

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)
(Re-Accredited by NAAC with "B⁺⁺" Grade - Fourth Cycle)
Sivapuram Post, Pudukkottai – 622 422

B.Sc Hotel Management and Catering Science

Proposed Course Structure based on TANSCHÉ and UGC - LOCF

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

FIRST YEAR									
I SEMESTER									
Se m	Pa rt	Course Code	Course Title	Hrs/ Wee k	Cred it	Exam Hrs	Marks		
							Int.	Ex t.	Tot al
I	I	U1R3TL1/ HMHL1/FL1	Language - I (Tamil-I / Hotel Hindi-I / French-I)	6	3	3	25	75	100
	II	U1R3EL1	Language – II (English)	6	3	3	25	75	100
	III	U1R3HMCC1	Food Production& Patisserie – I	5	5	3	25	75	100
		UIR3HMCC2P	Food Production& Patisserie Practical - I	5	5	5	40	60	100
		U1R3HMDSE1:1	Food and Beverage Service – I	4	3	3	25	75	100
		U1R3HMDSE1:2	Organisational Behaviour						
	IV	U1R3HMSEC1 (NME)	To be opted from other Department	2	2	3	25	75	100
		U1R3HMFC	Introduction to Hotel Industry	2	2	3	25	75	100
Total				30	23	-	-	-	700
II SEMESTER									
II	I	U2R3TL2/ HMHL2/FL2	Language - I (Tamil-II/Hotel Hindi-II /French-II)	6	3	3	25	75	100
	II	U2R3EL2	Language - II (English)	6	3	3	25	75	100
	III	U2R3HMCC3	Front office Operations - I	5	5	3	25	75	100
		U2R3HMCC4P	Practical II – Food Production & Patisserie - II	5	5	5	40	60	100
		U2R3HMDSE 2:1P	Food and Beverage Service Practical - I	4	3	3	40	60	100
		U2R3HMDSE 2:2	Principles of Management				25	75	
	IV	U2R3HMSEC2 (NME2)	To be opted from other Department	2	2	3	25	75	100
		U2R3HMSEC 3:1	Accommodation Operations - I	2	2	3	25	75	100
	Total				30	23	-	-	-

SECOND YEAR

III SEMESTER

III	I	U3R3TL3/ HHL3/FL3	Language - I (Tamil-III / Hotel Hindi-III / French-III)	6	3	3	25	75	100
	II	U3R3EL3	Language – III (English-III)	6	3	3	25	75	100
	III	U3R3HMCC5	Food Production & Patisserie – II	5	5	3	25	75	100
		U3R3HMCC6P	Food Production & Patisserie Practical - III	5	5	5	40	60	100
		U3R3HMDSE3:1	Food and Beverage Service - II	3	3	3	25	75	100
		U3R3HMDSE3:2	Tourism in India						
		IV	U3R3HMSEC4:1P	Accommodation operations Practical-I	3	2	3	40	60
	U3R3HMSEC4:2		Airport Formalities	25				75	
	U3R3VE		Value education	2	2	3	25	75	100
Total				30	23	-	-	-	700

SECOND YEAR

IV SEMESTER

IV	I	U4R3TL4/ HHL4/FL4	Language - I (Tamil-IV/Hotel Hindi-IV /French-IV)	5	3	3	25	75	100
	II	U4R3EL4	Language - II (English-IV)	5	3	3	25	75	100
	III	U4R3HMCC7	Food Processing & Preservation	5	5	3	25	75	100
		U4R3HMCC8P	Practical IV – Front office Management Practical	5	5	3	40	60	100
		U4R3HMDSE4:1P	Food and Beverage Service Practical - II	4	3	3	40	60	100
		U4R3HMDSE4:2	Hotel Engineering				25	75	
	IV	U4R3HMSEC5:1	Accommodation Operations - II	2	2	3	25	75	100
		U4R3HMSEC5:2	E-Tourism						
		U4R3HMSEC 6:1P	Accommodation Operations Practical- II	2	2	3	40	60	100
		U4R3HMSEC 6:2	Destination Management				25	75	
		U4R3ES	Environmental Studies	2	2	3	25	75	100
Total				30	25	-	-	-	800

THIRD YEAR									
V SEMESTER									
V	III	U5R3HMCC9	Tourism and Travel Management	6	5	3	25	75	100
		U5R3HMCC10	Bakery and Confectionery	6	4	3	25	75	100
		U5R3HMCC11	Accounts for Hotel Management	6	4	3	25	75	100
		U5R3HMCC12P	Bakery and Confectionery Practical	5	4	5	40	60	100
		U5R3HMDSE5:1	Food and Beverage Service - III	3	3	3	25	75	100
		U5R3HMDSE 5:2	Typology of Tourism						
		U5R3HMDSE6:1P	Food and Beverage Service Practical- III	3	3	3	40	60	100
		U5R3HMDSE 6:2	Travel Agency and Tour operations Management				25	75	
		U5R3HMINT	Internship	-	2	-	-	-	100
Total				30	25	-	-	-	700
THIRD YEAR									
VI SEMESTER									
VI	III	U6R3HMCC13	Front office Operations - II	5	4	3	25	75	100
		U6R3HMCC14P	Food Production& Patisserie Practical IV	5	4	5	40	60	100
		U6R3HMCC15PW	Project Work	5	4	-	-	-	100
		U6R3HMDSE7:1	Hotel Marketing	5	3	3	25	75	100
		U6R3HMDSE7:2	Airfares and Airlines Management						
		U6R3HMDSE8:1	Entrepreneurial Development	5	3	3	25	75	100
		U6R3HMDSE8:2	Tourism Principles, Policies and Practices						
	IV	U6R3HMSEC7:1	Human Resource Management	3	2	3	25	75	100
		U6R3HMSEC7:2	Customer Relationship Management						
		U6R3GS	Gender Studies	2	1	3	25	75	100
-		Extension activities	-	1	-	-	-	-	
Total				30	22	-	-	-	700
Grand Total					141				4300

CC- Core Course, DSE – Discipline Specific Elective, SEC – Skill Enhancement Courses, P – Practical

CIA Passing Minimum = 10, Ext. Passing Minimum = 30, Aggregate Mark for a Pass = 50

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)

Course Name	FOOD PRODUCTION & 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	Origin of Cooking		15 Hours
➤ 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	Kitchen Equipments and Tools		15 Hours
➤ 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		15 Hours
➤ Various Fuels Used In the Kitchen– Advantages and Disadvantages Transfer of Heat to Food ➤ 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; Recipe for Basic Sauces; Derivatives of Mother Sauces. Miscellaneous Sauces ➤ Soups ➤ Meat cookery (egg, poultry, fish, lamb, beef, pork etc.)			
UNIT IV	Kitchen Organization		15 Hours
➤ Classical Brigade Of A Kitchen Of 5 Star Hotel; DutiesAnd 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		15 Hours
➤ 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: New Delhi. Frank Bros. And CoPublishers. 4th Edition 2001
2. Thangam .E. Philip. Modern Cookery For Teaching And Trade (Volume I): New Delhi. Orient Longman Publishers.5th Edition. 2003

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| <p>Reference Book</p> <ol style="list-style-type: none"> 1. Ronald Kinton, Victor Caserani And David Fosket, Theory Of Catering: London. ELST Publishers.9th Edition. 2005. 2. Roy Hayter. Safety In Catering: London. Macmillan Publishers. 4th Edition.1994 |
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1. Ronald Kinton, Victor Caserani And David Fosket, Theory Of Catering: London. ELST Publishers.9th Edition. 2005.
2. Roy Hayter. Safety In Catering: London. Macmillan Publishers. 4th Edition.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	FOOD PRODUCTION& PATISSERIE PRACTICAL - I		
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			
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
➤ 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
➤ ChettinadUrulaiVaruval Sambar Rasam Steam Rice SemiyaPayasam ➤ Puli Satham Sambar Satham ElumbitchaiSatham ThengaiSatham ThairSatham			
UNIT III	Chettinad Delight		15 Hours
➤ KalandhakkaiPeratal ChettinadKeeraiMasiyal KozhiVellaiKurma Satham Ukkarai ➤ Aattukkal Soup Chettinad Chicken Biriyani ThayirPatchadi KathirikkaiSalna Kasi Halwa			
UNIT IV	Tamilnadu Vazhai Elai Parimatram		15 Hours
➤ Poriyal Thovaiyal Podi Varthakozhambu Koottu			

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			
1. To Study About The Types Of Catering Establishment And The AttributesOf Food And Beverage Service Personnel 2. To Gain Basic Knowledge On The Equipment, Menu And Skills NecessaryFor Food And Beverage Service			
UNIT I	Introduction		12 Hours
➤ 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
➤ 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
➤ Types of Menu ➤ Origin of Menu ➤ Table d’ Hote Menu ➤ A la Carte Menu ➤ FrenchClassical 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
➤ 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
➤ 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.			

1.Dennis. R. Lillicrap and John. A. Cousins. Food and Beverage Service: Great Britain. ELBS Publishers.6th Edition.2002.

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

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

Course Outcome s (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

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
➤ 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
➤ 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
➤ Importance of Front Office ➤ 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		6 Hours
➤ 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
➤ 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. TataMcgraw 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			
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
➤ Introduction ➤ Definition ➤ General Impacts ➤ Typology of tourism impacts ➤ Source of tourism information ➤ Tourism organization			
UNIT II	Tourism Business		6 Hours
➤ Introduction. ➤ Travel and hospitality terminologies. ➤ Activities in a travel agency. ➤ Documentation for travel. (ICT)			
UNIT III	Tourism Products		6 Hours
➤ 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
➤ 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
➤ Fair and festivals kumbha, Ardhakumbha, Pushkar, Mahashivratri,Gangasagar,PandharpurVari, DhammachakraPravartana Divas , ➤ International trade fair ,Marba, Ram Navami, GangaurTija.			
Text Books: 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: 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 BAKERY		
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
➤ Aims & Objectives of baking ➤ Equipments used in Bakeries (ICT) ➤ Oven			
UNIT II	Yeast Dough Products		6 Hours
➤ 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
➤ Types of pastry ➤ Cake making methods ➤ Function of raw materials			
UNIT IV	Icing & Oven temperature		6 Hours
➤ Introduction ➤ Icing (ICT) ➤ Oven temperature			
UNIT V	Secondary Products of Bakery		6 Hours
➤ 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 – ParvinderS.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			
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
➤ 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
➤ 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
➤ 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
➤ 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
➤ 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:			
1. Food Production operations – ParvinderS.Bali (Second Edition) - 11 th 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:			
1. Front Office Management training manual – Sudhir Andrews			

Semester II

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			
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
➤ 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
➤ 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
➤ 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
➤ 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
➤ 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 Name	FOOD PRODUCTION & PATISSERIE PRACTICAL - 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			
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
➤ 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
➤ 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
➤ BhajaMuger Dhal Baingan Bhaja Ghee Bhat Macher Johl Gulab Jamun. ➤ Masala Bhat Chappati Chicken Kholapuri Coconut Poli.			
UNIT IV	Goan and Rajasthan		15 Hours
➤ 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 Outcome s (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	U2R3HMDSE2:1P	Exam. Hrs.	Credit
Category	Discipline Specific Elective	3	3
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 table cloth. 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 Table d hote menu. 9. Cover laying for A la 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. ELBS Publishers. 6th Edition. 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. Tata Mcgraw Hill Publishers. 4th 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 Outcome s (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

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

Non-Major Elective II (Offered by the Department for Other Department Students)		ROOMS DIVISION MANAGEMENT	
Course Name			
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 Of The Hotel Industry		6 Hours
➤ 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
➤ 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
➤ Guest Service ➤ Guest Complaints ➤ Check Out Settlement ➤ Night Auditing ➤ Computer Applications ➤ Yield Management and Forecasting			
UNIT IV	Housekeeping Management		6 Hours
➤ 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
➤ Bed Making ➤ Laundry Department ➤ Machinery Used In Laundry ➤ Key and Key Control ➤ Pest Control			

➤ Public Areas ➤ Supervision In Housekeeping ➤ Safety And Security
Text Books: 1. Front Office Management And Operations-Ismail, Ahmed 2. Hotel Front Office Management- Bardi, James A..
Reference Book 1. Hotel Front Office Operations and Management-R Tewari 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 guest 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
➤ Introduction ➤ History of Indian cuisine ➤ Kitchen organization structure ➤ Personal hygiene (ICT) ➤ Aims & Objectives of cooking			
UNIT II	Raw Materials		6 Hours
➤ Salt ➤ Sugar ➤ Cereals ➤ Pulses ➤ Milk & Milk products - Varieties& Storage with their uses ➤ Names of ingredients in English &Hindi			
UNIT III	Methods of Cooking		6 Hours
➤ Traditional methods of cooking ➤ Other modern methods of cooking ➤ Reheating of food ➤ Texture			
UNIT IV	Basic Preparation		6 Hours
➤ Stock ➤ Salad (ICT) ➤ Soup ➤ Sauces - Introduction, Preparation & Classification			
UNIT V	Menu		6 Hours
➤ 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	U2R3HMSEC3:1	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
➤ 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
➤ 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
➤ Cleaning Equipment ➤ Cleaning Agents ➤ Guest Supplies ➤ Cleaning Guestrooms 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
➤ 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			

Semester III

Course Name	FOOD PRODUCTION & PATISSERIE - II		
Course Code	U3R3HMCC5	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 enable the students to know about different types of starters to main dishes. 2. To help student’s knowledge on European cuisine. 3. To train the students in Western cuisine. 4. To aware the students knowledge in Oriental cuisine. 5. To enable the learners to prepare cake.			
UNIT I	Starters and Farinaceous Dishes		15 Hours
Appetizers – Description of various types of appetizers, appetizer varieties with example. Appetizers froid and chaud. Salads – Classification (Simple or Plain, Compound) and its basic parts--Fruit based, Vegetable based, Meat based and fish based.(ICT) Rice – History, Methods of Cooking, Dishes (Recipes) Pasta – History, Types, Preparation, Dishes (Recipes) Budgetary control - Definition, Control of waste, Kitchen control			
UNIT II	European Cuisine		15 Hours
French Cuisine – Geographical regions, Popular ingredients, Specialty cuisines, Equipments used Cuisines of the UK– Geographical regions, Popular ingredients, Specialty cuisines Scandinavian cuisine- Geographical regions, Popular ingredients, Specialty cuisines German cuisine- Geographical regions, Popular ingredients, Specialty cuisines			
UNIT III	Western Cuisine		15 Hours
Italian Cuisine – Popular ingredients, Special equipments, Special dishes Mediterranean Cuisine – Seasonal availability Lebanese Cuisine, Greek, Spanish – Special ingredients, Special dishes Mexican cuisine - Popular ingredients, Special equipments, Special dishes			
UNIT IV	Oriental Cuisine		15 Hours
Chinese Cuisine – Cooking styles, Ingredients, Specialty dishes, Equipments Japanese Cuisine – Cooking styles, Ingredients, Specialty dishes, Equipments Thai cuisine - Ingredients, Specialty dishes, Equipments			
UNIT V	Cake Decoration and Bakery Hygiene		15 Hours
Cake Decoration - Birthday cake, Wedding cake, Wedding dummy, Plum cake (ICT) Hygiene – Personal hygiene, Bakery hygiene, Cleaning of Bakery equipments			
Text Books:			
1. Theory of cookery – Krishna Arora (Frank Bros. & Co., New Delhi) 2. The Theory of Catering – Kinton and Ceserani (ELBS Publications) 3. Theory of Cookery – ParvinderS.Bali (Third Impression 2018)			
Reference Book:			
1. Modern Cookery for Teaching and trade – vol I & II – Thangam E.Philip (Orient Longman Publications)			

Course Name	FOOD PRODUCTION & PATISSERIE PRACTICAL- III		
Course Code	U3R3HMCC6P	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			
1. To train the students in Continental cuisine. 2. To enable them to know the preparation of Stocks, Sauces and Soups. 3. To expose them different preparation methods of Salads. 4. To make students know the mode of preparation famous Continental dishes. 5. To understand the Characteristics of Continental dishes.			
UNIT I	Stocks and Sauces		15 Hours
Stock(ICT) Mother Sauces And Derivatives(Dishes Will Be Shown From Sauces) Pasta Varieties Egg Preparations			
UNIT II	Western		15 Hours
Potato Fritters Grilled Fish with Lemon Butter Sauce Buttered Green Peas Garlic Mash Potato Cheese Croquettes Coq Au Vin Grilled Zucchini ConfiquePomme			
UNIT III	Poland		15 Hours
Fish Skewers Chicken Provencal Buttered Saute Vegetables Potato Souffles Herbed Chicken Fingers Vegetable Basquaise Cauliflower Polonaise Parsley Rice			
UNIT IV	France		15 Hours
Mushroom Cheese Nuggets Beef Steak with Mustard Cream Sauce Grilled Legumes Garlic Rice Bouillabaisse Beef Stroganoff Grilled Peppers Butter Rice French Onion Soup Poulet Saute Chasseur Corn on the Cob Tossed Herb Potatoes			
UNIT V	Gardemanger		15 Hours

Course Name	FOOD AND BEVERAGE SERVICE II		
Course Code	U3R3HMDSE3:1	Exam. Hrs.	Credit
Category	Discipline Specific Elective Course	3	3
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			45
Course objectives			
1. To develop the knowledge on alcoholic and non-alcoholic beverages. 2. To understand the methods of making various non-alcoholic beverages. 3. To make sure the students on various production methods of cocktails. 4. To understand Tobacco and Making of Cocktails. 5. To enable to maintain various registers.			
UNIT I	Introduction to Beverages		10 Hours
Definition Classification Significance NON-ALCOHOLIC BEVERAGE Classification (Nourishing, Stimulating and Refreshing Beverage) A. Tea (Origin, Manufacture, Types and Brands) B. Coffee (Origin, Manufacture, Types and Brands) C. Juices and Soft Drinks D. Cocoa & Malted Beverage (Origin and Manufacture) WINES Definition Classification Grape varieties Production of table wine (ICT) Service and storage Wines of France SPARKLING WINES Methods of producing sparkling wines Champagne - production and its significance Service and storage FORTIFIED WINES Sherry Port Madeira Marsala			
UNIT II	Spirits		10 Hours
Definition Distillation - Pot still & Patent still Different spirits a) Brandy b) Whisky c) Gin d) Vodka e) Rum (Production, Types,Service and Storage) Other Spirits Aperitifs and Liqueurs a) Definition b) Production c) Service and storage			
UNIT III	Beer		8 Hours
Definition Production (ICT) Types of beer Service and storage			

UNIT IV	Cocktails and Tobacco	9 Hours
Definition History Methods of mixing cocktails Food and Wine Harmony World famous cocktails Cigarettes History Types and Brand Name Cigars - Shapes, Sizes, Colour and Brand Name		
UNIT V	Bar and Beverage Control	8 Hours
BAR Lay out Types of bar Proof system BEVERAGE CONTROL MEASURES Allocation Bar ledger Indent, receipt, and issue of liquors Cellar maintenance Different measures (ounces) Legal points		
Text Books: 1. Food & Beverage service – Lillicrap & John cousins 2. Food & Beverage Service training manual- Sudhir Andrews 3. Food & Beverage service – Vijay Dhawan		
Reference Book 1. Food and Beverage Service – R. Singaravelan (Third Impression 2017)		
Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Evaluate the relationships of food and beverage.	K5
CO2	Determine the procedures of making wine and spirits.	K5
CO3	Develop the knowledge of different wines, alcoholic beverages.	K6
CO4	Assess the manufacturing process of Tobacco and Cocktails	K5
CO5	Make up different types of cocktails.	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	3	3	3	3	3	2	3	2.9
CO2	3	2	3	3	3	3	2	3	3	3	2	2	2.6
CO3	3	2	3	3	3	3	2	2	3	2	3	2	2.5
CO4	3	2	3	3	3	3	2	2	3	2	3	3	2.6
CO5	3	2	3	3	3	3	2	2	3	2	3	3	2.6
	Mean Overall Score												2.64
	Result												High

Course Name	TOURISM IN INDIA		
Course Code	U3R3HMDSE3:2	Exam. Hrs.	Credit
Category	Discipline Specific Elective	3	3
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			45
Course objectives			
1.To gain in-depth knowledge on various tourist destinations. 2.To receive an information various Government tourist organization. 3.To learn the importance of Wild and Tribal life. 4.To gain the knowledge on various resorts located in India. 5.To know the Fairs and festivals celebrated in India.			
UNIT I	Introduction		10 Hours
➤ Introduction to travel and tourism – meaning – nature – definitions – basic components – elements – domestic tourism – international tourism – future of tourism – technology and tourism. (ICT) ➤ History of travel and tourism – travel steps in the evolution modern tourist travel for trade and commerce – religious purpose – seeking knowledge – paid holidays – mass tourism. ➤ The advent of steam age, impact of industrial revolution, rail transport, sea transport, development of sea side resorts, the auto mobiles, air travel, causes of rapid growth – post second world war period			
UNIT II	Tourism in India		10 Hours
➤ Tourism in India – sergeant committee – formation of Ministry of Tourism, Department of tourism (ICT) ➤ Tourism information offices in India, its functions, tourism offices overseas – its functions, criteria for opening overseas offices ➤ Role and functions of ITDC. State level Tourism Development Corporation.			
UNIT III	Wild and Tribal Life of India		8 Hours
➤ Wild and Tribal Life : Alwar, Jim Corbett, National Park, KanhaKisali, Kaziranga, Bharatpur, Sawai Madhopur, Tadoba, Melghat, Navegaon-Nagzira, Ranthambor, Chilka Lake, Bandipur, Bandogarh, Gir, Sundarban			
UNIT IV	Resorts and Beaches		8 Hours
➤ Resorts and Beaches : Musssorie, Shimla, Darjeeling, Ooty, Kodaikanal, Panji, Bhubaneswar Mahabalipuram ,Kovalam beach, Kulumanali			
UNIT V	Fairs and Festivals		9 Hours
➤ Fair and Festivals : Kumbha, Ardhakumbha, Pushkar, Mahashivratri, Gangasagar, PandharpurVari, DhammachakraPravartanaDivasa, Internationa Trade Fair, Marba, Ramnavami, Gangaur, Tija			
Text Books: 1.Acharya, Ram, Tourism & Cultural Heritage of India 2.A.S.I., Archaeological Remains, Monuments and Museums 3.Bhatia, T. K., Tourism in India 4.Bhardwaj, S. M., Hindu Places of Pilgrimage in India			
Reference Book: 1. Kaul, S. N., Tourist India and most Comprehensive Guide. 2. Kaur & D. R. Singh, India Plan your own Holidays. 3. Sheshadre, B., India’s Wild Life and Tribal Life 4. Tajvir Singh, Jagdish, Studies in Tourism, Wild Life Parks and Conservation			

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Explain the History of travel and tourism.	K2
CO2	Outline the functions of ITDC.	K2
CO3	List out the various National parks in India.	K4
CO4	Tell the famous beaches located in India.	K1
CO5	Familiarize the various Fairs and Festivals.	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	2	2	3	2	2	2	2	2	2	2	2	2	2.0
CO2	2	1	2	2	1	2	2	3	2	2	2	2	1.9
CO3	2	1	2	2	1	2	2	2	2	1	2	2	1.7
CO4	3	2	3	2	2	2	2	2	3	2	2	3	2.3
CO5	2	2	2	2	2	3	2	2	3	2	2	3	2.2

Course Name	ACCOMMODATION OPERATIONS PRACTICAL - I		
Course Code	U3R3HMSEC4:1P	Exam. Hrs.	Credit
Category	Skill Enhancement Course	3	2
Nature of Course	Employability / Skill Development		
Maximum Marks	100	EXT: 60	CIA:40
Passing Minimum	40	26	16
Total Instruction Hours			30
Course objectives			
1. To enable the students to understand the types of cleaning equipment. 2. To learn the selection of cleaning agents. 3. To understand the guest room cleaning procedure. 4. To learn the types of linen. 5. To gain the knowledge of laundry equipment.			
UNIT I	Cleaning Equipment and Cleaning Methods		6 Hours
➤ Selection and Storage of equipment – Types – Use and Maintenance.(ICT) ➤ Cleaning Methods – Floors, Metals, Furniture, Ceilings & Walls, Windows and Carpets. (ICT)			
UNIT II	Cleaning Agents		6 Hours
➤ Selection of Cleaning Agents –Common cleaning agents –Liquid cleaning agents –Acids – Washing soda –Soaps, Powders, Flakes – Non-chemical cleaning agents.			
UNIT III	Guest Room Cleaning Procedure		6 Hours
➤ Layout – Procedure for checking room – Room cleaning – Bed making –Bathroom cleaning – Guest supplies.			
UNIT IV	Linen And Uniform Rooms		6 Hours
➤ Layout of linen room – Storage – Equipment – Types of linen –Exchange of linen –Discard linen. ➤ Uniform room equipment and accessories –Types –Uniform exchange procedure –Par stocks – Inventory control –Stock-taking.			
UNIT V	Laundry Services		6 Hours
➤ Organisation – laundry equipment – laundry process flow – Stain removal –Valet service.			
Text Books:			
1. Hotel Housekeeping Operations and Management – Second Edition – G.Raghu Balan			
Reference Book			
1. Hotel ,Hostel& Hospital housekeeping – Joan C.Branson& Margaret Lennox			

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Select cleaning equipment.	K3
CO2	Classify the cleaning agents.	K4
CO3	Make the bed.	K3
CO4	List out the various types of linen.	K4
CO5	Identify the stain.	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	2	2	2	2	2	2	3	3	3	3	2	2	2.3
CO2	3	3	3	2	2	2	3	3	3	3	3	2	2.6
CO3	3	3	3	2	2	3	3	3	3	3	2	2	2.6
CO4	3	3	3	2	2	3	3	3	3	3	2	2	2.6
CO5	3	3	3	3	2	2	2	3	3	3	2	2	2.5
	Mean Overall Score												2.52
	Result												High

Course Name	AIRPORT FORMALITIES		
Course Code	U3R3HMSEC4:2	Exam. Hrs.	Credit
Category	Skill Enhancement Course	3	2
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			30
Course objectives			
1. To Understand the basic functions of CRS 2. To familiarize the basic of air formalities. 3. To learn the importance of Airport services. 4. To know the baggage rules in the Airport. 5. To aware of travel insurance and other health related issues in Air travel.			
UNIT I	CRS		7 Hours
➤ Introduction to Airline and Airports ➤ Computer Reservation System (CRS) ➤ Global Distribution System (GDS) ➤ Common Air Transport Terms			
UNIT II	Departure / Arrival formalities		5 Hours
➤ Airport Terminals ➤ Departure / Arrival Formalities ➤ Transit Areas ➤ Security Check			
UNIT III	Airline and Airport services		6 Hours
➤ Classes of service ➤ In-flight services ➤ Immigration and Passport control ➤ VISA and its types ➤ Baggage Claim ➤ Customs Clearances			
UNIT IV	Baggage relates Procedures		6 Hours
➤ Special passengers ➤ Baggage ➤ Free Baggage Allowance ➤ Special Charges ➤ List of prohibited items			
UNIT V	Insurance		6 Hours
➤ Health Certificates ➤ Insurance ➤ Currency Regulations ➤ Phonetic Alphabets ➤ Airport Two letter Codes ➤ Airline Three letter codes			
Text Books: 1. International Tourism Management- K.P.Jha, New Delhi, ALP Books			
Reference Book: 1. IATA Foundation Course Modules 2. Official Airline Guides			

Semester - IV

Course Name	FOOD PROCESSING & PRESERVATION		
Course Code	U4R3HMCC7	Exam. Hrs.	Credit
Category	Core Course	3	5
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			75
Course objectives			
1. To learn the fundamental concepts in Food preservation. 2. To introduce students to the skills needed in Food Preservation. 3. To gain knowledge on the properties & composition of different foods. 4. To develop skills in the food processing equipments. 5. To know the principles and methods involved in the processing of foods.			
UNIT I	Preservation		15 Hours
➤ Introduction of Canning and Preservation–Definition–Basic Principles of Fruit and Vegetables ➤ Preservation–Factors Responsible for Spoilage of Fruits and Vegetables – Action of Enzymes–Growth of Microorganisms. ➤ Types and Methods of Preserving - Dehydration, Heat Processing, Preservation with Salt, Preservation with Sugar, Vinegar, Deep Freezing and Chemical Preservation.			
UNIT II	Preparation and Preservation		15 Hours
➤ Production and Preservation of fruits and vegetable juices ➤ Preparation of Jam, Jelly, Marmalade, Pickles, Vinegar and Tomato Products ➤ Freezing, Canning and Drying.			
UNIT III	Canning		15 Hours
➤ Canning - Definition– Methods and Types- ➤ The Basics of Canning–General ➤ Canning – Canning low acid foods - Objectives and Techniques of food preservation and Canning classification.			
UNIT IV	Preparation and Packaging		15 Hours
➤ Introduction and Definition of Preparation and Packaging system – Preparation of Fruit Beverages and Preservation of Squash, Crush, Juices and Cordial Syrup. ➤ Preparation of Juice, Sauce, Soup and Ketchup. ➤ Preparation of milk Products Khoa, Rabri, Paneer, Kulfi, and Cheese.			
UNIT V	Packaging Techniques		15 Hours
➤ Packaging Techniques and Various Types ➤ Scope for new types of Containers and Packaging Materials ➤ Packaging Equipments and Machinery ➤ Methods and Types of Packaging ➤ Selection of Packaging materials for different foods ➤ Packaging and Sealing Equipments and Labelling.			
Text Book: 1) Potter, Food Science. 2)Desrosier, Technology of Food Preservation.			
Reference Book 1) Girdharilal, Sidhapa & Tandon, Preservation of Fruits and Vegetables. 2)Cruss, Fruits and Vegetables Processing. 3)Joseph H.Hotchkiss, (ACS Symposium), Food and Packaging Interactions.			

IRRI, Preservation of Fruits &Vegetables.

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Outline the basics of Food processing	K3
CO2	Assess the different preparation methods for fruits and vegetables	K4
CO3	Analyze on the various canning techniques	K3
CO4	Compare various food packaging skills	K5
CO5	Evaluate different food packing techniques	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	2	3	2	3	3	2	3	2	3	2.6
CO2	3	3	2	3	3	2	2	3	3	3	1	2	2.5
CO3	3	3	3	3	3	2	3	2	3	2	2	3	2.6
CO4	2	2	3	2	2	2	2	2	3	2	2	2	2.1
CO5	3	2	2	2	3	2	3	3	3	3	2	3	2.5
	Mean Overall Score												2.46
	Result												High

Course Name	FRONT OFFICE MANAGEMENT PRACTICAL		
Course Code	U4R3HMCC8P	Exam. Hrs.	Credit
Category	Core Course	3	5
Nature of Course	Employability / Skill Development		
Maximum Marks	100	EXT: 60	CIA:40
Passing Minimum	40	26	16
Total Instruction Hours			75
Course objectives			
1. To understand the importance of reservations terminologies. 2. To learn the various forms used in the front office. 3. To gain the knowledge on arrival and departure procedure. 4. To train their students in handling foreign currency. 5. To understand the wake-up calls procedure.			
UNIT I	Reservation		15 Hours
➤ Reservation Terminology – Types of Rooms – Types of Plans – Various reservation formalities (modes, Charts, Diaries used in reservation) – Staff Allocation – Group reservation –Formats in use.(ICT)			
UNIT II	Reception		15 Hours
➤ Reception Terminology – Pre arrival Procedures – Guest registration forms (Guest Registration Card and C-form) – complimentary Amenities requisition form – Group and VIP arrival Procedures – VIP List			
UNIT III	Uniformed Services		15 Hours
➤ Lobby desk – lobby terminology – Bell desk procedures – formats used in arrival and departure Errand Card – Scanty baggage register – left luggage register			
UNIT IV	Front office Cashier		15 Hours
➤ Important terminologies – Duties of front office cashier – settling of bills - procedure for handling credit cards and foreign currency.(ICT)			
UNIT V	Telecommunications		15 Hours
➤ Telephone Exchange –Types of Exchange –Other communication equipment –Skills and Competencies of the Telephone operator –Wake-up calls procedure.			
Text Books:			
1. Hotel Front Office Management A Training Manual – Sudhir Andrews 2. Front Office Procedures – Michael L.Kasavana			
Reference Book			
1. Hotel Front Office Operations and Management (Second Edition 6 th Impression 2018) – Jatashankar R. Tiwari			

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Classify the reservations.	K2
CO2	Label the reception terminology.	K1
CO3	Combine the front desk procedures	K6
CO4	Estimate the operations of front office cashier	K6
CO5	Develop the telephone operating skills.	K3

Relationship Matrix for CO, PO, PSC

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	3	3	3	3	3	3	3	2.4
CO2	3	3	3	3	3	3	2	3	3	3	3	3	2.2
CO3	3	3	2	3	2	3	3	3	3	3	3	2	2.6
CO4	3	3	3	3	3	3	2	3	3	3	3	3	1.6
CO5	3	3	3	3	3	3	2	3	3	3	3	3	2.1
	Mean Overall Score												2.18
	Result												High

Course Name	FOOD & BEVERAGE SERVICE PRACTICAL - II		
Course Code	U4R3HMDSE4:1P	Exam. Hrs.	Credit
Category	Discipline Specific Elective Course	3	3
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 give students a deep knowledge of various types of Alcoholic beverages.			
2. To enable students to handle different types of bar equipment.			
3. To train students in handling different types of glassware.			
4. To enable learners to prepare various cocktails and mock tails.			
5. To train the students in sale of food and wine.			
UNIT I	Order Taking Procedures		12 Hours
➤ Taking the order of non-alcoholic beverage.			
UNIT II	Service Procedures		12 Hours
➤ Service for the Alcoholic beverage. (Beer, Wine, spirits, Liqueurs, Aperitifs) Making cocktails and Mock tails.			
UNIT III	Food And Wine Harmony		12 Hours
➤ Various types of wine. Food and Wine harmony.			
UNIT IV	Glassware		12 Hours
➤ Various Glassware and their uses. (ICT)			
UNIT V	Bar Equipments		12 Hours
➤ Arranging the bar, Bar equipment. (ICT)			
Text Books:			
1. Food & Beverage service – Lillicrap& John cousins			
2. Food & Beverage Service training manual- Sudhir Andrews			
3. Food & Beverage service – Vijay Dhawan			
Reference Book			
1. Food and Beverage Service – R. Singaravelan (Third Impression 2017)			
Course Outcomes			K Level
After completion of the course the student will be able to			
CO1	Show serves various kinds of alcoholic / non – alcoholic beverages.		K2
CO2	Identify, manage the equipment and arrange the bar for an elegant fashion.		K2
CO3	Assess various alcoholic beverages with appropriate glassware.		K2
CO4	Makeup cocktails		K2
CO5	Know importance par stock		K2

Relationship Matrix for CO, PO, PSC

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	2	3	3	3	3	3	3	3	2	2.8
CO2	3	3	3	3	3	3	2	3	3	2	3	3	2.8
CO3	3	3	3	2	3	3	3	3	3	3	3	3	2.9
CO4	3	2	3	2	3	3	2	3	2	2	3	2	2.5
CO5	3	2	3	2	2	3	2	3	2	2	3	3	2.5
	Mean Overall Score												2.70
	Result												High

Course Name	HOTEL ENGINEERING		
Course Code	U4R3HMDSE4:2	Exam. Hrs.	Credit
Category	Discipline Specific Elective Course	3	3
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			60
Course objectives			
1.To know the importance of the Maintenance Department. 2.To learn the fundamentals of electricity. 3.To analyze the basic principles of electronic items. 4.To gain knowledge about contract and disposal system. 5.To make the knowledge about the Hotel surfaces.			
UNIT I	Maintenance Department		12 Hours
➤ Role & importance of maintenance department in hotel &catering industries. ➤ Organisation chart of maintenance department. ➤ Duties &responsibilities of staff in maintenance department. ➤ Energy sources-heat unit &heat transfer. ➤ Principles of Bunsen burner. ➤ Liquid petroleum gas-properties ➤ Precautions while handling LPG. (ICT) ➤ High pressure & low-pressure burners & corresponding heat output. ➤ Type of fuel-calorific value. ➤ Comparative study of fuels used in catering industry. ➤ Calculation of account of fuels used in catering industry and its cost factor.			
UNIT II	Electricity		14 Hours
➤ Electricity- fundamentals of electricity. ➤ Definition of insulators, conductors, current potential difference, ➤ Resistance power. ➤ Energy and their units & relationship. ➤ DC&AC, single phase, double phase, three phase & its importance. ➤ Electric circuit-open & close, series and parallel connections. ➤ Short circuit, fuses, sockets, switches & earthing. ➤ Calculation of electric energy consumption. ➤ Safety precaution to be observed while using electrical appliances. ➤ Type of lighting-incandescent & fluorescent lamps. ➤ Units of light-intensity & utility. ➤ Energy conservation methods & programmes adapted in hotel. ➤ Water & sanitary system. ➤ Cold & hot water system used in hotel & catering industry. ➤ Hardness in water, water softening-Base exchange method. ➤ Flushing cisterns, water tap, traps, closets & pipes.			

UNIT III	Refrigeration & air conditioning	11 Hours
➤ Basic principle. ➤ Boiling point & latent heat. ➤ Compression type refrigeration system defrosting. ➤ Types of refrigerant units. ➤ Conditions for comfort unit of air conditioning. ➤ Window & central air-conditioning. ➤ Various parts in general-preventive maintenance. ➤ Fire fighting systems. ➤ Classes of fire & fire extinguishers. ➤ Fire detectors. (ICT)		
UNIT IV	Contracts and Pollution control	10 Hours
➤ Preventive & breakdown annual program. ➤ Comparisons. ➤ Contract maintenance. ➤ Advantages & disadvantages. ➤ Types of contracts. a) Price rate b) Lumpsum contract c) Rate contract d) Service contract ➤ Waste disposal & pollution control a) Disposal of waste-various methods b) Sewage treatment plant c) Water pollution d) Sewage pollution e) Ventilation air pollution & noise pollution related to hotel & catering industry		
UNIT V	Hotel surfaces	13 Hours
➤ Types of flooring, steps, corridor etc. ➤ Types of wall finishes. ➤ Types of furniture, care & maintenance. ➤ Paints and polishes- types & its advantages. ➤ Preparation of surfaces & application.		
Text Books: 1. The management of maintenance and engineering systems in hospitality industry. Borseink. F.D, John weley. 2. Practical maintenance and equipment for hoteliers, licences and caterers. D.C. Gladwell .		
Reference Book: 1. Modern maintenance –Eleno. J. Miller and Jerome. W. Blood,D.B Tasa poxwala sons & co.,mumbai		
Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Build knowledge about Maintenance department.	K6
CO2	Identify the fundamentals of Electricity.	K3
CO3	Assess the electronic items.	K5
CO4	Create the contract and disposal system.	K6
CO5	Classify the various Hotel surfaces.	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	3	3	3	2	3	2	3	3	2	3	2	3	2.6
CO2	3	3	2	3	3	2	2	3	3	3	2	2	2.5
CO3	2	3	2	2	3	2	2	2	2	2	2	3	2.2
CO4	2	3	3	2	2	2	2	3	3	3	2	3	2.5
CO5	1	2	2	2	1	2	3	1	3	3	2	3	2.0
	Mean Overall Score												2.36
	Result												High

Course Name	ACCOMMODATION OPERATIONS - II		
Course Code	U4R3HMSEC5:1	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 enable the students to understand the various surfaces at Hotel. 2. To learn the importance of interior decoration. 3. To understand the Flower arrangement techniques. 4. To learn the types of Budget. 5. To gain the knowledge of safety precautions.			
UNIT I	Composition, Care and Cleaning of different surface		6 Hours
➤ Introduction, Metals, Glass, Plastic, Ceramics, Wood, Faux wood, Stone, Faux stone, Leather and Leatherette, Rubber			
UNIT II	Interior Decoration		6 Hours
➤ Introduction, Colour, Lighting, Floor coverings and finishes, Types, Characteristics and cleaning of floor coverings, Carpet, Importance of floor maintenance, Ceilings and their maintenance, Wall coverings, Windows and window treatments, Accessories			
UNIT III	Flower arrangements		6 Hours
➤ Introduction, Flower arrangement in Hotel, Basics, Design, Common flowers and foliage, Themed decoration in Hotels			
UNIT IV	Budgeting for Housekeeping expenses		6 Hours
➤ Introduction, Advantages, Types, Housekeeping expenses, Planning process, Income statement of the Rooms division and controlling expenses, Inventory control and stock taking, Purchasing, Vendor management			
UNIT V	Safety and security		6 Hours
➤ Introduction, Work environment safety and job safety analysis, Potential hazards in Housekeeping operations, Safety awareness and accident prevention, Fire prevention and Fire fighting, First aid, Dealing with emergencies			
Text Books:			
1. Hotel Housekeeping Operations and Management – Second Edition – G.Raghu Balan			
Reference Book			
1. Hotel ,Hostel& Hospital housekeeping – Joan C.Branson& Margaret Lennox			

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Select cleaning equipment for various surfaces.	K3
CO2	Classify the various lightings.	K4
CO3	Make the flower arrangements.	K3
CO4	List out the various types of inventories.	K4
CO5	Identify the various types of fire.	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	2	2	2	2	2	2	3	3	3	3	2	2	2.3
CO2	3	3	3	2	2	2	3	3	3	3	3	2	2.6
CO3	3	3	3	2	2	3	3	3	3	3	2	2	2.6
CO4	3	3	3	2	2	3	3	3	3	3	2	2	2.6
CO5	3	3	3	3	2	2	2	3	3	3	2	2	2.5
	Mean Overall Score												2.52
	Result												High

Course Name	E-TOURISM		
Course Code	U4R3HMSEC5:1	Exam. Hrs.	Credit
Category	Skill Enhancement Course	3	2
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			30
Course objectives			
1. To know about the interrelationship between tourism and information technology. 2. To gain the need and importance of CRS and GDS to tourism. 3. To able to understand the e-tourism promotion. 4. To understand the importance of E-marketing. 5. To analyze the importance of customer retention.			
UNIT I	Basics of E-Tourism		5 Hours
➤ Meaning and definition of E-Tourism ➤ An introduction ➤ Historical development ➤ Data processing and Communication ➤ IT in Tourism industry			
UNIT II	Online Reservation Systems		6 Hours
➤ Global Distribution System (GDS) ➤ Computer Reservation System (CRS) ➤ Billing and Settlement Plan (BSP) ➤ Challenges in CRS			
UNIT III	E-Commerce Business Models		7 Hours
➤ Business to Business (B2B) ➤ Business to Customer (B2C) ➤ Customer to Business (C2B) ➤ Customer to Customer (C2C)			
UNIT IV	E-Marketing		6 Hours
➤ E-Marketing & Promotion ➤ Role of Social Network ➤ E-Business Agenda ➤ Online shopping			
UNIT V	Customer Oriented Implications		6 Hours
➤ Customer retention ➤ Challenges ➤ Future of E-Tourism ➤ Economic Implications			
Text Books: 1.Marketing Management, 14the edition, Philip Kotler, New Delhi, Pearson 2.E-Marketing, Hare Ram Singh, ABD Publishers			
Reference Book: 1. Tourism Marketing, Devashinsh Dasguptam, New Delhi, Pearson 2. Handbook of e-tousim, Zheng Xiang Matthias Fuchs Ulrike Gretzel Wolfram Hopken, Springer			

Course Name	ACCOMMODATION OPERATIONS PRACTICAL - II		
Course Code	U4R3HMSEC6:1P	Exam. Hrs.	Credit
Category	Skill Enhancement Course	3	2
Nature of Course	Employability / Skill Development		
Maximum Marks	100	EXT: 60	CIA:40
Passing Minimum	40	26	16
Total Instruction Hours			30
Course objectives			
1. To understand the types of records maintained in Housekeeping department. 2. To learn the contents of Maids cart. 3. To understand the importance of Public areas. 4. To learn the types of Pests. 5. To gain the knowledge of Infections.			
UNIT I	Records maintained in Housekeeping department		7 Hours
➤ Room occupancy report, Check list, Floor register, Work / Maintenance order, Lost and found, Maids report, Housekeepers report, Log book, Guest special request register, Records of special cleaning, Call register, VIP list, Floor linen book/Register.(ICT)			
UNIT II	Maids cart		5 Hours
➤ Contents, Trolley setup			
UNIT III	Public area cleaning		6 Hours
➤ Introduction, Entrances, Lobby, Front Desk, Elevators, Guest corridors, Banquet hall, Public restrooms, Restaurants			
UNIT IV	Pest control and Waste Management		6 Hours
➤ Introduction, Pest control, Common pests and their control, Integrated pest management, Waste management (ICT)			
UNIT V	Infection Prevention and control Protocol for COVID 19		6 Hours
➤ Introduction, Understanding infection and COVID-19, Standard components of and infection prevention programme, Clinically clean standards and Practices, Cleaning prcatces fr Health safety .			
Text Books: 1. Hotel Housekeeping Operations and Management – Second Edition – G.Raghu Balan			
Reference Book 1. Hotel ,Hostel& Hospital housekeeping – Joan C.Branson& Margaret Lennox			

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Identify the formats used in Housekeeping department.	K3
CO2	Improve the knowledge about Maids cart.	K6
CO3	Classify the Public area.	K2
CO4	Evaluate the Pest control measures.	K5
CO5	Plan the infection prevention methods.	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	2	2	2	2	2	2	3	3	3	3	2	2	2.3
CO2	3	3	3	2	2	2	3	3	3	3	3	2	2.6
CO3	3	3	3	2	2	3	3	3	3	3	2	2	2.6
CO4	3	3	3	2	2	3	3	3	3	3	2	2	2.6
CO5	3	3	3	3	2	2	2	3	3	3	2	2	2.5
	Mean Overall Score												2.52
	Result												High

Course Name	DESTINATION MANAGEMENT		
Course Code	U4R3HMSEC6:2	Exam. Hrs.	Credit
Category	Skill Enhancement Course	3	2
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			30
Course objectives			
1.To understand the basics of Destination Management. 2.To acquire the need and importance of destination planning. 3.To analyze the importance of Destination image. 4.To identify the need of Destination Branding. 5.To aware the role and function of PPP			
UNIT I	Introduction		5 Hours
➤ Destination – Concept & Meaning ➤ Types of Destination ➤ Characteristics of Destinations ➤ Elements of Destination			
UNIT II	Destination Planning and Development		6 Hours
➤ Destination planning - Meaning ➤ Importance ➤ Advantages of Destination planning ➤ Guidelines of Destination planning ➤ Destination Design ➤ Destination planning and its impacts			
UNIT III	Destination Image		7 Hours
➤ Destination image – Meaning ➤ Attributes of Destination image ➤ Components of Destination image ➤ Steps to enhance Destination image ➤ Destination image and Purchasing behaviour ➤ Measuring Destination image			
UNIT IV	Destination Branding		6 Hours
➤ Destination Branding – Meaning & Concept ➤ Destination Promotion ➤ Publicity ➤ Stakeholder’s role in Destination Branding ➤ Destination Promotion mix			
UNIT V	Stakeholders Role in Destination Management		6 Hours
➤ Government rol in Increasing Destination competitiveness ➤ Private Public Partnership (PPP) in Destination management ➤ New schemes in increasing the scope of Destinations			
Text Books: 1.Destination Development – A.K.Bhatia, New Delhi, Himalaya Publishing House 2. Tourism in Destination Communities – Shalini Singh, CABI Publishing			
Reference Book: 1.Destination Branding: Creating the Unique proposition, Nigel Morgan			

Semester V

Course Name	TOURISM AND TRAVEL MANAGEMENT		
Course Code	U5R3HMCC9	Exam. Hrs.	Credit
Category	Core Course	3	5
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 introduce students to the potential of tourism as an industry. 2. To give them a historical perspective on the development of tourism. 3. To make them aware of state initiatives in tourism promotion. 4. To inform them about tourism formalities – passport, visa, etc. 5. To provide awareness away students about travel agencies in India.			
UNIT I	PRINCIPLES OF TOURISM		18 Hours
➤ Definition: Tourism, Tourist, Foreign Tourist, Domestic Tourist. ➤ Components of Tourism: Attractions, Accessibility, and Amenities’. ➤ Motivations for Tourism ➤ Types of Tourism.			
UNIT II	GROWTH OF TOURISM		18 Hours
➤ Tourism Development : Sea, Road, Rail and Air ➤ An Account of famous travelers. ➤ Role of Industrial Revolution. ➤ Concept of Holiday, Paid Holiday. ➤ Role of Thomas cook in promoting tourism.			
UNIT III	TOURISM AND INDIAN ECONOMY		18 Hours
➤ Contribution of Tourism in Indian Economy ➤ Role of Govt. in Tourism Industry – Central and State Governments hierarchy with functions. ➤ Incentives / Subsidies and tax from Central / State Governments for Tourism and Hotel projects ➤ Role of private sectors in Tourism Industry			
UNIT IV	TOURISM INFORMATION		18 Hours
➤ Tourism information – Distribution channels ➤ Media – Print media, Visual media ➤ Passport, visa, types of visa, visa obtaining procedures ➤ Visa and Certificate of registration regulations for foreigners in India			
UNIT V	TOURISM AGENCIES & AIRLINES – HISTORICAL DEVELOPMENT		18 Hours
➤ Historical development of travel agencies – Cox & Kings, American Express ➤ Tourism agencies in India – SITA, Mercury Travels, TCI, TAAI and it’s functions ➤ Need for a National Airline ; International Airlines coming to India ➤ Freedom of Air ➤ Charters – Types of Charters			
Text Books: 1. Bhatia A.K. – Tourism Development : Principles and Practices, Sterling Publishers, New Delhi, India 2. Bhatia .A.K. – International Tourism, Sterling Publishers, New Delhi, India 3. Kaul. R.N. – Dynamics of Tourism, Sterling Publishers Private Limited, New Delhi, India			
Reference Book: 1. Burkhart A. and Medlik S. – Tourism Past, Present and Future, ELBS Publishers, London. 2. Christopher Holloway .J – The Business of Tourism Bitman Publishers Pvt.Ltd., London			

Course Name	BAKERY AND CONFECTIONERY		
Course Code	U5R3HMCC10	Exam. Hrs.	Credit
Category	Core Course	3	4
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			90
Course objectives			
1. To make students understand the basic principles of baking and the nature of the raw materials used in the bakery and confectionery industry. 2. To help students make knowledge of various types of cake making. 3. To impart knowledge on various types of bread making. 4. To give in depth knowledge on types of food additives and essences used in bakeries. 5. To enable students to handle bakery equipment.			
UNIT I	Introduction		18 Hours
➤ Aims and Objectives of Bakery ➤ Organizational structure of Bakery (Both small and Large Scale) ➤ Equipment's used (description and their uses) (ICT) ➤ Oven (Types and their advantages/disadvantages) ➤ Personal Hygiene maintained in the Bakery (ICT)			
UNIT II	Raw materials used in Bakery		20 Hours
➤ Flour (Composition, Types, Gluten, WAP of flour, pH value ,Flour Test) ➤ Yeast (Elementary knowledge, activity, function & its uses, effect of over & under fermentation) ➤ Eggs (Function & its uses in Bakery) ➤ Sugar (Function & its uses in Bakery) ➤ Salt (Function & its uses in Bakery) ➤ Fats (Function & its uses in Bakery) ➤ Cream (Function & its uses in Bakery) ➤ Milk (Function & its uses in Bakery) ➤ Leavening agents (Function & its uses in Bakery) ➤ Flavorings and fruits (Function & its uses in Bakery)			
UNIT III	Yeast Dough Products		20 Hours
➤ Methods of preparing Bread dough's ➤ Quality of Ingredients in making Breads ➤ Faults and remedies in Bread making ➤ Bread improvers ➤ Bread diseases and rectification ➤ Leavening action of Yeast on Bread dough			
UNIT IV	Confectionery Products		14 Hours
➤ Types of Pastry Preparation ➤ Reasons for common problems in Pastry making ➤ Different cake making methods ➤ The Quality of cake making ingredients and the types of cakes (Rich, Lean, High Ratio & Low Ratio Cakes) ➤ Leavening action of Baking Powder on cakes ➤ Faults & Remedies in cake making ➤ Cookies and Biscuits (Ingredients, Methods, Types and Faults)			
UNIT V	Icings and Oven Temperature		18 Hours
➤ Icing-Introduction ➤ Types of Icing (Butter icing, Royal Icing, Marzipan, Fudge, Glaze)			

- The oven temperatures for baking rich and lean cakes

Text Books:

4. Theory of Bakery and Patisserie - Parvinder S. Bali - (First and Second impression 2018)

Reference Book:

3. Publishing (Anness Publishers Ltd.)

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Judge the different types of cake	K5
CO2	Estimate oven temperature for various bakery products	K6
CO3	Make use of various baking equipments	K3
CO4	Label bread and other bakery products	K1
CO5	Able to produce cakes following various methods	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	3	3	3	2	3	3	3	3	3	2	3	3	2.8
CO2	3	3	3	3	2	3	3	3	2	3	2	3	2.7
CO3	3	2	3	3	3	2	3	1	2	2	3	3	2.5
CO4	2	3	3	2	3	3	3	3	2	3	3	2	2.7
CO5	3	2	3	3	2	2	3	2	3	2	3	3	2.5
	Mean Overall Score												2.64
	Result												High

Course Name	BAKERY AND CONFECTIONERY PRACTICAL		
Course Code	U5R3HMCC12P	Exam. Hrs.	Credit
Category	Core Course	5	4
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			
1. To impart the skills needed to make bakery products. 2. To train learners in safety procedures. 3. To help student’s knowledge of raw materials used in bakeries. 4. To learn the various types of bread making. 5. To improve the knowledge on skills Decorations.			
UNIT I	Tarts and Puffs	15 Hours	
➤ Jam Tart Orange muffins Checked Biscuits ➤ Vegetable Puffs Madeline’s Cake Coconut Biscuits			
UNIT II	Yeast dough products	15 Hours	
➤ Bread rolls Praline Finger Apple Pie ➤ Croissant Chocolate Cake Nan Khatai ➤ Bread Rolls Palmers Sand Castle			
UNIT III	Cookies	15 Hours	
➤ Coconut Puffs Yule log Melting Moments ➤ Raisin Bread Chicken-Vol-au-vent Cream Cookies			
UNIT IV	Bread and Cake	15 Hours	
➤ Danish pastry Plum Cake Varki ➤ Swiss Roll Garlic Bread Fig Pin Wheels			
UNIT V	Italian Delight	15 Hours	
➤ Pizza Fruit Cake Banana Flans ➤ Burger Buns Black Forest cake Cheese Straws ➤ Birthday Cake Bread Sticks Chicken Puffs			

1. Modern Cookery for Teaching and Trade – Vol. I & II –Thangam E. Philip
(Orient Longman Publications)

1. Theory of Bakery and Patisserie - ParvinderS.Bali - (First and Second impression 2018)

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	3	3	3	2	2	3	2	2.7
CO2	3	3	3	3	2	3	3	3	2	3	3	2	2.7
CO3	3	3	3	3	2	3	3	3	2	3	3	3	2.8
CO4	3	2	2	2	3	3	3	3	2	2	3	2	2.5
CO5	3	2	3	3	3	2	3	3	2	3	3	2	2.7
	Mean Overall Score												2.68
	Result												High

Course Name	FOOD AND BEVERAGE SERVICE - III		
Course Code	U5R3HMDSE5:1	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			45
Course objectives			
1. To impart the knowledge of Transport Catering. 2. To train students in banquets and outlet catering. 3. To make them aware of various forms of service observed in the industry. 4. To gain knowledge about Industrial and Institutional Catering. 5. To impart the knowledge of fast food.			
UNIT I	Transport Catering		9 Hours
➤ Classification – Air, Rail, Ship and Luxury coaches.(ICT) ➤ Air Catering - Planning of Menus - Organisation of service - Airline Tray Service - Importance of Flight Kitchen Units - Limitation of Air Catering. ➤ Rail Catering - Planning of Menu - Organisation of Service - Refreshment Stalls in railway stations - Pantry car service ➤ Cruise Lines Catering - Compiling of Food and Wine List.			
UNIT II	Banquets and Outdoor Catering		10 Hours
Banquets ➤ Organization Structure ➤ Job description of Banquet Personnel ➤ Banquet Booking ➤ Contract of Agreement ➤ Banquet Service ➤ Banquet beverage Service			
Outdoor Catering			
UNIT III	Specialized Forms of Service		10 Hours
➤ Introduction ➤ lounge service ➤ Hospital Tray Service			
Room Service ➤ Types ➤ Organisation ➤ Equipment and Lay out ➤ Task ➤ Order flow			
Gueridon Service ➤ Equipment and Tools.(ICT) ➤ Home Delivery.			
UNIT IV	Industrial Catering and Institutional Catering		8 Hours
Industrial Catering ➤ Planning of Kitchen and Food Service Areas ➤ Role of Cyclic Menus ➤ Benefits of Subsidy Offered by the Management.			
Institutional Catering ➤ Food Service Units in Research Institutions such as I.C.A.R.,C.S.I.R. and I.C.M.R. - Planning of Menu. ➤ Schools, Colleges and Universities			

Course Name	TYPOLOGY OF TOURISM		
Course Code	U5R3HMDSE5:2	Exam. Hrs.	Credit
Category	Discipline Specific Elective Course	3	3
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			45
Course objectives			
1.To know the introduction and importance of tourism. 2.To learn culinary tourism. 3.To gain knowledge on Pilgrimage tourism. 4.To make students understand sustainable tourism. 5.To know the students Negative Impacts of Wildlife Tourism.			
UNIT I	Introduction of Tourism		10 Hours
➤ Introduction to types of tourism (ICT) ➤ Value of Tourism ➤ Importance of tourism ➤ Main purpose of tourism.			
UNIT II	Culinary Tourism or Food Tourism		10 Hours
➤ Meaning of culinary tourism ➤ Cooking classes ➤ Food tours (Wine, beer and food) ➤ Festivals ➤ Specialty dining experience ➤ Conservation breeding ➤ Local festivals that encourage culinary tourism			
UNIT III	Pilgrimage and Spiritual Tourism		9 Hours
➤ Pilgrimage tourism in India, mean by pilgrimage tourism ➤ Example of pilgrimage tourism ➤ Importance of pilgrimage ➤ Indian pilgrimage important ➤ Importance of pilgrimage in tourism ➤ Famous place of pilgrimage’’ purpose of a pilgrimage			
UNIT IV	Sustainable Tourism		8 Hours
➤ Definition of Sustainable Tourism ➤ Sustainable Tourism Development ➤ Principles of Sustainable Tourism ➤ Three Dimensions of Sustainable Tourism (Environmental-Economic-Social).			
UNIT V	Wild Life Tourism		8 Hours
➤ Negative Impacts of Wildlife Tourism (Direct Impacts) ➤ Disturbing Breeding Patterns ➤ Disruption of parent-offspring bonds Increased vulnerability to predators and competitors,) ➤ Positive Impacts of Wildlife Tourism (ICT) ➤ Financial donations, Quality interpretation, Research and monitoring ➤ Anti-poaching.			
Text Books:			
2. Kaul. R.N. – Dynamics of Tourism, Sterling Publishers Private Limited, New Delhi, India.			
Reference Book			
1. Bhatia .A.K. – International Tourism, Sterling Publishers, New Delhi, India.			

Course Name	FOOD AND BEVERAGE SERVICE PRACTICAL - III		
Course Code	U5R3HMDSE6:1P	Exam. Hrs.	Credit
Category	Discipline Specific Elective	3	3
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 60	CIA:40
Passing Minimum	40	24	16
Total Instruction Hours			45
Course objectives			
1. To develop the skills needed for planning Room service. 2. To sensitized students to important of function catering. 3. To train students in various buffets settings. 4. To enable the students to know about Gueridon service. 5. To understand the menu compiling techniques.			
UNIT I	Room Service		9 Hours
➤ Equipments, Procedure, Order-taking, Tray set-up (ICT)			
UNIT II	Function Catering - Banquets and Buffet		10 Hours
➤ Planning and organizing Formal and informal Banquets (ICT) ➤ Planning and organizing outdoor caterings. ➤ Planning & organizing various types of Buffet.			
UNIT III	Gueridon Service		8 Hours
➤ Organizing Mise-en-place for Gueridon service ➤ Dishes involving work on the Gueridon.			
UNIT IV	Menu planning		9 Hours
➤ Types ➤ Menu compiling ➤ Points to be considered			
UNIT V	Situation Handling		9 Hours
➤ Dealing with different situations ➤ Guest in dining areas			
Text Books: 1. Sudhir Andrews – Food and Beverage service training manual – Unit-I,II,III 2. Food and Beverage Service – R. Singaravelan (Third Impression 2017)			
Reference Book 1. Modern restaurant service - John fuller 2. Food and Beverage service- Dennis R.Lillicrap and John cousins			
Course Outcomes			K Level
After completion of the course the student will be able to			
CO1	Construct Room service.		K3
CO2	Design the formal and informal buffet the banquet.		K6
CO3	Organize the various types of buffet.		K3
CO4	Organize the Mise-en-place of Gueridon service.		K3
CO5	Assess the Menu.		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	PO1	PO2	PO3	PO4	PO5	
CO1	2	2	3	3	3	3	3	2	3	3	2.7
CO2	3	2	3	3	3	3	3	2	3	3	2.8
CO3	3	2	3	2	3	3	3	2	3	3	2.7
CO4	3	2	3	3	3	3	2	2	3	3	2.7
CO5	3	2	3	3	3	3	3	3	3	3	2.9
	Mean Overall Score										2.76
	Result										High

Course Name	TRAVEL AGENCY AND TOUR OPERATIONS MANAGEMENT		
Course Code	U5R3HMDSE6:2	Exam. Hrs.	Credit
Category	Discipline Specific Elective Course	3	3
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			45
Course objectives			
1. To make students to expose them to understand the significance of travel agency and tour operator business; 2. To know the current trends and practices in the tourism and travel trade sector. 3. To develop adequate knowledge and skills applicable to the travel industry. 4. To make students understand the responsibilities of travel associations. 5. To make them aware of different types of tour packages.			
UNIT I	Travel Trade		8 Hours
➤ Historical Perspectives ➤ Wholesale and Retail Travel Agency Business. (ICT)			
UNIT II	Travel Agency and Tour Operation Business		9 Hours
➤ Functions of Travel Agency and Tour Operation ➤ Setting Up A Travel Agency and Tour Operation ➤ Sources of Income in Travel Agency and Tour Operation Business ➤ Travel Documentation.			
UNIT III	Itinerary Planning and Development		9 Hours
➤ Concepts of Itinerary Planning ➤ Tour Formulation and Designing process			
UNIT IV	Tour Packaging and Costing		9 Hours
➤ Classification of Tour Packages ➤ Components of Package Tour (ICT) ➤ Package Tour Costing ➤ Package Tours of Thomas cook, SOTC, Cox & Kings and TCI.			
UNIT V	Role and Responsibility of Travel Trade Association		10 Hours
➤ Roles and Responsibilities of Travel Trade Associations. ➤ Roles and Functions UFTAA. ➤ Roles and Functions of PATA. ➤ Roles and Functions of ASTA.			
Text Book: 1. Chuck.Y.Gee, James C. Makens & Dexter J. L. Choy(1989),THE TRAVEL INDUSTRY, Van Nostrand Reinhold, New York 2. Page J. Stephen& Brunt Paul (2007), TOURISM-A MODERN SYNTHESIS, Thomson Pub, London.			
Reference Book 1. Holloway, J.C (2002), THE BUSINESS OF TOURISM, Prentice Hall, London, pp. 2. Roday. S, Biwal.A&Joshi.V.(2009),TOURISM OPERATIONS AND MANAGEMENT, oxford University Press, New Delhi,pp-164-296. 3. Goeldner, R &Ritchie, B (2010), TOURISM, PRINCIPLES, PRACTICES AND PHILOSOPHIES, John Wiley & sons, London.			

Course Name	INTERNSHIP		
Course Code	U5R3HMINT	Exam. Hrs.	Credit
Category	Internship	-	2
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: -	CIA: -
Passing Minimum	40	-	-
Total Instruction Hours			-
Course objectives			
1. To enhance the communication skills further develop the practical skills in various areas of the Hotel. 2. To practice the theories in real-life scenarios. 3. To foster professionalism in the Hotel industry. 4. To gain in-depth knowledge about the industry and the nature of the jobs in this sector. 5. To acquire deep understanding about career goals related to Hospitality.			
Each student must complete at least one course in each of the respective core Hotel areas such as A. Front office B. Housekeeping C. Food and Beverage Service D. Food Production and E. Bakery and Confectionery along with one from any area of their choice from the list. It is mandatory to undergo training at Hotels for a minimum period of 100 days. The students exposure should be recorded for each of the Hotel. During the Final semester he/she should produce all his/her reports as a single record.			

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Appreciate workplace dynamics, professional expectations, and the influence of culture on both	K3
CO2	Acquire proficiency in a range of business or industry skills appropriate to the field of the internship placement, including professional and inter-cultural communication through written, verbal, and non-verbal means	K4
CO3	Identify and clarify professional and career goals through critical analysis of the internship experience	K1
CO4	Associate to a professional environment, and draw skills from experience and process challenges and how they can contribute to a company's.	K2
CO5	Grade growing process, in terms of cultural awareness, professional goals, personal aspirations	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	2	2	2	3	2	2	2	2	2	2	2	2	2.1
CO2	3	2	3	3	3	3	2	2	2	2	3	3	2.5
CO3	2	3	3	3	2	3	2	2	3	3	2	2	2.5
CO4	3	2	2	3	3	3	2	3	3	3	2	3	2.6
CO5	3	2	3	2	3	3	2	2	3	3	3	2	2.5
	Mean Overall Score												2.44
	Result												High

Semester – VI

Course Name	FRONT OFFICE OPERATIONS - II		
Course Code	U6R3HMCC13	Exam. Hrs.	Credit
Category	Core Course	3	5
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			75
Course objectives			
1. To make the students to understand the basic principles of Room tariff. 2. To impart the knowledge of various types of Reservation. 3. To give the depth knowledge on Lobby. 4. To train the students in room departure procedure. 5. To understand the night auditing process.			
UNIT I	Room tariff and Guest cycle		15 Hours
➤ Introduction, Room rate designation, Meal plans, Room tariff card and Room tariff fixation ➤ Pre-arrival, Arrival, Stay, Departure and Post departure			
UNIT II	Reservation and Registration		14 Hours
➤ Reservation-Types, Modes, Sources, System of Reservation, Processing request, Reports, Importance ➤ Registration – Pre-registration, Registration, Check-in procedure			
UNIT III	Guest Services and Lobby		14 Hours
➤ Key controls, Safe deposit locker, Scanty Baggage, Room change, Left luggage, Wake-up call and Guest complaints ➤ Lobby - Introduction, Layout, Lobby desk, Lobby Manager, Bell captain and Bell boy			
UNIT IV	Check-out and settlement		16 Hours
➤ Departure procedure, Mode of settlement of Bills, Potential check-out problems and solutions			
UNIT V	Front office Accounting and Night Auditing		16 Hours
➤ Accounting - Introduction, Types of Accounts, Vouchers, Folios, Ledger ➤ Night auditing – Night audit, Night auditor, Night audit process			
Text Books: 1. Hotel Front Office Management A Training Manual – Sudhir Andrews 2. Front Office Procedures – Michael L.Kasavana			
Reference Book 1. Hotel Front Office Operations and Management (Second Edition 6 th Impression 2018) – Jatashankar R. Tiwari			
Course Outcomes			K Level
After completion of the course the student will be able to			
CO1	Understand the guest arrival procedure.		K2
CO2	Manage Registration procedure.		K4
CO3	Know the importance of Lobby		K2
CO4	Identify the importance of bill settlement.		K3
CO5	Comprehension knowledge of front office accounting.		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	2	3	3	2	2	2	2	2	3	2	3	3	2.4
CO2	2	1	3	1	2	2	3	3	2	2	2	3	2.1
CO3	2	2	2	2	2	2	3	1	2	2	2	2	2.0
CO4	2	2	2	2	3	2	3	3	2	2	3	2	2.3
CO5	2	2	3	2	1	2	2	1	2	2	2	3	2.0
	Mean Overall Score												2.16
	Result												High

Course Name	FOOD PRODUCTION AND PATISSERIE PRACTICAL - IV		
Course Code	U6R3HMCC14P	Exam. Hrs.	Credit
Category	Core Course	5	4
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			
1. To train the students in International cuisine. 2. To enable them to know the preparation of foods around the World. 3. To expose them different preparation methods used in various Countries. 4. To make students know the mode of preparation famous dishes Worldwide. 5. To know the different cuisines.			
UNIT I	Chinese Cuisine		15 Hours
➤ Egg Drop soup Stir Fried Chicken Schezwan Fried Rice Hakka Noodles ➤ Veg Manchow Soup Chicken Fried Rice Sweet&Sour Chicken Baby Corn Salt&Pepper			
UNIT II	Italian, Spanish and English cuisine		15 Hours
➤ Cream Of Broccoli Soup Pasta With Pesto Grilled Tomatoes Fantail Potatoes ➤ Classic Minestrone Soup Crisp Polenta Cheese Balls With Aioli Spaghetti Carbonara Chicken And Tomato Risotto			
UNIT III	German and Russian Cuisine		15 Hours
➤ St. Germain Soup Italian Wined Egg Grilled Carrots Hash Brown Potatoes ➤ Russian Chicken Soup (Bread rolls) Aubergine Topped Canapes Spaghetti Bolognaise Pan Fried Potatoes			
UNIT IV	Jamaican and England Cuisine		15 Hours
➤ Sopa De Amendoim Jamaican Rice & Peas Spicy Jerk Chicken Pinacolada Yogurt Parafait ➤ Cabbage Chowder Grilled Lamb SauteVegetables Mushroom Rice			
UNIT V	Mexican and Chinese Cuisine		15 Hours

Course Name	PROJECT WORK		
Course Code	U6R3HMCC15PW	Exam. Hrs.	Credit
Category	Project Work	-	4
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: -	CIA: -
Passing Minimum	40	-	-
Total Instruction Hours			75
Course objectives			
1. To make students familiar about the Hotel operation. 2. To understand process and systems of the organization. 3. To learn how to evaluate the potential. 4. To improve organizing and managerial skills. 5. To replicate the learning in the College after their return.			
Each student must complete at least one course in each of the respective core Hotel area such as F. Front office G. Housekeeping H. Food and Beverage Service I. Food Production and J. Bakery and Confectionery Along with one from any area of their choice from the list. It is mandatory to undergo training at Hotels for a minimum period of 100 days. The students exposure should be recorded for each of the Hotel. During the Final semester he/she should produce all his/her reports as a single record work. Formulating The length of the report may by 70-100 double spaced pages (excused appendices and annexure) 10% variation of either side is permitted Submission of the Report Two copies of the report have to be submitted before the due date as specified by the College. College copy is to be retained by the College and the personal copy should be duly signed by the Faculty guide and Principal or Head of the Department. The student should carry personal copy to the Viva voice.			

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Give opportunities to use their specific skills and backgrounds.	K3
CO2	Identify various equipments used in Hotel industry.	K2
CO3	Elaborate on the role and importance of various positions in Hotel.	K4
CO4	Assess the importance of managerial skills.	K4
CO5	Acquire knowledge of latest technology used in Hotel industry.	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	2	3	2	3	3	3	2	3	2.7
CO2	3	2	3	2	2	3	3	3	2	3	3	3	2.6
CO3	3	3	3	2	3	3	3	3	3	3	3	3	2.9
CO4	3	3	3	3	3	3	3	1	3	3	3	3	2.8
CO5	3	3	3	2	3	3	2	3	3	3	3	3	2.8
	Mean Overall Score												2.76
	Result												High

Course Name	AIRFARES AND AIRLINES MANAGEMENT		
Course Code	U6R3HMDSE7:2	Exam. Hrs.	Credit
Category	Discipline Specific Elective Course	3	3
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			75
Course objectives			
1. 1. To make students understand the structure and dynamics of the airline industry. 2. To impart knowledge of the airport and airlines management linkages. 3. To make them the international airfares, regulations and formalities of travel, and tourism 4. To expose them different organizations and their contributions to airlines management 5. To help learners gain knowledge on manual E-Ticket reservations.			
UNIT I	Role of IATA and its functions		16 Hours
ICAO; role and functions-Airport Authority of India -Open Sky Policy-International Conventions; Warsaw convention, Chicago Convention.			
UNIT II	Management of Airline		14 Hours
Types of Airlines-Airline personnel and revenue earning-Airport management- Airport facilities and special passengers-Airport access-Check in facilities-Landing Facilities for departing passenger-In-Flight services.			
UNIT III	Familiarization with OAG		15 Hours
Three letter city and airport code, airline designated code-minimum connecting time-Global indicators-Familiarization with Air tariff: Currency regulation, NUC .			
UNIT IV	One way Return Trip		14 Hours
One way return trip-Circle Trip Journey-Open law-Add-on mixed class JOURNEY-HIP check-Back Haul Minimum check (BHC)-CTM check-Indirect Travel Limitation-Around the world fare-Special Fares.			
UNIT V	Issue of Manual Ticket		16 Hours
Issue of manual ticket-reservation procedure-MPD, MCO, PTA, and their purposes-Universal Air Travel plan-Types of Air Travel Cards.			
Text Books: 1. Jagmohan, Negi, AIR TRAVEL TICKETING AND FARE CONSTRUCTION, kaniska, New Delhi, 2005 2. OAG, CONSULTANT, IATA, GENVAIR TARIFF BOOK			
Reference Book: 1. Stephan Shaw, AIRLINE IN SHIFTS&MANAGEMENT, Ashgate pub,. USA, 2004 2. IATA GUIDE, Geneva			
Course Outcomes			K Level
After completion of the course the student will be able to			
CO1	Understand the role of IATA and ICAO.		
CO2	Recognize the facilities available in airport.		
CO3	Understood the importance and role of OAG.		
CO4	Be able to follow know the various airfare terms.		
CO5	Predict the airline reservation procedure.		

Relationship Matrix for CO, PO, PSC

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	3	2	1	2	3	2	3	3	2	2	2	2.3
CO2	2	2	2	2	1	2	1	2	2	3	3	3	2.1
CO3	2	3	3	2	3	1	1	3	3	3	2	2	2.3
CO4	2	3	1	2	3	2	3	3	2	2	1	3	2.3
CO5	2	2	1	3	3	2	3	2	3	2	3	2	2.3
	Mean Overall Score												2.26
	Result												High

Course Name	TOURISM PRINCIPLES, POLICIES AND PRACTICES		
Course Code	U6R3HMDSE8:2	Exam. Hrs.	Credit
Category	Discipline Specific Elective Course	3	3
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			75
Course objectives			
1. To make students realize the potential of tourism industry in India. 2. To make understand the various elements of Tourism Management; and 3. To make them understand familiarize with the Tourism policies in the National and International context. 4. To make students understand ITDC procedures. 5. To help students gain knowledge about sustainable tourism.			
UNIT I	Introduction of Tourism		15 Hours
➤ Elements ➤ Characteristics and History ➤ Typology of Tourism (ICT)			
UNIT II	Tourism Industry		13 Hours
➤ Constituents of Tourism Industry ➤ Basic Components Of Tourism ➤ Emerging Trend in Tourism			
UNIT III	Tourism impacts		17 Hours
➤ Impacts of Tourism (ICT) ➤ Tourism System			
UNIT IV	Tourism Development		15 Hours
➤ World Tourism Organizations ➤ Indian Tourism Organizations			
UNIT V	Sustainable Tourism		15 Hours
➤ Tourism Planning India ➤ Sustainable Tourism Development ➤ Code of Conduct			
Text Book: 1. Chuck.Y.Gee,James C. Makens&Dexter J. L. Choy(1989),THE TRAVEL INDUSTRY, Van Nostrand Reinhold, New York.			
Reference Book 1. Page J. Stephen& Brunt Paul (2007), TOURISM-A MODERN SYNTHESIS, Thomson Pub, London.			

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Identify the various types of tourism.	K3
CO2	Evaluate the components of the tourism industry.	K5
CO3	Assess the impacts of tourism.	K5
CO4	Identify the importance of National Action Plans	K3
CO5	Plan the Concept of Sustainable Tourism.	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	2	2	3	2	2	2	1	2	3	1	2	2	2.0
CO2	2	2	1	2	3	2	2	2	3	1	2	2	2.0
CO3	2	1	2	3	2	2	1	3	3	2	2	2	2.1
CO4	2	1	2	1	2	1	2	2	3	3	3	3	2.1
CO5	3	1	3	3	3	3	1	3	1	1	3	3	2.3
	Mean Overall Score												2.10
	Result												High