

J.J. College of Arts and SCIENCE (Autonomous),
Sivapuram Post, Pudukkottai – 622 422

Syllabus
(2022-2023 onwards)



Department of Hotel Management

Programme Outcome (PO)

PO-1: Acquire theoretical and practical knowledge and enhance the employability skills of the Graduates.

PO-2: Identify and analyze the problem and formulate solutions with appropriate consideration for the public Health, Safety, Security and Sustainable Environment.

PO-3: Acquire the responsibility to contribute for the personal development, the development of the community and to respect the ethical values, social responsibilities and diversity

PO-4: Function as an individual and as a member, leader in diverse teams and in multidisciplinary settings.

PO-5: Recognize the need for and have the preparation and ability to engage in independent and lifelong learning in the broadest context of technological change.

Programme Specific Outcome (PSO)

PSO 1: Acquire entry level practical experience within a business environment in the field of Hospitality industry.

PSO 2: Describe the roles and functions of a Manager in the Hotel industry.

PSO 3: Relate the relationship between lodging and food service operations.

PSO 4: Produce a quality product as well as in quantity.

PSO 5: Become an entrepreneur by acquiring technical, communicative and problem-solving skills.

Programme Educational Objectives (PEO)

- Provide the student with an introduction to the World of business and particularly to the Hotel industry.
- Sensitize Students to the Social, Economic and Environmental context within which the Hotel industry operates.
- Make them to understand the structure, nature and operating characteristics of the different sectors of the hotel industry; food service, front office, housekeeping and food production etc.
- To make the Students understand the role of Managers in the Hotel industry and to highlight their principal responsibilities.
- Provide an opportunity for developing their learning skills.

J.J. COLLEGE OF ARTS AND SCIENCE (Autonomous)

DEPARTMENT OF HOTEL MANAGEMENT

B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE

**Proposed Course Structure based on UGC - LOCF and TANSCHÉ
(Choice Based Credit System)**

(Applicable for the candidates admitted from academic year 2022-2023 onwards)

Sem	Part	Course code	Course Title	Hrs/ Week	Credit	Exam Hours	Marks Int Ext		Total Marks
I	I	U1R2HMHL1 /FL1/TL1	Hotel Hindi - I / French - I / Tamil - I	6	3	3	25	75	100
	II	U1R2HMEL1	English Language course – I	6	3	3	25	75	100
	III	U1R2HMCC1	Basic Culinary Arts	5	5	3	25	75	100
		U1R2HMCC2P	South Indian Cuisine Practical	5	5	5	40	60	100
		U1R2HMAC1	Basic Food Service	5	3	3	25	75	100
		U1R2HMAC2P	Basic Food Service Practical	3	3	3	40	60	100
	Total			30	22				600
II	I	U2R2HMHL2/ FL2/TL2	Hotel Hindi - II/ French - II / Tamil - II	5	3	3	25	75	100
	II	U2R2HMEL2	English Language course – II	5	3	3	25	75	100
	III	U2R2HMCC3	Accommodation Management	6	5	3	25	75	100
		U2R2HMCC4P	North Indian Cuisine Practical	5	5	5	40	60	100
		U2R2HMAC3	Beverage Service	3	3	3	25	75	100
	IV	U2R2AECC1	Ability Enhancement Compulsory Course – 1	2	2	3	25	75	100
			Total	30	21				600
III	I	U3R2HMHL3 /FL3/TL3	Hotel Hindi - III/ French - III / Tamil - III	6	3	3	25	75	100
	II	U3R2HMEL3	English Language course – III	6	3	3	25	75	100
	III	U3R2HMCC5	Advanced Culinary Arts	6	5	3	25	75	100
		U3R2HMCC6P	Continental Cuisine Practical	5	5	5	40	60	100
		U3R2HMAC4P	Beverage Service Practical	5	3	3	40	60	100
	IV	U3R2AECC2	Ability Enhancement Compulsory Course – 2	2	2	3	25	75	100
			Total	30	21				600
IV	I	U4R2HMHL4 /FL4/TL4	Hotel Hindi - IV/ French - IV / Tamil - IV	5	3	3	25	75	100
	II	U4R2HMEL4	English Language course – IV	5	3	3	25	75	100
	III	U4R2HMCC7	Front office Management	5	5	3	25	75	100
		U4R2HMCC8	Bakery and Confectionery	5	5	3	25	75	100
		U4R2HMAC5	Specialised Food Service	4	3	3	25	75	100
		U4R2HMAC6P	Specialised Food Service Practical	4	3	3	40	60	100
	IV	U4R2HMSEC 1:1:1:2/1:3	Skill Enhancement Course – 1 (1:1 or 1:2 or 1:3)	2	2	3	25	75	100
	Total			30	24				700

V	III	U5R2HMCC9	Event Management	5	4	3	25	75	100
		U5R2HMCC10	Room Division Management	5	4	3	25	75	100
		U5R2HMCC11P	Accommodation Management Practical	5	4	3	40	60	100
		U5R2HMCC12P	Bakery and Confectionery Practical	5	5	5	40	60	100
		U5R2HMDSE 1:1/1:2/1:3	Discipline Specific Elective – 1 (1:1 or 1:2 or 1:3)	3	3	3	25	75	100
	IV	U5R2HMSEC 2:1/2:2/2:3	Skill Enhancement Course – 2 (2:1 or 2:2 or 2:3)	4	2	3	25	75	100
		U5R2HMGEC1	Generic Elective Course - 1 To be chosen from other dept.	3	2	3	25	75	100
			Total	30	24				700
VI	III	U6R2HMCC13P	Front office Management Practical	6	5	3	40	60	100
		U6R2HMCC14I	Internship	-	5	-	-	-	100
		U6R2HMCC15P	International Cuisine Practical	5	5	3	40	60	100
		U6R2HMDSE 2:1/2:2/2:3	Discipline Specific Elective – 2 (2:1 or 2:2 or 2:3)	5	4	3	25	75	100
		U6R2HMDSE 3:1/3:2/3:3	Discipline Specific Elective – 3 (3:1 or 3:2 or 3:3)	5	3	3	25	75	100
	IV	U6R2HMSEC 3:1/3:2/3:3	Skill Enhancement Course – 3 (3:1 or 3:2 or 3:3)	4	2	3	25	75	100
		U6R2HMGEC2	Generic Elective Course - 2 To be chosen from other dept.	3	2	3	25	75	100
		U6R2AECC3	Ability Enhancement Compulsory Course – 3	2	1	3	25	75	100
	V	-	Extension Activities	-	1	-	-	-	---
			Total	30	28				800
			Grand Total		140				4000

CC- Core Course / AC – Allied Course /DSE – Discipline Specific Elective / SEC – Skill Enhancement Course / GEC – Generic Elective Course / AECC – Ability Enhancement Compulsory Course /P – Practical

Total Credit – 140 / Total Marks – 4000

Extension activities shall be outside the instruction hours.

Discipline Specific Elective Courses

Discipline Specific Elective - 1

1. Accounts for Hotel Management
2. Organizational Behaviour
3. Hotel Engineering

Discipline Specific Elective - 2

1. Human Resource Management
2. Principles of Management
3. Entrepreneurial Development

Discipline Specific Elective - 3

1. Hotel Marketing
2. Hotel Law
3. HACCP

Skill Enhancement Courses

Skill Enhancement Course - 1

1. Tourism in India
2. International Tourism
3. Destination Planning and Development

Skill Enhancement Course - 2

1. Typology of Tourism
2. Tourism Principles, Policies and Practices
4. MICE Tourism

Skill Enhancement Course - 3

1. Tourism and Travel Management
2. Travel Agency and Tour operations Management
3. Tourism Potentials of Tamilnadu

Ability Enhancement Compulsory Course

1. Environmental Studies
2. Value Education
3. Gender Studies

Generic Elective Courses (Offered by the Department)

Generic Elective Course - 1

1. Introduction to Hotel industry
2. Introduction to Tourism
3. Principles of Tourism

Generic Elective Course- 2

1. Basics of Cookery
2. Front office Management
3. Basics of Baking

Course Name	HOTEL HINDI - I		
Course Code	U1R2HMHL1	Exam. Hrs.	Credit
Category	Part – I Language	3	3
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			72
Course objectives			
1. To make the students to introduce themselves effectively in Hindi. 2. Building language ability through grammar. 3. To develop creative skill of translation in Hindi. 4. To develop their vocabulary in Hindi. 5. Introduction of cooking terminology in Hindi and to make aware of where to use it in hotel industry.			
UNIT I	Conversation - I		15 Hours
➤ (Self Introduction) ➤ nkfe=k d chplok (Conversation between two friends) ➤ lct h dh ndkue (In a vegetable shop)			
UNIT II	Grammar – I		15 Hours
➤ fyxifjoru (Change of Gender) ➤ opucnyuk (Changing the numbers) ➤ vkKkFkdfØ;k (Imperative Mood)			
UNIT III	Translation - I		12 Hours
➤ vx t hevuokndhft , (Translate into English) ➤ fgUnhevuokndhft , (Translate into Hindi)			
UNIT IV	Glossary - I		15 Hours
➤ l fct ;k d uke (Name of the vegetable) ➤ Qyk d uke (Name of the fruits) ➤ Qyk d uke (Name of the flowers)			
UNIT V	Pakshastra (Methods of Cooking in Hindi)		15 Hours
➤ lkdkuk (Cooking) ➤ ryuk (Frying) ➤ l duk (Baking) ➤ Hkki l idkuk (Cooking by Steam) ➤ Mckyuk (Boiling)			
Text Book: 1. Prepared by Department of Hotel Management, JJC, PDKT			
Reference Book 1. ANUVAD ABHYAS, Published by Dakshina Bharat Hindi Prachar Sabha, T. Nagar, Chennai – 17.			

Course Name	COMMUNICATIVE ENGLISH – I		
Course Code	U1R2HMEL1	Exam. Hrs.	Credit
Category	Part – II Language	3	3
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			72
Course objectives			
1. Give learners practice in reading comprehension.			
2. Expand the learners lexical and structural competence			
3. Make them capable of responding to situations with suitable words/ sentence patterns and courtesy words.			
4. Give them practice in writing recipes, instructions etc.			
5. Enable them to interact with customers in person or through media (E-Mail)			
UNIT I			14 Hours
➤ APJ Kalam			

Course Name	BASIC CULINARY ARTS		
Course Code	U1R2HMCC1	Exam. Hrs.	Credit
Category	Core Course	3	5
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			60
Course objectives			
6. To make the learner the organizational setup of the kitchen. 7. To improve students’ knowledge on various commodities. 8. To help the learner to understand different methods of cooking. 9. To give learners basic knowledge and the skills ready to handle culinary equipment’s. 10. To improve their knowledge on compiling menus.			
UNIT I	Introduction to Cookery		12 Hours
➤ Culinary history (French and International cuisine, Indian cuisine – Regional cuisines of India ➤ Kitchen organization Structure and Layout ➤ Aims and objectives of cooking food ➤ Effects of Cooking ➤ Culinary Terms ➤ Classification of raw materials – functions ➤ Preparation of Ingredients			
UNIT II	Commodities		12 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		12 Hours
➤ Boiling, Poaching, Steaming, Stewing, Braising, Roasting, Poeling, Grilling, Broiling, Baking, and Frying (ICT) ➤ Invalid Cookery ➤ Reheating of Food ➤ Texture of Food			
UNIT IV	Kitchen Equipment's and Hygiene		12 Hours
➤ Equipment – Identification, description, uses and handling (ICT) ➤ Equipment maintenance--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		12 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.			
Text Books:			
1. Theory of cookery – Krishna Arora (Frank Bros. & Co., New Delhi)			
2. The Theory of Catering – Kinton and Ceserani (ELBS Publications)			
3. International Cuisine Food Production Management – ParvinderS.Bali (10 th Impression 2018)			

1. A Taste of India – Madhur Jeffrey – Practical Menus

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	3	3	2	2	3	3	2	2	3	3	2.6
CO2	3	2	3	3	3	3	2	2	3	3	2.7
CO3	3	2	2	2	3	3	2	3	3	3	2.6
CO4	3	2	3	2	3	3	2	3	3	3	2.7
CO5	3	2	2	3	2	3	2	2	3	3	2.5
	Mean Overall Score										2.62
	Result										High

Course Name	SOUTH INDIAN CUISINE PRACTICAL		
Course Code	U1R2HMCC2P	Exam. Hrs.	Credit
Category	Core Course	5	5
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 60	CIA: 40
Passing Minimum	40	24	16
Total Instruction Hours			60
Course objectives			
1. To train the students in South Indian cuisine. 2. To enable them to handle different kitchen equipment. 3. To expose them different cooking methods used. 4. To make students know the mode of preparation famous South Indian dishes. 5. To understand the traditional approaches used in South Indian cuisine.			
UNIT I	Kitchen Tour		15 Hours
➤Basic Culinary Introduction ➤HACCP (Basics) ➤Kitchen Safety ➤Uses of Uniform ➤Knife Handling ➤Personal Grooming(ICT) ➤Identification of Ingredients ➤Identification of Equipments(ICT) ➤Basic Cuts – Demo			
UNIT II	Basic South Indian Cuisine		10 Hours
➤ ChettinadUrulaiVaruval Sambar Rasam Steam Rice SemiyaPayasam ➤ Puli Satham Sambar Satham ElumbitchaiSatham ThengaiSatham ThairSatham			
UNIT III	Chettinad Delight		10 Hours
➤ KalandhakkaiPeratal ChettinadKeeraiMasiyal KozhiVellaiKurma Satham Ukkarai ➤ Aattukkal Soup Chettinad Chicken Biriyani ThayirPatchadi KathirikkaiSalna Kasi Halwa			
UNIT IV	TamilnaduVazhaiElaiParimatram		10 Hours
➤ Poriyal Thovaiyal Podi Varthakozhambu Koottu			

Course Name	BASIC FOOD SERVICE		
Course Code	U1R2HMAC1	Exam. Hrs.	Credit
Category	Allied Course	3	3
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			60
Course objectives			
1. To equip learners with the basic dining - service skills and the knowledge. 2. To apply them to distinguish between of F&B Service 3. To tell their awareness of the various kinds of equipment used in the service area. 4. To explain them to service etiquette's. 5. To formulate students in record keeping.			
UNIT I	Introduction to Hotel Industry		12 Hours
➤ Origin of Hotel Industry, Growth of hotel Industry in India. ➤ Different types of catering establishment Commercial, Welfare and Transport catering. (ICT) ➤ Attributes of food and beverage service staff.			
UNIT II	Staff Organization		12 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. ➤ Personal Hygiene and Grooming of F & B Staff.			
UNIT III	Service Equipments		12 Hours
➤ Linen, Furniture ➤ Classification of Crockery, Cutlery, Glassware, Hollow ware, Flatware. (ICT) ➤ Special Equipment ➤ Ancillary Departments – Pantry, Still Room, Silver Room, Wash-up, Hotplate and Linen Store.			
UNIT IV	Service Procedures		12 Hours
➤ Briefing, Misc-en-scene, Mis-en-place, Sideboard and uses, Setting up the sideboard ➤ Cover Set-up, Basic etiquette's 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			
Text Books: 1. Sudhir Andrews – Food and Beverage service training manual 2. Dennis R.Lillicrap and john A. Cousins – food and beverage service 3. Food and Beverage Service – R. Singaravelavan (Third Impression 2017)			
Reference Book 1. John fuller – modern restaurant service			

Course Name	HOTEL HINDI - II		
Course Code	U2R2HMHL2	Exam. Hrs.	Credit
Category	Part – I Language	3	3
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			60
Course objectives			
1. To develop the effective communication skill of the student in Hindi.			
2. Building language ability through grammar.			
3. To develop creative skill of translation in Hindi.			
4. To demonstrate making of South Indian dishes in Hindi.			
5. Introduction of domestic articles, spices and medicines to make aware of various uses of those things in daily life.			
UNIT I	Conversation - II		12 Hours
➤ gkVy e (In a hotel)			
➤ t yiky xg e (In the restaurant)			
➤ i lkjh dh ndku e (In a grocery shop)			
UNIT II	Grammar – II		12 Hours
➤ Lkouke (Pronoun)			
➤ fo”k’k.k vkj mld Hkn (Adjective and its types)			
➤ fØ;k fo”k’k.k vkj mld Hkn (Adverbs and its types)			
UNIT III	Translation - II		12 Hours
➤ vxth e vuokn dhft , (Translate into English)			
➤ fgUnh e vuokn dhft , (Translate into Hindi)			
UNIT IV	Dakshin Bharatiya Bhojan		12 Hours
➤ elkyk Mklk cuku dh ifØ;k (Method of making - Masala Dosa)			
➤ lkHkj cuku dh ifØ;k (Method of making- Sambhar)			
➤ mMn nky d oM cuku dh ifØ;k (Making of Udad Daal Ke Vade)			
➤ VekVj dh pVuh cuku dh ifØ;k (Method of making - Tomato Chutney)			
UNIT V	Domestic Articles		12 Hours
➤ xgLrh lkefx;k (Domestic Articles)			
➤ vUu rFkk Hkk tu d inkFk (Cereals and eatables)			
➤ elky vkj vk’kf/k;k (Spices and Medicines)			
Text Book:			
1. Prepared by Department of Hotel Management, JJC, PDKT			
Reference Book			
1. ANUVAD ABHYAS, Published by Dakshina Bharat Hindi Prachar Sabha, T. Nagar, Chennai – 17.			

Course Name	COMMUNICATIVE ENGLISH – II		
Course Code	U2R2HMEL2	Exam. Hrs.	Credit
Category	Part – II Language	3	3
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			60
Course objectives			
1. To introduce the learners to a few short – stories in order to promote a perception of the nuances of language in real use.			
2. To develop in them a taste for reading.			
3. To enable the learner to manage reservation related dialogues, conversations and correspondence			
4. To promote skills in reporting			
5. Equipping the learner with skills needed for guest management and retention			
UNIT I			12 Hours
➤ Leo Tolstoy		How Much Land Does a Man Need?	
➤ Somerset Maugham		The Luncheon	
➤ H.G.Wells		The Truth About Mr.Pyecraft	
➤ R.K.Narayan		The Blind Dog	
UNIT II			12 Hours
➤ Oscar Wilde		The Happy Prince	
➤ Katherine Mansfield		The Fly	
➤ O.Henry		The Moment of Victory	
➤ Anton Chekhov		The Looking - Glass	
UNIT III			12 Hours
➤ Dialogues and Correspondence related to reservations, cancellations and modifications.			
UNIT IV			12 Hours
➤ Writing of Reports on market surveys, Interesting Occurrences - Complaints to senior managers, police and courts.			
UNIT V			12 Hours
➤ Correspondence related to Annual Reminders – Guest Management – Missed Luggage – Negotiation of Rates etc.			
Web Resources:			
1. https://smartenglishnotes.com/2021/11/28/the-luncheon-summary-characters-themes-and-irony/#:~:text=enjoy%20a%20peach.%E2%80%9D-,Summary%20of%20the%20Luncheon,with%20a%20touch%20of%20humour			
2. https://engole.info/the-truth-about-pyecraft/			
3. https://englishsummary.com/lesson/the-blind-dog-lesson-summary-and-explanation-in-english-class-7th/			
4. http://spokenenglishabcd.blogspot.com/2016/12/essay-on-refugee-by-ka-abbas.html?m=1			
5. https://www.litcharts.com/lit/how-much-land-does-a-man-need			

Course Name		ACCOMMODATION MANAGEMENT		
Course Code		U2R2HMCC3	Exam. Hrs.	Credit
Category		Core Course	3	5
Nature of Course		Employability / Skill Development		
Maximum Marks		100	EXT: 75	CIA:25
Passing Minimum		40	30	10
Total Instruction Hours				72
Course objectives				
1.To learn the importance of housekeeping. 2. To know the functions of a housekeeping control desk. 3. To understand the skills on cleaning methods. 4. To train their students in handling laundry equipment’s. 5. To gain the knowledge on various pest control methods.				
UNIT I	Introduction to Housekeeping Department			12 Hours
➤ Importance of Housekeeping ➤ Responsibilities of Housekeeping Department ➤ Organizational Structure ➤ Housekeeping Personnel ➤ Personal Attributes of Housekeeping Staff ➤ Layout of the Department ➤ Coordination with Other Departments				
UNIT II	Housekeeping Control Desk			12 Hours
➤ Forms, Formats, Records, and Registers ➤ Coordination with Other Departments ➤ Handling Telephone Calls ➤ Paging Systems and Methods ➤ Handling Difficult Situations ➤ Handling Room Transfers ➤ Lost-and-found Articles (ICT)				
UNIT III	Housekeeping Inventories			12 Hours
➤ Cleaning Equipment ➤ Cleaning Agents ➤ Guest Supplies ➤ Cleaning Guestrooms Types of Soil Nature of Soil The Standard Cleaning The Science of Cleaning The Cleaning Process ➤ Cleaning Public Areas (Entrances, Lobbies, Front Desk, Elevators, Staircases, Guest Corridors, Public Restrooms, Banquet Halls, Dining Rooms, Leisure Areas)				
UNIT IV	Linen and Laundry operations			12 Hours
➤ The Linen and Uniform Room ➤ Storage of Linen ➤ Linen Exchange ➤ Par Stock ➤ Linen Control ➤ Linen Quality and Life Span ➤ Discards and Their Reuse ➤ The Laundry				

➤ Laundry Equipment (ICT)		
➤ Laundry Agents or Aids		
➤ The Laundry Process		
➤ Stain Removal		
➤ Dry-Cleaning		
➤ Handling Guest Laundry		
UNIT V	Pest Control and Waste Disposal	12 Hours
➤ Pest Control - Types of Pests - Pest Control Goals - Threshold Levels		
➤ Common Pests and Their Control		
➤ (Bed bugs, Beetles, Silverfish, Cockroaches, Fleas, Lice, Moths, Ants, Flies, Mosquitoes, Mice and rats)		
➤ Integrated Pest Management		
➤ Methods of Pest Control		
➤ Avoiding the Harmful Effects of Pest Control		
➤ Waste Disposal		
Text Books:		
1. Hotel Housekeeping Operations and Management – Second Edition – G.RaghuBalan		
Reference Book		
1. Hotel ,Hostel & Hospital housekeeping – Joan C.Branson& Margaret Lennox		
2. Hotel Housekeeping A Training Manual – Sudhir Andrews ari		

Course Name	NORTH INDIAN CUISINE PRACTICAL		
Course Code	U2R2HMCC4P	Exam. Hrs.	Credit
Category	Core Course	5	5
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 60	CIA: 40
Passing Minimum	40	24	16
Total Instruction Hours			60
Course objectives			
1. To train the students in North Indian cuisine. 2. To enable them to handle different kitchen equipment. 3. To expose them different cooking methods used. 4. To make students know the mode of preparation famous North Indian dishes. 5. To understand the Characteristics of North Indian foods.			
UNIT I	Hydrabadi and Punjabi		12 Hours
➤ Hyderabad Gosht Biryani(ICT) BuraniRaitha Baingan Ka Salan Dum KeMurgh ShahiTukda. ➤ Aloo Paratha Paneer Makhini Pudhina Pulao Machili Amritsari Gajar Ka Halwa.			
UNIT II	Kashmiri and Gujarathi		12 Hours
➤ Kashmiri Pulao(ICT) Mutton Rogan Josh Makki Ki Roti Masala Dhal Rice Kheer. ➤ Gujarathi Kadi Pakodi Methi Ka Thepla Dal Dhoki Steam Rice Aam Shrikhand			
UNIT III	Bengali and Maharastra		12 Hours
➤ BhajaMuger Dhal Baingan Bhaja Ghee Bhat Macher Johl Gulab Jamun. ➤ Masala Bhat Chappati Chicken Kholapuri Coconut Poli.			
UNIT IV	Goan and Rajasthan		12 Hours
➤ SopaGrossa Seafood Rice Veg Xacuti Godshe. ➤ Laal Maans			

Dal Churma Rajasthani Baati MarvadiGatta Pulao Malpua		
UNIT V	Konkani and Odisha	12 Hours
➤ TilluSaaru Batata Saung Daali Varan Steam Rice Mangalore Chicken Curry Patholi ➤ Aloo Potala Rasa Palao ChungdiMalai SubziKhechidi Kanika		
Text Book: 1. Modern cookery for Teaching and Trade - Vol - I & II - ThangamE.philip.		
Reference Book 1. Food Production operations - Second edition - Pavinder S. Bali (11 th impression 2018)		

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

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	3	2	2	2	3	3	3	2	3	3	2.6
CO2	3	2	2	2	3	3	3	2	3	3	2.6
CO3	3	2	3	2	3	3	3	2	3	3	2.7
CO4	3	2	2	2	3	3	3	2	3	3	2.6
CO5	3	2	3	2	3	3	3	3	3	3	2.8
	Mean Overall Score										2.66
	Result										High

Course Name	BEVERAGE SERVICE		
Course Code	U2R2HMAC3	Exam. Hrs.	Credit
Category	Allied Course	3	3
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			36
Course objectives			
1. To develop the knowledge on alcoholic and non-alcoholic beverages. 2. To understand the methods of making various non-alcoholic beverages. 3. To make sure the students on various production methods of cocktails. 4. To understand Tobacco and Making of Cocktails. 5. To enable to maintain various registers.			
UNIT I	Introduction to Beverages		7 Hours
Definition Classification Significance NON-ALCOHOLIC BEVERAGE Classification (Nourishing, Stimulating and Refreshing Beverage) A. Tea (Origin, Manufacture, Types and Brands) B. Coffee (Origin, Manufacture, Types and Brands) C. Juices and Soft Drinks D. Cocoa & Malted Beverage (Origin and Manufacture) WINES Definition Classification Grape varieties Production of table wine (ICT) Service and storage Wines of France SPARKLING WINES Methods of producing sparkling wines Champagne - production and its significance Service and storage FORTIFIED WINES Sherry Port Madeira Marsala			
UNIT II	Spirits		7 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		7 Hours
Definition Production (ICT) Types of beer Service and storage			

Course Name	HOTEL HINDI - III		
Course Code	U3R2HMHL3	Exam. Hrs.	Credit
Category	Part – I Language	3	3
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			72
Course objectives			
1. To develop the effective communication skill of the student in Hindi and bring it into daily usage. 2. To understand the usage of Case Endings, Verbal Noun and Post Positions of Hindi. 3. To develop creative skill of translation in Hindi. 4. To develop their vocabulary in Hindi. 5. To demonstrate making of North Indian dishes in Hindi.			
UNIT I	Conversation – III		15 Hours
➤ diMk dh ndkue (In the cloth shop) ➤ cl vVVe (In the bus stop) ➤ cru dh ndkue (In a vessel shop)			
UNIT II	Grammar – III		15 Hours
➤ foHkfDr;k (Case Endings) ➤ fØ;kRed lKk (Verbal Noun) ➤ lCU/k lpdv0;; (Post Position)			
UNIT III	Translation - III		12 Hours
➤ vx t hevuokndhft , (Translate into English) ➤ fgUnhevuokndhft , (Translate into Hindi)			
UNIT IV	Glossary - III		15 Hours
➤ Rkfeyeghuk d uke (Months of the year) ➤ vx t heghuk d uke (Name of the fruits) ➤ fnuk d uke (Names of the days) ➤ Lokn (Tastes) ➤ fxurh (Numerals)			
UNIT V	Uttarbharatiya Bhojan		15 Hours
➤ eFkhijhcuku dh ifØ;k (Method of making -Methi Poori) ➤ vkyijkBkcuku dh ifØ;k (Method of making -Aloo Paratha) ➤ nkye[kuhcuku dh ifØ;k (Method of making -DaalMakhani) ➤ eyk bdkQrkuku dh ifØ;k (Method of making - Malai Kofta)			
Text Book: 1. Prepared by Department of Hotel Management, JJC, PDKT			
Reference Book 1. ANUVAD ABHYAS, Published by Dakshina Bharat Hindi Prachar Sabha, T. Nagar, Chennai – 17.			

Course Name	COMMUNICATIVE ENGLISH – III		
Course Code	U3R2HMEL3	Exam. Hrs.	Credit
Category	Part – II Language	3	3
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			60
Course objectives			
1. To introduce the learner to the brilliance of dramatic language. 2. To give the learners practice in Group discussions and secretarial practice. 3. To give them exposure to interactive correspondence and the skills thereof. 4. To promote presentation skills in argument and exposition. 5. To make learners fit for a carrier in the Hospitality industry.			
UNIT I			12 Hours
➤ Saki		The Death Trap	
➤ Val Henry Geilgud		The Two Corporals	
➤ Stuart Ready		Five at “The George”	
UNIT II			12 Hours
➤ G.B.Shaw		A Meeting in a Forest	
➤ J.H.Walsh		The Count’s Revenge	
➤ Laurence Housman		Under Fire	
UNIT III			12 Hours
➤ Group Discussions- In House Meetings – Agenda – Minutes – Notice – Reports.			
UNIT IV			12 Hours
➤ Writing a Bio-Data – Preparation of Advertisements – Submitting Proposals – Reporting Negotiations.			
UNIT V			12 Hours
➤ Paragraph Writing – Arguments For and Against specific propositions.			
Web Resources:			
1. http://gnceng.blogspot.com/2018/09/ii-year-iii-semester-petrichor-iii.html?m=1			
2. https://telugulo-english.blogspot.com/2016/03/the-death-trap.html?m=1			
3. https://www.gradesaver.com/under-fire/study-guide/summary			
4. http://gnceng.blogspot.com/2018/09/the-counts-revenge-jh-walsh.html?m=1			

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Compare and contrast character types and language styles	K4
CO2	Judge situations, actions and reactions	K6
CO3	Analyze correspondence and draft reports, minutes, agenda etc.	K6
CO4	Choose suitable strategies to present proposals persuasively	K6
CO5	Evaluate strategies for effective communication in live situations	K4

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	3	2	2	3	2	2	3	3	3	2	2.5
CO2	1	2	3	2	3	1	1	2	3	1	1.9
CO3	2	3	1	3	3	3	2	3	3	2	2.5
CO4	2	2	3	2	3	3	3	2	3	2	2.5
CO5	3	2	3	2	2	1	3	3	2	3	2.4
	Mean Overall Score										2.36
	Result										High

Course Name	ADVANCED CULINARY ARTS		
Course Code	U3R2HMCC5	Exam. Hrs.	Credit
Category	Core Course	3	5
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			72
Course objectives			
1. To enable the students to know about different types of starters to main dishes. 2. To help student’s knowledge on sauces, soups and salads. 3. To train the students in kitchen management. 4. To train students in different types of meat cutting. 5. To enable the learners to prepare various pastas.			
UNIT I	Starters		14 Hours
➤ Appetizers – Description of various types of appetizers, appetizer varieities with example. Appetizers froid and chaud. ➤ Salads – Classification (Simple or Plain, Compound) and its basic parts--Fruit based, Vegetable based, Meat based and fish based.(ICT)			
UNIT II	Basic Preparation		14 Hours
➤ Stocks – Definition, Types, Preparation, Recipes, Storage, Uses, Care and Precautions. ➤ Soups – Definition, Classification, Basic Recipes, Garnishes and Accompaniments.(ICT) ➤ Sauces – Classification, Mother Sauces and Derivatives.			
UNIT III	Fish and Egg Cookery		15 Hours
➤ Fish -Introduction to Fish Cookery, Classification with examples, Selection of Fish, Pr- preparation and 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		15 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 and Budgetary Control		14 Hours
➤ Rice – History, Methods of Cooking, Dishes (Recipes) ➤ Pasta – History, Types, Preparation, Dishes (Recipes) ➤ Budgetary control - Definition, Control of waste, Kitchen control			
Text Books:			
1. Theory of cookery – Krishna Arora (Frank Bros. & Co., New Delhi) 2. The Theory of Catering – Kinton and Ceserani (ELBS Publications) 3. Theory of Cookery – ParvinderS.Bali (Third Impression 2018)			
Reference Book:			
1. Modern Cookery for Teaching and trade – vol& II – ThangamE.Philip (Orient Longman Publications)			
Course Outcomes			K Level
After completion of the course the student will be able to			
CO1	Make up various dishes		K6
CO2	Inspect meat and fish with care		K4
CO3	Recognized the importance of appetizers		K5
CO4	Label the various types of soups		K1
CO5	Explain the nutritional value of eggs and other items		K2

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	3	3	2	2	3	3	2	2	3	3	2.6
CO2	3	2	2	2	2	3	3	2	3	3	2.5
CO3	3	3	3	2	3	2	3	2	3	3	2.7
CO4	3	3	3	3	3	3	2	2	3	3	2.8
CO5	3	2	3	2	3	3	3	3	3	3	2.8
	Mean Overall Score										2.68
	Result										High

Course Name	CONTINENTAL CUISINE PRACTICAL		
Course Code	U3R2HMCC6P	Exam. Hrs.	Credit
Category	Core Course	5	5
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 60	CIA: 40
Passing Minimum	40	24	16
Total Instruction Hours			60
Course objectives			
1. To train the students in Continental cuisine. 2. To enable them to know the preparation of Stocks, Sauces and Soups. 3. To expose them different preparation methods of Salads. 4. To make students know the mode of preparation famous Continental dishes. 5. To understand the Characteristics of Continental dishes.			
UNIT I	Stocks and Sauces		10 Hours
➤ Stock(ICT) ➤ Mother Sauces And Derivatives(Dishes Will Be Shown From Sauces) ➤ Pasta Varieties ➤ Egg Preparations			
UNIT II	Western		10 Hours
➤ Potato Fritters Grilled Fish with Lemon Butter Sauce Buttered Green Peas Garlic Mash Potato ➤ Cheese Croquettes Coq Au Vin Grilled Zucchini ConfiquePomme			
UNIT III	Poland		10 Hours
➤ Fish Skewers Chicken Provencal Buttered Saute Vegetables Potato Souffles ➤ Herbed Chicken Fingers Vegetable Basquaise Cauliflower Polonaise Parsley Rice			
UNIT IV	France		18 Hours
➤ Mushroom Cheese Nuggets Beef Steak with Mustard Cream Sauce Grilled Legumes Garlic Rice ➤ Bouillabaisse Beef Stroganoff Grilled Peppers Butter Rice ➤ French Onion Soup Poulet Saute Chasseur Corn on the Cob Tossed Herb Potatoes			

Course Name	BEVERAGE SERVICE PRACTICAL		
Course Code	U3R2HMAC4P	Exam. Hrs.	Credit
Category	Allied Course	3	3
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 60	CIA:40
Passing Minimum	40	24	16
Total Instruction Hours			60
Course objectives			
1. To give students a deep knowledge of various types of Alcoholic beverages. 2. To enable students to handle different types of bar equipment. 3. To train students in handling different types of glassware. 4. To enable learners to prepare various cocktails and mock tails. 5. To train the students in sale of food and wine.			
UNIT I	Order Taking Procedures		12 Hours
➤ Taking the order of non-alcoholic beverage.			
UNIT II	Service Procedures		12 Hours
➤ Service for the Alcoholic beverage. (Beer, Wine, spirits, Liqueurs, Aperitifs) Making cocktails and Mock tails.			
UNIT III	Food And Wine Harmony		12 Hours
➤ Various types of wine. Food and Wine harmony.			
UNIT IV	Glassware		12 Hours
➤ Various Glassware and their uses. (ICT)			
UNIT V	Bar Equipments		10 Hours
➤ Arranging the bar, Bar equipment. (ICT)			
Text Books:			
1. Food & Beverage service – Lillicrap & John Cousins			
2. Food & Beverage Service training manual- Sudhir Andrews			
3. Food & Beverage service – Vijay Dhawan			
Reference Book			
1. Food and Beverage Service – R. Singaravelan (Third Impression 2017)			
Course Outcomes			K Level
After completion of the course the student will be able to			
CO1	Show serves various kinds of alcoholic / non – alcoholic beverages.		K2
CO2	Identify, manage the equipment and arrange the bar for an elegant fashion.		K2
CO3	Assess various alcoholic beverages with appropriate glassware.		K2
CO4	Makeup cocktails		K2
CO5	Know importance par stock		K2

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	3	2	2	2	3	3	3	3	3	2	2.6
CO2	3	2	2	3	3	3	3	2	3	3	2.7
CO3	3	2	2	2	3	3	3	3	3	3	2.7
CO4	3	2	2	2	3	3	2	3	3	3	2.6
CO5	3	2	2	3	3	3	3	2	3	3	2.7
	Mean Overall Score										2.66
	Result										High

Course Name	HOTEL HINDI - IV		
Course Code	U4R2HMHL4	Exam. Hrs.	Credit
Category	Part – I Language	3	3
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			60
Course objectives			
1. To develop the effective communication skill and ability of facing interview of the student in Hindi. 2. To build language ability through grammar. 3. To develop creative skill of translation in Hindi. 4. To develop their writing skills in Hindi. 5. Introduction of Oberoi group of hotels and its history to make aware of evolution of hotel industry. And make aware of various Restaurant related phrases in Hindi which is used frequently in daily life.			
UNIT I	Conversation – IV		12 Hours
➤ MkDVjvkjejh t d chpe (Between Doctor and patient) ➤ cde (In the bank) ➤ l k{kkRdkje (In an interview) ➤ leP; ck/kd (Conjunctions)			
UNIT II	Grammar – IV		12 Hours
➤ orekudky (Present Tense) ➤ Hkr dky (Past Tense) ➤ Hkfo'; r dky (Future Tense)			
UNIT III	Translation - IV		12 Hours
➤ vx t hevuokndhft , (Translate into English) ➤ fgUnhevuokndhft , (Translate into Hindi) ➤ egkoj (Proverbs)			
UNIT IV	Paragraph Writing		12 Hours
➤ Ekjkegkfo ky ; (My college) ➤ Ekjk “kgj (My city) ➤ Ekjk y{; (My ambition)			
UNIT V	History of Oberoi Group of Hotels and Restaurant Related Phrases		12 Hours
➤ gkVy dk ifjp; (ekgu flg vkcjkb) (Introduction of Oberoi group of hotels) ➤ gkVy dk bfrgkl (History of the Oberoi group of hotels) ➤ Tkyikuxgl c/khokD ; k”k (Restaurant related phrases)			
Text Book:			
1. Prepared by Department of Hotel Management, JJC, PDKT			
Reference Book			
1. ANUVAD ABHYAS, Published by Dakshina Bharat Hindi Prachar Sabha, T. Nagar, Chennai – 17. 2. VYAKARAN PRAVESHKA, Published by Dakshina Bharat Hindi Prachar Sabha, T. Nagar, Chennai – 17.			

Course Name	COMMUNICATIVE ENGLISH – IV		
Course Code	U4R2HMEL4	Exam. Hrs.	Credit
Category	Part – II Language	3	3
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			60
Course objectives			
1. Introduce the learners to a short novel that has social relevance. 2. Hone the lexical and structural competence of the learners. 3. Equip learners to face competitive examinations. 4. To promote the skills of free composition like reasoning and appropriate expression. 5. To give learners the confidence to get employed.			
UNIT I			12 Hours
➤ Arthur Conan Doyle	The Dying Detective The Red-Headed League The Three Students The Speckled Band		
UNIT II			12 Hours
➤ Leo Tolstoy	Where Love is God Is What Men Live By The Repentant Sinner A Grain As Big As A Hen’s Egg		
UNIT III			12 Hours
➤	Synonyms, Antonyms, Homonyms, One Word Substitution, Idioms and Phrases.		
UNIT IV			12 Hours
➤	Correction of Sentences, Error Zone Identification.		
UNIT V			12 Hours
➤	General Essay, Making presentation- Event managements.		
Web Resources:			
1. https://etc.usf.edu/lit2go/178/the-return-of-sherlock-holmes/3235/chapter-ix-the-adventure-of-the-three-students/ 2. http://www.sparknotes.com/short-stories/the-red-headed-league/summary/ 3. http://sittingbee.com/where-love-is-god-is-leo-tolstoy/ 4. https://www.litcharts.com/lit/what-men-live-by/summary 5. https://www.insaneowl.com/a-grain-as-big-as-a-hens-egg-by-leo-tolstoy-short-story-analysis/			

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Appraise the evolution of characters	K5
CO2	Analyze and understand issues and problems facing society	K5
CO3	Perceive fine distinctions in the use of words and phrases	K6
CO4	Assess appropriacy of language use and tackle competitive examinations	K5
CO5	Develop the skills for effective communication in real life situations	K6

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	3	2	2	3	3	2	3	1	2	3	2.4
CO2	1	3	3	2	3	1	2	2	3	2	2.5
CO3	3	2	3	3	2	3	2	3	2	3	2.6
CO4	2	3	3	2	3	3	1	2	3	2	2.4
CO5	2	3	3	1	2	3	2	3	3	3	2.5
	Mean Overall Score										2.40
	Result										High

Course Name	FRONT OFFICE MANAGEMENT		
Course Code	U4R2HMCC7	Exam. Hrs.	Credit
Category	Core Course	3	5
Nature of Course	Employability / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			60
Course objectives			
1.To give learners a basic knowledge on various front office operations 2.To inform them about the evolution of the hospitality industry. 3.To give learners a fair knowledge of dealing with guest before arrival. 4.To help them acquire telephone etiquette. 5.To help them know the facilities in hotels and their techniques of marketing.			
UNIT I	Introduction to Front office		12 Hours
➤ Introduction to Hotel Industry ➤ Importance of Front Office Management in Hotel ➤ Types of rooms (ICT) ➤ Organizational layout of Front Office.			
UNIT II	Areas of Front office		12 Hours
➤ Front Office department in other Hospitality industries ➤ Qualities of a Front Office Staff ➤ Front Office Co - ordination with other departments.			
UNIT III	Guest Contacts		12 Hours
➤ Dealing with guest before arrival ➤ Arrival – During Stay – Attending the Enquiries – Checkout (ICT)			
UNIT IV	Telephone Mannerisms		12 Hours
➤ Qualities – of good telephone operator ➤ Telephone Etiquette's ➤ Guest mail Handling procedure ➤ Wake-up call procedure ➤ Various types of telephone equipments – Voice mail.			
UNIT V	Qualities of a Good Receptionist		12 Hours
➤ Importance of eye contact ➤ Front office salesmanship ➤ Knowledge of facilities in hotels ➤ Merchandising ➤ Communication techniques.			
Text Books: 1. Hotel Front Office Management – James A. Bardi 2. Front Office Management - S.K. Bharnagar 3. Hotel Front office – JataShankar R. Tewari			
Reference Book: 1. Front Office Management training manual – Sudhir Andrews			

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Label the various types of rooms.	K1
CO2	Create a feasible working environment with other department staff.	K6
CO3	Build the guest cyclic process.	K6
CO4	Understand gust handling procedure.	K2
CO5	Improve the qualities for front office staff.	K6

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	3	2	2	3	3	3	2	3	3	3	2.7
CO2	3	2	2	2	2	3	3	2	3	2	2.4
CO3	3	1	1	2	3	3	3	3	3	3	2.8
CO4	3	2	2	1	3	3	3	3	3	2	2.5
CO5	2	1	2	2	2	3	3	3	3	3	2.4
	Mean Overall Score										2.56
	Result										High

Course Name	BAKERY AND CONFECTIONERY		
Course Code	U4R2HMCC8	Exam. Hrs.	Credit
Category	Core Course	3	5
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			60
Course objectives			
1. To make students understand the basic principles of baking and the nature of the raw materials used in the bakery and confectionery industry. 2. To help students make knowledge of various types of cake making. 3. To impart knowledge on various types of bread making. 4. To give in depth knowledge on types of food additives and essences used in bakeries. 5. To enable students to handle bakery equipment.			
UNIT I	Introduction		12 Hours
➤ Aims and Objectives of Bakery ➤ Organizational structure of Bakery (Both small and Large Scale) ➤ Equipment's used (description and their uses)(ICT) ➤ Oven (Types and their advantages/disadvantages) ➤ Personal Hygiene maintained in the Bakery(ICT)			
UNIT II	Raw materials used in Bakery		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 ➤ Cookies and Biscuits (Ingredients, Methods, Types and Faults)			

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		
Text Books: 1. Practical Cookery – Kinton and Ceserani (ELBS Publications) 2. The Theory of Catering – Kinton and Ceserani (ELBS Publications) 3. Theory of Cookery – Krishna Arora (Frank Bros. & Co., New Delhi) 4. Theory of Bakery and Patisserie - ParvinderS.Bali - (First and Second impression 2018)		
Reference Book: 1. Basic Baking Science & Craft by S.C. Dubey (S.C. Dubey F-10/5, Malaviya Nagar, New Delhi – 110 017). 2. Beautiful Baking - Consultant Editor – Carole Clements Richard Blady 3. Publishing (Anness Publishers Ltd.)		

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Judge the different types of cake	K5
CO2	Estimate oven temperature for various bakery products	K6
CO3	Make use of various baking equipments	K3
CO4	Label bread and other bakery products	K1
CO5	Able to produce cakes following various methods	K2

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	3	2	3	2	3	3	2	2	3	3	2.6
CO2	3	3	3	2	3	3	3	2	3	3	2.8
CO3	3	3	2	3	3	3	3	2	3	3	2.8
CO4	3	3	3	3	3	3	3	2	3	3	2.9
CO5	3	2	3	3	3	3	2	2	3	3	2.7
	Mean Overall Score										2.76
	Result										High

Course Name	SPECIALISED FOOD SERVICE		
Course Code	U4R2HMAC5	Exam. Hrs.	Credit
Category	Allied Course	3	3
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			48
Course objectives			
1. To impart the knowledge of Transport Catering. 2. To train students in banquets and outlet catering. 3. To make them aware of various forms of service observed in the industry. 4. To gain knowledge about Industrial and Institutional Catering. 5. To impart the knowledge of fast food.			
UNIT I	Transport Catering		9 Hours
➤ Classification – Air, Rail, Ship and Luxury coaches.(ICT) ➤ Air Catering - Planning of Menus - Organisation of service - Airline Tray Service - Importance of Flight Kitchen Units - Limitation of Air Catering. ➤ Rail Catering - Planning of Menu - Organisation of Service - Refreshment Stalls in railway stations - Pantry car service ➤ Cruise Lines Catering - Compiling of Food and Wine List.			
UNIT II	Banquets and Outdoor Catering		10 Hours
Banquets ➤ Organization Structure ➤ Job description of Banquet Personnel ➤ Banquet Booking ➤ Contract of Agreement ➤ Banquet Service ➤ Banquet Service ➤ Banquet beverage Service			
Outdoor Catering			
UNIT III	Specialized Forms of Service		10 Hours
➤ Introduction ➤ lounge service ➤ Hospital Tray Service			
Room Service ➤ Types ➤ Organisation ➤ Equipment and Lay out ➤ Task ➤ Order flow			
Gueridon Service ➤ Equipment and Tools.(ICT) ➤ Home Delivery.			
UNIT IV	Industrial Catering and Institutional Catering		9 Hours
Industrial Catering ➤ Planning of Kitchen and Food Service Areas ➤ Role of Cyclic Menus ➤ Benefits of Subsidy Offered by the Management.			
Institutional Catering ➤ Food Service Units in Research Institutions such as I.C.A.R.,C.S.I.R. and I.C.M.R. - Planning of Menu.			

Course Name	EVENT MANAGEMENT		
Course Code	U5R2HMCC9	Exam. Hrs.	Credit
Category	Core Course	3	4
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			60
Course objectives			
1. To introduce the students with the essentials of Event management. 2. To learn the steps involved in Event planning. 3. To understand the potential of MICE and Event tourism. 4. To understand the marketing strategies of the Event. 5. To aware of travel fairs with their benefits.			
UNIT I	Introduction of Event Management		12 Hours
➤ Introduction of Events ➤ Scope, Nature and Importance of Events ➤ Types of Events (ICT) ➤ Unique features and similarities ➤ Practices in Event management ➤ Key steps to a successful event			
UNIT II	Event Planning and Organizing		12 Hours
➤ The dynamic of event management ➤ Event planning and organizing ➤ Problem solving and crisis management ➤ Leadership and participants management ➤ Managing people and time ➤ Site and infrastructure management			
UNIT III	MICE		12 Hours
➤ Introduction to MICE ➤ Planning MICE ➤ Components of the conference market ➤ Characteristics of conferences and conventions			
UNIT IV	Event Planning		12 Hours
➤ Event marketing ➤ Marketing equipment and tools (ICT) ➤ Promotion, Media relations and Publicity ➤ Event presentation			
UNIT V	Travel Industry Fair		12 Hours
➤ Different Travel industry fairs ➤ Importance and benefits of fairs ➤ ITB, WTM, BTF, TTW, FITUR, KTM, IITM, CII-Events, PATA Travel Market.			
Text Books: 1.Avrich Barry (1994), Event and Marketing. Vikas, Delhi. 2.Bhatia A.K. (2001), Event Management, Sterling Publishers, New Delhi. 3.David C. Watt (1998), Event Management in Leisure and Tourism.			
Reference Book 1.Joe Gold Blatt (1997), Special Events-Best Practices in Modern Event Management, John Wiley and sons, New York. 2. Panwar J.S (1998), Marketing in the New Era, sage, New Delhi.			

Course Name	ROOM DIVISION MANAGEMENT		
Course Code	U5R2HMCC10	Exam. Hrs.	Credit
Category	Core Course	3	4
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			60
Course objectives			
1.To understand the types of accounts. 2. To gain the knowledge on various night audit functions. 3. To develop the skills of housekeeping personnel. 4. To train their students in budget preparation. 5. To be aware the role of ancillary departments like textiles, Horticulture etc.,			
UNIT I	Front office Accounting		12 Hours
➤ Introduction ➤ Types of Accounts ➤ Vouchers (ICT) ➤ Folios ➤ Ledger ➤ Front Office Accounting Cycle - Creation of Accounts - Maintenance of Accounts - Settlement of Accounts - Control of Cash and Credit			
UNIT II	Night Auditing		12 Hours
➤ Night Audit ➤ Night Auditor ➤ Duties and Responsibilities of a Night Auditor ➤ Night Audit Process ➤ Establishing the End of the Day ➤ Completing Outstanding Postings and Verifying Transactions ➤ Reconciling Transactions ➤ Verifying No-shows ➤ Preparing Reports ➤ Updating the System			
UNIT III	Managing Housekeeping Personnel		12 Hours
➤ Documents for Personnel Management ➤ Determining Staff Strength ➤ Recruiting, Selecting, Hiring, Orienting, and Training Scheduling ➤ Motivating Employees ➤ Performance Appraisal ➤ Time and Motion Studies and Job Analysis ➤ Teamwork and Leadership ➤ Employee Welfare and Discipline			
UNIT IV	Budgeting for Housekeeping Expenses		12 Hours
➤ Types of Budgets ➤ Housekeeping Expenses ➤ Budget-planning Process ➤ Income Statement of the Rooms Division ➤ Controlling Expenses ➤ Inventory Control and Stock-taking ➤ Purchasing ➤ The Laundry			

UNIT V	Ancillary Departments	12 Hours
➤ Textiles ➤ Classification and Identification of Textile Fibres ➤ Characteristics of Textile Fibres ➤ Interior Designing ➤ (Basic Types of Design, Elements and Principles of Design) ➤ Interior Decoration (Colour, Lighting, Types, Characteristics, and Cleaning of Floor Coverings, Ceilings and Wall Coverings) ➤ Flower Arrangements (ICT) ➤ Flower Arrangement Basics (Ingredients, Equipment and Design) ➤ Horticulture (Essential Components of Horticulture, Landscaping, Indoor Plants)		
Text Books: - Hotel Housekeeping Operations and Management – Second Edition – G.Raghu Balan - Hotel Front Office Operations and Management –Second Edition- JatashankarR.Tewari		
Reference Book - Hotel Front Office A Training Manual – Sudhir Andrews - Hotel ,Hostel & Hospital housekeeping – Joan C.Branson& Margaret Lennox		

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Classify types of accounts.	K2
CO2	Make the night audit report.	K3
CO3	Develop the knowledge about leadership.	K6
CO4	Plan the housekeeping budgets.	K4
CO5	Identify the textile fibres.	K3

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	3	3	3	2	2	3	3	2	3	3	2.7
CO2	3	3	3	3	3	3	3	3	3	3	3.0
CO3	3	3	3	2	2	3	3	3	3	3	2.7
CO4	3	3	3	3	3	3	3	3	3	3	3.0
CO5	3	2	2	2	2	3	2	2	3	2	2.3
	Mean Overall Score										2.74
	Result										High

Course Name	ACCOMMODATION MANAGEMENT PRACTICAL		
Course Code	U5R2HMCC11P	Exam. Hrs.	Credit
Category	Core Course	3	4
Nature of Course	Employability / Skill Development		
Maximum Marks	100	EXT: 60	CIA:40
Passing Minimum	40	26	16
Total Instruction Hours			60
Course objectives			
1. To enable the students to understand the types of cleaning equipment. 2. To learn the selection of cleaning agents. 3. To understand the guest room cleaning procedure. 4. To learn the types of linen. 5. To gain the knowledge of laundry equipment.			
UNIT I	Cleaning Equipment and Cleaning Methods		12 Hours
➤ Selection and Storage of equipment – Types – Use and Maintenance.(ICT) ➤ Cleaning Methods – Floors, Metals, Furniture, Ceilings & Walls, Windows and Carpets. (ICT)			
UNIT II	Cleaning Agents		12 Hours
➤ Selection of Cleaning Agents –Common cleaning agents –Liquid cleaning agents –Acids – Washing soda –Soaps, Powders, Flakes – Non-chemical cleaning agents.			
UNIT III	Guest Room Cleaning Procedure		12 Hours
➤ Layout – Procedure for checking room – Room cleaning – Bed making –Bathroom cleaning – Guest supplies.			
UNIT IV	Linen And Uniform Rooms		12 Hours
➤ Layout of linen room – Storage – Equipment – Types of linen –Exchange of linen –Discard linen. ➤ Uniform room equipment and accessories –Types –Uniform exchange procedure –Par stocks – Inventory control –Stock-taking.			
UNIT V	Laundry Services		12 Hours
➤ Organisation – laundry equipment – laundry process flow – Stain removal –Valet service.			
Text Books:			
1. Hotel Housekeeping Operations and Management – Second Edition – G.Raghu Balan			
Reference Book			
1. Hotel ,Hostel& Hospital housekeeping – Joan C.Branson& Margaret Lennox			

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Select cleaning equipment.	K3
CO2	Classify the cleaning agents.	K4
CO3	Make the bed.	K3
CO4	List out the various types of linen.	K4
CO5	Identify the stain.	K3

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	2	2	2	2	2	3	3	3	2	2	2.3
CO2	3	3	3	2	2	3	3	3	3	2	2.7
CO3	3	3	3	2	2	3	3	3	2	2	2.6
CO4	3	3	3	2	2	3	3	3	2	2	2.6
CO5	3	3	3	3	2	3	3	3	2	2	2.7
	Mean Overall Score										2.58
	Result										High

Course Name	BAKERY AND CONFECTIONERY PRACTICAL		
Course Code	U5R2HMCC12P	Exam. Hrs.	Credit
Category	Core Course	3	5
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 60	CIA:40
Passing Minimum	40	24	16
Total Instruction Hours			60
Course objectives			
1. To impart the skills needed to make bakery products.			
2. To train learners in safety procedures.			
3. To help student’s knowledge of raw materials used in bakeries.			
4. To learn the various types of bread making.			
5. To improve the knowledge on skills Decorations.			
UNIT I	Tarts and Puffs		10 Hours
➤ Jam Tart Orange muffins Checked Biscuits			
➤ Vegetable Puffs Madeline’s Cake Coconut Biscuits			
UNIT II	Yeast dough products		15 Hours
➤ Bread rolls Praline Finger Apple Pie			
➤ Croissant Chocolate Cake Nan Khatai			
➤ Bread Rolls Palmers Sand Castle			
UNIT III	Cookies		10 Hours
➤ Coconut Puffs Yule log Melting Moments			
➤ Raisin Bread Chicken-Vol-au-vent Cream Cookies			
UNIT IV	Bread and Cake		10 Hours
➤ Danish pastry Plum Cake Varki			
➤ Swiss Roll Garlic Bread Fig Pin Wheels			
UNIT V	Italian Delight		15 Hours
➤ Pizza Fruit Cake Banana Flans			
➤ Burger Buns Black Forest cake Cheese Straws			
➤ Birthday Cake Bread Sticks Chicken Puffs			

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

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

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	3	3	2	3	3	3	2	2	3	3	2.7
CO2	3	3	2	3	3	3	2	2	3	2	2.6
CO3	3	3	2	3	3	3	2	2	3	2	2.6
CO4	3	3	2	3	3	3	3	2	3	3	2.8
CO5	3	3	2	3	3	3	2	2	3	3	2.7
	Mean Overall Score										2.68
	Result										High

Course Name	FRONT OFFICE MANAGEMENT PRACTICAL		
Course Code	U6R2HMCC13P	Exam. Hrs.	Credit
Category	Core Course	3	5
Nature of Course	Employability / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			72
Course objectives			
1. To understand the importance of reservations terminologies. 2. To learn the various forms used in the front office. 3. To gain the knowledge on arrival and departure procedure. 4. To train their students in handling foreign currency. 5. To understand the wake-up calls procedure.			
UNIT I	Reservation		15 Hours
➤ Reservation Terminology – Types of Rooms – Types of Plans – Various reservation formalities (modes, Charts, Diaries used in reservation) – Staff Allocation – Group reservation –Formats in use.(ICT)			
UNIT II	Reception		15 Hours
➤ Reception Terminology – Pre arrival Procedures – Guest registration forms (Guest Registration Card and C-form) – complimentary Amenities requisition form – Group and VIP arrival Procedures – VIP List			
UNIT III	Uniformed Services		14 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		14 Hours
➤ Important terminologies – Duties of front office cashier – settling of bills - procedure for handling credit cards and foreign currency.(ICT)			
UNIT V	Telecommunications		14 Hours
➤ Telephone Exchange –Types of Exchange –Other communication equipment –Skills and Competencies of the Telephone operator –Wake-up calls procedure.			
Text Books: 1. Hotel Front Office Management A Training Manual – Sudhir Andrews 2. Front Office Procedures – Michael L.Kasavana			
Reference Book 1. Hotel Front Office Operations and Management (Second Edition 6 th Impression 2018) – Jatashankar R. Tiwari			

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

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	3	3	2	3	2	3	2	3	2	2	2.5
CO2	3	3	3	3	3	3	2	3	2	2	2.7
CO3	3	3	2	3	2	3	2	3	2	2	2.5
CO4	3	3	3	3	3	3	2	3	2	2	2.7
CO5	3	3	3	3	3	3	2	3	2	2	2.7
	Mean Overall Score										2.62
	Result										High

Course Name	INTERNSHIP		
Course Code	U6R2HMCC14I	Exam. Hrs.	Credit
Category	Core Course	-	5
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: -	CIA: -
Passing Minimum	40	-	-
Total Instruction Hours			-
Course objectives			
1. To enhance the communication skills further develop the practical skills in various areas of the Hotel. 2. To practice the theories with real-life scenarios. 3. To foster the professionalism in the Hotel industry. 4. To gain in-depth knowledge about the industry and the nature of many jobs within this sector. 5. To acquire deep understanding about career goals related to Hospitality.			
Each student must complete at least one course in each of the respective core Hotel area such as A. Front office B. Housekeeping C. Food and Beverage Service D. Food Production and E. Bakery and Confectionery Along with one from any area of their choice from the list. It is mandatory to undergo training at Hotels for a minimum period of 100 days. The students exposure should be recorded for each of the Hotel. During the Final semester he/she should produce all his/her reports as a single record work. Formulating The length of the report may by 70-100 double spaced pages (excused appendices and annexure) 10% variation of either side is permitted Submission of the Report Two copies of the report have to be submitted before the due date as specified by the College. College copy is to be retained by the College and the personal copy should be duly signed by the Faculty guide and Principal or Head of the Department. The student should carry personal copy to the Viva voice.			

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Acquire a knowledge of workplace dynamics, professional expectations, and the influence of culture on both	K3
CO2	Create proficiency in a range of business or industry skills appropriate to the field of the internship placement, including professional and inter-cultural communication through written, verbal, and non-verbal means	K4
CO3	Identify and clarify professional and career goals through critical analysis of the internship experience	K1
CO4	Associate to a professional environment, how they can draw skills from experience and process challenges, how they can contribute to a company's project and teamwork	K2
CO5	Grade of this growing process, in terms of cultural awareness, professional goals, personal aspirations	K6

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	3	3	3	3	3	3	3	3	2	3	2.9
CO2	3	3	3	2	3	3	2	3	3	3	2.8
CO3	3	3	2	3	3	3	3	3	3	3	2.9
CO4	3	3	3	3	3	3	3	2	3	3	2.9
CO5	3	3	3	3	2	3	3	3	3	2	2.8
	Mean Overall Score										2.86
	Result										High

Course Name	INTERNATIONAL CUISINE PRACTICAL		
Course Code	U6R2HMCC15P	Exam. Hrs.	Credit
Category	Core Course	3	5
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 60	CIA: 40
Passing Minimum	40	24	16
Total Instruction Hours			60
Course objectives			
1. To train the students in International cuisine. 2. To enable them to know the preparation of foods around the World. 3. To expose them different preparation methods used in various Countries. 4. To make students know the mode of preparation famous dishes Worldwide. 5. To know the different cuisines.			
UNIT I	Chinese Cuisine		12 Hours
➤ Egg Dropsoup Stir Fried Chicken Schezwan Fried Rice Hakka Noodles ➤ Veg Manchow Soup Chicken Fried Rice Sweet&Sour Chicken Baby Corn Salt&Pepper			
UNIT II	Italian, Spanish and English cuisine		12 Hours
➤ Cream Of Broccoli Soup Pasta With Pesto Grilled Tomatoes Fantail Potatoes ➤ Classic Minestrone Soup Crisp Polenta Cheese Balls With Aioli Spaghetti Carbonara Chicken And Tomato Risotto			
UNIT III	German and Russian Cuisine		12 Hours
➤ St. Germain Soup Italian Wined Egg Grilled Carrots Hash Brown Potatoes ➤ Russian Chicken Soup Aubergine Topped Canapes Spaghetti Bolognaise Pan Fried Potatoes			
UNIT IV	Jamaican and England Cuisine		12 Hours
➤ Sopa De Amendoim Jamaican Rice & Peas Spicy Jerk Chicken Pinacolada Yogurt Parafait ➤ Cabbage Chowder Grilled Lamb SauteVegetables Mushroom Rice			

DISCIPLINE SPECIFIC ELECTIVE COURSES

Course Name	ACCOUNTS FOR HOTEL MANAGEMENT		
Course Code	U5R2HMDSE1:1	Exam. Hrs.	Credit
Category	Discipline Specific Elective Course	3	3
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			36
Course objectives			
1. To train students in the basic concepts and procedures of accounting 2. To train students in the basics of journal, ledger, record maintenance system. 3. To enable them preparation trail balance in hotel accounts 4. To learn the students about subsidiary books in hotel accounts 5. To enable them to prepare accounting statements and various financial returns for submission to government departments			
UNIT I	Accounting Basics		8 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		7 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		7 Hours
Trial Balance – Definition- Objectives- limitations- Preparation of Trial balance			
UNIT IV	Subsidiary Books		7 Hours
Subsidiary Books – Purchase Book – Sales book- Purchase Return book – Sales Return Book– Cash book- Petty Cash book			
UNIT V	Final Accounts		7 Hours
Final Accounts- Trading Account- Profit and Loss account – Balance Sheet (Simple Problems without adjustments) - Accounting Softwares used in hotels			
Text Books:			
1. Financial Accounting- T.S.Reddy & Dr.A.Murthy, Margham Publications, Chennai.			
Reference Book:			
1. Advanced Accountancy,” R.L. Gupta ” Sultan Chand Sons, New Delhi			
2. Advanced Accounting, S.P. Jain and K.L. Narang,” KalyaniPublishers,NewDelhi			
Web Resources:			
1. www.tgct.gov.in			
2. https://icmai.in			
3. www.thebalance.com			

Course Name	ORGANISATION BEHAVIOUR		
Course Code	U5R2HMDSE1:2	Exam. Hrs.	Credit
Category	Discipline Specific Elective Course	3	3
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			36
Course objectives			
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		7 Hours
Organizational Behavior - Definition And Meaning – Nature – Importance - Models Of OB- Nature Of The Human Behaviour- Factors			
UNIT II	Personality and Perception		7 Hours
Personality: Nature - Theories Of Personality – Stages – Determinants - Perception: Meaning and Definition - Factors Influencing Perceptions - Perceptual Process			
UNIT III	Attitudes and Value		8 Hours
Attitudes – Nature – Components – Formations – Functions -Changing Attitude - Ways Of Changing – Measurements - Work Related Attitudes – Values – Importance - Differ From Attitudes.			
UNIT IV	Group Dynamics		7 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		7 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.			
Text Books:			
1. Organizational Behaviour- K.Aswathappa, Himalaya Publishing House, Mumbai.			
Reference Book:			
1. Organizational Behaviour - P.Subbarao, Himalaya Publishing House, Mumbai.			
2. Organizational Behaviour - L.M.Prasad, Sultan Chand Publication, NewDelhi.			
3. Organizational Behaviour - Stephen P.Robbins, Prentice Hall international.			
4. Organizational Behaviour - Jayasankar, Margham Publications, Chennai			
Web Resources:			
1. https://open.umn.edu			
2. www.freebookcenter.net			

Course Name	HOTEL ENGINEERING		
Course Code	U4R2HMDSE1:3	Exam. Hrs.	Credit
Category	Discipline Specific Elective Course	3	3
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			36
Course objectives			
1. To know the importance of the Maintenance Department. 2. To learn the fundamentals of electricity. 3. To analyze the basic principles of electronic items. 4. To gain knowledge about contract and disposal system. 5. To make the knowledge about the Hotel surfaces.			
UNIT I	Maintenance Department		7 Hours
➤ Role & importance of maintenance department in hotel &catering industries. ➤ Organisation chart of maintenance department. ➤ Duties &responsibilities of staff in maintenance department. ➤ Energy sources-heat unit &heat transfer. ➤ Principles of Bunsen burner. ➤ Liquid petroleum gas-properties ➤ Precautions while handling LPG. (ICT) ➤ High pressure & low-pressure burners & corresponding heat output. ➤ Type of fuel-calorific value. ➤ Comparative study of fuels used in catering industry. ➤ Calculation of account of fuels used in catering industry and its cost factor.			
UNIT II	Electricity		8 Hours
➤ Electricity- fundamentals of electricity. ➤ Definition of insulators, conductors, current potential difference, ➤ resistance power. ➤ Energy and their units & relationship. ➤ DC&AC, single phase, double phase, three phase & its importance. ➤ Electric circuit-open & close, series and parallel connections. ➤ Short circuit, fuses, sockets, switches & earthing. ➤ Calculation of electric energy consumption. ➤ Safety precaution to be observed while using electrical appliances. ➤ Type of lighting-incandescent & fluorescent lamps. ➤ Units of light-intensity & utility. ➤ Energy conservation methods & programmes adapted in hotel. ➤ Water & sanitary system. ➤ Cold & hot water system used in hotel & catering industry. ➤ Hardness in water, water softening-Base exchange method. ➤ Flushing cisterns, water tap, traps, closets & pipes.			
UNIT III	Refrigeration & air conditioning		7 Hours
➤ Basic principle. ➤ Boiling point &latent heat. ➤ Compression type refrigeration system defrosting. ➤ Types of refrigerant units. ➤ Conditions for comfort unit of air conditioning. ➤ Window & central air-conditioning. ➤ Various parts in general-preventive maintenance.			

➤ Fire fighting systems. ➤ Classes of fire & fire extinguishers. ➤ Fire detectors. (ICT)		
UNIT IV	Contracts and Pollution control	7 Hours
➤ Preventive & breakdown annual program. ➤ Comparisons. ➤ Contract maintenance. ➤ Advantages & disadvantages. ➤ Types of contracts. a) Price rate b) Lumpsum contract c) Rate contract d) Service contract ➤ Waste disposal & pollution control a) Disposal of waste-various methods b) Sewage treatment plant c) Water pollution d) Sewage pollution e) Ventilation air pollution & noise pollution related to hotel & catering industry		
UNIT V	Hotel surfaces	7 Hours
➤ Types of flooring, steps, corridor etc.. ➤ Types of wall finishes. ➤ Types of furniture, care & maintenance. ➤ Paints and polishes- types & its advantages. ➤ Preparation of surfaces & application.		
Text Books: 1. The management of maintenance and engineering systems in hospitality industry. Borseink. F.D, John weley. 2. Practical maintenance and equipment for hoteliers, licences and caterers. D.C. Gladwell .		
Reference Book: 1. Modern maintenance –Eleno. J. Miller and Jerome. W. Blood,D.B Tasa poxwala sons & co.,mumbai		
Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Build knowledge about Maintenance department.	K6
CO2	Identify the fundamentals of Electricity.	K3
CO3	Assess the electronic items.	K5
CO4	Create the contract and disposal system.	K6
CO5	Classify the various Hotel surfaces.	K2

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	3	2	2	2	2	3	2	3	2	2	2.3
CO2	3	3	2	1	3	3	2	2	2	2	2.3
CO3	3	3	2	1	3	3	2	3	2	2	2.4
CO4	3	3	2	2	3	3	2	3	2	2	2.5
CO5	3	3	3	2	3	3	2	2	2	3	2.6
	Mean Overall Score										2.42
	Result										High

Course Name	HUMAN RESOURCE MANAGEMENT		
Course Code	U6R2HMDSE2:1	Exam. Hrs.	Credit
Category	Discipline Specific Elective Course	3	4
Nature of Course	Employability		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			60
Course objectives			
1. To understand HRM and the role of HRM in effective business administration. 2. To understand the role that HRM has to play in manpower planning, job analysis and forecast the human resource requirements. 3. To understand the role of recruitment and selection in relation to the organization’s business and HRM objectives. 4. To understand job-based compensation scheme and performance management system and appraisals. 5. To recognize the emerging horizons of HRM and also enduring international HRM, e-HRM, HRIS.			
UNIT I	Introduction to Human Resource Management		12 Hours
HRM Concept and Functions, Role, Status and competencies of HR Manager -HR Policies - Evolution of HRM - HRM vs HRD - Evolution of HRM – Emerging Challenges of Human Resource Management - Workforce diversity; Empowerment - Human Resource Information System.			
UNIT II	Acquisition of Human Resource		12 Hours
Human Resource Planning- Quantitative and Qualitative Dimensions – job analysis – job description and job specification - Recruitment And Selection –meaning – process of requirement – sources and techniques of Recruitment –Meaning and Process of Selection – Selection Tests And Interviews – placement, induction, socialization and Retention.			
UNIT III	Training and Development		12 Hours
Concept And Importance -Training And Development Methods –Identifying Training And Development Needs - Designing Training Programmers – Role Specific And Competency Based Training - Evaluating Training Effectiveness -Training Process Outsourcing - Management Development – Career Development.			
UNIT IV	Performance Appraisal		12 Hours
Nature, Objectives And Importance - Modern Methods And Techniques Of Performance Appraisal - Potential Appraisal And Employee Counseling – Job Changes - Transfers And Promotions - Problems In Performance Appraisal –Essentials Of Effective Appraisal System – Job Evaluation – Concepts, Process And Objectives – Advantages And Limitations – Methods.			
UNIT V	Compensation and Maintenance		12 Hours
Compensation - Concept and policies- wage and Salary administration -Methods of wage payments and incentive plans - Fringe benefits – Performance linked compensation - Employee health, welfare and safety social security -Employer-Employee relations- grievance handling and redressal – Grievance handling and redressed.			
Text Books: 1. K. Aswathappa : Human Resource Management Text and Cases: Tata McGraw Hill, New Delhi. 2. George W Bohlander and Scott A Snell: Principles of Human resource Management: Cengage Learning, New Delhi.			

1. P.G.Aqinas: Human Resource Management Principles and Practice: Vikas Publishing House Pvt Ltd., New Delhi
2. Human Resource Management by Kalyani Publishers.
3. Gary Dessler. A Framework for Human Resource Management. Pearson Education
4. DeCenzo, D.A. and S.P. Robbins, Personnel/Human Resource Management, Pearson Education.

1. <https://open.lib.umn.edu/humanresourcemanagement/>
2. https://www.opentextbooks.org.hk/system/files/export/32/32088/pdf/Human_Resource_Management_32088.pdf
3. https://ebooks.lpude.in/commerce/mcom/term_2/DCOM407_DMGT406_HUMAN_RESOURCE_MANAGEMENT.pdf

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	3	3	3	3	3	3	2	3	2	2	2.7
CO2	3	3	3	2	3	3	3	3	3	2	2.8
CO3	3	3	2	3	3	3	3	3	3	3	2.9
CO4	3	3	3	3	3	3	2	3	2	3	2.8
CO5	3	3	3	2	3	3	2	3	3	3	2.8
	Mean Overall Score										2.8
	Result										High

Course Name	PRINCIPLES OF MANAGEMENT		
Course Code	U6R2HMDSE2:2	Exam. Hrs.	Credit
Category	Discipline Specific Elective Course	3	4
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			60
Course objectives			
1. This course introduces the basic topics of management. 2. To enable the students to study the evolution of Management, to study the functions and principles of management and to learn the application of the principles in an organization. 3. It is to provide the student with an understanding of basic management concepts, principles and practices and understanding of what the job of a manager involves. 4. To facilitate the students in appreciating need/significance and applications of various managerial functions. 5. To coverage of the traditional management functions of planning, organizing, directing, and controlling.			
UNIT I	Introduction and Evolution of Management thoughts and approaches		12 Hours
Management: Meaning- definitions - nature and scope - Levels of management- -Managerial roles, responsibilities and skills - Evolution of management thoughts and approaches- functions of management - Trends and Challenges of Management in Global Scenario - Emerging issues in management.			
UNIT II	Planning and Decision Making		12 Hours
Nature, purpose and functions – importance and elements of planning – types of plan - Management by Objective (MBO) - steps in planning - Planning Tools and Techniques - Planning premises - Strategic planning – concept and process. Decision Making: Meaning -Steps in Decision Making - Techniques of Decision Making.			
UNIT III	Organising		12 Hours
Nature and purpose – Formal and informal organization – organization chart – organization structure – types – Line and staff authority – departmentalization – delegation of authority – centralization and decentralization – span of management			
UNIT IV	Staffing and Directing		12 Hours
Staffing: Concept of staffing- staffing process Directing: Motivation – Major Motivation theories – motivational techniques – job satisfaction – job enrichment – Leadership – types and theories of leadership – Communication – process of communication – barrier in communication – effective communication –communication and IT			
UNIT V	Controlling		12 Hours
Definition of control, characteristics of control- importance of control – stages in the control process- requisites of effective control and controlling techniques- use of computers and IT in Management control – Productivity problems and management – control and performance – direct and preventive control – reporting			
Text Books: 1. Harold Koontz and Heinz Weihrich, Essentials of Management: An International and Leadership Perspective, McGraw Hill Education. 2. Stephen P Robbins and Madhushree Nanda Agrawal, Fundamentals of Management: Essential Concepts and Applications, Pearson Education. 3. Shashi K. Gupta, Principles of Management, Kalyani Publishers.			
Reference Book: 1. George Terry, Principles of Management, Richard D. Irwin.			

- | |
|---|
| <ol style="list-style-type: none">2. Newman, Summer, and Gilbert, Management, PHI.3. James H. Donnelly, Fundamentals of Management, Pearson Education.4. B.P. Singh and A.K.Singh, Essentials of Management, Excel Books.5. Griffin, Management Principles and Application, Cengage Learning.6. Peter F Drucker, Practice of Management, Mercury Books, London. |
| <p>Web Resources:</p> <ol style="list-style-type: none">1. https://d3bxy9euw4e147.cloudfront.net/oscms-prodcms/media/documents/PrinciplesofManagement-OP.pdf2. https://resources.saylor.org/wwwresources/archived/site/textbooks/Principles%20of%20Management.pdf3. https://elearning.uou.ac.in/pluginfile.php/43892/mod_page/content/6/PrinciplesofManagement-OP_uIS5L6.pdf |

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

[illegible]

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	3	3	3	3	3	3	2	3	2	2	2.7
CO2	3	3	3	2	3	3	3	3	3	2	2.8
CO3	3	3	2	3	3	3	3	2	2	3	2.7
CO4	3	2	2	3	3	3	2	3	2	2	2.5
CO5	2	2	3	2	3	3	2	2	3	3	2.5
	Mean Overall Score										2.64
	Result										High

Course Name	ENTREPRENEURIAL DEVELOPMENT		
Course Code	U6R2HMDSE2:3	Exam. Hrs.	Credit
Category	Discipline Specific Elective Course	3	4
Nature of Course	Entrepreneurship		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			60
Course objectives			
1. To inculcate in the minds of students to become ‘Job providers rather than Job seekers’. 2. To know about the financial assistance rendered by financial institutions 3. To meet the challenges and to develop the skill as ‘risk taker’ or ‘risk bearer’ 4. To teach incentives & subsidies, Schemes & Taxation benefits provided by the Government 5. To encourage women entrepreneurs & to know the special schemes offered by the Government			
UNIT I	Entrepreneurship	12 Hours	
Entrepreneur - Entrepreneurship – Women Entrepreneurship – Rural Entrepreneurship – Factors affecting Entrepreneurial Growth - Entrepreneurial Motivation - Entrepreneurial Competencies – Entrepreneurial Mobility – Challenges to Entrepreneurship- Ethics and Entrepreneurship –Social Responsibility in Entrepreneurship - Entrepreneurial Development Programmes.			
UNIT II	Developing successful Business ideas	12 Hours	
Opportunity Analysis – Ideation Techniques – Ideation Catalysts and Inhibitors – Idea to Opportunity Maps – Evaluation of Idea to Opportunity Maps – Business Model – Functions of a Business Model - Business Modeling – Benefits of Business Modeling - Business Models to Business Plans.			
UNIT III	Start-Up	12 Hours	
Small Enterprises: An Introductory Framework – Project Identification and Selection – Project Formulation – Project Appraisal – Legal, Regulatory and Statutory Body – Clearance Approvals and NOC – Compliance – Financing of Enterprise - Boot Strapping - Ownership Structures.			
UNIT IV	Support	12 Hours	
Institutional Finance to Entrepreneurs – Lease Financing and Hire-Purchase – Institutional Support to Entrepreneurs – Taxation Benefits to Small-Scale Industries – Government Policy for Small-Scale Enterprises.			
UNIT V	Development	12 Hours	
Accounting for Enterprises - Break-Even Analysis – Elements of Financial Statements- Growth Strategies – Intellectual Property – Innovation – Knowledge Management – Leadership and Governance – Sickness and Rehabilitation – Application of Electronic Commerce.			
Text Books:			
1. Khanka . S.S., Entrepreneurial Development, S.Chand & Co. Ltd., NewDelhi. 2017 2. Raj Shankar., Essentials of Entrepreneurship, Vijay Nicole Imprints Private Ltd., Chennai. 3. Gupta. C.B. & Khanka S.S., Entrepreneurship and Small Business Management, Sultan Chand & Sons, 7th Revised Edition- 2017.			
Reference Book:			
1. Weihrich Heinz, Canice Mark V and Koontz Harold, Management – A Global and Entrepreneurial Perspective, Tata McGraw Hill Education Pvt. Ltd., 3rd Edition, 2011. 2. Desai Vasant, Entrepreneurial Development and Management, Himalaya Publishing House, 2007. 3. Bruce R. Barringer, R. Duane Ireland, Entrepreneurship – Successfully Launching New Ventures, Pearson Education, 2008. 4. Gupta C. B., Srinivasan N P, Entrepreneurial Development, Sultan Chand and Sons. Barringer Bruce R., Ireland R. Duane, Entrepreneurship – Successfully Launching New Ventures,			

Pearson Education, 2008.

Web Resources:

1. www.ediindia.org
2. www.internationalentrepreneurship.com
3. <https://www.ddegjust.ac.in/studymaterial/mba/cp-401.pdf>
4. <https://depintegraluniversity.in/userfiles/Entrepreneurship%20Development.pdf>

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Understand the basic development of entrepreneurship as a profession.	K2
CO2	Identify and implement systems for collecting and analyzing information to monitor the performance of a new firm.	K4
CO3	Understand the differences between an entrepreneurial venture and an ongoing business operation.	K2
CO4	Describe examples of entrepreneurial business and actual practice, both successful and unsuccessful, and explain the role and significance of entrepreneurship as a career, in the firm, and in society.	K3
CO5	Evaluate different modes of entering into entrepreneurship.	K5

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	3	3	3	3	3	3	2	3	2	2	2.7
CO2	3	3	3	2	3	3	3	3	3	2	2.8
CO3	3	3	2	3	3	3	3	2	2	3	2.7
CO4	3	2	2	3	3	3	2	3	2	2	2.5
CO5	2	2	3	2	3	3	2	2	3	3	2.5
	Mean Overall Score										2.64
	Result										High

Course Name	HOTEL MARKETING		
Course Code	U6R2HMDSE3:1	Exam. Hrs.	Credit
Category	Discipline Specific Elective Course	3	3
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			60
Course objectives			
1. To 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		12 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		12 Hours
Introduction to Promotional Activities – Advertising – Aims of Advertising – Advantages and Disadvantages of Advertising – Pre-testing and Post-testing methods			
UNIT IV	Sales Promotion		12 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			
Text Books: 1. Modern Marketing – RSN Pillai and Bagavathi, Sultan Chand and sons, New Delhi			
Reference Book: 1. Marketing Management – Philip Kotler 2. Marketing Management – Rajan Nair, S. Chand and sons, New Delhi			
Web Resources: 1. www.researchgate.net 2. www.textbooks.com 3. https://ebooks.lpude.in			
Course Outcomes			K Level
After completion of the course the student will be able to			
CO1	To understand the basic elements of market, marketing and selling		K3
CO2	To understand the marketing mix and product life cycle		K4
CO3	To understand the promotional activities and aims of advertising		K5
CO4	To know about sales promotion activities		K6
CO5	To understand hotel marketing mix in five star hotel and its recent trends		K3

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	3	2	3	2	3	3	2	2	2	2	2.4
CO2	3	3	2	2	3	3	3	2	3	2	2.6
CO3	3	3	2	3	3	3	3	2	2	3	2.7
CO4	3	2	2	3	3	3	2	3	3	3	2.7
CO5	3	3	3	2	3	3	3	2	3	3	2.8
	Mean Overall Score										2.64
	Result										High

Course Name	HOTEL LAW		
Course Code	U6R2HMDSE3:2	Exam. Hrs.	Credit
Category	Discipline Specific Elective Course	3	3
Nature of Course	Employability		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			60
Course objectives			
1. To learn the role of Law in Hospitality Industry. 2. To know the various Laws related to Hotel Industry 3. To aware the importance of labour law 4. To know the process of trade union Act. 5. To learn the modern technology tourism policies.			
UNIT I	Introduction		12 Hours
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	Acts		12 Hours
Indian partnership act 1932 definition & nature of partnership foundation of partnership rights & duties. Power & liabilities of partner – minor & partner duration. Termination, termination & dissolution & winding of partnership. Registration contents of partnership deed.			
UNIT III	Labour Law		12 Hours
Labour law, definition and importance, working condition, welfare, health and safety Measures, powers of inspectors, Industrial dispute act 1947. Definition of strike, lock out. Retrenchment lay off award, Settlement, authorities under the Act. Definition: wages, workman, Industrial establishment, employment, employee, Factory rules for payment of wages, deduction allowed.			
UNIT IV	Trade union Act		12 Hours
Trade union Act 1926, scope, registration, Rights and privileges of registered trade union. The payment of wages Act 1936The Employees state Insurance Act 1948, Scope Contribution benefits, rights and Obligations of employee and employer. The payment of Gratuity act 1972 –Rights and obligations of employer and employee. The workman compensation Act 1948 – Scope, liability of employers.			
UNIT V	Tourism Policies		12 Hours
Hygiene & Sanitation Regulations, International hotel Regulations Tourism policies, Laws relating to the grant of License			
Text Books: 1. Hotel & Tourism Laws - Dr.JagmohanNegi - Frank Bros & Co., New Delhi			
Reference Book: 1. Meeting, Conventions and Expositions – Montgomery, R.J.New York: VNR.			
Web Resources:			

Course Name		HACCP		
Course Code		U6R2HMDSE3:3	Exam. Hrs.	Credit
Category		Discipline Specific Elective Course	3	2
Nature of Course		Skill Development		
Maximum Marks		100	EXT: 75	CIA:25
Passing Minimum		40	30	10
Total Instruction Hours				60
Course objectives				
1. To understand the types of hazards in food. 2. To know the HACCP terms and the importance of food safety and food hygiene. 3. To develop and implement a HACCP plan based on the preliminary tasks and HACCP principles. 4. To know the Critical Control Points. 5. To learn about the advantages and disadvantages of HACCP.				
UNIT I	Introduction to HACCP			12 Hours
➤ HACCP - Introduction ➤ Types of Hazards (Microbiological, Chemical, Physical, Allergens)				
UNIT II	HACCP in Food Production			12 Hours
➤ Menu Planning ➤ Purchasing ➤ Receiving ➤ Storing ➤ Issuing ➤ Preparation ➤ Cooking ➤ Holding ➤ Service ➤ Cleaning & Maintenance (ICT)				
UNIT III	Principles and Process			12 Hours
➤ Who is Responsible for HACCP ➤ HACCP Process ➤ HACCP Terminology ➤ HACCP Principles ➤ Conduct Hazard Analysis				
UNIT IV	Critical Control Points			12 Hours
➤ Critical Control Points ➤ Critical Limits ➤ Monitoring CCPS ➤ Corrective Action ➤ Verification ➤ Record Keeping (ICT) ➤ Key terms				
UNIT V	HACCP and Hotel industry			12 Hours
➤ HACCP and Hotel Industry ➤ Advantages & Disadvantages of HACCP				
Text Books:				
1. HACCP: A Practical Approach – Sara Mortimore, Carol Wallace 2. HACCP Applications and Its Challenges – Alok Kumar 3. HACCP Principles and Applications – Merle D. Pierson				

Web for Reference

1. <https://naspweb.com/blog/types-of-hazards/>
2. <https://www.fda.gov/food/guidance-regulation-food-and-dietary-supplements/hazard-analysis-critical-control-point-haccp>
3. <https://food.unl.edu/seven-principles-haccp>

- Web for Reference**
1. <https://naspweb.com/blog/types-of-hazards/>
 2. <https://www.fda.gov/food/guidance-regulation-food-and-dietary-supplements/hazard-analysis-critical-control-point-haccp>
 3. <https://food.unl.edu/seven-principles-haccp>

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Recognize the types of hazards in food	K5
CO2	Handle critical control points in storing food	K6
CO3	Relate the HACCP Terminology	K3
CO4	Monitor HACCP Procedure	K1
CO5	Attain the knowledge of HACCP teamwork in the hotel industry	K2

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	2	2	3	2	3	3	3	2	3	3	2.6
CO2	2	3	3	3	3	3	3	3	3	2	2.8
CO3	3	3	2	2	3	3	3	3	3	3	2.8
CO4	2	3	3	2	3	3	3	3	3	3	2.8
CO5	3	3	3	2	3	3	3	2	3	3	2.8
	Mean Overall Score										2.76
	Result										High

SKILL ENHANCEMENT COURSES

Course Name	TOURISM IN INDIA		
Course Code	U4R2HMSEC1:1	Exam. Hrs.	Credit
Category	Skill Enhancement Course	3	2
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			24
Course objectives			
1.To gain in-depth knowledge on various tourist destinations. 2.To receive an information various Government tourist organization. 3.To learn the importance of Wild and Tribal life. 4.To gain the knowledge on various resorts located in India. 5.To know the Fairs and festivals celebrated in India.			
UNIT I	Introduction		5 Hours
➤ Introduction to travel and tourism – meaning – nature – definitions – basic components – elements – domestic tourism – international tourism – future of tourism – technology and tourism. (ICT) ➤ History of travel and tourism – travel steps in the evolution modern tourist travel for trade and commerce – religious purpose – seeking knowledge – paid holidays – mass tourism. ➤ The advent of steam age, impact of industrial revolution, rail transport, sea transport, development of sea side resorts, the auto mobiles, air travel, causes of rapid growth – post second world war period			
UNIT II	Tourism in India		5 Hours
➤ Tourism in India – sergeant committee – formation of Ministry of Tourism, Department of tourism (ICT) ➤ Tourism information offices in India, its functions, tourism offices overseas – its functions, criteria for opening overseas offices ➤ Role and functions of ITDC. State level Tourism Development Corporation.			
UNIT III	Wild and Tribal Life of India		5 Hours
➤ Wild and Tribal Life : Alwar, Jim Corbett, National Park, KanhaKisali, Kaziranga, Bharatpur, Sawai Madhopur, Tadoba, Melghat, Navegaon-Nagzira, Ranthambor, Chilka Lake, Bandipur, Bandogarh, Gir, Sundarban			
UNIT IV	Resorts and Beaches		5 Hours
➤ Resorts and Beaches : Musssorie, Shimla, Darjeeling, Ooty, Kodaikaal, Panji, Bhubaneswar Mahabalipuram ,Kovalam beach, Kulumanali			
UNIT V	Fairs and Festivals		4 Hours
➤ Fair and Festivals : Kumbha, Ardhakumbha, Pushkar, Mahashivratri, Gangasagar, PandharpurVari, DhammachakraPravartanaDivasa, Internationa Trade Fair, Marba, Ramnavami, Gangaur, Tija			
Text Books:			
1.Acharya, Ram, Tourism & Cultural Heritage of India 2.A.S.I., Archaeological Remains, Monuments and Museums 3.Bhatia, T. K., Tourism in India 4.Bhardwaj, S. M., Hindu Places of Pilgrimage in India			
Reference Book:			
1. Kaul, S. N., Tourist India and most Comprehensive Guide. 2. Kaur & D. R. Singh, India Plan your own Holidays. 3. Sheshadre, B., India’s Wild Life and Tribal Life 4. Tajvir Singh, Jagdish, Studies in Tourism, Wild Life Parks and Conservation			

Course Name	INTERNATIONAL TOURISM		
Course Code	U4R2HMSEC1:2	Exam. Hrs.	Credit
Category	Skill Enhancement Course	3	2
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			24
Course objectives			
1.To gain an in-depth knowledge on International tourist visits in India. 2.To give the different concepts of tourism that attracts Foreigners. 3.To impart the knowledge on International tourism agencies and their role. 4.To understand the role of the WTO. 5.To gain the knowledge on SAARC.			
UNIT I	Introduction		5 Hours
➤ Growth in International Tourism over the years Global Tourist Traffic and Tourism Receipt ➤ Patterns in Contemporary Context Regional distribution of tourist traffic and tourism receipts; ➤ Regional disparities and Tourism Gap. ➤ Changing Market-Destination Trends and the Determining Factors to this effect. Tourism Leading Tourism Markets and Tourist Destinations of the World			
UNIT II	Concepts of International Tourism		5 Hours
➤ Emerging Concepts in International Tourism Ethnic Tourism (Rural, Urban, Tribal, Agri and Farm Tourism etc) ➤ ‘Health’ and ‘Medical Tourism’; ➤ ‘Spiritual Tourism Resort’ and ‘Holiday Tourism’ ➤ ‘Green’, ‘Eco’, ➤ ‘Wildlife’ and ‘Wilderness’ Tourism’ ➤ ‘MICE’ and ‘Shopping Tourism’ ➤ Newer Dimensions of Adventure Tourism (ICT)			
UNIT III	Tourism Measurement		5 Hours
➤ Factors Responsible for Changing Tourism Concepts and Tourist Demand Patterns Impact of Cultural, Economic, Political, Technological, Environmental and Ecological Perspectives on International Tourism ➤ International Tourism in future perspective; future projections ➤ Tourism Measurement-measurement of tourist traffic and receipt, measurement techniques and their limitations			
UNIT IV	Tourism Organisation and Sectors		5 Hours
➤ Role of International and Regional Tourism Organizations in growth and development of International Tourism with special reference to WTO, PATA, and IATA Multinational and their contribution in promotion of International Tourism; their role and inputs in different sectors of Tourism - ➤ Transport, Accommodation, Travel Management, Publicity and Promotion; Coxs andkings, Sita,Thomas cook travel agencies and their contribution in tourism			
UNIT V	Recent Trends		4 Hours
➤ Tourism Trends in SAARC Region India's Performance in International Tourism over the years; ➤ Existing Inbound and Outbound Tourism (ICT) ➤ Trends Effective and Potential Tourism Markets of India Reasons Responsible for India’s Poor Share in International Tourism			
Text Books:			
1. Douglas Pearce: Topics in Applied Geography, Tourism Development, Longman Scientific Technical, New York, 1995.			

2. Negi J. M. S.: Tourism & Travel Concepts and Principles, Gitanjali Publishing House, New Delhi.
3. Robinson H.: A Geography of Tourism, Mac Donald & Evans London, 1978.
4. Selvam M.: Tourism Industry in India.

Reference Book:

1. Jaddish Goswami, International Tourism, ABD publishers (2018)
2. A.K. Bhatia, International Tourism Management, 3d revised edition, Sterling publishers, 2019
3. Jeg Mohan negi, International Tourism and Travel concepts and Principles, S.Chand publications, 2019

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Survey the tourism markets of the World.	K4
CO2	Analyze the emerging concepts in International tourism.	K4
CO3	Measurement of tourist traffic and receipt.	K5
CO4	Develop the knowledge about IATA.	K2
CO5	Design the new a tourism trend in tourism markets.	K6

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	2	2	2	3	3	3	2	3	2	3	2.5
CO2	3	3	3	2	3	3	2	3	3	2	2.7
CO3	3	3	3	2	3	3	2	3	3	3	2.8
CO4	2	3	3	2	2	3	3	3	2	2	2.5
CO5	2	2	3	3	3	3	3	3	3	2	2.7
	Mean Overall Score										2.64
	Result										High

Course Name	DESTINATION PLANNING AND DEVELOPMENT		
Course Code	U4R2HMSEC1:3	Exam. Hrs.	Credit
Category	Skill Enhancement Course	3	2
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			24
Course objectives			
1. To enable learners assess the tourism potential of various destinations and prepare tourism development plans as well as students marketing techniques. 2. To familiarize with the destination branding practices; and 3. To train students to use advanced analysis and research in the field of destination development. 4. To help students understand different cultures, custom, manners and traditions. 5. To satisfy them components of tourism and Tourism Management			
UNIT I	Destination Development		5 Hours
➤ Introduction to Destination Planning and Development ➤ Characteristics of Tourism Destination (ICT) ➤ Destination planning Guidelines and Selection Process ➤ Value of Tourism.			
UNIT II	Destination Planning Process and Analysis		4 Hours
➤ Levels of Tourism Planning and Development ➤ Economic, Socio-Cultural, and Environmental Considerations ➤ Planning For Demand Supply Match			
UNIT III	Destination Image Development		5 Hours
➤ Attributes of Destination ➤ Destination Branding.			
UNIT IV	Destination Promotion and Publicity		5 Hours
➤ Destination Marketing Mix ➤ Destination Competitiveness (ICT) ➤ Marketing Communication & Strategies.			
UNIT V	Destination		5 Hours
➤ Public Private Partnership in Tourism (PPP) ➤ Tourism Policy and Destination Development ➤ WTO guidelines for Tourism Planning			
Text Books: 1.Nigel Morgan, Annette Pritchard & Rogar Pride(2001), Destination branding: Creating The Unique Propositions, Butterworth and Heinemann			
Reference Book 1. Richard W. Butler (2006), The Tourism Area Life Cycle: Applicatin and Modifications, channel view publications. 2. Clarine, Haven Tang &Eleri Ellis Jones (2005) ,Tourism Schemes, Services Quality And Destination Competitiveness, CABI Publishing.			

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Apply the steps involved in tourism planning process.	K3
CO2	Appraise the importance of Tourism Planning.	K5
CO3	Elaborate the tourism planning process at different levels.	K6
CO4	Identify the six A's frameworks for tourism destination.	K3
CO5	Summarize the role of the PPP in the Indian Tourism Industry.	K2

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	2	3	3	3	3	2	3	3	2	3	2.7
CO2	3	2	3	2	3	2	3	3	2	3	2.6
CO3	2	2	3	2	3	3	3	3	2	3	2.6
CO4	3	3	2	3	3	3	3	3	3	2	2.8
CO5	2	3	2	3	2	3	2	2	3	2	2.4
	Mean Overall Score										2.62
	Result										High

Course Name	TYPOLOGY OF TOURISM		
Course Code	U5R2HMSEC2:1	Exam. Hrs.	Credit
Category	Skill Enhancement Course	3	2
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			48
Course objectives			
1.To know the introduction and importance of tourism. 2.To learn culinary tourism. 3.To gain knowledge on Pilgrimage tourism. 4.To make students understand sustainable tourism. 5.To know the students Negative Impacts of Wildlife Tourism.			
UNIT I	Introduction of Tourism		10 Hours
➤ Introduction to types of tourism (ICT) ➤ Value of Tourism ➤ Importance of tourism ➤ Main purpose of tourism.			
UNIT II	Culinary Tourism or Food Tourism		10 Hours
➤ Meaning of culinary tourism ➤ Cooking classes ➤ Food tours (Wine, beer and food) ➤ Festivals ➤ Specialty dining experience ➤ Conservation breeding ➤ Local festivals that encourage culinary tourism			
UNIT III	Pilgrimage and Spiritual Tourism		10 Hours
➤ Pilgrimage tourism in India, mean by pilgrimage tourism ➤ Example of pilgrimage tourism ➤ Importance of pilgrimage ➤ Indian pilgrimage important ➤ Importance of pilgrimage in tourism ➤ Famous place of pilgrimage’’ purpose of a pilgrimage			
UNIT IV	Sustainable Tourism		10 Hours
➤ Definition of Sustainable Tourism ➤ Sustainable Tourism Development ➤ Principles of Sustainable Tourism ➤ Three Dimensions of Sustainable Tourism (Environmental-Economic-Social).			
UNIT V	Wild Life Tourism		8 Hours
➤ Negative Impacts of Wildlife Tourism (Direct Impacts) ➤ Disturbing Breeding Patterns ➤ Disruption of parent-offspring bonds Increased vulnerability to predators and competitors,) ➤ PositiveImpacts of Wildlife Tourism (ICT) ➤ Financial donations,Qualityinterpretation,Research and monitoring ➤ Anti-poaching.			
Text Books: 1. Kaul. R.N. – Dynamics of Tourism, Sterling Publishers Private Limited, New Delhi, India.			
Reference Book 1. Bhatia .A.K. – International Tourism, Sterling Publishers, New Delhi, India.			

Course Name	TOURISM PRINCIPLES, POLICIES AND PRACTICES		
Course Code	U5R2HMSEC2:2	Exam. Hrs.	Credit
Category	Skill Enhancement Course	3	2
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			48
Course objectives			
1. To make students realize the potential of tourism industry in India. 2. To make understand the various elements of Tourism Management; and 3. To make them understand familiarize with the Tourism policies in the National and International context. 4. To make students understand ITDC procedures. 5. To help students gain knowledge about sustainable tourism.			
UNIT I	Introduction of Tourism		10 Hours
➤Elements ➤Characteristics and History ➤Typology of Tourism (ICT)			
UNIT II	Tourism Industry		10 Hours
➤Constituents of Tourism Industry ➤Basic Components Of Tourism ➤Emerging Trend in Tourism			
UNIT III	Tourism impacts		8 Hours
➤Impacts of Tourism (ICT) ➤Tourism System			
UNIT IV	Tourism Development		10 Hours
➤World Tourism Organizations ➤Indian Tourism Organizations			
UNIT V	Sustainable Tourism		10 Hours
➤Tourism Planning India ➤Sustainable Tourism Development ➤Code of Conduct			
Text Book: 1. Chuck.Y.Gee,James C. Makens&Dexter J. L. Choy(1989),THE TRAVEL INDUSTRY, Van Nostrand Reinhold, New York.			
Reference Book 1. Page J. Stephen& Brunt Paul (2007), TOURISM-A MODERN SYNTHESIS, Thomson Pub, London.			

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Identify the various types of tourism.	K3
CO2	Evaluate the components of the tourism industry.	K5
CO3	Assess the impacts of tourism	K5
CO4	Identify the importance of National Action Plans	K3
CO5	Plan the Concept of Sustainable Tourism.	K3

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	3	2	3	2	3	3	2	2	3	3	2.6
CO2	3	2	3	2	3	3	3	3	3	3	2.8
CO3	3	2	3	2	3	3	3	3	3	2	2.7
CO4	3	3	3	3	3	3	3	3	2	3	2.9
CO5	3	3	3	3	2	3	3	3	2	3	2.8
	Mean Overall Score										2.76
	Result										High

Course Name	MICE TOURISM		
Course Code	U5R2HMSEC2:3	Exam. Hrs.	Credit
Category	Skill Enhancement Course	3	2
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			48
Course objectives			
1. To understand and tap the emerging market potentiality of the MICE. 2. To analyze the various components of MICE. 3. To learn various organization’s role in MICE tourism development in India. 4. To know the process of process of travel agency and tour operator. 5. To learn the modern technology MICE developments.			
UNIT I	Introduction to MICE		10 Hours
INTRODUCTION TO MICE Evolution of MICE Industry. Components of MICE Economic and social significance of MICE INTRODUCTION TO PROFESSION MEETING PLANNING Definition Types and Roles Associate Corporate Independent Travel agency Tour operator CONVENTION VISITOR BUREAUS Functions Structure and Funding Sources			
UNIT II	MICE – Types and Characteristics		10 Hours
MICE MARKET Association and Corporate Meeting Characteristics and Types PROCESS OF MEETING MANAGEMENT Permeating During the Meeting and Post Meeting Techniques ROLE OF TRAVEL AGENCY IN MANAGEMENT OF CONFERENCES Pre-And- Post Conference Tours ➤ Evaluation of Events and Its Importance.			
UNIT III	MICE in Indian Context		10 Hours
CONFERENCE VENUES Concept Facility Check – In and Check-Out Procedures Requirements Room Lay-out F AND B PLANNING FOR CONFERENCE Convention Manager Inter-Related Venues Project Planning and Development Introduction to Conference Facilities in India Role and Function of ICPB and ICCA			

Course Name	TOURISM AND TRAVEL MANAGEMENT		
Course Code	U6R2HMSEC3:1	Exam. Hrs.	Credit
Category	Skill Enhancement Course	3	2
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			48
Course objectives			
1. To introduce students to the potential of tourism as an industry. 2. To give them a historical perspective on the development of tourism. 3. To make them aware of state initiatives in tourism promotion. 4. To inform them about tourism formalities – passport, visa, etc. 5. To provide awareness away students about travel agencies in India.			
UNIT I	Principles of Tourism		10 Hours
➤ Definition: Tourism, Tourist, Foreign Tourist, Domestic Tourist ➤ Destination planning Guidelines and Selection Process ➤ Value of Tourism.			
UNIT II	Growth Of Tourism		8 Hours
➤ Components of Tourism: Attractions, Accessibility, and Amenities’. ➤ Motivations for Tourism			
UNIT III	Tourism and Economy		10 Hours
➤ Contribution of Tourism in Indian Economy (ICT) ➤ 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		10 Hours
➤ Tourism information – Distribution channels ➤ Media – Print media, Visual media (ICT) ➤ 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		10 Hours
➤ Historical development of travel agencies – Cox & Kings, American Express ➤ Tourism agencies in India – SITA, Mercury Travels, TCI, TAAI and it’s functions ➤ Need for a National Airline; International Airlines coming to India ➤ Freedom of Air.			
Text Books: 1. Bhatia A.K. – Tourism Development: Principles and Practices, Sterling Publishers, New Delhi, India. 2. Bhatia .A.K. – International Tourism, Sterling Publishers, New Delhi, India. 3. Kaul. R.N. – Dynamics of Tourism, Sterling Publishers Private Limited, New Delhi, India.			
Reference Book 1. Burkhart A. and Medlik S. – Tourism Past, Present and Future, ELBS Publishers, London. 2. Christopher Holloway .J – The Business of Tourism Bitman Publishers Pvt.Ltd., London			

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Summarize the activities of tour organizers.	K2
CO2	Perceive ticketing formalities.	K5
CO3	Apply tour itineraries.	K3
CO4	Predict knowledge on Passport/Visa, etc.	K5
CO5	Gain the knowledge of tourism and airline agencies in India.	K3

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	3	2	3	2	3	3	2	2	3	2	2.5
CO2	3	3	3	2	3	3	3	3	3	2	2.8
CO3	3	2	3	3	3	3	3	3	3	3	2.9
CO4	3	3	3	2	2	3	3	3	2	3	2.7
CO5	2	2	2	3	2	3	2	2	2	3	2.3
	Mean Overall Score										2.64
	Result										High

Course Name	TRAVEL AGENCY AND TOUR OPERATIONS MANAGEMENT		
Course Code	U6R2HMSEC3:2	Exam. Hrs.	Credit
Category	Skill Enhancement Course	3	2
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			48
Course objectives			
1.To make students to expose them to understand the significance of travel agency and tour operator business; 2.To know the current trends and practices in the tourism and travel trade sector. 3.To develop adequate knowledge and skills applicable to the travel industry. 4.To make students understand the responsibilities of travel associations. 5. To make them aware of different types of tour packages.			
UNIT I	Travel Trade		8 Hours
➤Historical Perspectives ➤Wholesale and Retail Travel Agency Business. (ICT)			
UNIT II	Travel Agency and Tour Operation Business		10 Hours
➤Functions of Travel Agency and Tour Operation ➤Setting Up A Travel Agency and Tour Operation ➤Sources of Income in Travel Agency and Tour Operation Business ➤Travel Documentation.			
UNIT III	Itinerary Planning and Development		10 Hours
➤Concepts of Itinerary Planning ➤Tour Formulation and Designing process			
UNIT IV	Tour Packaging and Costing		10 Hours
➤Classification of Tour Packages ➤Components of Package Tour (ICT) ➤Package Tour Costing ➤Package Tours of Thomas cook, SOTC, Cox &Kings and TCI.			
UNIT V	Role and Responsibility of Travel Trade Association		10 Hours
➤Roles and Responsibilities of Travel Trade Associations. ➤Roles and Functions UFTAA. ➤Roles and Functions of PATA. ➤Roles and Functions of ASTA.			
Text Book: 1. Chuck.Y.Gee,James C. Makens&Dexter J. L. Choy(1989),THE TRAVEL INDUSTRY, Van Nostrand Reinhold, New York 2. Page J. Stephen& Brunt Paul (2007), TOURISM-A MODERN SYNTHESIS, Thomson Pub, London.			
Reference Book 1. Holloway, J.C (2002), THE BUSINESS OF TOURISM, Prentice Hall, London, pp. 2. Roday. S, Biwal.A&Joshi.V.(2009),TOURISM OPERATIONS AND MANAGEMENT, oxford University Press, New Delhi,pp-164-296. 3. Goeldner, R &Ritchie, B (2010), TOURISM, PRINCIPLES, PRACTICES AND PHILOSOPHIES, John Wiley & sons, London.			

Course Name	TOURISM POTENTIALS OF TAMILNADU		
Course Code	U6R2HMSEC3:3	Exam. Hrs.	Credit
Category	Skill Enhancement Course	3	2
Nature of Course	Employability / Entrepreneurship / Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			48
Course objectives			
1. To understand the historical background of the Tamilnadu. 2. To analyze the geographical Features of Tamilnadu. 3. To gain the basic idea of various pilgrimage tourism potentiality of Tamilnadu. 4. To give the knowledge about Eco-tourism and culture. 5. To impact the knowledge about the TTDC.			
UNIT I	Introduction to Tamilnadu		10 Hours
➤ History ➤ Legacy ➤ Culture ➤ Tradition ➤ Festivals (ICT) ➤ Rituals			
UNIT II	Geographical Features of Tamilnadu		10 Hours
➤ Rivers ➤ Oceans ➤ Hill Station ➤ Peaks ➤ Waterfalls ➤ Forests ➤ Water Bodies ➤ Sanctuaries ➤ Wildlife Parks ➤ Dams and Reservoirs			
UNIT III	Pilgrimage Attractions of Tamilnadu		10 Hours
➤ Grand Temple of Tanjore ➤ Meenakshi Temple,Madurai ➤ Cave/Shore Temple of Mamallapuram ➤ Other Famous Temples ➤ Role of Temples in Tourism Promotion ➤ Churches (Velankanni) ➤ Mosques (Nagoor)			
UNIT IV	Nature – Based Tourism		8 Hours
➤ Concepts ➤ Eco-tourism Places in Tamilnadu ➤ Fairs and Festivals of Tamilnadu ➤ Dance and Music Forms			
UNIT V	TTDC & Tamil Nadu Tourism		10 Hours
➤ Tamilnadu Tourism Development Corporation (TTDC) ➤ Famous Tourism Circuits of Tamilnadu ➤ Tourism Schemes of Tamilnadu(ICT) ➤ Auction Plan for Tamilnadu Tourism			
Total Hours			

1. Tourist Guide of Tamilnadu Paperback – I January 2012, Sura Books Editorial Team.

1. Tourism in Tamilnadu : Growth and Development-S.SubramaniaPillai,MJP Publisher.

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Learn the Unique historical background of Tamilnadu	K2
CO2	Remember the geographical attractions of Tamilnadu	K1
CO3	Familiarize the man and natural attraction of Tamilnadu	K3
CO4	Distinguish difference between man and natural attraction of Tamilnadu	K4
CO5	Scrutinize the role played by the TTDC on the promotion of Tourism development in Tamilnadu.	K6

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	2	3	2	3	3	2	3	3	2	2	2.5
CO2	3	2	2	2	2	3	3	3	2	2	2.4
CO3	3	3	2	3	3	3	3	2	2	2	2.6
CO4	3	3	3	2	3	3	3	3	2	2	2.7
CO5	2	3	3	3	3	2	2	2	2	3	2.5
	Mean Overall Score										2.54
	Result										High

Ability Enhancement Compulsory Course

Course Name	ENVIRONMENTAL STUDIES		
Course Code	U2R2AECC1	Exam. Hrs.	Credit
Category	Ability Enhancement Compulsory Course	3	2
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			24-
Course objectives			
1. To impart basic knowledge of various natural resources. 2. To understand the importance of ecosystem and biodiversity in Earth. 3. To be effective in Pollution & waste water management of our nation. 4. To acquire knowledge on environmental issues & social issues. 5. To gain the knowledge about population management.			
UNIT I	05 Hours		
The Multidisciplinary nature of environmental studies: Definition, scope and importance - Need of public awareness. Natural Resources: Renewable and non-renewable resource, Natural resources and associated problems. a) Forest resources: Use and over-exploitation, Deforestation, Case studies. Timber extraction, mining, Dams and their effects on forests and tribal people. b) Water resources: use and over-utilization of surface and ground water, floods, drought, conflicts over water, dams - benefits of and related problems. c) Mineral resources: Use and exploitation, environmental effects of extracting and using mineral resources, case studies. d) Food resources: World food problems, changes caused by agriculture and overgrazing, Effects of modern agriculture, fertilizer and pesticide problems, Water logging, salinity, case studies. e) Energy resources: Growing energy needs, Renewable and non-renewable energy resources, use of alternate energy sources,case studies f) Land resources: land as a resource, land degradation, man induced landslides, soil erosion desertification. • Role of an individual in conservation of natural resources. • Equitable use of resources for sustainable lifestyle.			
UNIT II	05 Hours		
Ecosystem: Concept of an ecosystem - Structure and functions of an ecosystem – Producers, Consumers and Decomposers - Energy flow in the ecosystem - Ecological succession - food chains, food webs and ecological pyramids.Types, characteristic feature, structure and functions of the following ecosystem: Forest ecosystems, Grassland ecosystems, Desert ecosystems and Aquatic ecosystems (Ponds, streams, lakes, rivers, oceans, estuaries). Biodiversity: Introduction - Definition: Genetic, species and ecosystem diversity. Biogeographical classification of India, Value of biodiversity: Consumptive use, productive use, social, ethical, aesthetic and option values. Biodiversity at global, national and local levels, India as a mega-diversity nation, Hot-spots of biodiversity, Threats to biodiversity: habitat loss, poaching of wildlife, man-wildlife conflicts, Endangered and endemic species of India, Conservation of biodiversity: <i>In-situ</i> conservation and <i>ex-situ</i> conservation.			
UNIT III	05 Hours		
Environmental pollution: Definition, causes, effects and control measures of Air pollution, Water pollution, Soil pollution, Marine pollution, Noise pollution, Thermal pollution, Radioactive pollution. Solid waste management: Causes, effects and control measures of urban and industrial waste, Role of an individual in the			

prevention of pollution - pollution case studies - disaster management: floods, earthquakes, cyclones, landslides.

Effects of Fireworks:

Firework and celebrations, Health Hazards, Types of Fire, Firework and safety.

UNIT IV

05 Hours

Social issues and Environment:

From unsustainable to sustainable development, urban problems related to energy, water conservation, rainwater harvesting, watershed management. Resettlement and rehabilitation of people: Its problems and concerns - case studies, Environment ethics; issues and possible solutions. Climate change, Global Warming, Acid Rain, Ozone Layer Depletion, Nuclear Accidents and Holocaust - Case studies.

Wasteland reclamation, Consumerism and waste products, Environment Protection Act - Air (prevention and control of pollution) Act, Water (prevention and control of pollution) Act - Wildlife Protection Act, Forest Conservation Act, Issues involved in the enforcement of environmental legislation. Public awareness.

UNIT V

04 Hours

Human Population and the Environment:

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

Field work:

- Visit to a local area to document environmental assets: river / forest / grasslands/ hill / mountain.
- Visit to a local polluted site-Urban/Rural/Industrial/Agricultural
- Study of common plants, insects, birds.
- Study of simple ecosystems-pond, river, hill slopes, etc.

Reference Book:

- Agarwal, K.C. 2001 Environmental Biology, Nidi Publ. Ltd. Bikaner.
- Bharucha Erach, The Biodiversity of India, Mapin Publishing Pvt. Ltd., Ahmedabad – 380 013, India, Email:mapin@icenet.net (R)
- Miller T.G. Jr. Environmental Science, Wadsworth Publishing Co. (TB)
- Odum, E.P. 1971. Fundamentals of Ecology. W.B. Saunders Co. USA, 574p
- Jadhav, H & Bhosale, V.M. 1995. Environmental Protection and Laws. Himalaya Pub. House, Delhi 284 p.
- Manigandan G . 2020 Environmental Studies, PoGo publications, Trichy ISBN: 978-93-83069-36-1

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	Understand the resources of environment and its importance in detail.	K2
CO2	Get an in-depth knowledge about the nature of biodiversity.	K3
CO3	Apply their knowledge about solid waste management.	K3
CO4	Analyze various social issues & determining the solution from this.	K4
CO5	acquire knowledge on Human Population from case studies	K6

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	3	2	2	2	2	3	3	2	2	3	2.4
CO2	2	3	3	2	2	2	2	2	2	2	2.2
CO3	2	3	3	1	3	2	3	3	3	3	2.6
CO4	3	2	3	1	2	2	2	2	2	2	2.1
CO5	2	2	2	3	3	3	1	3	3	2	2.4
	Mean Overall Score										2.34
	Result										High

Course Name	VALUE EDUCATION		
Course Code	U3R2AECC2	Exam. Hrs.	Credit
Category	Ability Enhancement Compulsory Course	3	2
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			24
Course objectives			
1. To sensitize learners to the need for values in human life. 2. To make them aware of the need for values in all roles of life. 3. To make them see the need for value-education. 4. To make them realize the noble values as basis of all religions. 5. To sensitize them to the need for gender equity and social justice.			
UNIT I	PHILOSOPHY OF LIFE		05 Hours
Life - Principles of Living - Laws of Nature - Protection of all living organisms -Conservation of natural resources - Individual qualities and Social Welfare.(Thirukural No:- 629, 46, 131, 374, 322, 16)			
UNIT II	PERSONAL VALUES		05 Hours
Culture – Self -Analysis – Right Desires – Avoidance of Worries – Benefits of Blessings – Merits of Friendship – Love and Compassion – Personal Harmony and Peace. (Thirukural No:- 72, 158, 629, 786, 76, 318)			
UNIT III	SOCIAL VALUES		05 Hours
Family – Family Peace – Society –Way of Living – Principles of Brotherhood – Status of Woman - Five types of Duties towards Family, Society, Country, World and Environment –Business and Economic roles – Social hygiene - Education – Politics – Duties and Responsibilities of Citizens – World Peace.(Thirukural No:-45, 1025, 446, 952, 807, 56, 43, 754, 298, 400, 691, 37, 572)			
UNIT IV	TAPPING AND CULTIVATING THE MIND		05 Hours
Potential of Mind - Personality – Mind and Body – Creativity and Positivity – The Centrality of the Mind – Astral and Physical Bodies – Knowledge of the divine and quest for perfection - Life Force – Tapping the Life Force – Perceiving the Kernel- Realization of Self- Stream of Consciousness – Hierarchy of Self motivation- Meditation – Spiritual Values.(Thirukural No:-457, 261, 423)			
UNIT V	PRESERVING THE BODY HEALTH		04 Hours
Sructure of human body – Three States of Living – Relationship between body and spirit – Natural Causes for Bodily Diseases – Man-made causes for diseases – Preventive and Curative methods – Five elements and their balance –Simple Exercises and Yoga.(Thirukural No:- 941, 948)			
Reference Book:			
Value Education		Vethathiri Publications	

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	develop into balanced individuals.	K6
CO2	function as responsible members in society.	K4
CO3	apply physical and psychological energy in creative living.	K3
CO4	take up leadership roles in confidence.	K3
CO5	judge right and wrong with perspicacity.	K5

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	2	3	3	2	3	3	2	3	2	3	2.6
CO2	3	2	3	2	2	3	2	2	2	1	2.2
CO3	2	3	2	3	2	2	2	2	2	3	2.3
CO4	3	3	3	2	3	2	2	3	2	1	2.4
CO5	2	2	3	3	2	2	3	3	3	2	2.5
	Mean Overall Score										2.4
	Result										High

Course Name	GENDER STUDIES		
Course Code	U3R2AECC2	Exam. Hrs.	Credit
Category	Ability Enhancement Compulsory Course	3	2
Nature of Course	Skill Development		
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			12
Course objectives			
1. To help learners to see their strength and weakness in gender relations.			
2. To develop sensitivity to gender-issues in order to lead an ethically enriched life.			
3. To enable the learners to realize the discrimination existing in society based on gender, class, caste, and religion.			
4. To help learners to re-examine and analyze the gender bias in the society, in the family and in everyday activities.			
5. To promote attitudinal change to assure in a gender balanced ambience and women empowerment.			
UNIT I	03 Hours		
Concept of Gender: Sex Gender – biological Determinism – Patriarchy – Feminism – Gender Discrimination – Gender Division of Labour – Gender stereotyping – Gender sensitivity Gender Equality – Gender mainstreaming – empowerment.			
UNIT II	03 Hours		
Women’s studies Vs Gender studies: UGC’s Guidelines – VIII to XI Plans, Gender studies Beijing conference and CEDAW – Exclusiveness and inclusiveness.			
UNIT III	03 Hours		
Areas of Gender discrimination: Family, Sex ratio literacy, Health, Governance, religion Work Vs employment – Market, Media, Politics, Law, Domestic violence, Sexual Harassment, State politics and planning.			
UNIT IV	02 Hours		
Women development and gender empowerment: initiatives, International Women’s decade, International women’s year, National policy for Empowerment of women, women Empowerment year 2011, Mainstreaming global policies.			
UNIT V	02 Hours		
Women’s Movements: In India National / State Commission for Women (NCW), all women police station, Family court, Domestic violence Act, Prevention of Sexual Harassment at work place supreme court guidelines, Maternity Benefit Act, PNDT Act, Hindu Succession Act 2005, Eve teasing prevention Act, Self help groups, 73 rd and 74 th amendment for PRIS.			
Reference Book:			
1. Bhasin kamala, Understanding Gender: Gender basics, New Delhi: Women Unlimited, 2004.			
2. Rajadurai , S.v, Geetha V, Themes in caste Gender and Religion, Trichy, Bharathidasan University, 2007.			
3. Pauldi, A Michele (ed...) Prager guide to the Psychology of Gender.			

Course Outcomes		K Level
After completion of the course the student will be able to		
CO1	perceive gender roles objectively.	K6
CO2	practise gender equity in family and social relations	K4
CO3	assess degrees of inclusion and exclusion in the socio-political fabric.	K5
CO4	evaluate familial/social roles to avert marginalization of any sort.	K5
CO5	develop a healthy and constructive attitude towards gender issues.	K6

Relationship Matrix for CO, PO, PSO

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PO1	PO2	PO3	PO4	PO5	
CO1	3	2	2	3	1	3	2	2	2	3	2.3
CO2	3	1	1	2	3	3	2	2	3	1	2.1
CO3	2	3	1	2	2	1	1	2	3	2	2.1
CO4	2	1	2	3	2	2	2	2	3	2	2.1
CO5	1	3	2	2	3	3	1	2	3	3	2.3
	Mean Overall Score										2.2
	Result										High

Generic Elective Courses (Offered by the Department)

Course Name	INTRODUCTION TO HOTEL INDUSTRY		
Course Code		Exam. Hrs.	Credit
Category	Generic Elective course	3	
Nature of Course			
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			-
Course objectives			
1. To gain the Basic Knowledge about the hospitality and tourism industry. 2. To impart the knowledge about the catering Establishments 3. To Communicate the Knowledge and develop basis skills in Culinary Operations. 4. To impart knowledge about the F&B Service Department. 5. To help them know the various functions in housekeeping and front office department.			
UNIT I	Introduction to Hotel Industry		
➤ Origin of Hotel Industry, Growth of hotel Industry in India. ➤ Different types of catering establishment Commercial, Welfare and Transport Catering. ➤ Organization Chart of Small, Medium and Large Hotels.			
UNIT II	Introduction to Cookery		
➤ Different Nutrients - Proteins, Carbohydrates, Fats, Vitamins, Minerals - ➤ Raw Material Introduction - Salt, Sugar, Fats and Oils. (ICT) ➤ Layout of Food Production Department ➤ Major Equipments in Food Production Department.			
UNIT III	Methods of Cooking		
➤ Dry, Medium of Fat, Medium of Liquid - Salad -Types of Salad - Dressing - Sandwiches ➤ Types of Sandwiches, Cake, Ribbon, Double Decker, Club, Grilled Sandwiches, Canapés ➤ Indian Gravies - White, Yellow, Red, - Tandoori Cooking.			
UNIT IV	Introduction to Food and Beverage Service Department		
➤ Types of F & B Outlets ➤ Organization Chart of F and B Service Department ➤ Types of Breakfast - Brunch - Lunch - High Tea - Dinner - Supper ➤ Mis en Place and Mis en Scene ➤ Types of Service. (ICT)			
UNIT V	Introduction to Housekeeping		
➤ Functions of House Keeping ➤ Organization Chart of Housekeeping Department ➤ Various sections in Housekeeping Department ➤ Functions of Front Office Department ➤ Various Sections of Front office Department and its duties ➤ Personal Hygiene and Grooming to the hotel Industry			
Text Books:			
1. Food Production operations – ParvinderS.Bali (Second Edition) - 11 th impression 2018 2. Food and Beverage service – R.Singaravelavan (Third Impression 2017) 3. Hotel House Keeping Operations -A training manual (Second Edition) - Sudhir Andrews			
Reference Book:			
1. Front Office Management training manual – Sudhir Andrews			

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

Course Name	INTRODUCTION TO TOURISM		
Course Code		Exam. Hrs.	Credit
Category	Generic Elective course	3	
Nature of Course			
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			-
Course objectives			
1. To learn tourism sources 2. To know the different between domestic and international travel. 3. To aware the different types of tourism products. 4. To understand the elements and components of tourism. 5. To know the traditional fairs and festivals.			
UNIT I	Introduction of Tourism		
➤ Introduction ➤ Definition ➤ General Impacts ➤ Typology of tourism impacts ➤ Source of tourism information ➤ Tourism organization			
UNIT II	Tourism Business		
➤ Introduction. ➤ Travel and hospitality terminologies. ➤ Activities in a travel agency. ➤ Documentation for travel. (ICT)			
UNIT III	Tourism Products		
➤ Introduction ➤ Classification of tourism products ➤ Natural tourism products of India ➤ Man made tourism products of India ➤ Symbiotic tourism products of India			
UNIT IV	Tourism Products In India		
➤ Event based tourism products of India ➤ Site based tourism products of India ➤ UNESCO World heritage sites in India (ICT)			
UNIT V	Fairs and Festivals		
➤ Fair and festivals kumbha, Ardhakumbha, Pushkar, Mahashivratri,Gangasagar,PandharpurVari, DhammachakraPravartana Divas , ➤ International trade fair ,Marba, Ram Navami, GangaurTija.			
Text Books: 1. Cook, R.A., L.J. Yale, and J.J. Marqua,(1999), Tourism: The Business of Travel, New Jersey: Prentice Hall. 2. Hall C.M. and Stephen, J. Page, (2002), The Geography of Tourism and Recreation.			
Reference Books: 1. Environment, Place & Space, London: Routledge. 2. Hudman, E.L. and D.E. Hawkins, (1989), Tourism in Contemporary Society: An Introductory Text, New Jersey: Prentice Hall.			

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

Course Name	PRINCIPLES OF TOURISM		
Course Code		Exam. Hrs.	Credit
Category	Generic Elective course	3	
Nature of Course			
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			-
Course objectives			
1. To know the basic concepts and importance of tourism. 2. To aware with the evaluation of tourism. 3. To understand various types of tourism. 4. To estimate the impacts of tourism. 5. To familiarize the various organization's roles on the tourism development.			
UNIT I	Basics of Tourism		
➤Tourism - Definition, Meaning, and Characteristics; Types of Tourism and Tourists; ➤Emerging Trends in Tourism- Ecotourism, Adventure Tourism, Rural Tourism, Aqua tourism etc.; ➤Components of Tourism and their Linkages			
UNIT II	Evolution of Travel		
➤Development of Travel and Tourism Through the Ages - Purposes for Travel During the Past, Travelers, Travel Accounts, Transports, Highways, Etc., Factors Responsible for The Growth of Mass Tourism - Spas, Organized Travels, Paid Holidays Etc.; The Grand Tour. ➤Measurement of Tourism (ICT)			
UNIT III	Measurement of Tourism		
➤ Motivation for the Travel; Deterrents. Of Tourism, Measurement of Tourism; Need for Tourism ➤ Statistics ; Types of Tourism Statistics; TSA-Tourism Satellite Accounts-Methods and Problems; ➤ Emerging Trends in Tourism Traffic in India.			
UNIT IV	Impacts of Tourism		
➤ Socio-Economic - Positive and Negative; Tourism Expenditure; Tourism ➤ Multipliers Income and Employment, Manila Declaration; STD- Sustainable Tourism(ICT) ➤ Development; Tourism The World's Peace Industry. Touch Less Travel -Pre And Post-COVID-19 Impacts			
UNIT V	Tourism Organization and Association		
➤ Tourism Organizations Objectives and Functions; WTO, IATA, PATA, WTTC, ICAO, MOT. DOT, ITDC, and TTDC. Role of UNWTO during the Pandemic Period.			
Text Books: 1.Tourism,Principles,practices,philosophies-goeldner,c.,&Ritchie,J.R.New Jersey: John Wiley. 2.Tourism principles and practices – swain, S.K. & Mishra, J.M. New Delhi:OUP			
Reference Book 1. The SAGE Handbook of tourism studies – jamal, Y ., & Robinson, M. (Eds). United Kingdom; Sage Publication.			
Course Outcomes			K Level
After completion of the course the student will be able to			
CO1	Understand the basic concepts of tourism.		K1
CO2	Identify different types of tourism.		K2
CO3	Distinguish different types of tourism and it role.		K3
CO4	Familiarize the various impacts of tourism.		K4
CO5	Understand various leading tourism organization’s roles in the promotion of tourism.		K5

Course Name	BASICS OF COOKERY		
Course Code		Exam. Hrs.	Credit
Category	Generic Elective course	3	
Nature of Course			
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			-
Course objectives			
1.To gain the basic knowledge of cookery. 2.To impart knowledge on different textures in food. 3.To help the learner knows of storage and handling techniques of cereals / various food items. 4.To help learners describe various methods of cooking. 5.To help understand basic preparation/ classification of soups, stocks, etc.			
UNIT I	Introduction		
➤ Introduction ➤ History of Indian cuisine ➤ Kitchen organization structure ➤ Personal hygiene (ICT) ➤ Aims & Objectives of cooking			
UNIT II	Raw Materials		
➤ 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 (ICT) ➤ Soup ➤ Sauces Introduction, Preparation & Classification			
UNIT V	Menu		
➤ Definition ➤ Types ➤ Menu planning			
Text Books: 1.Theory of Cookery – Krishna Arora (Frank Bros. & Co., New Delhi)- 2.Modern Cookery for Teaching and Trade – Vol. I & II –Thangam E. Philip (Orient Longman Publications) 3.Practical Cookery – Kinton and Ceserani (ELBS Publications)			
Reference Book: 1. The Theory of Catering – Kinton and Ceserani (ELBS Publications) 2. International Cuisine Food Production Management – ParvinderS.Bali (10 th Impression 2018)			

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

Course Name	FRONT OFFICE MANAGEMENT		
Course Code		Exam. Hrs.	Credit
Category	Generic Elective course	3	
Nature of Course			
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			-
Course objectives			
1.To give learners a basic knowledge on various front office operations 2.To inform them about the evolution of the hospitality industry. 3.To give learners a fair knowledge of dealing with guest before arrival. 4.To help them acquire telephone etiquette. 5.To help them know the facilities in hotels and their techniques of marketing.			
UNIT I	Introduction to Front office		
➤ Introduction to Hotel Industry ➤ Importance of Front Office Management in Hotel ➤ Types of rooms (ICT) ➤ Organizational layout of Front Office.			
UNIT II	Areas of Front office		
➤ 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 (ICT) ➤ Wake-up 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.			
Text Books: 1. Hotel Front Office Management – James A. Bardi 2. Front Office Management - S.K. Bharnagar 3. Hotel Front office – JataShankar R. Tewari			
Reference Book: 1. Front Office Management training manual – Sudhir Andrews			
Course Outcomes			K Level
After completion of the course the student will be able to			
CO1	Label the various types of rooms.		K1
CO2	Create a feasible working environment with other department staff.		K6
CO3	Build the guest cyclic process.		K6
CO4	Understand gust handling procedure.		K2
CO5	Improve the qualities for front office staff.		K6

Course Name	BASICS OF BAKING		
Course Code		Exam. Hrs.	Credit
Category	Generic Elective course	3	
Nature of Course			
Maximum Marks	100	EXT: 75	CIA:25
Passing Minimum	40	30	10
Total Instruction Hours			-
Course objectives			
1. To gain the basic knowledge on bakery.			
2. To give learners the knowledge on equipments used in bakeries.			
3. To understand the methods of preparing dough.			
4. To know the functions of various raw materials.			
5. To improve the knowledge on different types of icing.			
UNIT I	Introduction		
➤ Aims & Objectives of baking			
➤ Equipments used in Bakeries (ICT)			
➤ 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	Confectionery Product		
➤ Types of pastry			
➤ Cake making methods			
➤ Function of raw materials			
UNIT IV	Icing & Oven temperature		
➤ Introduction			
➤ Icing (ICT)			
➤ Oven temperature			
UNIT V	Secondary Products of Bakery		
➤ Sandwich			
➤ Pizza			
➤ Burger			
➤ Vol-au-vents			
➤ Puffs			
➤ Hot dog			
Text Books:			
1. Practical Cookery – Kinton and Ceserani (ELBS Publications)			
2. The Theory of Catering – Kinton and Ceserani (ELBS Publications)			
3. Theory of Cookery – Krishna Arora (Frank Bros. & Co., New Delhi)			
4. Theory of Bakery and Patisserie – ParvinderS.Bali (Second Impression 2018)			
Reference Book:			
1. Modern Cookery for Teaching and Trade – Vol. I & II –Thangam E. Philip (Orient Longman Publications)			

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