

J.J. College of Arts and Science (Autonomous)
Sivapuram, Pudukkottai - 622 422

Department of Hotel Management



B.Sc., Hotel Management and Catering Science

Syllabus based on



**TANSICHE Regulations on Learning Outcomes - Based
Curriculum Frame Work for Under Graduate Education**

[Those who Join 2023 - 2024 Onwards]

Programme Outcomes (PO)

Upon Completion of the course students would be able to

PO1	Explain the relation of lodging and food service operations to the travel and tourism industry.
PO2	Describe the role of the travel and tourism industry and its economic impact on the local, national and international levels. Cite opportunities for education, training and career development in the hospitality industry.
PO3	Demonstrate knowledge of the history of the lodging and food service industry. Analyze, evaluate and discuss several aspects, development and trends which have affected lodging and food service operations in recent years and which will continue to have an impact on the industry in the future.
PO4	Endorse the general classifications of hotels and describe the most distinctive features of each.
PO5	Describe the seven common divisions or functional areas of the hotel organization (Rooms, Food and Beverage, Engineering and Maintenance, Marketing and Sales, Accounting, Human Resources, and Security) and explain the responsibilities and activities of each.
PO6	Outline and explain the main classifications of food service. Describe the organization, structure and functional areas in commercial and institutional food service operation.
PO7	Aspects of food and beverage controls, which pertain to food and beverage sales, payroll planning and production standards.

Programme Specific Outcomes (PSO)	
Upon Completion of the course students would be able to	
PSO 1	Acquire entry level practical experience within a business environment in the field of Hospitality industry.
PSO 2	Describe the roles and functions of a Manager in the Hotel industry.
PSO 3	Relate the relationship between lodging and food service operations.
PSO 4	Produce a quality product as well as in quantity.
PSO 5	Become an entrepreneur by acquiring technical, communicative and problem-solving skills.

**J.J. College of Arts and Science (Autonomous),
Department of Hotel Management
B.Sc. Hotel Management and Catering Science
Proposed Course Structure based on TANSCHÉ and UGC – LOCF
(Choice Based Credit System)**

(Applicable for the Candidates admitted from academic year 2023-2024 Onwards)

Sl.No.	Course Category	Course Code	Course	Overall Credits	Total Contact Hours/Week	Marks		
						CIA	ESE	Total
Semester I								
1	Part - I	U1R3TL1/ HHL1/FL1	Language - I (Tamil / Hotel Hindi / French)	3	6	25	75	100
2	Part - II	U1R3EL1	Language – II (English)	3	6	25	75	100
3	Part - III	U1R3HMCC1	Food Production& Patisserie – I	5	5	25	75	100
4		U1R3HMCC2P	Practical – I Food Production& Patisserie	5	5	40	60	100
5		U1R3HMDSE1:1/ 1:2	Any one from the list	3	4	25	75	100
6	Part - IV	U1R3HMSEC1:1/ 1:2/1:3 (NME)	To be opted from other Department	2	2	25	75	100
7		U1R3HMFC	Introduction to Hotel Industry	2	2	25	75	100
Total				23	30			700
Semester II								
1	Part - I	U2R3TL2/ HMHL2/FL2	Language - I (Tamil/Hotel Hindi /French)	3	6	25	75	100
2	Part - II	U2R3EL2	Language - II (English)	3	6	25	75	100
3	Part - III	U2R3HMCC3	Front office Operations - I	5	5	25	75	100
4		U2R3HMCC4P	Practical II – Food Production and Patisserie - II	5	5	40	60	100
5		U2R3HMDSE 2:1 / 2:2	Food and Beverage Service Practical - I Principles of Management	3	4	40 25	60 75	100
6	Part - IV	U2R3HMSEC2:1/ 2:2/2:3 (NME2)	To be opted from other Department	2	2	25	75	100
7		U2R3HMSEC 3	Accommodation Operations - I	2	2	25	75	100
Total				23	30			700

Electives

Elective I

1. Food and Beverage Service – I(U1R3HMDSE1:1)
2. Organisational Behaviour (U1R3HMDSE1:2)

Elective II

1. Food and Beverage Service Practical – I (U2R3HMDSE2:1)
2. Principles of Management (U2R3HMDSE2:2)

Non-Major Elective (Offered by the Department)

Non-Major Elective-I

1. Basic Catering Service(U1R3HMSEC1:1)
2. Introduction to Tourism(U1R3HMSEC1:2)
3. Basis of Bakery(U1R3HMSEC1:3)

Non-Major Elective-II

1. Room division Management (U2R3HMSEC2:1)
2. Basis of Cookery (U2R3HMSEC2:2)
3. Front office Management (U2R3HMSEC2:3)

Semester I

Course Name	HOTEL HINDI - I		
Course Code	U1R3HHL1	Exam. Hrs.	Credit
Category	Part – I Language	3	3
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			90
Course objectives			
1. To make the students to introduce themselves effectively in Hindi. 2. Building language ability through grammar. 3. To develop creative skill of translation in Hindi. 4. To develop their vocabulary in Hindi. 5. Introduction of cooking terminology in Hindi and to make aware of where to use it in hotel industry.			
UNIT I	Conversation - I		18 Hours
<ul style="list-style-type: none"> ➤ स्वपरिचय (Self Introduction) ➤ दोमित्रों के बीचसंवाद (Conversation between two friends) ➤ सब्जी की दूकानमें (In a vegetable shop) 			
UNIT II	Grammar – I		18 Hours
<ul style="list-style-type: none"> ➤ लिंगपरिवर्तन (Change of Gender) ➤ वचनबदलना (Changing the numbers) ➤ आज्ञार्थकक्रिया (Imperative Mood) 			
UNIT III	Translation - I		18 Hours
<ul style="list-style-type: none"> ➤ अंग्रेजीमेंअनुवादकीजिए (Translate into English) ➤ हिन्दीमेंअनुवादकीजिए (Translate into Hindi) 			
UNIT IV	Glossary - I		18 Hours
<ul style="list-style-type: none"> ➤ सब्जियों के नाम (Name of the vegetable) ➤ फलों के नाम (Name of the fruits) ➤ फूलों के नाम (Name of the flowers) 			
UNIT V	Pakshastra (Methods of Cooking in Hindi)		18 Hours
<ul style="list-style-type: none"> ➤ पकाना (Cooking) ➤ तलना (Frying) ➤ सेंकना (Baking) ➤ भाप से पकाना (Cooking by Steam) ➤ डबालना (Boiling) 			
Text Book:			
1. Prepared by Department of Hotel Management, JJC, PDKT			
Reference Book			
1. ANUVAD ABHYAS, Published by Dakshina Bharat Hindi Prachar Sabha, T. Nagar, Chennai – 17.			

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Interview themselves in Hindi	K3
CO2	Construct the sentence to speak and write in pure Hindi by learning grammar	K3
CO3	Translate the sentence from Hindi to English vice-versa	K2
CO4	Identify the names of different fruits, flowers and vegetables (in Hindi) etc.,	K3
CO5	Classify the cooking terminology in Hindi and make use of it in hotel industry	K4

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)							Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4	PSO5	
CO1	3	3	2	2	2	2	3	3	2	2	2	3	2.4
CO2	3	2	2	2	2	2	2	3	2	2	2	3	2.2
CO3	3	3	3	3	3	2	3	2	3	2	2	3	2.6
CO4	2	2	1	1	2	2	2	2	1	2	2	1	1.6
CO5	2	2	2	2	3	2	2	3	2	2	2	2	2.1
	Mean Overall Score												2.18
	Result												High

Course Name	FOODPRODUCTION AND PATISSERIE - I		
Course Code	U1R3HMCC1	Exam. Hrs.	Credit
Category	Core Course	3	5
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			75
Course objectives			
1. To impart knowledge on the basic concepts of food production 2. To study the basic concepts of Bakery			
UNIT I	OriginofCooking		15Hours
<ul style="list-style-type: none"> ➤ Origin of Cooking ➤ Aims And Objectives Of Cooking Food ➤ Food Commodities Cereals–Meaning And Examples ➤ Pulse-Meaning And Examples ➤ Fats And Oils- Meaning, Classification And Examples ➤ Vegetables, Fruits – Classification And Examples ➤ Nuts – Examples And Uses ➤ Spices And Condiments–Meaning, Example And Uses ➤ Raising Agents–Functions, Types And Examples ➤ Sweetening Agents, Thickening Agents, Colouring And Flavouring Agents– Examples And Uses. 			
UNIT II	KitchenEquipmentsandTools		15Hours
<ul style="list-style-type: none"> ➤ Different Metals-Equipment ➤ Uses of Receiving & Storage Equipment ➤ Preparation Of Equipment ➤ Knife /Hand Tools- Equipment and Its Uses, Varieties, Care, Maintenance and Precautions ➤ Mise-En-Place–Preparation of Ingredients. Methods of Mixing ➤ Texture of Food– Various Correct Textures and Incorrect Textures 			
UNIT III	Stocks, Sauces and Soups		15Hours
<ul style="list-style-type: none"> ➤ VariousFuelsUsedIntheKitchen–AdvantagesandDisadvantagesTransferofHeattoFood ➤ Method of Cooking Food, Microwave Cooking ➤ Stocks-Definition, Types, Preparation, Storage and Uses ;Points To Be Remembered While Preparing Stock. Glazes– Meaning and Uses ➤ Sauces – Meaning, Types of Mother Sauces, Proprietary Sauces;RecipeforBasicSauces;DerivativesofMotherSauces.MiscellaneousSauces ➤ Soups ➤ Meat cookery (egg, poultry, fish, lamb, beef, pork etc.) 			
UNIT IV	Kitchen Organization		15Hours
<ul style="list-style-type: none"> ➤ Classical Brigade Of A Kitchen Of 5 Star Hotel; Duties And Responsibilities Of Each Staff; Co-Ordination With Other Departments ➤ Kitchen Designing – Location Of Kitchen, Work Place Design, Work Place, Environment, Layout , Principles Followed In Planning Layout, Layout Of A Well Planned Kitchen ➤ Culinary Terms- Culinary Glossaries – English, French and Hindi. 			
UNIT V	Bakery		15Hours
<ul style="list-style-type: none"> ➤ Definition ➤ Baking Equipment ➤ Types of Flour and its Composition ➤ Dough Products – Bread – Methods, Improvers, Process, Faults, Remedies ➤ Basic Pastries – Short Crust, Puff, Choux 			

➤ **Frozen Desserts – Bavarois, soufflés, Mousse, Puddings.**

Text Books:

1. Krishna Arora. Theory Of Cookery: NewDelhi. FrankBros. And Co Publishers. 4th Edition 2001
2. Thangam .E. Philip. Modern Cookery For Teaching And Trade (Volume I): NewDelhi.OrientLongman Publishers.5thEdition.2003

Reference Book

1. Ronald Kinton, Victor Caserani And David Fosket, Theory Of Catering: London.ELST Publishers.9thEdition. 2005.
2. RoyHayter.SafetyInCatering:London.MacmillanPublishers.4thEdition.1994

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Define and use of cooking terminology accurately	K1
CO2	Develop the knowledge about cooking equipments	K3
CO3	Discover different methods of cooking	K4
CO4	Improve the knowledge on Stocks, Sauces and Soups	K6
CO5	Identify the different Baking equipments	K3

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)							Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4	PSO5	
CO1	3	3	2	2	2	2	3	3	2	2	2	3	2.4
CO2	3	2	3	3	3	3	2	3	3	2	2	3	2.6
CO3	3	3	3	3	3	2	3	2	3	2	2	3	2.6
CO4	3	2	3	3	3	2	2	2	3	2	2	3	2.9
CO5	2	2	2	2	3	2	2	3	2	2	2	2	2.1
	Mean Overall Score											2.52	
	Result											High	

Course Name	PRACTICAL – I FOOD PRODUCTION & PATISSERIE		
Course Code	U1R3HMCC2P	Exam. Hrs.	Credit
Category	Core Course	5	5
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 60	CIA: 40
Passing Minimum	40	24	16
Total Instruction Hours			75
Course objectives			
<ol style="list-style-type: none"> 1. To train the students in South Indian cuisine. 2. To enable them to handle different kitchen equipment. 3. To expose them different cooking methods used. 4. To make students know the mode of preparation famous South Indian dishes. 5. To understand the traditional approaches used in South Indian cuisine. 			
UNIT I	Kitchen Tour		15 Hours
<ul style="list-style-type: none"> ➤ Basic Culinary Introduction ➤ HACCP (Basics) ➤ Kitchen Safety ➤ Uses of Uniform ➤ Knife Handling ➤ Personal Grooming(ICT) ➤ Identification of Ingredients ➤ Identification of Equipments(ICT) ➤ Basic Cuts – Demo 			
UNIT II	Basic South Indian Cuisine		15 Hours
<ul style="list-style-type: none"> ➤ ChettinadUrulaiVaruval <ul style="list-style-type: none"> Sambar Rasam Steam Rice SemiyaPayasam ➤ Puli Satham <ul style="list-style-type: none"> Sambar Satham ElumbitchaiSatham ThengaiSatham ThairSatham 			
UNIT III	Chettinad Delight		15 Hours
<ul style="list-style-type: none"> ➤ KalandhakkaiPeratal <ul style="list-style-type: none"> ChettinadKeeraiMasiyal KozhiVellaiKurma Satham Ukkarai ➤ Aattukkal Soup <ul style="list-style-type: none"> Chettinad Chicken Biriyan ThayirPatchadi KathirikkaiSalna Kasi Halwa 			
UNIT IV	Tamilnadu VazhaiElaiParimatram		15 Hours
<ul style="list-style-type: none"> ➤ Poriyal <ul style="list-style-type: none"> Thovaiyal Podi Varthakozhambu Koottu 			

More Kozhambu Sadham Payasam ➤ Parotta Era Manga Kozhambu Chettinad Kai Kari Kurma SukkuMalliSadham ParuppuPayasam		
UNIT V	Andhra, Kerala and Karnataka Cuisine	15 Hours
➤ AlooGaddaVepudu Tomato Pappu Tella Annam MunnakkaiMamsam TheepiGavvalu ➤ Beans Thoran Avial Malabar Chicken Curry NeiChoru Ada Pradaman ➤ DondakkaiPalya VangiBhath Akki – Steam Rice Kori Ghassi Hayagriva		
Text Book:		
1. Modern cookery for Teaching and Trade - Vol - I & II - Thangam E. philip.		
Reference Book		
1. Food Production operations - Second edition - Pavinder S. Bali (11 th impression 2018)		

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Identify various ingredients used in South Indian cuisine.	K3
CO2	Evaluate the components of cookery.	K5
CO3	Assess the impacts of culture in Traditional cooking.	K5
CO4	Identify the importance of South Indian cuisine.	K3
CO5	Plan the preparation of Cooking.	K3

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)							Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4	PSO5	
CO1	3	3	3	3	2	2	3	3	3	2	3	3	2.7
CO2	3	2	3	3	3	3	2	3	3	2	2	3	2.6
CO3	3	3	3	3	3	2	3	2	3	2	2	3	2.6
CO4	3	2	3	3	3	2	2	2	3	2	2	3	2.9
CO5	3	3	3	3	3	3	2	3	3	3	2	3	2.8
	Mean Overall Score												2.72
	Result												High

Course Name	FOOD AND BEVERAGE SERVICE – I		
Course Code	U1R3HMDSE1:1	Exam. Hrs.	Credit
Category	Discipline Specific Elective	3	3
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			60
Course objectives			
<ol style="list-style-type: none"> 1. To Study About The Types Of Catering Establishment And The Attributes Of Food And Beverage Service Personnel 2. To Gain Basic Knowledge On The Equipment, Menu And Skills Necessary For Food And Beverage Service 			
UNIT I	Introduction		12Hours
<ul style="list-style-type: none"> ➤ F&B Service Department- Its Role in a Hotel In Relation To Its Co-Ordination and Its Contribution to the Hotel Revenue. ➤ Growth of the Catering Industry and Its Evolution. Types of Catering Establishments – Commercial & Welfare and Career Opportunities ➤ Different Types of Food and Beverage Service, Banquets. Bar/Pub, Barbeque, Discotheque, Off Premises Catering and Take Away /Home Delivery ➤ Departmental Organization and Staffing – Staffing Hierarchy of the Food and Beverage Service Department – Their Duties and Responsibilities; Attributes Of Food and Beverage Service Personnel; Inter-Departmental Relationship-Co-Operation, Co-Ordination and Communication 			
UNIT II	Enumeration And Classification Of F&B Service Equipment		12 Hours
<ul style="list-style-type: none"> ➤ Cutlery, Crockery, Flatware, Glassware, Hollow-Ware ➤ Ancillary Department – Floor Pantry; Still Room – Layout, Equipment Used; Silver Room/ Plate Room - Layout, Equipment Used; Hot Section; Wash Up And Linen Store 			
UNIT III	Menu		12 Hours
<ul style="list-style-type: none"> ➤ Types of Menu ➤ Origin of Menu ➤ Table d' Hote Menu ➤ A la Carte Menu ➤ French Classical Menu, Planning A Simple Menu. Service Sequence Of French Classical Menu ➤ Service Of Each Course With Appropriate Accompaniment. ➤ Cheese-History-Production – Classification-Name Of Famous Cheese And Origin-Service ➤ Types Of Meals-Breakfast (Continental, English, American, Indian, South Indian Cover Laying For English And Continent Breakfast) Brunch, Lunch, Afternoon Tea, Hi-Tea, Dinner, Supper, Late Night Menu. 			
UNIT IV	Type Of Service		12 Hours
<ul style="list-style-type: none"> ➤ Mise-en-Scene ➤ Mise-en-Place ➤ Type Of Service – American, English, French, Russian, Indian Service- Laying Cover for different Meals and Menu (Relaying Table Cloths & Serviette Folds) ➤ Room Service- Meaning, Full And Partial Room Service, Breakfast Service In The Room, Tray Set Up For Room Service Order Taking Procedure-In Person, Telephone And Door Hangers. Procedure For Afternoon Tea Service – Menu For High Tea And Afternoon Tea. 			
UNIT V	Non-Alcoholic Beverages		12 Hours
<ul style="list-style-type: none"> ➤ Classification of Non-Alcoholic Beverages – Stimulating, Refreshing & Nourishing; Juices; Squash; Syrups ➤ Tobacco – Cigars & Cigarettes 			

➤ KOT–Types, Procedure for Taking Orders, Control System – Triplicate KOT Control System.

Text Books:

1.Dennis. R. Lillicrap and John. A. Cousins. Food and Beverage Service: Great Britain. ELBSPublishers.6thEdition.2002.

Reference Book

1. John Fuller. Modern Restaurant Service, A Manual For Students And Practitioners: Cheltenham. Stanley Thrones Publishers. 1st Edition.1999.

2.Sudhir Andrews. Food And Beverage Service Training Manual: New Delhi. TataMcgraw Hill Publishers.4thEdition.2004.

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Show a basic skill on Hotel services.	K2
CO2	Construct knowledge of F&B Service’s equipments.	K6
CO3	Plan different Menus.	K6
CO4	Organize to lay the table for different types of service, and operate basic food service equipment.	K3
CO5	Identify the various non-alcoholic beverages.	K3

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)							Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4	PSO5	
CO1	3	3	2	3	3	2	3	3	2	2	2	3	2.5
CO2	3	3	3	3	3	3	2	3	3	2	2	3	2.7
CO3	3	3	3	3	3	2	3	2	3	2	2	3	2.6
CO4	3	2	3	3	3	2	2	2	3	2	2	3	2.9
CO5	2	3	3	2	3	3	3	3	2	2	2	2	2.5
Mean Overall Score												2.64	
Result												High	

Course Name	ORGANISATIONAL BEHAVIOUR		
Course Code	U1R3HMDSE1:2	Exam. Hrs.	Credit
Category	Discipline Specific Elective	3	3
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			60
Course objectives			
1.The learners will be able to conceptualize the components of individual and group behaviour.			
2. To understand the various work situations and apply behavioral techniques.			
UNIT I	Introduction to Organizational Behaviour		12 Hours
<ul style="list-style-type: none"> ➤ Introduction To Organizational Behaviour – Various Disciplines contributing to OB – ➤ Hawthorne Experiment ➤ Foundation of individual Behaviour – Need And importance of Organizational Behaviour – Nature And Scope – Framework of Organizational Behaviour 			
UNIT II	Personality		12Hours
<ul style="list-style-type: none"> ➤ Personality – Types – Factors Affecting Personality ➤ Perception – Importance – Factors influencing Perception – Learning – Types of Learning Styles – The Learning Process 			
UNIT III	Motivation		12Hours
<ul style="list-style-type: none"> ➤ Motivation – Theories – Importance – Types – Values And Attitudes – Characteristics – Components – Formation And Measurement – Group Dynamics – Group Behaviour ➤ Formation – Types Of Groups – Stages of Group Development – ➤ Conflict Management – Nature of Conflict – Types of Conflict 			
UNIT IV	Leadership		12 Hours
<ul style="list-style-type: none"> ➤ Leadership – Meaning – Importance, Leadership Styles – Leaders Vs Managers; ➤ Power and Politics – Sources Of Power 			
UNIT V	Organizational structure		12Hours
<ul style="list-style-type: none"> ➤ Organizational Structure and Design ➤ Organization Climate – Factors Affecting Organization Climate ➤ Organization Development – Organization culture – Organization Change – Current Trend in OB 			
Text Books:			
1. Prasad L M., —Organizational Behaviour, Sultan Chand & Sons, 1994.			
2. Stephen Robbins, —Organisational Behaviour, Pearson Education, 2013			
Reference Book:			
1. Bhattacharya, —Organization Behaviour, Oxford University Press, 2013.			

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Equipped the students with the basic idea and introduction on Organizational Behaviour as a concept.	K3
CO2	Gives a light on the concept and difference of personality and perception.	K4
CO3	Understand the concept of group dynamics.	K6

CO4	Gain the knowledge on Leadership.	K5
CO5	Impacted Knowledge with organization structure.	K3

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)							Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4	PSO5	
CO1	3	3	2	3	2	2	3	2	2	2	2	3	2.4
CO2	3	2	3	2	2	2	2	3	2	2	2	2	2.3
CO3	3	3	3	3	3	2	3	2	2	2	2	3	2.5
CO4	2	2	2	3	2	2	3	2	2	2	2	3	2.7
CO5	2	3	3	2	3	3	3	3	3	2	3	2	2.6
	Mean Overall Score												2.50
	Result												High

Non-Major Elective-I (Offered by the Department for Other Department Students)

Course Name	BASIC CATERING SERVICE		
Course Code	U1R3HMSEC1:1	Exam. Hrs.	Credit
Category	Non-Major elective	3	2
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			30
Course objectives			
1. To familiarize and to understand the structure of Catering Industry for non-catering students.			
UNIT I	Introduction To The Catering Industry		6 Hours
<ul style="list-style-type: none"> ➤ Evolution of Catering Industry ➤ Various types of Catering Establishments ➤ Classification of Hotels ➤ Various Functional Departments of a Hotel 			
UNIT II	Basic of Cooking		6 Hours
<ul style="list-style-type: none"> ➤ Aims and Objectives of Cooking ➤ Methods of Cooking ➤ Selection of Raw materials ➤ Types of Fuels and Equipment ➤ Organization Structure ➤ Preservation and Storage methods 			
UNIT III	Introduction to Room Division Management		6 Hours
<ul style="list-style-type: none"> ➤ Importance of FrontOffice ➤ Organization Structure ➤ Types of Rooms ➤ Reservation methods ➤ Different Types of Tariff and Plans ➤ Importance of House Keeping ➤ Functions and Structure of House Keeping ➤ Cleaning Agents and Equipment ➤ Room Cleaning Procedure. 			
UNIT IV	Basic of Food and Beverage Service		6Hours
<ul style="list-style-type: none"> ➤ Functions of Food and Beverage Service Department ➤ Organization Structure ➤ Restaurant Equipment ➤ Types of Menu ➤ Meals Services 			
UNIT V	Job Opportunity in Hotel Industry		6 Hours
<ul style="list-style-type: none"> ➤ Career Opportunities in Catering Industry ➤ Grooming and Etiquettes of Hotel Personnel ➤ Star Classification 			
Text Books:			
1. Sudhir Andrews. Hotel Front Office Training Manual: New Delhi. Tata Mcgraw Hill Publishing Company Ltd., 32 nd Reprint. 2004.			

Reference Book

1. Sue Baker, Pam Bradley And Jeremy Huyton Principles Of Hotel Front Office Operations: London. Cassell Publishers. 2nd Edition 2004.
2. Hotel, Hostel & Hospital Housekeeping – Joan c. Branson & Margaret Lennox. Housekeeping Supervision Volume 1 & 2 – Jane Fellows

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Understand the basics of Hotel Industry.	K2
CO2	Distinguish knowledge of basic concepts of Cookery.	K5
CO3	Recollect the basic skills in Hotel rooms.	K1
CO4	Gain knowledge about F&B Department.	K2
CO5	Distinguish the job opportunities in Hotel industry.	K2

Course Name	INTRODUCTION TO TOURISM		
Course Code	U1R3HMSEC1:2	Exam. Hrs.	Credit
Category	Generic Elective course	3	2
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			30
Course objectives			
<ol style="list-style-type: none"> 1. To learn tourism sources 2. To know the different between domestic and international travel. 3. To aware the different types of tourism products. 4. To understand the elements and components of tourism. 5. To know the traditional fairs and festivals. 			
UNIT I	Introduction of Tourism		6 Hours
<ul style="list-style-type: none"> ➤ Introduction ➤ Definition ➤ General Impacts ➤ Typology of tourism impacts ➤ Source of tourism information ➤ Tourism organization 			
UNIT II	Tourism Business		6 Hours
<ul style="list-style-type: none"> ➤ Introduction. ➤ Travel and hospitality terminologies. ➤ Activities in a travel agency. ➤ Documentation for travel. (ICT) 			
UNIT III	Tourism Products		6 Hours
<ul style="list-style-type: none"> ➤ Introduction ➤ Classification of tourism products ➤ Natural tourism products of India ➤ Man made tourism products of India ➤ Symbiotic tourism products of India 			
UNIT IV	Tourism Products In India		6 Hours
<ul style="list-style-type: none"> ➤ Event based tourism products of India ➤ Site based tourism products of India ➤ UNESCO World heritage sites in India (ICT) 			
UNIT V	Fairs and Festivals		6 Hours
<ul style="list-style-type: none"> ➤ Fair and festivals kumbha, Ardhakumbha, Pushkar, Mahashivratri, Gangasagar, Pandharpur Vari, Dhammachakra Pravartana Divas , ➤ International trade fair , Marba, Ram Navami, Gangaur Tija. 			
Text Books:			
<ol style="list-style-type: none"> 1. Cook, R.A., L.J. Yale, and J.J. Marqua,(1999), Tourism: The Business of Travel, New Jersey: Prentice Hall. 1. Hall C.M. and Stephen, J. Page, (2002), The Geography of Tourism and Recreation. 			
Reference Books:			
<ol style="list-style-type: none"> 1. Environment, Place & Space, London: Routledge. 2. Hudman, E.L. and D.E. Hawkins, (1989), Tourism in Contemporary Society: An Introductory Text, New Jersey: Prentice Hall. 			

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Gain knowledge of tourism industry.	K3
CO2	Identify the importance travel and hospitality terminologies.	K2
CO3	Distinguish different types of tourism products.	K3
CO4	Have the expertise in site based tourism products of India.	K6
CO5	Familiarize fair and festivals of India.	K4

Course Name	BASICS OF BAKING		
Course Code	U1R3HMSEC1:3	Exam. Hrs.	Credit
Category	Generic Elective course	3	2
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			30
Course objectives			
1. To gain the basic knowledge on bakery. 2. To give learners the knowledge on equipments used in bakeries. 3. To understand the methods of preparing dough. 4. To know the functions of various raw materials. 5. To improve the knowledge on different types of icing.			
UNIT I	Introduction		6 Hours
<ul style="list-style-type: none"> ➤ Aims & Objectives of baking ➤ Equipments used in Bakeries (ICT) ➤ Oven 			
UNIT II	Yeast Dough Products		6 Hours
<ul style="list-style-type: none"> ➤ Methods of preparing bread dough ➤ Leavening action of yeast on bread dough ➤ Function of raw materials in yeast dough products 			
UNIT III	Confectionery Product		6 Hours
<ul style="list-style-type: none"> ➤ Types of pastry ➤ Cake making methods ➤ Function of raw materials 			
UNIT IV	Icing & Oven temperature		6 Hours
<ul style="list-style-type: none"> ➤ Introduction ➤ Icing (ICT) ➤ Oven temperature 			
UNIT V	Secondary Products of Bakery		6 Hours
<ul style="list-style-type: none"> ➤ Sandwich ➤ Pizza ➤ Burger ➤ Vol-au-vents ➤ Puffs ➤ Hot dog 			
Text Books:			
1. Practical Cookery – Kinton and Ceserani (ELBS Publications) 2. The Theory of Catering – Kinton and Ceserani (ELBS Publications) 3. Theory of Cookery – Krishna Arora (Frank Bros. & Co., New Delhi) 4. Theory of Bakery and Patisserie – Parvinder S. Bali (Second Impression 2018)			
Reference Book:			
1. Modern Cookery for Teaching and Trade – Vol. I & II –Thangam E. Philip (Orient Longman Publications)			

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Familiarize with various types of dough making.	K3
CO2	Make different types of bread.	K6
CO3	Analyze different types of cakes and cookies.	K4
CO4	Access faults in breads and cakes.	K5
CO5	Compare oven temperature for various products.	K2

Course Name	INTRODUCTION TO HOTEL INDUSTRY		
Course Code	U1R3HMFC	Exam. Hrs.	Credit
Category	Foundation Course	3	2
Nature of Course	Employability / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			30
Course objectives			
<ol style="list-style-type: none"> 1. To gain the Basic Knowledge about the hospitality and tourism industry. 2. To impart the knowledge about the catering Establishments 3. To Communicate the Knowledge and develop basis skills in Culinary Operations. 4. To impart knowledge about the F&B Service Department. 5. To help them know the various functions in housekeeping and front office department. 			
UNIT I	Introduction to Hotel Industry		6 Hours
<ul style="list-style-type: none"> ➤ Origin of Hotel Industry, Growth of hotel Industry in India. ➤ Different types of catering establishment Commercial, Welfare and Transport Catering. ➤ Organization Chart of Small, Medium and Large Hotels. 			
UNIT II	Introduction to Cookery		6 Hours
<ul style="list-style-type: none"> ➤ Different Nutrients - Proteins, Carbohydrates, Fats, Vitamins, Minerals - ➤ Raw Material Introduction - Salt, Sugar, Fats and Oils. (ICT) ➤ Layout of Food Production Department ➤ Major Equipments in Food Production Department. 			
UNIT III	Methods of Cooking		6 Hours
<ul style="list-style-type: none"> ➤ Dry, Medium of Fat, Medium of Liquid - Salad -Types of Salad - Dressing - Sandwiches ➤ Types of Sandwiches, Cake, Ribbon, Double Decker, Club, Grilled Sandwiches, Canapés ➤ Indian Gravies - White, Yellow, Red, - Tandoori Cooking. 			
UNIT IV	Introduction to Food and Beverage Service Department		6 Hours
<ul style="list-style-type: none"> ➤ Types of F & B Outlets ➤ Organization Chart of F and B Service Department ➤ Types of Breakfast - Brunch - Lunch - High Tea - Dinner - Supper ➤ Mis en Place and Mis en Scene ➤ Types of Service. (ICT) 			
UNIT V	Introduction to Housekeeping		6 Hours
<ul style="list-style-type: none"> ➤ Functions of House Keeping ➤ Organization Chart of Housekeeping Department ➤ Various sections in Housekeeping Department ➤ Functions of Front Office Department ➤ Various Sections of Front office Department and its duties ➤ Personal Hygiene and Grooming to the hotel Industry 			
Text Books:			
<ol style="list-style-type: none"> 1. Food Production operations – ParvinderS.Bali (Second Edition) - 11th impression 2018 2. Food and Beverage service – R.Singaravelavan (Third Impression 2017) 3. Hotel House Keeping Operations -A training manual (Second Edition) - Sudhir Andrews 			
Reference Book:			
<ol style="list-style-type: none"> 1. Front Office Management training manual – Sudhir Andrews 			

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Understand the basic working knowledge of all areas of hospitality.	K2
CO2	Distinguish knowledge of basic concepts of the hotel industry.	K5
CO3	Recollect the basic skills in culinary operations.	K1
CO4	Gain knowledge about F&B Department.	K2
CO5	Distinguish the importance of personal hygiene.	K2

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)							Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4	PSO5	
CO1	2	2	3	3	3	2	3	2	3	2	3	2	2.3
CO2	2	3	3	2	3	3	2	3	2	2	3	2	2.3
CO3	3	2	3	3	3	2	3	2	3	2	3	3	2.4
CO4	2	3	3	3	2	3	3	2	3	2	3	3	2.4
CO5	2	3	3	2	3	3	3	3	3	2	3	2	2.6
	Mean Overall Score												2.40
	Result												High

Course Name	HOTEL HINDI - II		
Course Code	U2R3HMHL2	Exam. Hrs.	Credit
Category	Part – I Language	3	3
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			90
Course objectives			
1. To develop the effective communication skill of the student in Hindi. 2. Building language ability through grammar. 3. To develop creative skill of translation in Hindi. 4. To demonstrate making of South Indian dishes in Hindi. 5. Introduction of domestic articles, spices and medicines to make aware of various uses of those things in daily life.			
UNIT I	Conversation - II		18 Hours
➤ होटल में	(In a hotel)		
➤ जलपाल गृह में	(In the restaurant)		
➤ पंसारी की दूकान में	(In a grocery shop)		
UNIT II	Grammar – II		18 Hours
➤ सर्वनाम	(Pronoun)		
➤ विशेषण और उसके भेद	(Adjective and its types)		
➤ क्रिया विशेषण और उसके भेद	(Adverbs and its types)		
UNIT III	Translation - II		18 Hours
➤ अंग्रेजी में अनुवाद कीजिए	(Translate into English)		
➤ हिन्दी में अनुवाद कीजिए	(Translate into Hindi)		
UNIT IV	Dakshin Bharatiya Bhojan		18 Hours
➤ मसाला डोसा बनाने की प्रक्रिया	(Method of making - Masala Dosa)		
➤ सांभर बनाने की प्रक्रिया	(Method of making- Sambhar)		
➤ उड़द दाल के वडे बनाने की प्रक्रिया	(Making of Udad Daal Ke Vade)		
➤ टमाटर की चटनी बनाने की प्रक्रिया	(Method of making - Tomato Chutney)		
UNIT V	Domestic Articles		18 Hours
➤ गृहस्ती सामग्रियाँ	(Domestic Articles)		
➤ अन्न तथा भोजन के पदार्थ	(Cereals and eatables)		
➤ मसाले और औषधियाँ	(Spices and Medicines)		
Text Book:			
1. Prepared by Department of Hotel Management, JJC, PDKT			
Reference Book			
1. ANUVAD ABHYAS, Published by Dakshina Bharat Hindi Prachar Sabha, T. Nagar, Chennai – 17.			

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Make use of Hindi in conversation with the customer	K3
CO2	Utilize the adjectives and adverbs of Hindi in their conversation	K3
CO3	Interpret from source language to destination language	K2
CO4	Demonstrate making of South Indian dishes in Hindi	K2
CO5	Identify household materials (Domestic materials in Hindi), food items, Spices and medicines etc	K3

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)							Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4	PSO5	
CO1	3	3	2	3	3	2	3	3	2	2	2	3	2.5
CO2	2	2	2	2	3	3	2	2	2	2	2	3	2.3
CO3	3	3	3	3	3	2	3	2	2	2	2	3	2.5
CO4	3	2	2	3	2	2	2	2	2	2	2	3	2.3
CO5	2	3	3	2	3	2	3	2	3	2	3	2	2.5
	Mean Overall Score												2.42
	Result												High

Course Name	FRONT OFFICE OPERATIONS – I		
Course Code	U2R3HMCC3	Exam. Hrs.	Credit
Category	Core Course	3	5
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			75
Course objectives			
<ol style="list-style-type: none"> 1. To give learners a basic knowledge on various front office operations 2. To inform them about the evolution of the hospitality industry. 3. To give learners a fair knowledge of dealing with guest before arrival. 4. To help them acquire telephone etiquette. 5. To help them know the facilities in hotels and their techniques of marketing. 			
UNIT I	Introduction to Hotel Industry		15 Hours
<ul style="list-style-type: none"> ➤ Introduction To The Hospitality Industry: ➤ The Hospitality Industry Origin and Growth ➤ Evolution and Growth of the Hotel Industry in the World, Ancient Era, Grand Tour, Modern Era ➤ Evolution and Growth of the Hotel Industry in India. 			
UNIT II	Classification of Hotels		15 Hours
<ul style="list-style-type: none"> ➤ The Need for Classification, Classification of Hotel and Other Types of Lodging; Standard Classification, Heritage Hotels ➤ Classification on the Basis of Size, Location, Clientele, Duration of Guest stay, Service, Ownership ➤ Alternative accommodation, Hotel Tariff Plans, Types of Guest Rooms. 			
UNIT III	Hotel Organization		15 Hours
<ul style="list-style-type: none"> ➤ Hotel Organization: The Need for Organization, Vision, Mission – Mission Statement, Objective, Goals and Strategy. ➤ Hotel Organization – Organization charts. ➤ Major Department of a Hotel – Front Office, Housekeeping, Food and Beverage Service, Kitchen, Engineering and Maintenance, Accounts, Human Resource, Security, Sales and Marketing, Purchase. ➤ Night auditor duties and responsibilities. 			
UNIT IV	Front office Personnel		15 Hours
<ul style="list-style-type: none"> ➤ Front Office Organization: Function Area, Section and Layout of Front Office ➤ Reservation, Reception, Information Desk, Cash and Bills, Travel Desk, Communication Section, Uniformed Services. ➤ Organization of Front Office staff, Duties and Responsibilities of Some Front Office Personnel, ➤ Front Office Manager, Reservation Assistant, Receptionist, Information Assistant, Cashier, Telephone Operator, Bell boy, Door Attendant, Qualification of Front Office Personnel. 			
UNIT V	Communication		15 Hours
<ul style="list-style-type: none"> ➤ Front Office Communication: the Communication Process, The Seven Cs of Communication, The Importance of Communication. ➤ Types of Communication, Oral Communication, Written Communication, Non Verbal Communication, Flow of Communication, Downward Communication, Upward Communication, Lateral or Horizontal Communication, Diagonal or Cross Wise Communication, Barriers, Psychological Barriers, Personal Barriers. ➤ Interdepartmental Communication, Housekeeping, Food and Beverage Department, Sales and Marketing Department, Engineering and Maintenance, Security, Finance Controller, Human Resource, Banquets, 			

Text Books:

1. Sudhir Andrews. Hotel Front Office Training Manual: New Delhi. Tata Mcgraw Hill Publishing Company Ltd., 32 nd Reprint. 2004.
2. S.K.Bhatnagar. Front Office Management: New Delhi. Frank Bros. And Co-Publishers Ltd., 1 st Edition. 2002.

Reference Book:

1. Sue Baker, Pam Bradley And Jeremy Huyton Principles Of Hotel Front Office Operations: London. Cassell Publishers. 2 nd Edition 2004.
2. Ahmed Ismail. Front Office Operations And Management: Delmar. Thomson Publisher. 1 st Reprint. 2002.

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Label the growth of Hotel industry.	K1
CO2	Understand the various types of Hotels	K2
CO3	Create a feasible working environment with other department staff.	K6
CO4	Show a basic skill on Front office services.	K2
CO5	Improve the communication skills.	K6

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)							Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4	PSO5	
CO1	3	3	2	3	3	2	3	3	2	2	2	3	2.5
CO2	3	3	3	2	3	3	2	3	2	2	2	3	2.5
CO3	3	3	3	3	3	2	3	2	2	2	2	3	2.5
CO4	3	2	3	3	3	2	3	2	3	2	2	3	2.9
CO5	2	3	3	2	3	3	3	3	3	2	3	2	2.6
	Mean Overall Score												2.60
	Result												High

Course Name	PRACTICAL – II FOOD PRODUCTION AND PATISSERIE - II		
Course Code	U2R3HMCC4P	Exam. Hrs.	Credit
Category	Core Course	5	5
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 60	CIA: 40
Passing Minimum	40	24	16
Total Instruction Hours			75
Course objectives			
<ol style="list-style-type: none"> 1. To train the students in North Indian cuisine. 2. To enable them to handle different kitchen equipment. 3. To expose them different cooking methods used. 4. To make students know the mode of preparation famous North Indian dishes. 5. To understand the Characteristics of North Indian foods. 			
UNIT I	Hydrabadi and Punjabi		15 Hours
<ul style="list-style-type: none"> ➤ Hyderabadi Gosht Biriyani(ICT) BuraniRaitha Baingan Ka Salan Dum KeMurgh ShahiTukda. ➤ Aloo Paratha Paneer Makhini Pudhina Pulao Machili Amritsari Gajar Ka Halwa. 			
UNIT II	Kashmiri and Gujarathi		15 Hours
<ul style="list-style-type: none"> ➤ Kashmiri Pulao(ICT) Mutton Rogan Josh Makki Ki Roti Masala Dhal Rice Kheer. ➤ Gujarathi Kadi Pakodi Methi Ka Thepla Dal Dhoki Steam Rice Aam Shrikhand 			
UNIT III	Bengali and Maharastra		15 Hours
<ul style="list-style-type: none"> ➤ BhajaMuger Dhal Baingan Bhaja Ghee Bhat Macher Johl Gulab Jamun. ➤ Masala Bhat Chappati Chicken Kholapuri Coconut Poli. 			
UNIT IV	Goan and Rajasthan		15 Hours
<ul style="list-style-type: none"> ➤ SopaGrossa Seafood Rice Veg Xacuti Godshe. ➤ Laal Maans 			

Dal Churma Rajasthani Baati Marvadi Gatta Pulao Malpua		
UNIT V	Konkani and Odisha	15 Hours
➤ Tillu Saaru Batata Saung Daali Varan Steam Rice Mangalore Chicken Curry Patholi ➤ Aloo Potala Rasa Palao Chungdi Malai Subzi Khechidi Kanika		
Text Book:		
1. Modern cookery for Teaching and Trade - Vol - I & II – Thangam E.philip.		
Reference Book		
1. Food Production operations - Second edition - Pavinder S. Bali (11 th impression 2018)		

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Identify various ingredients used in North Indian cuisine.	K3
CO2	Evaluate the basic gravies used.	K5
CO3	Prepare various North Indian dishes.	K2
CO4	Identify the importance of North Indian cuisine.	K3
CO5	Plan the preparation of Cooking.	K3

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)							Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4	PSO5	
CO1	3	3	2	3	3	2	3	3	3	3	2	3	2.7
CO2	3	3	3	2	3	3	2	3	3	3	3	3	2.8
CO3	3	3	3	3	3	2	3	3	3	2	3	3	2.8
CO4	3	3	3	3	3	2	3	3	3	2	3	3	2.8
CO5	2	3	3	3	3	3	3	3	3	3	3	2	2.8
	Mean Overall Score												2.78
	Result												High

Course Name	FOOD AND BEVERAGE SERVICE PRACTICAL - I		
Course Code	U2R3HMDSE2:1	Exam. Hrs.	Credit
Category	Discipline Specific Elective	3	4
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 60	CIA:40
Passing Minimum	40	24	16
Total Instruction Hours			60
Course objectives			
1. To gain knowledge on food commodities and basics of food preparation 2. To develop skills in the preparing and presentation of menus of continental cuisine			
EXERCISES:			
1. Appraising and drawing of cutlery, crockery, glassware and miscellaneous equipment. 2. Serviette folding. 3. Laying and relaying of tablecloth. 4. Cleaning, wiping and polishing of cutlery, crockery and glassware 5. Carrying glasses. 6. Manipulation of cutlery and crockery; service spoon and fork 7. Arrangement of sideboard. 8. Cover laying for Tabledhote menu. 9. Cover laying for Ala carte menu. 10. Receiving the guest, presenting the menu, taking orders. 11. French classical menu-courses with examples. 12. Menu compilation(five course French classical menu) 13. Service of courses of French classical menu			
Text Books:			
1.Dennis. R. Lillicrap and John. A. Cousins. Food and Beverage Service: Great Britain. ELBSPublishers.6 th Edition.2002.			
Reference Book			
1. JohnFuller. Modern Restaurant Service,A Manual For Students And Practitioners:Cheltenham. Stanley Thrones Publishers. 1 st Edition.1999. 2.Sudhir Andrews. Food And Beverage Service Training Manual: New Delhi.TataMcgraw Hill Publishers.4 th Edition.2004.			

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Show a basic skill on Hotel services.	K2
CO2	Construct knowledge of F&B Services	K6
CO3	Organize to lay the table for different types of service, and operate basic food service equipment.	K3
CO4	Plan different Menus.	K6
CO5	Create the Bills.	K6

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)							Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4	PSO5	
CO1	3	3	3	3	3	2	3	2	3	2	3	2	2.5
CO2	2	3	2	3	3	2	2	3	3	2	3	2	2.3
CO3	2	3	3	2	3	2	3	2	3	2	2	3	2.3
CO4	2	3	3	2	2	3	3	2	3	2	2	3	2.3
CO5	3	2	3	2	3	2	3	2	3	2	3	2	2.5
	Mean Overall Score												2.38
	Result												High

Course Name	PRINCIPLES OF MANAGEMENT		
Course Code	U2R3HMDSE2:2	Exam. Hrs.	Credit
Category	Discipline Specific Elective	3	4
Nature of Course	Employability / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			60
Course objectives			
1. To Make the students learn about the management techniques and objectives of an organization 2. To understand the administrative techniques			
UNIT I	Introduction to Management		12 Hours
<ul style="list-style-type: none"> ➤ Concept, Management Vs Administration – Nature – Function – Roles – Responsibilities – Levels of Management – Management skills. ➤ Development of Management thought: Evolution – Approaches – Apply management theory in practice. ➤ Managers & Environment: Concept: Environmental factors – Nature of Environment – Impact of Environment – Changing Indian business environment. ➤ Challenges: Globalization – Total quality management – Bench marking – Business process – Knowledge management approaches. ➤ Social Responsibility & Ethics: Objectives – Interest groups shareholders, employees, customers, government society – Making social responsibility operational – Approaches for measuring – Social audit – Social responsibility in India ➤ Business ethics-difference between B.E & social responsibility, Needs, Levels of business ethics & tools. 			
UNIT II	Planning		12 Hours
<ul style="list-style-type: none"> ➤ Fundamentals of planning, concepts, types – Planning premises – Barriers to effective planning – Planning in Indian organization – Fore casting. ➤ Organizational Plan: Objectives, Management by objectives, Strategy, Policy, Procedures, Methods, Rules, Programme & Budget. ➤ Decision Making: Concept- Decision making – Types – Process – Condition – Rationality – Difference between individual & group – Approaches – Techniques. ➤ Organizing: Fundamentals – Concept – Design – Form. Power & Authority: Concepts of power – Delegation of authority – Centralization & Decentralization – Authority – Description. ➤ Conflict & Co-ordination: International conflict – Intergroup conflict – Conflict resolution – Co-ordination – Types, Techniques. ➤ Organizational Change: Nature – Planned Change – Human response – Change agents. 			
UNIT III	Staffing		12 Hours
<ul style="list-style-type: none"> ➤ Fundamental: Concepts – H.R planning – Job analysis – Recruitment & selection – Placement & orientation. ➤ Employee Development & Performance Appraisal: Career development – Training & Development – Performance Appraisal – Methods – Barriers – Measures. 			
UNIT IV	Directing		12 Hours
<ul style="list-style-type: none"> ➤ Fundamental of directing: Concept – Principles – Supervision – Techniques – Directing & Human factor – Organizational Culture – Creating – Maintaining. 			

- Motivation: Concept – Theories – Motivational application – Designing – Job – Quality of work life – Job satisfaction – Morale building.
- Leadership: Concept – Leadership theories – Leadership styles – Inspirational approach to leadership – Transformational leadership.
- Communication: Concept – Communication symbols, Communication network, Direction of communication & low barrier to effective communication, Communication pattern.

UNIT V

Controlling

12 Hours

- Fundamental of controlling: Concept – Types, control areas – Design of effective control system essentials – Information system, types – Behavioural implementation of control.
- Control Techniques: Techniques – Budgetary control, control, B.E. analysis, responsibilities, internal audit, quality control, quality circle, Inventory control, PERT/CPM over all control techniques.
- Management Practices: Practices in USA, Japan, China – Curtine.
- Management Practices of Ratan Tata, Narayanamurthy, AzimPremji, Steve jobs, Bill Gates, Ambani.

Text Books:

1. Harold Koontz and Heinz Weihrich, Essentials of Management: An International and Leadership Perspective, McGraw Hill Education.
2. Stephen P Robbins and Madhushree Nanda Agrawal, Fundamentals of Management: Essential Concepts and Applications, Pearson Education.
3. Shashi K. Gupta, Principles of Management, Kalyani Publishers.

Reference Book:

1. George Terry, Principles of Management, Richard D. Irwin.
2. Newman, Summer, and Gilbert, Management, PHI.
3. James H. Donnelly, Fundamentals of Management, Pearson Education.
4. B.P. Singh and A.K.Singh, Essentials of Management, Excel Books.
5. Griffin, Management Principles and Application, Cengage Learning.
6. Peter F Drucker, Practice of Management, Mercury Books, London.

Web Resources:

1. <https://d3bxy9euw4e147.cloudfront.net/oscms-prodcms/media/documents/PrinciplesofManagement-OP.pdf>
2. <https://resources.saylor.org/wwwresources/archived/site/textbooks/Principles%20of%20Management.pdf>
3. https://elearning.uou.ac.in/pluginfile.php/43892/mod_page/content/6/PrinciplesofManagement-OP_ulIS5L6.pdf

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Acquire the basic knowledge on nature, scope and functions of management, types of plans and organization structure, units of command and direction, communication, span of control, delegation and decentralization	K1
CO2	Understanding the importance of planning methods, Principles of organization, techniques of control and communication in management	K2
CO3	Familiarize the concept with methods and types of plans, develop the concepts of departmentation, delegation, decentralization, MBO & MBE	K3
CO4	Analyze the need for motivation theories, leadership styles	K4
CO5	Evaluate the techniques in co-ordination & control	K5

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)							Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4	PSO5	
CO1	3	3	3	3	3	2	3	3	2	3	2	2	2.6
CO2	3	3	3	2	3	3	2	3	3	3	3	2	2.7
CO3	3	3	2	3	3	2	3	3	3	2	2	3	2.5
CO4	3	2	2	3	3	3	3	3	2	3	2	2	2.5
CO5	2	2	3	2	3	3	3	3	2	2	3	3	2.5
	Mean Overall Score												2.56
	Result												High

Non-Major Elective-II (Offered by the Department for Other Department Students)

Course Name	ROOMS DIVISION MANAGEMENT		
Course Code	U2R3HMSEC2:1	Exam. Hrs.	Credit
Category	Non-Major Elective	3	2
Nature of Course	Employability / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			30
Course objective			
1. To impart management skills in Basic Rooms Division Department.			
UNIT I	Introduction OfThe Hotel Industry		6 Hours
<ul style="list-style-type: none"> ➤ Classification Of Hotels, Rates And Meal Plans, Types Of Hotel Guest ➤ Organization Of The Front Office Department ➤ Equipment Used, Lay Out Of Front Office Department Duties And Responsibilities Of Front Office Staff ➤ Reservation And Registration ➤ Room Assignments ➤ Guest Folios ➤ Methods Of Payments 			
UNIT II	Functions Of Front Office		6 Hours
<ul style="list-style-type: none"> ➤ Accounting Systems ➤ Credit Controlling ➤ Methods Of Settlements ➤ Types Of Guest Folios ➤ Front Office Documents ➤ Security Functions ➤ Emergency Situations ➤ Safety Deposit Lockers 			
UNIT III	Front Office Procedures		6 Hours
<ul style="list-style-type: none"> ➤ Guest Service ➤ Guest Complaints ➤ Check Out Settlement ➤ Night Auditing ➤ Computer Applications ➤ Yield Management and Forecasting 			
UNIT IV	HousekeepingManagement		6 Hours
<ul style="list-style-type: none"> ➤ The Housekeeping Department ➤ Housekeeping In Hotels-Importance ➤ Coordination With Other Departments ➤ Types Of Rooms ➤ Classification Of Room Types ➤ Room Supplies ➤ Guest Amenities ➤ Cleaning Agents And Equipment 			
UNIT V	House Keeping Procedures		6 Hours
<ul style="list-style-type: none"> ➤ Bed Making ➤ Laundry Department ➤ Machinery Used InLaundry 			

<ul style="list-style-type: none"> ➤ Key and Key Control ➤ Pest Control ➤ Public Areas ➤ Supervision In Housekeeping ➤ Safety And Security
<p>Text Books:</p> <ol style="list-style-type: none"> 1. Front Office Management And Operations-Ismail,Ahmed 2. Hotel Front Office Management- Bardi,JamesA..
<p>Reference Book</p> <ol style="list-style-type: none"> 1. Hotel Front Office Operations and Management-RTewari 2. Hotel Housekeeping Operations Management-G-Raghubalan 3. Supervisory Housekeeping – Jean Kimbell.

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Label the various types of rooms.	K1
CO2	Build the guest cyclic process.	K6
CO3	Understand gust handling procedure.	K2
CO4	Develop the housekeeping personnel skills.	K3
CO5	Identify the types of pest.	K3

Course Name	BASICS OF COOKERY		
Course Code	U2R3HMSEC2:2	Exam. Hrs.	Credit
Category	Non-Major Elective	3	2
Nature of Course	Employability / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			30
Course objectives			
1. To gain the basic knowledge of cookery. 2. To impart knowledge on different textures in food. 3. To help the learner knows of storage and handling techniques of cereals / various food items. 4. To help learners describe various methods of cooking. 5. To help understand basic preparation/ classification of soups, stocks, etc.			
UNIT I	Introduction		6 Hours
<ul style="list-style-type: none"> ➤ Introduction ➤ History of Indian cuisine ➤ Kitchen organization structure ➤ Personal hygiene (ICT) ➤ Aims & Objectives of cooking 			
UNIT II	Raw Materials		6 Hours
<ul style="list-style-type: none"> ➤ Salt ➤ Sugar ➤ Cereals ➤ Pulses ➤ Milk & Milk products <li style="padding-left: 20px;">Varieties& Storage with their uses ➤ Names of ingredients in English &Hindi 			
UNIT III	Methods of Cooking		6 Hours
<ul style="list-style-type: none"> ➤ Traditional methods of cooking ➤ Other modern methods of cooking ➤ Reheating of food ➤ Texture 			
UNIT IV	Basic Preparation		6 Hours
<ul style="list-style-type: none"> ➤ Stock ➤ Salad (ICT) ➤ Soup ➤ Sauces <li style="padding-left: 20px;">Introduction, Preparation & Classification 			
UNIT V	Menu		6 Hours
<ul style="list-style-type: none"> ➤ Definition ➤ Types ➤ Menu planning 			
Text Books:			
1. Theory of Cookery – Krishna Arora (Frank Bros. & Co., New Delhi)- 2. Modern Cookery for Teaching and Trade – Vol. I & II –Thangam E. Philip (Orient Longman Publications) 3. Practical Cookery – Kinton and Ceserani (ELBS Publications)			
Reference Book:			
1. The Theory of Catering – Kinton and Ceserani (ELBS Publications) 2. International Cuisine Food Production Management – ParvinderS.Bali (10 th Impression 2018)			

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Relate with the personal hygiene.	K1
CO2	Identify the cereals and pulses.	K3
CO3	Evaluate the various textures of food items.	K5
CO4	Outline the classification soups, sauces and stocks.	K2
CO5	Compile menu and handle menu planning.	K6

Course Name	FRONT OFFICE MANAGEMENT		
Course Code	U2R3HMSEC2:3	Exam. Hrs.	Credit
Category	Non-Major Elective	3	2
Nature of Course	Employability / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			30
Course objectives			
1. To give learners a basic knowledge on various front office operations 2. To inform them about the evolution of the hospitality industry. 3. To give learners a fair knowledge of dealing with guest before arrival. 4. To help them acquire telephone etiquette. 5. To help them know the facilities in hotels and their techniques of marketing.			
UNIT I	Introduction to Front office		5 Hours
➤ Introduction to Hotel Industry ➤ Importance of Front Office Management in Hotel ➤ Types of rooms (ICT) ➤ Organizational layout of Front Office.			
UNIT II	Areas of Front office		5 Hours
➤ Front Office department in other Hospitality industries ➤ Qualities of a Front Office Staff ➤ Front Office Co - ordination with other departments.			
UNIT III	Guest Contacts		6 Hours
➤ Dealing with guest before arrival ➤ Arrival – During Stay – Attending the Enquiries – Checkout			
UNIT IV	Telephone Mannerisms		7 Hours
➤ Qualities – of good telephone operator ➤ Telephone Etiquettes ➤ Guest mail Handling procedure (ICT) ➤ Wake-up call procedure ➤ Various types of telephone equipments – Voice mail.			
UNIT V	Qualities of a Good Receptionist		7 Hours
➤ Importance of eye contact ➤ Front office salesmanship ➤ Knowledge of facilities in hotels ➤ Merchandising ➤ Communication techniques.			
Text Books:			
1. Hotel Front Office Management – James A. Bardi 2. Front Office Management - S.K. Bharnagar 3. Hotel Front office – JataShankar R. Tewari			
Reference Book:			
1. Front Office Management training manual – Sudhir Andrews			
Course Outcomes			K Level
After completion of the course the student will be able to			
CO1	Label the various types of rooms.		K1
CO2	Create a feasible working environment with other department staff.		K6
CO3	Build the guest cyclic process.		K6
CO4	Understand gust handling procedure.		K2
CO5	Improve the qualities for front office staff.		K6

Course Name	ACCOMMODATION OPERATIONS - I		
Course Code	U2R3HMSEC3	Exam. Hrs.	Credit
Category	Skill Enhancement Course	3	2
Nature of Course	Employability / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			30
Course objectives			
1. To learn the importance of housekeeping. 2. To know the functions of a housekeeping control desk. 3. To understand the skills on cleaning methods. 4. To train their students in handling laundry equipment's. 5. To gain the knowledge on various pest control methods.			
UNIT I	Introduction to Housekeeping Department		6 Hours
<ul style="list-style-type: none"> ➤ Importance of Housekeeping ➤ Responsibilities of Housekeeping Department ➤ Organizational Structure ➤ Housekeeping Personnel ➤ Personal Attributes of Housekeeping Staff ➤ Layout of the Department ➤ Coordination with Other Departments 			
UNIT II	Housekeeping Control Desk		6 Hours
<ul style="list-style-type: none"> ➤ Forms, Formats, Records, and Registers ➤ Coordination with Other Departments ➤ Handling Telephone Calls ➤ Paging Systems and Methods ➤ Handling Difficult Situations ➤ Handling Room Transfers ➤ Lost-and-found Articles (ICT) 			
UNIT III	Housekeeping Inventories		6 Hours
<ul style="list-style-type: none"> ➤ Cleaning Equipment ➤ Cleaning Agents ➤ Guest Supplies ➤ Cleaning Guestrooms <ul style="list-style-type: none"> Types of Soil Nature of Soil The Standard Cleaning The Science of Cleaning The Cleaning Process ➤ Cleaning Public Areas (Entrances, Lobbies, Front Desk, Elevators, Staircases, Guest Corridors, Public Restrooms, Banquet Halls, Dining Rooms, Leisure Areas) 			
UNIT IV	Linen and Laundry operations		6 Hours
<ul style="list-style-type: none"> ➤ The Linen and Uniform Room ➤ Storage of Linen ➤ Linen Exchange ➤ Par Stock ➤ Linen Control ➤ Linen Quality and Life Span ➤ Discards and Their Reuse ➤ The Laundry 			

<ul style="list-style-type: none"> ➤ Laundry Equipment (ICT) ➤ Laundry Agents or Aids ➤ The Laundry Process ➤ Stain Removal ➤ Dry-Cleaning ➤ Handling Guest Laundry 		
UNIT V	Pest Control and Waste Disposal	4 Hours
<ul style="list-style-type: none"> ➤ Pest Control <ul style="list-style-type: none"> Types of Pests Pest Control Goals Threshold Levels ➤ Common Pests and Their Control ➤ (Bed bugs, Beetles, Silverfish, Cockroaches, Fleas, Lice, Moths, Ants, Flies, Mosquitoes, Mice and rats) ➤ Integrated Pest Management ➤ Methods of Pest Control ➤ Avoiding the Harmful Effects of Pest Control ➤ Waste Disposal 		
Text Books:		
1. Hotel Housekeeping Operations and Management – Second Edition – G.RaghuBalan		
Reference Book		
1. Hotel ,Hostel & Hospital housekeeping – Joan C.Branson& Margaret Lennox		
2. Hotel Housekeeping A Training Manual – Sudhir Andrews ari		

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Develop the housekeeping personnel skills.	K3
CO2	Identify the lost and found articles.	K3
CO3	Improve the knowledge about cleaning agents.	K6
CO4	Classify the various types of linen and uniform.	K2
CO5	Identify the types of pest.	K3

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)							Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PSO1	PSO2	PSO3	PSO4	PSO5	
CO1	3	3	3	3	3	2	3	3	2	3	2	2	2.6
CO2	3	3	3	2	3	3	2	3	3	2	2	2	2.6
CO3	3	3	2	3	3	2	3	3	3	2	2	3	2.5
CO4	3	2	2	3	3	3	3	3	3	3	2	3	2.7
CO5	2	2	3	2	2	3	2	3	2	2	3	3	2.4
	Mean Overall Score												2.56
	Result												High