

Study & Evaluation Scheme of Bachelor of Hotel Management

[Applicable for 2018-22]
Version 2018

[As per CBCS guidelines given by UGC]



Approved in BOS	Approved in BOF	Approved in Academic Council
6/2/2018	6/7/2018	6/11/2018 Vide Agenda No:1.7.3

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 22 KM Milestone, Dehradun-Roorkee Highway, Roorkee (Uttarakhand)

Study & Evaluation Scheme

Study Summary

Name of the Faculty	Faculty of Hospitality & Tourism
Name of the School	Quantum School of Hospitality & Tourism
Name of the Department	Department of Hotel Management
Program Name	Bachelor of Hotel Management
Duration	4 Years
Medium	English

Evaluation Scheme

Type of Papers	Internal Evaluation (%)	End Semester Evaluation (%)	Total (%)
Theory	40	60	100
Practical/ Dissertations/Project Report/ Viva-Voce	40	60	100
<i>Internal Evaluation Components (Theory Papers)</i>			
Sessional Examination I	50 Marks		
Sessional Examination II	50 Marks		
Assignment –I	25 Marks		
Assignment-II	25 Marks		
Attendance	50 Marks		
<i>Internal Evaluation Components (Practical Papers)</i>			
Quiz One	25 Marks		
Quiz Two	25 Marks		
Quiz Three	25 Marks		
Lab Records/ Mini Project	75 Marks		
Attendance	50 Marks		
<i>End Semester Evaluation (Practical Papers)</i>			
ESE Quiz	30 Marks		
ESE Practical Examination	50 Marks		
Viva- Voce	20 Marks		

Structure of Question Paper (ESE Theory Paper)

The question paper will consist of 5 questions, one from each unit. Student has to Attempt all questions. All questions carry 20 marks each. Parts a) and b) of question Q1 to Q5 will be compulsory and each part carries 2 marks. Parts c), d) and e) of Q1 to Q5 Carry 8 marks each and the student may attempt any 2 parts.

Important Note:

1. *The purpose of examination should be to assess the Course Outcomes (CO) that will ultimately lead to attainment of Program Specific Outcomes (PSOs). A question paper must assess the following aspects of learning: Remember Understand, Apply, Analyze, Evaluate & Create (reference to Bloom's Taxonomy). The standard of question paper will be based on*

mapped BL level complexity of the unit of the syllabus, which is the basis of CO attainment model adopted in the university.

2. Case Study is essential in every question paper (wherever it is being taught as a part of pedagogy) for evaluating higher-order learning. Not all the courses might have case teaching method used as pedagogy.

3. There shall be continuous evaluation of the student and there will be a provision of real time reporting on QUMS. All the assignments will be evaluated through module available on ERP for time and access management of the class.

Program Structure – Bachelor of Hotel Management

INTRODUCTION

Hospitality is defined as a purposeful, planned, and persistent effort to build and maintain mutual understanding between an organization and the general public, often known as the business of making and keeping friends and establishing a better understanding atmosphere. “The act or practice of being hospitable; the welcoming and entertaining of guests, visitors, or strangers,” according to the Oxford English Dictionary. The Latin word “Hospitalities” is the source of the term “hospitality.”

Providing attentive and courteous services, facilities, and amenities to a traveler, meeting and greeting him at the door, providing efficient and caring food and beverage service to him in his room, i.e., providing “A Home away from Home,” and making his visit a memorable and pleasant experience are all examples of hospitality activities.

ORIGINS OF HOSPITALITY AND TOURISM INDUSTRY

There were no hotels back then, so travelers were either fighters, traders, or seekers of knowledge. Warriors and conquerors slept in tents, whereas traders and those seeking knowledge valued hospitality and sometimes traded their goods for housing.

The earliest commercial venture for hospitality and one of the first services for which money was exchanged was inn keeping. Inns in Biblical times merely had a cot or a bench in the common room. Guests were housed in enormous common rooms with no privacy or sanitation. Of course, the prices were reasonable. It was a difficult company to work for. Travelers and their horses and animals shared the same quarters.

OBJECTIVES OF HOSPITALITY AND TOURISM COURSE

This hospitality course provides an introduction and overview of the global hospitality and tourism industry, its growth and development, industry segments and their distinguishing characteristics, trends and current concerns. Students are introduced to professional hospitality career opportunities and the employability skills needed to succeed in specific hospitality career.

This course shows students how to analyze the key factors responsible for the growth and development of hospitality and tourism, identifying current trends and challenges faced by the hospitality and tourism industry, and understanding hotel classifications and the different types of hotel ownership and development.

This course will help identify possible career paths for hospitality graduates with emphasis on the vast opportunities open to those who possess the knowledge, skills and personal qualities expected of potential industry leaders. We will also discuss the importance of exercising effective leadership and management techniques, as well as the defining characteristics of effective leaders in the hospitality industry.

LEARNING OBJECTIVES OF COURSE:

1. Discuss and analyze the key factors responsible for the growth and development of hospitality and tourism
2. Describe the current hospitality industry trends and challenges faced by the hospitality and tourism industry, in the context of global economic, environmental, health and other social concerns

3. Discuss hotel classifications and describe the different types of hotel ownership and development, i.e. franchising and management contracts
4. Identify possible career paths for hospitality graduates with emphasis on the vast opportunities open to those who possess the knowledge, skills and personal qualities expected of potential industry leaders
5. Discuss the importance of effective service leadership and management, and the characteristics of effective leaders in the hospitality industry

Key Benefits

Students at Quantum School of Hospitality and Tourism are provided with excellent facilities, and an accomplished teaching staff, enabling students to hone their skills in the best possible platform. Developing an understanding of the importance of customer satisfaction in business. Our faculties possess teaching qualities that help students learn how to perform tasks in a professional and scientific manner. Our students are imbued with qualities to learn scientifically and act professionally.

1. The Course curriculum includes the latest advancements and technologies.
2. The syllabus of Course curriculum is designed to develop a general understanding of the hospitality industry.
3. The syllabus includes the latest in terms of breakthroughs and technologies.
4. The syllabus of courses curriculum is designed to develop a holistic understanding of the hospitality industry.
5. Our students are groomed in being more employable, in whichever sector they choose to enter.
6. Successful graduates are placed in various organizations in the hospitality sector, which includes hotels, restaurants, airlines, front office management etc.

Curriculum (Session: 2018-2022) Version 2018

Quantum School of Hospitality & Tourism
 Department of Hotel Management
 BACHELOR OF HOTEL MANAGEMENT- PC: 07-3-01

BREAKUP OF COURSES

Sr. No	CATEGORY	CREDITS
1	Foundation Core (FC)	14
2	Program Core (PC)	107
3	Program Electives (PE)	06
4	Open Electives (OE)	9 Minor 9
5	Internship/On Job Training	35
5	Value Added Programs (VP)	12
6	General Proficiency(GP)	07
7	Passion programs(PROPs)*	--
8	Disaster Management	2*
	TOTAL NO. OF CREDITS (Without Minor)	190
	TOTAL NO. OF CREDITS (With Minor)	190+9

*Non-CGPA Audit Course

SEMESTER-WISE BREAKUP OF CREDITS

Sr.No	CATEGORY	SEM 1	SEM 2	SEM 3	SEM 4	SEM 5	SEM 6	SEM 7	SEM 8	TOTAL
1	Foundation Core	2	4	-	2	4	2	-	-	14
2	Program Core	16	16	-	18	16	16	25	-	107
3	Program Electives	2	2	-	2	-	-	-	-	06
4	Open Electives	-	-	-	3(+3)	3(+3)	3(+3)	-	-	9(+9)
5	Internship	-	-	25	-	-	-	-	10	35
6	VPs	2	2	-	2	2	2	2	-	12
7	GP	1	1	1	1	1	1	1	-	07
8	PROPs*	-	2*	2*	-	-	-	-	-	--
9	Disaster Management*	2	-	-	-	-	-	-	-	2*
	TOTAL	23	25	26	28	26	24	28	10	190+9M

M-Minor Program

Minimum Credit Requirements:

BHM : 190 Credits

With Minor : 190+09 = 199Credits

***Non –CGPA Course**

SEMESTER 1

Course Code	Category	Course Title	L	T	P	C	Version	Course Prerequisite
HM3101	PC	Food Production-I	3	1	0	4	1.0	--
HM3102	PC	Food & Beverage Service-I	2	1	0	3	1.0	--
HM3103	PC	Front Office -I	2	0	0	2	1.0	--
HM3104	PC	House Keeping-I	2	0	0	2	1.0	--
HM3105	FC	Hotel Communication	2	0	0	2	1.0	--
HM3140	PC	Food Production-I(Practical)	0	0	4	2	1.0	--
HM3141	PC	Food & Beverage Service-I(Practical)	0	0	2	1	1.0	--
HM3142	PC	Front Office -I (Practical)	0	0	2	1	1.0	--
HM3143	PC	House Keeping-I(Practical)	0	0	2	1	1.0	--
VP3104	VP	Value Added program-I	2	0	0	2	1.0	--
GP3101	GP	GENERAL PROFICIENCY	0	0	0	1	1.0	-
--	PE	Program Elective-I	2	0	0	2	1.0	--
TOTAL			15	2	10	23		

Contact Hrs. =27

Program Elective-I

Program Elective	S.no	Course code	COURSE TITLE	L	T	P	C	Version	Course Prerequisite
Program Elective-I	1	HM3106	Flight Kitchen	2	0	0	2	1.0	--
	2	HM3107	Event Management	2	0	0	2	1.0	--
	3	HM3108	Foreign Language	2	0	0	2	1.0	--
	4	HM3109	Housekeeping - STP	2	0	0	2	1.0	--

SEMESTER 2

Course Code	Category	Course Title	L	T	P	C	Version	Course Prerequisite
HM3201	PC	Food Production-II	3	1	0	4	1.0	--
HM3202	PC	Food & Beverage Service-II	2	1	0	3	1.0	--
HM3203	PC	Front Office-II	2	0	0	2	1.0	--
HM3204	PC	House Keeping -II	2	0	0	2	1.0	--
HM3240	PC	Food Production-II (Practical)	0	0	4	2	1.0	--
HM3241	PC	Food & Beverage Service-II (Practical)	0	0	2	1	1.0	--
HM3242	PC	Front office-II (Practical)	0	0	2	1	1.0	--
HM3243	PC	House Keeping -II (Practical)	0	0	2	1	1.0	--
HM3206	FC	Application Of Computers	2	0	0	2	1.0	--
HM3207	FC	French	2	0	0	2	1.0	--
VP3204	VP	Value Added program-II	2	0	0	2	1.0	--
GP3201	GP	General Proficiency	0	0	0	1	1.0	--
--	PE	Program Elective-II	2	0	0	2	1.0	--
TOTAL			17	2	10	25		

Contact Hrs: 29

Program Elective-II

Electives	S.no	Course code	COURSE TITLE	L	T	P	C	Version	Course Prerequisite
Elective-II	1	HM3208	Railway Base Kitchen	2	0	0	2	1.0	--
	2	HM3209	Airlines Catering					1.0	--
	3	HM3210	Travel Documentation					1.0	--
	4	HM3211	Housekeeping - Hospital					1.0	--

SEMESTER 3

Course Code	Category	Course Title	L	T	P	C	Version	Course Prerequisite
HM3370	FW	Food Production	0	0	10	5	1.0	Nil
HM3371	FW	Food and Beverage Service	0	0	10	5	1.0	Nil
HM3372	FW	Front Office	0	0	10	5	1.0	Nil
HM3373	FW	Housekeeping	0	0	10	5	1.0	Nil
HM3374	FW	Presentation of Training Report & Log Book	0	0	0	5	1.0	Nil
GP3301	GP	General Proficiency	0	0	0	1	1.0	Nil
		TOTAL				26		

Contact Hrs: 0
SEMESTER 4

Course Code	Category	COURSE TITLE	L	T	P	C	Version	Course Prerequisite
HM3401	PC	Food Production III	3	1	0	4	1.0	Nil
HM3402	PC	Food & Beverage Service III	2	1	0	3	1.0	Nil
HM3403	PC	Front Office III	2	0	0	2	1.0	Nil
HM3404	PC	House Keeping III	2	0	0	2	1.0	Nil
HM3405	FC	Research Methodology	2	0	0	2	1.0	Nil
CY3205	PC	Environmental Studies	2	0	0	2	1.0	Nil
	OE	Open Elective I	3	0	0	3	1.0	Nil
	PE	Program Elective III	2	0	0	2	1.0	Nil
HM3440	PC	Food Production III Lab	0	0	4	2	1.0	Nil
HM3441	PC	Food & Beverage Service III Lab	0	0	2	1	1.0	Nil
HM3442	PC	Front Office III Lab	0	0	2	1	1.0	Nil
HM3443	PC	House Keeping III Lab	0	0	2	1	1.0	Nil
VP3413	VP	Hotel and Hospitality Communication I	2	0	0	2	1.0	Nil
GP3401	GP	General Proficiency	0	0	0	1	1.0	Nil
		TOTAL	20	2	10	28		

Contact Hrs: 32
Program Elective-III

Electives	S.no	Course code	COURSE TITLE	L	T	P	C	Version	Course Prerequisite
Program Elective-III	1	HM3406	Grade Manger	2	0	0	2	1.0	Nil
	2	HM3407	Hospital Catering	2	0	0	2	1.0	Nil
	3	HM3408	Concierge	2	0	0	2	1.0	Nil
	4	HM3409	Housekeeping-Mall & Amusement Park	2	0	0	2	1.0	Nil

Open Elective-I

S.No.	Course Name	Course Code	Department Offering
1	Carbon Emission & Control	CE3011	Civil Engineering
2	HTML5	CS3011	Computer Science and Engineering
3	Mining and Analysis of Big data	CS3021	Management + CSE
4	Ornamental Horticulture	AG3011	Agriculture
5	Entrepreneurial Environment in India	BB3011	Business & Management
6	Media Concept and Process (Print and Electronic)	JM3011	Journalism
7	Indian Cuisine	HM3011	Hospitality & Tourism
8	SAP 1	MB3011	Management
9	French Beginner A1	EG3011	English
10	Microsoft Office Specialist (MSO-Word)	CS3031	Computer Science and Engineering
11	Digital Marketing	CS3004	Computer Science and Engineering
12	Introduction of IOT	CS3002	Computer Science and Engineering

SEMESTER 5

Course Code	Category	COURSE TITLE	L	T	P	C	Version	Course Prerequisite
HM3501	PC	Regional Cuisines of India I	4	0	0	4	1.0	Nil
HM3502	PC	Food & Beverage Service Management I	4	0	0	4	1.0	Nil
HM3503	PC	Accommodation Management I	4	0	0	4	1.0	Nil
HM3504	FC	Hospitality Law	4	0	0	4	1.0	Nil
HM3540	PC	Regional Cuisines of India I Lab	0	0	4	2	1.0	Nil
HM3541	PC	Food & Beverage Service Management I Lab	0	0	2	1	1.0	Nil
HM3542	PC	Accommodation Management I Lab	0	0	2	1	1.0	Nil
	OE	Open Elective II	3	0	0	3	1.0	Nil
VP3513	VAP	Hospitality Marketing	2	0	0	2	1.0	Nil
CE3101		Disaster Management	2	0	0	2*	1.0	Nil
GP3501	GP	General Proficiency	0	0	0	1	1.0	Nil
		TOTAL	23	0	8	26		

Contact hours: 31

Open Elective-II

S.No.	Course Name	Course Code	Department Offering
1	Environment Pollution and Waste Management	CE3013	Civil Engineering
2	Java Script	CS3013	Computer Science and Engineering
3	Big Data Analytics: HDOOP Framework	CS3023	Management + CSE
4	Organic farming	AG3013	Agriculture
5	Establishing a New Business	BB3013	Business & Management
6	Photojournalism	JM3013	Journalism
7	Chinese Cuisine	HM3013	Hospitality & Tourism
8	SAP 3	MB3013	Management
9	French Intermediate B1	EG3013	English
10	MS –Excel (Advanced) MSO Certification	CS3033	Computer Science and Engineering
13	Report Writing	EG3002	Humanities and Social Sciences

SEMESTER 6

Course Code	Category	COURSE TITLE	L	T	P	C	Version	Course Prerequisite
HM3601	PC	Regional Cuisines of India II	4	0	0	4	1.0	Nil
HM3602	PC	Food & Beverage Service Management II	4	0	0	4	1.0	Nil
HM3603	PC	Accommodation Management II	4	0	0	4	1.0	Nil
HM3604	FC	Human Resource Management for Hospitality	2	0	0	2	1.0	Nil
HM3640	PC	Regional Cuisines of India II Lab	0	0	4	2	1.0	Nil
HM3641	PC	Food & Beverage Service Management II Lab	0	0	2	1	1.0	Nil
HM3642	PC	Accommodation Management II Lab	0	0	2	1	1.0	Nil
	OE	Open Elective III	3	0	0	3	1.0	Nil
VP3613	VAP	Accounting Skills for Hospitality	2	0	0	2	1.0	Nil
GP3601	GP	General Proficiency	0	0	0	1	1.0	Nil
		TOTAL	19	0	8	24		

Contact hours: 27

Open Elective III

S.No.	Course Name	Course Code	Department Offering
1	Hydrology	CE3015	Civil Engineering
2	J Query & Databases	CS3015	Computer Science and Engineering
3	Data Science Models: Regression, Classification and Clustering	CS3025	Management + CSE
4	Mushroom Cultivation	AG3015	Agriculture
5	E-commerce	BB3015	Business & Management
6	Media industry and Management	JM3015	Journalism
7	Italian Cuisine	HM3015	Hospitality & Tourism
8	SAP 5	MB3015	Management
9	French Advance C1	EG3015	English
10	MSO Access Certification	CS3035	Computer Science and Engineering

SEMESTER 7

Course Code	Category	COURSE TITLE	L	T	P	C	Version	Course Prerequisite
HM3701	PC	Entrepreneurship Development in Hospitality	4	0	0	4	1	Nil
HM3702	PC	Culinary Management	4	0	0	4	1	Nil
HM3703	PC	Food Service Management	4	0	0	4	1	Nil
HM3704	PC	Front Office Management	4	0	0	4	1	Nil
HM3705	PC	Laundry Management in Hotels	4	0	0	4	1	Nil
HM3740	PC	Culinary Management Lab	0	0	4	2	1	Nil
HM3741	PC	Food Service Management Lab	0	0	2	1	1	Nil
HM3742	PC	Front Office Management Lab	0	0	2	1	1	Nil
HM3743	PC	Laundry Management in Hotels Lab	0	0	2	1	1	Nil
VP3713	VAP	Hotel & Hospitality Communication-II	2	0	0	2	1	Nil
GP3701	GP	General Proficiency	0	0	0	1	1	Nil
		Total	22	0	10	28		

Contact Hour:32

SEMESTER 8

Course Code	Category	COURSE TITLE	L	T	P	C	Version	Course Prerequisite
HM3870	FW	Food Production -Industry Exposure	0			10	1	Nil
HM3871	FW	Food & Beverage Service -Industry Exposure						
HM3872	FW	Front Office -Industry Exposure						
HM3873	FW	Housekeeping -Industry Exposure						
		Total	0			10		

B. Choice Based Credit System (CBCS)

Choice Based Credit System (CBCS) is a versatile and flexible option for each student to achieve his target number of credits as specified by the UGC and adopted by our university.

The following is the course module designed for the Hospitality & Tourism program:

Core competency: Students will acquire core competency in Hospitality and in allied subject areas.

Value Added Course (VAC): A value added audit course is a non-credit course which is basically meant to enhance general ability of students in areas like soft skills, quantitative aptitude and reasoning ability - required for the overall development of a student and at the same time crucial for industry/corporate demands and requirements. The student possessing these skills will definitely develop acumen to perform well during the recruitment process of any premier organization and will have the desired confidence to face the interview. Moreover, these skills are also essential in day-to-day life of the corporate world. The aim is to nurture every student for making effective communication, developing aptitude and a general reasoning ability for a better performance, as desired in corporate world. There shall be four courses of Aptitude in Semester I, II, III & IV semesters and two courses of Soft Skills in III & IV Semesters and will carry no credit, however, it will be compulsory for every student to pass these courses with minimum

45% marks to be eligible for the certificate. These marks will not be included in the calculation of CGPI. Students have to specifically be registered in the specific course of the respective semesters.

Skill Enhancement Course: This course may be chosen from a pool of courses designed to provide value-based and/or skill-based knowledge.

Generic/Open Elective Course (OEC): Open Elective is an interdisciplinary additional subject that is compulsory in a program. The score of Open Elective is counted in the overall aggregate marks under Choice Based Credit System (CBCS). Each Open Elective paper will be of 3 Credits in II, III and IV semesters. Each student has to take Open/Generic Electives from department other than the parent department. Core / Discipline Specific Electives will not be offered as Open Electives.

Mandatory Course (MC): This is a compulsory course but audit that does not have any choice and will be of 3 credits. Each student of School of Hospitality & Tourism has to compulsorily pass the Disaster Management.

C. Program Outcomes of Bachelor of Hotel Management

PO-01	Hospitality Management Knowledge	Apply the knowledge of Hospitality Management, Culinary Science, Human Resource Management, Communication Skills and Marketing to the solution of Hospitality and Tourism World.
PO-02	Problem Analysis	Identification of problems of Hospitality Industry, Formulation, Research Literature, and analyze complex Hospitality Management problems reaching substantiated conclusions using Principles of Hospitality.
PO-03	Project Development and Solutions	Develop and study the project case related to Hospitality Industry and Designing and Developing Solutions.
PO-04	Modern Management Methods	Create and integrate new solutions and adopt new methods of Culinary Science and Management Practices with an understanding of the limitations.
PO-05	The Hospitality Professionals and Society	Creation and Application of Hospitality Knowledge to serve the society.
PO-06	Environment and Sustainability	Understand the impact of the Hospitality Education and Culinary Science on society and environments for Sustainable Development.
PO-07	Ethics	<ul style="list-style-type: none"> Apply the ethical principles and commit to professional ethics and responsibilities and norms of the Hospitality Management Practices. Respect of Tourists/Guests and Colleagues that encompasses without prejudice diversity of the background, language in culture. An understanding of Tourist's/Guest's right particularly with regard to confidentiality.
PO-08	Individual and Team Work	Function effectively as an individual, and as a member or leader in diverse teams, and in Multidisciplinary Hospitality Settings.
PO-09	Communication	Communicate effectively with teams, leaders as well as societies such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give & receive clear instructions.
PO-10	Management & Culinary Skills	Develop management skills and learn culinary skills for a successful career as a Hospitality Management Professional.

D. Program Specific Outcomes

PSO1: Will cater to the manpower needs of companies in Food Production, Food & Beverage Service, Front office, Housekeeping and Management.

PSO2: Will inculcate entrepreneurship and managerial skills in themselves so as to enable them to establish and manage their business effectively and to integrate knowledge, skill and attitude that will sustain an environment of learning and creativity in hospitality industry with an assurance for society & nation building.

PSO3: Will display written & oral communication, and understand the concepts of hospitality and computer application operations.

PSO4: Understand and demonstrate the core technical, analytical, and conceptual skills appropriate for hospitality.

PSO5: Prepare hospitality undergraduate candidates for entry level management positions with a specific focus on individual, social and environmental perspectives.

PSO6: Demonstrate clear understanding and necessity of professional and ethical responsibility in all aspects of conduct.

PSO7: Apply the knowledge gained to manage and evaluate functional systems in hospitality and lodging operations.

PSO8: Demonstrate ability to apply strategies for managing diverse, multicultural hospitality.

Detailed Syllabus (Semester wise /course wise)
SEMESTER 1 Year -1

HM3101	Title:Food Production –I	L T P C 3 1 0 4
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart fundamental knowledge of food production among students and to familiarize the students with day to day working atmosphere of food production dept. in hotels	
Expected Outcome	Students will be able to familiarize with day to day working atmosphere of food production dept. in hotels	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Introduction to the Art of Cookery	7
1.1 Culinary History, 1.2 Development of the culinary art from the middle ages to modern cookery, 1.3 Modern hotel kitchen, 1.4 Understanding various operational areas of kitchen. 1.5 Basic introduction to nouvelle cuisine, Indian, French, Italian, Chinese cuisines.		
Unit II	Basics of Cooking Food	6
2.1 Objectives of cooking food 2.2 Importance of cooking food. 2.3 Heat transfer methods. 2.4 Effect of heat on food (proteins, carbohydrates, fats etc). 2.5 Principles of balanced and healthy diet		
Unit III	Methods of Cooking	5
3.1 Methods of cooking, 3.2 Classifications using basic food chart with examples and uses in cookery 3.3 Principles of cooking 3.4 Kitchen Equipment: Different types of the kitchen equipment 3.5 Special equipments used during cooking.		
Unit IV	Food Commodities	6
4.1 Classification, Cereals, pulses, vegetables, fruits, eggs, flour, salt, sugar, fat, cheese 4.2 major nutrients- functions, sources and deficiency of carbohydrate protein fat, vitamin and mineral. 4.3 Thickening and binding agents. 4.4 Leavening agents- their characteristics and their use in cookery. 4.5 Food and its relation to health.		
Unit V	Food Safety	5
5.1 Kitchen hygiene 5.2 Personal hygiene and its importance 5.3 Food handling and storage care, sanitation practices, Fumigation 5.4 HACCP - Practices in food handling & storage 5.5 Conversion tables: American, British measures and its equivalents.		
Text Books	1. K Arora, Theory of Cookery Publisher: Frank Brothers 2. Philip E. Thangam, Modern Cookery (Vol-I) Publisher: Orient Longman	
Reference Books	1. M J Leto & W K H Bode Larder Chef Publisher: Butterworth- Heinemann	
Mode of Evaluation	Internal and External Examination	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3101

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the Culinary History & Art also information about the operational areas of kitchen	1	S
CO2	Understand the objective of cooking & importance, about heat and his impotence for food.	1	S
CO3	Understand the Methods of cooking and his importance for food production.& type of equipment use.	2	S
CO4	Information about the Commodities and his importance for food industry.	2	S
CO5	Student will able to know about the Food Safety & also information about the HACCP and importance for food.	3	S

CO-PO Mapping for HM3101

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	1	2	2	2	2	2	2	1	1	2	2	3	1
CO 2	1	1	2	2	3	2	3	3	3	2	3	2	2	2
CO 3	3	2	3	2	1	1	2	2	3	1	3	3	3	2
CO 4	1	1	1	3	3	3	2	2	3	3	2	3	3	1
CO 5	2	1	3	1	2	1	3	2	3	1	3	3	2	2
Avg	1.6	1.2	2.2	2	2	1.8	2.4	2.2	2.6	1.6	2.6	2.6	2.6	1.6

HM3102	Title: Food & Beverage Service –I	L T P C 2 1 0 3
Version No.	1.0	
Course Prerequisites		
Objectives	To impart an overview of entire food and beverage service department and to make students familiar with the working procedures and skill required in managing this department.	
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing this department	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	The Food & Beverage Service Industry	6
1.1 Introduction to Food and Beverage Service. 1.2 Types of catering operations– commercial, welfare. 1.3 Food and Beverage Service outlets.		
Unit II	Departmental organization & Staffing	5
2.1 Organisation of F&B service department of hotel. 2.2 Duties & responsibilities of F&B staff- Job Descriptions. 2.3 Attributes of Service personnel. 2.4 Inter-departmental relationships.		
Unit III	F & B Service Equipment	7
3.1 Cutlery 3.2 Crockery 3.3 Glassware 3.4 Flatware 3.5 Furniture 3.6 Linen 3.7 Special Equipment (Trolleys, Electrical equipment etc)		
Unit IV	Ancillary Departments	6
4.1 Pantry 4.2 Still Room 4.3 Food Pickup areas 4.4 Stores 4.5 Kitchen Stewarding 4.6 Accounts		
Unit V	Food & Beverage Service Methods	5
5.1 Table Service –English / Silver, American, French, Russian 5.2 Self Service – Buffet & Cafeteria 5.3 Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc 5.4 Single Point Service – Take Away, Vending, Kiosks, Food Courts & Bars, Automats. 5.5 Mis-en-place & Mis-en-scene		
Text Books	1. Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill. 2. John Fuller Essential Table Service for Restaurants	
Reference Books	1. Lillicrap Dennis, Cousins John & Smith Robert: Food & Beverage Services; Hodder & Stoughton Educational 2. A.J.Curry The Waiter	
Mode of Evaluation	Internal and External Examination	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3102

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the Service History & also information about the Catering establishment.	3	Em
CO2	Student will able to the Duty & Responsibility of service department. According to hotel.	2-3	Em
CO3	Understand the equipment use into Food Service department .Linen, Flatware etc.	2-3	Em
CO4	Information about the Pantry, Still room, Food Pickup area and his importance for food Service.	2-3	Em
CO5	Student will able to know about the type of Food Service & also Mis-en-place, mis-en-sence.	2-3	Em

CO-PO Mapping for RD3102

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	1	3	3	2	1	2	1	3	1	3	1	3	1
CO 2	1	1	2	1	2	2	2	1	2	1	2	3	1	1
CO 3	2	2	3	3	1	3	2	2	3	2	3	3	3	1
CO 4	2	2	1	3	1	3	2	2	1	2	1	2	2	2
CO 5	3	2	3	1	1	1	2	2	3	2	3	3	3	2
Avg	2.2	1.6	2.4	2.2	1.4	2	2	1.6	2.4	1.6	2.4	2.2	2.4	1.4

HM3103	Title:Front Office –I	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about Hotel’s Front office and its basic function.	
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing front office department	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Introduction to Front Office	5
1.1 Brief overview of hotel industry. 1.2 Definition and introduction of Front office in hotel. 1.3 Importance and functions of front office. 1.4 Different sections of the Front Office and their importance. 1.5 Coordination of front office with other departments.		
Unit II	Classification of Hotels	6
2.1 Classification based on various categories -Size, Clientele, Location, Ownership, Length of stay, Affiliation, Time Share & condominiums, Meal plans. 2.2 Star classification & Hotel chain. 2.3 Supplementary accommodation etc. 2.4 Different types of rooms, 2.5 Front Office information.		
Unit III	Organizational Set Up Of Front Office Department	7
3.1 Front Office Hierarchy chart: Small, Medium and Large Hotels, 3.2 Layout of the front office, 3.3 Job Description & Job Specification of front office personnel 3.4 Duties and Responsibilities of different front office personnel. 3.5 Attributes of front office personnel.		
Unit IV	Types of Guests	6
4.1 Defining guests 4.2 Types of hotel guests - passport and visa requirements 4.3 Other classes of guests (VIP, VVIP, SPATT etc.) 4.4 Basic requirements of a guest 4.5 Brief description of guest cycle		
Unit V	Front Office Operation and Equipments	6
5.1 Functional planning of front office 5.2 Types of keys and key rack 5.3 Front office forms and formats 5.4 Front office equipments 5.5 Telephone exchange		
Text Books	1. Sudhir Andrews Front Office Training manual –. Publisher: Tata Mac Graw Hill 2. S.K Bhatnagar Front office Operation -Publisher: Frank Brothers	
Reference Books	1. Kasavana& Brooks Educational Institution Managing Front Office Operations 2. Ahmed Ismail (Thomson Delmar).Front Office – operations and management 3. Michael Kasavana&Cahell.Managing Computers in Hospitality Industry	
Mode of Evaluation	Internal and External Examination	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3103

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Introduction about the Front office & also information about the Coordination with other department.	2	Em
CO2	Student will able to the Classification of hotel type of room, chain of hotel.	2-3	Em
CO3	Understand the Hierarchy chart and also information about the duty & responsibility.	2	Em
CO4	Information about the Type of guest form, also information about the VIP, VVIP, & SPATT guest..	3	Em
CO5	Student wil able to know about the type of equipment use into F.O Department..	2	Em

CO-PO Mapping for HM3103

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	1	2	1	2	2	1	2	1	2	1	1	2	2	2
CO 2	1	2	2	1	3	1	1	2	1	2	2	2	2	2
CO 3	2	3	2	2	1	2	1	3	2	2	1	2	3	1
CO 4	1	2	3	3	2	2	2	2	3	1	2	3	3	3
CO 5	3	2	3	3	2	3	3	3	2	3	2	3	1	2
Avg	1.6	2.2	2.2	2.2	2	1.8	1.8	2.2	2	1.8	1.6	2.4	2.2	2

HM3104	Title:Housekeeping – I	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about Hotel's Housekeeping department and its basic function.	
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing Housekeeping department.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Introduction	6
1.1 Meaning and definition of Housekeeping 1.2 Importance of Housekeeping 1.3 Responsibility of the Housekeeping department 1.4 Organizational hierarchy of the Department (Large/Medium/Small Hotel) 1.5 Coordination with other departments.		
Unit II	Housekeeping Department	6
2.1 Role' of Key Personnel in Housekeeping 2.2 Job Description 2.3 Job Specification 2.4 Attributes and Qualities of the Housekeeping staff		
Unit III	The Hotel Guest Room	5
3.1 Types & Layout of guest rooms 3.2 Layout of corridor and floor pantry 3.3 Rules of Guest Floor, Maids Carts, Guest room, Guest public area. 3.4 Furniture, Fixtures, Fittings, Furnishings soft :-(FFFF) 3.5 Accessories/Guest Supplies/Amenities in a guest room (to be dealt in brief only).		
Unit IV	Housekeeping Procedures	5
4.1 Briefing & Debriefing 4.2 Indenting from stores, Inventory of Housekeeping Items 4.3 House keeping control desk and its Importance& Role. 4.4 Lost & Found procedure. 4.5 Handling of Guest queries & problem.		
Unit V	Cleaning Science	7
5.1 Cleaning Equipment & types of equipment changing procedure. 5.2 Storage, Upkeep and Maintenance of equipment, 5.3 Cleaning agent, Types & Characteristics of good cleaning agent, 5.4 PH scale and cleaning agent with their application 5.5 Cleaning products (Domestic and Industrial).		
Text Books	1. Sudhir Andrews Publisher Hotel House Keeping: Tata McGraw Hill. 2. Raghubalan Hotel Housekeeping Operations & Management, Oxford University Press	
Reference Books	1. Joan C Branson & Margaret Lennox (ELBS) Hotel Hostel and Hospital Housekeeping 2. Matt A. Casado; Wiley Publications House Keeping Management 3. Jones Housekeeping and Front Office	
Mode of Evaluation	Internal and External Examination	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3104

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Introduction about the H.K Department & also information about the Coordination with other department.	3	Em
CO2	Student will able to the Classification of hotel type of room, Role of Key into hotel, also know about personal Hygiene	2	Em
CO3	Understand the Type of room and also information about the Guest room and his importance.	3	Em
CO4	Information about the Housekeeping Store and his importance for hotel and guest room.	3	Em
CO5	Student will able to know about the type of equipment use into H.K Department..	3	Em

CO-PO Mapping for HM3104

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	1	2	1	1	2	1	2	2	3	3	2	2	1
CO 2	2	1	2	3	2	2	3	1	3	2	2	2	2	2
CO 3	3	2	3	2	1	2	1	1	2	2	2	3	2	2
CO 4	3	2	1	3	3	3	2	2	2	3	3	3	1	3
CO 5	3	2	3	3	3	3	1	2	3	3	3	3	2	3
Avg	2.8	1.6	2.2	2.4	2	2.4	1.6	1.6	2.4	2.6	2.6	2.6	1.8	2.2

HM3105	Title:Hotel Communication Skills-I	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To familiarize the students with the Basic communication skill required in Hospitality Industry.	
Expected Outcome	Students will be able to familiarize with basic English to Interact with guests in Hospitality Sector.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Communication–Types & Process	6
1.1 Introduction, definitions and Process of Hotel communication. 1.2 Types of communication. 1.3 Interpersonal communication - one way/ two ways, 1.4 Mediums of communication. 1.5 Barriers of communication		
Unit II	Written Communication, Pronunciation & Body Language	5
2.1 Report and representation, 2.2 Formal letter. Drafting effective letter, formats, style of writing., 2.3 Conduction of Meeting: agenda and minutes, conducting a meeting. 2.4 Pronunciation. 2.5 Body language, Gesture, Expression, Personnel grooming.		
Unit III	Interviews	7
3.1 Interviews - Types and uses. 3.2 Techniques of handling interviews of different types. 3.3 Group discussion, stress interview. Aptitude tests. 3.4 Traits of a good interviewee. 3.5 Resume and Job applications.		
Unit IV	Speeches	6
4.1 Drafting, a speech & presentation, 4.2 Paragraphs and creative writing, Extempore. 4.3 Speeches Importance-Message Component, Communication and Information, 4.4 Component of message. 4.5 Conflict and its Resolution, Empathy Listening.		
Unit V	Group Presentation	5
5.1 Difference between a team and a group. 5.2 Audience orientation, 5.3 Planning a presentation - Mind Mapping, Theme, Subject, 5.4 Handling question and feedback 5.5 Group projects.		
Text Books	1. Sharma, R.C. and Mohan K Business Correspondence and Report Writing”. Publisher: Tata Mc Graw Hill 1994 2. K.K.Sinha Business Communication	
Reference Books	1. Lynn Van Der Wagen Communications in Tourism & Hospitality- Publisher: Hospitality Press 2. Lesikar&Flatley Basic Business Communication , Publisher Tata Mc Graw Hills 3. Hynes Managerial Communication by Publisher: M. Hill	
Mode of Evaluation	Internal and External Examination	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3105

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Introduction about the Communication and his process of communication.	1	Em
CO2	Student will able to the Classification of Communication and also know about the Body language.	1	Em
CO3	Understand the Interview and his type, Techniques during interview handlers.	3	Em
CO4	Information about the Speeches & his type of Speeches also importance for hotel.	3	Em
CO5	Student will able to know about the type of Group Presentation and his importance for hotel management.	2	Em

CO-PO Mapping for HM3105

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	1	3	2	3	2	2	2	3	3	2	3	3	2	1
CO 2	2	2	2	2	2	3	3	2	3	2	1	2	2	2
CO 3	3	2	2	2	2	1	1	2	2	2	1	3	2	2
CO 4	1	3	3	3	1	3	2	1	3	2	2	2	3	1
CO 5	3	3	3	3	3	3	3	3	3	3	3	3	2	3
Avg	2	2.6	2.4	2.6	2	2.4	2.2	2.2	2.8	2.2	2	2.6	2.2	1.8

Course Code: HM3140	Title: Food Production – I (Practical)	L T P C 0 0 4 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart fundamental knowledge of food production among students and to familiarize the students with day to day working atmosphere of food production dept. in hotels	
Expected Outcome	Students will be able to familiarize with day to day working atmosphere of food production dept. in hotels	
List of Practicals		
<ol style="list-style-type: none"> 1- Proper usage of a kitchen knife & hand tools, 2- Understanding the usage of small equipments. 3- Familiarization, identification of commonly used raw material and commodities. 4- Usage of Basic hygiene practices in the kitchen, 5- First aid for cuts & burns. 6- Preparation of all Indian breakfasts 7- Basic Cuts of vegetables. 8- Demonstration of sanitation practices & Fumigation. 9- Preparation and Composition of basic Indian Masalas, Curries and gravies. 10- Demonstration of all cooking methods. 		
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3140

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Introduction about the Kitchen Knife and his uses of kitchen department & Student will able to Understanding the usage of small equipment in kitchen department.	2	S
CO2	Student will able to know about the commonly usage raw materials into kitchen & Information about the usage of basics hygiene practices in kitchen department.	1	S
CO3	Student will able to know about the Frist aid for cut & borne & Introduction about the making Indian breakfast for the guest.	3	S
CO4	Student will able to Understanding the Different type of vegetable cut use into kitchen department & Student will able to know about the Demonstration of sanitation & fumigation.	3	S
CO5	Information about the Indian curry and Indian masala and his importance for Indian food & Student will able to know about the different type of cooking methods use during cook the food.	2	S

CO-PO Mapping for EG3102

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO1 0	PO1 1	PSO 1	PSO 2	PSO3
CO 1	1	1	3	2	1	3	2	3	2	1	2	1	1	2
CO 2	1	2	2	2	2	2	1	2	2	2	1	2	2	2
CO 3	2	1	2	1	2	3	2	1	1	2	3	2	2	3
CO 4	2	3	3	2	1	2	2	3	3	3	3	1	1	2
CO 5	3	2	3	3	1	3	1	3	1	2	1	2	3	3
Avg	1.8	1.8	2.6	2	1.4	2.6	1.6	2.4	1.8	2	2	1.6	1.8	2.4

Course Code: HM3141	Title: Food & Beverage Service – I (practical)	L 0	T 0	P 2	C 1
Version No.	1.0				
Course Prerequisites	NIL				
Objectives	To impart an overview of entire food and beverage service department and to make students familiar with the working procedures and skill required in managing this department.				
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing this department				
List of Practicals					
<ol style="list-style-type: none"> 1. Briefing/debriefing 2. Identification of Tools, Equipment- Cutlery, Crockery, Glass & Chinaware, Flatware, Hollowware, Table Appointments, Linen. 3. Laying and relaying a table cloth, Napkin folds- 7 to 10. 4. Rules for Laying a Basic Cover 5. Restaurant Etiquettes 6. Mis-En-Place & Mis-En–Scene 7. Carrying a Salver / Tray 8. Service of Water 9. Handling the Service Gear 10. Carrying Plates, Glasses & other Equipments 					
Mode of Evaluation	Internal and External Examination				
Recommendation by Board of Studies on	6/2/2018				
Date of approval by the Academic Council	6/11/2018				

Course Outcome for HM3141

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Introduction about the Briefing and debriefing for food beverage service department & Student will able to Understanding the usage of small equipment in Service department (cutlery, crockery and glass etc.).	2	Em
CO2	Student will able to know about the table couth and napkin folding & Information about the Rules of laying a basic cover and his importance.	1	Em
CO3	Student wil able to know about the Restaurant equipment use now a days & Introduction about the Mis-En-Place & Mis-en-Scene and his importance.	3	Em
CO4	Student will able to Understanding the Caring a Salver / Tray during service to the guest & Student will able to know about the Demonstration of service of Water.	2	Em
CO5	Information about the handling the service gear. And his importance for service department & Student will able to know about the Caring plates, glass, & other equipment during device	2	Em

CO-PO Mapping for HM3141

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	1	2	2	0	1	2	2	0	2	2	0	1	1
CO 2	2	2	2	0	2	2	1	2	2	2	1	1	2	1
CO 3	1	2	1	2	1	1	2	3	1	1	1	2	2	2
CO 4	2	2	1	1	1	1	0	3	2	2	2	1	1	2
CO 5	1	3	2	0	2	2	1	3	1	2	1	2	1	1
Avg	1.8	2	1.6	1	1.2	1.4	1.2	2.6	1.2	1.8	1.4	1.2	1.4	1.4

Course Code: HM3142	Title: Front Office – I (Practical)	L 0	T 0	P 2	C 1
Version No.	1.0				
Course Prerequisites	NIL				
Objectives	This module is prescribed to appraise students about Hotel's Front office and its basic function.				
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing front office department				
List of Practicals					
<ol style="list-style-type: none"> 1. Communication skills - verbal, non verbal. 2. Preparation and study of countries, capitals, currencies, airlines and flags chart. 3. Identification of F.O. equipment. 4. Telephone handling. 5. Role plays of front office personnel. 6. Role play at Reception 7. Role play at Bell Desk 8. Role Play at Lobby 9. Role Play at Travel Desk 10. Room Key Handling. 					
Mode of Evaluation	Internal and External Examination				
Recommendation by Board of Studies on	6/2/2018				
Date of approval by the Academic Council	6/11/2018				

Course Outcome for HM3142

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Introduction about the Communication skills use F.O department & Student will able to Understanding the Country, capital, and airling we information about the flage chart.	1	Em
CO2	Student will able to know about the type of F.O Equipment use FO department & Information about the telephone handling and his importance.	2	Em
CO3	Student wil able to know about the role play of F.O Department. And give type of situation to student to solv the problem & Introduction about the role play of Reception Department. And give type of situation to student to solv the problem and his importance.	3	Em
CO4	Student will able ton understand the role play of Bell Desk. And give type of situation to student to solv the problem & Student will able to know about the role play of Lobby area & give type of situation to student to solv the problem.	2	Em
CO5	Information about the role play of Travel Desk give type of situation to student to solv the problem & Student wil able to know about the Carring Room Key & other equipment.	3	Em

CO-PO Mapping for HM3142

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	1	1	2	1	1	2	1	1	2	1	1	1	1
CO 2	1	2	3	3	2	3	2	2	2	1	2	2	3	1
CO 3	3	1	1	3	1	3	1	2	1	3	2	1	1	1
CO 4	1	1	2	1	1	2	3	1	3	1	1	3	2	2
CO 5	1	3	1	3	3	3	1	2	1	1	1	3	1	2
Avg	1.6	1.6	1.6	2.4	1.6	2.4	1.8	1.6	1.6	1.6	1.4	2	1.6	1.4

CourseCode:HM3143	Title:Housekeeping – I (Practical)	L 0	T 0	P 2	C 1
Version No.	1.0				
Course Prerequisites	NIL				
Objectives	This module is prescribed to appraise students about Hotel's Housekeeping department and its basic function.				
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing Housekeeping department.				
List of Practicals					
<p>01. Practice of Rooms layout and placement at guest room standard supplies. (Amenities)</p> <p>02. Identification of cleaning equipments both manual and mechanical.</p> <p>03. Uses of different Brushes, brooms, mops, identification of cleaning agents.</p> <p>04. Maids Trolley: Set Up, Stocking and usage.</p> <p>05. Planning of room Boucher and accessories.</p> <p>06. Display of forms and formats.</p> <p>07. Process of handling guest queries.</p> <p>08. Display and types of cleaning.</p> <p>09. Layout of Guest Room.</p> <p>10. Placing of Guest Room Supplies.</p>					
Mode of Evaluation	Internal and External Examination				
Recommendation by Board of Studies on	6/2/2018				
Date of approval by the Academic Council	6/11/2018				

Course Outcome for HM3143

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Student will able to Understanding the Room Layout and Guest room supplies & Student will able to Understanding the cleaning equipment (manual/mechanical)	1	Em
CO2	Student will able to know about the type of Brushes use HK Department.(brooms,mops,& Cleaning agents) & Information about the Maids Trolley system and his importance.	2	Em
CO3	Student will able to know about the Planning of room Boucher & accessories & Introduction about the Different type of form and his format use HK department.	2	Em
CO4	Student will able to understand the handling guest queries and his importance for HK department & Student will able to know about the type of cleaning like weekly, monthly, deep etc)	1	Em
CO5	Information about the layout the guest room and his cleaning & Student wil able to know about the Placing of guest Room Supplies.	3	Em

CO-PO Mapping for HM3143

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	1	2	3	3	2	2	1	1	2	1	1	1	1	2
CO 2	3	1	2	1	3	1	3	2	1	2	2	2	1	1
CO 3	1	3	1	3	2	2	1	2	2	1	2	1	2	2
CO 4	1	1	2	1	1	1	2	1	1	3	3	1	2	1
CO 5	2	1	2	1	1	3	1	3	1	1	2	3	1	1
Avg	1.6	1.6	2	1.8	1.8	1.8	1.6	1.8	1.4	1.6	2	1.6	1.4	1.4

VP3104	Title:Life Learning Skills	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	Learning interpersonal skill, working in a team and understanding organizational culture	
Expected Outcome	Student will able to learn how to work in organization and understanding of organizational culture which will lead to member of the good team	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Developing interpersonal relationship	7
Team building-group dynamics-Net working-Improved work relationship		
Unit II	Team Work	6
Groups & work teams, Group Behavior, Group formation & development		
Unit III	Decision Making In Team	5
Decision making process, individual influences, group Decision process		
Unit IV	Change In Organization	6
Forces for change in Organization, Resistance to change, Lewin's Change Model		
Unit V	Organization culture	5
Functions of organizational culture, Organizational Socialization, Assessing Cultural Values and Fit, Cross Cultural issues		
Text Books	1. Lesikar & Flatley, Basic Business Communication, Publisher Tata Mc Graw Hills 2. K.K.Sinha Business Communication	
Reference Books	1. Lynn Van Der Wagen ,Communications in Tourism & Hospitality-, Publisher: Hospitality Press 2. Hynes Managerial Communication Publisher: M. Hill	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for VP3104

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Student will be able to know about the Team building and interpersonal relationship between guest and employee	1	Em
CO2	Student will be able to know about the Team Work and what are the benefits for all employees during job.	2	Em
CO3	Student will be able to know about the Decision Making in team and type of decision making.	3	Em
CO4	Student will be able to know about the Different type of change in the organization.	1	Em
CO5	Student will be able to know about the Functions of organization culture and its values / fit.	1	Em

CO-PO Mapping for VP3104

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	1	3	2	1	3	2	2	2	2	3	1	1	3	1
CO 2	3	1	1	2	2	1	3	1	1	1	3	2	1	3
CO 3	1	2	3	1	1	2	1	3	3	2	1	1	1	1
CO 4	2	1	3	1	3	1	2	2	1	1	2	1	2	1
CO 5	1	2	1	3	1	3	1	1	2	3	1	1	1	2
Avg	1.6	1.8	2	1.6	2	1.8	1.8	1.8	1.8	2	1.6	1.2	1.6	1.6

HM3106	Title:Flight Kitchen	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To provide a brief overview of flight Kitchen and Understand the implications of the historical development of on-board food service	
Expected Outcome	Student will able to Identify the periods of crucial development concerning the industry and to Identify the key trends in the airline industry	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Flight- Kitchen Introduction	7
1.1-Introduction 1.2-Role of Flight Kitchen 1.3-Major Flight Kitchen in India		
Unit II	Importance of Flight Kitchen	6
1.1-Importance for the passenger 1.2- Importance for airlines 1.3- Importance for caterers 1.4- Importance for suppliers 1.5- Importance for distributors		
Unit III	Layout of Flight Kitchen	5
1.1-The flight Kitchen system. 1.2- Flight Kitchen Area 1.3 Flight Kitchen equipments 1.4 Design prospective of Flight Kitchen		
Unit IV	Kitchen Hygiene	6
HACCP - Practice in Food Handling and Storage Personal Hygiene and its Importance. Food Handling and storage Care, Sanitation and Fumigation		
Unit V	Coordination of Flight Kitchen	5
Coordination with Ground Handlers Coordination with crew catering Team		
Text Books	<ol style="list-style-type: none"> O'Hara, L. and Strugnell, C.(1997) "Developments in In-flight Catering,"Nutrition and Food Science, vol. 3, 105–106. Pilling, M. "Food For Thought," Airline Business, Jan., 48–50. 	
Reference Books	<ol style="list-style-type: none"> Tabacchi, M. and Marshall, R.C. "Consumer Perceptions of In-flight Wheatcroft, S. Aviation and Tourism Policies, World Tourism Organization Publication, Routledge: London. 	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3106

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Student will able to know about the Flight Kitchen and major flight kitchen in india	1	Em
CO2	Student wil able to know about the Importance of passenger and supplies.	2	Em
CO3	Student wil able to know about the Flight Kitchen and his equipetment used by flight kitchn during days.	3	Em
CO4	Student wil able to know about the what are the importance of HACCP into flight kitchen.	1	Em
CO5	Student wil able to know about the Coordination into flight kitchen and his importance for flight kitchen.	1	Em

CO-PO Mapping for HM3106

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	1	3	2	1	3	2	2	2	2	3	1	1	3	1
CO 2	3	1	1	2	2	1	3	1	1	1	3	2	1	3
CO 3	1	2	3	1	1	2	1	3	3	2	1	1	1	1
CO 4	2	1	3	1	3	1	2	2	1	1	2	1	2	1
CO 5	1	2	1	3	1	3	1	1	2	3	1	1	1	2
Avg	1.6	1.8	2	1.6	2	1.8	1.8	1.8	1.8	2	1.6	1.2	1.6	1.6

HM3107	Title: Event Management	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To familiarize the students about the planning of various events and operational difficulties along with the knowledge about marketing of events.	
Expected Outcome	Student will able to Identify about the planning of various events and operational difficulties along with the knowledge about marketing of events.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Events	8
. the Concept, Nature, Definition and scope, C's of Events, advantage and Disadvantage of Events, Categories and Typologies, Skills required to be a good Event Planners.		
Unit II	Organizing & Designing of Events	7
key elements of Events, Event Infrastructure, core concept, core people, core talent, core structure, Setting Objectives for the Event, Negotiating Contracts with event Organizers, Venue, Media.		
Unit III	Marketing & Promotion of Events	6
Nature of Event Marketing, Process of Event Marketing, The Marketing Mix, Sponsorship. Promotion: Image/ Branding, Advertising, Publicity and Public Relation.		
Unit IV	Managing Events	7
Financial Management of Events, Staffing, Leadership. Safety and Security: Occupational Safety and Health, Incident Reporting, Crowd Management and Evacuation.		
Text Books	1. A.K. Bhatia, 'Event Management', Sterling Publishers Pvt. Ltd. Delhi. 2. Sanjay Singh Gaur, Sanjay V Saggere, Event Marketing Management, Vikas Publication, New Delhi	
Reference Books	1. Anton Shone & Bryn Parry, 'Successful Event 2. Coleman, Lee & Frankle, Powerhouse Conferences. Educational Institute of AHMA 3. Joe Jeff Goldblatt, "Special Events: Best Practices in Modern Event Management (Hospitality, Travel & Tourism)", John Willy and Sons, New York	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3107

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Student wil able to know about the Event and his type, also informastion about the Scoup,Nature,skils for event management.	2	Em
CO2	Student wil able to know about the Key element for event management, also core telent,people,structure etc.	1	Em
CO3	Student wil able to know about the Nature of event management, marketing mix, sponsorship etc according to eventmanagement.	2	Em
CO4	Student wil able to know about the Financial management of evevent, staffing, safty & security.	3	Em
CO5	Student wil able to know about the Financial management of evevent, staffing, safty & security.	2	Em

CO-PO Mapping for HM3107

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0)											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	1	_	2	2	_	1	_	1	2	1	1	3	1
CO 2	1	3	2	2	1	2	2	2	1	1	3	2	1	3
CO 3	2	3	2	2	1	2	2	3	2	_	1	1	1	1
CO 4	2	2	2	2	2	2	2	2	2	1	2	1	2	1
CO 5	2	3	2	2	2	3	2	2	2	1	1	1	1	2
Avg	1.8	2.4	1.6	2	1.6	1.8	1.8	1.8	1.6	1	1.6	1.2	1.6	1.6

HM3108	Title: Foreign Language	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To familiarize the students to develop a level of proficiency in German that will enable them to work abroad in German-speaking countries	
Expected Outcome	Student will be able to learn German language terminology which will help them in better communication skills with guests from German-speaking countries	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Pronunciation	7
The Alphabet The numbers Weight and Measures Change of Gender		
Unit II	Basic Terminologies	6
Days of the week Month of the Year Date Name of Vegetables and Fruits		
Unit III	Country and Places	5
Name of the countries and their nationality Describing a place (Your city/ tourist Place)		
Unit IV	Vocabulary	6
Self Introduction Vocabulary describing family Describe your family Simple Translation		
Text Books	<ol style="list-style-type: none"> Willkommen! Beginner's course. Paul Coggle, Heiner Schenke. 2nd edition. Funk, Hermann/Kuhn, Christina: Studio 21. A1. Das Deutschbuch, Cornelsen Schulverlage, 2013 	
Reference Books	<ol style="list-style-type: none"> Conversation: Beck, Carmen et al.: Zwischendurch mal... Spiele, Hueber Verlag, 2012; Dreke, Michael/Lind, Wolfgang: Wechselspiel. Interaktive Arbeitsblätter für die Partnerarbeit im Deutschunterricht, Langenscheidt, 2000 	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3108

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will understand Alphabets, Numbers and genders	2	Em
CO2	Students will get knowledge of days of the week and month of the year.	1	Em
CO3	Students will be able to get knowledge of country names and describing the places	2	Em
CO4	Students will be able to introduce themselves, Describe their families.	3	Em
CO5	Students will be able to introduce themselves and be able to do simple translation.	2	Em

CO-PO Mapping for HM3108

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	1	1	_	2	2	_	1	_	1	2	1	1	3	1
CO 2	1	3	2	2	1	2	2	2	1	1	3	2	1	3
CO 3	3	3	2	2	1	2	2	3	2	_	1	1	1	1
CO 4	1	2	2	2	2	2	2	2	2	1	2	1	2	1
CO 5	2	3	2	2	2	3	2	2	2	1	1	1	1	2
Avg	1.8	2.4	1.6	2	1.6	1.8	1.8	1.8	1.6	1	1.6	1.2	1.6	1.6

HM3109	Title:Housekeeping - STP	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about Housekeeping STP and its basic function.	
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing Housekeeping STP.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Introduction	6
1.1 Housekeeping STP 1.2 Importance of Housekeeping STP 1.3 Housekeeping STP Organization		
Unit II	Duties and Responsibilities	6
2.1 Duties and responsibility of sanitation staff 2.2 Duties and responsibility of housekeeping/office boy staff 2.3 Duties and responsibility of gardening staff		
Unit III	Cleaning Science	5
3.1 Cleaning Equipments 3.2 Storage, Upkeep and Maintenance of equipment, 3.3 Cleaning agent, 3.4 Cleaning products (Domestic and Industrial).		
Unit IV	Safety for Housekeeper	6
4.1 Chemical 4.2 Floor 4.3 Waste 4.4 Training		
Unit V	Facility housekeeping OSHA standards	5
5.1 Prevent Slip and Fall. 5.2 Eliminate Fire Hazard 5.3 Control Dust 5.4 Prevent Falling object		
Text Books	1. Sudhir Andrews Housekeeping Training Manual –Tata Mcgraw Hills. 2. Raghubalan Hotel Housekeeping Operations & Management , Oxford University Press	
Reference Books	1. Brenscon & Lanox ;Hotel, Hostel & Hospital Housekeeping	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3108

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Student will able to know about the Housekeeping-STP,his importance for Hospitality.	2	Em
CO2	Student will able to know about the Duty and Responsibility of Housekeeping-STP employee.	1	Em
CO3	Student will able to know about the Cleaning equipment, his storage, & also information about the maintenance for housekeeping STP	2	Em
CO4	Student will able to know about the Chemical,Floor,Waste, Training. Also information about the importance for Housekeeping-STP Now a days	3	Em
CO5	Student will able to know about the Standards use by Housekeeping STP and what are the importance for H.K-STP.	2	Em

CO-PO Mapping for HM3108

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0)											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	2	_	1	_	2	1	2	2	3	1	1	3	1
CO 2	3	2	1	_	2	3	2	1	2	_	3	2	1	3
CO 3	2	2	2	3	2	2	2	_	2	2	1	1	1	1
CO 4	1	2	2	2	2	3	2	3	1	2	2	1	2	1
CO 5	2	3	2	1	_	2	2	2	2	1	1	1	1	2
Avg	2	2.2	1.4	1.4	1.2	2.4	1.8	1.6	1.8	1.6	1.6	1.2	1.6	1.6

SEMESTER 2 Year -1

HM3201	Title:Food Production -II	L T P C 3 1 0 4
Version No.	1.0	
Course Prerequisites	Nil	
Objectives	To manage the entire skills and procedure of the food production. To develop certain technical skills to build up successful professionalism in the catering industry.	
Expected Outcome	Students will be able to manage the entire skills and procedure of the food production	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Kitchen Organization Layout and Functions	7
1.1 Kitchen layout and functions, 1.2 Layout of receiving area, storage area, 1.3 Cold kitchen, cold butchery, and garde manger 1.4 Main kitchen, bakery and confectionery, 1.5 Kitchen brigade, Duties, responsibilities and job description of the kitchen personnel.		
Unit II	Basic Preparation	6
2.1 Mise-en-place, Sub division and fractionalization 2.2 Combining and mixing in the preparation of food 2.3 Vegetable cuts 2.4 Thickening, binding and leavening agents 2.5 Herbs and spices		
Unit III	Stocks, Sauces and Soups	5
3.1 Stocks – definition, Preparation of stocks, 3.2 Soups - classification of soups and international soups. 3.3 Soup garnishes and accompaniments. 3.4 Sauces- classification of mother sauce and their importance, and their derivatives 3.5 Thickening agents & rectification of faulty sauces.		
Unit IV	Egg Cookery	6
4.1 Introduction to egg cookery 4.2 Structure of an egg 4.3 Selection of eggs and grades 4.4 Uses of eggs in cookery 4.5 Various types of methods of cooking egg (poached, scrambled, fried, en cocotte etc.)		
Unit V	Bakery	7
5.1 Bakery ingredients and their role, yeast, shortening (fats and oil) sugar& salt, raising agents. 5.2 Principles of bread making, role of each ingredient in bread making 5.3 Bread faults and bread improvers, temperature variation 5.4 Traditional breads 5.5 Equipments and utensils used in bakery		
Text Books	1. Philip E. Thangam Modern Cookery (Vol-I-, Orient Longman Larousse Gastronomique- 2. By Philip E. Thangam Modern Cookery (Vol-II), Publisher: Orient Longman	
Reference Books	1. Le RoLA.Polsom The Professional Chef (4th Edition) 2. Rocky Mohan, Roli Prasad Art of Indian Cookery,	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3201

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will understand about the kitchen organizations, functions of cold kitchen, cold butchery, grade manger and various duties & responsibility of kitchen staff.	3	Em
CO2	Students will be able to get information's about basic preparations for food production, cuts of vegetables, Herbs & Spices used or various ingredients used in cooking.	2	Em
CO3	Students will get knowledge about Stock, Soups and Sauces, Mother sauces and their derivatives, soup garnishes and accompaniments and use of thickening agents used in food.	2	Em
CO4	Students will get to know about importance of egg in cookery, use of eggs in breakfast dishes and various methods of egg cookery (Poached, Scrambled, Fried and Boiled)	3	Em
CO5	Students will be able to understand importance of bakery products, principles of bread making, importance of various ingredients for making breeds and various equipment used in Bakery.	2	Em

CO-PO Mapping for HM3201

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	2	3	1	2	3	1	2	3	1	2	3	3	1
CO 2	3	2	2	3	1	1	2	1	2	2	2	3	2	2
CO 3	2	2	3	1	2	2	3	2	3	1	2	2	2	1
CO 4	3	2	1	3	3	3	2	3	1	3	2	3	3	1
CO 5	3	1	3	2	2	1	1	2	3	1	2	3	2	2
Avg	2.8	1.8	2.4	2	2	2	1.8	2	2.4	1.6	2	2.8	2.4	1.4

HM3202	Title: Food & Beverage Service –II	L T P C 2 1 0 3
Version No.	1.0	
Course Prerequisites	Nil	
Objectives	To develop a thorough knowledge of all food and beverage outlets and all specialized services offered in a luxury hotel.	
Expected Outcome	Students will be able to develop a thorough knowledge of all food and beverage outlets and all specialized services offered in a luxury hotel	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Types of Meal	7
1.1 Breakfast – Introduction, Types, Service. 1.2 Brunch– Introduction, Types, Service. 1.3 Lunch – Introduction, Types, Service. 1.4 Hi Tea– Introduction, Types, Service. 1.5 Dinner– Introduction, Types, Service. 1.6 Supper– Introduction, Types, Service.		
Unit II	Menu knowledge	6
2.1 Introduction of Menu 2.2 Types –Ala Carte & Table D’hôte 2.3 Rules to be observed while planning menus. 2.4 Classical French Menu- 11 to 17 Course. 2.5 Classical Foods & its Accompaniments with Cover.		
Unit III	Order Taking, Service and Billing	5
3.1 Handling Table reservation 3.2 KOTs & BOTs Duplicate & Triplicate System, Computerised K.O.T’s 3.3 Billing Methods, Payment methods and Cash Handling 3.4 Cycle of service 3.5 Table Clearing Process		
Unit IV	Non Alcoholic Beverage	5
4.1 Classification of Non alcoholic Beverage & Uses 4.2 Tea - Origin, Manufacturing, Types & Brand names 4.3 Coffee - Origin, Manufacturing, Types & Brand names 4.4 Juices, Soft Drinks & Health Drinks – Introduction, Brand names 4.5 service of Hot and Cold beverages.		
Unit V	Tobacco	6
5.1 History & Uses 5.2 Processing for cigarettes, pipe tobacco & cigars 5.3 Cigarettes – Types and Brand names 5.4 Pipe Tobacco – Types and Brand names. 5.5 Cigars & cigarettes – shapes, sizes, colours, Brand names, Care and Storage		
Text Books	1. Lillicrap Dennis, Cousins John & Smith Robert: Food & Beverage 2. Andrews Sudhir: Food & Beverage Service Training Manual	
Reference Books	1. A.J.Curry The Waiter 2. John Fuller Modern Restaurant Service	
Mode of Evaluation	Internal and External Examination	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3202

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will understand the various types of meal and meal services.	3	Em
CO2	Students will be able to understand the importance of menu, important factors for preparing menu and French classical menu 11 & 17 course.	2	Em
CO3	Students will get knowledge of handling table reservations, KOT & BOT formats, Billing process, service cycle and Table cleaning process.	1	Em
CO4	Students will be able to get information about various nonalcoholic beverages: Tea, Coffee & Juices, and Service of Hot & Cold beverages.	1	Em
CO5	Students will get knowledge of Tobacco and Tobacco products, History & Uses of Tobacco, Service of Cigar & Cigarettes.	2	Em

CO-PO Mapping for HM3202

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	2	3	1	2	2	2	1	3	1	2	3	3	1
CO 2	2	2	3	3	3	2	2	1	3	1	2	3	3	2
CO 3	3	2	2	1	3	2	1	1	3	3	3	3	3	1
CO 4	1	2	3	3	2	3	3	2	3	1	3	3	3	1
CO 5	3	2	3	2	2	3	3	2	3	2	3	3	2	3
Avg	2.4	2	2.8	2	2.4	2.4	2.2	1.4	3	1.6	2.6	3	2.8	1.6

HM3203	Title: Front Office - II	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To make the students aware of different sections, equipments and procedures of Front office department.	
Expected Outcome	Students will be able to develop a thorough knowledge different sections, equipments and procedures of Front office departments of a luxury hotel.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Reservation:	7
1.1 Importance and Types of reservation, 1.2 Channels and sources of reservation 1.3 Group reservation, 1.4 Reservation reports, 1.5 Cancellation, Amendments and overbooking, room retention charges.		
Unit II	Pre-Arrival and Registration:	6
2.1 Records and forms used in registration process 2.2 Procedure for VIP & FIT arrival 2.3 Procedure for group arrival 2.4 Registration process 2.5 Over-booking.		
Unit III	During the Stay Activities:	5
3.1 Information services and Hospitality desk 3.2 Message and mail handling 3.3 Key Handling, 3.4 Guest handling, Guest history, Change of room 3.5 Guest services and Guest relations		
Unit IV	4. Departure:	5
4.1 Departure process - steps 4.2 Tasks performed at bell desk, cashier and reception 4.3 Role of Front desk cashier 4.4 Checkout and account settlement 4.5 Modes of payment		
Unit V	5. Front Office Computer Operation:	7
5.1 Application of property management system 5.2 Basics of computer operations for hotels 5.3 Handling computerised reservations and registrations 5.4 Computerised cashiering 5.5 Role of Computers (IT) in hotels		
Text Books	1. Sudhir Andrews Front Office Training manual. Publisher: TatA Mac Graw Hill 2. S.K Bhatnagar, Front office Operation Management Publisher: Frank Brothers	
Reference Books	1. Kasavana & Brooks Managing Front Office Operations 2. Michael Kasavana & Cahell Managing Computers in Hospitality Industry	
Mode of Evaluation	Internal and External Examination	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3203

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will understand about importance of Reservation, channel & sources of Reservation, Group Reservation and process of cancellation of reservations.	3	En
CO2	Students will understand about Pre-Arrival activities, Registration process for VIP & FIT guests and Procure for over booking.	2	En
CO3	Students will identify the activities performed during the guest stay.	1	Em
CO4	Students will identify the process of Departure, Role of front desk cashier and modes of payments for guests.	2	Em
CO5	Students will be able to understand the role of computer in front office operations, Handling computerized Reservations & Registrations.	1	Em

CO-PO Mapping for HM3203

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	2	3	1	3	1	2	1	3	3	2	2	1	3
CO 2	3	3	2	3	2	3	3	1	2	2	3	3	3	2
CO 3	1	1	3	3	3	3	3	2	3	3	1	2	1	3
CO 4	3	3	1	1	2	2	2	1	3	1	3	3	3	1
CO 5	1	2	3	3	3	3	2	3	1	1	1	2	1	3
Avg	2	2.2	2.4	2.2	2.6	2.4	2.4	1.6	2.4	1.8	2	2.4	1.8	2.4

HM3204	Title:Housekeeping – II	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To make the students aware of different sections, equipments and procedures of Housekeeping department.	
Expected Outcome	Students will be able to develop a thorough knowledge different sections, equipments and procedures of Housekeeping dept.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Care and Cleaning of Different Surfaces	6
1.1 Different types of Surfaces. 1.2 Cleaning of Wall and floor covering. 1.3 Care and Cleaning of surfaces. 1.4 Cleaning agents used to clean different surfaces. 1.5 Cleaning equipments used to clean different surfaces		
Unit II	Cleaning and up keep of Public Areas	7
2.1 Cleaning of Public Areas: Cleaning process, 2.2 Cleaning and upkeep of Public areas. 2.3 Types of Pest Control 2.4 Control procedures		
Unit III	Cleaning of Guest Rooms	5
3.1 Process & procedures (Occupied/Departure/ vacant/Under Repair/VIP rooms). 3.2 Weekly cleaning and spring cleaning. 3.3 Turn down service/Evening service & Second service, 3.4 Forms and Formats used in cleaning process. 3.5 Replenishment of guest room supplies, process closing down after cleaning.		
Unit IV	Linen and Uniform Room	6
4.1 Linen/Uniform Room: Layout, Planning the linen & uniform room, 4.2 Types of Linen, Sizes of linens and Linen exchange procedure, 4.3 Selection of linen, Storage Facilities and conditions, Par stock and calculation 4.4 Discard procedure and reuse of discard, Linen Inventory system, 4.5 Functions of uniform room: Importance, types, characteristics, selection, Tailor room		
Unit V	House Keeping Supervision	5
5.1 Housekeeping Supervision: Role of a supervisor, Specific functions of a supervisor, 5.2 Importance of inspection, 5.3 Check-list for inspection, 5.4 Typical areas usually neglected where special attention is required, 5.5 Self-supervision techniques for cleaning staff, Degree of discretion / delegation to Cleaning staff.		
Text Books	1. Joan C Branson & Margaret Lennox Hotel Hostel and Hospital Housekeeping 2. Sudhir Andrews Publisher Hotel House Keeping: Tata McGraw Hill. 3. G. Raghubalan Hotel Housekeeping –Operations & Management	
Reference Books	1. Edwin B. Feldman Managing Housekeeping Custodial Operation 2. Margaret Kappa & Aleta Nitschke Managing Housekeeping Operations 3. Margaret M. Leappa & Aleta Nitschke Housekeeping Management	
Mode of Evaluation	Internal and External Examination	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3204

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will understand the various cleaning surfaces of hotel which housekeeping responsible to clean, various equipment and cleaning agents used for cleaning these surfaces.	3	Em
CO2	Students will get knowledge of cleaning process followed for Public areas of hotel, Controlling of pests, procedure followed for pest's control.	1	Em
CO3	Students will identify the procedure for cleaning occupied, vacant, VIP rooms, Various types of cleaning services provided by housekeeping to guests and Forms and formats filled for room cleaning in Hotels.	2	Em
CO4	Students will be able to understand the importance of Linen room in housekeeping department and also they will understand the various activities performed in Linen room, Linen control procedure and Hiring of linen.	2	Em
CO5	Students will identify the importance of supervision in Housekeeping operations and role of supervisors.	3	Em

CO-PO Mapping for HM3204

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	1	2	2	2	2	3	3	2	3	2	2	1	3	2
CO 2	1	3	3	3	2	3	1	3	2	3	2	2	2	3
CO 3	1	2	2	3	3	2	3	3	3	2	3	3	3	2
CO 4	1	3	3	3	1	3	3	1	1	2	2	2	2	2
CO 5	3	3	3	2	3	3	1	3	3	1	3	1	3	1
Avg	1.4	2.6	2.6	2.6	2.2	2.8	2.2	2.4	2.4	2	2.4	1.8	2.6	2

Course Code: HM3240	Title: Food Production –II (Practical)	L	T	P	C
		0	0	4	2
Version No.	1.0				
Course Prerequisites	NIL				
Objectives	To impart knowledge of food production among students and to familiarize the students with day to day working atmosphere of food production dept. in hotels				
Expected Outcome	Students will be able to familiarize with day to day working atmosphere of food production dept. in hotels				
List of Practicals					
<ol style="list-style-type: none"> 1- Demonstration of all stocks, 2- Sauces 3- Demonstration and Preparation of Five derivatives of all Mother sauces. 4- National & International soups. 5- Demonstration of Soup Garnishes 6- Soup Accompaniments (at least five of each) 7- Egg cookery-All the preparation 8- Preparation of Breads at least 5 bread. 9- Preparation of at least 5 course menu- Indian 10- Preparation of at least 5 course menu-Internationa 					
Mode of Evaluation	Internal and External Examination				
Recommendation by Board of Studies on	6/2/2018				
Date of approval by the Academic Council	6/11/2018				

Course Outcome forHM3240

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will identify the various types of Stocks & Students will identify the various types of Sauces and preparations of Sauces.	1	Em
CO2	Students will be able to demonstrate & Prepare basic mother sauces & Students will understand various Nnational & International Soups and their method of preparations.	2	Em
CO3	Students will be able to demonstrate & Prepare garnishes for soups & Students will be able to prepare various accompaniments for soups.	3	Em
CO4	Studentst will be able to prepare various egg dishes & Studentst will be able to prepare various types of Breads	3	Em
CO5	Studentst will be able to prepare a five course Indian menu & Studentst will be able to prepare a five course Internations dishes menu.	2	Em

CO-PO Mapping for HM3240

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	1	1	1	2	3	2	1	1	1	1	3	2	1	1
CO 2	2	3	1	2	3	1	1	1	2	1	1	2	2	2
CO 3	2	1	1	1	2	1	1	3	1	3	2	2	1	1
CO 4	2	1	2	3	1	1	1	2	1	1	1	2	3	1
CO 5	2	2	2	2	2	3	1	1	2	2	2	2	1	3
Avg	1.8	1.6	1.4	2	2.2	1.6	1	1.6	1.4	1.6	1.8	2	1.6	1.6

Course Code: HM3241	Title: Food & Beverage Service –II (Practical)	L 0	T 0	P 2	C 1
Version No.	1.0				
Course Prerequisites	NIL				
Objectives	To impart an overview of entire food and beverage service department and to make students familiar with the working procedures				
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing this department				
List of Practicals					
<ol style="list-style-type: none"> 1. Arrangement of Silverware on the table and sideboards 2. Mise-en-place for Brunch, Lunch, Hi-Tea, Dinner and Supper. 3. Service Sequence of Brunch, Lunch, Hi-Tea , Dinner and Supper 4. Breakfast Table Layout. 5. TDH & A la Carte Cover 6. Taking an Order of Food & Making a KO T. 7. Clearing & Crumbing Procedure 8. Presenting the bill 9. Service of Cold & Hot - Non Alcoholic Beverages 10. Compiling of a Breakfast, Lunch, and Dinner menu in French. 					
Mode of Evaluation	Internal and External Examinations				
Recommendation by Board of Studies on	6/2/2018				
Date of approval by the Academic Council	6/11/2018				

Course Outcome for HM3241

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to arrange various silverwares on Table & in Sideboard & Students will have a good knowledge of doing mise-en-place for Brunch, Lunch, Hi-Tea and Dinner.	1	Em
CO2	Students will be able to do proper service of Brunch, Lunch & Dinner & Students will be able to layout the Table for Breakfast.	2	Em
CO3	Students will get to know about A la Carte & Table d'hote menu cover & Students will be able to take order from guest and prepare KOT.	3	Em
CO4	Students will identify the Table cleaning process & Students will have knowledge of presenting the bill to guests.	2	Em
CO5	Students will be able to serve Hot & Cold non alcoholic beverages to guests & Students will compile a Breakfast, Lunch, Dinner menu from french classical menu.	1	Em

CO-PO Mapping for HM3242

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))										Program Specific Outcomes			
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO1 0	PO1 1	PSO 1	PSO 2	PSO 3
CO 1	1	2	1	3	1	2	1	1	2	1	3	1	1	1
CO 2	2	1	3	2	2	1	3	2	3	3	2	2	3	2
CO 3	1	2	2	3	1	2	1	2	2	1	3	1	3	3
CO 4	3	3	3	1	3	3	2	1	1	2	1	2	2	3
CO 5	1	2	1	3	1	2	1	2	1	1	3	1	3	2
Avg	1.6	2	2	2.4	1.6	2	1.6	1.6	1.8	1.6	2.4	1.4	2.4	2.2

Course Code: HM3242	Title: Front Office – II (Practical)	L 0	T 0	P 2	C 1
Version No.	1.0				
Course Prerequisites	NIL				
Objectives	This module is prescribed to appraise students about Hotel's Front office and its basic function.				
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing front office department				
List of Practicals					
<ol style="list-style-type: none"> 1. Registration of Guest: 2. Pre registration procedure 3. Filling up a guest registration card 4. Determining Room Availability (Room Position) Formula 5. Errand card, Key card, Electronic Key, cutting replacement of lost electronic key card, issue of duplicate) 6. Arrival & departure intimation to housekeeping and other departments 7. Step to step Taking Room Reservation On Telephone: 8. Practical of computer application on software, students should be able to: 9. Register- in a reservation, Amend a reservation, Cancel a reservation, Make a group reservation 10. Register an arrival Post a charge Make a folio Make a room change Show a departure/ checkout Print a folio Print reports such as expected arrivals and departures for the day. 					
Mode of Evaluation	Internal and External Examinations				
Recommendation by Board of Studies on	6/2/2018				
Date of approval by the Academic Council	6/11/2018				

Course Outcome forHM3242

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to register the guest and understand the registration process & Students will identify the pre-registration activities performed by Front desk	2	Em
CO2	Students will be able to filling up a Guest Registration Card (GRC) & Students will get to know about Room availability formula.	3	Em
CO3	Students will be able to understand the key control procedure and process for replacement for lost keys & Students will be able to understand the activities of Arrival & Departure of guests with Housekeeping.	1	Em
CO4	Students will Identify the steps to be taken for reservations of Telephone & Students will get to know about the use of computer applications, softwares used in front office.	3	Em
CO5	Students will understand the Reservation process and Cancellation process for Reservations & Students will understand the Reservation process, Registering guest, making guest folio and making report for expected arrivals.	2	Em

CO-PO Mapping for HM3242

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	1	2	2	1	2	1	3	1	1	2	2	1	1
CO 2	1	3	2	3	2	2	3	1	3	2	1	1	2	3
CO 3	2	1	1	2	1	1	1	2	1	1	2	2	1	1
CO 4	3	2	2	1	3	1	2	1	2	3	3	3	3	1
CO 5	2	1	1	3	2	3	1	2	1	1	3	2	1	2
Avg	2	1.6	1.6	2.2	1.8	1.8	1.6	1.8	1.6	1.6	2.2	2	1.6	1.6

Course Code: HM3243	Title: Housekeeping – II (Practical)	L 0	T 0	P 2	C 1
Version No.	1.0				
Course Prerequisites	NIL				
Objectives	This module is prescribed to appraise students about Hotel's Housekeeping department and its basic function.				
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing Housekeeping department.				
List of Practicals					
<ol style="list-style-type: none"> 1. Procedure and demonstration of keeping linen in linen & uniform room 2. Procedure and demonstration of keeping uniform in linen & uniform room 3. Steps involve in cleaning of Public Areas. 4. Procedure of cleaning guestrooms (Vacant occupied, departure). 5. Placing/ Replacing guest Supplies and soiled linen. 6. Procedure of Cleaning of different surfaces e.g. windows, tabletops, and picture 7. Procedure of Cleaning frames, Under Beds, carpet, metal surfaces, tiles, marble and granite tops 8. Procedure of Weekly cleaning and spring cleaning. 9. Discard procedure and reuse of discard, 10. Linen Inventory system 					
Mode of Evaluation	Internal and External Examinations				
Recommendation by Board of Studies on	6/2/2018				
Date of approval by the Academic Council	6/11/2018				

Course Outcome for HM3243

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to setup the Linen in linen & uniform room properly & Students will be able to setup the Uniform in linen & uniform room properly.	3	Em
CO2	Students will identify the steps involved in cleaning of Public areas of hotel & Students will be able to understand the cleaning procedure for various rooms (occupied , vacant, check-out and VIP).	2	Em
CO3	Students will be able to place room amenities & supplies in Guestrooms & Students will get information for cleaning of different surfaces of hotels.	3	Em
CO4	Students will get information for cleaning of different areas of hotels rooms (under bed, carpets, marbles and Tiles) & Students will identify the procedure of weekly cleaning & Spring cleaning.	1	Em
CO5	Students will identify the discarded procedure followed by housekeeping & Students will be able to understand the Linen Inventory system.	2	Em

CO-PO Mapping for HM3243

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	3	2	2	3	3	2	2	2	1	2	3	3	3
CO 2	2	1	1	3	2	1	3	1	3	3	1	2	2	2
CO 3	3	3	3	2	3	3	2	3	2	2	3	3	3	3
CO 4	1	2	2	3	1	2	3	2	3	3	1	1	2	1
CO 5	3	2	2	1	3	3	2	3	1	2	3	3	3	3
Avg	2.4	2.2	2	2.2	2.4	2.4	2.4	2.2	2.2	2.2	2	2.4	2.6	2.4

HM3206	Title: Application of Computers	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart basic knowledge about computers, types of software, internet and their uses in hospitality industry.	
Expected Outcome	Students will be able to familiarize with computers, types of hotels software internet and their uses in hospitality industry.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Introduction to Computers	6
1.1 What is a computer, Block Diagram? 1.2 Components of a computer system. 1.3 Generation of computers. 1.4 Storage devices, CD ROM's etc. 1.5 Programming languages		
Unit II	Introduction to Software and Hardware	6
2.1 Definition of software and hardware 2.2. Classification of software programmes 2.3 Types and Functions of software programmes 2.4 Classification of hardware devices 2.5 Input and output devices		
Unit III	Role of Computers in Hospitality Industry	6
3.1 Fundamentals of Computers in Hospitality industry. 3.2 Role of computers in hospitality industry (CRS, GDS,PMS) 3.3 Reservation through the internet 3.4 POS- Definition and importance. 3.5 Touch screen terminals		
Unit IV	Word Processing Spread Sheets and Presentations	7
4.1 Word Processing and Features of MS – WORD 4.2 Spreadsheet, Features 4.3 Preparing PowerPoint presentation 4.4 Preparing graphs 4.5 Preparing organization chart		
Unit V	Introduction to Internet	5
5.1 What is Internet? 5.2 Internet Protocol, 5.3 Types of topologies 5.4 Types of networks (LAN, WAN, MAN), 5.5 WWW, Search Engines, e-mail, websites		
Text Books	1. Michael Kasavana and Cahell Managing computers in hospitality industry 2. Hooder&Stoughton Small business computer systems 3. V Rajaraman Fundamental of Computers, Publisher: Prentice Hall India	
Reference Books	1. Lonnie E. Moseley & David M Boodey Mastering Microsoft Office, , BPB Publication 2. Peter O' Conner Using computers in Hospitality, Third Edition,	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3206

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be understand the basics of computer and importance of computer.	1	Em
CO2	Students will be understand the basics of softwares and Hardware systems of computer.	2	Em
CO3	Students will be able to understand the role of computer in Hotel & Hospitality industry.	3	Em
CO4	Students will be able to do word processing and featuring of MS Word, Preparing PPTs and preparing graphs.	2	Em
CO5	Students will be able to understand the basics of Internet, importance of Internet and types of networks (LAN, WAN & MAN).	3	Em

CO-PO Mapping for HM3206

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	1	3	1	1	1	2	1	1	2	1	1	2	2	1
CO 2	2	1	2	3	2	3	1	3	1	3	3	1	1	2
CO 3	1	2	1	1	1	1	2	1	1	1	1	2	1	1
CO 4	1	1	3	1	2	1	1	1	2	2	3	1	3	1
CO 5	3	2	1	2	1	2	2	2	1	1	1	2	1	3
Avg	1.6	1.8	1.6	1.6	1.4	1.8	1.4	1.6	1.4	1.6	1.8	1.6	1.6	1.6

HM3207	Title:French	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is designed to give a basic knowledge of the French language of common use.	
Expected Outcome	Student will able to get a basic knowledge of the French language of common use in hotel Industry.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Pronunciation	7
The Alphabet - The Accents; 'Formules de politesse'; The numbers: Cardinal– Ordinal; Time; Weights & Measures; change of gender		
Unit II	Conjugation	6
Conjugation of regular verbs in present tense; Days of the week; Months of the year; Date; The articles, Common greetings in French, Name of vegetables and fruits		
Unit III	Grammar	5
Name of the Countries and their Nationalities; Adjectives, Commonly used Prepositions, Plural of nouns. Describing a place (your city/ tourist place)		
Unit IV	Self introduction	6
Self introduction, Vocabulary describing family; Describe your family; Negation; Interrogation, Conjugation of irregular verbs in present tense; Demonstrative Adjectives, Possessive adjectives, Simple translation		
Unit V	Oral	5
Role-playing of different situations Understanding questions Conversation Picture composition		
Text Books	<ol style="list-style-type: none"> 1. Larousse compact Dictionary: French-English/ English-French 2. Le nouveau sans frontieres, part 1 & 2 3. Le Robert & Nathan Conjugaison - 4. A. Talukdar Parlez à l'hotel 	
Reference Books	<ol style="list-style-type: none"> 1. S.Bhattacharya French for Hotel and Torism Industry 2. 2. Manjiri Khandekar and Roopa Luktuke Jumelage 1 3. Catherine Lobo & Sonali Jadhav Basic French Course for The Hotel Industry 	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3207

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the basics, Alphabets, Numbers Time and Weight in French.	1	Em
CO2	Students will be able to understand the Verbs, Days name, Week name, Months name and common greetings in French.	2	Em
CO3	Students will be able to Read, write and Speak country names, commonly used prepositions and describing the places.	3	Em
CO4	Students will be able to introduce themselves, Describe their families.	2	Em
CO5	Students will be able to role play in different situations.	3	Em

CO-PO Mapping for HM3207

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))										Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3
CO 1	2	1	–	1	2	1	1	1	1	2	2	2	1
CO 2	2	2	2	2	2	1	2	3	2	3	1	1	2
CO 3	2	2	2	2	2	2	–	2	2	3	2	1	1
CO 4	2	1	2	2	2	1	1	2	2	2	1	3	1
CO 5	2	3	2	2	2	1	1	2	2	2	2	1	3
Avg	2	1.8	1.6	1.8	2	1.3	1	2	1.8	2.4	1.6	1.6	1.6

VP3204	Title:Principles of Food Science	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To familiarize the students with the Food Science Principles required in Hospitality Industry.	
Expected Outcome	Students will be able to familiarize with essential Principle of food science and Nutrition for healthy food	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Introduction to Food Science	5
1.1 Meaning and importance of Food science, Nutrition, Malnutrition. 1.2 Food Science scope and significance. 1.3 Food chemistry, food microbiology & processing.		
Unit II	Bacteria, Yeast and Moulds	6
2.1 Harmful effects and factors effecting growth of bacteria; food spoilage and Putrefaction. 2.2 Food borne Illnesses, food poisoning and Food Spoilage. And antibiotics. 2.4 Yeast: uses, role and significance. 2.3 Moulds, meaning and purpose; beneficial effects; cheese making.		
Unit III	Nutrition	5
3.1 Types, Dietary sources, functions, Daily dietary requirements; affects of dietary. 3.2 Deficiency and excess of carbohydrates, lipids, protein, vitamins, minerals and water. 3.3 Balanced diet and nutrition in Hotels. 3.4 Definition and scope of therapeutic nutrition.		
Unit IV	Food Preservation	6
4.1 Need and scope of food preservation in Hotel Kitchen. 4.2 Methods of preservation low temperature treatment (refrigeration, freezing). 4.3 Thermal preservation (pasteurization, sterilizing, canning). 4.5 Dehydration Chemical preservatives, Irradiation etc.		
Unit V	Food standards	7
5.1 Food Packaging: types and functions. 5.2 Food standards; food adulteration, adulterants and control measures. 5.3 Food Additives-Usage and importance. 5.4 Ethical, legal and regulatory framework of food standard in Hotels. 5.5 HACCP in Hotels.		
Text Books	1. H. Robinson Normal and therapeutic nutrition 2. Anna K Joshna Microbiology 3. Dr. M. Swaminathan Food & Nutrition	
Reference Books	1. Manay & Shalakshara Swamy Food facts & principles 2. Sumathi Mudambi Food science	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for VP3204

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the importance of food science, nutritional value, Malnutrition, scope of food science, understand the concept of food chemistry.	2	Em
CO2	Students will be able to understand the effect of bacteria, learn about harmful bacteria, food spoilage, role of yeast and meaning and purpose of moulds.	3	Em
CO3	Students will be able to understand the need and importance of Nutrition, Deficiency and excess of Carbohydrates, importance of balance diet and nutrition in Hotels.	2	Em
CO4	Students will be able to understand about the role of food preservation in Hotel kitchen and different methods of preservation.	1	Em
CO5	Students will be able to understand the importance of food standards, food packaging and role of HACCP principles in Hotel kitchens.	2	Em

CO-PO Mapping for VP3204

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))										Program Specific Outcomes		
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO10	PSO1	PSO 2	PSO3
CO 1	1	3	2	2	1	2	2	2	1	2	2	2	1
CO 2	2	3	2	2	1	2	2	3	2	–	1	1	2
CO 3	2	2	2	2	2	2	2	2	2	1	2	1	1
CO 4	2	3	2	2	2	3	2	2	2	1	1	3	1
CO 5	2	1	–	2	1	–	1	–	1	2	2	1	3
Avg	1.8	2.4	1.6	2	1.4	1.8	1.8	1.8	1.6	1.2	1.6	1.6	1.6

HM3208	Title: Railway Base Kitchen	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To give a basic knowledge of the Railway base Kitchen as the part of hospitality as a wider scope of catering.	
Expected Outcome	Student will able to identify the scope of catering in Railway by having getting the knowledge of Railway base kitchen.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Introduction	7
1.1 Railway catering 1.2 Railway Hotels 1.3 Main Catering Activities		
Unit II	Design & Kitchen Consideration	6
2.1 State of Art Central Kitchen 2.2 Layout consideration 2.3 R&D kitchen 2.4 In House laboratory		
Unit III	Types of Railway Catering-	5
3.1 Terminal Catering-Refreshment Room Stall 3.2 In-Transit catering 3.3 Mobile carting service 3.4 Dining or Buffet car 3.5 Authorized vendor		
Unit IV	Policy of IRCTC Kitchen	6
4.1 Menu 4.2 Price in Railway Catering 4.3 Nutrition & Healthy Food 4.4 Drawbacks of Railway Catering		
Unit V	Quality Monitoring	5
5.1 Monitoring for HACCP compliance 5.2 Customer satisfaction survey 5.3 Food safety audit 5.4 ISO certification 5.5 Round the clock control monitoring.		
Text Books	<ol style="list-style-type: none"> Allen, W.G., and Dicesare, F. (1976). Transit Service evaluation: preliminary identification of variables characterizing level of service. <i>Transportation Research Record</i>, Vol. 606, pp 47-53 Pullen, W.T. (1993). Definition and measurement of quality of service for local public transport management. <i>Transport Reviews</i>, Vol.13 No 3, pp.247-64 Shainesh and Mukul Mathur. (2000). Service Quality Measurement: The Case of Railway Freight Services. <i>Vikalpa</i>, Vol 25, pp 15-22 	
Reference Books	<ol style="list-style-type: none"> Silcock, D.T. (1981). Measures of operational performance for urban bus services. <i>Traffic Engineering and Control</i>, Vol. 22 No. 12, pp. 645-8. White Paper on Indian Railways, Railway Board Publication, December 2009. 	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3208

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the concept of Railway kitchen	1	Em
CO2	Students will get knowledge of designing of railway kitchens.	2	Em
CO3	Students will identify different types of Railway Catering establishments.	3	Em
CO4	Students will explore various policies of IRCTC for their kitchens.	2	Em
CO5	Students will be able to understand the quality maintained by IRCTC, Monitoring of HACCP principles in kitchen and Importance of ISO certification.	1	Em

CO-PO Mapping for HM3208

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))										Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3
CO 1	2	2	1	1	2	2	2	2	2	2	1	2	1
CO 2	2	3	1	3	2	2	3	2	3	1	2	1	2
CO 3	2	2	–	2	–	2	3	–	2	2	2	1	1
CO 4	2	3	–	2	2	2	3	2	3	3	1	3	1
CO 5	2	2	1	2	3	2	2	3	2	–	2	1	3
Avg	2	2.4	0.6	2	1.8	2	2.6	1.8	2.4	1.6	1.6	1.6	1.6

HM3209	Title: Airlines Catering	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To give a basic knowledge of the Airline Catering as the part of hospitality as a wider scope of catering.	
Expected Outcome	Student will able to identify the scope of catering in Airlines by having getting the knowledge of Airline catering services.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Airline Catering Introduction	7
a brief history Pioneer years of in-flight foodservice defining airlines catering airlines catering is different from restaurant catering		
Unit II	Major Stakeholders	6
Role of the passenger Role of airlines Role of caterers Role of suppliers Role of distributors		
Unit III	Information	5
production schedule work flow abbreviations of special meals on offer tray set up intricacies food handling on aircraft hygiene control in flight catering		
Unit IV	The Flight Catering System	6
Flight Catering Supply Chain Flight Catering Logistics Flight Catering Information Systems Airline – Caterer Contracts		
Unit V	Issues and Trends	5
future trends Political forces Economic factors Social trends Technological change Environmental concerns		
Text Books	1. McCool, A.C. In-flight Catering Management, John Wiley and Sons, Inc.: New York. 2. O’Hara, L. and Strugnell, C.(1997) “Developments in In-flight Catering,” Nutrition and Food Science, vol. 3, 105–106. 3. Pilling, M. “Food For Thought,” Airline Business, Jan., 48–50.	
Reference Books	1. Tabacchi, M. and Marshall, R.C. “Consumer Perceptions of In-flight 2. Wheatcroft, S. Aviation and Tourism Policies, World Tourism Organisation Publication, Routledge: London.	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3209

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the concept of Airline catering.	1	Em
CO2	Students will understand the role of passengers, role of airline and role of caterers in Airline catering.	2	Em
CO3	Students will get information of work flow in airline catering, food handling in aircrafts and Hygiene control in airline catering.	3	Em
CO4	Students will identify the flight catering system.	2	Em
CO5	Students will identify various trends of Airline catering	1	Em

CO-PO Mapping for HM3209

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))										Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3
CO 1	2	2	1	1	2	2	2	2	2	2	1	2	1
CO 2	2	3	1	3	2	2	3	2	3	1	2	1	2
CO 3	2	2	–	2	–	2	3	–	2	2	2	1	1
CO 4	2	3	–	2	2	2	3	2	3	3	1	3	1
CO 5	2	2	1	2	3	2	2	3	2	–	2	1	3
Avg	2	2.4	0.6	2	1.8	2	2.6	1.8	2.4	1.6	1.6	1.6	1.6

HM3210	Title:Travel Documentation	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To give a basic knowledge of the Travel Documentation as the part of hospitality as a wider scope of Traveling.	
Expected Outcome	Student will able to identify the various documents related for traveling such as visa passport and their application.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Passport	7
Requirement and process of issuing passport		
Unit II	LAISSEZ – Passer and emergancy passport	6
Introduction requirement and importance, Rules and Regulation for Issuing emergancy passport		
Unit III	UN Travel Documents	5
Agencies, process, Rules and Regulations Aliens and Refugees.		
Unit IV	Other Documents as Travel Documents	6
National Identity card, Drivers Licence, DeFacto Travel Document other means of Iden tification		
Unit V	Visa, Immigration and Other Requirements	5
Introduction, Issuing Authority, Rules and Regulations.		
Text Books	<ol style="list-style-type: none"> 1. Anand, M.M., Tourism and hotel Industry ii1 India, Prentice Hall, New Delhi. 2. Bhatia, A. K., International Tourism, Sterling Publishers, New Delhi 3. McIntosh, Robert, W. Goldner, Charles, Tourism: Principles, Practices and 	
Reference Books	<ol style="list-style-type: none"> 1. Philosophies, John Wiley and Sons Inc. New York, (9th edition) 2. Mill, Robert Christie and Alastair M. Morrison, The Tourism System, Englewood Cliffs, N.J., Prentice Hall. 3. Negi, J.M.S., Tourism and Travel 	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3210

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will learn about Passport and understand the importance of Passport for travel.	1	Em
CO2	Students will identify the Passer and emergancy passport.	2	Em
CO3	Students will identify about UN Travel documents.	3	Em
CO4	Students will be able to understand about the documents required for travelling other countries.	2	Em
CO5	Students will get information about Visa, Immigrations and other important procedures.	1	Em

CO-PO Mapping for HM3210

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))										Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3
CO 1	2	–	2	–	2	2	–	2	2	2	1	2	1
CO 2	3	–	2	2	2	3	2	3	3	1	2	1	2
CO 3	2	1	2	3	2	2	3	2	–	2	2	1	1
CO 4	2	1	1	2	2	3	2	2	2	3	1	3	1
CO 5	2	1	3	2	2	3	2	3	1	–	2	1	3
Avg	2	2.2	0.6	2	1.8	2	2.6	1.8	2.4	1.6	1.6	1.6	1.6

HM3211	Title:Housekeeping - Hospital	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about Hospital Housekeeping and its basic function.	
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing Hospital Housekeeping.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Hospital Housekeeping - Overview	7
1.1 Introduction,1.2 Housekeeping hospital Staff duties and responsibilities, 1.3 Job Description, 1.4 Industry 4.5 Job Growth Trends		
Unit II	Functioning of the Department	6
2.1 Role of the housekeeping in Hospital, 2.2 Importance of Housekeeping in Hospital, 2.3 Areas need to be considered 2.4 Hospital Housekeeping Service		
Unit III	Safety for Housekeeper in Hospitals	5
3.1 Disinfectants, 3.2 Floor area, 3.3 Garbage, 3.4 Hospital EVS programe		
Unit IV	OSHA guidelines	6
4.1 Medical Housekeeping Hazard, 4.2 Contaminated Equipment, 4.3 Contaminated Laundry, 4.4 Contaminated Hazard 4.5 Allergies and Accident		
Unit V	Cleaning Areas	5
Areas to be cleaned, Cleaning Agents , Selection of cleaning agents, Quality control Indicator Recent Trends and Challenges.		
Text Books	1. Sudhir Andrews Housekeeping Training Manual Tata Mcgraw Hills 2. Brenson & Lanox Hotel, Hostel & Hospital Housekeeping	
Reference Books	1. Raghubalan, Hotel Housekeeping Operations & Management Oxford University Press	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3211

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will understand about the imporatnce of housekeeping in Hospitals.	2	Em
CO2	Students will identify the various functions of housekeeping department in Hospitals.	2	Em
CO3	Students will get information about the safety procedures followed by housekeeping department in Hospitals.	1	Em
CO4	Students will get information about Occupational safety and health administration (OSHA) followed in Hospitals.	2	Em
CO5	Students will identify the various areas of hospitals for which housekeeping department is responsible.	1	Em

CO-PO Mapping for HM3211

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))										Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PSO1	PSO2	PSO3
CO 1	–	1	–	2	1	2	2	3	2	2	1	2	1
CO 2	1	–	2	3	2	1	2	–	3	2	2	1	2
CO 3	2	3	2	2	2	–	2	2	2	2	2	1	1
CO 4	2	2	2	3	2	3	1	2	1	2	1	3	1
CO 5	2	1	–	2	2	2	2	1	2	3	2	1	3
Avg	1.4	1.4	1.2	2.4	1.8	1.6	1.8	1.6	2	2.2	1.6	1.6	1.6

SEMESTER- 3

Course Code: HM3370-3374	Title: Industrial Exposure	L T P C 0 0 025
<p>Duration of Exposure:22 Weeks</p> <p>Leave Formalities: 1 weekly off and festivals and national holidays given by the hotel 10 days medical leave Supported by a medical certificate. Leave taken must be made up by doing double shifts or working on Weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 132 working days (22 weeks x 06 days =132 days). Students who are unable to complete a minimum of 114 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete less than 114 days of industrial Training such students will be treated as 'absent' in industrial Training and results. The training in III semester necessarily needs to be in an approved hotel equivalent to Three star of above/ Heritage or other such good property. Prior written approval needs to be taken from the Programmer coordinator/ Convener/ H.O.D for Industrial exposure.</p> <p style="text-align: center;">III Semester Training Schedule:</p> <p>Housekeeping: 5 weeks; Front Office: 5 weeks; Food and Beverage Service:6 weeks Food Production: 6 weeks; others (In the areas of Interest) Floating weeks may be availed.</p> <p>Total weeks: 22. The Units imparting industrial exposure shall conduct formal induction sessions And emphasis on personality skills while acquainting the learners with skills of trade. It may please be noted That for this semester the number of credits assigned is 25. Being practical oriented the number of hours Input per week comes as 48 hours per week.</p> <p>Academic Credits for training shall be based on following Log books and attendance, Appraisals, Report and presentation, as applicable All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a Report in all four departments in III semester on completion of training in that respective department. A PowerPoint presentation (based on the report) should be made. It should be made for duration of 10 Minutes. Marks will be awarded on this jointly by a panel of one internal and one external examiner. The presentation should express the student's experiences in the department and what has he learned/ Observed. (Refer to What to Observe Sheets for more details.) The Training Report will be submitted in the form specified as under:</p> <ol style="list-style-type: none"> a) The typing should be done on both sides of the paper (instead of single side printing) b) The font size should be 12 with Times New Roman font. c) The Training Report may be typed in 1.5 line spacing. d) The paper should be A-4 size. e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority. <p>Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:</p> <ol style="list-style-type: none"> 1. Logbook.; 2. Appraisal; 3. A copy of the training certificate. 4. IT Report in all four Departments. 5. Power Point presentation on a CD, based on the training report. 6. Attendance sheet. 7. Leave card. 		
Mode of Evaluation	Internal and External Examination	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

SEMESTER 4 Year -2

HM3401	Title: Food Production -III	L T P C 3 1 0 4
Version No.	1.0	
Course Prerequisites	Nil	
Objectives	This module is prescribed to appraise students about Food production and regional cuisine.	
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing Food Production	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Quantity Food Production Equipment	7
Equipment required for mass/volume feeding, Heat and cold generating equipment, Care and maintenance of this equipment, Modern developments in equipment manufacture		
Unit II	Menu Planning	6
. Basic principles of menu planning – recapitulation, Points to consider in menu planning for various volume feeding outlets such as Industrial, Institutional, Mobile Catering Units,. Transport facilities, cruise lines, airlines, railway,Nutritional factors for the above		
Unit III	INDENTING & PLANNING	5
INDENTING Principles of Indenting for volume feeding, Portion sizes of various items for different types of volume feeding,Modifying recipes for indenting for large scale catering ,Practical difficulties while indenting for volume feeding PLANNING Principles of planning for quantity food production with regard to, Space allocation,Equipment selection, Staffing		
Unit IV	REGIONAL INDIAN CUISINE-I	6
REGIONAL INDIAN CUISINE Introduction to Regional Indian Cuisine,. Heritage of Indian Cuisine, Factors that affect eating habits in different parts of the country, Cuisine and its highlights of different states/regions/communities to be discussed under: Geographic location, Historical background, Seasonal availability, Special equipment, Staple diets, Specialty cuisine for festivals and special occasions		
Unit V	REGIONAL INDIAN CUISINE-II	5
STATES Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal COMMUNITIES Parsee, Chettinad, Hyderabad, Lucknowi, Awadhi, Malbari/Syrian Christian and Bohri DISCUSSIONS Indian Breads, Indian Sweets, Indian Snacks		
Text Books	1. Philip E. Thangam Modern Cookery (Vol-I-, Orient Longman Larousse Gastronomique-	
Reference Books	1. M J Leto& W K H Bode Larder Chef Publisher: Butterworth- Heinemann 2. By Philip E. Thangam Modern Cookery (Vol-II), Publisher: Orient Longman	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3401

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the concept of quantity food production and different types of Large & Small, Heat & Cold generating equipment used for volume cooking .	1	Em
CO2	Students will be able to understand the basic principles of menu planning for various volume feeding outlets such as Institutional, Industrial, Mobile catering units, Airline and Railway catering.	1	Em
CO3	Students will be able to understand the principles of Indenting for volume feeding, They will be able to apply the concept of portioning for different types of volume feeding establishments and they will be able to do kitchen planning for quantity food production.	2	Em
CO4	Students will be able to understand the various regional cuisines of India, also they will be able to prepare different types of regional food of various regions of India, understand the Staple diet of different regions of India.	2	Em
CO5	Students will be able to understand the food of all states of India and also the will learn about various community food which is very popular in India, They are able to prepare various foods of the communities.	3	Em

CO-PO Mapping for HM3401

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	3	2	3	3	3	3	1	3	2	1	3	3	3
CO 2	3	3	3	2	2	1	2	2	2	3	3	2	2	2
CO 3	3	2	3	3	3	3	3	1	3	2	2	3	3	3
CO 4	2	3	1	2	1	2	1	1	1	2	1	1	1	1
CO 5	1	1	3	1	3	1	3	3	3	1	3	3	2	3
Avg	2.2	2.4	2.4	2.2	2.2	2	2.4	1.6	2.4	2	2	2.4	2.2	2.4

HM3402	Title: Food & Beverage Service-III	L T P C 2 1 0 3
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about Food & Beverage Service and its function.	
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing Food & Beverage Service	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	ALCOHOLIC BEVERAGE	7
Introduction and definition, Production of Alcohol, Fermentation process, Distillation process, Classification with examples		
Unit II	DISPENSE BAR	6
Introduction and definition, Bar layout – physical layout of bar, Bar stock – alcohol & non alcoholic beverages, Bar equipment		
Unit III	WINES	5
Definition & History, Classification with examples Table/Still/Natural, Sparkling, Fortified, Aromatized, Production of each classification, Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names), France, German, Italy, Spain, Portugal		
Unit IV	New World Wines	6
New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names) USA, Australia, India, Chile, South Africa, Algeria, New Zealand, Food & Wine Harmony. Storage of wines Wine terminology (English & French)		
Unit V	BEER	5
Introduction & Definition, Types of Beer, Production of Beer, Storage		
Text Books	1. Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill. 2. John Fuller Essential Table Service for Restaurants	
Reference Books	1. Lilli rap Dennis, Cousins John & Smith Robert: 2. Food & Beverage Services; Hodder & Stoughton Educational A. J. Curry The Waiter	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3402

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the various types of alcohol their making process and its types.	2	Em
CO2	Identify and use the different types of Bar equipments, understand types of Bar and Bar inventories.	3	Em
CO3	Students will be able to know about the old world wines and important countries	1	Em
CO4	Students will be able to know about the New world wines and important countries	2	Em
CO5	Students will be able to know about the Beer, types, method of Production, Brands and countries of production	2	Em

CO-PO Mapping for HM3402

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	3	1	3	3	3	3	3	3	3	3	1	3	3
CO 2	3	2	3	3	1	2	1	3	1	3	1	3	2	2
CO 3	1	3	1	3	2	3	2	2	3	1	2	3	3	1
CO 4	3	1	3	2	1	1	1	3	2	1	1	2	3	3
CO 5	2	3	2	3	2	3	3	2	3	2	3	3	2	3
Avg	2.2	2.4	2	2.8	1.8	2.4	2	2.6	2.4	2	2	2.4	2.6	2.4

HM3403	Title: Front Office-III	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about Front office and its basic function.	
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing Front office Operation.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	COMPUTER APPLICATION IN FRONT OFFICE OPERATION	7
Role of information technology in the hospitality industry, Factors for need of a PMS in the hotel, Factors for purchase of PMS by the hotel,. Introduction to Fidelio & Amadeus		
Unit II	FRONT OFFICE (ACCOUNTING)	6
Accounting Fundamentals, Guest and non guest accounts, Accountingsystem, on automated – Guest weekly bill, Visitors tabular ledger, Semi automated, Fully automated		
Unit III	CHECK OUT PROCEDURES	5
Guest accounts settlement, Cash and credit, Indian currency and foreign currency, Transfer of guest accounts, Express check out		
Unit IV	CONTROL OF CASH AND CREDIT & NIGHT AUDITING	6
Functions, Audit procedures (Non automated, semi automated and fully automated)		
Unit V	FRONT OFFICE & GUEST SAFETY AND SECURITY	5
Importance of security systems, Safe deposit, Key control, Emergency situations (Accident, illness, theft, fire, bomb)		
Text Books	<ol style="list-style-type: none"> 1. Sudhir Andrews Front Office Training manual –. Publisher: Tata Mac Grew Hill 2. S.K Bhatnagar Front office Operation -Publisher: Frank Brothers 	
Reference Books	<ol style="list-style-type: none"> 1. Kasavana& Brooks Educational Institution Managing Front Office Operations 2. Ahmed Ismail (Thomson Delmar).Front Office – operations and management 3. Michael Kasavana&Cahell.Managing Computers in Hospitality Industry 	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3403

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the role of Information technology in Hotels.	1	Em
CO2	Identify and understand the different types of accounts and his importance in Front office	3	Em
CO3	Students will be able to know about the concepts of guest billing and checkout procedure.	2	Em
CO4	Student will gain knowledge about the computer and his importance. And also information about the type of audits use into Hotel management.	3	Em
CO5	Students will be aware with the safety procedures in flowed in Hotels.	2	Em

CO-PO Mapping for HM3403

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	2	2	3	1	1	3	2	1	1	2	3	2	1
CO 2	2	2	3	1	2	1	1	2	2	3	3	1	1	2
CO 3	1	3	2	3	1	3	2	3	1	1	2	3	1	1
CO 4	3	1	1	2	3	2	1	3	2	3	2	2	3	2
CO 5	1	3	2	3	3	1	3	1	1	1	2	3	3	1
Avg	2	2.2	2	2.4	2	1.6	2	2.2	1.4	1.8	2.2	2.4	2	1.4

HM3404	Title: Housekeeping-III	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about House keeping and its basic function.	
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing Housekeeping.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	LINEN ROOM	7
Activities of the Linen Room, Layout and equipment in the Linen Room, Selection criteria for various Linen Items & fabrics suitable for this purpose, Purchase of Linen, Calculation of Linen requirements, Linen control-procedures and records, Stocktaking-procedures and records, Recycling of discarded linen, Linen Hire		
Unit II	UNIFORMS	6
Advantages of providing uniforms to staff, Issuing and exchange of uniforms; type of uniforms, Selection and designing of uniforms, Layout of the Uniform room		
Unit III	LAUNDRY	5
Commercial and On-site Laundry, Flow process of Industrial Laundering-OPL, Stages in the Wash Cycle, Laundry Equipment and Machines, Layout of the Laundry, Laundry Agents, Dry Cleaning, Guest Laundry/Valet service, Stain removal		
Unit IV	FLOWER ARRANGEMENT	6
Flower arrangement in Hotels, Equipment and material required for flower arrangement, Conditioning of plant material, Styles of flower arrangements, Principles of design as applied to flower arrangement		
Unit V	INDOOR PLANTS & SEWING ROOM	5
INDOOR PLANTS-Selection and care SEWING ROOM-Activities and areas to be provided, Equipment provided		
Text Books	1.Sudhir Andrews Housekeeping Training Manual Tata McGraw Hills 2.Brenscon &Lenox Hotel, Hostel & Hospital Housekeeping	
Reference Books	1.Raghubalan, Hotel Housekeeping Operations & Management Oxford University Press	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3404

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the importance of Linen room in housekeeping department and also they will understand the various activities performed in Linen room, Linen control procedure and Hiring of linen.	2	Em
CO2	Students will get the knowledge of different types of Uniforms used in Hotels and they will understand the concept of Issuing & Exchanging procedure of various uniforms or selection and designing of uniforms for hotel staff.	3	Em
CO3	Students will be able to understand the Laundry operations in hotels, Importance of In-house laundry, process of laundry cycle or use of various stain removals used in Laundry.	2	Em
CO4	Students will get the knowledge of various Flower arrangement done in the hotels, different types of equipment & material used in flower arrangement or they will be able to do various flower arrangement which are used in hotels.	3	Em
CO5	Students will be able to understand the various Indoor plants which are used in hotels and criteria for their selection and care of various plants or they will understand the role of Sewing room in housekeeping and various activities performed in sewing room.	2	Em

CO-PO Mapping for HM3404

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	1	3	1	3	2	2	3	1	2	3	3	3	3
CO 2	2	2	2	3	2	2	2	3	2	2	2	2	1	1
CO 3	3	3	3	3	3	3	3	2	3	1	3	3	3	3
CO 4	1	1	1	2	1	2	1	3	1	2	1	3	2	2
CO 5	3	3	3	2	3	2	3	1	2	2	3	2	3	3
Avg	2.4	2	2.4	2.2	2.4	2.2	2.2	2.4	1.8	1.8	2.4	2.6	2.4	2.4

Course Code: HM3440	Title: Food Production – III Lab	L	T	P	C
Version No.	1.0	00	4	2	
Course Prerequisites	NIL				
Objectives	To impart fundamental knowledge of food production among students and to familiarize the students with day to day working atmosphere of food production dept. in hotels				
Expected Outcome	Students will be able to familiarize with day to day working atmosphere of food production dept. in hotels				
List of Practicals					
<p>Formulate 36 set of menus from the following cuisines.</p> <ol style="list-style-type: none"> 1. Awadhi 2. Bengal 3. Goa 4. Gujarat 5. Hyderabad 6. Kashmiri 7. Maharashtra 8. Punjabi 9. Rajasthan 10. South India (Tamilnadu, Karnataka, Kerala) 11. KASHMIRI <p>Two menus may be formed out of the Dishes given as under:</p> <p>Rice and Bread Preparations: Mutagen, Pulao (Kashmiri), Plain Rice, Girdeh, Laws</p> <p>Meat Preparations: Gushtaba ,Rista ,Marchevangan korma, MacchKofta, YakheanKaliya, TabakMaaz, Rogon Josh</p> <p>Vegetables and Potato: Ruwanganchaman,Choekwangan,ChamanQaliyanAllehYakhean, Dum Aloo Kashmiri ,Nader Palak, RazmaGogji</p> <p>Sweet Dishes: KongehPhirin (Soojiphirni with Saffron), Aae'tphirin (Wheat Flour Phirni), Halwa</p> <p>Chutneys: Mujehcheten, GandaCheten, Duencheten, Alehcheten (pumpkin chutney)</p>					
Mode of Evaluation	Internal and External Examinations				
Recommendation by Board of Studies on	6/2/2018				
Date of approval by the Academic Council	6/11/2018				

Course Outcome for HM3440

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the menu of Awadhi, Bengali, Goa, Gujarati cuisine and his importance for food production department & Students will be able to know about the Hyderabad, Kashmiri, Maharashtra, Punjabi & also information about the cooking methods use in to cuisine if they are cook the food.	2	Em
CO2	Students will be able to know about the Rajasthan & South India Cuisine also information about the how to cook the food this cuisine and his importance & Student will gain knowledge about the Cooking Rice Preparations in India and also information about the Recipe for Rice Preparations.(Pulao, Plain Rice etc.)	2	Em
CO3	Student will gain knowledge about the Making indian Bread and also information about the Recipe for Bread Making(Naan, Roti etc) & Students will be able to know about the Meat Preparations & also information about the cooking methods use in to Meat cooking.(Gushtaba, Rista, Korma)	3	Em
CO4	Students will be able to know about the Vegetables & also information about the cooking methods use in to cuisine if they are cook the food & Students will be able to know about the Potato & also information about the cooking methods use in to cuisine if they are cooking the food.	2	Em
CO5	Students will be able to know about the Sweet Dishes & also information about the cooking methods Sweet Dishes if they are cooks the Sweet Dishes & Student will gain knowledge about the Making Indian Chutneys & also information about the type of Chutney and his recipes.	3	Em

CO-PO Mapping for HM3440

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	2	2	3	2	1	3	1	2	1	3	3	1	1
CO 2	3	2	2	1	3	3	1	2	1	1	3	2	1	2
CO 3	1	1	3	3	2	1	2	1	2	3	2	3	2	1
CO 4	3	3	2	1	1	2	1	1	1	1	3	1	1	3
CO 5	3	1	3	3	2	1	3	3	2	2	1	3	3	1
Avg	2.4	1.8	2.4	2.2	2	1.6	2	1.6	1.6	1.6	2.4	2.4	1.6	1.6

Course Code: HM3441	Title: Food & Beverage Service – III Lab	L	T	P	C
		00	21		
Version No.	1.0				
Course Prerequisites	NIL				
Objectives	To impart fundamental knowledge of food & beverage among students and to familiarize the students with day to day working atmosphere of service dept. in hotels				
Expected Outcome	Students will be able to familiarize with day to day working atmosphere of service dept. in hotels				
List of Practicals					
<p>Dispense Bar – Organizing Mise-en-place</p> <ul style="list-style-type: none"> Task-01 Wine service equipment Task-02 Beer service equipment Task-03 Cocktail bar equipment Task-04 Liqueur / Wine Trolley Task-05 Bar stock - alcoholic & non-alcoholic beverages Task-06 Bar accompaniments & garnishes Task-07 Bar accessories & disposables <p>Service of Wines</p> <ul style="list-style-type: none"> Task-01 Service of Red Wine Task-02 Service of White/Rose Wine Task-03 Service of Sparkling Wines Task-04 Service of Fortified Wines <p>Service of Beer</p> <ul style="list-style-type: none"> Task-01 Service of Bottled & canned Beers Task-02 Service of Draught Beers 					
Mode of Evaluation	Internal and External Examinations				
Recommendation by Board of Studies on	6/2/2018				
Date of approval by the Academic Council	6/11/2018				

Course Outcome for HM3441

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the Bar's equipments, use into bars accessories & garnishes & Identify and use the different types of wines and its brands in the worlds which are used into Bars now days.	2	Em
CO2	Identify and use the different types of beers and its brands in the worlds which are used into Bars now days & Student will gain knowledge about the service of different types of wines.	1	Em
CO3	Student will gain knowledge about the service of different types of Beer & Student will gain knowledge about the service of Red Wine.	2	Em
CO4	Student will gain knowledge about the service of White and Rose Wine & Student will gain knowledge about the service of Sparklings Wine and Fortified Wines.	3	Em
CO5	Students will be able to service Bottled & Canned Beers & Students will be able to service Draught Beers	2	Em

CO-PO Mapping for HM3441

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	1	2	3	1	3	3	3	1	1	2	3	3	2
CO 2	2	3	3	2	2	2	1	2	3	3	3	2	2	1
CO 3	3	2	2	3	3	3	3	1	1	1	2	3	3	3
CO 4	1	3	2	1	2	1	2	1	2	3	3	1	1	1
CO 5	1	1	3	3	1	3	3	3	3	1	2	3	3	3
Avg	2	2	2.4	2.4	1.8	2.4	2.4	2	2	1.8	2.4	2.4	2.4	2

Course Code:HM3442	Title: Front Office – III Lab	L	T	P	C
		00	21		
Version No.	1.0				
Course Prerequisites	NIL				
Objectives	To impart fundamental knowledge of front office among students and to familiarize the students with day to day working atmosphere of front office dept. in hotels				
Expected Outcome	Students will be able to familiarize with day to day working atmosphere of front office dept. in hotels				
List of Practicals					
<ol style="list-style-type: none"> 1. Hot function keys 2. Create and update guest profiles 3. Send confirmation letters 4. Print registration cards 5. Make FIT reservation & group reservation, Make an Add-on reservation, Amend a reservation 6. Cancel a reservation-with deposit and without deposit 7. Process a reservation deposit 8. Pre-register a guest 9. Put message and locator for a guest 10. Check in a reserved guest, Check in day use, Check –in a walk-in guest 					
Mode of Evaluation	Internal and External Examinations				
Recommendation by Board of Studies on	6/2/2018				
Date of approval by the Academic Council	6/11/2018				

Course Outcome forHM3442

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to remember about various Function key and the shortcut key of the software & Students will be able to gain insights of the process of creating profile of guest and timely update it as and when required.	2	Em
CO2	Students will understand how to send confirmation via software Hotelogix and apply this knowledge in the hotel & Students will enable to print registration cards very easily, efficiently and understand the importance of registration card and understand	2	Em

	how to slot them alphabetically.		
CO3	Student will learn to understand and create a fresh reservation of Walk-in guest, Confirmed guest, make necessary amendments when asked for it and even cancel the reservation when guest doesn't show up in the reception counter & Students will be able to learn to cancel the reservation for an advance payment guest on their request, and transfer that account to no post account when requested by guest.	3	Em
CO4	Students will learn and apply to process the deposit made by the guest in the initial stage of booking a room & Students will learn about various stages of guest cycle, also gain various insights on the arrangement required for pre registering of a guest.	2	Em
CO5	Students will understand about passing on messages for the guest via Hotel software and how to use paging address system for locating the guest in the Hotel & Students will be able to understand and apply the knowledge of check in of a reserved guest, day use, walk out and various status of est.	1	Em

CO-PO Mapping for HM3442

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	1	_	2	1	2	1	_	1	2	3	_	2	_
CO 2	1	3	2	2	2	2	2	2	2	1	1	2	1	3
CO 3	1	3	2	2	2	2	2	2	2	1	2	3	1	3
CO 4	2	3	2	2	2	2	2	3	3	_	3	2	2	2
CO 5	2	2	2	2	1	2	2	2	2	1	2	1	3	3
Avg	1.8	2.4	1.6	2	1.6	2.2	1.8	1.8	2	1.2	1.6	1.6	1.8	2.2



Course Code: HM3443	Title: Housekeeping – III Lab	L 0	T 0	P 2	C 1
Version No.	1.0				
Course Prerequisites	NIL				
Objectives	To impart fundamental knowledge of housekeeping among students and to familiarize the students with day to day working atmosphere of housekeeping dept. in hotels				
Expected Outcome	Students will be able to familiarize with day to day working atmosphere of housekeeping dept. in hotels				
List of Practicals					
1.Layout of Linen Room 2.Layout of Uniform Room 3.Layout of Laundry 4.Laundry Machinery and Equipment 5.Stain Removal 6.Flower Arrangement 7.Selection and Designing of Uniforms 8.Identification of fabrics 9. Valet Service. 10.Dry Cleaning					
Mode of Evaluation	Internal and External Examinations				
Recommendation by Board of Studies on	6/2/2018				
Date of approval by the Academic Council	6/11/2018				

Course Outcome for HM3443

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the layout of Linen room and various activities performed in Linen room & Students will be able to understand the layout of uniform room and various uniforms used in hotels.	2	Em
CO2	Students will be able to understand the layout of laundry & Students will get the knowledge of various equipment and machinery used in laundry and their use in laundry.	2	Em
CO3	Students will get the knowledge of various stain removal chemicals used for treatment of different types of stains & Students will be able to do various flower arrangements used in hotels.	3	Em
CO4	Students will be able to understand the procedure of selecting and designing of various uniforms for hotel staff & Students will be able to do Identification of various types of fabrics used in housekeeping.	2	Em
CO5	Students will have the knowledge of valet service provided by hotels to their guests & Students will be able to do dry cleaning of different types of fabrics and they will understand the procedure of Dry-cleaning.	1	Em

CO-PO Mapping for HM3443

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	3	2	3	2	2	3	2	3	1	3	_	2	_
CO 2	3	2	_	2	_	2	3	_	2	2	1	2	1	3
CO 3	3	3	2	2	2	2	3	2	3	3	2	3	1	3
CO 4	2	3	1	2	3	2	2	3	2	_	3	2	2	2
CO 5	2	2	2	1	2	2	3	3	2	2	1	1	3	3
Avg	1.8	2.4	1.6	2	1.6	2.2	1.8	1.8	2	1.2	1.6	1.6	1.8	2.2

HM3405	Title: Research Methodology	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart an overview of entire research and to make students familiar with the research methodology.	
Expected Outcome	Students will be able to familiarize with the research methods and design.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Introduction to Research methodology	6
Meaning and objectives of Research ,Types of Research ,Research Approaches Significance of Research ,Research methods vs. Methodology ,Research Process ,Criteria of Good Research		
Unit II	Research Design	7
Meaning and Need for Research Design ,Features and important concepts relating to research design ,Different Research design ,Important Experimental Designs		
Unit III	Sample Design	6
Censure and sample Survey ,Implication of Sample design, Steps in sampling design ,Criteria for selecting a sampling procedure, Characteristics of a good sample design ,Different types of Sample design, Measurement Scales ,Important scaling Techniques		
Unit IV	Methods of Data Collection	5
Collection of Primary Data ,Collection through Questionnaire and schedule collection of secondary data,Difference in Questionnaire and schedule ,Different methods to collect secondary data		
Unit V	Data Analysis Interpretation And Presentation Techniques	5
Hypothesis Testing ,Basic concepts concerning Hypothesis Testing ,Procedure and flow diagram for Hypothesis Testing ,Test of Significance ,Chi-Square Analysis ,Report Presentation Techniques		
Text Books	D K Bhattacharyya :-Research Methodology:	
Reference Books	C.R.KOTHAR: Research Methodology V VKhazode: Research Methodology	
Mode of Evaluation	Internal and External Examination	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3405

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	To Understand basic concepts of research and its methodologies.	2	Em
CO2	To Propose and distinguish appropriate research designs and methodologies to apply to a specific research project	3	Em
CO3	To identify and discuss the concepts and procedures of sampling.	2	Em
CO4	To identify and discuss the concepts and procedures of data collection, analysis and reporting.	2	Em
CO5	To carry out collection and interpretation of data, testing of hypothesis and use of statistical techniques	1	Em

CO-PO Mapping for HM3405

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	3	_	2	2	2	1	_	3	2	2	_	2	_
CO 2	2	3	_	2	3	2	3	1	2	1	1	2	1	3
CO 3	3	3	1	2	3	2	3	1	2	2	1	3	1	3
CO 4	3	3	3	2	2	2	2	2	2	2	2	2	2	2
CO 5	2	3	3	3	2	2	2	2	2	2	2	1	3	3
Avg	2.6	3	1.4	2.2	2.4	2	2.2	1.2	2.2	1.8	1.6	1.6	1.8	2.2

CY3205	Title: Environmental Studies	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	Nil	
Objectives	Creating awareness among engineering students about the importance of environment, the effect of technology on the environment and ecological balance is the prime aim of the course.	
Expected Outcome	Students will understand the transnational character of environmental problems and ways of addressing them, including interactions across local to global scales.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Introduction to Environmental studies & Ecosystems	5
Multidisciplinary nature of environmental studies, Scope and importance, Need for public awareness. Concept, Structure and function of an ecosystem, Energy flow in an ecosystem: food chains, food webs and ecological pyramids. Examples of various ecosystems such as: Forest, Grassland, Desert, Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)		
Unit II	Natural Resources: Renewable & Non-renewable resources	5
Land as a resource, land degradation, landslides (natural & man-induced), soil erosion and desertification. Forests & forest resources: Use and over-exploitation, deforestation. Impacts of deforestation, mining, dam building on environment and forests. Resettlement and rehabilitation of project affected persons; problems and concerns with examples. Water resources: Use and over-exploitation of surface and ground water, floods, drought, conflicts over water (international & inter-state). Food resources: World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems with examples. Energy resources: Renewable and non renewable energy sources, use of alternate energy sources, growing energy needs.		
Unit III	Biodiversity & Conservation	5
Levels of biological diversity: genetic, species and ecosystem diversity. Bio geographic zones of India. Ecosystem and biodiversity services. Biodiversity patterns and global biodiversity hot spots, India as a mega-biodiversity nation; Endangered and endemic species of India. Threats to biodiversity: Habitat loss, poaching of wildlife, man-wildlife conflicts, biological invasions. Conservation of biodiversity: In-situ and Ex-situ conservation.		
Unit IV	Environmental Pollution	4
Environmental pollution and its types. Causes, effects and control measures of :a) Air pollution b) Water pollution – freshwater and marine c) Soil pollution d) Noise pollution e) Thermal pollution Nuclear hazards and human health risks, Solid waste management: Control measures of urban and industrial waste.		
Unit V	Environmental Policies & Practices	5
Concept of sustainability and sustainable development. Water conservation & watershed management. Climate change, global warming, acid rain, ozone layer depletion. Disaster management: floods, earthquake, cyclones and landslides. Wasteland reclamation. 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 enforcement of environmental legislation. Environment: rights and duties. Population growth. Field work Visit to a local polluted site-Urban/Rural/Industrial/Agricultural , Study of simple ecosystems-pond, river, hill slopes, etc.		
Text Books	1. Bharucha. E, <u>Textbook of Environmental Studies for Undergraduate Courses</u> .	
Reference Books	1. Kaushik Anubha, Kaushik C P, Perspectives in Environmental Studies New Age Publication	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for CY3205

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the multidisciplinary nature of environment and Ecosystem, Scope and importance of Ecosystem and energy flow in an Ecosystem.	2	Em
CO2	Students will be able to understand the importance of Natural resources , renewable and non-renewable resources.	3	Em
CO3	Students will be able to understand the levels of biological diversity, bio geographic zones of India and different threats to biodiversity	2	Em
CO4	Students will be able to understand the environmental pollution and its types a) Air pollution b) Water pollution – freshwater and marine c) Soil pollution d) Noise pollution e) Thermal pollution and Solid waste management	2	Em
CO5	Students will be able to understand the Concept of sustainability and sustainable development, Water conservation, disaster management and Environment Protection Act.	1	Em

CO-PO Mapping for CY3205

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0)											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	3	_	2	2	2	1	_	3	2	2	_	2	_
CO 2	2	3	_	2	3	2	3	1	2	1	1	2	1	3
CO 3	3	3	1	2	3	2	3	1	2	2	1	3	1	3
CO 4	3	3	3	2	2	2	2	2	2	2	2	2	2	2
CO 5	2	3	3	3	2	2	2	2	2	2	2	1	3	3
Avg	2.6	3	1.4	2.2	2.4	2	2.2	1.2	2.2	1.8	1.6	1.6	1.8	2.2

HM3406	Title: Garde Manger	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart an overview of entire Gardemanger department and to make students familiar with the working procedures and skill required in managing this department.	
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing this department	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Introduction	6
Meaning of Grade manger., Organizational Staff of GradeManger, Quality, Storage Handling		
Unit II	Salad & Dressings	7
Cold Sauces, Vinaigrettes, Dairy Sauces, Salsas. Simple Salads, Complex Salads, Produce Purchasing, Receiving and Storage		
Unit III	Basic Knife Cuts	6
Brunoise, Batonnet, Julienne, Paysanne etc.		
Unit IV	Cold Sauces & Hors D'oeuvres	5
Salsa, Coulis, Chutneys, Relishes, Appetizers, Canapés		
Unit V	Pates and Mousses	5
Pates and Mousses, Charcuterie-a. Sausage Making b. Galantine, Roulade c. Pate en Croute d. Terrines e. Smoking f. Short Curing IX. Buffet -a. Set-up b. Menu Design c. Organization d. Execution		
Text Books	1. K Arora, Theory of Cookery Publisher: Frank Brothers	
Reference Books	1. M J Leto & W K H Bode Larder Chef Publisher: Butterworth-Heinemann 2. Philip E. Thangam, Modern Cookery (Vol-I) Publisher: Orient Longman	
Mode of Evaluation	Internal and External Examination	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3406

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the meaning of Garde Manger and various staff of Garde Manger section.	2	Em
CO2	Students will be aware about various types of Salads & cold dishes prepared in Garde manger section and understand the types of salads preparation in the department.	3	Em
CO3	Students will be able to get the knowledge of various types of cuts using preparation of cold dishes in Garde Manger section.	2	Em
CO4	Students will get the knowledge of cold sauces preparations and various types of Hors D' oeuvres used in Garde Manger.	2	Em
CO5	Students will be able to understand the meaning of cold buffet and able to know about Pates and Mousses.	1	Em

CO-PO Mapping for HM3406

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	2	2	2	_	2	3	_	2	2	1	_	2	_
CO 2	3	3	_	2	2	2	3	2	3	3	2	2	1	3
CO 3	2	3	3	2	3	2	2	3	2	_	3	3	1	3
CO 4	2	2	1	1	2	2	3	3	2	2	2	2	2	2
CO 5	2	3	2	3	2	2	3	2	3	1	3	1	3	3
Avg	2.4	2.6	1.6	2	1.8	2	2.8	2	2.4	1.6	2.2	1.6	1.8	2.2

HM3407	Title: Hospital Catering	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart an overview of entire catering service department and to make students familiar with the working procedures and skill required in managing this department.	
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing this department	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Catering industry- definition & classification of food service in situations.	6
Introduction. Classification of food service institutions according to, Function: Profit oriented, service oriented and public health facility oriented, Processing method: Conventional system, commissary system and fast food service systems, Service of food: Self service, tray service and waiter-waitress service		
Unit II	Floor planning and layout. Characteristics of typical food service facilities.	7
Floor planning and layout, Characteristics of typical food service facilities, Menu planning in Hospital Catering		
Unit III	Food & Beverage Service Personnel in Hospital	6
Food & Beverage Service Organization in Hospital, Job Descriptions & Job Specifications of F& B Service Staff in Hospital, Attitude & Attributes of Food & Beverage personnel, competencies, Basic Etiquettes for catering staff, Interdepartmental relationship.		
Unit IV	Hospital Catering Process	5
Planning the service, Delivering the service, Monitoring the service, Costing of catering services		
Unit V	Food Management and Processing	5
Food management & processing, Dietary service Management, Challenges and Remedial measures in managing catering services		
Text Books	<ul style="list-style-type: none"> • Food & Beverage Services; Hodder & Stoughton Educational. • A.J.Curry The Waiter • John Fuller, Hutchinson Modern Restaurant Service 	
Reference Books	<ul style="list-style-type: none"> • Andrews Sudhir: Food & Beverage Service Training Manual; Tata McGraw Hill. • John Fuller Essential Table Service for Restaurants 	
Mode of Evaluation	Internal and External Examination	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3407

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Student will be able to Catering industry and his definition & classification and also information about the Processing method of food & importance for Hospital catering.	2	Em
CO2	Students will be able to know about the Floor planning and layout & also information about the Menu planning in Hospital Catering.	3	Em
CO3	Students will be able to know about the Job Descriptions & Job Specifications of hospital carting & also information Attitude & Attributes of Food & Beverage personnel.	2	Em
CO4	Student will gain knowledge about the Planning the service & also information about the service of food to the hospital catering. During this topic we information the Hospital Catering Process.	2	Em
CO5	Students will be aware with the study of Food Management and Processing & also information about the HACCP Roll for food processing & students will know about the Challenges and Remedial of Hospital catering.	1	Em

CO-PO Mapping for HM3407

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	2	2	2	–	2	3	–	2	2	1	–	2	–
CO 2	3	3	–	2	2	2	3	2	3	3	2	2	1	3
CO 3	2	3	3	2	3	2	2	3	2	–	3	3	1	3
CO 4	2	2	1	1	2	2	3	3	2	2	2	2	2	2
CO 5	2	3	2	3	2	2	3	2	3	1	3	1	3	3
Avg	2.4	2.6	1.6	2	1.8	2	2.8	2	2.4	1.6	2.2	1.6	1.8	2.2

HM3408	Title:Concierge	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart an overview of entire concierge department and to make students familiar with the working procedures and skill required in managing this department.	
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing this department	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	An Introduction	6
Emerging Needs for Your Services, The Growing Need for Your Services		
Unit II	Target Market	7
Identify and Know Your Market, Knowing and Understanding Your Target Market		
Unit III	Standards of Professionalism	6
Standards of Professionalism, Professionalism and Good Manners		
Unit IV	Errand Service Business	5
Emergency in Errand Service Business, Business Philosophy, Starting Errand Service Business		
Unit V	Costs & Services	5
Text Books	<ol style="list-style-type: none"> 1. Sudhir Andrews Front Office Training manual –. Publisher: Tata Mac Graw Hill 2. S.K Bhatnagar Front office Operation -Publisher: Frank Brothers 	
Reference Books	<ol style="list-style-type: none"> 1. Kasavana& Brooks Educational Institution Managing Front Office Operations 2. Ahmed Ismail (Thomson Delmar).Front Office – operations and management 3. Michael Kasavana&Cahell.Managing Computers in Hospitality Industry 	
Mode of Evaluation	Internal and External Examination	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3408

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to get the knowledge of concierge services provided by Hotels	2	Em
CO2	Students will be able to understand the Target market of Hospitality industry	3	Em
CO3	Students will get knowledge of standards of professionalism and will get to know about good maners.	2	Em
CO4	Students will be able to understand and get knowledg about Errand Service Businesses.	2	Em
CO5	Students will be able to get knowledge about various types of costs and services provided by concierg section.	1	Em

CO-PO Mapping for HM3408

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	2	_	2	_	2	3	_	2	2	1	_	2	_
CO 2	3	3	_	2	2	2	3	2	3	3	2	2	1	3
CO 3	2	3	2	2	3	2	2	3	2	_	3	3	1	3
CO 4	2	2	2	1	2	2	3	2	2	2	1	2	2	2
CO 5	2	3	2	3	2	2	3	2	3	1	3	1	3	3
Avg	2.4	2.6	1.2	2	1.8	2	2.8	1.8	2.4	1.6	2	1.6	1.8	2.2

HM3409	Title:Housekeeping- Mall and Amusement Park	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart an overview of entire Housekeeping department and to make students familiar with the working procedures and skill required in managing this department.	
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing this department	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Introduction	6
A brief history of shopping mall and amusement Park, Major Amusement park and malls in India & abroad, Contribution towards economic growth, Current trends & future scenario. Career prospective in Shopping mall and Amusement Park.		
Unit II	Housekeeping Services	7
Decoration during various occasions, Issuing supplies and amenities Cleaning and maintenance of different areas, Interior design and decoration of lightening and fixtures.		
Unit III	Housekeeping Operations	6
Role of housekeeping in malls & amusement park, Housekeeping personnel in malls and amusement parks, Cleaning agents and equipment used in malls and amusement parks, Housekeeping activities in mall and Amusement park		
Unit IV	Housekeeping Areas In Mall & Amusement Park	5
Rest Room, High touch area, Elevators, Entrance and Exit Points, Hard surface, Floor Cleaning, Food Service area Cleaning, Concession stand		
Unit V	Hygiene & Work Safety	5
Importance of Personnel Hygiene and Grooming, Pest control. Eco- Friendly Garbage disposal Method, Accidents and Basic First Aid.		
Text Books	1. Sudhir Andrews Housekeeping Training Manual –Tata McGraw Hills.	
Reference Books	1.Brenscon&Lanox ;Hotel, Hostel & Hospital Housekeeping 2.Raghubalan Hotel Housekeeping Operations & Management , Oxford University Press	
Mode of Evaluation	Internal and External Examination	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3409

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the brief history of Shopping malls and amusement parks and also get the knowledge of major Shopping malls and Amusement Parks in India and Abrod.	2	Em
CO2	Students will be get the knowledge, how to decorate the vanue for the special occasions, issue supplies and amenities and decorate the interior for occasions.	3	Em
CO3	Students will understand the role of Housekeeping personnel in Shopping mall and Amusements parks, working environment in Amusement parks, various types of cleaning agents and equipment used for cleaning.	2	Em
CO4	Students will be able to know about various Housekeeping areas of shoping malls and Amusement parks for which housekeeping section is responsible.	2	Em
CO5	Students will be able to understand the importance of personal hygiene and personal safety at Shopping malls and Amusement Parks.	1	Em

CO-PO Mapping for HM3409

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	3	2	2	2	2	1	_	3	2	2	_	2	_
CO 2	2	2	_	2	3	2	3	1	2	1	2	2	1	3
CO 3	3	3	2	2	3	2	3	1	2	2	1	3	1	3
CO 4	3	3	2	2	2	2	2	2	2	1	2	2	2	2
CO 5	2	2	1	2	2	2	2	2	2	2	2	1	3	3
Avg	2.4	2.6	1.4	2	2.4	2	2.2	1.2	2.2	1.6	1.8	1.6	1.8	2.2

VP3413	Title: Hotel & Hospitality Communication-I	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To familiarize the students with the Basic communication skill required in Hospitality Industry.	
Expected Outcome	Students will be able to familiarize with basic English to Interact with guests in Hospitality Sector.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Personality Enrichment	6
Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language, Art of good Conversation, Art of Intelligent Listening		
Unit II	Etiquettes & Manners	5
Social & Business Dining Etiquettes, Social & Travel Etiquettes		
Unit III	Personality Development Strategies & Interpersonal Skills	7
Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of 'Small Talk' before serious business, Dealing with seniors, colleagues, juniors, customers, suppliers, contract workers, owners etc at work place		
Unit IV	Group Discussion & Telephone conversation	6
Team Behavior, how to effectively conduct yourself during GD, do's and don'ts, clarity of thoughts and its expression, Thumb rules, voice modulation, tone, do's & don'ts, manners and accent		
Unit V	Presentation & Electronic Communication Techniques	5
Presentation skills, seminars skills role – plays, E mail, Fax,		
Text Books	3. Sharma, R.C. and Mohan K Business Correspondence and Report Writing". Publisher: Tata McGraw Hill 1994 4. K.K.Sinha Business Communication	
Reference Books	4. Lynn Van Der Wagen Communications in Tourism & Hospitality- Publisher: Hospitality Press 5. Lesikar & Flatley Basic Business Communication, Publisher Tata McGraw Hills 6. Hynes Managerial Communication by Publisher: M. Hill	
Mode of Evaluation	Internal and External Examination	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for VP3413

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be learn about grooming, dinning etiquettes, body language, Social and Business, Art of good Conversation, Art of Intelligent Listening apply them after entering into the industry.	2	Em
CO2	Students will be able to understand about travel etiquettes, manner to behave in social gatherings.	3	Em
CO3	Students will be able to learn and understand and apply Communication, Presentation Skills, Public Speaking, Extempore Speaking, importance and art of ‘Small Talk’ before serious business, Dealing with seniors, colleagues, juniors, customers, suppliers etc	2	Em
CO4	Students will get the knowledge of Team Behavior, how to effectively conduct yourself during GD, Do’s and Don’ts, clarity of thoughts and its expression, Thumb rules, voice modulation, tone, do’s & don’ts, manners and accent and apply it in industry	2	Em
CO5	Students will learn, understand apply Presentation skills, seminar’s skills role – plays, E mail, Fax,	1	Em

CO-PO Mapping for VP3413

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	_	3	2	2	2	2	2	3	2	3	2	_	2	_
CO 2	1	2	2	1	2	2	_	3	2	1	2	2	1	3
CO 3	1	2	_	3	1	2	2	1	2	2	2	3	1	3
CO 4	2	2	1	2	1	2	2	2	2	3	2	2	2	2
CO 5	2	2	2	2	2	2	2	2	2	2	2	1	3	3
Avg	1.2	2.2	1.4	2	1.6	2	1.6	2.2	2	2.2	2	1.6	1.8	2.2

SEMESTER 5 Year -3

HM3501	Title: Regional Cuisines of India -I	L T P C 4 0 0 4
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about Regional Cuisines of India	
Expected Outcome	Students will be able to familiarize with Regional Cuisines of India	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Cuisines of Kashmir, Himachal & Uttarakhand	7
Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods.		
Unit II	Cuisines of Punjab, Haryana & Delhi	6
Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods.		
Unit III	Cuisines of Rajasthan	5
Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods		
Unit IV	Cuisines of Gujarat	5
Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods		
Unit V	Cuisines of Maharashtra & Goa	6
Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods		
Text Books	<ol style="list-style-type: none"> Quantity Food Production Op. and Indian Cuisine – Parvinder S Bali, Oxford University Press A Taste of India By Madhur Jafferey - John Wiley & Sons Food of Haryana: The Great Chutneys – Dr Ashish Dahiya, University Press, MDU Indian Gastronomy – Manjit Gill, DK Publishers Food of Haryana: The Great Desserts – Dr Ashish Dahiya, University Press, MDU, Punjabi Cuisine – Manjit Gill My Great India Cook Book – Vikas Khanna 	
Reference Books	<ol style="list-style-type: none"> Modern Cookery (Vol –I) By Philip E. Thangam, Publishers: OrientLongman Practical Cookery By Kinton & Cessarani Theory of Cookery By K Arora, Publisher: FrankBrothers 	
Mode of Evaluation	Internal and External Examinations	

Recommendation by Board of Studies on	6/2/2018
Date of approval by the Academic Council	6/11/2018

Course Outcome for HM3501

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the brief history of Kashmiri, Himanchali and Uttarakhand Cuisines, staple food of the state and special dishes prepared during festivals and special occasions.	2	Em
CO2	Students will be able to understand the brief history of Punjabi cuisine, Haryana and Delhi Cuisines, staple food of the state and special dishes prepared during festivals and special occasions.	3	Em
CO3	Students will be able to understand the brief history of Rajasthani cuisine, staple food or special ingredients grown and used in the cuisine of the state and special dishes prepared during festivals and special occasions.	2	Em
CO4	Students will be able to understand the brief history of Gujrati cuisine, staple food or special ingredients grown and used in the cuisine of the state and special dishes prepared during festivals and special occasions.	1	Em
CO5	Students will be able to understand the brief history of Maharashtrian cuisine and Goa, staple food of the state and special equipments used for preparing food, special dishes prepared during festivals and special occasions.	2	Em

CO-PO Mapping for HM3501

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	1	2	3	1	1	2	3	3	2	1	3	2	1
CO 2	2	3	3	1	3	2	1	1	2	1	2	1	1	3
CO 3	3	2	2	3	1	1	3	3	3	2	1	3	2	2
CO 4	1	3	3	2	2	3	1	2	2	3	3	2	3	3
CO 5	3	1	1	3	1	1	2	3	3	2	1	3	3	1
Avg	2.4	2	2.2	2.4	1.6	1.6	1.8	2.4	2.6	2	1.6	2.4	2.2	2

HM3502	Title: Food & Beverage Service Management I	L T P C 4 0 0 4
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about distilled sprits	
Expected Outcome	Students will be able to familiarize with distilled sprits	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Spirits ,Whisky	7
Introduction to Spirits, Whisky - Types, Production, Brands Indian and International & Service.		
Unit II	Brandy &Rum	6
Types, Production, Brands Indian and International & Service		
Unit III	Vodka, Gin	5
Types, Production, Brands Indian and International & Service		
Unit IV	Tequila	5
Types, Production, Brands Indian and International & Service		
Unit V	Liqueurs	6
Types, Production, Brands & Service – Indian andInternational		
Text Books	<ol style="list-style-type: none"> 1. Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS 2. Food & Beverage Service Management- Brian Varghese 3. Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill. 4. Introduction F& B Service – Brown, Heppner & Deegan 	
Reference Books	<ol style="list-style-type: none"> 1. Menu Planning – Jaks Kivela, Hospitality Press 2. Modern Restaurant Service – John Fuller, Hutchinson 3. Professional Food & Beverage Service Management – Brian Varghese 4. The Restaurant (From Concept to Opertion) 5. The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi 	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3502

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the importance of Spirits & Whisky, types of spirits and brands of Indian & International spirits.	1	Em
CO2	Students will get the knowledge of Brandy & Rum, types of Rum & Brandy, brands of Indian & International Rum and Brandy.	2	Em
CO3	Students will get the knowledge of Vodka & Gin, types of Vodka & Gin, brands of Indian & International Vodka & Gin.	2	Em
CO4	Students will gain knowledge of Tequila, Production of Tequila, Indian & International Brands of Tequila and service of Tequila	1	Em
CO5	Students will get information about various liqueurs, Indian & International brands of liqueurs, service of Liqueurs.	3	Em

CO-PO Mapping for HM3502

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	1	3	1	3	1	2	1	2	3	1	3	2	3	1
CO 2	3	2	2	2	3	1	2	3	2	2	1	3	2	1
CO 3	2	3	3	3	2	2	1	1	3	1	3	1	3	3
CO 4	3	1	3	1	2	3	2	3	1	2	2	2	1	2
CO 5	2	3	2	3	1	3	1	1	3	3	1	2	3	3
Avg	2.2	2.4	2.2	2.4	1.8	2.2	1.4	2	2.4	1.8	2	2	2.4	2

HM3503	Title: Accommodation Operations I	L T P C 4 0 0 4
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about housekeeping supervision, budgeting and front office operations	
Expected Outcome	Students will be able to familiarize with housekeeping and front office operation	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Housekeeping Supervision	7
Importance of inspection, Check- list for inspection, Typical areas usually neglected where special attention is required, Self- supervision techniques for cleaning staff, Degree of discretion/ delegation to cleaning staff., staffing matrix, duty rosters, staff appraisals.		
Unit II	Planning Trends in Housekeeping	6
Planning Guest rooms, Bathrooms, Suites, Lounges, landscaping, planning for the provision of Leisure facilities for the guest, Boutique hotel concept. Planning and Organizing in the House Keeping: Area Inventory list, Frequency schedules, Performance standards, Productivity Standards, Inventory Levels, Standard Operating Procedures & Manuals, Job Allocation, Manpower Planning, Planning dutyroster.		
Unit III	Budgeting	5
Budget and budgetary controls, The budget process, Planning capital budget, Planning operation budget, Operating budget – controlling expenses – income statement, Purchasing systems – methods of buying, Stock records – issuing and control		
Unit IV	Planning and evaluating Front office operations	5
Setting Room Rates (Details/Calculations thereof) - Hubbart Formula, market condition approach & Thumb Rule - Types of discounted rates – corporate, rack etc, Forecasting techniques, Forecasting Room availability, Useful forecasting data % of walking• % of overstaying• % of under stay, Forecast formula, Types of forecast , Sample forecast forms, Factors for evaluating front office operations		
Unit V	Contract services	6
Types of contract services , Guidelines for hiring contract services , Advantages & disadvantages of contract services		
Text Books	<ol style="list-style-type: none"> 1. Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson 2. Hotel and Catering Studies – Ursula Jones 3. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox(ELBS) 4. Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc GrawHill 	
Reference Books	<ol style="list-style-type: none"> 1. House Keeping Management by Dr. D.K. Agarwal 2. House Keeping Management for Hostels, Rosemary Hurst, Heinemann 3. Housekeeping and Front Office – Jones 4. Housekeeping management – Margaret M. Leappa & Aleta Netschke 5. Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press 	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3503

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will understand about the supervision of various Housekeeping operations.	1	Em
CO2	Students will be able to understand the Planning of Housekeeping operations, Planning for Manpower, SOPs, planning duty rosters etc.	3	Em
CO3	Students will get knowledge about Housekeeping budget, Types of budget, purchasing system & stock records.	2	Em
CO4	Students will get knowledge about Hubbart formula used for planning and evaluating various front office operations, about forecasting and Thumb rules for various rates.	3	Em
CO5	Students will gain knowledge of Contract services used in Housekeeping operations.	2	Em

CO-PO Mapping for HM3503

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	3	2	2	1	1	1	2	2	1	2	1	3	2
CO 2	2	2	1	1	2	2	2	1	2	2	1	3	2	1
CO 3	3	1	3	2	1	1	1	2	1	1	3	1	1	2
CO 4	1	3	2	1	3	3	3	1	2	1	1	1	2	1
CO 5	3	2	1	2	1	1	2	3	1	3	2	2	1	3
Avg	2.4	2.2	1.8	1.6	1.6	1.6	1.8	1.8	1.6	1.6	1.8	1.6	1.8	1.8

HM3504	Title: Hospitality Law	L T P C 4 0 0 4
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about various laws related to hospitality industries.	
Related to Expected Outcome	Students will be able to familiarize with laws related to hospitality industries.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Introduction to Indian Hospitality & Related Laws in India	7
Introduction, Legal Perspectives, Key Issues, The legal requirements Prior and at the time of doing Hotel Business.		
Unit II	Laws Related to Hotel Operations in India	6
Doing Hotel Business in India, Business Contracts, Hotel Licenses and Regulations, Hotel Insurance		
Unit III	Laws Related to Employees, Guests, Public Health & Safety	5
Introduction and Overview of Labor Laws, Hospitality Laws, Public Health and Environmental Laws		
Unit IV	Laws Food & Beverage Services	5
Food Legislation and Liquor Licensing		
Unit V	Consumer Protection Laws Affecting Hotels	6
Credit Card Laws, Catering Contracts, No Smoking Laws, and Restriction in playing recorded music in guestrooms/ public areas.		
Text Books	1. Hotel Law by Amitabh Devendra , Oxford University Press	
Reference Books	1. Hotel & Tourism Laws by Jagmohan Negi 2. Related Guidelines & Reports from Ministry of Tourism, Govt of India	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3504

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the various hospitality related laws followed in India.	1	Em
CO2	Students will identify the various Laws related to the various hotel operations.	2	Em
CO3	Students will know about the various Laws for employees, Guests and public health & services followed in Hotels.	3	Em
CO4	Students will know about the various food & beverage service related laws.	2	Em
CO5	Students will be able to know about various consumer protection laws which affect Hotel operations.	1	Em

CO-PO Mapping for HM3504

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	3	2	1	3	_	2	3	2	3	2	3	2	3
CO 2	2	3	2	1	3	1	2	3	2	3	3	1	2	1
CO 3	2	3	2	2	3	3	2	3	2	3	3	3	3	3
CO 4	3	3	2	1	3	3	2	3	2	3	2	2	2	2
CO 5	2	3	2	2	3	3	2	3	2	3	3	3	3	3
Avg	2.2	3	2	1.4	3	2	2	3	2	3	2.6	2.4	2.4	2.4

VP3513	Title: Hospitality Marketing	L T P C 4 0 0 4
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about marketing in hospitality industry.	
Related to Expected Outcome	Students will be able to familiarize with marketing in hospitality industry.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Introduction to Marketing	7
Needs, Wants and Demands; Products and Services; Markets; Marketing; The Production Concept, The Product Concept, The Selling Concept, The Marketing Concept, The Societal Marketing Concept; The Marketing Process, Service Characteristic of Hospitality and Tourism Business		
Unit II	Marketing Environment, Consumer Markets and Consumer Buyer Behavior	6
Micro and Micro Environment, Characteristics, Factors Affecting Consumer Behaviour, Buying Decision Behaviour, The Buyer Decision Process.		
Unit III	Distribution Channels, Product Pricing and Services Strategy	5
Nature and Importance of Distribution System, Marketing Intermediaries, What is Product, Product Classification, Individual Product Decisions, Product Life Cycle and Approaches to hospitality service pricing.		
Unit IV	Integrated Marketing Communication	5
The Marketing Communications Mix, The Changing Face of Marketing Communications, Integrated Marketing Communications, Socially Responsible Marketing Communication.		
Unit V	Public Relations, Sales Promotions	6
Advertising, Sales Promotion, Public Relations, The Public Relation Process, Personnel Selling, Direct Marketing, Technology and its applications in Marketing.		
Text Books	<ol style="list-style-type: none"> 1. Services Marketing –Ravishankar 2. Foundation and Practices Marketing of Services – Strategies for Success, Harsh V. Verma, Professional Manager’s Library, Global BusinessPress 3. Marketing Management, Philip Kotler, Prentice – Hall of India, NewDelhi 	
Reference Books	<ol style="list-style-type: none"> 1. Marketing – Kerin, Hartley, Berkowitz and Rudelieu, TMH, NewDelhi 2. Marketing: Concepts and Cases – Etzel, Micael J, TMH, NewDelhi 3. Tourism Marketing – Manjula Chaudhary, Oxford UniversityPress 	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for VP3513

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the concept of marketing, Need and demands of Product and Services, Marketing process and service characteristics of Hospitality & Tourism.	1	Em
CO2	Students will get knowledge of Marketing environment, macro and micro environment, Factor affecting consumer behaviour and buyer decision process.	2	Em
CO3	Students will gain knowledge of Distribution channels, importance of distribution systems and Product life cycle (PLC).	1	Em
CO4	Students will identify Marketing communication mix, the changing face of marketing communications.	2	Em
CO5	Students will get the knowledge of Public relation process, and Sales promotions.	3	Em

CO-PO Mapping for VP3513

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	1	1	1	1	1	2	1	2	1	1	1	2	1	1
CO 2	1	2	1	2	3	1	3	1	2	3	2	1	3	3
CO 3	2	1	2	2	1	2	1	2	1	1	1	2	1	1
CO 4	3	3	3	3	2	1	1	1	1	2	2	3	2	2
CO 5	2	3	3	1	1	2	2	3	2	1	1	2	3	1
Avg	1.8	2	2	1.8	1.6	1.6	1.4	1.8	1.4	1.6	1.4	2	2	1.6

Course Code: HM3540	Title: Regional Cuisines of India I Lab	L T P C 0 0 4 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart fundamental knowledge of regional foods of India.	
Expected Outcome	Students will be able to familiarize with day to day working atmosphere of food production dept. in hotels	
List of Practicals		
<p>1. Cuisines of Kashmir. Two Menus about 3-5 dishes per menu per state.</p> <p>2.Cuisines of Himachal Two Menus about 3-5 dishes per menu per state.</p> <p>3.Cuisines of Uttarakhand Two Menus about 3-5 dishes per menu per state.</p> <p>4.Cuisines of Punjab Two Menus about 3-5 dishes per menu per state.</p> <p>5.Cuisines of Haryana Two Menus about 3-5 dishes per menu per state</p> <p>6.Cuisines of Delhi Two Menus about 3-5 dishes per menu per state</p> <p>7.Cuisines of Rajasthan Two Menus about 3-5 dishes per menu per state</p> <p>8.Cuisines of Gujarat Two Menus about 3-5 dishes per menu per state</p> <p>9.Cuisines of Maharashtra Two Menus about 3-5 dishes per menu per state</p> <p>10.Cuisines of Goa Two Menus about 3-5 dishes per menu per state</p>		
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3540

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to prepare a complete menu of 4-5 dishes of Kashmiri Cuisine & Students will be able to prepare a complete menu of 4-5 dishes of Himanchali Cuisine	2	Em
CO2	Students will be able to prepare a complete menu of 4-5 dishes of Uttarakhand Cuisine & Students will be able to prepare a complete menu of 4-5 dishes of Punjabi Cuisine.	2	Em
CO3	Students will be able to prepare a complete menu of 4-5 dishes of Haryana Cuisine & Students will be able to prepare a complete menu of 4-5 dishes of Delhi Cuisine	3	Em
CO4	Students will be able to prepare a complete menu of 4-5 dishes of Rajasthani Cuisine & Students will be able to prepare a complete menu of 4-5 dishes of Gujarati Cuisine	2	Em
CO5	Students will be able to prepare a complete menu of 4-5 dishes of Maharashtrian Cuisine & Students will be able to prepare a complete menu of 4-5 dishes of Goa Cuisine	3	Em

CO-PO Mapping for HM3540

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	1	–	2	2	2	1	–	2	2	2	2	2	3
CO 2	1	3	2	2	2	2	2	2	2	2	3	3	3	2
CO 3	2	3	2	2	1	2	2	3	1	3	2	1	1	3
CO 4	2	2	2	2	2	2	–	2	2	3	2	2	3	1
CO 5	2	3	2	2	2	3	2	3	2	3	3	3	2	3
Avg	1.8	2.4	1.6	2	1.8	2.2	1.4	2	1.8	2.6	2.4	2.2	2.2	2.4

Course Code: HM3541	Title: Food & Beverage Service Management I Lab	L T P C 0 0 2 1
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart fundamental knowledge of regional foods of India.	
Expected Outcome	Students will be able to familiarize with day to day working atmosphere of food production dept. in hotels	
List of Practical's		
<ol style="list-style-type: none"> 1. Service of Alcoholic Beverages: Wines,Spirits. 2. Opening & closing of wines corks (Champagne, Red & Whitewines) 3. Service of Spirits &Liqueurs 4. Bar setup andoperations 5. Cocktail Mock tail Preparation, presentation andservice 6. Service of Cigars &cigarettes 7. Conduction Briefing/ De- Briefing for F & Boutlets 8. Service of Beer, Snake and Other Fermented & BrewedBeverages 9. Service of Sparkling, Aromatized, Fortified, StillWines. 10. Set up a table with Prepared Menu withwines 		
Mode of Evaluation	Internal and External Examinations	
Recomm endation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3541

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to serve Alcoholic beverages : Wines and Spirits & Students will understand how to open the corks of wine Botteles	2	Em
CO2	Students will be able to do service of Spirits & Liqueurs & Studets will be able to setup Bar.	1	Em
CO3	Students will be able to make cocktails & mocktails and Present the cocktails or mocktails to guest & Students will be able to serve Cigarettes & Cigars	2	Em
CO4	Students will conduct Briefing & Debriefing in F&B outlets & Students will get knowledge of service of Beer and Brewed beverages.	2	Em
CO5	Students will have knowledge of servicing of Sparkling, Fortified, Aromatized and Still wines & Students will be able to setup table with prepared menu and wines.	3	Em

CO-PO Mapping for HM3541

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO1 0	PO1 1	PSO 1	PSO 2	PSO 3
CO 1	3	1	2	3	2	3	2	3	3	3	3	1	3	3
CO 2	1	3	3	1	3	3	2	1	2	3	1	3	1	2
CO 3	3	2	1	1	1	2	3	3	3	2	3	2	3	3
CO 4	2	2	3	2	3	3	1	2	1	1	2	3	2	1
CO 5	3	1	1	3	1	2	1	3	3	3	3	3	3	3
Avg	2.4	1.8	2	2	2	2.6	1.8	2.4	2.4	2.4	2.4	2.4	2.4	2.4

Course Code: HM3542	Title: Accommodation Management I Lab	L T P C 0 0 2 1
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart fundamental knowledge of regional foods of India.	
Expected Outcome	Students will be able to familiarize with day to day working atmosphere of food production dept. in hotels	
List of Practicals		
<ol style="list-style-type: none"> 1. Preparing Guestroom 2. Public areachecklists 3. Preparing Duty Roasters, Understanding StaffMatrix. 4. Planning layouts of Guest Rooms. 5. Boutique hotels 6. PowerPoint's on salient features in respect to accommodation ofHotels. 7. Understanding Hotel AccommodationBudgets 8. Preparing for Interviews of Assistants as Supervisors and Facing SupervisorsInterviews. 9. Complete guest cycle process in Software. 10. Night Audit Process. 		
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3542

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to prepare guestrooms & Students will be able to check public area checklist.	1	Em
CO2	Students will get to know about preparing Duty Roaster & Students will get to know about Planning guestroom layouts.	2	Em
CO3	Students will know about the Boutique Hotels & Students will know about Power points on silent features in respect to accommodations in hotels	3	Em
CO4	Students will understand the Hotel budgeting & Students will get information about facing professional interviews.	2	Em
CO5	Students will get to know the complition of guest cycle in software & Students will be able to do Night auditing process.	3	Em

CO-PO Mapping for HM3542

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	3	2	1	3	_	2	3	2	3	2	1	3	3
CO 2	2	3	2	1	3	1	2	3	2	3	3	3	1	2
CO 3	2	3	2	2	3	2	2	3	2	3	3	2	3	3
CO 4	2	3	2	1	3	1	2	3	2	3	2	3	2	1
CO 5	2	3	2	2	3	2	2	3	2	3	3	3	3	3
Avg	2	3	2	1.4	3	1.2	2	3	2	3	2.6	2.4	2.4	2.4

CE3101	Title: Disaster Management	L T PC 2 0 0 2
Version No.	1.0	
Course Prerequisites	Nil	
Objectives	The course is intended to provide a general concept in the dimensions of disasters caused by nature beyond the human control as well as the disasters and environmental hazards induced by human activities with emphasis on disaster preparedness, response and recovery.	
Expected Outcome	Enhance the knowledge by providing existing models in risk reduction strategies to prevent major casualties during disaster.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit: 1	Introduction on Disaster	5
Different Types of Disaster : A) Natural Disaster: such as Flood, Cyclone, Earthquakes, Landslides etc B) Man-made Disaster: such as Fire, Industrial Pollution, Nuclear Disaster, Biological Disasters, Accidents (Air, Sea, Rail and Road), Structural failures(Building and Bridge), War and Terrorism etc. Causes, effects and practical examples for all disasters.		
Unit II	Risk and Vulnerability Analysis	4
Risk: Its concept and analysis 2. Risk Reduction 3. Vulnerability: Its concept and analysis 4. Strategic Development for Vulnerability Reduction		
Unit III	Disaster Preparedness	5
Disaster Preparedness: Concept and Nature, Disaster Preparedness Plan Prediction, Early Warnings and Safety Measures of Disaster. Role of Information, Education, Communication, and Training, . Role of Government, International and NGO Bodies. . Role of IT in Disaster Preparedness. Role of Engineers on Disaster Management.		
Unit IV	Disaster Response	5
Introduction Disaster Response Plan Communication, Participation, and Activation of Emergency Preparedness Plan Search, Rescue, Evacuation and Logistic Management Role of Government, International and NGO Bodies Psychological Response and Management (Trauma, Stress, Rumor and Panic). Relief and Recovery Medical Health Response to Different Disasters		
Unit V	Rehabilitation, Reconstruction and Recovery	5
Reconstruction and Rehabilitation as a Means of Development. Damage Assessment Post Disaster effects and Remedial Measures. Creation of Long-term Job Opportunities and Livelihood Options, Disaster Resistant House Construction Sanitation and Hygiene Education and Awareness, Dealing with Victims' Psychology, Long-term Counter Disaster Planning Role of Educational Institute.		
Text Books	1. Bhattacharya, Disaster Science and Management, McGraw Hill Education Pvt. Ltd.	
Reference Books	1. Dr. Mrinalini Pandey, Disaster Management, Wiley India Pvt.Ltd. 2. Jagbir Singh, Disaster Management: Future Challenges and Opportunities, KW Publishers Pvt.Ltd.	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for CE3101

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	To learn about the disasters caused by nature and human activities and its types	1	Em
CO2	To understand the concept of risk and vulnerability analysis	2	Em
CO3	To understand about the disaster preparedness	3	Em
CO4	To understand the concept of disaster response	2	Em
CO5	To understand about the rehabilitation, reconstruction and recovery for disaster management	3	Em

CO-PO Mapping for CE3101

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO1 0	PO1 1	PSO 1	PSO 2	PSO 3
CO 1	2	3	2	1	2	–	2	3	2	–	2	3	2	2
CO 2	2	3	2	1	2	2	2	3	2	–	3	2	2	2
CO 3	2	2	2	2	2	1	2	3	2	2	3	1	2	2
CO 4	2	3	2	–	2	2	2	3	2	2	2	1	2	2
CO 5	2	2	2	2	2	1	2	3	2	2	3	2	2	2
Avg	2	2.6	2	1.2	2	1.2	2	3	2	1.2	2.6	1.8	2	2

SEMESTER 6 Year -3

HM3601	Title: Regional Cuisines of India -II	L T P C 4 0 0 4
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about Regional Cuisines of India	
Expected Outcome	Students will be able to familiarize with Regional Cuisines of India	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Cuisines of Andhra Pradesh, Tamil Nadu & Kerala	7
Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods.		
Unit II	Cuisines of Awadh	6
Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods.		
Unit III	Cuisines of Bengal & Odisha	5
Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods		
Unit IV	Indian Sweets & Desserts	5
Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features , Key Ingredients, Popular Sweets, Seasonal Sweets, Special Equipments, Specialities during Festivals and Other Occasions.		
Unit V	Food of India	6
Jain Food, Parsi Food, Home Style Cooking, Tandoori Foods, Dum Style of Cooking, Traditional Cooking Delights, North Eastern Indian Foods, Food of Madhya Pradesh		
Text Books	<ol style="list-style-type: none"> Quantity Food Production Op. and Indian Cuisine – Parvinder S Bali, Oxford University Press A Taste of India By Madhur Jafferey - John Wiley & Sons Indian Gastronomy – Manjit Gill, DK Publishers Food of Haryana: The Great Desserts – Dr Ashish Dahiya, University Press, MDU 	
Reference Books	<ol style="list-style-type: none"> The Essential Kerala Cookbook Paperback by Vijayan Kannampill My Great India Cook Book – Vikas Khanna Modern Cookery (Vol –I) By Philip E. Thangam, Publishers: Orient Longman Practical Cookery By Kinton & Cessarani 	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3601

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the cuisine of Andhra Pradesh, Tamil Nadu & Kerala. They will learn and get knowledge of different types of food preparations and various traditional equipment used in cuisine.	2	Em
CO2	Understand the cuisine of Awadh. They will learn and get knowledge of different types of food preparations, Geographical prospective of the region and traditional equipment used for cuisine. They will be informed about the staple diet, community foods or foods prepared during special occasions.	1	Em
CO3	Understand the cuisine of Bengal and Odisha. They will learn and get knowledge of different types of food preparations, Geographical prospective of the region and traditional equipment used for cuisine. They will be informed about the staple diet, community foods or foods prepared during special occasions.	1	Em
CO4	Get the knowledge of various Sweets & Desserts of India. Students will learn about the famous sweets and desserts of different regions of India and also able to prepare the popular sweets and desserts.	2	Em
CO5	Understand the food of India, various community food and its importance in Indian Cuisine, various style of cooking Indian food	2	Em

CO-PO Mapping for HM3601

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	3	1	3	1	1	1	1	2	2	3	1	2	3
CO 2	2	1	2	1	3	2	1	2	1	3	1	3	1	1
CO 3	3	3	2	3	1	3	2	2	2	1	3	1	2	2
CO 4	1	1	3	3	2	2	1	3	1	3	3	2	3	1
CO 5	2	2	2	1	2	1	2	2	2	1	2	1	2	2
Avg	2.2	2	2	2.2	1.8	1.8	1.4	2	1.6	2	2.4	1.6	2	1.8

HM3602	Title: Food & Beverage Service Management II	L T P C 4 0 0 4
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about bar management and control of Food & Beverage in hospitality sectors.	
Expected Outcome	Students will be able to familiarize with bar management and control of food and beverage.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	The Beverage Industry`	7
Introduction, Yesterday & Today, Responsible Alcohol Service, Creating and Maintaining a Bar Business, Sanitation and Bar Setup, Legal Aspects, Professional Services		
Unit II	Bar Management	6
Introduction, Purchasing, Storing, Receiving, Issuing; Controlling, marketing Beverage Products Responsibly, Employee Management, Art of Mixology, Planning for Profits, Bar Menus		
Unit III	Food & Beverage Control	5
Definition of control, Objectives of F & B control, F & B control cycle, Problems in F & B control, Methodology of F & B control, Personnel management in F & B control		
Unit IV	Cost Concept	5
cost concept, controllable and non-controllable cost, sales concept, cost to sales ratio, classification of cost, cost/volume/profit relationship, break even point,		
Unit V	Budgeting	6
budgeting, objectives, types of budget, advantages of budgeting, disadvantages of budgeting, budgetary control process, budgeting for food & beverage operations, development of sales budget, budgeted profit & loss account, labour cost budget, factors considered in preparation of labour cost budget		
Text Books	<ol style="list-style-type: none"> 1. Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S.Negi 2. Food & Beverage Control By: Richard Kotas and Bernard Davis 3. Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers. 4. Food & Beverage Management By: Bernard Davis & Stone 5. Food & Beverage Service- Dennis R. Lillicrap. & John.A. Cousins. Publisher: ELBS 	
Reference Books	<ol style="list-style-type: none"> 1. Food & Beverage Service Management- Brian Vargese 2. Food & Beverage Service Training Manual- Sudhir Andrews, Tata Mc Graw Hill. 3. Hotel & Catering Costing & Budgets, RD. Boardman, Heinemann 4. Introduction F & B Service- Brown, Heppner & Deegan 	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3602

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the role of Food Beverage Service and his importance for Hospitality	1	Em
CO2	Identify and use the different types of Bar Management, bar menu etc and importance.	2	Em
CO3	Students will be able to know about the concepts of Food & Beverage Control and how to importance for F&B Service Department.	3	Em
CO4	Student will gain knowledge about the Cost Concept and his importance for Bar and Food & Beverage Service department.	2	Em
CO5	Students will be aware with the Budget and his importance for F&B Service Department.	2	Em

CO-PO Mapping for HM3602

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	1	3	1	3	3	3	3	1	1	1	2	3	3	1
CO 2	3	2	3	2	1	2	1	3	2	3	2	3	1	3
CO 3	2	3	2	3	3	3	3	2	3	2	3	1	3	3
CO 4	3	1	3	1	2	2	2	3	1	1	1	2	1	2
CO 5	1	3	1	3	3	3	3	3	3	3	3	3	3	3
Avg	2	2.4	2	2.4	2.4	2.6	2.4	2.4	2	2	2.2	2.4	2.2	2.4

HM3603	Title: Accommodation Operations II	L T P C 4 0 0 4
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise student's interior decoration and use of computers in front office.	
Expected Outcome	Students will be able to familiarize with interior decoration and use of computers in front office.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Interior Decoration	7
Importance, Definition & Types, Classification, Principles of Design: Harmony, Rhythm, Balance, Proportion, Emphasis, Elements of Design: Line, Form, Colors, Texture, Flower Arrangement: Concept & Importance, Types & Shapes and Principles, Equipment and material required for flower arrangement, Conditioning of plant material, Indoor Plants care and role of housekeeping.		
Unit II	Colors	6
Color Wheel, Importance & Characteristics, Classification of colors, Color Schemes. Lighting: Classification, Types & Importance, Applications. Furniture Arrangements: Principles, Types of Joints, Selection.		
Unit III	Floor & Wall Covering	5
Types and Characteristics, Carpets: Selection, types, Characteristics, Care and Maintenance. Windows, Curtains, and Blinds Soft Furnishings and Accessories: Types, use and care of Soft furnishing, Types of Accessories: Functional and Decorative.		
Unit IV	Computer Applications in Hotel Accommodation	5
Introduction to Hotel Software's, Operating Procedures, Salient Features Merits & Challenges, Handling Guest and non-guest accounts, Preparing reports, Giving Maintenances		
Unit V	Planning & Evaluating Front Office Operations	6
Forecasting techniques, Forecasting Room availability, Useful forecasting data, (• % of walking, • % of overstay, • % of under stay) Forecast formula, Sample forecast forms; Yield Management - Concept and importance, Applicability to rooms division (Capacity management, Discount allocation, Duration control, Measurement yield, Potential high and low demand tactics, Yield management software, Yield management team.		
Text Books	<ol style="list-style-type: none"> 1. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS) 2. Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill. 3. House Craft – Valerie Paul 4. House Keeping Management for Hostels, Rosemary Hurst, Heinemann 	
Reference Books	<ol style="list-style-type: none"> 1. Housekeeping and Front Office – Jones 2. Housekeeping management – Margaret M. Leappa & Aleta Netschke 3. Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press 4. In House Management by A.K Bhatiya 5. Front office operations by colin Dix & Chirs Baird 	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	

Date of approval by the Academic Council	6/11/2018
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Course Outcome for HM3603

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the Interior Decoration and its importance for Housekeeping.	2	Em
CO2	Identify and use the different types of Color and his importance for Accommodation Operation.	3	Em
CO3	Students will be able to know about the concepts of Floor & Wall covering and why is nursery for hospitality industry.	1	Em
CO4	Student will gain knowledge about the computer and his importance. And also information about the type of application use into Hotel management for room ready.	2	Em
CO5	Students will be aware with the Planning & Evaluating front office work and night audit etc.	2	Em

CO-PO Mapping for HM3603

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	1	2	3	1	1	1	1	1	3	3	3	3	3	2
CO 2	3	3	2	2	2	3	3	2	3	3	2	1	2	2
CO 3	3	1	3	3	1	3	3	1	2	2	3	3	3	3
CO 4	2	3	1	2	3	2	1	2	3	1	2	1	2	1
CO 5	3	1	3	3	3	3	3	3	2	3	3	3	3	3
Avg	2.4	2	2.4	2.4	2	2.2	2.2	1.8	2.6	2.4	2.6	2.2	2.6	2.2

HM3604	Title: Human Resource Management for Hospitality	L T P C 4 0 0 4
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about human resource management in hospitality industry.	
Related to Expected Outcome	Students will be able to familiarize with human resource management	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Introduction to Human Resource Management	7
Introduction, Definition & Concept, Growth Drivers in India, Importance of HRM, Hospitality Industry Characteristics, Human Resource Roles, HR Challenges. Manpower Planning, Process, Managing Workers.		
Unit II	Recruitments, Learning & Development	6
Recruitments, Introduction, Concept, Sources, What to look for in prospective candidates, Recruitments Policy and Techniques. Learning & Development, Introduction, Concept, Functions, Training Cycle, Evaluation, Methods, Organisational Culture & Training		
Unit III	Performance Appraisal	5
Introduction, Purpose, Process, Challenges, Underlying Theories, Balance Score Card, The 360 Degree Feedback System, Managing Employee Performance		
Unit IV	Employee Motivation, Compensation & Benefit Management	5
Employee Motivation, Concept, Various Motivation Theories (Maslow's Theory, Herzberg's Theory, Adam's Equity Theory, B.F Skinners Reinforcement Theory), Motivating Employees & Measurement. Compensation & Benefits: Policy, Components, Determinants, Theories, Employee Compensation Practices in India		
Unit V	Job Satisfaction, Organisational Culture, Disciplinary Action	6
Introduction, Theories of Motivation, Correlates of Job Satisfaction, Importance of Job Satisfaction, Measuring Job Satisfaction. Organisational Culture: Introduction, Observational Aspects, Functions, Cultural Models, Positive or Negative Organisational Cultures, Managing and Changing Organisational Cultures. Disciplinary Action: Introduction, Principles of Natural Justice, Counselling, Disciplinary Guidelines, Disciplinary Process, Charge Sheet		
Text Books	<ol style="list-style-type: none"> Human Resource Development & Management in the Hotel Industry – S.K. Bhatia, Nirmal Singh Principal and Techniques of Personnel Management Human Resource Management – Dr. Jagmohan Negi 	
Reference Books	<ol style="list-style-type: none"> Human Resource Development Practice in Travel and Tourism – S.C. Bagri Human Resource Management in Hospitality – Malay Biswas 	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3604

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the HRM and its importance for Hospitality and tourism management.	1	Em
CO2	Identify and use the different types of Requirements, concept & also informational about the Training Cycle, Organizational Culture & Training.	2	Em
CO3	Students will be able to know about the concepts of Employee Performance & also information about the challenges comes to HRM.	1	Em
CO4	Student will gain knowledge about the computer and his importance. And also information about the Theories & Employee management.	3	Em
CO5	Students will be aware about the job satisfaction, Organization culture and action.	3	Em

CO-PO Mapping for HM3604

Course Outcome	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	3	3	3	3	3	3	3	3	1	2	1	2	3
CO 2	3	1	1	2	3	1	1	1	2	1	3	3	3	2
CO 3	1	3	3	3	3	2	1	3	3	1	2	2	3	3
CO 4	3	3	1	2	3	3	3	2	2	3	3	3	3	3
CO 5	2	2	2	3	3	1	1	3	3	1	3	2	3	2
Avg	2.2	2.4	2	2.6	3	2	1.8	2.4	2.6	1.4	2.6	2.2	2.8	2.6

VP3613	Title: Accounting Skills for Hospitality	L T P C 4 0 0 4
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about use of accounting in hospitality.	
Related to Expected Outcome	Students will be able to familiarize with accounting in hotels.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Accounting	7
Needs, Wants and Demands; Products and Services; Markets; Marketing; The Production Concept, The Product Concept, The Selling Concept, The Marketing Concept, The Societal Marketing Concept; The Marketing Process, Service Characteristic of Hospitality and Tourism Business		
Unit II	Account Records	6
Principles of Double Entry System, Journal Entries, Ledger		
Unit III	Subsidiary Books	5
Cash, Sales & Purchase books, Bank Reconciliation statement.		
Unit IV	Financial Statement	5
Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem,		
Unit V	Depreciation Reserves and Provisions	6
Meaning, basic Methods, Computer Application- Preparation of Records and Financial Statements.		
Text Books	<ol style="list-style-type: none"> 1. Hospitality Management Accounting, Michael MColtman 2. Hotel Accountancy & Finance – S.P. Jain & K.L. Narang, Kalyani Publisher Ludhiana 3. Hotel Accounting Earnest B. Horwath & LuisToth 4. Hotel Accounting & Financial Control By Ozi A.D' Cunha & Gleson O. D' Cunha Publisher: Dicky,s Enterprize, Kandivali, Mumbai 	
Reference Books	<ol style="list-style-type: none"> 1. Hospitality Accounting – Publisher: Prentia Hall Upper Sadde, RiverNewJersey 2. Accounting for Management, S K Bhattacharya, Vikas PublishingHouse 3. Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley &sons 4. Accounting in Hotel & Catering Industry – Richard Kotas- International TextbookCompany 	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for VP3613

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the Accounting and its importance for Hospitality and tourism management.	3	Em
CO2	Identify and use the different types of Account Records and his importance for Hotel management.	3	Em
CO3	Students will be able to know about the concepts of Bank Statement, cash, sale etc with account department.	2	Em
CO4	Student will gain knowledge about the Basic Financial Statements, Methods of Presenting Final Accounts Practical Problem.	3	Em
CO5	Students will be aware about the Computer Application, basic Methods, and Preparation of Records.	2	Em

CO-PO Mapping for VP3613

Course Outcome	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	2	2	1	2	3	1	3	1	1	3	1	3	2
CO 2	2	3	2	3	2	3	3	3	3	2	3	3	2	1
CO 3	3	1	3	2	3	2	3	2	2	1	3	2	3	2
CO 4	1	3	2	3	2	3	2	3	3	3	2	3	1	3
CO 5	3	2	3	1	3	1	3	1	2	1	3	1	3	2
Avg	3	3	2	3	2.5	3	3	3	3	1	3	3	3	2

Course Code: HM3640	Title: Regional Cuisines of India II Lab	L T P C 0 0 4 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart fundamental knowledge of regional foods of India.	
Expected Outcome	Students will be able to familiarize with day to day working atmosphere of food production dept. in hotels	
List of Practical s		
<p>1. Cuisines of Andhra Pradesh. Two Menus about 3-5 dishes per menu per state.</p> <p>2.Cuisines of Tamil Nadu Two Menus about 3-5 dishes per menu perstate.</p> <p>3.Cuisines of Awadh Two Menus about 3-5 dishes per menu perstate.</p> <p>4.Cuisines of Bangal Two Menus about 3-5 dishes per menu perstate.</p> <p>5.Cuisines of odisha Two Menus about 3-5 dishes per menu perstate</p> <p>6.Cuisines of North East Two Menus about 3-5 dishes per menu perstate</p> <p>7.Cuisines of Madhya Pradesh Two Menus about 3-5 dishes per menu perstate</p> <p>8.Tandoori Foods Two Menus about 3-5 dishes per menu</p> <p>9.Sweet of Different States Two Menus about 3-5 dishes per menu</p> <p>10.Parsi Food Two Menus about 3-5 dishes per menu</p>		
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3640

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the menu of Cuisines of Andhra Pradesh and his importance for food production department & Students will be able to know about the Cuisines of Tamil Nadu & also information about the cooking methods use in to cuisine if they are cook the food.	3	Em
CO2	Students will be able to know about the Cuisines of Awadh also information about the how to cook the food this cuisine and his importance & Student will gain knowledge about the Cuisines of Bengal and also information about the Recipe for Cuisines of Bengal	3	Em
CO3	Student will gain knowledge about the Cuisines of Odisha and also information about the Recipe for Cuisines of Odisha & Students will be able to know about the Cuisines of North East & also information about the cooking methods use in to Cuisines of North East	2	Em
CO4	Students will be able to know about the Cuisines of Madhya Pradesh & also information about the cooking methods use in to cuisine if they are cooking the food & Students will be able to know about the Tandoori Foods & also information about the cooking methods use in to Tandoori Foods if they are cooking the food.	3	Em
CO5	Students will be able to know about the Sweet Dishes & also information about the cooking methods Sweet Dishes if they are cooks the Sweet Dishes & Student will gain knowledge about the Making Indian Chutneys & also information about the type of Chutney	2	Em

CO-PO Mapping for HM3640

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	3	2	1	3	_	2	3	2	3	2	3	2	2
CO 2	3	3	2	1	3	1	2	3	2	3	3	2	2	2
CO 3	2	3	2	2	3	2	2	3	2	3	3	1	3	2
CO 4	2	3	2	1	3	1	2	3	2	3	2	3	2	2
CO 5	2	3	2	2	3	3	2	3	2	3	3	3	2	2
Avg	2.4	3	2	1.4	3	1.2	2	3	2	3	2.6	2.4	2.2	2

Course Code: HM3641	Title: Food & Beverage Service Management II Lab	L T P C 2 0 0 1
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart fundamental knowledge of regional foods of India.	
Expected Outcome	Students will be able to familiarize with day to day working atmosphere of food production dept. in hotels	
List of Practical's		
<ol style="list-style-type: none"> 1. Bar Setups of different types & services 2. Service of Wines & Bar Menus 3. Reading Wine Labels, 4. Cocktail parties 5. Role Plays & Situation handling in Bar 6. Whiskey based cocktail 7. Vodka based cocktail 8. Rum based cocktail 9. Gin based cocktail 10. Brandy based cocktail. 		
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3641

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the Bar's and his Documents use into bars & his importance for Bars & Identify and use the different types of Liquor and his brands in these worlds which are used into Bars now days	3	Em
CO2	Students will be able to know about the Role Plays & Situation handling in Bar Whiskey , Vodka, Rum , Gin based cocktail & Student will gain knowledge about the Bar Setups of different types & services, Service of Wines & Bar Menus	3	Em
CO3	Students will be aware about the Reading Wine Labels, Cocktail parties & Students will be able to prepare whisky based cocktails and service the cocktails.	2	Em
CO4	Students will be able to prepare Vodka based cocktails and service the cocktails & Students will be able to prepare Rum based cocktails and service the cocktails..	3	Em
CO5	Students will be able to prepare Gin based cocktails and service the cocktails & Students will be able to prepare Brandy based cocktails and service the cocktails.	2	Em

CO-PO Mapping for HM3641

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	2	–	1	–	2	1	2	2	3	2	2	2	1
CO 2	3	2	1	–	2	3	2	1	2	–	1	–	2	3
CO 3	2	2	2	3	2	2	2	–	2	2	2	1	2	1
CO 4	1	2	2	2	2	3	2	3	1	2	2	2	2	2
CO 5	2	3	2	1	–	2	2	2	2	1	1	2	2	2
Avg	2	2.2	1.4	1.4	1.2	2.4	1.8	1.6	1.8	1.6	1.6	1.4	2	1.8

Course Code: HM3642	Title: Accommodation Management II Lab	L T P C 2 0 0 1
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart fundamental knowledge of regional foods of India.	
Expected Outcome	Students will be able to familiarize with day to day working atmosphere of food production dept. in hotels	
List of Practicals		
<ol style="list-style-type: none"> 1. Hands on practice of computer application (Hotel Management System) related to Rooms Division procedures as covered insyllabus Presentations on InteriorDecorations 2. Flower ArrangementsWorkshops 3. Taking guest reservation on software 4. Check in guest on software 5. Spilt bills 6. Making folio 7. Using software during operation(guest stay) 8. Closing folio 9. Guest check out 10. Guest account settlement. 		
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3642

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to learn, understand computer application (Hotel Management System & Software) related to Rooms Division & Students will be able to understand and learn about the presentations on Interior Decorations and different styles of flower arrangements used in Hotels.	2	Em
CO2	Students will be able to learn and understand about the guest reservation process in the guest management module in the Hotelogix Software and perform it efficiently & Students will get the knowledge and hands on practice on guest reservation in the software.	1	Em
CO3	Students will learn about the splitting of bills of various point of sale used in hotel by the guest & Students will learn about the creation of registration card with the folio and helps to trace the guest transaction through it.	2	Em
CO4	Students will be enable to perform various operations during the stay of the guest in the hotels & Students will also learn about the opening and closing of folio since the arrival, stay of guest and departure of guest.	3	Em
CO5	Students will gain an insight about the check out and departure procedure to be carried on by the hotel staff & Students will gain an insight on guest account settlement by various modes of payment during the check out and post departure cycle.	2	Em

CO-PO Mapping for HM3642

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	-	3	2	1	3	-	2	3	2	3	2	3	2	2
CO 2	3	3	2	1	3	1	2	3	2	3	3	2	2	2
CO 3	2	3	-	2	3	1	2	3	2	3	3	1	3	2
CO 4	2	3	2	1	3	3	2	3	2	3	2	2	2	2
CO 5	2	3	2	2	3	3	2	3	2	3	3	2	2	2
Avg	2.4	3	2	1.4	3	1.6	2	3	2	3	2.6	2	2.2	2

SEMESTER 7 Year -4

HM3701	Title: Entrepreneurship Development in Hospitality	L T P C 4 0 0 4
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	The aim of this course is to enrich students with entrepreneurial styles and challenges in Hospitality & Tourism	
Expected Outcome	Students will be able to know about entrepreneurial styles and challenges in Hospitality & Tourism	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Entrepreneur & Entrepreneurship	8
Definition-concepts- characteristics and functions. Distinction between entrepreneur and manager, entrepreneur and entrepreneur, entrepreneur and entrepreneurship- traits and motivation; theories of motivation. Role of entrepreneur in economic development- factors affecting entrepreneurial growth. Tourism as an industry, basic needs of a tourism entrepreneur. Schumpeter's concept of an entrepreneur. Risk and uncertainty in entrepreneurship with particular reference to tourism and hospitality. Entrepreneurial competencies.		
Unit II	Types of Entrepreneurs	8
The entrepreneurs on various aspects like, objectives, behavior, business technology, motivation, growth, stages of development, scale of operations. Factors affecting entrepreneurial growth in general and in particular to tourism and hospitality. Women entrepreneur; need, scope and problems. Tourism and women entrepreneur emerging challenges, women empowerment and entrepreneurship. Use of manpower in tourism..		
Unit III	E D P	8
Meaning and objectives. Reasons for starting an enterprise-importance of training target group-contents of training programme-special agencies for entrepreneurial development and training- banks, public and private, T C O's NIESBUD, EDII XISS, NABARD, NISIET etc, problems in the conduct of E D P's-steps to make EDP successful – factors affecting tourism entrepreneurial growth-economic ,social, psychological , governmental attitude, competitive factors & opportunity analysis.		
Unit IV	Venture promotion	8
Venture promotion steps- searching for prospective business ideas or opportunities; processing of these ideas and selecting the best idea; collecting the required resources and setting up the enterprise. Forms of ownership, problems faced by a new entrepreneur. The pre requisites to start enterprise- registration- different types of license and other requirements. Small scale business. Tourism marketing mix for entrepreneurs-travel firms (tour operators, travel agencies) SME's- Hospitality-(hotels, supplementary units)		
Unit V	Project	8
Meaning, features & classification. Detailed study of the phases of project, project identification, project formulation, project appraisal, project selection, project implementation & management. Format of feasibility report. Role and responsibilities of a project manager. Comparative study of PERT and CPM. Distinguish between administration and management. TQM. Foreign language as a tourism product, SWOT analysis. Subsidies and incentives: role in tourism industry.		
Text Books	5.Arora Renu & Sood. S. K (2007), Entrepreneurship Development and Management, Kalyani, New Delhi. Abraham M.M., Entrepreneurship Development and Project Management, Prakash: Changanacherry. 6. Desai, Vasant(2012) Entrepreneurship Development, Himalaya Publishers. 7.Hisrich.D.Robert. (2011), International Entrepreneurship: starting Developing and,Managing a Global Venture, Sage.	
Reference Books	1. Rice P. Mark (2008), Entrepreneurship, Atlantic Publishers. 2. Stephen J. Page (Editor), Jovo Ateljevic (2009) Tourism and Entrepreneurship: International Perspectives (Advances in Tourism Research), A ButterworthHeinemann Title; 1 edition.	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3701

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the Entrepreneur & Entrepreneurship and his importance for New Business.	1	S
CO2	Identify and use the different types of Entrepreneurship also information about the Tourism and women entrepreneurs emerging challenges, We also information about the scope and problems.	3	S
CO3	Students will be able to know about the concepts of EDP and his importance of training target group. Also information about the factors affecting tourism entrepreneurial growth.	2	S
CO4	Student will gain knowledge about the Venture promotion steps for prospective business ideas or opportunities.	3	S
CO5	Students will be aware with the study of Entrepreneur & Entrepreneurship. And make project of different type of field.	3	S

CO-PO Mapping for HM3701

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO1 0	PO1 1	PSO 1	PSO 2	PSO 3
CO 1	1	1	3	1	1	2	3	1	1	1	3	1	1	1
CO 2	2	1	1	3	1	1	2	1	1	2	1	1	2	1
CO 3	1	2	1	1	3	1	2	2	1	1	3	2	1	1
CO 4	3	1	2	2	1	2	1	1	1	2	1	1	2	1
CO 5	1	2	1	1	1	3	3	3	3	1	2	2	1	1
Avg	1.6	1.4	1.6	1.6	1.4	1.8	2.2	1.6	1.4	1.4	2	1.4	1.4	1

HM3702	Title: Culinary & Management	L T P C 4 0 0 4
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	The aim of this course is to enrich students with entrepreneurial styles and challenges in Culinary & Bakery Management.	
Expected Outcome	Students will be able to know about entrepreneurial styles and challenges in Culinary & Bakery Management.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Cooking Methods of Meat	8
Cooking Methods for Meat, Poultry, and Fish, Understanding Meats and Game, Cooking Meats and Game, Understanding Poultry and Game Birds their cooking, Understanding Fish and Shellfish, their cooking techniques		
Unit II	Salads and Cold Cuts	8
Salad Dressings and Salads, Preservation of Food, Sandwiches, Breakfast Preparation, Dairy and Beverages, Cooking for Vegetarian Diets, Health foods, Sausages and Cured Foods, Pâtés, Terrines, and Other Cold Foods, Food Presentation		
Unit III	Bread and Rolls	8
Overview of Production; Common Problems; White Pan Bread ; Pullman, Split-top, and Round Split Breads; French and Italian Breads and Rolls; Vienna Bread; Bolillos; Pan de Agua; Egg Bread and Rolls; Hard Roll Varieties; Soft Roll Varieties; Pan de Sal; Rye Bread Varieties; Cornmeal Bread; Whole Wheat Bread; Raisin Bread; Cheese Bread; Indigenous Breads of India; Middle Eastern Pita Bread;		
Unit IV	Sweet Yeast Dough Products	8
Danish Pastry; Buns; Coffee Cake Dough Products; Specialty Rolls and Yeast-Raised Cakes; Croissants; Doughnuts and Crullers: Preparation for Frying; Finishing Doughnuts; Use of Prepared Mixes; Yeast-raised Doughnuts; Cake Doughnuts; Combination Doughnuts; Whole Wheat Doughnuts; Common Problems with Doughnuts and Crullers		
Unit V	Pastries: Short Dough Pastries	8
Puff Pastries; Common Problems with Puff Pastries; Eclairs and Cream Puffs; Common Problems with Eclairs and Cream Puffs; Cream Cheese Dough Products; Icings and Cream and Whipped Toppings: Icings; Cream Toppings; Whipped Toppings. Cakes and Cake Specialties: Cake Production; Common Problems with Cake Production; Creamed Cakes; Common Problems with Creamed Cakes; Whipped Cakes; Common Problems with Sponge Cakes;		
Text Books	<ol style="list-style-type: none"> 1. Menu Planning – The Chefs Role 2. Professional Kitchen Layout & Organisations 3. Culinary Operations : Menu Preparations to supplement theory syllabus 4. Practical Baking, 5th Edition by William J. Sultan Wiley Publications 5. Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications 	
Reference Books	<ol style="list-style-type: none"> 6. Professional Cooking by Wayne Gisslen, Wiley Publications 7. In the Hands of a Baker http://www.ciaprochef.com/ 8. Baking by Marha Dey , www.hermehouse.com 9. The Golden Book of Baking by barronsduc www.barronseduc.com 	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3702

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the Meat and His Cooking Methods use during cooking food.	2	Em
CO2	Identify and use the different types of Cut into Vegetable and also understand about the salad and cold cut for Kitchen Department.	1	Em
CO3	Students will be able to know about the concepts of bakery Kitchen and different type of Breads making by Bakery section.	1	Em
CO4	Student will gain knowledge about the Yeast and his Process of food items during cooking or Baking food.	3	Em
CO5	Students will be aware with the study of Presses of Cake & Pasties making and Baking Methods.	3	Em

CO-PO Mapping for HM3702

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO1 0	PO1 1	PSO 1	PSO 2	PSO 3
CO 1	3	3	1	2	3	1	3	3	2	1	1	1	1	3
CO 2	2	1	3	3	1	3	2	3	3	1	3	3	3	2
CO 3	3	3	2	1	3	1	3	1	1	3	3	2	2	3
CO 4	1	1	3	3	2	3	1	3	3	2	2	3	3	2
CO 5	3	1	1	2	3	2	2	3	1	3	3	1	1	3
Avg	2.4	1.8	2	2.2	2.4	2	2.2	2.6	2	2	2.4	2	2	2.6



HM3703	Title: Food Service Management	L T P C 4 0 0 4
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about managerial functions of F&B personnel	
Expected Outcome	Students will be able to familiarize with managerial functions of F&B personnel.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	The Foundations	8
The Foodservice Industry, The Systems Approach, The Fundamentals, Food Safety, Cleaning, Sanitation, and Environmental Safety, The Menu		
Unit II	The Operational Functions	8
Purchasing, Receiving, Storage, And Inventory, Production, Beverage Provision, Food and Beverage Service, Events Conferencing & Banqueting, Apprising Performance, Strategic Decisions.		
Unit III	The Facilities	8
Facilities Planning And Design, Equipment And Furnishings, Environmental Management		
Unit IV	The Management Functions	8
Organizational Design, Leadership, Human Resource Management, Performance Improvement, Financial Management, Marketing		
Unit V	Menu Management	8
Introduction, Types of Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as a In- House Marketing, Tool.		
Text Books	<ol style="list-style-type: none"> 1. Food & Beverage Management 3/e John Cousins, David Foskett & Andrew Pennington, Good Fellow Publishers 2. Foodservice Management: Principles and Practices by June Payne-Palacio Ph.D. RD and Monica Theis, Prentice Hall Publishers 	
Reference Books	<ol style="list-style-type: none"> 3. Foodservice Management Fundamentals by Dennis R. Reynolds; Wiley Publishers 	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3703

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand about the Foodservice Industry, Food Safety & also information about the Cleaning, Sanitation and food safety.	2	Em
CO2	Students will be able to know about the concepts of Purchasing, Receiving, Storage and also information about the Beverage and his importance for Hospitality industry.	3	Em
CO3	Students will be able to know about the Facilities Planning And Design, Equipment And Furnishings and what are the importance for Food & Beverage Service department.	2	Em
CO4	Student will gain knowledge about the Staffing Challenges, Performance Improvement, HRM, and Financial Management & Marketing Management.	1	Em
CO5	Students will be aware with the Menu Planning and his importance for Hospitality Industry.	2	Em

CO-PO Mapping for HM3703

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	3	3	2	3	1	1	2	3	2	3	1	3	3
CO 2	2	1	1	3	3	3	2	3	3	1	3	3	3	3
CO 3	3	3	2	3	2	2	1	1	1	3	1	2	2	1
CO 4	1	1	2	1	3	1	2	3	1	2	3	3	1	3
Avg	1.8	1.6	1.6	1.8	2.2	1.4	1.2	1.8	1.6	1.6	2	1.8	1.8	2

HM3704	Title: Front Office Management	L T P C 4 0 0 4
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to update students about revenue management in hotels	
Expected Outcome	Students will be able to familiarize with revenue management in hotels.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Hotel Front Office	8
Hotel Front Office and Role in Hotel Revenue Generations, Preparing for Guest Services, Relationship & Coordination with Housekeeping and other Divisions, The Hotel Organization and the front office manager, Effective interdepartmental communications, Front Office Structures, layouts Trends & Practices.		
Unit II	Managing Guests	8
Managing Guests from Check in to Check Out – Role of Front Office, Property management systems, System wide reservations, Guest registration, Managing the financials, Guest checkout, Procedures Forms & Formats.		
Unit III	Revenue Management	8
An Introduction, Customers' Knowledge and Consumer Behavior, Internal Assessment and Competitive Analysis, Economic Principles and Demand Forecasting, Reservations and Channels of Distribution, Dynamic Value-Based Pricing, Channel and Inventory Management, The Revenue Management Team, Strategic Management Tools, Tactics, and Resources		
Unit IV	Staffing	8
Staffing Challenges, Recruitments & Training, Managing Hospitality, Promoting in house sales, It is going to happen- Handling Emergencies, Managing Guest Safety & security Gearing for Interviews, The role of Supervisor and Managers Responsibilities.		
Unit V	Energy Conservation in Lodging Properties	8
Safety, Security and Infectious Diseases in Property Operations. Energy Conservation in Lodging Properties, Environmental and Sustainability Issues. Case Studies on Green management in Hotels/		
Text Books	1. Hotel Front Office Management – James A Bardi Wiley Publications	
Reference Books	1. Introduction to the revenue management for Hospitality Industry, Principles and Practices for the Real World, An Kimberly Tranter, Trevor Stuart-Hill, Juston Parker, Pearson Publications	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3704

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand about the Hotel Revenue Generations, Service, also information about the role of F/O Department.	3	S
CO2	Identify and use the different types of process of check in or check out also information about the how to make good relations with the guest for long time.	2	S
CO3	Students will be able to know about the concepts of Revenue Management and also information about the Internal Assessment & Principles and Demand Forecasting.	1	Em
CO4	Student will gain knowledge about the Staffing Challenges, Recruitments & Training & also information about the role of Supervisor and Managers Responsibilities.	3	Em
CO5	Students will be aware with the Safety and security of guest and also information about the Environmental and Sustainability Issues.	2	Em

CO-PO Mapping for RD3604

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO1	3	3	_	2	2	2	1	_	3	2	2	2	2	2
CO2	2	3	2	2	3	2	3	2	2	2	1	2	2	_
CO3	3	3	1	-	3	2	3	1	2	2	2	1	2	2
CO4	3	3	2	1	2	2	2	2	2	1	2	2	2	2
CO5	2	3	1	-	2	2	2	2	2	2	1	2	2	2
Avg	2.6	3	1.2	1	2.4	2	2.2	1.4	2.2	1.8	1.6	1.8	2	1.6

HM3705	Title: Laundry Management in Hotels	L T P C
Version No.	1.0	4 0 0 4

Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about laundry Management	
Expected Outcome	Students will be able to familiarize with operational and managing functions of laundry	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Laundry	8
The Concept, Importance, Organization Structure, Key Roles & People, , Functions of a Laundry, Professional Laundry Set Up, Linen Room, Uniform Room, Tailor Room, Setups & Functions, Equipment used in laundry, Their Salient Features, Laundry Chemicals, Laundry Do's and Don'ts.		
Unit II	Types of Laundry	8
On Premises Laundry, Off Premises Laundry, Commencing the Day's Work - Briefing, De Briefing, Day Schedules		
Unit III	Laundry Planning & Operations	8
The Space, Requirements, Water and Energy Supply & provisions, Financial Aspects, Staff Patterns, Target Clientele, Location, Design, The Laundry Cycle: The collection of linen, sorting, tagging, washing, drying, ironing, storing, mending, discarding, process and precautions. Hotel Laundry Services, Records & Registers		
Unit IV	Managing Guest Laundry	8
Valet Services: Collecting Guest laundry and returns, Do's and Don'ts; Handling guests Linens, Stains & Removals, Wash Care Instructions, Ironing and Dry Cleaning Instructions & Practices, Mending and Repairs, Damages and Colour Bleedings, Pricing, Guest Communication & interactions, Promotional Strategy, Effective Customer Service.		
Unit V	Emerging Trends in laundry	8
Best Practices, Environmental Aspects, Energy Conservation, Ergonomics, Effective Communications & Coordination, Applications of Technology Out Sourcing, New Techniques , Information Systems, Inventories and Audits, Global Practices, Legal and Ethical Issues in Laundry Services, Quality Assurance.		
Text Books	1.Accommodation & Cleaning Services, Vol. I & II, David, Allen,Hutchinson 2.Hotel Housekeeping Operations & Management – Raghubalan, Oxford UniversityPress 3.Hotel and Catering Studies – UrsulaJones 4.Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS) 5.Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc GrawHill	
Reference Books	1.House Keeping Management by Dr. D.K.Agarwal 2.House Keeping Management for Hostels, Rosemary Hurst,Heinemann 3.Housekeeping and Front Office –Jones 4.Housekeeping management – Margaret M. Leappa&AletaNetschke	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3705

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will understand the concept and importance of a laundry in a hotel; also they will get knowledge of various functions, professional setup, equipment and chemicals used in hotel laundry.	2	Em
CO2	Students will understand the types of laundry used by hotels and understand their functions.	2	Em
CO3	Students will get the knowledge of planning a hotel laundry and various operations of a professional laundry.	3	Em
CO4	Students will understand that how to manage various operations of a laundry like- valet's service, collection of guest laundry, laundry cycle and maintaining records & registers.	2	Em
CO5	Students will understand various emerging trends in laundry like- Environmental aspects, Energy conservation, various new techniques, and Information technology and quality assurance.	2	Em

CO-PO Mapping for HM3705

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	2	2	1	3	3	3	2	3	3	3	3	2	1
CO 2	2	3	2	3	1	2	2	3	2	1	2	1	2	3
CO 3	1	1	1	2	3	3	3	2	3	2	3	3	3	2
CO 4	3	3	2	3	2	1	1	1	2	1	1	2	1	3
CO 5	2	2	3	1	3	3	3	2	3	3	3	3	3	1
Avg	2.2	2.2	2	2	2.4	2.4	2.4	2	2.6	2	2.4	2.4	2.2	2

Course Code: HM3740	Title: Culinary Management Lab	L T P C 0 0 4 2
Version No.	1.0	

Course Prerequisites	NIL	
Objectives		
Expected Outcome		
List of Practical		
<p>MENU01</p> <p>ConsomméCarmen PouletSautéChasseur Pommes Loretta HaricotsVerts</p> <p>MENU02</p> <p>BisqueD' écrevisse EscalopeDeVeauviennoise Pommes Batailles EpinardsauGratin</p> <p>MENU03</p> <p>CrèmeDu Barry DarneDeSaumon Grille Saucepaloise Pommes Fondant PetitsPois ALaFlamande</p> <p>MENU04</p> <p>Kromeskies Filet De Sols Walweska Pommes Lyonnaise Funghi Marirati</p> <p>MENU 05</p> <p>SoftRolls ChocolateParfait</p> <p>MENU 06</p> <p>Garlic Rolls, CrêpeSuzette</p> <p>MENU 07</p> <p>Ciabatta Chocolate Brownie</p> <p>MENU 08</p> <p>Herb &PotatoLoaf Doughnuts</p> <p>MENU 09</p> <p>Choux pastry: Chocolate eclaire; profitroll suchard; cream buns</p> <p>MENU 10</p> <p>Short crust pastrv: Lemon curd tart; jaw tart.</p>		
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3740

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Student will Understand about the Menu According to Cuisine. (Consommé Carmen, Poulet Sauté Chasseur, Pommes Loretta, Haricots Verts) & Student will Understand about the Menu According to Cuisine.(Bisque D'écrevisse , Escalope De Veau viennoise, Pommes Batailles, Epinards au Gratin)	1	Em
CO2	Student will Understand about the Menu According to Cuisine. (Crème Du Barry , Darne De Saumon Grille, Sauce paloise, Pommes Fondant, Petits Pois A La Flamande) & Student will Understand about the Menu According to Cuisine.(Kromeskies , Filet De Sols Walweska, Pommes Lyonnaise, Funghi Marirati)	2	Em
CO3	Student will Understand about the Menu According to Cuisine. (Soft Rolls , Chocolate Parfait) & Student will Understand about the Menu According to Cuisine.(Garlic Rolls , Crêpe Suzette)	3	Em
CO4	Student will Understand about the Menu According to Cuisine. (Ciabatta , Chocolate Brownie) & Student will Understand about the Menu According to Cuisine.(Herb & Potato Loaf , Doughnuts)	2	Em
CO5	Student will Understand about the Menu According to Cuisine. (Choux pastry : Chocolate eclair , profitroll suchard; cream buns) & Student will Understand about the Menu According to Cuisine.(Short crust pastrv : Lemon curd tart; jaw tart)	2	Em

CO-PO Mapping for HM3740

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	3	2	2	2	2	1	_	3	2	2	2	2	2
CO 2	2	3	_	2	3	2	3	1	2	2	1	2	2	2
CO 3	3	3	2	2	3	2	3	1	2	2	2	1	2	2
CO 4	3	3	3	3	2	2	2	2	2	2	1	1	2	2
CO 5	2	3	2	3	2	2	2	2	2	2	2	1	2	2
Avg	2.6	3	1.8	2.4	2.4	2	2.2	1.2	2.2	2	1.6	1.4	2	2

Course Code: HM3742	Title: Front Office Management Lab	L T P C 0 0 2 1
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To foster the skills of GD, Presentation, Role play, PMs in front office, Rooming Procedure and emergency situation Handling.	
Expected Outcome	By the end of the course, the student will be capable of: 1. Understand about the skills for appearing in interviews. 2. Gain Hands on practice on Software, situation handling. 3. Understand and analyze the activities performed in front office Gain confidence in performing check out in software, Rooming Procedure.	
List of Practical		
<ol style="list-style-type: none"> 1. Prepare for interview 2. Extempore 3. Group discussions 4. Role play on various situations in front office 5. Hands on Practice on Hotel Logix software 6. Role play on up selling 7. Calculation of Revenue management questions 8. Presentation skills 9. Rooming Procedure 10. Case study on emergency situations in Hotel 		
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3742

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Student will Understand about the Prepare for interview & Student will Understand about the Extempore.	1	Em
CO2	Student will Understand about the Group discussions & Student will Understand about the Role play on various situations in front office	2	Em
CO3	Student will Understand about the Hands on Practice on Hotel Logic software & Student will Understand about the Role play on upwelling.	3	Em
CO4	Student will Understand about the Calculation of Revenue management questions & Student will Understand about the Presentation skills.	2	Em
CO5	Student will Understand about the Rooming Procedure & Student will Understand about the Custody on emergency situations in Hotel	2	Em

CO-PO Mapping for HM3742

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	1	_	2	1	_	1	_	1	2	2	2	2	1
CO 2	1	3	2	2	2	2	2	2	2	2	1	1	_	2
CO 3	2	3	2	2	2	2	2	3	2	_	2	2	_	2
CO 4	2	2	2	2	1	2	2	2	1	2	1	1	_	2
CO 5	2	3	2	2	2	3	2	2	1	1	2	2	1	2
Avg	1.8	2.4	1.6	2	1.6	1.8	1.8	1.8	1.4	1.4	1.6	1.6	0.6	1.8

Course Code: HM3741	Title Food Service Management Lab	L T P C 0 0 2 1
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart knowledge of Food service operations	
Expected Outcome	Students will have knowledge of Various Food Service Operations.	
List of Practical		
<ol style="list-style-type: none"> 1. Layout of Food Service Outlets & Organizations 2. Food Service Operations 3. Conferencing & Banqueting 4. Equipment and Furnishings, 5. Environmental Management in Food Service Operations 6. Visit to a professional Food Service Outlet 7. Inventory 8. Preparation of Cocktails 9. Preparation of Mocktails 10. Wines-Services 		
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3741

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Student will Understand about the Layout of Food Service Outlets & Organizations & Student will Understand about the Food Service Operations	2	Em
CO2	Student will Understand about the Conferencing & Banqueting & Student will Understand about the Equipment and Furnishings	2	Em
CO3	Student will Understand about the Environmental Management in Food Service Operations & Student will Understand about the Visit to a professional Food Service Outlet	2	Em
CO4	Student will Understand about the Inventory & Student will Understand about the Preparation of Cocktails	1	Em
CO5	Student will Understand about the Preparation of Mocktails & Student will Understand about the Wines-Services	1	Em



CO-PO Mapping for HM3741

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	1	2	2	2	2	1	_	3	2	2	2	2	2
CO 2	2	-	_	2	3	2	3	1	2	1	1	2	2	_
CO 3	3	2	1	2	3	2	3	1	2	2	1	1	2	2
CO 4	3	3	2	2	2	2	2	2	2	1	1	1	2	2
CO 5	2	2	1	2	2	2	2	2	2	1	1	1	2	2
Avg	2.6	2	1.2	2	2.4	2	2.2	1.2	2.2	1.4	1.2	1.4	2	1.6

Course Code: HM3743	Title: Laundry Management in Hotels Lab	L T P C 0 0 2 1
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about laundry Management	
Expected Outcome	Students will be able to familiarize with operational and managing functions of laundry	
List of Practical		
<ol style="list-style-type: none"> 1. Layout of Laundry 2. Laundry Machinery and Equipment 3. Stain Removal 4. Visit to a professional Laundry 5. Chemicals used in laundry 6. Coordination with other department 7. Process of linen exchange. 8. Planning for Laundry 9. Valet Service 10. Forms & Formats maintained in Laundry 		
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for HM3743

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Student will Understand about the Layout of Laundry & Student will Understand about the Laundry Machinery and Equipment	2	Em
CO2	Student will Understand about the Stain Removal & Student will Understand about the Visit to a professional Laundry	2	Em
CO3	Student will Understand about the Chemicals used in laundry & Student will Understand about the Coordination with other department.	2	Em
CO4	Student will Understand about the Process of linen exchange & Student will Understand about the Planning for Laundry.	1	Em
CO5	Student will Understand about the Valet Service & Student will Understand about the Forms & Formats maintained in Laundry	1	Em



CO-PO Mapping for HM3743

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	3	2	2	2	2	1	_	3	2	2	2	2	2
CO 2	2	3	_	2	3	2	3	1	2	1	1	2	2	_
CO 3	3	3	1	2	3	2	3	1	2	2	1	1	2	2
CO 4	3	3	2	2	2	2	2	2	2	1	1	1	2	2
CO 5	2	3	1	2	2	2	2	2	2	1	1	1	2	2
Avg	2.6	3	1.2	2	2.4	2	2.2	1.2	2.2	1.4	1.2	1.4	2	1.6

VP3713	Title: Hotel & Hospitality Communication-II	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise regarding organization communication & office management	
Expected Outcome	Students will able to learn about using communication skills in organization	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	ORGANISATIONAL COMMUNICATION	7
Upward, downward & lateral communication, E-mail writing and manners, Communicating within groups: Role of wit & humour.		
Unit II	OFFICE MANAGEMENT	6
Types of Correspondence, Receipt and Dispatch of Mail, Filing Systems, Classification of Mail, Role & Function of Correspondence.		
Unit III	PRESENTATION SKILLS	5
Importance of Presentation Skills , Capturing Data, Voice & Picture Integration ,Guidelines to make Presentation Interesting, Body Language, Voice Modulation ,Audience Awareness, Presentation Plan, Visual Aids , Forms of Layout, Styles of Presentation		
Unit IV	GROUP DISCUSSION & PRESENTATION	5
Definition, Process, Guidelines, Helpful Expressions and Evaluation (Note: Every student shall be given 15 minutes. of presentation time & 45 minutes of discussion on his/ her presentation.)		
Unit V	INTERVIEW PREPARATION	6
Types of Interview, Preparing for the Interviews , Attending the Interview , Interview Process, Employers Expectations General Etiquette, Dressing Sense, Postures & Gestures		
Text Books	<ol style="list-style-type: none"> 1. Sharma, R.C. and Mohan K Business Correspondence and Report Writing”. Publisher:Tata Mc Graw Hill 1994 2. Lesikar&Flatley Basic Business Communication , Publisher Tata Mc Graw Hills 3. Hynes Managerial Communication by Publisher: M. Hill 	
Reference Books	<ol style="list-style-type: none"> 1. Lynn Van Der Wagen Communications in Tourism & Hospitality- Publisher: 2. K..K.Sinha Business Communication ,Hospitality Press 	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	

Course Outcome for VP3713

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand about the Upwards Communication and his importance, E-mail writing and manners.	1	Em
CO2	Students will be able to know about the Types of Correspondence, Receipt and Dispatch of Mail, Role & Function of Correspondence.	2	Em
CO3	Students will be able to know about the Importance of Presentation Skills, make Presentation, Body Language, and Audience Awareness.	3	Em
CO4	Student will gain knowledge about the G.D, Process, Guidelines, Expressions and Evaluation.	1	Em
CO5	Students will be aware with the Types of Interview, Preparing for the Interviews, Interview Process, Dressing Sense, Postures & Gestures.	1	Em

CO-PO Mapping for VP3713

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	3	2	1	3	–	2	3	2	3	2	3	2	2
CO 2	2	3	2	1	3	1	2	3	2	3	3	2	2	2
CO 3	2	2	2	2	3	1	2	3	2	3	3	1	3	2
CO 4	2	3	2	1	3	2	2	3	2	3	2	2	2	2
CO 5	2	2	2	2	3	2	2	3	2	3	3	1	2	2
Avg	2	2.6	2	1.4	3	1.2	2	3	2	3	2.6	1.8	2.2	2

SEMESTER 8 Year -4

Course Code: HM3870-HM3873	Title: INDUSTRIAL EXPOSURE - (On the Job Training)	L T P C 0 0 0 10
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	The objective of Industrial Exposure is to facilitate learners with skills & practices of trade so as to supplement their theory and practical inputs and enable them to Industry Ready.	
Expected Outcome	Students will be able to develop skill & practices of trade of their choice.	
(On the Job Training)		
<p align="center">Duration of Exposure: 22 weeks</p> <p>Leave Formalities: 1 weekly off and festivals and national holidays given by the hotel 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 90-100 working days (22 weeks x 06 days = 132 days). Students who are unable to complete a minimum of 110 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 60 days of industrial exposure but are unable to complete minimum 110 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results. The Industry Exposure in VIII semester necessarily needs to be in an approved hotel equivalent to three star of above/ Heritage or other such good property related to Hospitality, Travel, Tourism, Recreation, Leisure or other such organization. Prior written approval needs to be taken from the programme coordinator/ Convener/ H.O.D for Industrial exposure from parent Institute.</p> <p align="center">Training Schedule: VIII Semester</p> <p>The VIII Semester shall be supplemented by on the job training in any one of the major department Total weeks: 22 weeks.. It may please be noted that for this semester the number of credits assigned is 10. Being practical oriented the number of hours input per week comes as 40 hours per week. Academic Credits for training shall be based on following Log books and attendance, Appraisals, Report and presentation, as applicable All candidates must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. They are also advised to make a report in accordance to their curricula for VIII Semester. A PowerPoint presentation (based on the report) Should be made. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed. The Report will be submitted in the form specified as under: a) The typing should be done on both sides of the paper (instead of single side printing) b) The font size should be 12 with Times New Roman font. c) The Training Report may be typed in 1.5 line spacing. d) The paper should be A-4 size. e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority. Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:</p> <ol style="list-style-type: none"> 1. Logbook. 2. Appraisal; 3. A copy of the offer letter and industry exposure/ Job Training Certificate. 4. Report in view of requirements of VIII semester. 5. Power Point presentation on a CD, based on the report. 6. Attendance sheet. 7. Leave card. 		
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	6/2/2018	
Date of approval by the Academic Council	6/11/2018	