions of Human Resource Planning, Job evaluation, Job analysis and job description(Self study)
- 2. Recruitment, Selection, Induction, Placement:** Introduction, Recruitment, Selection, process methods, Selection Test, Limitations, Interviews, Limitations, Physical Examination, Importance
- 3. Training & Development:** Need, Benefits and Development, Methods Determining training Needs, Training Policy and Effective Training program, Training Methods, Evaluation of Training and Development, Retraining
- 4. Motivation, Productivity & Counseling:** Issues in Managing people, Maslow's Need Theory, Social Needs and Productivity, Hygiene Factors and Motivators
- 5. Performance Monitoring AND Reward Policies:** Performance Appraisal, Methods of Appraisal, **Rewards policies** - Need for a transfer policy, Types of Transfer, Promotion and Promotion Policy

Pre-requisite Courses : None

Reference Books:

1. "Personnel & Human Resource Management: Text & Cases", SubbhaRao. P., Himalaya Publishing House, Bangalore, 2003.
2. "Human Resource Management: Texts & Cases", Ashwathappa K, McGraw Hill Education (India) Pvt. Ltd., 7th Edition, 2013.

19HMS506:PROJECT/RESEARCH – II (0-4-0-0-1)

Management of Projects is one of the promising career options for budding hospitality professionals.

The syllabus is designed in such a manner that it will enable the students to enhance their practical skills in ideation of projects ranging from incubation of smaller projects to corporate level startups.

1. Prepare a written master plan for a special project. The plan should be comprehensive and

detailed including at a minimum the following information:

- (a) Title of the project: Examples (List is indicative only)
 1. Mobile Canteen, Flight Catering, Industrial Catering.
 2. ISR with CSR projects for the welfare catering divisions.
 3. Presentation of a theme project (Wedding, Cultural, Birthday/ Anniversary Business)
 4. Buffets Plans on Long Festive Occassions for all meals.
 5. Banquet & Event Organising
- (b) Purpose and goals of the project
- (c) Description of the target population
- (d) Plans for marketing of the project
- (e) Detailed description of the nature of the project
- (f) Organizational and staffing arrangements
- (g) Financial arrangements (expenses and sources of revenue) and a schedule of major tasks and activities to be followed in planning and conducting the project.
- (h) Presentation of Case study of any one local project like Savai Gandharva, Rann of Kutchch,
- (i) Arrangement of safety and security during the project (involving role play and handling of difficult- situations.)
- (j) Market Study & Financial Projections: A positive, credible market study completed by a recognized group. The study will recommend size, market

positioning and average rates. It will review growth plans, supply and demand, historical-performance of the competition and will estimate market share.

RESEARCH - II

Four hour per week has been allocated for the purpose and students along with the supervisor must regularly interact during this period. The final preparation and presentation would be done during the end before a panel of internal and external examiners through a report and viva voce.

POINTS TO BE OBSERVED FOR WRITING THE PROJECT/ RESEARCH - REPORT:

Once you have discussed and decided the finalised the first draft prepare a synopsis, a sample copy of which will be prepared by students in consultation with your supervisor, you plan the schedule of timeline for stage wise compilation of a writing the final research paper during. Keep in mind the following:

1. Statement of purpose: tell the reader what you're going to say.
2. Main body of the paper: say it
3. Summary and conclusion: tell the reader what you've said.
4. Stick to the point, avoid digression. State each major idea quickly and then develop it through examples and explanations.
5. Include concrete examples, illustrations, and factual details to back up your generalizations.
6. Criticize, evaluate, illustrate, attack, or defend where appropriate to your topic. Show you've been thinking.
7. As you write, indicate your information source (by # of card or author's name) in the margin beside ideas. You can return later to complete the documenting of your references.
8. Unless your professor has specified otherwise, be sure to introduce quotations and show how they fit in with your position. Don't use them as filler.
9. Read it out loud to check for flow and awkward language. Read for clarity and logical progression and smooth transitions.
10. Find alternate words for ones you are using too often (check a Thesaurus).

11. Check for mechanical errors such as misspelled words, inaccurate punctuation, incorrect grammar, etc.
12. Watch carefully to prevent plagiarism. Be absolutely certain that your documentation gives full credit for all materials used not only in quotations but in paraphrased form.
13. Revise and polish your tentative draft for final project
14. Type the final version of your report. Double space and allow for proper margins.
15. Follow the exact format prescribed by your instructor for the title page, bibliography and documentation. This may vary from topic to topic, so be sure to check if you're in doubt.
16. Double check your documentation against your alphabetized bibliography. Make certain that all of your documentation is accurately tied to the references listed in your bibliography.
17. After typing, be sure to proofread for typos and other errors.
18. Hand your paper in!!

Reference Books:

1. Research methodology- G.C. Ramamurthy
2. Research design and Methods- Kenneth s. Bordens and Bruce B. Abbott
3. Research Methodology- R. Panneerselvam
4. Project report writing- M.K Rampal and S.L Gupta
5. Business research methodology – Alan Bryman and emma Bell. Oxford publishing house
6. Research methodology in management – Dr. V. P. Michael, Himalaya Publishing house
7. Business research methodology- J K Sachddeva , Himalaya Publishing house
8. Research Methodology , methods and technology– C R Kothari and Gaurav Garg, new- age international publication.
9. Business Research Methodology- T N Srivastava and ShailajaRego, Mc. Graw Hill.

ELECTIVE III: 19HMAE507: FOOD SAFETY STANDARDS MANAGEMENT (3- 0-0-0-3)

Course Objective:

Familiarize the students with human Food safety and standards system followed in the industry

Course Outcome:

By the end of the course the student will be capable of:

- Implementing systematic approach to developing, planning, validating, establishing,
- implementing, monitoring, verifying and improving the Food Safety Management Standards.

Course content:

1. **Introduction to International Organization for Standardization (ISO),** History of ISO, Types of Standards, Most commonly, used Standards, Definitions and Terms used in ISO **ISO 22000 – Food Safety Management System (FSMS)**
2. Overview of ISO 22000 (To include FSSC 22000, PAS 220, BRC and IFS, GFSI), Scope, Definitions and terms used in ISO 22000 Normative References

Basic Requirements of ISO 22000

Documentation Requirement, Management Commitment

Food Safety Policy, System Planning, Responsibility, Authority and Food Safety

3. Team Leader Communication – Internal and External Emergency Preparedness

Management's Role in Implementation of FSMS

Provision of Human Resources Competence, Awareness and Training

Provision of Infrastructure, Work Environment

Planning and Developing for Safe Products

Prerequisite Programmes (PRP's), Primary Steps to Support Hazard Analysis

4. Developing a Food Safety Team, Product Characteristics - Raw Materials, Ingredients and Product-Contact Materials Characteristics of End Products and Intended Use, Preparation of Flow Chart / Diagrams, Process Steps and Control Measures, Description of Process Steps and Control Measures

5. Hazard Analysis

Identifying Various Hazards and Determining Level of Acceptance, Assessment of Hazard Selection and Assessment Control measure, Establishing Operational

Reference Books

1. Understanding Food Safety Management Systems: A Practical Approach to the Application of ISO-22000:2005 Paperback – August 2, 2013 by Erasmo Salazar (Author)
2. ISO 22000 Standard Procedures for Food Safety Management Systems - Bizmanual
3. Understanding Food Safety Management Systems: A Practical Approach to the Application of ISO-22000:2005 – Erasmo Salazar ISO 9001:2008 Explained (3rd Edition) – Charles A. Cianfrani, Joseph J. Tsiakals, John E. (Jack) West, ASQ Quality Press

ELECTIVE – III: 19HMAE508: TOURISM MANAGEMENT (2-0-0-0- 2)

Course Objective:

This course aims to acquaint the students to all aspects of Tourism Industry. The student will gain the preliminary knowledge of the role of a travel agent and understand the career opportunities available in this field.

1. The Tourism Phenomenon

Definition: Tour, Tourist, Travel, Visitor, Excursionist, Traveler, Tourism Domestic & International Tourism, Inbound and Outbound Tourism, destination, origin, Importance of tourism

2. Infrastructure of Tourism

4 A's of Tourism – Attraction, Accessibility, Accommodation, Amenities

3. Types of Tourism

Tourism Motivators: 4 S, leisure, culture, visiting friends and relatives (VFR), business

Types of Tourism: Holiday, Business, Social, Cultural, Conference, MICE, Religious/Pilgrimage, Family, Sports, Political, Medical (health), Senior citizen, Sustainable tourism, Adventure, Alternative tourism / Special Interest Tourism, Eco – tourism, Farm tourism, Rural tourism, Ethnic, tourism, Camel safaris, etc.

4. Meaning and Functions of Tourism Personnel

Travel Agent, Tour Operator, Tour Guide, Tour Escort **Travel Documentation**, Domestic Travel, Special permits for restricted areas, International Travel Passport – Definition, types, VISA – Meaning, Types, on arrival VISA, Requirements for different countries,

Travel Insurance-process and benefits, Customs regulations

5. Itinerary Planning

Meaning, Basic information required, Process of Itinerary Planning

Impact of Tourism

Economic, Social and Cultural, Environment, Political, **Role and Functions of Tourism Organization**, International organizations: UNWTO, IATA, PATA, National organizations: TAAI, FHRAI, Government organizations: MTDC, India Tourism (DoT), Role of NGO in making responsible tourist

ELECTIVE –III: 19HMAE509: BRAND MANAGEMENT (3-0-0-0-3)

Course Objective:

The purpose of this course is to provide a thorough understanding of branding process of hotel brands. The course will equip the student to identify and analyze the service branding criteria.

Course Outcome:

At the end of the course, the student will be capable of:

- Understanding on basic elements that create a strong brand
- Analyzing different foundations that are used to value brands
- Critically reviewing brand management theory
- Formulating, evaluating and justifying brand development decisions
- Critically evaluating the role of the marketing mix in supporting successful brands

Course content:

1. **Introduction:** Product versus Brand, -The history of Branding and its current importance, Brand Management opportunities and challenges, Characteristics of an effective brand name or brand mark. Strategic brand management process- Identify, plan, measure and sustain brand equity
2. **Brand equity:** sources of brand equity, how to make a strong brand, CBBE model of Brand equity, creating customer value; **Brand positioning:** types of brand positioning; positioning guidelines, points of parity and points of difference, Internal Branding, Stages of the consumer adoption process in branding
3. **Planning Brand Marketing programs:** Brand elements, Criteria of brand elements, Service branding criteria, Identify the guidelines for creating a strong brand, Application guidelines for creating a strong brand
4. **Designing and implementing brand strategies:** Secondary Brand Associations: co-branding, licensing, franchising, endorsement; creating a sub Brand- brand extensions, revitalizing brands, reinforcing brands, The Brand Inventory (logos, symbols, characters, packaging, slogans, trademarks); The Brand Exploratory, an

investigation of consumer knowledge of the brand, awareness, and the strength, favourability, and uniqueness of associations

5. **Research techniques for measuring Brand equity:** Qualitative and quantitative methods, brand personality, brand image, managing brands overtime; The metaphor of a brand as a person – physical attributes (logo, packaging, form, quality); intangible attributes- customer- brand relationship, customer experience and personality attributes (brand imagery & user image) of service brands in the hotel industry

Pre-requisite courses : None

Reference Book:

1. “Brand Management Principles and Practices” 1st ed., Kirti D., Oxford University Press, 2014.
2. “Strategic Brand Management”, Jean Noel Kapferer, Kapferer Free Press, 1997.
3. “Strategic Brand Management”, 4th ed., Keller, K.L, Prentice Hall India, 2012.
4. “Brand Management” (2nd ed.), Tide H., Routledge, 2008.
5. “Brand Management” (2nd ed.), Verma H., Excel Books, 2006.

ELECTIVE – III : 19HMAE510 : REVENUE MANAGEMENT (3-0-4-0-3)

Course Objective:

Aims at understanding the concept of revenue management and applying the knowledge of the same in Hotel operations

Course Outcome:

By the end of the course the student will be capable of:

- Understanding the yield management and revenue management for different food outlets

1. Introduction to Yield & Revenue Management

- Definition, Concept and Importance, Application of Yield management in Hospitality Industry

Strategic approach to yield management

2. Managing Demand and Capacity

- Estimating Demand, Forecasting Demand, Allocation of Inventory and Managing Demand

- Managing Capacity (Overbooking/ Curtailment/ Cancellations/Walk outs etc.)

Capacity Allocation

3. Pricing Strategies and Revenue management

Setting price-factors, Demand base pricing, Competition base pricing, Sorting mechanism and rate fences **Revenue Management Statistics**

Computation of Revenue In Front Office

Potential Average Single Rate, Potential Average Double Rate, Multiple Occupancy Percentage

Rate Spread, Potential Average Rates, Room Rate Achievement factor

Yield Statistic, Equivalent Occupancy, and Required Non- Room Revenue per guest

Elements of Yield management

4. Controlling the Revenue Management Process in Rooms Division

Framework to control Hotel Yield Management, Demand Forecasting, Room Inventory control,

The control Process-tracking- Checking, signaling, controlling and update

5. Revenue Management in Food and Beverage Service

- Yield management tactics employed in F&B Operations
- Demand and Supply Managements

Calculating Rev PASH for restaurant Yield Management in Food Production
Standard Purchasing and Standard Yield, Calculation of Standard yield Menu pricing as per the yield

Reference Books

1. Hotel Front Office Management by James A. Bardi
2. Marketing for Hospitality & Tourism by Philip Kotler
3. Hotel Front Office Management by James A. Bardi
4. Revenue Management for Service Organization by Paul Rouse
5. Managing Front Office Operations by Michael L. Kasavana & Richard M. Brooks
6. Hotel Front Office Management by James A. Bardi
7. Front Office Management by S. K Bhatnagar
8. The Spread of Yield Management Practices by Fabiol S. Fodera
9. F & B Controls by Richard Kotas

ELECTIVE III – 19HMSE511:ADVANCED CULINARY MANAGEMENT PRACTICAL – I (0-0-4-0- 2)

Course Objective:

To facilitate the development of advanced culinary skills in students

Course Outcome:

By the end of the course student will be capable of:

- Preparing 5 course menus pertaining to western & oriental cuisines from a standard recipe
- Analyzing a menu & determining the cuisine
- Advanced presentation & garnishing of dishes
- Applying advanced cooking methods specific to cuisines

Course Content:

1. Chinese menu 1
2. Chinese menu 2
3. Mexican menu 1
4. Mexican menu 2
5. Italian menu 1
6. Italian menu 2
7. Mid semester assessment & plate presentation evaluation
8. Spanish menu
9. Thai menu 1
10. Thai menu 2
11. Japanese menu
12. Lebanese menu
13. End semester assessment

Pre-requisite courses : None

Reference Books:

“International Cuisine and Food Production Management”, Parvinder S. Bali, Oxford Higher Education, 2013.

“Practical Cookery”, Victor Ceserani & Ronald Kinton, ELBS, UK, 10th 11th 12th Editions, 2009.

ELECTIVE III – 19HMSE512: ADVANCED FOOD AND BEVERAGE MANAGEMENT – PRACTICAL -I (0-0-4-0- 2)

Course Objective:

To provide hands on training in advanced managerial skills in F & B Service

Course Outcome:

By end of the course student will be capable of:

- Demonstrating, preparation & Service of classic & innovative cocktails
- Demonstrating Carte service
- Demonstrating service of special foods
- Preparing a banquet function prospectus

Course Content:

1. Planning of a standardized menu(food and Beverage) with pricing
2. Finding APC, Cover turnover
3. Prepare a cost sheet and contribution margin
4. Plan a menu engineering chart
5. Compilation of Four-Box Analysis
6. Mid-Semester Assessment
7. Planning a hierarchy chart
8. Preparation of Duty Rosters
9. Restaurant Visit
10. Performing stock taking and maintaining inventory
11. Case studies and role play
12. Revision
13. Final Assessment

Pre-requisite courses : None

Reference Books:

1. "Restaurant Service Basics", Sondra J. Dahmer and Kurt W. Kahl, John Wiley & Sons, 2008.
2. "Food & Beverage Service – A Training Manual", Sudhir Andrews, Oxford University Press, 3rd Edition, 2013.

ELECTIVE III – 19HMSE513: FRONT OFFICE MANAGEMENT PRACTICAL - I(0-0-4-0-2)

Course Objective:

- The objective of this course is to provide an overview of management functions in the Front Office

Course Outcome:

By the end of the course, the student will be capable of:

- Performing a manual Front Office audit
- Comprehending Managerial problems related to operations, ethics and strategy
- Analyzing a STR report
- Applying yield management formulae to achieve desired revenues
- Understanding social media and its role in hotel branding

Course Content:

1. Team building
2. Group dynamics
3. Case studies – Staffing, communication & sexual harassment
4. Case studies – Ethics, strategy & policies
5. Front office audit process
6. Preparing the VTL
7. Mid semester assessment
8. Yield management - Calculating equivalent yield
9. STR report analysis
10. STR report analysis
11. Visit an online hotel feedback site – Trivago, MakeMyTrip, Goibibo

12. Visit hotel website & Facebook page – To understand digital marketing & promotion

13. Final Assessment

Pre-requisite courses : None

Reference Books:

1. “Managing Front Office Operations”, Kasavana, M. L., & Brooks, R. M., Pearson Education, 2013.

“Hotel Front Office Management”, Bardi, J. A., John Wiley & Sons, 2011.

“Cases in Hospitality Management”, Timothy R. Hinkin, John Wiley & Sons, Inc., 1996.

ELECTIVE III - 19HMSE514: ACCOMMODATION MANAGEMENT PRACTICAL -I (0- 0-2-0-1)

Course Objective:

- The objective of this course is to provide an overview of management functions performed in Housekeeping department

Course Outcome:

By the end of the course, the student will be capable of:

- Assessing hotel design and its functionality
- Understanding the role of check lists & inventory operations
- Comprehending the elements of design in a hotel room

Course content:

1. New Hierarchy in Housekeeping
2. New Hierarchy in Housekeeping
3. Horticulture
4. Horticulture
5. Laundry Visit
6. Uniform Designing
7. Mid Semester Assessment
8. Technological Intervention in Housekeeping
9. Guest lecture on Security
10. Accidents, Theft, Risk in Housekeeping
11. POSH at Workplace

Pre-requisite courses : None

Reference Books:

1. "Hotel Housekeeping", Singh, M., Tata Mcgraw-Hill, New Delhi, 2012.
2. "Hotel Housekeeping: Operations & Management", G. Raghubalan & Smritee Raghubalan; Oxford University Press, New Delhi, 2008.
3. "Theory & Practices of Professional Housekeeping", Sunita Srinivasan, Anmol Publication Pvt. Ltd., Bangalore, 2004.
4. "Total Facility Management", Brian Atkin, Adrian Brooks; Wiley-Blackwell, 4th Edition, 2014.

SEMESTER VI

Sl. No.	Course Code	Course Title	Hours / week				Credits	Course Type
			L	T	P	S		
1	19HMS601	Advance Culinary Management- II	3	0	0	0	3	CC
2	19HMS602	Advance Food & Beverage Management - II	3	0	0	0	3	CC
3	19HMS603	Front Office Management - II	3	0	0	0	3	CC
4	19HMS604	Accommodation Management - II	3	0	0	0	3	CC
5	19HMS605	Project/ Research - III	0	4	0	0	1	PW
6&7	ELECTIVE – V any two of the below mentioned							
	19HMAE606	Facilities Management	2	0	0	0	2	EC
	19HMAE607	Retail Management	2	0	0	0	2	EC
	19HMAE608	Customer Relationship Management	2	0	0	0	2	EC
	19HMAE609	Sales and Marketing	2	0	0	0	2	EC
8	ELECTIVE – VI (Specialization - III)							
	19HMSE610	Advance Culinary Operations Practical	0	0	8	0	4	CC
	19HMSE611	Food and Beverage service	0	0	8	0	4	CC
	19HMSE612	Hotel Front Office Management	0	0	8	0	4	CC
	19HMSE613	Accommodation operations and Management	0	0	8	0	4	CC
		TOTAL	16	4	8	0	21	

SEMESTER – VI

19HMS601: ADVANCE CULINARY MANAGEMENT - II (3- 0-0-0-3)

Course Objective:

- The objective of this course is to provide an overview for molecular gastronomy, Cruise catering and slow food

Course Outcome:

By the end of the course, the student will be capable of:

- Assessing the operations of cruise kitchen
- Understanding the role Gardemanger
- Comprehending the elements CFTRI and FSSAI

Course content:

1. Molecular Gastronomy

Physical and chemical transformation of ingredients that occur while cooking,

Social, artistic, and technical components of culinary phenomena

Molecular Gastronomy

- Basics
- Heat
- Texture
- Acids and Bases
- Presentation

2. Larder Kitchen and food styling

Meaning, functions, sub sections of the Larder kitchen, ingredients used, foods from larder kitchen, non edible displays, equipment used in the larder kitchen, duties and responsibility of staffs.

3. Culinary management in cruise

Basics of food production in cruise lines, ingredients used, processing of food, equipments used in cruise kitchen, HACCP standards in cruise kitchen, emergency handling procedures in cruise lines, marketing, distribution and operations in cruise lines

4. Food advertising and marketing

Food Journalism, food photography, food videography, influence of food over broadcast, imitation foods for photography, food in media (blogs, travel logs, memoir)

5. Slow food culture in Karnataka (Self study)

With special reference to Belgaum District, - Culinary trail in Belagavi region

FSSAI – impact on Indian packed food and beverages, procedure for obtaining certification. Importance of FSSAI

CFTRI – Location, responsibility of CFTRI

19HMS602: ADVANCE FOOD AND BEVERAGE MANAGEMENT - II
(3- 0-0-0-3)

Course Objective:

- The objective of this course is to provide an overview Service operation in star properties and bar management

Course Outcome:

By the end of the course, the student will be capable of:

- Assessing the operations of bar
- Understanding gueridon service

Course content:

1. FOOD & BEVERAGE STAFF ORGANISATION

- A. Categories of staff
- B. Hierarchy
- C. Job description and specification
- D. Duty roaster

2. MANAGING FOOD & BEVERAGE OUTLET

- A. Supervisory skills
- B. Developing efficiency
- C. Standard Operating Procedure

3. BAR OPERATIONS

<ul style="list-style-type: none"> A. Types of Bar □ Cocktail □ Dispense B. Area of Bar C. Front Bar D. Back Bar E. Under Bar (Speed Rack, Garnish Container, Ice well etc.) F. Bar Stock 	<ul style="list-style-type: none"> G. Bar Control H. Bar Staffing I. Opening and closing duties COCKTAILS & MIXED DRINKS A. Definition and History B. Classification C. Recipe, Preparation and Service of Popular Cocktails
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4. **Gueridon , Definition, types, special equipments dishes served**
5. **Function Catering – types, function organization, BFP, MICE, Transport catering**

19HMS603: FRONT OFFICE MANAGEMENT - II (3- 0-0-0-3)

Course Objective:

- The objective of this course is to provide an overview Service operation in star properties and bar management

Course Outcome:

By the end of the course, the student will be capable of:

Assessing the operations of bar

Understanding gueridon service

1. 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

2. Timeshare & Vacation Ownership

- Definition and types of timeshare options
- Difficulties faced in marketing timeshare business
- Advantages & disadvantages of timeshare business
- Exchange companies -Resort Condominium International, Intervals International
- How to improve the timeshare / referral/condominium concept in India- Government's role/industry role

3. Conversation With Guests

- Providing information to guest about the hotel, city, sight seeing, car rentals, historical places, banks, airlines, travel agents, shopping centres and worship places etc.
- Departure (Cashier, Bills Section and Bell Desk)

4. AUDITS

- Night audit,
- Income audit,
- Accounts
- Yield Management
- Situation handling – handling guests & internal situations requiring management tactics/strategies

5. Technology and travel aggregators (OYO, Trivago, AIR BNB, GOibbo Make my trip, Thomas cook, Expedia, Yatra, Clear trip, VIA, Booking.com)

19HMS604: ACCOMMODATION MANAGEMENT - II (3- 0-0-0-3)

Course content

1. Safety and Security

Safety awareness and accident prevention

Fire safety and fire fighting

Crime prevention and dealing with emergency situation

2. Interior Decoration

Elements of design

Colour and its role in décor –types of colour schemes

Windows and window treatment

Lighting and lighting fixtures

Floor finishes

Carpets

Furniture and fittings

Accessories

3. Layout of Guest Rooms

Sizes of rooms, sizes of furniture, furniture arrangement

Principles of design

Refurbishing and redecoration

4. New Property Countdown

Standard operating procedure

First aid

first aid kit

dealing with emergency situation

maintaining records

Fire safety fire fighting

Safety measures

Fire drill

5.Special decoration (theme related to hospitality industry)

indenting

costing

planning with time split

executing

19HMS605: PROJECT/RESEARCH – III (0-4-0-0-1)

Management of Projects is one of the promising career options for budding hospitality professionals.

The syllabus is designed in such a manner that it will enable the students to enhance their practical skills in ideation of projects ranging from incubation of smaller projects to corporate level startups.

1. Prepare a written master plan for a special project. The plan should be comprehensive and

detailed including at a minimum the following information:

(a) Title of the project: Examples (List is indicative only)

1. Study of the following ancillary areas and its basic requirements with regards to location,
Equipment and functioning -Shopping Arcade, Business Centre,
2. Study the planning of facilities in Gym and Spa, Swimming Pool, Landscaping , etc..
3. Model making for various types of Guestrooms/ Kitchen/ Restaurant/ Lobby Preparation of Feasibility Report for a hotel.
4. Master design plan of a hotel's renovation
5. Vendor selection & negotiation.

(b) Purpose and goals of the project

(c) Description of the target population

(d) Plans for marketing of the project

(e) Detailed description of the nature of the project

(f) Organizational and staffing arrangements

(g) Financial arrangements (expenses and sources of revenue) and a schedule of major tasks and activities to be followed in planning and conducting the project.

(h) Presentation of Case study of any one local project like Kumbh Mela, Rann of Kutch Festival,.

- (i) Arrangement of safety and security during the project (involving role play and handling of difficult- situations.)
- (j) Market Study & Financial Projections: A positive, credible market study completed by a recognized group. The study will recommend size, market positioning and average rates. It will review growth plans, supply and demand, historical-performance of the competition and will estimate market share.

RESEARCH - III

I PROGRESS REPORT:

Students have to submit progress reports at the end of every month to update the progress of the project to be eligible to appear for the examinations. Students to submit a total of 4 such progress report in the semester and would score 05 marks for each progress report.

II CONTENTS OF THE PROJECT REPORT: (Internal & External)

Students have to submit a project reports at the end of the semester to record the process

of the project and the findings thereon. The report should be in spiral bound format for

the internal examination and hard bound with golden embossing for external examination.

The format of the project report is as detailed below.

1. Cover Page
2. Title Page
3. Certificate
4. Acknowledgements
5. Index
6. Introduction
7. Aims & Objectives
8. Theoretical framework of the topic (Background of the topic, History, Contents from secondary Data, Explanation of Terms)

9. Research Methodology (Data collection method, Sampling method) & Limitations
10. Data Analysis & Data Interpretation (Graphical presentation of collected data)
11. Suggestions / Recommendations
12. Conclusions & Limitations
13. Bibliography
14. Appendix (Any relevant material to support the project)

III VIVA VOCE: (Internal / External)

Students have to present the process and findings of the project report to the examiners

with the help of a **Final PowerPoint presentation not exceeding 15 minutes**. The examiners

would evaluate the project based on the parameters of quality of the study, Project Report, presentation by the student & viva.

Note:

1. The theory hours should be utilized for course work and as contact hours with the Guide.
2. The Project Report should be market research and field work oriented and related to the One of the Elective Courses within the inter-disciplinary areas offered in the curriculum.
3. An Asst Prof./ HOD/ of the concerned Course will be the Guide for the Project Report The Synopsis and the title should be approved by the Project Guide prior to the commencement of the project.
4. A maximum of 10 students to be allotted to any faculty guide for the project.
5. The report should consist of a minimum of 50 pages of the Project Content.
6. The font should be Arial, font size should be 16 for Chapters, 14 for Headings and 12 for the content with 1.5 line spacing.
7. The documentation and presentation should be conducted before an external examiner.

8. Marks would be awarded for Project Report, Presentation & Viva – voce.

Reference Books:

1. Research methodology- G.C. Ramamurthy
2. Research design and Methods- Kenneth s. Borden and Bruce B. Abbott
3. Research Methodology- R. Panneerselvam
4. Project report writing- M.K Rampal and S.L Gupta
5. Business research methodology – Alan Bryman and emma Bell. Oxford publishing house
6. Research methodology in management – Dr. V. P. Michael, Himalaya Publishing house
7. Business research methodology- J K Sachddeva , Himalaya Publishing house
8. Research Methodology, methods and technology– C R Kothari and Gaurav Garg, new- age international publication.
9. Business Research Methodology- T N Srivastava and ShailajaRego, Mc. Graw Hill

ELECTIVE – V 19HMAE606: FACILITIES MANAGEMENT (2-0-0-0-2)

Course Objective:

1. Differentiate between different types of services rendered to different types of organizations.
2. Create relevant service level agreements with quality standards incorporated.

Course outcome

1. Develop an organization structure for a Facility Management Company.
2. Write and implement duties and responsibilities of various job positions.
3. Implement safety and security measures at varied client sites according to client requirements.
4. Expand knowledge and skills to ensure career progression in this sector.

Course content

1. Introduction of Facility Management

Definition of facility management - General, International & India Facility Management Institute, International Facility Management Association.

Scope of work - Division by Industry, Retail, Corporate, Manufacturing, Hospitals, Hotels, Malls, Institutional. Types of operations – in-house and outsourced models, advantages & disadvantages.

2. Structure of a Facility Management Organization:

Organogram / organization chart - Site Specific – Norms for number of team members based on operational timings , Type of Tier Operations (One / Two & Three – 24x 7)

Duties & Responsibilities of various job positions for core and allied services e.g. Site Manager / Assistant Site Manager / Duty Manager / Duty Engineer / Help Desk Executive / Front Desk Executive / Travel Desk Executive / EHS Executive / Duty Supervisors/ Security

Supervisor / BMS Operators Coordination with allied services – e.g. Help Desk, Cafeteria, Security, Engineering, Housekeeping, Guest House, Travel Desk, Photocopying, Concierge Services, Gymnasium, Recreation Room, Storage Management.

3. Processes in Facility Management Organizations:

Standard Operating Procedures, Operating Manuals, Importance & requirements of work flow, ISO – Definition & Importance, Process Flow, Work Flow Chart and International Standards Organization. Quality standards followed. Service Level agreements – relevance.

4. Safety and Security Measures

Business continuity plan - prepare & prevent, disaster recovery, theft action plan, medical emergency plan, incident reporting. Safety Training and Certifications. – First Aid Basics Stress Management – Relevance. Security Operations - Types, Processes. Electronic Surveillance. Transport and Escort security.

5. Facility Management Services:

Types of Allied Services - scope of work in different types of client premises. Parking Management: - Role and importance.

Guest House Management - scope of work, in-house & outsourced models, agreements and SLA.

Front Desk Management - scope of work, visitor management, meeting rooms management, message handling.

Help Desk Operations - scope of work, inventory control, stationery ordering, costing of photocopying services, difference in front desk and help desk services, ID check and issue for access control, exit formalities in STPI & SEZ.

Concierge Services - scope of work, out sourced model, liaising with other agencies.

Gymnasium Services - scope of work, services offered outsourced model advantages and disadvantages, Qualifications and importance of a trainer.

Reprography Services:- scope of work, services offered outsourced model advantages and disadvantages. Accounting and Control.

Travel Desk Operations - travel policy, outsourced model-economies of scale, limits of employee involvement, noncore activity.

Reference Books

1. Scholarly articles for Safety Management: A Guide for Facility Managers
2. Safety Management: A Guide for Facility Managers Book by Joseph F Gustin
3. The Facility Management Handbook by Kathy O. Roper (Author), Richard Payant (Author)
4. Total Facility Management by Brian Atkin (Author), Adrian Brooks (Author)
5. Facilities Management: Innovation and Performance by Keith Alexander (Editor), Brian Atkin (Editor), Jan Bröchner (Editor), Tore Haugen (Editor)
6. Mechanical and Electrical Equipment for Buildings by Walter T. Grondzik (Author), Alison G. Kwok (Author)
7. Facilities Management: Managing Maintenance for Buildings and Facilities by Joel D. Levitt (Author)
8. Facility Management - A Professional Guide by Ramesh Upadhyay & Jitendra Narayan Kumar
9. Facilities Planning by James A Tompkins, PH.D
10. Bim Handbook: A Guide to Building Information Modeling for Owners, Managers, Designers, Engineers and Contractors, Second Edition by Chuck Eastman, Paul Teicholz, Rafael Sacks

ELECTIVE - V: 19HMAE607: RETAIL MANAGEMENT (2-0-0-0-2)

Course Objective:

The main aim for the curriculum is to provide the learner with an overview of the retail industry, concepts and processes and an opportunity to understand the areas of accountability for a Retail Manager. The learner will also be able to determine a level of interest in pursuing a career in retail management.

Course outcome:

At the end of the course the student will be capable of:

- Describing how the consumers' decision process affects retailers
- Developing a retail strategy that appeals to a specific target market, which includes
 - Location, layout/design, merchandising, pricing, and promotions
- Understanding how changes in operational variables (e.g., price, COGS, demand, expenses) affect profit
- Describing how technology in retailing affects all channel members
- Managing food and Beverage Retail

Course Content:

- 1. Overview of Retailing Management:** Introduction to retailing - concept, Nature, scope, Functions of retailing; Building and sustaining relationships - Retail organization structure, Retail management process Types of Retail Outlets- Market structure and control; Planning and development.
- 2. Retail Management Situational Analysis:** Retail institutions by ownership; Retail institutions by store-based strategy mix - Targeting customers and gathering information; Communicating with customers - Market/ competitors, Promotional strategies Choosing a store location: Trading-area analysis - Site selection; Store design and layout Display.
- 3. Managing Retail Business Retail Formats:** Retail Sales by ownership, Based on Merchandise offered, location, type of ownership, non-store-based retail mix & non- traditional selling. **International Retailing:** Internationalization and Globalization - Shopping at World stores - Going International; The Internationalization process – franchising and licensing of food outlets w.r.t. YUM brands

4. **Store Planning:** Design & Layout, Location Planning and its importance, retailing image mix, Effective Retail Space Management, Floor Space Management.
5. **Delivering the Product:** Retail Information Systems - Merchandise management and pricing: Merchandise Plan-Merchandise buying and handling - people in retailing.

Pre-requisite courses : None

Reference Book:

1. "Retail Management", Berman, B., & Evans, J, R., Pearson Education, 2002.
2. "Retailing Management", Michael L., Tata McGraw-Hill, **2004**.
3. "Retailing: Environment and Operations", Newman, A. J and Cullen P, Vikas Publication, 2012.
4. "Principles of Retail Management", Varley R and Rafiq M., Palgrave, 2013.

ELECTIVE - V: 19HMAE608CUSTOMER RELATIONSHIP MANAGEMENT (2-0-0-0-2)

Course outcome

aim to understand, anticipate, manage and customize and personalize the needs of potential guests . The course therefore enables the students to have a customer sense and to drive hospitality business to an elevated levels of success.

Course content:

1. Introduction to CRM in Hotels

Concept, definition and evolution

Need , Importance and advantages of CRM

Elements of CRM

Essential features of CRM

Benefits of CRM to organization, customers and market

Types of CRM

2. Relationship Marketing

Understanding customers –

Types , Orientation, Profiling of Customer / Segmentation

Customer Relationship – Stages and attributes,

satisfaction , delight and Wow effect

Levels of CRM – financial, structural and social

Role of CRM- CRM and HRM, CRM and Marketing, CRM and communication

CRM and sales , CRM and technology

3. Customer Loyalty and Satisfaction

Customer Loyalty – factors and drivers

Attitudinal and behavioural components of loyalty

Customer Loyalty Ladder

Loyalty programs

Customer Equity- strategy and Customer Life Time Value (CLV)

Customer Satisfaction – meaning , importance,

influencing factors Measuring customer satisfaction- C-SAT score

4. Customer Retention and Feedback

Customer QRC Management – query, request and complaint resolution, capturing voice of customer, moments of truth.

Customer Retention - meaning, importance, advantages, acquisition cost Win back and acquisition strategy.

Strategy and Methods for customer retention.

Customer Satisfaction Survey – designing, planning, collection, analysing

Drawing conclusion and report preparation, following up and implementation.

5. CRM System

CRM process / cycle

Implementing CRM – analysis , strategy selection, construction, communication and training, system test and installation

CRM in service and hospitality sector, various soft

wares used Future of CRM - role of blogs and other social media , next generation CRM – big data

Reference Books

1. Customer Relationship Management A step By Step Approach – H Peeru Mohamed and A Saga Devan / Visas publishing house
2. Understanding CRM – Seema Girdhar / Excel books
3. Customer Relationship Management –William G Zikmund, Raymond McLeod, Faye W. Gilbert / Wiley India Pvt Ltd
4. Customer relationship management – Shraddha M Bhome, Dr. Amarpreet Singh Ghura / International Book House
5. Customer relationship management – Kristin Anderson and Carol Kerr / Tata McGraw- Hill
6. Customer relationship Management - M V Kulkarni / Everest Publishing House
7. Customer Relationship Management –Ed Peelen / Pearson
8. CRM Customer Relationship Management –Dr. K Govinda Bhatt / Himalay Publishing House

ELECTIVE V- 19HMAE609: SALES AND MARKETTING (3-0-0-0-3)

Course Objective:

The subject aims to enable the students to, understand the basic concepts of marketing, marketing mix and services marketing and also to appreciate the importance of customer satisfaction & quality service which can be applicable for service sector.

Course Outcome

- By the end of the course, the student is capable of:
- Planning & indenting for 5 course Indian regional menus for large volumes.
- Following standard recipes & preparing dishes of 5 course regional Indian menus

1. Introduction to Services Marketing in Hotels

introduction to service sector and its components, Characteristics of services as compared to goods, Facility management as a service, Laundry as a service

Marketing mix for services marketing-7 Ps, . Role of physical evidence

Designing a Process- Blue Print and its importance, Methods of pricing,. Introduction to the Promotional Tools - Personal Selling, Advertising, sales promotion, PR and Publicity, e commerce

2. Hospitality Sales - Products

Types of hospitality products, Brand & its Importance, Product differentiation, Market Positioning, Stages of Product life cycle

3. Marketing Environment for services marketing

Components of Internal and external environment, Impact of external environment on services, Consumer behavior in services marketing

Factors affecting Consumer behavior, Service Quality, Benefits of service quality, Dimensions of service

4. Internal Marketing

Role of front line employees in services marketing, 2. Service Triad-Concept of internal integrated marketing and interactive marketing, 3. Service encounter Service recovery

5. Customer focus

Importance of customer satisfaction, 2. Customer complaints – Types and importance, 3. Customer retention strategies, 4. Measuring customer satisfaction

Relationship Marketing, 6. Strategies to manage demand& supply

Reference Books

1. Services Marketingby Christopher Lovelock, Paul Patterson
2. Services Marketingby K. Rama Moahana Rao
3. Marketing for Hospitality and TourismPhilip T. Kotler, SeyhmusBaloglu
4. Pearson, 2016 - Hospitality industry
5. Sales & Marketing : A Tb For Hospitality IndustryBy Sudhir Andrews, Tata McGraw Publications

19HMSE610: ELECTIVE VI - ADVANCE CULINARY OPERATIONS PRACTICAL (0- 0-8-0-4)

Course Objective:

To equip students with specialized skills in culinary operations

Course Outcome:

By the end of the course student will be capable of:

- Preparing innovative dishes in a specific culinary area or cuisine
- Planning, budgeting, costing, pricing & selling dishes on a specified menu
- Understanding the process of indenting and purchasing ingredients for a menu

Course Content:

1. **Menu compilation:** Students must compile eight Table d'hote menus (5 course) pertaining to the chosen specialization cuisine
2. **Indenting:** Prepare an indent sheet for all eight menus and make a preliminary costing for each menu
3. **Purchasing:** Conduct a marketplace survey, identify three vendors for all ingredients, negotiate prices, compare prices and select vendors
4. **Budgeting:** Each student must prepare a consolidated budget (Excel spreadsheet) for the eight menus, present the budget and obtain approval
5. **Standardization:** Create standard recipes for all dishes on the menus
6. **Innovate:** Conceptualize eight innovative dishes pertaining to the specialization cuisine, indenting, costing and standard recipes to be prepared
7. **Menu design:** Design innovative menu cards for each Table d'hote menu
8. **Presentation skills:** Students must demonstrate 10 different plate presentation styles, create a PowerPoint presentation on the same and generate a 20-page report on presentation styles in culinary

Pre-requisite course :

Reference Book:

1. "Practical Cookery", Victor Ceserani & Ronald Kinton, ELBS, UK, 10th 11th 12th Editions, 2009.

19HMSE611: ELECTIVE VI - FOOD & BEVERAGE SERVICE PRACTICAL (0-0-8-0-4)

Course Objective:

Incubate entrepreneurial Food & Beverage concepts

Course Outcome:

By the end of the semester student will be capable of:

1. Planning, designing and implementing a basic restaurant prototype
2. Compiling menus
3. Creating basic Food & Beverage costing

Course Content:

1. Introduction

- a. You will need to then decide on the **type of restaurant** you want.
- b. Write an **Introduction** for your plans. Include ideas about your restaurant; sell yourself as an excellent manager...remembers you are convincing the bank to free up your Uncles money

2. Architect plans

3. Design a **floor plan** (bird's eye view) including where your tables are situated. You need to include a reception area, table area, kitchen, office, toilets .Design the **frontage** of your restaurant including the sign.

4. Plan a Menu: Your menu needs to reflect your chosen ethnicity.)

5. **Design the restaurant logo:** Use paint or coral draw to create a logo for your business. This must be entirely original and is to be used on your Poster, Menu and business card.

6. Spreadsheet work Create a simple spreadsheet to include prices and the frequency of those dishes sold over a weekly period; create a **graph** or several graphs that demonstrate your profits over a weekly or monthly period.

7. Create a **Poster and Business Card** to publicize your business and the grand Opening night.

8. You will need to include **two original photographs** taken with a digital camera. The photographs need to be taken and edited by you and will

need to reflect some part of your business. E.g.: your waiter/waitress or even chef

9. Presentation.

Pre-requisite course :

Reference Books:

1. "Restaurant Service Basics", Sondra J. Dahmer and Kurt W. Kahl, John Wiley & Sons, 2008.
2. "Food & Beverage Service – A Training Manual", Sudhir Andrews, Oxford University Press, 3rd Edition, 2013.

19HMSE612: ELECTIVE VI –HOTEL FRONT OFFICE PRACTICAL (0-0-8-4-8)

Course Objective:

To equip the students with specialized skills in front office management

Course Outcome:

By the end of the course student will be capable of:

- Planning & designing the facilities of a hotel
- Marketing a hotel property using relevant sales & marketing techniques
- Analyzing the market share of various hotels in Bangalore
- Recommending and justifying pricing strategies for rooms

Course Content:

1. Research paper on a Front Office topic – Literature review
2. Select three 5-star hotels from a competitive set in Bangalore and do a SWOT analysis and Market share analysis for each hotel
3. Design your 5-star hotel in competition with the competitive set chosen in previous assignment, choose target market, design the facilities
4. Price your facilities – justify method used, apply pricing strategies to maximize revenues in your hotel
5. Prepare a detailed marketing plan for your hotel
6. Design promotional strategies for peak period and low demand period
7. Make a sales presentation of your hotel - PPT
8. Present research paper

Pre-requisite course :

Reference book

1. “Managing Front Office Operations”, Kasavana, M. L., & Brooks, R. M., Pearson Education, 2013.
2. “Hospitality Sales & Marketing”, James R. Abbey, AHLEI, USA, 5th Edition, 2008.

19HMSE613: ELECTIVE VI –ACCOMODATION OPERATIONS AND MANAGEMENT PRACTICAL (0-0-8-0-4)

Course Objective:

To equip the students with specialized skills in Accommodation Management

Course Outcome:

By the end of the course student will be capable of:

- Planning and designing the rooms and facilities of a small hotel
- Planning the housekeeping department operations, staffing and budgeting
- Making elaborate innovative flower arrangements
- Analyzing & planning linen inventory & par stock

Course Content:

1. Design the facilities of a 150 room 5-star hotel.
2. Create floor plans for your accommodation facility, generate area inventory checklists & frequency schedules
3. Calculate the linen required for you hotel and prepare a proposal for linen purchase for your facility. Identify 3 qualities of linen in the market with price and make your recommendations.
4. Calculate the guest supplies & cleaning supplies for your facility and prepare a weekly requisition sheet for supplies
5. Plan the staffing for your hotel and prepare the weekly duty roster

6. Prepare the budget (Excel spreadsheet) for your department
7. Prepare an elaborate Flower arrangement
8. Present your department budget

Pre-requisite course :

Reference Book:

1. "Theory & Practices of Professional Housekeeping", Sunita Srinivasan, Anmol Publication Pvt. Ltd. Bangalore, 2004.

CALENDAR OF EVENTS

Calendar of events for B.Sc. Hotel Management and Catering Technology course Batch 2019-20

SL. NO	Name of the event	Target date					
		Semester I	Semester II	Semester III	Semester IV	Semester V	Semester VI
1.	Commencement of the academic session	19 th August 2019	20 th January 2020	NA	18 th January 2021	16 th August 2021	17 th January 2022
2.	Commencement of internship	NA	NA	3 rd week of July 2020	NA	NA	NA
3.	1 st internal Assessment Examination	3 rd week of October 2019	3 rd week of March 2020	NA	3 rd week of March 2021	3 rd week of October 2021	3 rd week of March 2022
4.	2 nd internal Assessment Examination	4 th week of November 2019	1 st week of May 2020	NA	1 st week of May 2021	4 th week of November 2021	1 st week of May 2022
5.	Last working day	07 th December 2019	23 rd May 2020	1 st week of January 2021	15 th May 2021	4 th December 2021	21 st May 2022
6.	Preparatory days	8 th December 2019 till the commencement of University Examination	24 th May 2020 till the commencement of University Examination	1 st week of January 2021 to Industrial training Assessment and VIVA VOCE	16 th May 2021 till the commencement of University Examination	5 th December 2021 till the commencement of University Examination	22 nd May 2022 till the commencement of University Examination
7.	University Examination	4 th week of December 2019	2 nd week of June 2020	2 nd week of January 2020	2 nd week of June 2021	4 th week of December 2021	2 nd week of June 2022
8.	Vacations	After examination to 19 th January 2020	After examination to 2 nd week of July 2020	NA	After examination to 15 th August 2021	After examination to 16 th January 2022	NA