

PROGRAMME OBJECTIVES

- Provide the student with an introduction to World of business and particularly to business it applies to the Hotel industry. More specifically, the course will provide an opportunity to learn
- Become acquainted with the social, economic and environmental context within which the hotel industry operates
- Understand the structure, nature and operating characteristics of the different sectors of the hotel industry; food service, front office, housekeeping and food production
- Obtain an appreciation of the various functions of management and their interrelationships with other key concerns of managers such as Marketing, Law and Human Resource Management
- Identify the role of Managers in the Hotel industry and to highlight their principal responsibilities
- Provide an opportunity for further developing their skills which are important to learning
- Be able to judge whether the Hospitality profession suits one's abilities, tastes, and career interests

J.J.COLLEGE OF ARTS AND SCIENCE (Autonomous)**RE-ACCREDITED BY NAAC WITH 'A' GRADE****SIVAPURAM, PUDUKKOTTAI – 622 422****DEPARTMENT OF HOTEL MANAGEMENT****Proposed Course Structure under Choice Based Credit System****(Applicable for the candidates Admitted from Academic Year 2019 - 2020 Onwards)**

SEM	Part	Course Code	Course Title	Hrs/ Week	Credit	Exam Hrs	Marks		Total Marks
							Int.	Ext.	
I	I	U1R1HMHL1	Language Course-I HOTEL HINDI - I	6	3	3	25	75	100
	II	U1R1HMEL1	English Language Course-I COMMUNICATIVE ENGLISH – I	6	3	3	25	75	100
	III	U1R1H MCC1	Core Course-I BASIC CULINARY ARTS	6	5	3	25	75	100
		#	Core Course-II INDIAN CUISINE PRACTICAL	3	-	-	-	-	-
		U1R1HMAC1	Allied Course -I BASIC FOOD SERVICE	6	3	3	25	75	100
		U1R1HMAC2P	Allied Course-II BASIC FOOD SERVICE PRACTICAL	3	3	3	40	60	100
TOTAL				30	22	-	-	-	600
II	I	U2R1HMHL2	Language Course-II HOTEL HINDI – II	5	3	3	25	75	100
	II	U2R1HMEL2	English Language Course-II COMMUNICATIVE ENGLISH – II	5	3	3	25	75	100
	III	U2R1HMCC2P	Core Course-II INDIAN CUISINE PRACTICAL	3	5	5	40	60	100
		U2R1HMCC3	Core Course-III BASIC FRONT OFFICE AND ACCOMMODATION MANAGEMENT	6	5	3	25	75	100
		U2R1HMAC3	Allied Course -III BEVERAGE SERVICE	5	3	3	25	75	100
	IV	U2R1HMAC4P	Allied Course - IV Allied Practical - II BEVERAGE SERVICE PRACTICAL	4	3	3	40	60	100
		U2R1ES	ENVIRONMENTAL SCIENCE	2	2	3	25	75	100
TOTAL				30	24	-	-	-	700

SEM	Part	Course Code	Course Title	Hrs/ Week	Credit	Exam Hrs.	Marks		Total Marks
							Int.	Ext.	
III	I	U3R1HMHL3	Language Course-III HOTEL HINDI – III	5	3	3	25	75	100
	II	U3R1HMEL3	English Language Course-III COMMUNICATIVE ENGLISH – III	5	3	3	25	75	100
	III	U3R1HMCC4	Core Course-IV ADVANCED CULINARY ARTS	5	5	3	25	75	100
		U3R1HMCC5	Core Course -V NUTRITION AND FOOD SCIENCE	5	5	5	25	75	100
		U3R1HMCC6P	Major Practical - II CONTINENTAL CUISINE PRACTICAL	5	5	3	40	60	100
		U3R1HMAC5P	Allied Course -V SPECIALISED FOOD SERVICE PRACTICAL	3	3	3	40	60	100
	IV	U3R1VE	VALUE EDUCATION	2	2	3	25	75	100
TOTAL				30	26	-	-	-	700
IV	I	U4R1HMHL4	Language Course-IV HOTEL HINDI – IV	6	3	3	25	75	100
	II	U4R1HMEL4	English Language Course-IV COMMUNICATIVE ENGLISH – IV	6	3	3	25	75	100
	III	U4R1HMCC7	Core Course-VII ENTREPRENEURIAL DEVELOPMENT	5	5	3	25	75	100
		U4R1HMCC8	Core Course-VIII BAKERY AND CONFECTIONERY THEORY	5	5	3	25	75	100
		U4R1HMAC6	Allied Course-VI SPECIALISED FOOD SERVICE	4	3	3	25	75	100
	IV	U4R1HMSBE1	Skill based Elective Course-I	4	2	3	25	75	100
TOTAL				30	21	-	-	-	600

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SEM	Part	Course Code	Course Title	Hrs / We ek	Credit	Exam Hrs.	Marks		Total Marks
							Int.	Ext.	
V		U5R1HMCC9P	Core Course-IX BAKERY AND CONFECTIONERY PRACTICAL	5	5	5	40	60	100
		U5R1HMCC10	Core Course-X ACCOUNTS FOR HOTEL MANAGEMENT	6	5	3	25	75	100
		U5R1HMCC11	Core Course-XI ADVANCED FRONT OFFICE AND ACCOMMODATION MANAGEMENT	5	5	3	25	75	100
		U5R1HMCC12P	Core Course-XII FRONT OFFICE MANAGEMENT PRACTICAL	5	5	3	40	60	100
		U5R1HMMBE1	Major Based Elective Course	5	4	3	25	75	100
		U5R1HMSBE2	Skill Based Elective Course - II	2	2	3	25	75	100
	IV	U5R1HMIDC1	Inter Disciplinary Course - I	2	2	3	25	75	100
TOTAL				30	28	-	-	-	600
VI	III	U6R1HMCC13P	Core Course-XIII CHINESE CUISINE PRACTICAL	5	5	5	40	60	100
		U6R1HMCC14P	Core Course-XIV ACCOMMODATION MANAGEMENT PRACTICAL	6	5	3	40	60	100
		U6R1HMMBE2	Major Based Elective Course - II	6	4	3	25	75	100
		U6R1HMMBE3	Major Based Elective Course - III	6	4	3	25	75	100
	IV	U6R1HMSBE3	Skill Based Elective Course - III	4	2	3	25	75	100
		U6R1HMIDC2	Inter Disciplinary Course - II	2	2	3	25	75	100
	V	U6R1GS	GENDER STUDIES	1	1	3	25	75	100
			EXTENSION ACTIVITIES	-	1	-	-	-	-
TOTAL				30	24	-	-	-	700
GRAND TOTAL					140	-	-	-	3900

CC - Core Course / AC - Allied Course / MBE - Major Based Elective / SBE - Skill Based Elective /

IDC - Inter Disciplinary Course P - Practical

Total Credit - 140 / Total Marks - 3900

Extension Activities Shall be Outside the Instructions Hours.

CIA Passing Minimum - 10

Sem.Exam Passing Minimum - 30

Aggregate Mark to Just Pass = 40

ELECTIVES

MAJOR BASED ELECTIVE (ANY 03)

1. Management Concepts
2. Human Resource Management
3. Hotel Marketing
4. Organizational Behaviour
5. Hotel Engineering

SKILL BASED ELECTIVE COURSES (ANY 03)

1. Tourism Principles, Policies And Practices
2. Destination Planning And Development
3. Travel Agency And Tour Operations Management
4. Airfares And Airline Management
5. E-Tourism
6. Tourism And Travel Management

INTER DISCIPLINARY COURSES (Offered by the Department)

1. Basics Of Cookery
2. Basics Of Baking
3. Front Office Management
4. Cookery (Practical)
5. Introduction To Hotel Industry
6. Nutrition And Dietetics

PROGRAMME OUTCOME

Learner will be able to

- Relate Lodging and Food service operations.
- Describe the role of Hotel industry and its economic impact at the Local, National and International levels.
- Cite opportunities for Education, Training and Career development in the Hotel industry.
- 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.
- See the general classification of hotels and describe the most distinctive features of each.
- Describe the common divisions or functional areas of the hotel organization and explain the responsibilities and activities of each.

SEMESTER -I
Language Course – I
HOTEL HINDI – I
U1R1HMHL1
Credit – 3

Instruction hours: 6 per week

Total Hours: 72

PROSE, PRACTICAL HINDI, GRAMMAR – I

Objectives:

- To make students aware of Gender variation, Numbers, Numerals, Seasons, Directions etc., in Hindi.
- To develop new vocabulary in speaking and writing.
- Introduction of various hotel related things like Spices, Meat, Vegetables and Fruits, Cereals and Eatables etc., in Hindi.
- Building language ability through grammar.
- To communicate effectively and appropriately in the real-life situation and working environment.

UNIT – I PRACTICAL HINDI

(14 Hours)

Gender – Numbers – Numerals – Fractions – Seasons – Direction – Parts of the body – Relations

UNIT – II MAHENO KE NAAM

(16 Hours)

महीनों के नाम	(Months of the year)
स्वाद	(Tastes)
सब्जियों के नाम	(Name of the Vegetables)

UNIT – III PRACTICAL HINDI

(14 Hours)

फलों के नाम	(Name of the Fruits)
फूलों के नाम	(Name of the Flowers)
अन्नतथाभोजन के पदार्थ	(Cereals and Eatables)
मांस	(Meat)
मसालेऔरऔषधियाँ	(Spices and Medicines)

UNIT – IV VYAKARAN: GRAMMAR – I

(14 Hours)

Pronoun, Adjective, Adverb and Verbs.

UNIT – V LESSONS

(14 Hours)

कन्याकुमारी	(Kanyakumari)
डाकू से महात्मा	(Became Great from Robber)
हमाराभारत	(Our India)
हमारेरक्षक जंगल औरपेड़	(Trees are our Protector)

UNIT – VI Latest Learning

Latest Developments Related to the course during the semester concerned. **(For Continuous Internal Assessment only)**

Reference Book:

- Hindi Vatayan By Dr. K. M. Chandramohan, Vishwa VidyalaPrakashan, Varanasi – 221 001.

Learning Outcome: सीखने की संप्राप्ति:

इस पाठ्यक्रम के सफलतापूर्वक समाप्ति पर विद्यार्थि—

- अपने दैनिक जीवन में हिन्दी के प्रयोग कर पायेंगे।
- हिन्दी सही ढंग से समझ पायेंगे।
- हिन्दी व्याकरण के जरिए शुद्ध हिन्दी लिखने एवं बोलने की क्षमता वृद्धि कर पायेंगे।
- भाषा बोलने में सक्षम होंगे।
- उच्चारण में सुधार ला पायेंगे।

English Language Course – I
COMMUNICATIVE ENGLISH - I
U1R1HMEL1
Credit – 3

OBJECTIVES:

1. To revise the items taught at the Higher Secondary level in order to bridge gaps in learning skills
2. To expose the learner to short passages for independent reading and comprehension
3. To train the learner in responding to usual situation in life
4. To enable the learner to read and understand passages of average ideational and linguistic difficulty levels through exposure to representative essays and short stories

Unit-I

Will Durant	Portrait of Gandhiji
John Frazer	Mother Teresa
Aldous Huxley	Time and the Machine

Unit-II

John Henry Newman	A Definition of a Gentleman
Dr. A.P.J. Abdul Kalam	Give Us A Role Model
Sir Richard Livingstone	Essentials of Education

Unit-III

Functional Grammar based on the essays in Units I & II and the Workbook – Spelling, Punctuation, Articles, Prepositions, Elements of Sentence Structure – Question Tags

Unit-IV

Responding to Situations – Questions and Answers – Framing Questions for Answers – Short Form Responses – Positive and Negative.

Unit-V

Reading Comprehension(seen and unseen passages) – Sentence Answers and Multiple Choice Models.

OUTCOME

1. The students will be able to comprehend news reports, articles, etc.
2. They will be able to see the logical structure of passages and the way markers are used to facilitate comprehension of paragraph/discourse structure.
3. They will develop note-making and summarizing skills.

Core Course - I
BASIC CULINARY ARTS
U1R1HMCC1

Credit: 5

Instruction hours: 6 per week

Total Hours: 72

OBJECTIVES:

- To make the learner the organization setup of the kitchen.
- To improve students' knowledge on various commodities
- To help the learner to understand different methods of cooking
- To give learners basic knowledge and the skills read to handle culinary equipments.
- To improve their knowledge on compiling menus.

UNIT – I INTRODUCTION TO COOKERY (14 Hours)

- Culinary history (French and international cuisine, Indian cuisine – Regional cuisines of India.
- Kitchen organization Structure and Layout
- Aims and objectives of cooking food
- Culinary Terms
- Classification of raw materials – functions – Preparation of Ingredients

UNIT – II COMMODITIES (16 Hours)

- Cereals –Varieties – Processing – Storage and uses in cooking
- Pulses – varieties – Storage – and uses in cooking
- Food additives and uses and application
- Milk and Milk Products. Composition and Importance – Processing.
- Products – Skimmed Milk – Concentrated Milk – Cream, Butter, Cheese, and Ghee.
- Selection and Identification of vegetables, fish, meat (Beef, Pork, Lamb, Ham, Poultry and Game)

UNIT – III METHODS OF COOKING FOOD (14 Hours)

- Boiling, Poaching, Steaming, Stewing, Braising, Roasting, Poeling, Grilling, Broiling, Baking, and Frying.
- Invalid Cookery
- Reheating of Food
- Texture of Food

UNIT –IV KITCHEN EQUIPMENTS AND HYGIENE

(14 Hours)

- Equipment – Identification, description, uses and handling
- Energy Saving
- Importance of personal Hygiene
- Safety precautions in kitchen, prevention of cuts, scratches, burns and scalds.
- Fire precautions – Fire Prevention- methods – procedure - portable fire extinguishers

UNIT – V THE MENU

(14 Hours)

- Definition of menu, Types of menu
- Compiling while planning of menus
- Recipes, Balancing of recipes, Standardization, Maintaining Recipe file, Standard Setting.
- Food Cost Control.
- Portion Control – Standard Portion Sizes necessity for control.

UNIT - VI Latest Learning

Latest Developments related to the course during the semester concerned **(For Continuous Internal Assessment only)**

TEXT BOOKS:

- Theory of cookery – Krishna Arora (Frank Bros. & Co., New Delhi) – Unit I, II & III
- The Theory of Catering – Kinton and Ceserani (ELBS Publications) – Unit IV & V
- International Cuisine Food Production Management – Parvinder S.Bali (10th Impression 2018)

REFERENCE BOOK:

- A Taste of India – Madhur Jeffrey – Practical Menus

OUTCOME:

- They will define and use of cooking terminology accurately.
- Students gain the knowledge about commodities usage.
- They will have learnt different methods of cooking.
- Students would have learnt importance of hygiene.
- They will be able to plan different types of menus.

Core Course – II
Major Practical - I
INDIAN CUISINE PRACTICAL
U2R1HMCC2P
Credit: 5

Instruction hours: 3 per week

Total Hours: 36

OBJECTIVES:

- To train students in Indian Cuisine.
- To enable them to handle different types of cooking equipments.
- To expose them to different spices used in Indian cookery.
- To make students know mode of preparation famous Indian sweets.
- To understand the different garnishes and accompaniments used in indian cookery.

SOUTH INDIAN DISHES (18 Hours)

1. Rice – 10 varieties
2. Dal and Sambar – 6 Varieties + Non veg gravies 6 +fried 6
3. Chettinad Foods - 5 Varieties
4. Kootu, Foogath, Rasam, - 5 varieties
5. Pachadi
6. South Indian Breakfast
7. Sweet – Milk Sweet, halwai and Savories and tidbits.
8. Varieties of payasam – 5

NORTH INDIAN DISHES (18 Hours)

1. Dal Shorba, mutton shorba, tomato shorba etc.
2. Indian bread – Chapatti , Bhaturas, Tandoori roti, Naan, Kulcha
3. Pulao – 5 varieties.
4. Biryani – Chicken, Mutton, Vegetable.
5. Khorma, curry and Moghlai gravy
6. Raithas,Cucumber – 6 varieties
7. Tandoori Chicken, Fish, Sheekh, Boti Kabab
8. Fish Preparation – 6 Varieties
9. Snacks – 10 varieties
10. North Indian Sweets – 10 Varieties.

Latest Learning

Latest Developments related to the course during the semester concerned **(For Continuous Internal Assessment only)**

TEXT BOOKS:

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

- Food Production Operations – Second Edition – Parvinder S. Bali (11th impression 2018)

OUTCOME:

- They will have learned of different Indian Spices.
- Students will be able to handle different types of cooking equipment.
- They will have learn of basic gravies and their uses.
- Students will be able to prepare various Indian dishes and control portion size.
- They will have learn of different Indian dishes.

Allied Course - I
BASIC FOOD SERVICE
U1R1HMAC1
Credit: 3

Instruction hours: 6 per week

Total Hours: 72

OBJECTIVES:

- To equip learners with the basic dining - service skills and the knowledge.
- To enable them to distinguish between of F&B Service
- To give them awareness of the various kinds of equipment used in the service area.
- To sensitize them to service etiquettes.
- To train students in record keeping.

UNIT – I INTRODUCTION TO HOTEL INDUSTRY (15 Hours)

- Origin of Hotel Industry, Growth of hotel Industry in India.
- Different types of catering establishment Commercial, Welfare and Transport Catering.
- Attributes of food and beverage service staff.

UNIT – II STAFF ORGANIZATION (15 Hours)

- Organization Structure of food and beverage service department (Large & Small)
- Duties and Responsibilities of all categories of F and B Staff Briefly.
- Interrelationship between F&B Service department with other department
- Types of restaurants and Bars – Overview and key characteristics of Coffee shop, Specialty restaurant, Grill Room, Dining room, Discotheque, Night Club, Bars, Pubs.

UNIT – III SERVICE EQUIPMENTS (15 Hours)

- Linen, Furniture
- Classification of Crockery, Cutlery, Glassware, Hollowware, Flatware.
- Special Equipments
- Ancillary Departments – Pantry, Still Room, Silver Room, Wash-up, Hotplate and Linen Store.

UNIT – IV SERVICE PROCEDURES (15 Hours)

- Briefing, misc-en-scene, mis-en-place, Sideboard and uses, Setting up the sideboard
- Cover Set-up, Basic etiquettes in restaurant service
- Types of Service.
- Menu- Definition, Types of menu, French classical menu, food and their usual accompaniments.
- Types of meal – Breakfast (types and cover setup), Brunch, Lunch, High Tea, Dinner, Supper.

UNIT – V CONTROL SYSTEM

(12 Hours)

- K.O.T / Bill Control System.
- Making Bill
- Cash Handling Equipment
- Record Keeping

UNIT - VI Latest Learning

Latest Developments related to the course during the semester concerned **(For Continuous Internal Assessment only)**

TEXT BOOKS:

- Sudhir Andrews – Food and Beverage service training manual – Unit I, II, III
- Dennis R. Lillicrap and John A. Cousins – food and beverage service – Unit – IV, V
- Food and Beverage Service – R. Singaravelan (Third Impression 2017)

REFERENCE BOOK:

- John Fuller – modern restaurant service

OUTCOME:

- They will have acquired a basic knowledge on hotel services.
- Students would have imbibed knowledge of F&B Services
- They would be able to lay the table for different types of service, and operate basic food service equipment.
- They will be able to plan different Menus.
- Students will be able to prepare Bills.

Allied Course – II
Allied Practical - I
BASIC FOOD SERVICE PRACTICAL
U1R1HMAC2P
Credit: 3

Instruction hours: 3 per week

Total Hours: 36

OBJECTIVES:

- To enable students to get knowledge on cutlery, crockery and glassware.
- To train them in guest service in restaurants.
- To train students order taking procedures.
- To learn the procedure for sequence of Menu.
- To train students make the KOT's and Bill's.

UNIT – I SERVICE EQUIPMENTS (7 Hours)

- Identification of Cutlery, Crockery, and Glass Ware.
- Method of cleaning and upkeep of silver.

UNIT – II SERVICE PROCEDURES (8 Hours)

- Mis-en-place for restaurants (Ala-carte, Buffet)
- Service of Food, Tea and Coffee.

UNIT – III GUEST RECEIVING PROCEDURES (7 Hours)

- Receiving the guest
- Presenting the menu card and Taking order

UNIT – IV MEAL SEQUENCE (7 Hours)

- Napkin folding.
- Service of food course by course and clearance

UNIT – V CONTROL SYSTEM (7 Hours)

- Raising K.O.T and Present the bill
- Record keeping

UNIT - VI Latest Learning

Latest Developments related to the course during the semester concerned **(For Continuous Internal Assessment only)**

TEXT BOOKS:

- Sudhir Andrews – food and beverage service training manual.
- Food and Beverage Service – R. Singaravelan (Third Impression 2017)

OUTCOME:

- Students will be able to handle cutlery, crockery and glassware with ease.
- They will recognize service sequence and suitably arrange buffets.
- Students will have developed self confidence in dealing with guests.
- They will be able to make various napkin folding.
- They will read and make out KOT'S.

SEMESTER - II
Language Course – II
HOTEL HINDI – II
U2R1HMHL2
Credit: 3

Instruction hours: 5 per week

Total Hours: 60

PROSE, CONVERSATION -I, GRAMMAR – II

Objectives of the Programme:

- To develop creative skill of introducing themselves in Hindi.
- Building language ability through grammar.
- To develop their reading skills in Hindi.
- Introduction of Grammar to develop language ability of the students and make aware of various Tenses.
- To develop the effective communication skill of the student in Hindi.

UNIT – I SELF INTRODUCTION (12 Hours)

आत्मपरिचय	(Self Introduction)
व्याकरण	(Grammar)
कौन-क्या	(who – what)

UNIT – II GRAMMAR – II (12 Hours)

शब्दार्थ	(Meanings)
विलोम शब्द	(Antonyms)
विभक्तियाँ	(Case Endings)
आज्ञार्थकक्रिया	(Imperative Mood)
संबंध सूचकअव्यय	(Post Position)

UNIT – III PROSE (12 Hours)

भोजनऔरविज्ञान	(Food and Science)
विटामिन	(Vitamin)
डॉ. अब्दुल कलाम	(Dr.Abdul Kalam)
वाक्योंमेंप्रयोग	(Sentence Framing)
गृहस्तीसामग्रियाँ	(Domestic Articles)

UNIT – IV TENSES (12 Hours)

कालभाग	(Tense Part)
वर्तमानकाल	(Present Tense)
तत्कालिक / अपूर्णवर्तमानकाल	(Present Continuous Tense)
सामान्य भूतकाल	(Simple Past Tense)

UNIT – V CONVERSATION –I (12 Hours)

घरआयेमेहमान से	(To the guest who has come to the house)
खाने के मेजपरमेहमान से	(In the dining table with guest)
रिश्तेदारों के साथनाश्ता	(Tiffin with relative)

UNIT – VI Latest Learning

Latest Developments Related to the course during the semester concerned **(for Continuous Internal Assessment only)**

Reference Book:

- VYAKARAN PRAVESHKA, Published by Dakshina Bharat Hindi Prachar Sabha, T. Nagar, Chennai – 17.

Learning Outcome: सीखने की संप्राप्ति:

इस पाठ्यक्रम के सफलतापूर्वक समाप्ति पर विद्यार्थी—

- व्याकरण सीखकर शुद्ध हिन्दी बोल एवं लिख पायेंगे।
- लिखने में अभ्यस्त हो जायेंगे।
- खाद्य पदार्थों की जानकारी के साथ आहार शक्ति, विटामिनों आदि की जानकारी प्राप्त करेंगे।
- उच्चारण में सुधार ला पायेंगे।
- हिन्दी बोलने में अभ्यस्त हो जायेंगे।

English Language Course – II
COMMUNICATIVE ENGLISH - II
U1R1HMEL2
Credit – 3

OBJECTIVES

1. To enable the learner to read and understand essays in modern English
2. To promote the ability to attend and make telephone calls, compose and respond to emails in the context of Hotel Management
3. To promote independent writing through training in composing brochures, etc.

Unit-I

John Holt	Discipline is a Great Teacher
Mohandas Karamchand Gandhi	My London Days
Swami Vivekananda	It is personality that matters

Unit-II

Lawrence Eliott	Our Vital Heritage of Nature
Dr. S. Radhakrishnan	Indian Women
R.K.Narayan	Fifteen Years

Unit-III

Grammar- Tenses, Active, Passive, Direct, Indirect, Analysis and Synthesis of Sentences – Concord Vocabulary – Synonyms, Antonyms, One Word Substitutes

Unit-IV

Telephone etiquette and telephonic conversation relating to enquiries, reservations, cancellations, extensions, modifications and concessions – Front office coordination with other departments-coordination with police, hospitals, travel agencies, and other hotels.

Unit-V

Composing E-mails, greetings, reminders, small brochures, advertisements, notifications, etc.

Units III, IV and V are based on the work book appended to Text Book.

OUTCOME

1. The student will find his reading competence has improved.
2. He will be able to communicate clearly and courteously with clientele and colleagues.
3. He will develop self confidence in dealing with telephonic queries that may arise on his job.
4. He will have developed composing and graphic skills needed for hospitality marketing.

Core Course – III
BASIC FRONT OFFICE AND ACCOMMODATION MANAGEMENT
U2R1HMCC3
Credit: 5

Instruction hours: 6 per week

Total Hours: 72

OBJECTIVES:

- To give learners basic knowledge on various front office operations
- To help learners knowledge on different types of reservations.
- To train them in dealing with guest arrivals and departures.
- To give them the knowledge on various housekeeping functions.
- To impart knowledge on selection of linens

UNIT – I FRONT OFFICE

(14 Hours)

- Introduction
- Role of the front office
- Organization structure of front office (Large and Small Hotel)
- Job description of various front office staff
- Information

UNIT – II RESERVATI ON

(15 Hours)

- Introduction
- Reservation Terminology
- Types of Rooms
- Sources of Reservation
- Types of Reservation
- Group Reservation
- Revision and Cancellation

UNIT – III RECEPTION

(15 Hours)

- Role of the Reception
- Reception Terminology
- Arrival and Departure Register
- Assignment of Rooms
- Guest Cycle – Pre- Arrival, Arrival, Staying, Departure.
- Modes of Payments
- Night Shift Procedure
- Group Arrival Procedure

UNIT – IV HOUSEKEEPING

(14 Hours)

- Introduction
- Organization of Housekeeping Department
- Layout of Housekeeping Department
- Job description of housekeeping personal
- Duties of Floor supervisor and Room Attendant

UNIT – V LINEN AND UNIFORM ROOM AND CONTROL DESK (14 Hours)

- Linen Room
- Storage conditions 5.3 Equipments in use
- Types of Linen
- Par Stocks
- Inventory control
- Role of Control desk
- Types of registers and files maintained
- Lost and Found

UNIT - VI Latest Learning

Latest Developments related to the course during the semester concerned **(For Continuous Internal Assessment only)**

TEXT BOOKS:

- Sudhir Andrews – Front office Management training manual – Unit 1,2,3
- Sudhir Andrews – Hotel Housekeeping Training manual – Unit 4, 5

REFERENCE BOOKS:

- Front office Management – S. K.Bhat nagar
- Hotel, Hostel & Hospital Housekeeping – Joan. C.Branson& Margaret Lennox
- Hotel Front Office Operations and Management Second Edition – Jatashankar R.Tewari (6th Impression 2018)

OUT COME:

- Students would have imbibed knowledge of Front office functions and procedures.
- They will be able to manage reservation/ cancellation
- Students will be able to manage guest receiving functions.
- They will be able to classify and maintain all types of linen.
- They will be able take care of functions related to articles lost/found.

Allied Course - III
BEVERAGE SERVICE
U2R1HMAC3
Credit: 3

Instruction hours: 5 per week

Total Hours: 60

OBJECTIVES:

- To gain the knowledge on alcoholic and non-alcoholic beverages.
- To understand methods of making various non-alcoholic beverages.
- To make sure the students on various production methods of cocktails.
- To help the learner to understand service and storage of beverages.
- To enable the students to maintain various registers.

UNIT – I INTRODUCTION TO BEVERAGES

(12 Hours)

Definition
Classification
Significance

WINES

Definition
Classification
Grape varieties
Production of table wine
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

(12 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

(12 Hours)

- a) Definition b) Production c) Types of beer
- d) Service and storage

UNIT-IV COCKTAILS, FOOD AND WINE HARMONY

(12 Hours)

COCKTAILS

- a) Definition b) History c) Methods of mixing cocktails
- d) World famous cocktails

FOOD AND WINE HARMONY

Food and matching drink

UNIT-V BEVERAGE CONTROL

(12 Hours)

BAR

- a) Lay out b) Types of bar c) Proof system

BEVERAGE CONTROL MEASURES

- a) Allocation b) Bar ledger
- c) Indent, receipt, and issue of liquors
- d) Cellar maintenance e) Different measures (ounces)
- f) Legal points

UNIT - VI Latest Learning

Latest Developments related to the course during the semester concerned **(For continuous Internal Assessment only)**

TEXT BOOKS

- Food & Beverage service – Lillicrap & John Cousins – UNIT 1,2
- Food & Beverage Service training manual- Sudhir Andrews – UNIT 3,4,5
- Food and Beverage Service – R. Singaravelan (Third Impression 2017)

REFERENCE BOOKS

- Professional guide to alcoholic beverages- Lipinski
- Beer- Michael Jackson
- Public house & Beverage management – Michael Flynn
- Key issues & principles- Carolineritchie, Andrew Roberts
- The world encyclopedia of wine- Stuart Walton

OUTCOME

- Evaluate the relationships of food and beverage.
- Discuss the procedures of making wine and spirits.
- Students should be well versed with different wines, alcoholic beverages.
- They should know the manufacturing process, classification storage and service
- Students will be able to make different types of cocktails.

Allied Course – IV
Allied Practical - II
BEVERAGE SERVICE PRACTICAL
U2R1HMAC4P
Credit: 3

Instruction hours: 4 per week

Total Hours: 48

OBJECTIVES:

- To give students a deep knowledge of various types of Alcoholic beverages.
- To enable students to handle different types of bar equipments.
- To train students in handling different types of glassware.
- To enable learner to prepare various cocktails and mock tails.
- To train the students in sale of food and wine.

UNIT-I ORDER TAKING PROCEDURES (9 Hours)

- Taking the order of non alcoholic beverage.

UNIT-II SERVICE PROCEDURES (10 Hours)

- Service for the Alcoholic beverage. (Beer, Wine, spirits, Liqueurs, Aperitifs)
Making cocktails and Mock tails.

UNIT-III FOOD AND WINE HARMONY (10 Hours)

- Various types of wine. Food and Wine harmony.

UNIT-IV GLASSES (10 Hours)

- Various Glassware and their uses.

UNIT-V BAR EQUIPMENTS (9 Hours)

- Arranging the bar, Bar equipments.

UNIT - VI Latest Learning

Latest Developments related to the course during the semester concerned **(For Continuous Internal Assessment only)**

TEXT BOOKS:

- Food & Beverage service – Lillicrap & John Cousins – UNIT 4
- Food & Beverage Service training manual- Sudhir Andrews – UNIT 3,5
- Food & Beverage service – Vijay Dhawan – UNIT 1,2,4,5
- Food and Beverage Service – R. Singaravelan (Third Impression 2017)

REFERENCE BOOKS:

- Professional guide to alcoholic beverages- Lipinski
- Beer- Michael Jackson
- Public house & Beverage management – Michael Flynn
- Key issues & principles- Carolineritchie, Andrew Roberts
- The world encyclopedia of wine- Stuart Walton
- Beer Basics- Peter Cafrance

OUT COME:

- Students will be able to mix and serve various kinds of alcoholic / non – alcoholic beverages.
- They will deftly manage the equipment and arrange the bar for an elegant fashion.
- They will relate various alcoholic beverages with appropriate glassware.
- Students will be able to prepare cocktails
- Students will be able to arrange par stock

SEMESTER – III
Language Course - III
HOTEL HINDI – III
U3R1HMHL3
Credit: 3

Instruction hours: 5 per week

Total Hours: 60

POETRY, DRAMA, STORIES AND CONVERSATION - III

Objectives of the Programme:

- Introduction of poems and various ancient and modern poets to develop poem writing skill.
- Introduction of poetics to learn and write the poems systematically.
- Introduction of Drama to understand the importance of acting.
- Introduction of stories to understand how to write and narrate the stories.
- To develop the knowledge on effective communication through conversation.

UNIT – I POETRY

(12 Hours)

Prescribed Poems:

1. Sare Jahan Se Achcha
2. Chah
3. Manushyatha
4. Kabir KeDohe
5. TulsiKeDohe
6. Rahim KeDohe

UNIT – II DRAMA

(12 Hours)

- | | |
|--------------------|----------------------------|
| 1. Andher Nagari | – Bharthendu Harishchandra |
| 2. Aawaz ka Neelam | – Dharmveer Bharathi |

UNIT – III STORIES

(12 Hours)

The following stories are prescribed:

- | | |
|--------------------|-----------------|
| 1. HaarkiJeeth | - Sudharshan |
| 2. Chief ki Davath | - BheeshamSahni |

UNIT – IV CONVERSATION – II

(12 Hours)

- | | | |
|--------------------------------|------------------------|--------------------|
| 1. In a class room | 2. About Daily Routine | 3. Meeting at Home |
| 4. Invitation on Birthday | 5. At the Dining Table | 6. In Shop |
| 7. Preparation for the Journey | 8. In a Dispensary | |

UNIT – V CONVERSATION – III

(12 Hours)

- | | | |
|-------------------------------|-----------|--------------|
| 1. On Telephone | 2. Picnic | 3. Interview |
| 2. Restaurant related phrases | | |

UNIT - VI Latest Learning

Latest Developments Related to the course during the semester concerned **(for Continuous Internal Assessment only)**

Reference Book:

- Published by Dakshina Bharat Hindi Prachar Sabha, T. Nagar, Chennai – 17.
- Published by Dakshina Bharat Hindi Prachar Sabha, T.Nagar, Chennai – 17.

Learning Outcome: सीखने की संप्राप्ति:

इस पाठ्यक्रम के सफलतापूर्वक समाप्ति पर विद्यार्थी—

- प्राचीन पद्यक्रम के परंपरा एवं विभिन्न पद्य भाषा एवं लेखकों का परिचय प्राप्त करेंगे।
- आधुनिक कविता की जानकारी एवं कविजनों का परिचय अवगत करेंगे।
- उच्चारण में सुधार ला पायेंगे।
- कविता लिखने की प्रेरणा मिलेगी।
- लिखने में अभ्यस्त हो जायेंगे।

English Language Course – III
COMMUNICATIVE ENGLISH - III
U1R1HMEL3
Credit – 3

OBJECTIVES

1. To instil an awareness of the subtleties of language use in real life situations
2. To promote Communicative skills in English through suitable vocabulary and grammar exercises
3. To enable the learner to draft notices, short advertisements, reports and record minutes of meetings

Unit-I

Arnold Bennett	The Stepmother
John Brandane	Rosy Aforesaid
Anton Chekov	The Bear

Unit-II

W.W. Jacobs	The Monkey's Paw(Dramatized by Louis N.Parker)
Saki(Hector Hugh Munro)	The Miracle Merchant
Herman Ould	The Discovery

Unit-III

Grammar- Tenses, Active, Passive, Direct, Indirect, Analysis and Synthesis of Sentences – Concord Vocabulary – Synonyms, Antonyms, One Word Substitutes

Unit-IV

Paragraph Writing – Describing a Process – Writing Recipes – Dialogues relating to events, menus, venues.

Unit-V

Notices for Meetings – Agenda – Minutes – Reports.

Units III, IV and V are based on the Workbook appended to Text Book.

Dr. V. Ayothi and Dr. Vedavalli – English for Competitive Examinations

R. P. Bhatnagar – English for Competitive Examinations

OUTCOME

1. Students will have acquired the linguistic skills needed for writing recipes, notices, minutes, reports, speeches etc.
2. They will have become more sensitive users of language with due understanding of aspects of style and propriety.

Core Course - IV
ADVANCED CULINARY ARTS
U3R1HMCC4
Credit: 5

Instruction hours: 5 per week

Total Hours: 60

OBJECTIVES:

- To enable the students to know about different types of starters to main dishes.
- To help students knowledge on sauces, soups and salads.
- To train the students in kitchen management.
- To train students in different types of meat cutting.
- To enable the learners to prepare various pastas.

UNIT – I STARTERS

(12 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.

UNIT – II BASIC PREPARATION

(13 Hours)

- Stocks – Definition, Types, Preparation, Recipes, Storage, Uses, Care and Precautions.
- Soups – Definition, Classification, Basic Recipes, Garnishes and Accompaniments.
- Sauces – Classification, Mother Sauces and Derivatives.

UNIT – III FISH AND EGG COOKERY

(12 Hours)

- Fish -Introduction to Fish Cookery, Classification with examples, cuts of fish, Method of Cooking fish.
- Egg – Introduction to Egg Cookery, Structure, Selection, Uses of Egg, Methods of cooking

UNIT IV MEAT AND POULTRY COOKERY

(13 Hours)

- Meat – Introduction to meat cookery, Cuts of (beef, veal, lamb, mutton, pork), Joints and Preparations of meat.
- Poultry – Age, Quality, Market types, Preparation, Dressing and cuts with its uses.
- Game - Furred game and feathered game, preparation and cuts with its uses.

UNIT V FARINACEOUS DISHES

(10 Hours)

- Rice – History, Methods of Cooking, Dishes (Recipes).
- Pasta – History, Types, Preparation, Dishes (Recipes)

UNIT - VI Latest Learning

Latest Developments related to the course during the semester concerned **(For continuous Internal Assessment only)**

TEXT BOOKS:

- Theory of cookery – Krishna Arora (Frank Bros. & Co., New Delhi) – Unit I, II & III
- The Theory of Catering – Kinton and Ceserani (ELBS Publications) – Unit IV & V
- Theory of Cookery – Parvinder S.Bali (Third Impression 2018)

REFERENCE BOOKS:

- Modern Cookery for Teaching and trade – vol& II – Thangam E.Philip (Orient Longman Publications)

OUTCOME:

- The students will have learnt to make various dishes.
- They will handle meat and fish with care.
- They will have recognized the importance of appetizers
- Students will be able prepare various types of soups.
- To know the nutritional value of eggs and other items.

Core Course -V
NUTRITION AND FOOD SCIENCE
U3R1HMCC5
Credit: 5

Instruction hours: 5 per week

Total Hours: 60

OBJECTIVES:

- To learn the basic knowledge of food and its constituents.
- To know the nutritional values of food.
- To learn the various types of nutrients and their functions.
- To understand the importance of diet
- To know the micro & macro minerals in foods.

UNIT – I FOOD AND ITS CONSITUENTS

(12 Hours)

- Food: Definition – classification based on nutritional values of cereals, nuts, oil seeds, milk and milk products.
- Essential nutrients – fats, carbohydrates and proteins – Sources, biological functions, deficiency – diseases – recommended dietary allowance (RDA), of carbohydrate, proteins and fats.

UNIT – II MINERALS AND VITAMINS

(12 Hours)

- Minerals – Micro – Macro Minerals - Dietary source Physiological functions – Effects of deficiency – Requirements of calcium, Phosphorus, Iron, sodium & Potassium.
- Vitamins – Classification – fat and water soluble vitamins – food sources – effect of deficiency and RDA.

UNIT – III ESSENTIAL NUTRIENTS

(12 Hours)

- Energy value of foods and Energy requirements. Energy value foods, energy needs – Definition of unit of energy, Basal metabolism – Factors influencing BMR -Body Mass Index- Fiber- Role of fiber in diet.

UNIT – IV NUTRITIVE VALUE

(12 Hours)

- Body building food and energy foods and protective foods. Nutritive through life cycle infants- adolescents, pregnant, Lactating women, Old persons.
- Food groups to provide nutritive requirements of normal health.

UNIT – V DIET THERAPY

(12 Hours)

- Definition of diet – Principles of diet therapy. Diet during stressed conditions – Labors. Patients Therapeutic diets for anemia, malnutrition, obesity, diabetes mellitus and allergy.

UNIT - VI Latest Learning

Latest Developments related to the course during the semester concerned **(For continuous Internal Assessment only)**

TEXT BOOKS:

- Food Science – Polter
- Food and Nutrition P.Sree Lakshmi
- Essentials of food and Nutrition Vol – I and II Swaminathan.M
- Food Science and Nutrition, 3rd Edition- Sunetra Roday (2018).

OUTCOME:

- At the end of the course, the learners will know the knowledge of food and its constituents.
- Able to understand the important of vitamins and minerals.
- Identify the BMR and BMI.
- To know the nutritional value of foods.
- Know the importance of diets therapy for disease like dissects, BP, Obesity.

Core Course– VI
Major Practical – II
CONTINENTAL CUISINE PRACTICAL
U3R1HMCC6P
Credit: 3

Instruction hours: 5 per week

Total Hours: 60

OBJECTIVES:

- To enable learner to prepare various continental dishes.
- To impart knowledge of basic sauces and their uses.
- To train students in different types of vegetable cutting.
- To make students know about steaks and their cooking style.
- To train students making continental desserts.

Stock

Vegetable Stock, Brown Stock, Chicken Stock & Fish Stock

Sauce

Béchamel Sauce, Brown Sauce, Mayonnaise Sauce, Hollandaise sauce, Veloute Sauce with 2 Derivatives of each, Tomato concasse.

Soup

Cream - 5 Varieties
Consommé - 5 Varieties
Broths - 2 Varieties
Bisques - 1 Variety
Purees - 2 Varieties
Cold Soup - 2 Varieties

Salads

Vegetable based - 5 Varieties
Fruit based - 2 Varieties
Meat based - 2 Varieties
Fish based - 1 Variety
Sea foods

Fish

Poached fish - 1 Variety
Grilled fish - 1 Variety
Shallow fried fish - 2 Varieties
Deep fried fish - 2 Varieties
Baked fish - 1 Variety
Shell fish
Prawns, lobster and crab - each 2 Varieties

White meat and Red meat
Roasts - 2 Varieties
Grilled - 2 Varieties
Fried - 2 Varieties
Stews - 2 Varieties
Steaks – 3 Varieties

Vegetables

Preparation and cooking of vegetables in season and the accompaniments
– 5 Varieties
Potatoes - 5 Varieties
Pastas
Pastas - 5 Varieties

Egg

Boiled, poached, fried, varieties of omelets

Desserts

Cold sweet - 4 Varieties
Steamed sweet - 2 Varieties
Ice cream based - 3 Varieties
Fruit based - 2 Varieties

Latest Learning

Latest Developments related to the course during the semester concerned **(For continuous Internal Assessment only)**

TEXT BOOKS:

- Modern Cookery for Teaching and Trade – Vol. I & II –Thangam E. Philip (Orient Longman Publications)
- Theory of cookery Parvinder S.Bali (Third Impression 2018)

OUTCOME:

- They will have learnt of various continental cuisines.
- Students will be able to prepare international soups.
- Students would have learnt different way of sauce preparation.
- They will have learnt of food presentation and their accompaniments.
- Students will be able to manage portion control.

Allied Course -V
SPECIALISED FOOD SERVICE PRACTICAL
U3R1HMAC5P
Credit: 3

Instruction hours: 3 per week

Total Hours: 36

OBJECTIVES:

- To develop the skills needed for advanced food service.
- To sensitized students to important of etiquettes and sequences.
- To train students in various banquets settings.
- To enable the students to know about different types of breakfast.
- They enable to solve guest complaints.

UNIT – I ROOM SERVICE

(8 Hours)

Layout, Equipment required for room service – Mock Checking – Preparation of room service trolleys and trays – order taking procedures – Arranging the trays and Trolleys – Collecting the order and Carrying to the room – satisfaction of guest – Clearance of soiled service equipments on time .

UNIT – II GUERIDON SERVICE

(7 Hours)

Types of trolleys – Arranging – Equipments used on a trolley – Cooking Flambé Dishes – Crepe, Suzette, Steak Diane, Smoked Salmon, sole Grille, Pear Flambé – Safety procedure in Gueridon cooking.

UNIT – III BANQUETS

(7 Hours)

Banquet Booking – Function Book, contract Agreement, Function Sheet.
Banquet Service – Arranging the different types of buffet.
Banquet Beverage Service- Mock Service, uses of glasses for cocktails and mock tails.
Handling guest complaints
Presenting the bill.

UNIT – IV BREAKFAST

(7 Hours)

Different types of breakfast (American, Continental, English, and Indian)
Menu and Cover Setup for breakfast
Service of breakfast in restaurants
Mock Service

UNIT – V SITUATIONS HANDLING

(7 Hours)

Dealing with different situations and guests in dining areas (Dish Served in spoiled, Dish dropped accidentally, spillage, Lost Property, illness. Overconsumption alcohol, Guests with special needs)

UNIT - VI Latest Learning

Latest Developments related to the course during the semester concerned **(For continuous Internal Assessment only)**

TEXT BOOKS:

- Sudhir Andrews – Food and Beverage service training manual – Unit-I,II,III
- Dennis R.Lillicrap and john A. Cousins – food and beverage service – Unit – IV,V
- Food and Beverage Service – R. Singaravelan (Third Impression 2017)

REFERENCE BOOK:

- John fuller – modern restaurant service

OUTCOME:

- Students would have learnt different types of service in restaurants and banquets.
- Attend guest complaints.
- They will defeatly manage service equipments like the guerdon when needed.
- Students will be able to arrange the tray for food service.
- They will be able to arrange buffet.

SEMESTER – IV
Language Course – IV
HOTEL HINDI – IV
U4R1HMHL4
Credit: 3

Instruction hours: 6 per week

Total Hours: 72

FUNCTIONAL HINDI, TRANSLATION, ESSAYS AND CONVERSATION - IV

Objectives of the Programme:

- To develop writing skill of General essays.
- To develop the knowledge how to face an interview.
- To develop the art of writing letters.
- To develop the knowledge on Translation.
- To know the Functional Hindi.

UNIT – I GREETINGS

(14 HOURS)

Introduction – Farewell - Offering Thanks – Apologise - Congratulations/Best wishes
Condolence - Offering Service – Order – Invitation - Request – Permission -
Advise/Suggestion – Warning

UNIT – II INTERVIEW

(16 HOURS)

Interview with newly elected Student Leader.
Interview with winner of Gold Medal at National level.
Interview for the post of Hindi Teacher.

UNIT – III LETTER WRITING

(14 HOURS)

- | | |
|--------------------|-----------------------------|
| 1. Personal Letter | 2. Application for the post |
| 3. Ordering books | 4. Letter to the editor |

UNIT – IV TRANSLATION

(14 HOURS)

Translate into English.
Translate into Hindi.

UNIT – V GENERAL ESSAYS & FUNCTIONAL HINDI

(14 HOURS)

Prescribed Essays:

- | | | | |
|---|---------------|------------------------|------------|
| 1. Cinema | 2. News Paper | 3. Medium of Education | 4. Library |
| 5. Time | 6. Student | 7. Pongal | 8. Tour |
| 9. Functional Hindi-English Technical Terms | | | |
| (Name of the Posts - Name of Ministries - Administrative Phrases) | | | |

UNIT – VI Latest Learning

Latest Developments Related to the course during the semester concerned **(for Continuous Internal Assessment only)**

Reference Book:

- RASHTRABHASHA, Published by Dakshina Bharat Hindi Prachar Sabha, T.Nagar, Chennai – 17.

Learning Outcome: सीखने की संप्राप्ति:

इस पाठ्यक्रम के सफलतापूर्वक समाप्ति पर विद्यार्थी—

- जबकोई किसी से मिलने पर औपचारिक ढंग से परिचय लेने और देने के ज्ञान प्राप्त करेंगे।
- निबन्ध लेखन द्वारा सर्जनात्मक क्षमता वृद्धि कर पायेंगे।
- उच्चारण में सुधार ला पायेंगे।
- प्रशासनिक हिन्दी शब्दों के द्वारा हिन्दी में व्यवहारिक ज्ञान पत्र लेखन द्वारा पत्र व्यवहार करने का कौशल वृद्धि कर पायेंगे।
- भाषा सम्बन्धी अनेक जानकारियाँ मिलेंगे।

English Language Course – IV
COMMUNICATIVE ENGLISH - IV
U1R1HMEL4
Credit – 3

OBJECTIVES

1. To create a taste for fiction and extra reading
2. To enable learners to write acceptable sentences and identify errors
3. To equip the learner for business correspondence by giving practice in writing letters of various types, reports and advertisements
4. To give learners the ability to plan and conduct events of moderate magnitude through suitable exercises in drafting letters for agenda setting, travel and other arrangements, etc.

Unit-I

Rabindranath Tagore	The Postmaster
R.K. Narayan	An Astrologer's Day
Geeta Goswami	The Lost Shore

Unit-II

Somerset Maugham	The Ant and the Grasshopper
Katherine Mansfield	A Cup of Tea
O'Henry	A Retrieved Information

Unit-III

Error zone identification – correction of Sentences

Unit-IV

Business Communication – Letters – Notices – Circulars – Enquiries, Reports and Advertisements – Group Discussion

Unit-V

Event Management – Fixing Venues and Persons – Designing Invitations – Welcoming, Introducing, Thanking, Compering, Note Taking and Reporting – Curriculum Vitae, Dialogue and Interviews.

Units III, IV and V are based on the Workbook appended to Text Book.

OUTCOME

1. Students will become intelligent users of the language.
2. They will develop conversational skills.
3. They will be able to manage office correspondence and reportage.
4. They will also become expert event managers.

CORE COURSE VII
ENTREPRENEURIAL DEVELOPMENT
U4R1HMCC7
Credit: 5

Instruction hours: 6 per week

Total Hours: 72

Course Objective

- To know about the various laws applicable to catering establishments.
- To introduce the concept of Entrepreneurship and factor influencing women Entrepreneurship.
- To provide an idea about formulation of project and various stages of project appraisal.
- To make familiar with various institutions that provides service to Entrepreneurship.
- To acquaint students about the existence of various financial institutions that provides help to Entrepreneurship.

UNIT I - INTRODUCTION

(12 Hours)

Definitions – Characteristics - functions and types of entrepreneur - Entrepreneur vs Manager – EDP - Objectives – Phases of EDP. Introduction – Various laws applicable to catering establishments – Procurement of Licenses / Permit required to operate Hotels, Restaurants and Catering establishments – Study of fixation of tariff for various taxes viz., Luxury, Expenditure, Sales, Surcharge.

UNIT II – PROJECT FORMULATION

(12 Hours)

Project identification - sources of idea generation - selection of the project (zeroing in process)-project formulation – stages - Project appraisal – Definition - Various analysis - project report - component of project report - contents.

UNIT III - INSTITUTIONAL SERVICE TO ENTREPRENEUR

(12 Hours)

Entrepreneurial Development Agencies and its functions : National Small Industries Corporation (NSIC) - Small Industries Development Organization(SIDO) -Small Industries Service Institute (SISI) - Districts Industries centre(DIC).

UNIT IV- INSTITUTIONAL FINANCE TO ENTREPRENEUR

(12 Hours)

All India Financial Institution and its Role: Industrial Development Bank of India (IDBI) - Industrial Financial Corporation of India (IFCI) - Industrial Reconstruction Bank of India (IRBI) - State Financial Corporation (SFC) - State Industrial Development Corporation (SIDC) - Small Industries Development Bank of India (SIDBI).

UNIT V- INCENTIVES AND SUBSIDIES FOR SSI

(12 Hours)

Incentives meaning – objectives – subsidy -- tax concession - marketing and export assistance - technical assistance - The New Entrepreneur cum Enterprise Development (NEEDS) scheme - Credit Guarantee fund Trust for Micro and Small Enterprises (CGTMSE) scheme.

UNIT – VI Latest Learning

Latest Developments Related to the course during the semester concerned **(for Continuous Internal Assessment only)**

Text Books:

- Hotel and Tourism Law – Dr. Jagmohan Negi – Himalaya Publications, Mumbai.
- Entrepreneurial Development- S.S.Khanka, S.ChandCo.Ltd., NewDelhi.

Reference Books

- Entrepreneurial Development- VasantDesai, Himalaya Publications.
- Entrepreneurial Development-P.Saravanavel, Margham Publications, Chennai
- Entrepreneurship Development-C.B.Gupta and N.P.Srinivasan, S.ChandCo.Ltd., NewDelhi.

COURSE OUTCOME:

After completion of the course, student will be able to:

- To understand the various laws applicable to catering establishments.
- Familiar with the concept of Entrepreneurship and woman Entrepreneurship and their problems.
- Develop an idea about identification of project and various stages in formulation of project.
- Understand the opportunities and services available for Entrepreneurship
- Aware about various institutional finances give hand to develop Entrepreneurship.

Core Course - VIII
BAKERY AND CONFECTIONERY THEORY
U4R1HMCC8
Credit: 5

Instruction hours: 5 per week

Total Hours: 60

OBJECTIVES:

- To make students understand the basic principles of baking and the nature of the raw materials used in the bakery and confectionary industry.
- To help students make knowledge for various types of cake making.
- To impart knowledge on various types of bread making.
- To give in depth knowledge on types of food additives and essences used in bakery.
- To enable students to handle bakery equipments

UNIT –I INTRODUCTION

(12 Hours)

- Aims and Objectives of Bakery
- Organizational structure of Bakery (Both small and Large Scale)
- Equipments used (description and their uses)
- Oven (Types and their advantages/disadvantages)
- Personal Hygiene maintained in the Bakery

UNIT-II RAWMATERIALS USED IN BAKERY

(12 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

(12 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

(12 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

UNIT –V ICINGS AND OVEN TEMPERATURE

(12 Hours)

- Icing-Introduction
- Types of Icing (Butter icing, Royal Icing, Marzipan, Fudge, Glaze Icing, Chocolate Icing, Marshmallow)
- Gum paste
- Oven at different temperatures (hot, very hot, medium, etc)
- The oven temperatures for baking rich and lean cakes

UNIT - VI Latest Learning

Latest Developments related to the course during the semester concerned **(For continuous Internal Assessment only)**

TEXT BOOKS:

- Practical Cookery – Kinton and Ceserani (ELBS Publications) - UNIT 1,3,5
- The Theory of Catering – Kinton and Ceserani (ELBS Publications) - UNIT 4
- Theory of Cookery – Krishna Arora (Frank Bros. & Co., New Delhi) - UNIT 2
- Theory of Bakery and Patisserie - Parvinder S.Bali - (First and Second impression 2018)

REFERENCE BOOKS:

- Basic Baking Science & Craft by S.C. Dubey (S.C. Dubey F-10/5, Malaviya Nagar, New Delhi – 110 017).
- Beautiful Baking - Consultant Editor – Carole Clements Richard Blady Publishing (Anness Publishers Ltd.)
- Perfect Baking at Home–Kritika A. Mathew (Vasan Book Depot, Bangalore)
- Practical Baking – Sultan
- New Complete Book of Breads - Bernard Clayton (Fireside Rockefeller Centre, New York.
- Baking made simple – M.K. Gaur & Manish Gaur. (Bakers Machinery & Consultancy Company, Bangalore)

OUTCOME:

- Students will be able to produce the difference types of cake.
- They will have learnt of oven temp for various bakery products.
- Learners will be able to use baking equipments
- Able to prepare bread and other bakery products.
- Able to produce cakes following various methods.

Allied Course -VI
SPECIALISED FOOD SERVICE
U4R1HMAC6
Credit: 3

Instruction hours: 4 per week

Total Hours: 48

OBJECTIVES:

- To impart the knowledge on room service procedures.
- To train students in banquets and outlet catering.
- To make them aware of various forms of service observed in the industry.
- To help students know about Gueridon service equipments.
- To train students in cruise liner catering.

UNIT – I ROOM SERVICE

(9 Hours)

Introduction – Types of room Service – Organization – Equipment and Layout – Room Service Tasks – Room Service Order Flow

UNIT – II BANQUETS AND OUTDOOR CATERING

(10 Hours)

Banquets –Organization Structure - Job description of Banquet Personnel – Banquet Booking – Contract of Agreement - - Banquet Service - Banquet Service – Banquet beverage Service – Outdoor Catering.

UNIT – III SPECIALIZED FORMS OF SERVICE

(9 Hours)

Introduction – lounge service – Hospital Tray Service – Airline Tray service – Rail Service – Home Delivery.

UNIT – IV GUERIDON SERVICE

(10 Hours)

Introduction – Gueridon Service – Introduction to Carving and Jointing – Dishes involving work on the Gueridon

UNIT – V SHIP CATERING AND CRUISE LINER CATERING

(10 Hours)

Ship catering – catering Service in passenger ships – cruise liners catering – compiling of food and wine lists for cruise liner catering – catering in luxury coaches – service of snacks and beverages.

UNIT - VI Latest Learning

Latest Developments related to the course during the semester concerned **(For continuous Internal Assessment only)**

TEXT BOOKS:

- Food and Beverage Service (Training Manual – Sudhir Andrews (TATA McGraw Hill Publications) Unit - I,II
- Food and Beverage service (Third Edition – Dennis R.Lillicrap) Unit – III,IV,V
- Food and Beverage Service – R. Singaravelan (Third Impression 2017)

REFERENCE BOOKS:

- Catering Management – An Integrated Approach – Mohini sethi and Surjeet Malhan(Wiley Eastern Limited)

OUTCOME:

- Students will have learnt about banquet contract agreements.
- They will have gained on vital knowledge on specialized services.
- They will be able to compile the food and wine lists in ship catering.
- Students will be able to arrange room service trays.
- The students will be able to handle trolley service.

SEMESTER - V
Core Course -IX
Major Practical III
BAKERY AND CONFECTIONERY PRACTICAL
U5R1HMCC9P
Credit: 5

Instruction hours: 5 per week

Total Hours: 60

OBJECTIVES:

- To impart the skills needed to make bakery products.
- To train learners in safety procedures.
- To help students knowledge of raw materials used in bakery.
- To learn the various types of bread making.
- To improve the knowledge on skills Decorations.

The following are Specimen Menus for Practical's:

MENU –I

Jam Tart
Orange muffins
Checked Biscuits

MENU-II

Vegetable Puffs
Madeline's Cake
Coconut Biscuits

MENU-III

Bread rolls
Praline Finger
Apple Pie

MENU-IV

Croissant
Chocolate Cake
Nan Khatai

MENU-V

Bread Rolls
Palmer's
Sand Castle

MENU-VI

Coconut Puffs
Yule log
Melting Moments

MENU-VII

Raisin Bread
Chicken-Vol-au-vent
Cream Cookies

MENU-VIII

Danish pastry
Plum Cake
Varki

MENU-IX

Swiss Roll
Garlic Bread
Fig Pin Wheels

MENU-X

Pizza
Fruit Cake
Banana Flans

MENU-XI

Burger Buns
Black Forest cake
Cheese Straws

MENU-XII

Birthday Cake
Bread Sticks
Chicken Puffs

Latest Learning

Latest Developments related to the course during the semester concerned **(For continuous Internal Assessment only)**

TEXT BOOK:

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

REFERENCE BOOK:

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

OUTCOME:

- Learners will have been trained to applying in safe Baking Practices.
- Preparation of different types of bread.
- Preparation of different types of cakes and cookies.
- Avoiding faults in breads and cakes.
- Students will be able to modify oven temperature.

SEMESTER V
CORE COURSE X
ACCOUNTS FOR HOTEL MANAGEMENT
U5R1HMCC10
Credit: 5

Instruction hours: 5 per week

Total Hours: 60

Course Objectives

- To train students in the basic concepts and procedures of accounting
- To enable them to prepare accounting statements and various financial returns for submission to government departments

UNIT I - ACCOUNTING BASICS (15 Hours)

Accounting – Definition- Book keeping – objectives- Accounting concepts and conventions- Advantages – Limitations – Double Entry system - kinds of accounts – Rules for debiting and crediting

UNIT II - JOURNAL AND LEDGER, RECORDS MAINTAINED IN HOTELS

(15 Hours)

Journal – Ledger- Preparation – Balancing of Ledgers – Guest ledger –Register of coupons issued- Register of Reservation- Guest Registration card bill – Arrival, departure – daily food cost sheets

UNIT III - TRIAL BALANCE (12 Hours)

Trial Balance – Definition- Objectives- limitations- Preparation of Trial balance.

UNIT IV – SUBSIDIARY BOOKS (15 Hours)

Subsidiary Books – Purchase Book – Sales book- Purchase Return book – Sales Return Book – Cash book- Petty Cash book

UNIT V – FINAL ACCOUNTS (15 Hours)

Final Accounts- Trading Account- Profit and Loss account – Balance Sheet (Simple Problems without adjustments) - Accounting Softwares used in hotels

Unit VI Latest Learning

Latest Developments Related to the course during the semester concerned **(for Continuous Internal Assessment only).**

Text Book:

- Financial Accounting- T.S.Reddy & Dr.A.Murthy, Margham Publications, Chennai.

Reference Books

- Advanced Accountancy,” R.L. Gupta ” Sultan Chand Sons, New Delhi
- Advanced Accounting, S.P. Jain and K.L. Narang,” Kalyani Publishers,New Delhi

Course Outcome

- Students will be able to maintain simple accounts and manage simple matters of procedure in accounting
- They will be able to provide the senior management with inputs called for
- They will be able to manage tax matters with a little initiation

Text Book:

- Financial Accounting- T.S.Reddy & Dr.A.Murthy, Margham Publications, Chennai.

Reference Books

- Advanced Accountancy,” R.L. Gupta ” Sultan Chand Sons, New Delhi
- Advanced Accounting, S.P. Jain and K.L. Narang,” Kalyani Publishers,New Delhi

Course Outcome

- Students will be able to maintain simple accounts and manage simple matters of procedure in accounting
- They will be able to provide the senior management with inputs called for
- They will be able to manage tax matters with a little initiation

Core Course-XI
ADVANCED FRONT OFFICE AND ACCOMMODATION MANAGEMENT
U5R1HMCC11

Credit: 5

Instruction hours: 5 per week

Total Hours: 60

OBJECTIVES:

- To learn the role of front office cashier.
- To know the function of telephone section in front Office.
- To develop the skills of cleaning.
- To train students in handling laundry equipments.
- To be aware the role of ancillary departments like textiles, Horticulture etc.,

UNIT – I FRONT OFFICE CASHIER AND LOBBY

(12 Hours)

Duties
Guest folio
Terminologies
Handling Credit Cards
Accepting foreign currency
Safety locker Management
Basic principle of accounting
Departure procedure
Lobby Desk
Lobby Manager
Concierge Services.
Bell Captain and Bell Boy
Guest arrival/departure Procedure
Left luggage, scanty baggage Procedure
Formats in use

UNIT – II NIGHT AUDITOR AND TELEPHONE

(12 Hours)

Duties of Night Auditor
Procedure for reconciling outlet sales summary
Telephone exchange
Types of exchange
Skills and competencies of telephone operator
Duties of telephone operator
Wake - up call procedure
Formats in use

UNIT-III CLEANING

(12 Hours)

Cleaning equipment
Cleaning agent
Cleaning methods
Pest control
Control of odors
Public area cleaning

UNIT-IV LAUNDRY SERVICES

(12 Hours)

Organization of laundry department
Laundry equipment
Laundry process
Detergent
Stain removal
Waste service

UNIT-V ANCILLARY DEPARTMENTS

(12 Hours)

Textiles
Types of fibers
Horticulture
Facilities and equipments
Outdoor garden
Floor art
Tools
Color harmony
Themes
Interior Design
Principles of design

UNIT - VI Latest Learning

Latest Developments related to the course during the semester concerned **(For continuous Internal Assessment only)**

TEXT BOOKS:

- Hotel Front Office Management- James.A.Bardi –UNIT 1,2
- Sudhir Andrews – front office management training manual. -UNIT 2,
- Hotel, Hostel & Hospital housekeeping- Joan .C.Branson& Margaret Lennox –UNIT 3, 4, 5
- Hotel Front Office Operations and Management – TataShankar – Second Edition
- Hotel Housekeeping Operation and Management – Third Edition - RaghuBalan

REFERENCE BOOKS:

- Front Office Management-S.K.Bhatnagar
- Hotel ,Hostel & Hospital housekeeping- Joan C.Branson& Margaret Lennox

OUTCOME:

- The students will have learnt the role of front office cashier and function of telephone section
- Students will be able to prepare night auditor Reports.
- The students will have gained the knowledge of cleaning agent, equipments and how to use.
- The students will have the ancillary departments in housekeeping.
- Students would have learnt to handle laundry equipments.

Core Course-XII
FRONT OFFICE MANAGEMENT PRACTICAL
U5R1HMCC12P
Credit: 5

Instruction hours: 5 per week

Total Hours: 60

OBJECTIVES:

- To learn the various formats used in front office.
- To learn the importance of reservations terminologies.
- To help learners gain knowledge on scanty baggage of guest.
- To train students in handling foreign Currency.
- To train the learner in handling Credit cards.

UNIT – I RECEPTION (12 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 – II RESERVATION (12 Hours)

Reservation Terminology – Types of Rooms – Types of Plans – Various reservation formalities (modes, Charts, Diaries used in reservation) – Staff Allocation – Formats in use.

UNIT – III UNIFORMED SERVICES (12 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 (12 Hours)

Important terminologies – Duties of front office cashier – settling of bills - procedure for handling credit cards and foreign currency.

UNIT – V NIGHT AUDITOR (12 Hours)

Duties of the night auditor – preparation of night auditor report - Different types of Vouchers – Files and Record maintain

UNIT - VI Latest Learning

Latest Developments related to the course during the semester concerned **(For continuous Internal Assessment only)**

REFERENCE BOOKS:

- Front Office Management – S.K.Bhatnagar
- Front Office Procedures – Micheal L.Kasavana
- Hotel Front Office Operations and Management (Second Edition 6th Impression 2018) – JataShankar R. Tiwari

OUTCOME:

- Students learned different terminologies in front office.
- To learned and prepared night auditor report
- Students will be able to handle left luggage.
- They will have learnt various reservation techniques and procedures.
- Students will be able to prepare room occupancy report.

SEMESTER-VI
Core Course-XIII
Major Practical - V
CHINESE CUISINE PRACTICAL
U6R1HMCC13P
Credit: 5

Instruction hours: 5 per week

Total Hours: 60

OBJECTIVES:

- To make students understand about various Chinese cuisine.
- To train students in handling Chinese cooking equipments.
- To impart knowledge on various herbs and seasonings used in Chinese foods.
- To train students in Chinese cooking style.
- To train students in making various Chinese sweets.

Prawn Ball Soup
Fried Wantons
Sweet & Sour Pork
Hakka Noodles
Hot & Sour soup
Beans Szechwan
Stir Fried Chicken & Peppers
Chinese Fried Rice
Sweet Corn Soup
Shao Mai
Tung-Po Mutton
Yangchow Fried Rice
Wonton Soup
Spring Rolls
Stir Fried Beef & Celery
Chow Mein
Prawns in Garlic Sauce
Fish Szechwan
Hot & Sour Cabbage
Steamed Noodles

Latest Learning

Latest Developments related to the course during the semester concerned **(For continuous Internal Assessment only)**

REFERENCE BOOKS:

- Modern Cookery Practical – Vol. I &II - Thangam E.Philip

OUTCOME:

- They will have learnt on various Chinese cuisines.
- Students will be able to prepare traditional Chinese dishes.
- They will be able to handle equipments.
- Students will have learnt of famous Chinese sweet dishes and their preparations.
- Students will be able to prepare Chinese sauces.

Core Course-XIV
Major Practical - VI
ACCOMMODATION MANAGEMENT PRACTICAL
U6R1HMCC14P
Credit: 5

Instruction hours: 6 per week

Total Hours: 72

OBJECTIVES:

- To train students in handling cleaning equipments
- To train them in bed making procedures.
- To enable students track accommodation availability.
- To make students understand various types of flower arrangements.
- To train students in linen handling practices.

UNIT – I CLEANING EQUIPMENTS AND AGENTS (15 Hours)

Uses of Small Equipments and Large equipments – Handling the equipments – Mock Service – Selection and Storage - Different types of chemicals – how to use the chemicals - Dilution of chemicals

UNIT – II GUEST ROOM (14 Hours)

Procedures - Bed making – bathroom Cleaning – Guest Supplies – Guest valuable and Non-Valuable materials.

UNIT – III LINEN (14 Hours)

Layout of linen room – types of linen – linen sizes – Equipments – Par stock – inventory – discard – linen control

UNIT – IV LAUNDRY (15 Hours)

Types of laundry – handling guest laundries – laundry equipment – valet service – Dry cleaning – Stain removal – Laundry Operations flowchart

UNIT – V FLOWER ARRANGEMENT (14 Hours)

Types of flowers and containers - types of flower arrangements – flower arrangement in various section – Theme decoration.

UNIT - VI Latest Learning

Latest Developments related to the course during the semester concerned **(For continuous Internal Assessment only)**

REFERENCE BOOK:

- Hotel Housekeeping Training Manual – Sudhir Andrews
- Hotel Housekeeping Operations and management – G. RaghuBalan (Third Edition)

OUTCOME:

- Students learned the different cleaning equipments and agents.
- They learned the guest room cleaning procedures.
- They should be learned the bed making process
- Students should gain the knowledge of flower arrangements.
- Students will be able to handle equipment.

MAJOR BASED ELECTIVE I
MANAGEMENT CONCEPTS
U6R1HMMBE1
Credit: 4

Total Instructional Hours: 60
Total: 100

Marks: Internal: 25, External: 75,

Course Objectives

- To give learners the theoretical knowledge of the fundamental concepts of management
- To make them aware of the challenges in all aspects of practical management
- To enable students to read and understand books and articles on management studies independently

UNIT I	MANAGEMENT OVERVIEW	(12 Hours)
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Management – meaning, definition, concepts, importance –different between management and administration – evolution of management – Is management an art or science – Fayol's principles of management.

UNIT II PLANNING PROCESS (12 Hours)

Planning – meaning, definition, concepts, objectives, steps, types of planning – advantages of planning, disadvantages of planning, decision making process – MBO – objectives and stages of MBO

UNIT III ORGANIZING PROCESS (12 Hours)

Organizing – meaning, definition, concepts, objectives, process of organizing – departmentation – centralization, decentralization – sources of authority – authority and responsibility – delegation of authority

UNIT IV STAFFING PROCESS (12 Hours)

Staffing – meaning, definition, concepts, process of staffing –recruitment, selection, placement, promotion, training and development, wages, welfare facilities - directing - qualities of leadership, types of leadership, different leadership theories.

UNIT V CONTROLLING PROCESS

(12 Hours)

Controlling – meaning, definition, concept, objectives, steps of controlling process – co-ordination and co-operation – MBE concepts objectives, steps – communication- process of communication.

UNIT - VI Latest Learning

Latest Developments related to the course during the semester concerned **(For continuous Internal Assessment only)**

Text Books

1. Business Organization and Management – Y.K. Bhushan
2. Principles of Management – Jayashankar – Margham Publishers

Course Outcome

On completion of the course students will

1. Have a basic knowledge of the principles of management
2. be able to realize the comprehensive nature of the management function and the inter relations among various aspects of management
3. be able to undertake independent reading on the theory and practice of management.

MAJOR BASED ELECTIVE II
HUMAN RESOURCES MANAGEMENT
U5R1HMMBE2
Credit: 4

Total Instructional Hours: 72

Marks: Internal:25, External 75, Total 100

Course Objectives

- To make students aware of the importance of the HR function in all its aspects
- To initiate students in the modus of HR procedures and policies
- To motivate students to acquire knowledge of HRM by independent reading

UNIT I	INTRODUCTION TO HRM	(12 Hours)
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Nature, scope, significance of HRM – Functions of HRM - HR Planning –steps, objectives, process- Job analysis and job description.

UNIT II RECRUITMENT AND SELECTION (15 Hours)

Recruitment – sources of recruitment – selection process and policies – Interviewing – Induction and Placement. Performance Appraisal – nature – objectives – methods – limitations.

UNIT III TRAINING AND DEVELOPMENT (15 Hours)

Training – needs - objectives – benefits –Types of training – Evaluation of training and development

UNIT IV COMPENSATION MANAGEMENT (15 Hours)

Wages and salary administration – meaning, objectives, factors influencing wages and salary administration – wage plans and policies – wage differentials – incentives and fringe benefits – motivation – Maslow’s and Herzberg’s theory

UNIT V HUMAN RELATIONS (15 Hours)

Grievance – handling procedures – Discipline - procedure for disciplinary action – counseling – welfare measures – significance – statutory provisions – concerning employee welfare – case study practices

UNIT - VI Latest Learning

Latest Developments related to the course during the semester concerned **(For continuous Internal Assessment only)**

Text Book

Human Resource Management – S.S. Khanka – S Chand Publishing house, New Delhi

Reference Books

1. Human Resource Management – J. Jayasankar– Margham Publications, Chennai
2. Human Resource Management – L.M. Prasad – Sultan Chand and Sons, New Delhi
3. Human Resource Management – Dr. K. Sundar and Dr. J Srinivasan –Vijay Nicole Imprints Private Limited, Chennai

Course Outcome

On completion of the course students will be able to

1. Manage various tasks related to HRM
2. Read and digest new HRM procedures
3. Function as intelligent members of an HRM group participating and contributing to policy formulation, assessment and reform.

MAJOR BASED ELECTIVE III

HOTEL MARKETING

U6R1HMMBE3

Credit:4

Total Instructional Hours:72

Marks: Internal:25, External 75, Total 100

Course Objective:

1. To understand the fundamentals of marketing
2. To enable the students to have the knowledge about new product development and pricing decisions
3. To understand the students about promotional activities
4. To educate the students about sales promotion and sales persons
5. To educate hotel marketing mix in five star hotel and it's recent trends

Unit I: OVERVIEW

(12 Hours)

Fundamentals of Marketing – Definition of Market, Marketing and Selling – The Marketing Concept Methods and Scope of Marketing – Market Segmentations – Basis of Market Segmentations – Types of Market Segmentation.

Unit II: MARKETING MIX

(18 Hours)

Introduction to Marketing Mix – Product – New Product Development – Product Life Cycle – Branding Price – Factors influencing Pricing Decisions – Types of Pricing. Place – Distribution – Channels of Distribution – Promotion – Promotional Mix – Types of media.

Unit III: ADVERTISING

(15 Hours)

Introduction to Promotional Activities – Advertising – Aims of Advertising – Advantages and Disadvantages of Advertising – Pre-testing and Post-testing methods.

Unit IV: SALES PROMOTION

(15 Hours)

Sales Promotion – Introduction – Types of sales persons – Role of sales person – International Marketing – Emergence of global marketing.

Unit V: HOTEL MARKETING

(12 Hours)

Introduction – Scope – Avenues – Hotel Marketing Mix – Local Sales Marketing in Five Star Hotel Seasonal Marketing - Recent trends in Hotel Marketing.

UNIT - VI Latest Learning

Latest Developments related to the course during the semester concerned **(For continuous Internal Assessment only)**

TEXT BOOKS

1. Modern Marketing – RSN Pillai and Bagavathi, Sultan Chand and sons, New Delhi
2. Marketing Management – Philip Kotler
3. Marketing Management – Rajan Nair, S. Chand and sons, New Delhi

Course Outcome:

1. To understand the basic elements of market, marketing and selling
2. To understand the marketing mix and product life cycle
3. To understand the promotional activities and aims of advertising
4. To know about sales promotion activities
5. To understand hotel marketing mix in five star hotel and its recent trends

**MAJOR BASED ELECTIVE IV
ORGANISATIONAL BEHAVIOUR**

U6R1HMMBE4

Credit:4

Total Instructional Hours: 72

Marks: Internal: 25, External 75, Total 100

Course Objective

1. To introduce the concept of Individual and Organizational Behaviour.
2. To acquaint the knowledge of Personality theories and factors influencing perception.
3. To study the attitudes of Individual and Impact of Learning on Employee behavior.
4. To understand the group nature and their Dynamics.
5. To assess the stress and various strategies followed to remove the stress.

Unit I – INTRODUCTION AND INDIVIDUAL BEHAVIOUR (12 Hours)

Organizational behavior - Definition and Meaning – nature – importance - Models of OB - Nature of the Human Behaviour- Factors.

Unit II – PERSONALITY AND PERCEPTION (15 Hours)

Personality: Nature - theories of personality – stages – determinants - Perception: Meaning and definition - factors influencing perceptions - perceptual process.

Unit III- ATTITUDES AND VALUE (15 Hours)

Attitudes – nature – components – formations – functions -changing attitude - ways of changing – measurements - work related attitudes – values – importance - differ from attitudes.

Unit IV - GROUP DYNAMICS (15 Hours)

Group nature of group - advantages and disadvantages – types - why do people join group - Group development – benefits - pitfalls of group - determinants of group behavior -group size - group norms

Unit V – WORK STRESS AND JOB SATISFACTION (15 Hours)

Works stress – meaning - what is not stress? - Sources of stress - individual level stressors - group level stressors - organizational stressors – extra - organizational stressors – outcomes - stress management - individual strategies - organizational strategies - job satisfaction - causes and consequences - measuring job satisfaction.

UNIT - VI Latest Learning

Latest Developments related to the course during the semester concerned **(For continuous Internal Assessment only)**

Text Book Recommended:

1. Organizational Behaviour- K.Aswathappa, Himalaya Publishing House, Mumbai.

References:

1. Organizational Behaviour - P.Subbarao, Himalaya Publishing House, Mumbai.
2. Organizational Behaviour - L.M.Prasad, Sultan Chand Publication, New Delhi.
3. Organizational Behaviour - Stephen P.Robbins, Prentice Hall international.
4. Organizational Behaviour - Jayasankar, Margham Publications, Chennai

Course Outcome

1. Equipped the students with the basic idea and introduction on Organizational Behaviour as a concept.
2. Gives a light on the concept and difference of personality and perception.
3. Gain the knowledge on Attitude, value and learning.
4. Understand the concept of group dynamics.
5. Impacted Knowledge with work stress and job satisfaction.

MAJOR BASED ELECTIVE - V

HOTEL ENGINEERING

OBJECTIVES:

- To Provide the student with an introduction to Engineering department
- To Gain the knowledge on various electrical equipments
- To get the knowledge on the aims and functions of maintenance department
- To know about the importance of air conditioning services.
- To develop the skills needed hotel engineering.

UNIT – I ORGANISATION OF MAINTENANCE DEPARTMENT

Role & importance of maintenance department in hotel & catering industries.

Organizational 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.

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 – FUNDAMENTALS OF ELECTRICITY

Definition of insulators, conductors, current potential difference, resistant power.

Energy and their units & relationship.

DC & AC, single phase, double phase, three phase& its importance one equipment specification.

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 conversation 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

Basic principle - Boiling point & latent heat. Compression type of refrigeration system defrosting. Types of refrigerant units - Conditions for comfort unit of air conditioning. Various parts in general – preventive maintenance - Fire fighting systems - Classes of fire & fire extinguishers - Fire detectors.

UNIT – IV PREVENTIVE & BREAKDOWN ANNUAL PROGRAM.

Comparisons.

Contract maintenance.

Advantages & disadvantages.

Types of contracts.

Price rate.

Lumpsum contract

Rate contract

Service contract

Waste disposal & pollution control

Disposal of waste – various methods

Sewage treatment plant

Water pollution

Sewage pollution

Ventilation air pollution & noise pollution related to hotel & catering industry.

UNIT – V CARE AND MAINTENANCE OF VARIOUS SURFACES

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.

UNIT - VI Latest Learning

Latest Developments related to the course during the semester concerned **(For continuous Internal Assessment only)**

TEXT BOOKS:

- The management of maintenance and engineering systems in hospitality industry. Borseink.F.D, Johnweley

REFERENCE BOOKS

- Practical maintenance and equipment for hoteliers, licenses and caterers. D.C.Gladwell
- Modern maintenance – Eleno.J.Miller and Jerome. W.Blood, D.B Tasapoxwala sons & co, Mumbai

OUTCOME

The students would be

- Analyze the importance of engineering department
- Handle complaints related to maintenance department
- Know the importance of waste disposal
- Identify the various surfaces
- Learned the Students will how to control the water pollution.

SKILL BASED ELECTIVE - I

TOURISM PRINCIPLES, POLICIES AND PRACTICES

OBJECTIVES:

- To make students realize the potential of tourism industry in India.
- To make understand the various elements of Tourism Management; and
- To make them understand familiarize with the Tourism policies in the national and international context.
- To make students understand ITDC procedures.
- To help students gain knowledge about sustainable tourism.

UNIT-I TOURISM

Elements, Characteristics and History, Typology of Tourism

UNIT-II TOURISM INDUSTRY

Constituents of Tourism Industry, Basic Components Of Tourism, Emerging Trend in Tourism

UNIT-III TOURISM IMPACTS

Impacts of Tourism, Tourism System,

UNIT-IV TOURISM ORGANIZATIONS

World Tourism Organizations, Indian Tourism Organizations

UNIT-V SUSTAINABLE TOURISM

Tourism Planning India, Sustainable Tourism Development and Code of Conduct

UNIT - VI Latest Learning (For continuous Internal Assessment only)

Latest Developments related to the course during the semester concerned

REFERENCE BOOKS:

- **Chuck.Y.Gee,James C. Makens&Dexter J. L. Choy(1989),THE TRAVEL INDUSTRY**, Van Nostrand Reinhold, New York
- **Page J. Stephen& Brunt Paul (2007), TOURISM-A MODERN SYNTHESIS**, *Thomson Pub*, London.
- **Ray Youell (1998), TOURISM-AN INTRODUCTION**, Addison Wesley Longman, Essex.
- **Sunetra Roday, et al(2009),TOURISM OPERATIONS AND MANAGEMENT**, Oxford.

OUTCOME:

- Students will be able to identify the various types of tourism.
- Evaluate the components of tourism industry.
- Able to assess the impacts of tourism.
- Will be able to Identity the importance of National Action Plans.
- Able to understand the Concept of Sustainable Tourism.

SKILL BASED ELECTIVE - II DESTINATION PLANNING AND DEVELOPMENT

OBJECTIVES:

- To enable learners assess the tourism potential of various destinations and prepare tourism development plans as well as students marketing techniques.
- To familiarize with the destination branding practices; and
- Train students to use advanced analysis and research in the field of destination development.
- To help students understand different cultures, custom manners and traditions.
- To satisfy them components of tourism and Tourism Management.

UNIT-I DESTINATION DEVELOPMENT

Introduction to Destination Planning and Development, Characteristics of Tourism Destination, Destination Management system, Destination planning Guidelines and Selection Process, Value of Tourism.

UNIT-II DESTINATION PLANNING PROCESS AND ANALYSIS

Levels of Tourism Planning and Development, Economic, Socio-Cultural, and Environmental Considerations, Planning For Demand Supply Match.

UNIT-III DESTINATION IMAGE DEVELOPMENT

Attributes of Destination, Destination Branding.

UNIT-IV DESTINATION PROMOTION AND PUBLICITY

Destination Marketing Mix & Destination Competitiveness, Marketing Communication & Strategies.

UNIT-V DESTINATION

Public Private Partnership in Tourism (PPP), Tourism Policy and Destination Development, WTO guidelines for Tourism Planning, Characteristics of Rural Tourism.

UNIT - VI Latest Learning (For continuous Internal Assessment only)

Latest Developments related to the course during the semester concerned

REFERENCE BOOKS:

- **Nigel Morgan, Annette Pritchard & Rogar Pride(2001),** DESTINATIONBRANDING: CREATING THE UNIQUE PROPOSITIONS, *Butterworth and Heinemann*
- **Richard W. Butler (2006),** THE TOURISM AREA LIFE CYCLE: APPLICATION AND MODIFICATIONS, channel view publications.

- **Clarine, Haven Tang & Eleri Ellis Jones (2005)** ,TOURISM SMES, SERVICES QUALITY AND DESTINATION COMPETITIVENESS, CABI *Publishing*.

OUTCOME:

- The students will be known the steps involved in tourism planning process.
- Be appreciating the importance of Tourism Planning.
- Be familiar with the tourism planning process at different levels.
- Be recognize the six A's frame work for tourism destination.
- Understand the role of PPP in the Indian Tourism Industry.

SKILL BASED ELECTIVE - III

TRAVEL AGENCY AND TOUR OPERATIONS MANAGEMENT

OBJECTIVES:

- To make students to expose them to understand the significance of travel agency and tour operation business;
- To know the current trends and practices in the tourism and travel trade sector.
- To develop adequate knowledge and skills applicable to the travel industry.
- To make students understand the responsibilities of travel associations.
- To make them aware of different types of tour packages.

UNIT-I TRAVEL TRADE

Historical Perspectives, Wholesale and Retail Travel Agency Business.

UNIT-II TRAVEL AGENCY AND TOUR OPERATION BUSINESS

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

Concepts of Itinerary Planning, Tour Formulation and Designing process.

UNIT-IV TOUR PACKAGING & COSTING

Classification of Tour Packages, Components of Package Tour, Package Tour Costing, Package Tours of Thomas cook, SOTC, Cox &Kings and TCI.

UNIT-V ROLE AND RESPONSIBILITY OF TRAVEL TRADE ASSOCIATION

Roles and Responsibilities of Travel Trade Associations, Roles and Functions UFTAA, Roles and Functions of PATA, Roles and Functions of ASTA.

UNIT - VI Latest Learning (For continuous Internal Assessment only)

Latest Developments related to the course during the semester concerned

REFERENCE BOOKS:

- **Holloway, J.C (2002)**, THE BUSINESS OF TOURISM, Prentice Hall, London, pp. 220-279.
- **Roday. S, Biwal.A&Joshi.V.(2009)**,TOURISM OPERATIONS AND MANAGEMENT, oxford University Press, New Delhi,pp-164-296.
- **Goeldner, R &Ritchie, B (2010)**, TOURISM, PRINCIPLES, PRACTICES AND PHILOSOPHIES, John Wiley & sons, London.

OUTCOME:

- Students will come understood trends in travel agency business.
- They will understand the functions of Travel agencies and Tour agencies and Tour Operators.
- They will be able to drop up itineraries.
- And recognize the functions of Travel Trade Associations.
- Students will be able to handle tour operations.

SKILL BASED ELECTIVE - IV AIRFARES AND AIRLINES MANAGEMENT

OBJECTIVES:

- To make students understand the structure and dynamics of the airline industry.
- To impart knowledge of the airport and airlines management linkages.
- To make them the international airfares, regulations and formalities of travel, and tourism
- To expose them different organizations and their contributions to airlines management
- To help learners gain knowledge on manual E-Ticket reservations.

UNIT-I ROLE OF IATA AND ITS FUNCTIONS

ICAO; role and functions-Airport Authority of India -Open Sky Policy-International Conventions; Warsaw convention, Chicago Convention.

UNIT-II MANAGEMENT OF AIRLINE

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

Three letter city and airport code, airline designated code-minimum connecting time-Global indicators-Familiarization with Air tariff: Currency regulation, NUC .

UNIT-IV ONEWAY RETURN TRIP

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

Issue of manual ticket-reservation PROCEDURE-MPD, MCO, PTA, and their purposes-Universal Air Travel plan-Types of Air Travel Cards.

UNIT - VI Latest Learning (For continuous Internal Assessment only)

Latest Developments related to the course during the semester concerned

REFERENCE BOOKS:

- **Jagmohan,Negi**, AIR TRAVEL TICKETING AND FARE CONSTRUCTION, Kaniska, New Delhi, 2005
- **OAG**, CONSULTANT, IATA, GENVAIR TARIFF BOOK
- **Stephan Shaw**, AIRLINE IN SHIFTS&MANAGEMENT, Ashgate pub., USA, 2004
- **IATA GUIDE**, Geneva

OUTCOME:

- On completion of the course the student will understand the role of IATA and ICAO.
- Recognize the facilities available in airport.
- Understood the importance and role of OAG.
- Be able to follow know the various airfare terms.
- Predict the airline reservation procedure.

SKILL BASED ELECTIVE – V E-TOURISM

OBJECTIVES:

- To make students understand emerging business models in tourism and travel industry
- To sensitive learners to the impact of Information Technology on tourism and travel sector; and
- To enable them to explore the scope of entrepreneurship in the emerging e-tourism business
- To make learners understand the payment system in E-tourism.
- To make the students understand the typologies of E-tourism.

UNIT-I INTRODUCTION TO E-TOURISM, HISTORICAL DEVELOPMENT

Electronic technology for data processing and communication – Strategic, Tactical and operational use of IT in Tourism.

UNIT-II GLOBAL DISTRIBUTION SYSTEM

History & EVOLUTION-GDS&CRS- Levels of CRS participation-Hotel Distribution System.

UNIT-III TYPOLOGIES OF E-TOURISM

Business models-Business to Business(B2B)-Business to consumer(B2C)- Consumer to Business(C2B)-Consumer to Consumer(C2C)-Business to Employees(B2E) -&Business to Government(B2G).

UNIT-IV PAYMENT SYSTEMS IN E-TOURISM

Payment Gateway-Billing and Settlement Plan (BSP)-Security Issues and Certification –Travel Blogs -E-marketing and promotion of Tourism.

UNIT-V INTRODUCTION TO AMADEUS

Introduction-History-Product Portfolio-Solutions for Travel intermediaries.

UNIT - VI Latest Learning (For continuous Internal Assessment only)

Latest Developments related to the course during the semester concerned

REFERENCE BOOKS:

- **Buhalis D. (2004)**, ETOURISM: INFORMATION TECHNOLOGY FOR STRATEGIC TOURISM MANAGEMENT, *prentice Hall India*.
- **Poon A. (1998)**, TOURISM, TECHNOLOGY AND COMPETITIVE STRATEGIES, CABI.
- **Rayport J. F. &Jaworski B. J. (2002)**, INTRODUCTION TO ECOMMERCE, *McGraw Hill*.
- **Malvino A. P(1995)**,ELECTRONIC PRINCIPLES,*McGraw-Hils*.

OUTCOME:

- On completion of the course students will Exhibit effective oral communication through personal interaction as well as classroom presentations, individually or as part of a group, to a larger audience
- Have gained knowledge on the key activities in electronic Tourism.
- Have understanding of significance and functions of GGDS.
- Have acquired knowledge on driving forces of GDS.
- Be able to select a payment gateway by balancing different interests.

SKILL BASED ELECTIVE - VI TOURISM AND TRAVEL MANAGEMENT

OBJECTIVES:

- To introduce students to the potential of tourism as an industry.
- To give them a historical perspective on the development of tourism.
- To make them aware of state initiatives in tourism promotion.
- To inform them about tourism formalities – passport, visa, etc.
- To provide awareness away students about travel agencies in India.

UNIT – I PRINCIPLES OF TOURISM

- 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

- 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

- 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

- 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

- 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

UNIT - VI Latest Learning (For continuous Internal Assessment only)

Latest Developments related to the course during the semester concerned

TEXT BOOKS:

- Bhatia A.K. – Tourism Development : Principles and Practices, Sterling Publishers, New Delhi, India – Unit – I
- Bhatia .A.K. – International Tourism, Sterling Publishers, New Delhi, India – Unit – 2
- Kaul. R.N. – Dynamics of Tourism, Sterling Publishers Private Limited, New Delhi, India – Unit – 3
- Burkhart A. and Medlik S. – Tourism Past, Present and Future, ELBS Publishers, London. Unit – 4
- Christopher Holloway .J – The Business of Tourism Bitman Publishers Pvt.Ltd., London – Unit – 5

OUTCOME:

- Students will be able to understand the activities of tour organizers.
- Manage ticketing formalities.
- Draw up tour itineraries (Programmer)
- Students will have gained knowledge on Passport/Visa, etc.
- Learner will acquire a comprehension knowledge of tourism and airlines agencies in India

Inter Disciplinary Course – I

BASICS OF COOKERY

OBJECTIVES:

- To gain the basic knowledge on cookery.
- To impart knowledge on different textures in food.
- To help learner know of storage and handling techniques of cereals / various food items.
- To help learners describe various methods of cooking.
- To help understand basic preparation/ classification of soups, stocks, etc.

UNIT I INTRODUCTION

- Introduction
- History of Indian cuisine
- Kitchen organization structure
- Personal hygiene
- Aims & Objectives of cooking

UNIT II INGREDIENT

- Salt
- Sugar
- Cereals
- Pulses
- Milk & Milk products
- Varieties& Storage with their uses
- Names of ingredients in English & Hindi

UNIT III METHODS OF COOKING

- Traditional methods of cooking
- Other modern methods of cooking
- Reheating of food
- Texture

UNIT IV BASIC PREPARATION

- Stock, Salad, Soup, Sauces – Introduction, Preparation & Classification

UNIT V MENU

- Definition
- Types
- Menu planning

UNIT - VI Latest Learning (For continuous Internal Assessment only)

- Latest Developments related to the course during the semester concerned

TEXT BOOKS:

- Theory of Cookery – Krishna Arora (Frank Bros. & Co., New Delhi)-UNIT 1
- Modern Cookery for Teaching and Trade – Vol. I & II –Thangam E. Philip (Orient Longman Publications) –UNIT 2,3
- Practical Cookery – Kinton and Ceserani (ELBS Publications)- UNIT 5
- The Theory of Catering – Kinton and Ceserani (ELBS Publications)- UNIT 4
- International Cuisine Food Production Management – Parvinder S.Bali (10th Impression 2018)

OUTCOME:

- Students will be sensitive to personal hygiene.
- They will easily identify the cereals and pulses.
- They will have gained knowledge about texture of food items.
- They will be able to classify soups, sauces and stocks.
- They will be able to prepare menus.

Inter Disciplinary Course – II
BASIS OF BAKING

OBJECTIVES:

- To gain the basic knowledge on bakery.
- To give learners the knowledge on equipments used in bakeries.
- To help understand the methods of preparing dough.
- To help the functions of various raw materials.
- To improve the knowledge on different types of icing.

UNIT I INTRODUCTION

Aims & Objectives of baking
Equipments used in Bakeries
Oven

UNIT II YEAST DOUGH PRODUCTS

Methods of preparing bread dough
Leavening action of yeast on bread dough
Function of raw materials in yeast dough products

UNIT III CONFECTIONARY PRODUCT

Types of pastry
Cake making methods
Function of raw materials

UNIT IV ICING & OVEN TEMPERATURE

Introduction
Icing
Oven temperature

UNIT V SECONDARY PRODUCTS OF BAKERY

Sandwich
Pizza
Burger
Vol-au-vents
Puffs
Hot dog

UNIT - VI Latest Learning (For continuous Internal Assessment only)

Latest Developments related to the course during the semester concerned

TEXT BOOKS:

- Practical Cookery – Kinton and Ceserani (ELBS Publications)- UNIT 1,3,5
- The Theory of Catering – Kinton and Ceserani (ELBS Publications)- UNIT 4
- Theory of Cookery – Krishna Arora (Frank Bros. & Co., New Delhi)- UNIT 2
- Theory of Bakery and Patisserie – Parvinder S.Bali (Second Impression 2018)

OUTCOME:

- Learners will be to make dough's.
- Preparation of different types of bread.
- Preparation of different types of cakes and cookies.
- Avoiding faults in breads and cakes.
- Students will be able to modify oven temperature.

Inter Disciplinary Course - III

FRONT OFFICE MANAGEMENT

OBJECTIVES:

- To give learners basic knowledge on various front office operations
- To inform them about the evolution of the hospitality industry.
- To give learners a fair knowledge of dealing with guest before arrival.
- To help them acquire telephone etiquette.
- To help them know facilities in hotels and their techniques of marketing.

UNIT – I INTRODUCTION TO FRONT OFFICE

Introduction to Hotel Industry - Importance of Front Office Management in Hotel – Types of rooms – Organizational layout of Front Office.

UNIT – II AREAS OF FRONT OFFICE

Front Office department in other Hospitality industries – Qualities of a Front Office Staff – Front Office Co - ordination with other departments.

UNIT – III GUEST CONTACTS

Dealing with guest before arrival – Arrival – During Stay – Attending the Enquiries – Checkout

UNIT – IV TELEPHONE MANNERISMS

Qualities – of good telephone operator – Telephone Etiquettes – Guest mail Handling procedure – Wakeup call procedure – Various types of telephone equipments – Voice mail.

UNIT – V QUALITIES OF A GOOD RECEPTIONIST

Importance of eye contact – Front office salesmanship – Knowledge of facilities in hotels – Merchandising – Communication techniques.

UNIT - VI Latest Learning (For continuous Internal Assessment only)

Latest Developments related to the course during the semester concerned

TEXT BOOKS:

- Hotel Front Office Management – James A. Bardi
- Front Office Management - S.K. Bharnagar
- Hotel Front office – Jata Shankar R. Tewari

REFERENCE BOOKS

- Front Office Management training manual – Sudhir Andrews

OUTCOME:

- Students will have gained knowledge on various types of rooms.
- They will be able to work with staff of other departments.
- They will know the guest cycle process.
- They will be able to handle customers.
- They will improve the qualities for front office staff.

Inter Disciplinary Course -IV

COOKERY PRACTICAL

OBJECTIVES:

- To train students in Indian Cuisine.
- To enable them to handle different types of cooking equipment's.
- To expose them to different spices used in Indian cookery.
- To help learners evaluate the nutrition value of food items.
- To train students in kitchen safety and hygiene

1. GREEN SALAD

2. RUSSIAN SALAD

3. TOMATO SHORBA

4. VEG. CLEAR SOUP

5. CREAM OF CARROT SOUP

6. JEERA PULAO

7. SCZHWAN FRIED RICE

8. WHEAT PAROTTA

9. ALOO PALAK

10. GOBI MANJURIAN

11. PLAIN SPONGE

12. MELTING MOMENTS

13. VEG. PIZZA

14. BURGER (CUTLET)

15. VEG. SPRING ROLL

16. FRENCH FRIES

17. BANANA FRITTERS

18. BEET ROOT HALWA

19. CARROT KHEER

20. ORANGE SOUFFLE

REFERENCE BOOK:

- Modern Cookery Vol. I & II - Thangam E.Philip
- Quantity Food Production Operations and Indian Cuisine – Parvinder S.Bali (13th Impression 2018)

OUTCOME:

- They will have learned of Indian cuisine.
- Students will be able to handle different types of cooking equipment's.
- They will have learnt of basic gravies and their uses.
- Students will be able to prepare various Indian dishes and control portion size.
- Learners will be able compile various aspects of menu.

Inter Disciplinary Course –V

INTRODUCTION TO HOTEL INDUSTRY

OBJECTIVES:

- To gain the Basic Knowledge about the hospitality and tourism industry.
- To impart the knowledge about the catering Establishments
- To Communicate the Knowledge and develop basis skills in Culinary Operations.
- To impart knowledge about the F&B Service Department.
- To help them know the various functions in housekeeping and front office department.

UNIT I MEANING OF TOUR

- Definition of Tour - Types of Tourist - Basic Infrastructure - Attraction ,Accessibilities, Adventure, Cultural, Recreational, Health, Pilgrimage, Incentive.

UNIT II INTRODUCTION TO COOKERY

Different Nutrients - Proteins, Carbohydrates, Fats, Vitamins, Minerals - Raw Material Introduction - Salt, Sugar, Fats and Oils. - Organization Chart of Small, Medium and Large Hotels Production Department - Layout of Food Production - Major Equipments in Food Production Department.

UNIT III METHODS OF COOKING

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.

Lab Exercise - Sandwiches, Salad, Gravies and Indian Snacks.

UNIT - IV INTRODUCTION TO FOOD AND BEVERAGE SERVICE DEPARTMENT

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.

Lab Exercise - Identification of Equipment's - Dinning Manners - Napkin folding, Table Setup.

UNIT - V INTRODUCTION TO HOUSEKEEPING

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.

Lab Exercise - Identification of Equipment's - Bed Making - Guest room Supplies and amenities'.

UNIT - VI Latest Learning (For continuous Internal Assessment only)

Latest Developments related to the course during the semester concerned

REFERENCE BOOKS:

- Food Production operations – Parvinder S.Bali (Second Edition) - 11th impression 2018
- Food and Beverage service – R.Singaravelavan (Third Impression 2017)
- Hotel House Keeping Operations -A training manual (Second Edition) - Sudhir Andrews

OUTCOME:

- Demonstrate the basic working knowledge of all areas of hospitality.
- Demonstrate knowledge of basic concepts of hotel industry.
- Develop basic skills in culinary operations.
- Students will have gain knowledge about F&B Department.
- They will have realized the importance of personal hygiene.

Inter Disciplinary Course –VI
NUTRITION AND DIETETICS

Hours/Week: 2
Credits: 2

Max Marks: 100
Internal Marks: 25
External Marks: 75

OBJECTIVES:

- Nutrition and dietetics is to establish and encourage good nutritional practice.
- And also standards as an integral part of the health care provided to the population.
- To understand the principles of public health nutrition
- To know the importance of nutrition education
- To make the students to know about various techniques involved in catering management

Unit 1: Principles Of Nutrition And Nutritional Biochemistry Hours: 06

Nutrients- Carbohydrates, proteins, lipids and functions, Energy, Macro and micro elements and functions, fat and water soluble vitamins and functions, Fiber, Water, Digestion and absorption of nutrients, bioavailability. Carbohydrate metabolism, Protein metabolism, Lipid metabolism, micronutrient metabolism, Drug nutrient interactions, Enzymes and hormones, and Xenobiotics.

Unit 2: Nutrition in Health and Disease Hours: 06

Principles of diet therapy, Modifications of diets in febrile conditions, Oral and dental conditions, Gastrointestinal and hepato-biliary disorders, Disorders of energy metabolism- obesity, underweight, Non-communicable diseases such as cardiovascular disorders, diabetes mellitus, hypertension and renal diseases, pulmonary disorders, Nutrition in critical care, cancer and allergies and food intolerances.

Unit 3: Public Health Nutrition Hours: 06

Nutrition security, Nutritional status, Malnutrition, under- and over nutrition, trends in nutritional status in India, Strategies to overcome nutritional challenges- under-nutrition, anemia, obesity, non-communicable diseases, Nutrition intervention programmes in India, Sustainable development goals, World Health Assembly targets, Trends in breast feeding practices in India, Role of national and international agencies to combat malnutrition, Nutrition education, Maternal and child nutrition programmes in India.

Unit 4: Nutrition through Lifecycle Hours: 06

Balanced diet, Meal planning, Nutrition during pregnancy, lactation, infancy, toddlerhood, preschool stage, school going children, and adolescence. Growth and development during different stages of lifecycle, nutrition for adults, older adults and old populations.

Unit 5: Food Service Management Hours: 06

Meal planning, Portion sizing, Food service institutions, Types of food service, Food service equipment, lay outs, designs, Principles of meal service and planning, Catering service management and Institutional food service.

UNIT - VI Latest Learning (For continuous Internal Assessment only)

Latest Developments related to the course during the semester concerned

REFERENCES:

- B. Srilakshmi: Nutrition Science, New Age International Publishers.
- Sunetra Roday: Food Science & Nutrition, Oxford University Press.
- Gopalan, C.etal: Nutritive value of Indian Foods, Indian Council of Medical Research.
- S. Davidson and R. Passmoreetal. Current Edition. Human Nutrition and Dietetics.

OUTCOME:

- Program in Dietetics will provide high quality, innovative food and nutrition education
- Also along with the future entry-level registered dietitian nutritionists to become leaders in the field promoting healthy food
- The students will be understand nutrition practices globally
- Be able to comprehend the different aspects of food service management.
- Students able to understand the quality assurance of foods.