

# Study & Evaluation Scheme of Bachelor of Hotel Management

[Applicable for 2020-24]  
Version 2020

[As per CBCS guidelines given by UGC]



Approved in BOS	Approved in BOF	Approved in Academic Council
5/13/2020	5/18/2020	9/13/2020 Vide Agenda No:4.3.3

Quantum University, Roorkee  
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**Quantum University, Roorkee**  
 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***

<b>Type of Papers</b>	<b>Internal Evaluation (%)</b>	<b>End Semester Evaluation (%)</b>	<b>Total (%)</b>
Theory	40	60	100
Practical/ Dissertations/Project Report/ Viva-Voce	40	60	100
<i>Internal Evaluation Components (Theory Papers)</i>			
Mid Semester Examination		60Marks	
Assignment–I		30Marks	
Assignment-II		30Marks	
Attendance		30Marks	
<i>Internal Evaluation Components (Practical Papers)</i>			
Quiz One		30Marks	
Quiz Two		30Marks	
Quiz Three		30Marks	
Lab Records/ Mini Project		30Marks	
Attendance		30Marks	
<i>End Semester Evaluation (Practical Papers)</i>			
ESEQuiz		40Marks	
ESEPracticalExamination (write-up)		20Marks	
Viva-Voce		20Marks	
Practical performance		20Marks	

**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 (2020-24)**  
 Quantum School of Hospitality & Tourism  
 Department of Hotel Management  
 Bachelor of Hotel Management-PC: 07-3-01  
**Scheme & Syllabus**

**BREAKUP OF COURSES**

Sr. No	CATEGORY	CREDITS
1	Foundation Core (FC)	4
2	Program Core (PC)	107
3	Program Electives- I (Theory + Lab) (PE)	6
4	Program Electives- II (OJT Internship) (PE)	12
5	Industry Exposure	24
6	Open Electives (OE)	9 Minor + 9
7	Value Added Programs (VP)	10
8	General Proficiency	7
9	Passion Programs (PROPs)*	--
10	Disaster Management*	2*
<b>TOTAL NO. OF CREDITS</b>		<b>179</b>
<b>TOTAL NO. OF CREDITS (with minor)</b>		<b>188</b>

\*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	-	2	-	-	-	-	4
2	Program Core	18	18	-	16	20	20	15	-	107
3	Program Electives- I (Theory + Lab)	-	-	-	-	-	-	6	-	6
4	Program Electives- II ( OJT Internships)	-	-	-	-	-	-	-	12	12
5	Industry Exposure	-	-	24	-	-	-	-	-	24
6	Open Electives	-	-	-	3+(3M)	3+(3M)	3+(3M)	-	-	9+(9M)
7	VPs	2	2	-	2	2	2	-	-	10
8	GP	1	1	1	1	1	1	1	-	7
9	PROPs*	-	-	-	-	-	-	-	-	--
10	Disaster Management	2*	-	-	-	-	-	-	-	2*
<b>TOTAL</b>		<b>21</b>	<b>23</b>	<b>25</b>	<b>24</b>	<b>26</b>	<b>26</b>	<b>22</b>	<b>12</b>	<b>179+9M</b>

**M- Minor Program** \*Non-CGPA Audit Course

**Minimum Credit Requirements**

**BHM: 179 Credits**

**With Minor: 179 +09 = 188 Credits**

### Semester 1

Course Code	Course Type	Course Name	L	T	P	C	Version	Course Prerequisite
HM3110	PC	Food Production Foundation -I	4	0	0	4	1.0	Nil
HM3111	PC	Food & Beverage Service Foundation -I	4	0	0	4	1.0	Nil
HM3112	PC	Accommodation & Front Office Operation Foundation-I	4	0	0	4	1.0	Nil
VP3113	VP	Life Learning Skills	2	0	0	2	1.1	Nil
HM3144	PC	Food Production Foundation -I Lab	0	0	4	2	1.0	Nil
HM3145	PC	Food & Beverage Service Foundation -I Lab	0	0	4	2	1.0	Nil
HM3146	PC	Accommodation & Front Office Operation Foundation-I Lab	0	0	4	2	1.0	Nil
CE3101	FC	Disaster Management	2	0	0	2*	1.0	Nil
GP3101	GP	General Proficiency	0	0	0	1		Nil
<b>Total</b>			<b>16</b>	<b>0</b>	<b>12</b>	<b>21</b>		

Contact Hrs. - 28

### Semester 2

Course Code	Course Type	Course Name	L	T	P	C	Version	Course Prerequisite
HM3212	PC	Food Production Foundation -II	4	0	0	4	1.0	Nil
HM3213	PC	Food & Beverage Service Foundation -II	4	0	0	4	1.0	Nil
HM3214	PC	Accommodation & Front Office Operation Foundation-II	4	0	0	4	1.0	Nil
CY3205	FC	Environmental Studies	2	0	0	2	1.0	Nil
HM3244	PC	Food Production Foundation -II Lab	0	0	4	2	1.0	Nil
HM3245	PC	Food & Beverage Service Foundation -II Lab	0	0	4	2	1.0	Nil
HM3246	PC	Accommodation & Front Office Operation Foundation-II Lab	0	0	4	2	1.0	Nil
VP3213	VP	Principle of Food Science	2	0	0	2	1.0	Nil
GP3101	GP	General Proficiency	0	0	0	1		Nil
<b>Total</b>			<b>16</b>	<b>0</b>	<b>12</b>	<b>23</b>		

Contact Hrs. - 28

### Semester 3

Course Code	Course Type	Course Name	L	T	P	C	Version	Course Prerequisite
<b>Industry Exposure</b>								
HM3375	FW	Food Production Operations-Industry Exposure	0	0	12	6	1.0	Nil
HM3376	FW	Food & Beverage Service Operation-Industry Exposure	0	0	12	6	1.0	Nil
HM3377	FW	Accommodation & Front Office Operations-Industry Exposure	0	0	12	6	1.0	Nil
HM3378	FW	Training Report & Log Book	0	0	12	6	1.0	Nil
GP3301	GP	General Proficiency	0	0	0	1		Nil
<b>Total</b>			<b>0</b>	<b>0</b>	<b>48</b>	<b>25</b>		

**Semester 4**

Course Code	Course Type	Course Name	L	T	P	C	Version	Course Prerequisite
HM3410	FC	Foreign Language Skills ( French)	2	0	0	2	1.0	Nil
HM3411	PC	Introduction To Indian Cookery	4	0	0	4	1.0	Nil
HM3412	PC	Food & Beverage Service Operations	4	0	0	4	1.0	Nil
HM3413	PC	Accommodation & Front Office Operations	4	0	0	4	1.0	Nil
HM3445	PC	Introduction To Indian Cookery -Lab	0	0	4	2	1.0	Nil
HM3446	PC	Food & Beverage Service Operations -Lab	0	0	2	1	1.0	Nil
HM3447	PC	Accommodation & Front Office Operations-Lab	0	0	2	1	1.0	Nil
VP3413	VP	Communication & Managerial Skills in Hospitality industry-II	2	0	0	2	1.0	Nil
	OE	Open Elective - I	3	0	0	3	1.0	Nil
GP3401	GP	General Proficiency	0	0	0	1		Nil
<b>Total</b>			<b>19</b>	<b>0</b>	<b>8</b>	<b>24</b>		

Contact Hrs. - 27

**Open Elective I**

Course Code	Category	COURSE TITLE	L	T	P	C	Version	Course Prerequisite
CE3011	MDM	Carbon Emission & Control	3	0	0	3	1.0	Nil
CS3021	MDM	Mining and Analysis of Big data	3	0	0	3	1.0	Nil
AG3011	MDM	Ornamental Horticulture	3	0	0	3	1.0	Nil
BB3011	MDM	Entrepreneurial Environment in India	3	0	0	3	1.0	Nil
JM3011	MDM	Media Concept and Process (Print and Electronic)	3	0	0	3	1.0	Nil
HM3011	MDM	Indian Cuisine	3	0	0	3	1.0	Nil
MB3011	MDM	SAP 1	3	0	0	3	1.0	Nil
EG3011	MDM	French Beginner A1	3	0	0	3	1.0	Nil
MT3011	MDM	Elementary Robotics	0	0	5	3	1.0	Nil

**Semester 5**

Course Code	Course Type	Course Name	L	T	P	C	Version	Course Prerequisite
HM3501	PC	Regional Cuisine of India-I	3	0	0	3	1.0	Nil
HM3502	PC	Food & Beverage Service Management-I	3	0	0	3	1.0	Nil
HM3503	PC	Accommodation Management-I	3	0	0	3	1.1	Nil
HM3505	PC	Front Office Management-I	3	0	0	3	1.0	Nil
HM3506	PC	Marketing for Hospitality and Tourism	3	0	0	3	1.0	Nil
HM3540	PC	Regional Cuisine 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	1.1	Nil
HM3543	PC	Front Office Management-I Lab	0	0	2	1	1.0	Nil
	OE	Open Elective- II	3	0	0	3	1.0	Nil
VP3516	VP	Hospitality & Tourism Law	2	0	0	2	1.0	Nil
GP3501	GP	General Proficiency	0	0	0	1		Nil
<b>Total</b>			<b>20</b>	<b>0</b>	<b>10</b>	<b>26</b>		

Contact Hrs. - 30



**Open Elective II**

Course Code	Category	COURSE TITLE	L	T	P	C	Version	Course Prerequisite
CE3013	MDM	Environment Pollution and Waste Management	3	0	0	3	1.0	Nil
CS3023	MDM	Big Data Analytics: HDOOP Framework	3	0	0	3	1.0	Nil
AG3013	MDM	Organic farming	3	0	0	3	1.0	Nil
BB3013	MDM	Establishing a New Business	3	0	0	3	1.0	Nil
JM3013	MDM	Photo Journalism	3	0	0	3	1.0	Nil
HM3013	MDM	Chinese Cuisine	3	0	0	3	1.0	Nil
MB3013	MDM	SAP 3	3	0	0	3	1.0	Nil
EG3013	MDM	French Intermediate B1	3	0	0	3	1.0	Nil
EG3002	MDM	Report Writing	3	0	0	3	1.0	Nil
MT3013	MDM	Introduction to Automation	3	0	0	3	1.0	Nil

**Semester 6**

Course Code	Course Type	Course Name	L	T	P	C	Version	Course Prerequisite
HM3601	PC	Regional Cuisine of India-II	3	0	0	3	1.0	Nil
HM3602	PC	Food & Beverage Service Management-II	3	0	0	3	1.0	Nil
HM3603	PC	Accommodation Management-II	3	0	0	3	1.1	Nil
HM3604	PC	Human Resource Management for Hospitality	3	0	0	3	1.0	Nil
HM3606	PC	Front Office Management-II	3	0	0	3	1.0	Nil
HM3640	PC	Regional Cuisine 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	1.1	Nil
HM3643	PC	Front Office 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		Nil
<b>Total</b>			<b>20</b>	<b>0</b>	<b>10</b>	<b>26</b>		

Contact Hrs.- 30

**Open Elective III**

Course Code	Category	COURSE TITLE	L	T	P	C	Version	Course Prerequisite
CE3015	MDM	Hydrology	3	0	0	3	1.0	Nil
CS3025	MDM	Data Science Models : Regression, Classification and Clustering	3	0	0	3	1.0	Nil
AG3015	MDM	Mushroom Cultivation	3	0	0	3	1.0	Nil
BB3015	MDM	E-commerce	3	0	0	3	1.0	Nil
JM3015	MDM	Media industry and Management	3	0	0	3	1.0	Nil
HM3015	MDM	Italian Cuisine	3	0	0	3	1.0	Nil
MB3015	MDM	SAP 5	3	0	0	3	1.0	Nil
EG3015	MDM	French Advance C1	3	0	0	3	1.0	Nil
MT3015	MDM	Robotic Industry 4.0	3	0	0	3	1.0	Nil

**Semester 7**

Course Code	Course Type	Course Name	L	T	P	C	Version	Course Prerequisite
HM3701	PC	Entrepreneurship Development in Hospitality	4	0	0	4	1.0	Nil
HM3709	PC	Principles of Management in Hospitality	4	0	0	4	1.0	
HM3708	PC	Organizational Behaviour in Hospitality	4	0	0	4	1.0	Nil
HM3707	PC	Applications of Computer in Hospitality	3	0	0	3	1.0	
<b>Program Elective- I (Theory)</b>								
HM3702	PE	Culinary Management	4	0	0	4	1.0	Nil
HM3703		Food & Beverage Service Management						
HM3704		Front Office Management						
HM3705		Laundry Management in Hotels						
HM3706		Bakery Management						
<b>Program Elective- I (Lab)</b>								
HM3740	PE	Culinary Management Lab	0	0	4	2	1.0	Nil
HM3741		Food & Beverage Service Management Lab						
HM3742		Front Office Management Lab						
HM3743		Laundry Management in Hotels Lab						
HM3744		Bakery Management Lab						
GP3701	GP	General Proficiency	0	0	0	1		Nil
<b>Total</b>			<b>19</b>	<b>0</b>	<b>4</b>	<b>22</b>		

Contact Hrs.- 23

**Semester 8**

Course Code	Course Type	Course Name	L	T	P	C	Version	Course Prerequisite
<b>Program Elective- II (On Job Training Internship)</b>			<b>0</b>	<b>0</b>	<b>12</b>	<b>6</b>	<b>1.0</b>	<b>Nil</b>
HM3874	FW	Practices in Culinary Management (On Job Training Internship)	0	0	12	6	1.0	Nil
HM3875		Practices in Food & Beverage Service Management (On Job Training Internship)						
HM3876		Practices in Front Office Management (On Job Training Internship)						
HM3877		Practices in Accommodations Management (On Job Training Internship)						
HM3878		Practices in Bakery Management (On Job Training Internship)						
HM3879	FW	Training Report & Log Book Presentation	0	0	12	6	1.0	Nil
GP3801	GP	General Proficiency	0	0	0	1		Nil
<b>Total</b>			<b>0</b>	<b>0</b>	<b>24</b>	<b>13</b>		

**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**

<b>PO-01</b>	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.
<b>PO-02</b>	Problem Analysis	Identification of problems of Hospitality Industry, Formulation, Research Literature, and analyze complex Hospitality Management problems reaching substantiated conclusions using Principles of Hospitality.
<b>PO-03</b>	Project Development and Solutions	Develop and study the project case related to Hospitality Industry and Designing and Developing Solutions.
<b>PO-04</b>	Modern Management Methods	Create and integrate new solutions and adopt new methods of Culinary Science and Management Practices with an understanding of the limitations.
<b>PO-05</b>	The Hospitality Professionals and Society	Creation and Application of Hospitality Knowledge to serve the society.
<b>PO-06</b>	Environment and Sustainability	Understand the impact of the Hospitality Education and Culinary Science on society and environments for Sustainable Development.

<b>PO-07</b>	Ethics	<ul style="list-style-type: none"> <li>Apply the ethical principles and commit to professional ethics and responsibilities and norms of the Hospitality Management Practices.</li> <li>Respect of Tourists/Guests and Colleagues that encompasses without prejudice diversity of the background, language in culture.</li> <li>An understanding of Tourist’s/Guest’s right particularly with regard to confidentiality.</li> </ul>
<b>PO-08</b>	Individual and Team Work	Function effectively as an individual, and as a member or leader in diverse teams, and in Multidisciplinary Hospitality Settings.
<b>PO-09</b>	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.
<b>PO-10</b>	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.

**E. Program Educational Objectives (PEO’s)**

**PEO1.** Able to enrich communication, ethical values, team work, professional and leadership skill sets of students and exercising Professional skills, values, team spirit, and high leadership and to accept the challenges in the hospitality Industry and academics.

**PEO2.** Able to excel in contemporary knowledge of hospitality and developing inclination towards lifelong learning and able to appear in Masters in Hotel Management Course (MHM).

**PEO3.** Able to work in Food Production , housekeeping, Front office and Food & beverage Service compliance knowledge in Hotels, Restaurants and Quick serving Restaurants.

PEO4. Able to demonstrate professional expertise in Planning, analysis, control, Decision support and professional ethics with the employees.

### Detailed Syllabus (Semester wise /course wise)

#### SEMESTER 1 Year -1

<b>HM3110</b>	<b>Title: Food Production Foundation -I</b>	<b>L T P C</b> <b>4 0 0 4</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	This module is prescribed to appraise students about basics of food production	
<b>Expected Outcome</b>	Students will be able to familiarize with food production department and its working.	<b>Total No. of Hours:</b> <b>48</b>
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Professional Kitchen &amp; Cooking</b>	10
Introduction, Definition, and its importance; Personal & Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts(Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade, , Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments		
<b>Unit II</b>	<b>Kitchen Equipments, Fuels &amp; Safety</b>	10
Kitchen Equipments, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures, Fuel – Types, Usage and Precautions. Fire - Introduction, Types and handling fires and usage of extinguishers; Basic First Aid- Burns, Scalds, Cuts		
<b>Unit III</b>	<b>Ingredients used in cooking</b>	9
Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, and Salt, Sweeteners, Fat, Milk and Milk Products: - Introduction, Types, Purchasing, Storing Considerations and their key uses inkitchen		
<b>Unit IV</b>	<b>Stocks, Sauces</b>	10
Stocks: Introduction, Classification, Usage, Preparation; Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces, making of good sauce, emerging trends		
<b>Unit V</b>	<b>Soups and Salads</b>	9
Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation. Salads: Introduction, compositions, types, dressings, emergingtrends		
<b>Text Books</b>	<ol style="list-style-type: none"> <li>1. Theory of Cookery By K Arora, Publisher: FrankBrothers</li> <li>2. Food Production Operations: Parvinder S Bali, Oxford UniversityPress</li> <li>3. The Professional Chef: Le Rol A.Polsom</li> </ol>	
<b>Reference Books</b>	<ol style="list-style-type: none"> <li>1. Modern Cookery (Vol –I) By Philip E. Thangam, Publishers: OrientLongman</li> <li>2. Practical Cookery By Kinton&amp;Cessarani</li> </ol>	
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3110**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Students will be able to understand working flow of professional kitchens, Hierarchy of Kitchen Department, Classical Kitchen Brigade, Duties & Responsibilities of various chefs in kitchen, their attributes.	1	S
<b>CO2</b>	Students will get knowledge of various kitchen equipments and Fuels used for preparing food.	1	S
<b>CO3</b>	Students will get knowledge of various Herbs & Spices Cereals and Pulses, Fruits and Vegetables, and Salt, Sweeteners, Fat, Milk and Milk Products used in kitchens.	2	S
<b>CO4</b>	Students will be able to understand the various Stocks preparations, use of Stocks and preparation of Sauces, Preparation of Mother Sauces, Understanding their derivatives.	2	S
<b>CO5</b>	Students will be able to understand the various Soups preparations, use of Soups and preparation of Salads, , compositions, types, dressings of salads.	3	S

**CO-PO Mapping for HM3110**

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	–	2	–	1
CO 2	1	3	2	2	2	2	2	2	2	1	1	1	–	2
CO 3	2	3	2	2	1	2	2	3	1	–	2	2	2	2
CO 4	2	2	2	2	2	2	2	2	2	2	1	1	–	2
CO 5	2	3	2	2	2	3	2	2	2	2	2	2	2	2
Avg	1.8	2.4	1.6	2	1.8	1.8	1.8	1.8	1.6	1.4	1.2	1.6	0.8	1.8

<b>HM3111</b>	<b>Title: Food &amp; Beverage Service Foundation -I</b>	<b>L T P C</b> <b>4 0 0 4</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	This module is prescribed to appraise students about basics of Food & Beverage Service department.	
<b>Expected Outcome</b>	Students will be able to familiarize with the food & beverage service department.	<b>Total No. of Hours:</b> <b>48</b>
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Food and Beverage Services</b>	10
Introduction, Concept, and Classification of Catering Establishments, their importance; Personal Hygiene, Uniform & Grooming Standards, F&B Service Outlets & Familiarisation with their Layouts (Tea Lounge, Coffee Shop, Restaurant, Banquets, Staff Cafeteria), Hierarchy of F&B Service Department, F&B Service Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various employees in F&B Service, their attributes; coordination of F&B Service with other departments.		
<b>Unit II</b>	<b>Food Service Equipments</b>	9
Food Service Equipments, Classification, Description, Usage, Upkeep and Storage, Food Service Tools, Their Usage, Care & Maintenance, Side Stations, Safety Procedures.		
<b>Unit III</b>	<b>Fuels &amp; Safety</b>	9
Fuel – Types, Usage and Precautions while Food Service. Fire, Safety & Emergency Procedures – Introduction, Types and handling fires and dealing with emergencies.		
<b>Unit IV</b>	<b>Food Service -I</b>	10
Condiments, Sweeteners, Menu – Concept, Types, Salient Features, Menu Designs, Presenting of Menu, Layout of Table, Napkin Folding (At least Ten Types), Receiving and Greeting the Guests.		
<b>Unit V</b>	<b>Food Service -II</b>	10
Introduction, Classification of Services, Usage and Service Methods, Preparation for Services, Mise-en-place and Mise-en-scene, arrangement and setting up of station, Par stocks maintained at each side station, Functions performed while holding a station, Method and procedure of taking a guest order, emerging trends in Food Services and salient features.		
<b>Text Books</b>	<ol style="list-style-type: none"> <li>1. Food &amp; Beverage Service – Dennis R. Lillicrap. &amp; John A. Cousins. Publisher: ELBS</li> <li>2. Food &amp; beverage service – R. Singervalwan, Publisher: Oxford University Press</li> <li>3. Food &amp; Beverage Service Management- Brian Varghese</li> <li>4. Food &amp; Beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill.</li> </ol>	
<b>Reference Books</b>	<ol style="list-style-type: none"> <li>1. Menu Planning – Jaska Kivela, Hospitality Press</li> <li>2. Modern Restaurant Service – John Fuller, Hutchinson</li> <li>3. Professional Food &amp; Beverage Service Management – Brian Varghese</li> <li>4. The Restaurant ( From Concept to Operation)</li> <li>5. The Waiter Handbook By Graham Brown, Publisher: Global Books &amp; Subscription Services New Delhi</li> </ol>	
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	



**Course Outcome for HM3111**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Students will be able to understand the concept of service of food & beverages, Hierarchy of F&B Service Department, F&B Service Brigade, Modern Staffing in various hotels, Duties& Responsibilities of various employees in F&B Service department.	3	Em
<b>CO2</b>	Students will be able to get knowledge about different types of F&B equipments, , Food Service Tools and their Usage in F&B service department.	2-3	Em
<b>CO3</b>	Students will understand the different types of fuel used in F&B service department.	2-3	Em
<b>CO4</b>	Students will get knowledge of various Condiments and Sweeteners, Presenting menu to guests, Table setup and Receiving and Greeting the Guests.	2-3	Em
<b>CO5</b>	Students will get knowledge of various food service, Preparation for Services, Mise-en-place and Mise-en-scene, arrangement and setting up of station, Par stocks maintained at each side station, emerging trends in Food Services and salient features.	2-3	Em

**CO-PO Mapping for HM3111**

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	2	1	2	2	–	2	2
CO 2	2	2	2	2	2	3	2	3	2	3	2	1	3	2
CO 3	2	2	2	2	2	1	–	2	2	3	2	2	–	2
CO 4	2	1	2	2	2	2	3	2	2	2	2	–	2	2
CO 5	2	3	2	2	2	3	2	2	2	2	3	3	1	2
Avg	2	1.8	1.6	1.8	2	1.8	1.6	2.2	1.8	2.4	2.2	1.2	1.6	2



HM3112	<b>Title: Accommodation &amp; Front Office Operation Foundation -I</b>	<b>L T P C</b> <b>4 0 0 4</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	This module is prescribed to appraise students about Front office and housekeeping department	
<b>Expected Outcome</b>	Students will be able to familiarize with housekeeping and front office department.	<b>Total No. of Hours:</b> <b>48</b>
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Accommodation Sector</b>	10
Introduction, Concept, and its importance; Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others in India, Organisation Structure of Hotels; Origin, growth and development of Hotel Sector in India.(ITC, The Taj Group, The Oberoi Group), Foreign Hotel Chains in India – Hilton, Marriott, Hyatt		
<b>Unit II</b>	<b>The Guest Accommodation</b>	10
Guest Rooms, Types, Layouts, Salient Features, Description, Guest Room amenities, supplies and services, Floors, Room Name List Patterns, Guest Elevators, Floor Pantries, Guest Safety on Floors, Guest Safety Procedures during Fire, emergencies		
<b>Unit III</b>	<b>Hotel Front Office</b>	9
Front Office Introduction, Functions and its importance, Different sections of the front office department and their layout and importance – Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Inter and Intra- department coordination		
<b>Unit IV</b>	<b>Organisation structure</b>	9
Organisation structure of Front Office, Key Responsibilities, Job Descriptions, Attributes of Front Office Personnel, Uniform and Grooming Standards		
<b>Unit V</b>	<b>Hotel Housekeeping</b>	10
Introduction, Meaning and definition Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department, a career in the Housekeeping department. Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel), Role’ of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff – skills of a good Housekeeper, Inter departmental Coordination with more emphasis on Front office and the Maintenance department, Hygiene and Grooming Standards of Housekeeping Personnel		
<b>Text Books</b>	<ol style="list-style-type: none"> <li>1. Accommodation &amp; Cleaning Services, Vol. I &amp; II, David, Allen,Hutchinson</li> <li>2. Hotel Housekeeping Operations &amp; Management – Raghubalan, Oxford UniversityPress</li> <li>3. Hotel and Catering Studies – UrsulaJones</li> <li>4. Hotel Hostel and Hospital Housekeeping – Joan C Branson &amp; Margaret Lennox(ELBS)</li> <li>5. Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc GrawHill</li> </ol>	
<b>Reference Books</b>	<ol style="list-style-type: none"> <li>1. House Keeping Management by Dr. D.K.Agarwal</li> <li>2. House Keeping Management for Hostels, Rosemary Hurst,Heinemann</li> <li>3. Housekeeping and Front Office –Jones</li> <li>4. Housekeeping management – Margaret M. Leappa&amp;AletaNetschke</li> </ol>	
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3112**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Students will be able to understand the concept of accommodation sectors, Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others in India, Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others in India.	2	Em
<b>CO2</b>	Students will get knowledge of Guest rooms, layout of rooms, guest room amenities and supplies, guest safety on floors and Guest Safety Procedures during Fire, emergencies.	2-3	Em
<b>CO3</b>	Students will be able to understand the basics of front office, importance of front office, Different sections of the front office department and their layout and importance – Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier.	2	Em
<b>CO4</b>	Students will get information of organizational structure of front office, Job Descriptions, Attributes of Front Office Personnel and standard of grooming.	3	Em
<b>CO5</b>	Students will get knowledge of Hotel housekeeping, Introduction, Meaning and definition Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department, a career in the Housekeeping department.	2	Em

**CO-PO Mapping for HM3112**

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	3	1	–	2	2	–	–	–	1
CO 2	1	3	2	2	2	2	2	2	2	2	2	2	2	2
CO 3	2	3	2	2	1	2	2	3	1	–	1	2	2	2
CO 4	2	2	2	2	2	2	2	2	2	1	2	2	2	2
CO 5	2	3	3	2	3	3	2	2	2	2	2	2	1	2
Avg	1.8	2.4	1.8	2	2	2.4	1.8	1.8	1.8	1.4	1.4	1.6	1.4	1.8

<b>VP3113</b>	<b>Title: Life learning Skills</b>	<b>L T P C</b> <b>2 0 0 2</b>
<b>Version No.</b>	<b>1.1</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	The purpose of this course is to introduce students to the theory, fundamentals and tools of communication and to develop in them vital communication skills which should be integral to personal, social and professional interactions.	
<b>Expected Outcome</b>	Students will be able to familiarize with fundamentals and tools of communication	<b>Total No. of Hours:</b> <b>24</b>
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Introduction&amp; Developing interpersonal relationship</b>	5
Theory of Communication, Types and modes of Communication, Effective Communication/ Mis- Communication Barriers and Strategies. Team building-group dynamics-Net working-Improved work relationship		
<b>Unit II</b>	<b>Language of Communication&amp; Team Work</b>	5
Verbal and Non-verbal (Spoken and Written) ,Personal, Social and Business Intra-personal, Inter-personal and Group communication, Groups & work teams, Group Behavior, Group formation & development		
<b>Unit III</b>	<b>Speaking Skills&amp; Decision Making In Team</b>	4
Dialogue, Group Discussion, Interview, Public Speech Role Play/Extempore Presentations. Decision making process, individual influences, group Decision process		
<b>Unit IV</b>	<b>Reading and Understanding&amp; Change In Organization</b>	5
Close Reading Comprehension, Analysis and Interpretation, Summary Paraphrasing ,Translation (from Indian language to English and vice-versa) ,Literary/Knowledge Texts, Forces for change in Organization, Resistance to change, Lewin's Change Model		
<b>Unit V</b>	<b>Writing Skills&amp; Organization culture</b>	5
Making notes, Documenting Report, Writing Letters - job applications, CV and Resume, Academic Writing, Writing a Proposal. Functions of organizational culture, Organizational, Socialization, Assessing Cultural Values and Fit, CrossCultural issues.		
<b>Text Books</b>	<ol style="list-style-type: none"> <li>1. Fluency in English - Part II, Oxford University Press, 2006.</li> <li>2. Business English, Pearson, 2008.</li> <li>3. Lesikar&amp;Flatley, Basic Business Communication, Publisher Tata Mc GrawHills</li> <li>4. K.K.Sinha BusinessCommunication</li> </ol>	
<b>Reference Books</b>	<ol style="list-style-type: none"> <li>1. Language, Literature and Creativity, Orient Blackswan, 2013.</li> <li>2. Language through Literature (forthcoming) ed. Dr. Gauri Mishra, Dr RanjanaKaul, Dr Brati Biswas</li> </ol>	
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for VP3113**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Students will get knowledge of communication with team building.	3	Em
<b>CO2</b>	Students will learn about the role of Team Work and his importance.	2	Em
<b>CO3</b>	Students will learn the Decision making and people behavior and importance.	3	Em
<b>CO4</b>	Students will learn about Forces for change in Organization, Resistance to change.	3	Em
<b>CO5</b>	Students will learn about organizational culture, Organizational Socialization.	3	Em

**CO-PO Mapping for VP3113**

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

<b>Course Code:</b> HM3144	<b>Title:</b> Food Production Foundation -I Lab	<b>L T P C</b> 0 0 4 2
<b>Version No.</b>	1.0	
<b>Course Prerequisites</b>	NIL	
<b>Objectives</b>	To impart fundamental knowledge of food production.	
<b>Expected Outcome</b>	Students will be able to familiarize with working atmosphere of food production.	<b>Total No. of Hours:</b> 40
<b>List of Practicals</b>		
<ol style="list-style-type: none"> <li>1. Understanding Personal Hygiene &amp; Kitchen Hygiene</li> <li>2. Grooming for Professional Kitchen – Do’s &amp; Don’t’s</li> <li>3. Understanding kitchen Layouts.</li> <li>4. Familiarisation with kitchen equipments and tools</li> <li>5. Fuels – Their usage and precautions</li> <li>6. Kitchen First Aid</li> <li>7. Handling Fire</li> <li>8. Familiarization, identification of commonly used ingredients in kitchen</li> <li>9. Preparation of Stocks, Mother Sauces and at least two derivatives each.</li> <li>10. Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)</li> </ol>		
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3144**

<b>Unit-wise Course Outcome</b>	<b>Descriptions</b>	<b>BL Level</b>	<b>Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)</b>
<b>CO1</b>	Students will be able to Understand the importance of Personal Hygiene & Kitchen Hygiene & Students will be able to understand the importance of Grooming for Professional Kitchen.	1	Em
<b>CO2</b>	Students will understand various kitchen Layouts & Students will be able to get familiar with various kitchen equipment’s & Tools.	1	Em
<b>CO3</b>	Students will get information of various types of fuel used in kitchen & Students will understand the Kitchen First Aid.	3	Em
<b>CO4</b>	Students will be able to understand how to handle fire during emergency & Students will be familiar with various ingredients used in kitchen.	3	Em
<b>CO5</b>	Students will be able to prepare stocks and basic mother sauces & Students will be able to prepare various soups Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)	2	Em

**CO-PO Mapping for HM3144**

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	2	–	2	3	2	1	2	–	1	–	2	3
CO 3	2	2	2	3	2	2	2	2	2	2	2	2	2	1
CO 4	1	2	2	2	2	3	2	3	1	2	2	2	2	2
CO 5	2	3	3	1	2	2	2	2	2	3	2	2	2	2
Avg	2	2.2	1.8	1.4	1.6	2.4	1.8	2	1.8	2	1.8	1.6	2	1.8

<b>Course Code:</b> HM3145	<b>Title:</b> Food & Beverage Service Foundation -I Lab	<b>L T P C</b> 0 0 4 2
<b>Version No.</b>	1.0	
<b>Course Prerequisites</b>	NIL	
<b>Objectives</b>	To impart fundamental knowledge of food & beverage service department	
<b>Expected Outcome</b>	Students will be able to familiarize with food and beverage service department.	<b>Total No. of Hours:</b> 40
<b>List of Practical's</b>		
<ol style="list-style-type: none"> <li>1. Understanding Personal Hygiene &amp; Food Service Hygiene</li> <li>2. Grooming for Professional Food Service – Do's &amp; Don't's</li> <li>3. Understanding Food Service Outlets.</li> <li>4. Familiarisation with Food Service equipments and tools</li> <li>5. Fuels – Their usage and precautions while dealing with them in F&amp;B Outlets</li> <li>6. Handling Fire and Emergency Procedures</li> <li>7. Familiarization, identification of crockery, cutlery, hollowware, flatware and tableware in F&amp;B Outlets</li> <li>8. Services of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)</li> <li>9. Understanding Service Methods,</li> <li>10. Setting up of Side Station, Table Layouts, Napkin Folding and Presenting Menus</li> </ol>		
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3145**

<b>Unit-wise Course Outcome</b>	<b>Descriptions</b>	<b>BL Level</b>	<b>Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)</b>
<b>CO1</b>	Students will be able to Understand the importance of Personal Hygiene & Food & Beverage service Hygiene & Students will be able to understand the importance of Grooming for Professional Food service establishments.	2	S
<b>CO2</b>	Students will be able to understand various food service outlets & Students will be able to get familiar with various food service equipment's & Tools.	1	S
<b>CO3</b>	Students will get information of various types of fuel and usage of fuel in food service outlets & Students will be able to handle fire emergencies.	3	S
<b>CO4</b>	Students will be able to get familiar with crockery, cutlery, hollowware, flatware and tableware in F&B Outlets & Students will be able to do service of various soups Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)	3	S
<b>CO5</b>	Students will be able to understand various food service methods & Students will be able to Setting up of Side Station, Table Layouts, Napkin Folding and Presenting Menus	2	S

**CO-PO Mapping for HM3145**

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	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	3	2	2	3	3	2	3	2	3	3	1	2	2
CO 4	3	3	2	2	3	3	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	2.2	3	2	1.6	3	2	2	3	2	3	2.6	2.4	2	2



<b>Course Code:</b> HM3146	<b>Title:</b> Accommodation & Front Office Operation Foundation –I Lab	<b>L T P C</b> 0 0 4 2
<b>Version No.</b>	1.0	
<b>Course Prerequisites</b>	NIL	
<b>Objectives</b>	To impart fundamental knowledge of front office and housekeeping department.	
<b>Expected Outcome</b>	Students will be able to familiarize with front office and housekeeping department.	<b>Total No. of Hours:</b> 40
<b>List of Practicals</b>		
<ol style="list-style-type: none"> <li>1. Understanding Personal Hygiene Grooming Standards</li> <li>2. Understanding Layouts of Front Office and Housekeeping.</li> <li>3. Familiarisation with equipments and tools</li> <li>4. Rooms layout and standard supplies. (Amenities)</li> <li>5. DO'S and Don'ts for new entrants/employees in the front office</li> <li>6. Hotel terminology</li> </ol> <p>Note: For focused inputs of accommodation the practical hours may be split up i.e first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credit equivalence</p>		
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3146**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Students will be able to Understand the importance of Personal Hygiene and grooming standards & Students will be able to understand the layouts of Front office & Housekeeping departments.	2	Em
<b>CO2</b>	Students will be able to get familiar with various equipment & Tools of Front Office & Housekeeping & Students will be able to understand 4. Rooms layout and standard supplies. (Amenities)	1	Em
<b>CO3</b>	Students will be able to understand the 5. DO'S and Don'ts for Housekeeping & Front office & Students will understand various use of Hotel terminology.	3	Em
<b>CO4</b>	Students will understand various accommodation sectors and understand the importance of these sectors & Students will understand importance of guests accommodations	2	Em
<b>CO5</b>	Students will be able to understand various tools of front office which used for guests & Students will understand various housekeeping operations.	2	Em

**CO-PO Mapping for HM3146**

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	3	2	1
CO 2	1	3	2	2	2	2	2	2	2	2	3	1	2	2
CO 3	2	3	2	2	1	2	2	3	1	3	2	2	3	2
CO 4	2	2	2	2	2	2	_	2	2	3	2	1	2	_
CO 5	2	3	2	2	2	3	3	3	2	3	3	2	2	2
Avg	1.8	2.4	1.6	2	1.8	2.2	1.6	2	1.8	2.6	2.4	1.8	2.2	1.4

<b>CE3101</b>	<b>Title: Disaster Management</b>	<b>L T PC</b> <b>2 0 0 2</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	Nil	<b>Total No. of Hours: 24</b>
<b>Objectives</b>	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.	
<b>Expected Outcome</b>	Enhance the knowledge by providing existing models in risk reduction strategies to prevent major casualties during disaster.	
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit: 1</b>	<b>Introduction on Disaster</b>	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.		
<b>Unit II</b>	<b>Risk and Vulnerability Analysis</b>	4
Risk: Its concept and analysis 2. Risk Reduction 3. Vulnerability: Its concept and analysis 4. Strategic Development for Vulnerability Reduction		
<b>Unit III</b>	<b>Disaster Preparedness</b>	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.		
<b>Unit IV</b>	<b>Disaster Response</b>	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		
<b>Unit V</b>	<b>Rehabilitation, Reconstruction and Recovery</b>	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.		
<b>Text Books</b>	1. Bhattacharya, Disaster Science and Management, McGraw Hill Education Pvt. Ltd.	
<b>Reference Books</b>	1. Dr. Mrinalini Pandey, Disaster Management, Wiley India Pvt.Ltd. 2. Jagbir Singh, Disaster Management: Future Challenges and Opportunities, KW Publishers Pvt.Ltd.	
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for CE3101**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	To learn about the disasters caused by nature and human activities and its types.	1	Em
<b>CO2</b>	To understand the concept of risk and vulnerability analysis.	2	Em
<b>CO3</b>	To understand about the disaster preparedness.	3	Em
<b>CO4</b>	To understand the concept of disaster response.	2	Em
<b>CO5</b>	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		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
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 2

<b>HM3212</b>	<b>Title: Food Production Foundation -II</b>	<b>L T P C</b> <b>4 0 0 4</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	This module is prescribed to appraise students about basics of food production	
<b>Expected Outcome</b>	Students will be able to familiarize with food production department and its working.	<b>Total No. of Hours: 48</b>
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Methods of Cooking</b>	10
Introduction, Definition, and its importance; Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Poeling, Roasting, Frying, Sautéing, Braising Cooking with Microwave, Ovens, Gas, Induction Plates and other such media. HACCP Standards and Professional Kitchens		
<b>Unit II</b>	<b>Eggs, Poultry and Meat</b>	10
Eggs – Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage and preparation of breakfast dishes with eggs. Poultry and Game: Introduction, Classification, Selection Criterion, Cuts of Poultry, Yield and simple Indian preparations. Meat: Characteristics, selection and grading, Classification ( Bovines, Ovines and Swines), Categories, Cuts of Meat, Storage and handling		
<b>Unit III</b>	<b>Fishes in cooking</b>	9
Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, Common cooking methods used for seafood.		
<b>Unit IV</b>	<b>Vegetable</b>	9
Introduction, Vegetables, Pigment and Colour Changes, Effect of Heat on vegetables		
<b>Unit V</b>	<b>Cuts &amp; Cookery</b>	10
Cuts of Vegetables, nutritional and hygiene aspects. Some Indian Cuts on vegetables: Broccoli, Cabbage, Potatoes, Onions, Spinach, Cucumber, Tomatoes, avocado. Beetroot, French Beans, Gourd, Bottle Gourd, Pumpkin, Okra, Colocasia, Spinach, Carrot, Turnips		
<b>Text Books</b>	<ol style="list-style-type: none"> <li>1. Theory of Cookery By K Arora, Publisher: FrankBrothers</li> <li>2. Food Production Operations: Parvinder S Bali, Oxford UniversityPress</li> <li>3. The Professional Chef: Le Rol A.Polsom</li> </ol>	
<b>Reference Books</b>	<ol style="list-style-type: none"> <li>1. Modern Cookery (Vol –I) By Philip E. Thangam, Publishers: OrientLongman</li> <li>2. Practical Cookery By Kinton&amp;Cessarani</li> </ol>	
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3212**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Students will be able to understand different types of cooking methods used in kitchen for cooking various types of foods and understand the role of HACCP principles in kitchen.	3	Em
<b>CO2</b>	Students will be able to understand the proper methods of cooking of Egg, Meat and Poultry.	2	Em
<b>CO3</b>	Students will be able to understand the types of Fish and Shellfish used in kitchen, their classification, different types of fish cut used in fish cookery and classical dishes of fish prepared in hotels.	2	Em
<b>CO4</b>	Students will be able to understand about importance of vegetables in cooking different types of food and how the effect of heat can change food quality, taste and texture .	3	Em
<b>CO5</b>	Students will be able to understand different types of vegetables used in cooking, cuts of vegetables and use of vegetables in Indian food. Nutritional and Hygiene aspects of vegetables.	2	Em

**CO-PO Mapping for HM3212**

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	3	–	2
CO 2	3	3	–	2	2	2	3	2	3	3	2	2	2	2
CO 3	2	3	2	2	3	2	2	3	2	–	3	2	2	3
CO 4	2	2	1	1	2	2	3	3	2	2	1	1	2	2
CO 5	2	3	3	3	2	2	3	2	3	1	3	3	2	3
Avg	2.4	2.6	1.2	2	1.8	2	2.8	2	2.4	1.6	2	2.2	1.6	2.4

<b>HM3213</b>	<b>Title: Food &amp; Beverage Service Foundation -II</b>	<b>L T P C</b> <b>4 0 0 4</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	This module is prescribed to appraise students about basics of Food & Beverage Service department.	
<b>Expected Outcome</b>	Students will be able to familiarize with the food & beverage service department.	<b>Total No. of Hours:</b> <b>48</b>
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Non Alcoholic Beverages &amp; Mocktails</b>	10
Introduction, Types (Tea, Coffee, Juices, Aerated Beverages, Shakes) Descriptions with detailed inputs, their origin, varieties, popular brands, presentation and service tools and techniques. Mocktails – Introduction, Types, Brief Descriptions, Preparation and Service Techniques.		
<b>Unit II</b>	<b>Coffee Shop &amp; Breakfast Service</b>	9
Food Service Equipments, Classification, Description, Usage, Upkeep and Storage, Food Service Tools, Their Usage, Care & Maintenance, Side Stations, Safety Procedures.		
<b>Unit III</b>	<b>Food and Beverage Services in Restaurants-I</b>	9
Introduction, Concept of Restaurant, Types of Restaurants, their salient features; Set up of Restaurants and their Layouts, Restaurant Teams, Organizational Structure, Modern Staffing in various hotels.		
<b>Unit IV</b>	<b>Food and Beverage Services in Restaurants-II</b>	10
Method and procedure of receiving guests, taking guest orders, Service equipment used and its maintenance, Coordination with housekeeping for soil linen exchange, Physical inventory monthly of crockery, cutlery, linen etc., Equipment, furniture and fixtures used in the restaurant and their use and maintenance, Theme and Speciality Restaurants, Celebrity Restaurants.		
<b>Unit V</b>	<b>Room Service/ In Room Dining</b>	10
Introduction, Concept of Room Service/ In Room Dining, Their Salient Features, Understanding Guest expectations in Room Service, Room Service Equipments, Set up of Trays & Trolleys, Upkeep and Storage, Service Tools, Clearance, Presentation of Bills, Room Service Dos & Don'ts. Mini Bar Management in Guest Rooms, Guest Interaction – Have and Have not's		
<b>Text Books</b>	<ol style="list-style-type: none"> <li>1. Food &amp; Beverage Service – Dennis R. Lillicrap. &amp; John A. Cousins. Publisher: ELBS</li> <li>2. Food &amp; Beverage service –R.Singervalwan , Publisher: Oxford University Press</li> <li>3. Food &amp; Beverage Service Management- Brian Varghese</li> <li>4. Food &amp; Beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill.</li> </ol>	
<b>Reference Books</b>	<ol style="list-style-type: none"> <li>1. Menu Planning – Jaksakivela, Hospitality Press</li> <li>2. Modern Restaurant Service – John Fuller, Hutchinson</li> <li>3. Professional Food &amp; Beverage Service Management – Brian Varghese</li> <li>4. The Restaurant ( From Concept to Opertion)</li> <li>5. The Waiter Handbook By Graham Brown, Publisher: Global Books &amp; Subscription Services New Delhi</li> </ol>	
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3213**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Students will be able to understand the type of non-alcoholic beverage used in hotels, preparations of mocktails and service techniques of non-alcoholic beverages and mocktails.	3	Em
<b>CO2</b>	Students will gain knowledge of Coffee shop and types of breakfast served in hotels. Students will understand the concept of coffee service and equipment used in service of breakfast.	2	Em
<b>CO3</b>	Students will be able to understand the Concept of Restaurant and different types of restaurants and their operations.	1	Em
<b>CO4</b>	Students will get the knowledge of receiving guest, taking order, providing food & beverage service to guest and will understand the concept of theme based and specialty restaurants.	1	Em
<b>CO5</b>	Students will be able to understand the concept of In room dining, Need and expectations of guest towards room service and Do's and Don'ts in room service.	2	Em

**CO-PO Mapping for HM3213**

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	1
CO 2	1	3	2	2	2	2	2	2	2	3	1	1	2	2
CO 3	2	3	2	2	2	2	2	3	2	–	3	2	2	2
CO 4	2	2	2	2	2	2	2	2	2	2	3	2	2	2
CO 5	2	3	2	2	2	3	2	2	3	3	3	3	3	2
Avg	1.8	2.4	1.6	2	1.8	1.8	1.8	1.8	2	2	2	2	2.2	1.8



<b>HM3214</b>	<b>Title: Accommodation &amp; Front Office Operation Foundation -II</b>	<b>L T P C</b> <b>4 0 0 4</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	This module is prescribed to appraise students about Front office and housekeeping department	
<b>Expected Outcome</b>	Students will be able to familiarize with housekeeping and front office department.	<b>Total No. of Hours:</b> <b>48</b>
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Cleaning Science</b>	10
Cleaning Agents, Characteristics of a good cleaning agent, PH scale, Types of cleaning agent, cleaning products (Domestic and Industrial), Cleaning Equipment: Types of Equipment, Operating Principles, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment, Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal		
<b>Unit II</b>	<b>Housekeeping Procedures</b>	10
Cleaning Schedules, Cleaning Methods, Briefing, Debriefing, Proceeding for Days work, Keys & Their Classification, Inventory of Housekeeping Items, Indenting from Stores, Housekeeping control desk: Importance, Role, Co-ordination, check list, key control. Handling Lost and Found, Forms, Forms and registers used in the Control Desk, Paging systems and methods, Handling of Guest Requests, General operations of control desk		
<b>Unit III</b>	<b>Basic Front Office Operations-I</b>	9
Front desk operations & functions, Equipments used at front office – Room Rack, Mail Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments.		
<b>Unit IV</b>	<b>Basic Front Office Operations-II</b>	9
Rooms and plans, Basis of Room charging, Tariff fixation, Introduction to the guest cycle, Reservation: Concept, importance, types, channels and systems, Procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups. Procedure for guest check in, and baggage handling.		
<b>Unit V</b>	<b>The Guest Room Servicing</b>	10
Cleaning of Guest Rooms & Bathrooms: Daily cleaning of (Occupied/ Departure/ Vacant/ Under Maintenance/VIP rooms (Systematic Procedures), Special Cleaning, Weekly Cleaning /Spring Cleaning, Evening service/ Turn Down Service, System & procedures involved, Forms and Formats, Replenishment of Guest supplies and amenities, Use of Maids Cart & Caddy		
<b>Text Books</b>	<ol style="list-style-type: none"> <li>1. Accommodation &amp; Cleaning Services, Vol. I &amp; II, David, Allen,Hutchinson</li> <li>2. Hotel Housekeeping Operations &amp; Management – Raghubalan, Oxford University Press</li> <li>3. Hotel and Catering Studies – Ursula Jones</li> <li>4. Hotel Hostel and Hospital Housekeeping – Joan C Branson &amp; Margaret Lennox(ELBS)</li> <li>5. Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc GrawHill</li> </ol>	
<b>Reference Books</b>	<ol style="list-style-type: none"> <li>1. House Keeping Management by Dr. D.K.Agarwal</li> <li>2. House Keeping Management for Hostels, Rosemary Hurst,Heinemann</li> <li>3. Housekeeping and Front Office –Jones</li> <li>4. Housekeeping management – Margaret M. Leappa&amp;AletaNetschke</li> </ol>	
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3214**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Students will be able to understand the various types of cleaning agents are used in domestic and industries, various types of cleaning equipment used in cleaning, different types of wall and floor covering used in hotels.	3	En
<b>CO2</b>	Students will gain knowledge of different types of cleaning schedules for room cleanings, learn about key control system, understand the role of control desk in housekeeping.	2	En
<b>CO3</b>	Students will be able to understand the role of front desk, reservation system and different types of tools used in front desk of a hotel.	1	Em
<b>CO4</b>	Students will get the knowledge of different types of rooms and their plans, tariff fixation, understand the guest cycle, Group reservations and procedure for check-in and check-out.	2	Em
<b>CO5</b>	Students will be able understand the procedure for Room cleaning, Evening service, Spring cleaning and use of maid's cart trolley.	1	Em

**CO-PO Mapping for HM3214**

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	2	_	2	_	2	2	_	2	_	1
CO 2	2	3	2	2	1	2	2	2	2	1	1	1	2	2
CO 3	2	3	2	2	2	2	2	3	2	_	3	2	2	2
CO 4	2	2	2	2	2	2	2	2	2	2	3	2	2	2
CO 5	2	3	2	2	2	3	2	2	2	2	2	2	1	2
Avg	2	2.6	1.6	2	1.8	1.8	2	1.8	2	1.4	1.8	1.8	1.4	1.8

<b>VP3213</b>	<b>Title: Principle of Food Science</b>	<b>L T P C</b> <b>2 0 02</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	To familiarize the students with the Food Science Principles required in Hospitality Industry.	
<b>Expected Outcome</b>	Students will be able to familiarize with essential Principle of food science and Nutrition for healthy food	<b>Total No. of Hours: 24</b>
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Introduction to Food Science</b>	5
Meaning and importance of Food science, Nutrition, Malnutrition, Food Science scope and significance, Food chemistry, food microbiology & processing.		
<b>Unit II</b>	<b>Bacteria, Yeast and Moulds</b>	5
Harmful effects and factors effecting growth of bacteria; food spoilage and Putrefaction, Food borne Illnesses, food poisoning and Food Spoilage. And antibiotics, Yeast: uses, role and significance, Moulds, meaning and purpose; beneficial effects; cheese making.		
<b>Unit III</b>	<b>Nutrition</b>	5
Types, Dietary sources, functions, Daily dietary requirements; affects of dietary, Deficiency and excess of carbohydrates, lipids, protein, vitamins, minerals and water, Balanced diet and nutrition in Hotels, Definition and scope of therapeutic nutrition.		
<b>Unit IV</b>	<b>Food Preservation</b>	4
Need and scope of food preservation in Hotel Kitchen, Methods of preservation low temperature treatment (refrigeration, freezing), Thermal preservation (pasteurization, sterilizing, canning), Dehydration Chemical preservatives, Irradiation etc.		
<b>Unit V</b>	<b>Food standards</b>	5
Food Packaging: types and functions, Food standards; food adulteration, adulterants and control measures, Food Additives-Usage and importance, Ethical, legal and regulatory framework of food standard in Hotels, HACCP in Hotels.		
<b>Text Books</b>	<ol style="list-style-type: none"> <li>1. H. Robinson Normal and therapeutic nutrition</li> <li>2. Anna K Joshna Microbiology</li> <li>3. Dr. M. Swaminathan Food &amp; Nutrition</li> </ol>	
<b>Reference Books</b>	<ol style="list-style-type: none"> <li>1. Manay &amp; Shalakhara Swamy Food facts &amp; principles</li> <li>2. Sumathi Mudambi Food science</li> </ol>	
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for VP3213**

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

**CO-PO Mapping for VP3213**

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	–	1
CO 2	1	3	2	2	1	2	2	2	1	2	1	1	2	2
CO 3	2	3	2	2	1	2	2	3	2	–	2	2	2	2
CO 4	2	2	2	2	2	2	2	2	2	1	1	2	2	2
CO 5	2	3	2	2	2	3	2	2	2	1	2	1	1	2
Avg	1.8	2.4	1.6	2	1.4	1.8	1.8	1.8	1.6	1.2	1.2	1.6	1.4	1.8

<b>Course Code:</b> HM3244	<b>Title:</b> Food Production Foundation -II Lab	<b>L T P C</b> 0 0 4 2
<b>Version No.</b>	1.0	
<b>Course Prerequisites</b>	NIL	
<b>Objectives</b>	To impart fundamental knowledge of food production.	
<b>Expected Outcome</b>	Students will be able to familiarize with working atmosphere of food production.	<b>Total No. of Hours:</b> 40
<b>List of Practicals</b>		
<ol style="list-style-type: none"> <li>1. Understanding Methods of Cooking &amp; HACCP Standards</li> <li>2. Cooking in Professional Kitchen – Do’s &amp; Don’t’s</li> <li>3. Understanding Eggs and their simple Breakfast Preparations ;Preparation of:           <ul style="list-style-type: none"> <li>○ Hard &amp; soft boiled eggs.</li> <li>○ Fried eggs.</li> <li>○ Poached eggs.</li> <li>○ Scrambled eggs.</li> <li>○ Omelet’s (Plain, Spanish, Stuffed)</li> </ul> </li> <li>4. Familiarization with, Poultry, Meats &amp; Fishes – Their Simple Cuts and Cooking Vegetables – Their usage and cooking precautions Cuts of vegetables           <ul style="list-style-type: none"> <li>● Julienne</li> <li>● Jardiniere</li> <li>● Dices</li> <li>● Cubes</li> <li>● Macedoine</li> <li>● Paysanne</li> <li>● Shredding</li> <li>● Mire-poix</li> </ul> </li> <li>5. Blanching of Tomatoes and Capsicum.</li> <li>6. Cooking vegetables:           <ul style="list-style-type: none"> <li>▪ Boiling (potatoes, peas)</li> <li>▪ Frying (Aubergine, Potatoes)</li> <li>▪ Steaming (Cabbage)</li> <li>▪ Braising (Potatoes)</li> <li>▪ Braising (Onions, cabbage)</li> </ul> </li> <li>7. Simple Vegetable and Meat Cookery</li> <li>8. Identification of types of rice varieties &amp; pulses.</li> <li>9. Simple preparation of Boiled rice (Draining &amp; Absorption) method.</li> <li>10. Fried rice., Simple dal preparation, Wheat, products like making chapattis, parathas, phulkas, Kulchas &amp; puris.</li> </ol> <p>Simple Breakfast Preparations: Preparation of Puri/ Bhaji, Allo Paratha, Chola Bhatura,, Preparation of Continental breakfast</p>		
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3244**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Students will be able to understand different types of cooking methods used in cooking foods and standards of HACCP used in hotel kitchen & Students will be able to understand Do's and Don'ts followed in professional kitchen.	1	Em
<b>CO2</b>	Students will be able to prepare simple breakfast dishes (Hard & soft boiled egg, Poached egg, Fried egg, Scrambled egg and omelets) & Students will be able to understand about meat, poultry and fish, different types of cuts, cooking of vegetables and cuts of vegetables.	2	Em
<b>CO3</b>	Students will be able to understand the term blanching and process of blanching used for Tomatoes and Capsicum & Students will be able to cook vegetable dishes using different methods of cooking (Boiling, Frying, Steaming and Braising)	3	Em
<b>CO4</b>	Students will be able to cook various vegetable and meat dishes & Students will be able to identify various varieties of rice and pulses.	3	Em
<b>CO5</b>	Students will be able to prepare simple dishes of Rice and understand the concept of boiling and absorption of rice dishes & Students will be able to prepare various Indian food like Rice, Dal, Chapattis, Parathas, Phulkas and simple breakfast dishes	2	Em

**CO-PO Mapping for HM3244**

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	3	_	2
CO 2	3	3	2	2	2	2	3	2	3	3	2	2	2	2
CO 3	2	3	3	2	3	2	2	3	2	_	3	3	2	3
CO 4	2	2	3	2	2	2	3	3	2	2	2	3	2	2
CO 5	2	3	3	3	2	2	3	2	3	1	3	3	2	3
Avg	2.4	2.6	2.2	2.2	1.8	2	2.8	2	2.4	1.6	2.2	2.8	1.6	2.4

<b>Course Code:</b> HM3245	<b>Title:</b> Food & Beverage Service Foundation -II Lab	<b>L T P C</b> <b>0 0 4 2</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	To impart fundamental knowledge of food & beverage service department	
<b>Expected Outcome</b>	Students will be able to familiarize with day to day working atmosphere of food & beverage service department.	<b>Total No. of Hours:</b> <b>40</b>
<b>List of Practical's</b>		
<ol style="list-style-type: none"> <li>1. Understanding Non Alcoholic Beverages, Types &amp; Service Techniques</li> <li>2. Guest Interactions while on Food Service – Do's &amp; Don'ts</li> <li>3. Understanding Mocktails, Their Presentation and Services ( At least ten types of Mocktails)</li> <li>4. Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance &amp; Acknowledging guests.</li> <li>5. Familiarization with Food Service in Restaurants ( Receiving Guests, Table Layouts, Complimenting them, Presentation of Bills, Dealing with in house/ residential guests)</li> <li>6. Restaurant Services – Their salient features, Table Layouts, Presenting Menus, precautions while dealing with guests, Commitments with guests, Food Pickup Procedures, Clearance and Dishwashing Procedures</li> <li>7. Room Service Practical, Taking of Orders, Delivery of Food Services,</li> <li>8. Identifying Room Service Equipment, Importance of Menu Knowledge for Order-taking (RSOT functions/procedures), Food Pickup Procedure, Room service</li> <li>9. Layout Knowledge, Laying of trays for various orders, Pantry Elevator Operations,</li> <li>10. Clearance Procedure in Dishwashing area, Room service Inventories and store requisitions</li> </ol>		
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3245**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Students will be able to understand different types of Non-alcoholic beverage prepared and serve according to their service techniques & Students will be able to understand the Do's and Don'ts while interacting with guest.	1	Em
<b>CO2</b>	Students will be able to prepare different types of mock tails and will be able to serve mock tails according to hotel standards & Students will be able to set-up breakfast layout, understand different types of breakfast services.	2	Em
<b>CO3</b>	Students will be able to understand Food service in restaurant and will be able to receive guest, present menu, set-up tables and Dealing with in-house guests & Students will be able to understand Restaurant service, Food pickup procedure and will be able to receive guest, present menu, set-up tables, Clearance and Dishwashing procedure.	3	Em
<b>CO4</b>	Students will be able to do room service, taking orders from guest rooms and serving food according to guest demand & Students will be able to understand different types of room service equipment used in room service and food pickup procedure for room service.	2	Em
<b>CO5</b>	Students will be able to understand different Layout Knowledge & Students will be able to understand Dishwashing area FOR Food & Beverage service area.	1	Em

**CO-PO Mapping for HM3245**

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	1	_	2	1	_	1	_	2	2	_	2	2	1
CO 2	1	3	2	2	2	2	2	2	2	2	2	2	2	2
CO 3	2	3	2	2	2	2	2	3	2	_	2	1	3	2
CO 4	2	2	2	2	2	2	2	2	2	2	2	2	2	2
CO 5	2	3	2	2	2	3	2	2	2	2	2	2	1	2
Avg	1.8	2.4	1.6	2	1.8	1.8	1.8	1.8	2	1.6	1.6	1.8	2	1.8



<b>Course Code:</b> HM3246	<b>Title:</b> Accommodation & Front Office Operation Foundation –II Lab	<b>L T P C</b> <b>0 0 4 2</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	To impart fundamental knowledge of front office & housekeeping department	
<b>Expected Outcome</b>	Students will be able to familiarize with day to day working atmosphere of front office and housekeeping department.	<b>Total No. of Hours:</b> <b>40</b>
<b>List of Practicals</b>		
<ol style="list-style-type: none"> <li>1. Identification and familiarization with cleaning equipments and agents.</li> <li>2. Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granitotops.</li> <li>3. Develop an understanding about basic Housekeeping procedures like Briefing, De Briefing, dealing with Lost &amp; Found, Key Control, Forms &amp; Registers at Control desk of Housekeeping</li> <li>4. Identification and familiarization with front desk equipments and Performa's.</li> <li>5. Skill to handle front desk operations i.e guest reservations, guest arrival (FIT and groups) including baggage handling</li> <li>6. Skills to handle to telephones at the reception- receive/ record messages.</li> <li>7. Skills to handle guest departure (fits and groups)</li> <li>8. Preparation and study of countries, capitals, currencies, airlines and flags chart</li> <li>9. Role play:- At the porch, Guest driving in Doorman opening the door and saluting guest; Calling bellboy</li> <li>10. At the Front Desk: Guest arriving; greeting &amp; offering welcome drink and guest interactions &amp; Servicing of guestrooms, placing/ replacing guest supplies and soiled linen</li> </ol>		
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3246**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Students will be able to identify the different types of cleaning equipment used in cleaning and will have a good knowledge of cleaning agents used in cleaning & Students will have a good knowledge of cleaning various surfaces and chemicals used for various surface.	2	Em
<b>CO2</b>	Students will be able to understand the basic housekeeping procedures like Briefing, De-briefing, dealing with Lost & Found procedure, key control and various forms & registers maintained at Control Desk & Students will be able to identify the different types of equipment used at front desk and procedure followed at Front Desk.	3	Em
<b>CO3</b>	Students will be able to handle various Front desk operations like taking guest reservations, welcoming guest, registering guest and baggage handling & Students will be able to handle Telephone calls and receive/record messages.	1	Em
<b>CO4</b>	Students will be able to handle guest Departures & Students will be able to understand various countries capitals, currencies, airlines and flags.	3	Em
<b>CO5</b>	Students will have knowledge of various operations performed at Lobby Students will have knowledge of welcoming guest, offering welcome drink to guest, providing guestroom, servicing of guestrooms.	2	Em

**CO-PO Mapping for HM3246**

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	2	3	–	2
CO 2	3	3	2	2	2	2	3	2	3	3	2	2	2	2
CO 3	2	3	2	2	3	2	2	3	2	–	3	2	2	3
CO 4	2	2	2	1	2	2	3	3	2	2	1	2	2	2
CO 5	2	3	2	3	2	2	3	2	3	2	3	2	2	3
Avg	2.4	2.6	1.6	2	1.8	2	2.8	2	2.4	1.8	2.2	2.2	1.6	2.4

<b>CY3205</b>	<b>Title: Environmental Studies</b>	<b>L T PC</b> <b>2 0 0 2</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	Nil	
<b>Objectives</b>	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.	
<b>Expected Outcome</b>	Students will understand the transnational character of environmental problems and ways of addressing them, including interactions across local to global scales.	<b>Total No. of Hours:</b> <b>24</b>
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Introduction to Environmental studies &amp; Ecosystems</b>	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)		
<b>Unit II</b>	<b>Natural Resources: Renewable &amp; Non- renewable resources</b>	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 energyneeds.		
<b>Unit III</b>	<b>Biodiversity &amp; Conservation</b>	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.		
<b>Unit IV</b>	<b>Environmental Pollution</b>	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.		
<b>Unit V</b>	<b>Environmental Policies &amp; Practices</b>	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. <b>Field work</b> Visit to a local polluted site-Urban/Rural/Industrial/Agricultural , Study of simple ecosystems-pond, river, hill slopes, etc.		
<b>Text Books</b>	1. Bharucha. E, <u>Textbook of Environmental Studies for Undergraduate Courses</u> .	
<b>Reference Books</b>	1. Kaushik Anubha, Kaushik C P, Perspectives in Environmental Studies New Age Publication	
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for CY3205**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Students will be able to understand the multidisciplinary nature of environment and Ecosystem, Scope and importance of Ecosystem and energy flow in an Ecosystem.	3	Em
<b>CO2</b>	Students will be able to understand the importance of Natural resources, renewable and non-renewable resources.	2	Em
<b>CO3</b>	Students will be able to understand the levels of biological diversity, bio geographic zones of India and different threats to biodiversity.	3	Em
<b>CO4</b>	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	1	Em
<b>CO5</b>	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 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	2	1	_	2	1	_	2	_	1	2	_	2	_	1
CO 2	1	3	2	2	2	2	2	2	2	2	1	1	2	2
CO 3	2	3	2	2	2	2	2	3	2	_	2	2	_	2
CO 4	2	2	2	3	1	2	2	2	1	2	1	1	2	2
CO 5	2	3	2	3	2	3	2	2	3	2	2	3	2	2
Avg	1.8	2.4	1.6	2.4	1.6	1.8	2	1.8	1.8	1.6	1.2	1.8	1.2	1.8

## SEMESTER- 3

<b>Course Code:</b> HM3375-3377	<b>Title:</b> INDUSTRIAL EXPOSURE	<b>L T P C</b> 0 0 12 6
		<b>Duration of Exposure: 22 Weeks</b>
<p><b><u>INDUSTRIAL TRAINING EXPOSURE: III Semester</u></b></p> <p>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 programme coordinator/ Convenor/ H.O.D for Industrial exposure.</p> <p>Leave Formalities: 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.</p> <p><b>III Semester Training Schedule:</b></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. Academic Credits for training shall be based on following Log books and attendance, Appraisals, Report and presentation, as applicable.</p> <p>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.</p> <p>The Training Report will be submitted in the form specified as under:</p> <ol style="list-style-type: none"> <li>The typing should be done on both sides of the paper (instead of single side printing)</li> <li>The font size should be 12 with Times New Roman font.</li> <li>The Training Report may be typed in 1.5 line spacing.</li> <li>The paper should be A-4 size.</li> <li>Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.</li> </ol> <p>Students have to submit the following documents on completion of Industrial Training to the faculty coordinator at the institute:</p> <ol style="list-style-type: none"> <li>A Copy of the Offer Letter from Industry</li> <li>Industry Exposure/ Industrial Training Certificate</li> </ol>		
<b>Mode of Evaluation</b>	Internal and External Examination	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the</b>	9/13/2020	

<b>Academic Council</b>	
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<b>Course Code:</b> HM3378	<b>Title:</b> TRAINING REPORT & LOG BOOK PRESENTATION	<b>L T P C</b> 0 0 12 6
		<b>Duration of Exposure: 22 Weeks</b>
<b><u>INDUSTRIAL TRAINING EXPOSURE: III Semester</u></b>		
<p>The Industry Exposure in III 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 program coordinator/ Convener/ H.O.D for Industrial exposure from parent Institute.</p> <p>Students have to submit the following documents on completion of Industrial Training to the faculty coordinator at the institute for the evaluation of III Semester examination:</p> <ol style="list-style-type: none"> <li>1. Logbook.;</li> <li>2. Appraisal;</li> <li>3. A copy of the training certificate.</li> <li>4. IT Report in all four Departments.</li> <li>5. Power Point presentation on a CD, based on the training report.</li> </ol>		
<b>Mode of Evaluation</b>	Internal and External Examination	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

### SEMESTER-4

<b>HM3410</b>	<b>Title: Foreign Language Skills (French)</b>	<b>L T P C</b> <b>2 0 0 2</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	This module is prescribed to appraise students about basics of French terminology used in Hotels	
<b>Expected Outcome</b>	Students will be able to familiarize with French terminology.	<b>Total No. of Hours:</b> <b>24</b>
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Alphabet, Accents and Numbers</b>	5
Pronunciation - The Alphabet - The Accents; 'Formules de politesse'; The numbers: Cardinal – Ordinal; Time (only 24 hr clock); Weights & Measures; The subjective pronouns; Auxiliary verbs : etre and avoir		
<b>Unit II</b>	<b>Self introduction</b>	4
Self introduction; presenting and introducing other person; Name of vegetables and fruits; Conjugation of first group of verbs; Days of the week; Months of the year; Date; The definite and indefinite articles		
<b>Unit III</b>	<b>Countries and their Nationalities</b>	5
Name of the Countries and their Nationalities; Conjugation of second group of verbs; Adjectives of place; Preposition of place; Describing a place (your city/ touristplace)		
<b>Unit IV</b>	<b>Vocabulary &amp; Conjugation of irregular verbs</b>	5
Vocabulary describing family; Describe your family; Name of dairy products and Cereals; Negation; Conjugation of irregular verbs : venir, aller; Demonstrative Adjectives Simple translation		
<b>Unit V</b>	<b>Restaurant Brigade &amp; Kitchen Brigade</b>	5
Restaurant Brigade; Hotplate language and terminology; Name of herbs and spices. Kitchen Brigade; Name of Meat, Poultry and Game; Name of French wines , French cheese, The French Classical Menu with classic - examples of each course		
<b>Text Books</b>	<ol style="list-style-type: none"> <li>1. French for Hotel and Tourism Industry by S. Bhattacharya</li> <li>2. French for Hospitality by R. Sudha, Jayant Balan</li> <li>3. Basic French Course for The Hotel Industry by Catherine Lobo &amp; Sonali Jadhav</li> </ol>	
<b>Reference Books</b>	<ol style="list-style-type: none"> <li>1. Larousse compact Dictionary: French-English/English-French</li> <li>2. Larousse French Grammar</li> <li>3. Parlez à l'hotel by A. Talukdar</li> </ol>	
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	

<b>Date of approval by the Academic Council</b>	9/13/2020
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**Co Outcome:- HM3410**

<b>Unit-wise Course Outcome</b>	<b>Descriptions</b>	<b>BL Level</b>	<b>Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)</b>
<b>CO1</b>	Understand the basics of French language i.e. The Alphabet, The Accents, The numbers Cardinal & Ordinal and Time (only 24 hr. clock); Weights & Measures	1	Em
<b>CO2</b>	Introduce themselves, Presenting and Introducing others. Also learn about the names of vegetables & fruits, Days of the week and Name of the months in French.	1	Em
<b>CO3</b>	Understand the name of the Countries and their Nationalities, Conjugation of second group of verbs, Adjective of place and also be able to describe their own place or any tourist place in French.	2	Em
<b>CO4</b>	Understand the Vocabulary & Conjugation of irregular verbs. They will be able to describe their family members, Name of dairy products and use of various verbs in French.	2	Em
<b>CO5</b>	Understand the Restaurant brigade, name of herbs & spices used in kitchen, name of French Wines, French Classical Menu with classic - examples of each course	3	Em

**CO-PO Mapping for HM3410**

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	1	2	2	_	2	2
CO 2	2	2	2	2	2	1	2	3	2	3	2	1	3	2
CO 3	2	2	2	2	2	1	_	2	2	3	2	2	_	2
CO 4	2	1	2	2	2	1	1	2	2	2	23	_	2	2
CO 5	2	3	2	2	2	1	1	2	2	2	3	2	1	2
Avg	2	1.8	1.6	1.8	2	0.8	1	2	1.8	2.4	6.4	1	1.6	2



<b>HM3411</b>	<b>Title: Introduction to Indian Cookery</b>	<b>L T P C</b> <b>4 0 0 4</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	This module is prescribed to appraise students about basics of Indian food production.	
<b>Expected Outcome</b>	Students will be able to familiarize with Indian Kitchen and it's working.	<b>Total No. of Hours:</b> <b>48</b>
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Indian Cooking</b>	10
Introduction, Philosophy of Indian Food, The great Indian Cuisine – Key features, Regional influences on Indian Food, Popular foods of India (At least one simple three course menu from each region of India , North, East, South, Seat and Central India its salient features andcooking).		
<b>Unit II</b>	<b>Condiments, Herbs and Spices Used in India Cuisine</b>	10
Introduction, Condiments, Herbs and Spices used in Indian Cuisine (Allspice, Ajowan, Aniseed, Asafoetida, Bay leaf, Cardamom, Cinnamon, Cloves, Coriander seeds, Cumin, Chilli, Fenugreek, Mace, Nutmeg, Mustard, Pepper, Poppy Seeds, Saffron, Tamarind, Turmeric, Celery, Curry Leaf, Marjoram, Pomegranate Seeds, Stone Flowers, Basil, Betel Root, Black Salt, Red Chilli, Rock Salt) Various ways of using spices, their storage and usagetips.		
<b>Unit III</b>	<b>Masalas &amp; Pastes in Indian cooking</b>	10
Masalas and Pastes: Introduction, Types, Blending of Spices, Concept of Dry and Wet Masalas, Pastes used in Indian Cooking, Purchasing, Storing Considerations		
<b>Unit IV</b>	<b>Basic Indian Gravies</b>	9
Introduction, Gravies and Curries, Regional Gravies, Gravy Preparations.		
<b>Unit V</b>	<b>Commodities and their usage in Indian Kitchens</b>	9
Introduction, Souring Agents, Colouring Agents, Thickening Agents, Tendering Agents, Flavouring and Aromatic Agents, Spicing Agents in IndianKitchens		
<b>Text Books</b>	<ol style="list-style-type: none"> <li>1. Theory of Cookery By K Arora, Publisher: FrankBrothers</li> <li>2. Food Production Operations: Parvinder S Bali, Oxford UniversityPress</li> <li>3. The Professional Chef: Le Rol A.Polsom</li> </ol>	
<b>Reference Books</b>	<ol style="list-style-type: none"> <li>1. Modern Cookery (Vol –I) By Philip E. Thangam, Publishers: OrientLongman</li> <li>2. Practical Cookery By Kinton&amp;Cessarani</li> </ol>	
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3411**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Understand the Indian cookery, regional influence on Indian food, various popular food of different regions of India and various characteristics and salient features of Indian Food.	1	Em
<b>CO2</b>	Understand the various condiments , Herbs and Spices ( Allspice, Ajowain, Aniseed, Asafetida, Bay leaf, Cardamom, Cinnamon, Cloves, Coriander seeds, Cumin, Fenugreek, Mace, Nutmeg, Mustard, Pepper, Poppy Seeds, Saffron, Tamarind, Turmeric, Celery, Curry Leaf) Used in Indian Food and also get the information to use the spices in different ways and storage of spices	1	Em
<b>CO3</b>	Understand that various Masalas & Pastes used in Indian Cookery, concept of using wet & dry masalas in Indian food. Also learn that how to store and purchase various masalas.	2	Em
<b>CO4</b>	Get the knowledge of various Indian gravies used in Indian food. Like- Masala Gravy, Yellow Gravy, White Gravy, Makhani Gravy and Red gravy.	2	Em
<b>CO5</b>	Understand the various Commodities used in Indian Cookery also they will get the knowledge about various Souring agents, coloring agents, tendering agents, Flavoring agents, Aromatic agents and Spicing agents used in Indian food.	3	Em

**CO-PO Mapping for HM3411**

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	2	3	2
CO 4	2	3	2	1	3	3	2	3	2	3	2	1	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	1.8	2	3	2	3	2.6	2.2	2.2	2
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<b>HM3412</b>	<b>Title: Food &amp; Beverage service Operations</b>	<b>L T P C</b> <b>4 0 0 4</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	This module is prescribed to appraise students Restaurant Planning and F&B Control and budgeting	
<b>Expected Outcome</b>	Students will be able to do Restaurant Planning and F&B Control and budgeting	<b>Total No. of Hours: 48</b>
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Restaurant Planning</b>	10
Introduction, Planning & Operating various F & B Outlets and support, ancillary areas, Factors- Concept, Menu, Space & Lighting, Colors and Market, Restaurant Design team. Restaurant Problems and Guest Situation Handling – (thumb rules), Hosting Theme Functions/ Lunches/Events, Preparation of Flamb'es & Gueridon Service		
<b>Unit II</b>	<b>Buffet</b>	10
Types, Buffet Sectors, Equipments Used, Factors, Space requirements & Checklist, Buffet Presentation, menu planning, staff requirement, Buffet Management. Function Catering: Introduction, Types of Function, Function Administration & Organization- Booking Procedure, Menus, Function contracts, Seating Arrangements. Other Catering Operations: Off- Premises Catering, Hospital Catering, Industrial & Institutional Catering, Airline & Railway catering, Home Delivery, Take away, Afternoon & High Teas: Introduction, Menu, Cover & Service		
<b>Unit III</b>	<b>F &amp; B Control</b>	10
Overview: Introduction, Objectives of F & B Control, Problems in F & B Control, Methodology of F & B Control, Personnel Management in F & B Control. Cost & Sales Concepts: Definition of Cost, Elements of Cost, Classification of Cost, Sale defined, Ways of expressing sales concepts. Cost Volume/ Profit Relationships (Break- even analysis).		
<b>Unit IV</b>	<b>Budgetary Control</b>	9
Introduction, Objectives, Kinds of Budget, Budgetary Control Process, Stages in the preparation of Budgets. Budgeting for F & B Operations		
<b>Unit V</b>	<b>Food &amp; Beverage Control</b>	9
Purchasing Control, Receiving Control, Storing and Issuing Control, Menu Management: Introduction, Types of Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as a In- House Marketing, Tool.		
<b>Text Books</b>	<ol style="list-style-type: none"> <li>1. Financial &amp; Cost control techniques in hotel &amp; Catering Industry – Dr J.M.S.Negi</li> <li>2. Food &amp; Beverage Control By: Richard Kotas and Bernard Davis</li> <li>3. Food &amp; Beverage Service- Dennis R. Lillicrap. &amp; John.A. Cousins. Publisher: ELBS</li> </ol>	
<b>Reference Books</b>	<ol style="list-style-type: none"> <li>1. Hotel &amp; Catering Costing &amp; Budgets, RD. Boardman, Heinemann</li> <li>2. Food &amp; Beverage Service Management- Brian Vargese</li> </ol>	
<b>Mode of Evaluation</b>	Internal and External Examinations	

<b>Recommendation by Board of Studies on</b>	5/13/2020
<b>Date of approval by the Academic Council</b>	9/13/2020

**Course Outcome for HM3412**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Student will able to understand the planning & operating concept of Food & Beverage outlets.	2	Em
<b>CO2</b>	Student will able to understand & apply various type of Buffet setup in Banquets	1	Em
<b>CO3</b>	Student will able to understand the concept of F & B Control.	1	Em
<b>CO4</b>	Student will able to understand the concept of Budget in F & B Service outlets.	2	Em
<b>CO5</b>	Student will able to understand & apply the Menu Management in Catering Operations.	3	Em

**CO-PO Mapping for HM3412**

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	3	1	_	2	2	_	_	_	1
CO 2	1	3	2	2	2	2	2	2	2	2	1	1	2	2
CO 3	2	3	2	2	1	2	2	3	1	_	3	2	_	2
CO 4	2	2	2	2	2	2	2	2	2	1	1	2	2	2
CO 5	2	3	3	2	3	3	2	2	2	2	3	2	1	2
Avg	1.8	2.4	1.8	2	2	2.4	1.8	1.8	1.8	1.4	1.6	1.4	1	1.8

<b>HM3413</b>	<b>Title: Accommodation &amp; Front Office Operations</b>	<b>L T P C</b> <b>4 0 0 4</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	This module is prescribed to appraise students about cleaning procedures guest safety, first aid and Registration.	
<b>Expected Outcome</b>	Students will be able to familiarize with Front office and Housekeeping department and it's working.	<b>Total No. of Hours:</b> <b>48</b>
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Cleaning of Public Areas</b>	10
Cleaning of Public Areas: Cleaning Process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/ bar/ banquet Halls/ Administration offices/ Lifts and Elevators/ Staircase/ back areas/ Front areas/ Corridor), Pest Control: Types of pests, Control procedures, Safeguarding Assets: Concerns for safety and security in Housekeeping operations, Concept of Safeguarding assets.		
<b>Unit II</b>	<b>Special Provisions for Guests, Safety, Security</b>	10
Guest room features for differently abled – added features and modifications, Public Areas: Wash – rooms, restaurants, main entrance etc. added features and modifications. Situation Handling/ Service Design, for typical Market Segment (Safety, security & Comfort); Airlines crew guest rooms, single lady guests, Children. The Concept and Importance, Safety: Accidents, Fires (Cause, Procedure, Accident report form), Security: Security of Guest/ Staff/ Public areas/ Rooms/ Back office areas,		
<b>Unit III</b>	<b>First Aid</b>	9
First Aid: Concept and Emergency Procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration)		
<b>Unit IV</b>	<b>The Guest Stay with Hotel</b>	10
Registration: concept, systems and its procedure, Registration form and C Form, No Shows, Rooming of Guests, Message Handling, Dealing with Guests Requests and Complaints, Travel Desk and Concierge: functions; luggage, paging, message and left luggage handling procedure, foreign currency handling, Room selling techniques, Communicating with guests.		
<b>Unit V</b>	<b>The Guest Departure and Post Departure Services at Front Desk</b>	9
The guest accounting, the guest ledgers, city ledger, tips and advances, front office cash sheet, paid out, bank net receipts, over and shorts, settlement of bills, credit card handling, handling vouchers of – room rate, food sales, laundry, other guest services, miscellaneous charges, credit security measures, cash and credit control, express check out, early and late check outs, group departures, post departure courtesyservices		
<b>Text Books</b>	<ol style="list-style-type: none"> <li>1. Hotel Housekeeping Operations &amp; Management – Raghubalan, Oxford University Press</li> <li>2. Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc GrawHill.</li> <li>3. Housekeeping and Front Office –Jones</li> </ol>	

<b>Reference Books</b>	1. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox
<b>Mode of Evaluation</b>	Internal and External Examinations
<b>Recommendation by Board of Studies on</b>	5/13/2020
<b>Date of approval by the Academic Council</b>	9/13/2020

**Course Outcome for HM3413**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	To gain Knowledge Cleaning of Public areas, Pest Control, Concerns for safety and security in Housekeeping	2	Em
<b>CO2</b>	Course will give the knowledge above special provisions of guest safety, security in case of hotel, Airlines.	1	Em
<b>CO3</b>	This course will help the students to learn about basics of first aid and situations to apply it.	1	Em
<b>CO4</b>	By this course student get the of concepts of registration, Handling of guest, Rooming of Guest and room Selling.	2	Em
<b>CO5</b>	Students will be able to understand about the guest cycle post departure services at the front Desk.	3	Em

**CO-PO Mapping for HM3413**

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	2	–	2	3	2	1	2	–	1	–	2	3
CO 3	2	2	2	3	2	2	2	2	2	2	2	2	2	1
CO 4	1	2	2	2	2	3	2	3	2	2	2	2	2	2
CO 5	2	3	2	1	2	2	2	2	2	3	1	2	2	2
Avg	2	2.2	1.6	1.4	1.6	2.4	1.8	2	2	2	1.6	1.6	2	1.8

<b>Course Code:HM3445</b>	<b>Title: Introduction to Indian Cookery Lab</b>	<b>L T P C</b> <b>0 0 4 2</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	To impart fundamental knowledge of food production.	
<b>Expected Outcome</b>	Students will be able to familiarize with working atmosphere of food production.	<b>Total No. of Hours:</b> <b>40</b>
<b>List of Practicals</b>		
<ol style="list-style-type: none"> <li>1. Understanding Indian Cooking and Preparation of simple popular foods of India (At least one simple three course menu from each region of India , North, East, South, Seat and Central India its salient features andcooking).</li> <li>2. Condiments, Herbs &amp; Spices in Indian Kitchen – Do’s &amp;Don’t’s</li> <li>3. Understanding Preparations of Masalas, Pastes and Gravies in Indian Kitchen Preparationof:           <ol style="list-style-type: none"> <li>(i) Makhni Gravy</li> <li>(ii) Green Gravy</li> <li>(iii) WhiteGravy</li> <li>(iv) LababdarGravy</li> <li>(v) KadhaiGravy</li> <li>(vi) Achari Gravy</li> <li>(vii) MalaiKoftaGravy</li> <li>(viii) YakhniGravy</li> <li>(ix) YellowGravy</li> <li>(x) KormaGravy</li> </ol> </li> <li>4. Familiarisation with, commodities and their usage in Indian Kitchens with the help of simple dishes preparations indicating theirusage.</li> </ol>		
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3445**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Understand the Indian cookery, Cooking and Preparation of simple popular foods & Understand the three course menu from each region of India.	1	Em
<b>CO2</b>	Understand that various Masalas used in Indian Cookery, concept of using wet & dry masalas in Indian food. Also learn that how to store and purchase various masalas Do's & Don'ts & Get the knowledge of various Indian gravies used in Indian food. Like- Masala Gravy.	3	Em
<b>CO3</b>	Understand the various Commodities used in Indian Cookery also they will get the knowledge about various Souring agents, coloring agents, tendering agents, Flavoring agents, Aromatic agents and Spicing agents used in Indian food & Get the knowledge of various Indian gravies used in Indian food. Like- Yellow Gravy.	1	Em
<b>CO4</b>	Get the knowledge of various Indian gravies used in Indian food. Like- White Gravy & Get the knowledge of various Indian gravies used in Indian food. Like- Makhani Gravy.	2	Em
<b>CO5</b>	Get the knowledge of various Indian gravies used in Indian food. Like and Red gravy & Understand the commodities and their usage in Indian Kitchens.	3	Em

**CO-PO Mapping for HM3445**

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	2	2	2	3	2	2	3	2	3	3	2	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	3	2	2
Avg	2.4	2.8	2	1.4	3	1.8	2	3	2	3	2.6	2.4	2.2	2

<b>Course Code:HM3446</b>	<b>Title: Food &amp; Beverage service Operations- Lab</b>	<b>L T P C</b> <b>0 0 2 1</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	To impart fundamental knowledge of food & Beverage Service.	
<b>Expected Outcome</b>	Students will be able to familiarize with working atmosphere of food production.	<b>Total No. of Hours:</b> <b>20</b>
<b>List of Practicals</b>		
<ol style="list-style-type: none"> <li>1. Restaurant Set –ups of different types &amp; services</li> <li>2. Service of Afternoon &amp; Highteas</li> <li>3. Buffet Lay –up, theme Buffets set up</li> <li>4. Theme Parties</li> <li>5. Role Plays &amp; Situation handling in Restaurant</li> <li>6. Gueridon Service</li> <li>7. Types of service</li> <li>8. Service of Tea and Coffee</li> <li>9. Taking Reservation in Restaurant</li> <li>10. Taking Reservation in Banquets</li> </ol>		
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3446**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None
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			<i>(Use, for more than one)</i>
<b>CO1</b>	Understand the Restaurant Set ups and type of service & Understand the Service of Afternoon & High teas	1	Em
<b>CO2</b>	Understand the Buffet Lay –up, theme Buffets set up & Understand the Theme Parties.	3	Em
<b>CO3</b>	Understand the Role Plays & Situation handling in Restaurant & Understand the Guerdon Service	1	Em
<b>CO4</b>	Understand the Types of service & Understand the Service of Tea and Coffee	2	Em
<b>CO5</b>	Understand the Taking Reservation in Restaurant & Understand the Taking Reservation in Banquets	3	Em

**CO-PO Mapping for HM3446**

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	3	1	_	2	2	_	2	_	1
CO 2	2	3	2	2	2	2	2	2	2	2	2	2	2	2
CO 3	2	3	2	2	1	2	2	3	2	_	1	2	2	2
CO 4	2	2	2	2	2	2	2	2	2	1	2	2	2	2
CO 5	2	3	3	2	3	3	2	2	2	2	2	2	2	2
Avg	2	2.4	1.8	2	2	2.4	1.8	1.8	2	1.4	1.4	2	1.6	1.8

<b>Course Code:</b> HM3447	<b>Title:</b> Accommodation & Front Office Operations-Lab	<b>L T P C</b> <b>0 0 2 1</b>
<b>Version No.</b>	1.0	
<b>Course Prerequisites</b>	NIL	
<b>Objectives</b>	To impart fundamental knowledge of Accommodation & Front Office Operations.	
<b>Expected Outcome</b>	Students will be able to familiarize with working atmosphere of food production.	<b>Total No. of Hours:</b> <b>20</b>
<b>List of Practicals</b>		

1. Identification and familiarization with cleaning of Public Areas in Hotels.
2. Develop an understanding about requirements of different guests, with children, business travellers, single woman traveler, differently abled travelers and acquaint the learners with procedures like expression about sharing of hotel services and facilities to guests, employees as brand ambassadors of hotels, managing guest interaction effectively.
3. Handling guest Check - In , Registration,
4. Facilitation during stay at Hotel, Billing, Related Performa's.
5. Reservation
6. Filling of C Form
7. Filling of Errand card, Luggage Handling
8. Rooming procedure
9. Skills to handle guest accounting and departure (fits and groups)
10. Role play: In ref to the theory syllabus

<b>Mode of Evaluation</b>	Internal and External Examinations
<b>Recommendation by Board of Studies on</b>	5/13/2020
<b>Date of approval by the Academic Council</b>	9/13/2020

**Course Outcome for HM3447**

<b>Unit-wise Course Outcome</b>	<b>Descriptions</b>	<b>BL Level</b>	<b>Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)</b>

<b>CO1</b>	To be familiar and gain knowledge about cleaning of public areas in Hotels & Course will give an understanding about requisite of different types of guest.	2	Em
<b>CO2</b>	This course will give an understanding about guest check in By this course student get a knowledge about facilities to be required for hotel guest.	3	Em
<b>CO3</b>	Students will learn about reservation, how to do it and apply it & Students will learn about C form its usage, and filling.	1	Em
<b>CO4</b>	Student will seek the importance of errand card, luggage handling of guest & Student will learn about Rooming Procedure, details pertaining to room for induction of the guest.	1	Em
<b>CO5</b>	Students will gain knowledge about accounting procedure pertaining to guest & Student will learn about different situation handling of guest, different conditions.	3	Em

**CO-PO Mapping for HM3447**

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	2	_	2	3	2	1	2	_	1	_	2	3
CO 3	2	2	2	3	2	2	2	2	2	2	2	2	2	1
CO 4	1	2	2	2	2	3	2	3	2	2	2	2	2	2
CO 5	2	3	2	1	2	2	2	2	2	3	2	2	2	2
Avg	2	2.2	1.6	1.4	1.6	2.4	1.8	2	2	2	1.8	1.6	2	1.8

<b>VP3413</b>	<b>Title: Communication and Managerial Skills in Hospitality Industry-II</b>	<b>L T P C</b>
<b>Version No.</b>	<b>1.1</b>	<b>2 0 0 2</b>
<b>Course Prerequisites</b>	<b>NIL</b>	

<b>Objectives</b>	To familiarize the students with the Basic communication skill required in Hospitality Industry	
<b>Expected Outcome</b>	Students will be able to familiarize with basic English to Interact with guest in Hospitality Sector.	<b>Total No. of Hours: 24</b>
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Personality Enrichment</b>	5
Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language, Art of good Conversation, Art of Intelligent Listening		
<b>Unit II</b>	<b>Etiquettes &amp; Manners</b>	5
Social & Business Dining Etiquettes, Social & Travel Etiquettes		
<b>Unit III</b>	<b>Personality Development Strategies &amp; Interpersonal Skills</b>	5
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		
<b>Unit IV</b>	<b>Group Discussion &amp; Telephone conversation</b>	5
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		
<b>Unit V</b>	<b>Presentation &amp; Electronic Communication Techniques</b>	4
Presentation skills, seminars skills role – plays, E mail, Fax,		
<b>Text Books</b>	1. Sharma, R.C. and Mohan K Business Correspondence and Report Writing". Publisher: Tata McGraw Hill 1994 2. K.K.Sinha Business Communication	
<b>Reference Books</b>	1. Lynn Van Der Wagen Communications in Tourism & Hospitality-Publisher: Hospitality Press 2. Lesikar & Flatley Basic Business Communication, Publisher Tata McGraw Hills 3. Hynes Managerial Communication by Publisher: M.Hill	
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for VP3413**

<b>Unit-wise Course Outcome</b>	<b>Descriptions</b>	<b>BL Level</b>	<b>Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None</b>
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			<i>(Use, for more than one)</i>
<b>CO1</b>	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
<b>CO2</b>	Students will be able to understand about travel etiquettes, manner to behave in social gatherings.	3	Em
<b>CO3</b>	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.	1	Em
<b>CO4</b>	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	1	Em
<b>CO5</b>	Students will learn, understand apply Presentation skills, seminar’s skills role – plays, E mail, Fax.	3	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	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

<b>HM3501</b>	<b>Title: Regional Cuisines of India -I</b>	<b>L T P C</b> <b>3 0 0 3</b>
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<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	This module is prescribed to appraise students about Regional Cuisines of India	
<b>Expected Outcome</b>	Students will be able to familiarize with Regional Cuisines of India	
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Cuisines of Kashmir, Himachal &amp; Uttarakhand</b>	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.		
<b>Unit II</b>	<b>Cuisines of Punjab, Haryana &amp; Delhi</b>	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.		
<b>Unit III</b>	<b>Cuisines of Rajasthan</b>	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		
<b>Unit IV</b>	<b>Cuisines of Gujarat</b>	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		
<b>Unit V</b>	<b>Cuisines of Maharashtra &amp; Goa</b>	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		
<b>Text Books</b>	<ol style="list-style-type: none"> <li>1. Quantity Food Production Op. and Indian Cuisine – Parvinder S Bali, Oxford University Press</li> <li>2. A Taste of India By MadhurJafferey - John Wiley &amp; Sons</li> <li>3. Food of Haryana: The Great Chutneys – Dr Ashish Dahiya, University Press, MDU</li> <li>4. Indian Gastronomy – Manjit Gill, DK Publishers</li> <li>5. Food of Haryana: The Great Desserts – Dr Ashish Dahiya, University Press, MDU, Punjabi Cuisine – Manjit Gill</li> <li>6. My Great India Cook Book – Vikas Khanna</li> </ol>	
<b>Reference Books</b>	<ol style="list-style-type: none"> <li>3. Modern Cookery (Vol –I) By Philip E. Thangam, Publishers: OrientLongman</li> <li>4. Practical Cookery By Kinton&amp;Cessarani</li> <li>5. Theory of Cookery By K Arora, Publisher: FrankBrothers</li> </ol>	
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome forHM3501**



Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	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
<b>CO2</b>	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
<b>CO3</b>	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
<b>CO4</b>	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
<b>CO5</b>	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

<b>HM3502</b>	<b>Title: Food &amp; Beverage Service Management I</b>	<b>L T P C</b> <b>3 0 0 3</b>
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<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	This module is prescribed to appraise students about distilled sprits	
<b>Expected Outcome</b>	Students will be able to familiarize with distilled sprits	
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Spirits ,Whisky</b>	8
Introduction to Spirits, Whisky - Types, Production, Brands Indian and International & Service.		
<b>Unit II</b>	<b>Brandy &amp;Rum</b>	7
Types, Production, Brands Indian and International & Service		
<b>Unit III</b>	<b>Vodka, Gin</b>	7
Types, Production, Brands Indian and International & Service		
<b>Unit IV</b>	<b>Tequila&amp; Other Spirits</b>	7
Types, Production, Brands Indian and International & Service Other spirits – Tequila, Absinthe, Tequila, ouzo, slivovitz, aquavit, Calvados, Fenny, arrack etc.		
<b>Unit V</b>	<b>Liqueurs</b>	7
Types, Production, Brands & Service – Indian andInternational		
<b>Text Books</b>	5. Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS 6. Food & Beverage Service Management- Brian Varghese 7. Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill. 8. Introduction F& B Service – Brown, Heppner & Deegan	
<b>Reference Books</b>	6. Menu Planning – Jaksakivela, Hospitality Press 7. Modern Restaurant Service – John Fuller, Hutchinson 8. Professional Food & Beverage Service Management – Brian Varghese 9. The Restaurant ( From Concept to Opertion) 10. The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi	
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3502**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Students will be able to understand the importance of Spirits & Whisky, types of spirits and brands of Indian & International spirits.	1	Em
<b>CO2</b>	Students will get the knowledge of Brandy & Rum, types of Rum & Brandy, brands of Indian & International Rum and Brandy.	2	Em
<b>CO3</b>	Students will get the knowledge of Vodka & Gin, types of Vodka & Gin, brands of Indian & International Vodka & Gin.	2	Em
<b>CO4</b>	Students will gain knowledge of Tequila, Production of Tequila, Indian & International Brands of Tequila and service of Tequila	1	Em
<b>CO5</b>	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	<b>2.2</b>	<b>2.4</b>	<b>2.2</b>	<b>2.4</b>	<b>1.8</b>	<b>2.2</b>	<b>1.4</b>	<b>2</b>	<b>2.4</b>	<b>1.8</b>	<b>2</b>	<b>2</b>	<b>2.4</b>	<b>2</b>

<b>HM3503</b>	<b>Title: Accommodation Management -I</b>	<b>L T P C</b> <b>3 0 0 3</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	This module is prescribed to appraise students about Planning of housekeeping, budgeting Safety & Security Procedure and Contract Services of Housekeeping.	
<b>Expected Outcome</b>	Students will be able to familiarize with Various housekeeping operation.	<b>Total No. of Hours:</b> <b>36</b>
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Planning in Housekeeping</b>	8
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, Standard Operating Procedures & Manuals, Job Allocation, Manpower Planning, Planning duty roster.		
<b>Unit II</b>	<b>Budget &amp; Budgetary Control</b>	7
Definition of Budget, Types of budget - Capital and Operational Expenditure Budget and Pre-opening Budget, Budget and Budgetary controls, Purchase & selection criteria, Guest Supplies, Selection of Cleaning Equipment & Cleaning Agents, Importance of Budgetary Control, Controlling systems, Stock records – issuing and control.		
<b>Unit III</b>	<b>Inventory Control</b>	7
Inventory Control, Storage, Inventory & stock taking, Registers & records maintained, Concept of safeguarding assets. Environmental Control: Waste water treatment & disposal, Environmental Service, Environmental Pollution.		
<b>Unit IV</b>	<b>Contract Services</b>	7
Contract Cleaning, Contract Service in Housekeeping, Types of contract services, Guidelines for hiring contract services, Contract Specification, Advantages & disadvantages of contract services.		
<b>Unit V</b>	<b>Safety &amp; Security in Hotels</b>	7
Importance of Security system, Monitoring of Activities in Public Areas, Guest Floor, Lobby & Rooms, Staff Utility and Back of the House Areas, Safety of Guest Property, Hotel Property, Handling emergency situations, Prevention of accidents, First Aid, Different kinds of security equipment used in Hotel Operation.		
<b>Text Books</b>	6. Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson 7. Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press 8. Hotel and Catering Studies – Ursula Jones 9. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS) 10. Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill	
<b>Reference Books</b>	5. House Keeping Management by Dr. D.K. Agarwal 6. House Keeping Management for Hostels, Rosemary Hurst, Heinemann 7. Housekeeping and Front Office – Jones 8. Housekeeping management – Margaret M. Leappa & Aleta Netschke	
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3503**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Students will understand about the supervision of various Housekeeping operations.	1	Em
<b>CO2</b>	Students will be able to understand the Planning of Housekeeping operations, Planning for Manpower, SOPs, planning duty rosters etc.	3	Em
<b>CO3</b>	Students will get knowledge about Housekeeping budget, Types of budget, purchasing system & stock records.	2	Em
<b>CO4</b>	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
<b>CO5</b>	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	<b>2.4</b>	<b>2.2</b>	<b>1.8</b>	<b>1.6</b>	<b>1.6</b>	<b>1.6</b>	<b>1.8</b>	<b>1.8</b>	<b>1.6</b>	<b>1.6</b>	<b>1.8</b>	<b>1.6</b>	<b>1.8</b>	<b>1.8</b>

<b>Course Code: HM3505</b>	<b>Course Title: Front Office Management-I</b>	<b>L T P C</b> <b>3 0 0 3</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	The objective of this course is to provide an overview of the need of Night Auditing, Settlement of guest, Non-Guest Account, Room Selling techniques, need & role of planning in Front office.	
<b>Expected Outcome</b>	By the end of the course, the student is capable of: <ol style="list-style-type: none"> <li>1. Learn about Night Auditing and its Process.</li> <li>2. Remember the tactics of Hotel's Product Selling</li> <li>3. Learn the role of Planning in Front Office.</li> </ol>	<b>Total No. of Hours:</b> <b>36</b>
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Night Auditing</b>	8
Night Audit, night Auditor, Duties & Responsibilities of Night Auditor, Night Auditing Process (Establishing the end of day, Complete outstanding posting, verifying transactions, Complete Outstanding postings so on) System Update, Centralized Night audit Process, Importance of Night audit and when it is required to be done and why.		
<b>Unit II</b>	<b>Check out &amp; Settlement</b>	7
Process of check out & settlement, Departure procedures, Check out Options, Unpaid account Balances, Account Collection, Front Office records.		
<b>Unit III</b>	<b>Room Selling Techniques-I</b>	7
Introduction, Elements of Marketing, Marketing strategies, Organizational behaviors, Client Behavior Buying Decision, Pricing strategy, pricing Influences, Market demand, Personal Selling, recognize customer Motive for buying, Product knowledge, understanding what you are selling, Features, Benefits, Close.		
<b>Unit IV</b>	<b>Room Selling Techniques-II</b>	7
Marketing communications, Target the Market, Distribution Analysis, selling tips for the product, Sales & Marketing team, the service Pyramid, Market places, Upsell, Downsell.		
<b>Unit V</b>	<b>Front Office Planning &amp; Operation</b>	7
Management functions (Planning, Organizing, Coordination, Staffing, Leading, Controlling, Evaluating), forecasting room availability (Forecasting data, Forecast Formula, sample forecast forms), Planning for disasters,		
<b>Text Books</b>	<ol style="list-style-type: none"> <li>1. Hotel Housekeeping Operations &amp; Management – Raghubalan, Oxford University Press</li> <li>2. Managing Front Office Operations”, Kasavana, M. L., &amp; Brooks, R. M. American Hotel &amp; Lodging Educational Institute, USA, 8<sup>th</sup> Edition, 2013.</li> <li>3. Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc GrawHill</li> <li>4. Hotel Front Office Operations And Management”, Jatashankar R Tewary, Oxford University Press, New Delhi, 2012</li> </ol>	
<b>Reference Books</b>	<ol style="list-style-type: none"> <li>1. Managing Front Office Operations”, Kasavana, M. L., &amp; Brooks, R. M. American Hotel &amp; Lodging Educational Institute, USA, 8<sup>th</sup> Edition, 2013.</li> <li>2. Hotel Front Office Management”, Bardi, J. A., John Wiley &amp; Sons, USA,</li> </ol>	
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3505**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Student will know about the Knight Audit and his work into Hospitality Industry.	2	Em
<b>CO2</b>	Student will know about the Room Revenue Analysis and his work into Hospitality Industry.	1	Em
<b>CO3</b>	Student will know about of discounted rate and his work into Hospitality Industry.	3	Em
<b>CO4</b>	Student will know about the Human services vs Artificial Intelligence Services and his work into Hospitality Industry.	2	Em
<b>CO5</b>	Student will know about the Room Revenue analysis and his work into Hospitality Industry.	2	Em

**CO-PO Mapping for HM3505**

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	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	2	1	3	2	1	1	1	2	1	1	3	1	1	2
CO 4	1	3	2	1	3	1	3	1	2	1	1	1	2	1
CO 5	3	2	1	2	1	3	2	3	1	3	2	2	1	3
Avg	<b>2.4</b>	<b>2.2</b>	<b>1.8</b>	<b>1.6</b>	<b>1.6</b>	<b>1.6</b>	<b>1.8</b>	<b>1.8</b>	<b>1.6</b>	<b>1.6</b>	<b>1.8</b>	<b>1.6</b>	<b>1.8</b>	<b>1.8</b>

<b>Subject Code: HM3506</b>	<b>Marketing for Hospitality and Tourism</b>	<b>L T P C 3 0 0 3</b>
<b>Course Prerequisites:</b>	<b>Nil</b>	<b>Version No: 1.0</b>
<b>Objectives:</b>	The purpose of this course is to appraise students about marketing in Hospitality and Tourism industry.	<b>Total No. of Hours: 36</b>
<b>Expected Outcome:</b>	Students will be able to familiarize with marketing practices in Hospitality and Tourism industry.	
<b>UnitNo.</b>	<b>UnitTitle</b>	<b>No.ofHours (PerUnit)</b>
<b>Unit I</b>	<b>Basics of Marketing</b>	<b>8</b>
Meaning, Concept and Definition of Marketing. Concept of exchange: Needs, Wants and Demand. Evolution of marketing: Production era, Sales era and Marketing era. Hospitality Marketing: Difference between goods and services marketing. Features of Hospitality marketing. Customer expectation from Hospitality services. Value chain linkage in hotel industry. Marketing Mix in services marketing (7 Ps).		
<b>Unit II</b>	<b>Market Segmentation</b>	<b>7</b>
Meaning, Concept and Definition of Market Segmentation. Need for segmentation, market segmentation level: segment marketing, individual marketing, niche marketing and local marketing. Selection of segmentation variables: criteria for segmenting consumer market, criteria for segmenting organizational market, Effective segmentation measurable, sustainable and accessible.		
<b>UnitIII</b>	<b>Product and Price</b>	<b>7</b>
Meaning, Concept and Definition of Product. Product Life Cycle. Hospitality products: Rooms, Food and Beverage and Value-Added Products like Recreation & Health, Shops, Car rental service, Gymnasium etc. Travel agency and Tour Operator's Products. New service product development, levels of product. Brand name, quality, safety and packaging. Meaning, Concept and Definition of Price. Services pricing policy, Approaches, Methods, Factors influencing pricing policy.		
<b>Unit IV</b>	<b>Promotion and Place(Distribution)</b>	<b>7</b>
Meaning, Concept and Definition of Promotion. Marketing communication mix, Advertising, sales promotion, personal selling, Negotiation, publicity, Public relations in hotel industry. Meaning. Concept and Definition of Place: Channels of distribution, Selection criterion of channel, Channel members: Agents, brokers, etc. Order processing, transportation and Reverse logistics.		
<b>Unit V</b>	<b>People and Physical Evidence</b>	<b>7</b>
Meaning, Concept and Definition of People: Role of employees in service delivery; Recruitment, selection and training of employees; Relationship marketing. Meaning, Concept and Definition of Physical Evidence: Elements of Physical evidence, Maintenance of physical evidence, Role of Physical Evidence. Process: Service blueprint, Benefits of service blueprint, Building a blue print; Process and steps in service delivery, Level of customer involvement.		
<b>TextBooks</b>	<ol style="list-style-type: none"> <li>1. Marketing for Hospitality &amp; Tourism, Philip Kotler, Pearson India Publications.</li> <li>2. Marketing for Hospitality and Tourism Services, Prasanna Kumar, Tata McGraw Hill Publications.</li> </ol>	
<b>ReferenceBooks</b>	<ol style="list-style-type: none"> <li>1. Hospitality Marketing, Manjula Chaudhary, Oxford Publications.</li> <li>2. Tourism Marketing, DevashishDasgupta, Pearson India Publications.</li> <li>3. Services Marketing, GovindApte, Oxford Publications.</li> </ol>	
<b>Mode ofEvaluation</b>	Internal & External Examination	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	



**Course Outcome for HM3506**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Student will know about the basic of Marketing and his work into Tourism Industry		Em
<b>CO2</b>	Student will know about the Market Segmentation and his work into Tourism Industry		Em
<b>CO3</b>	Student will know about the Product Life Cycle and his work into Tourism.		Em
<b>CO4</b>	Student will know about the Marketing communication and his work into Industry		Em
<b>CO5</b>	Student will know about the Role of employees in service delivery and his work into Tourism.		Em

**CO-PO Mapping for HM3506**

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	<b>2.4</b>	<b>2.4</b>	<b>2.4</b>

<b>VP3516</b>	<b>Title: Hotel &amp; Tourism Law</b>	<b>L T P C</b> <b>2 0 0 2</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	This module is prescribed to appraise students about various laws related to hospitality industries.	
<b>Related to Expected Outcome</b>	Students will be able to familiarize with laws related to hospitality industries.	<b>Total No. of Hours: 24</b>
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Introduction to Indian Hospitality &amp; Related Laws in India</b>	5
Introduction, Legal Perspectives, Key Issues, The legal requirements Prior and at the time of doing Hotel Business.		
<b>Unit II</b>	<b>Laws Related to Hotel Operations in India</b>	5
Doing Hotel Business in India, Business Contracts, Hotel Licenses and Regulations, Hotel Insurance		
<b>Unit III</b>	<b>Laws Related to Employees, Guests, Public Health &amp; Safety</b>	5
Introduction and Overview of Labor Laws, Hospitality Laws, Public Health and Environmental Laws		
<b>Unit IV</b>	<b>Laws Food &amp; Beverage Services</b>	4
Food Legislation and Liquor Licensing		
<b>Unit V</b>	<b>Consumer Protection Laws Affecting Hotels</b>	5
Credit Card Laws, Catering Contracts, No Smoking Laws, and Restriction in playing recorded music in guestrooms/ public areas.		
<b>Text Books</b>	5. Hotel Law by Amitabh Devendra , Oxford University Press	
<b>Reference Books</b>	3. Hotel & Tourism Laws by Jagmohan Negi 4. Related Guidelines & Reports from Ministry of Tourism, Govt of India	
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for VP3516**

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

**CO-PO Mapping for VP3516**

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	<b>2.4</b>	<b>2.4</b>	<b>2.4</b>

<b>Course Code:</b> HM3540	<b>Title:</b> Regional Cuisines of India I Lab	<b>L T P C</b> <b>0 0 4 2</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	To impart fundamental knowledge of regional foods of India.	
<b>Expected Outcome</b>	Students will be able to familiarize with day to day working atmosphere of food production dept. in hotels	
<b>List of Practical</b>		
<p><b>1. Cuisines of Kashmir.</b> Two Menus about 3-5 dishes per menu per state.</p> <p><b>2.Cuisines of Himachal</b> Two Menus about 3-5 dishes per menu perstate.</p> <p><b>3.Cuisines of Uttarakhand</b> Two Menus about 3-5 dishes per menu perstate.</p> <p><b>4.Cuisines of Punjab</b> Two Menus about 3-5 dishes per menu perstate.</p> <p><b>5.Cuisines of Haryana</b> Two Menus about 3-5 dishes per menu perstate</p> <p><b>6.Cuisines of Delhi</b> Two Menus about 3-5 dishes per menu perstate</p> <p><b>7.Cuisines of Rajasthan</b> Two Menus about 3-5 dishes per menu perstate</p> <p><b>8.Cuisines of Gujarat</b> Two Menus about 3-5 dishes per menu perstate</p> <p><b>9.Cuisines of Maharashtra</b> Two Menus about 3-5 dishes per menu perstate</p> <p><b>10.Cuisines of Goa</b> Two Menus about 3-5 dishes per menu perstate</p>		
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3540**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	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
<b>CO2</b>	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
<b>CO3</b>	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
<b>CO4</b>	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
<b>CO5</b>	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		
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO11	PSO 1	PSO 2	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

<b>Course Code:HM3541</b>	<b>Title: Food &amp; Beverage Service Management I Lab</b>	<b>L T P C</b> <b>0 0 2 1</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	This module is prescribed to appraise students about distilled spirits	
<b>Expected Outcome</b>	Students will be able to familiarize with day to day working atmosphere of food production dept. in hotels	<b>Total Hrs20</b>
<b>List of Practical's</b>		
<ol style="list-style-type: none"> <li>1. Service of Spirits &amp; Liqueurs</li> <li>2. Bar setup and operations</li> <li>3. Cocktail &amp; Mock tail Preparation, presentation and service</li> <li>4. Whiskey based cocktail</li> <li>5. Rum based cocktail</li> <li>6. Tequila based cocktail</li> <li>7. Vodka based cocktail</li> <li>8. Rum based cocktail</li> <li>9. Brandy based cocktail</li> <li>10. Gin based cocktail</li> </ol>		
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3541**

<b>Unit-wise Course Outcome</b>	<b>Descriptions</b>	<b>BL Level</b>	<b>Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)</b>
<b>CO1</b>	Students will be able to serve Alcoholic beverages : Wines and Spirits & Students will understand how to open the corks of wine Botteles	2	Em

<b>CO2</b>	Students will be able to do service of Spirits & Liqueurs & Students will be able to setup Bar.	1	Em
<b>CO3</b>	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
<b>CO4</b>	Students will conduct Briefing & Debriefing in F&B outlets & Students will get knowledge of service of Beer and Brewed beverages.	2	Em
<b>CO5</b>	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		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
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	<b>2.4</b>	<b>1.8</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2.6</b>	<b>1.8</b>	<b>2.4</b>	<b>2.4</b>	<b>2.4</b>	<b>2.4</b>	<b>2.4</b>	<b>2.4</b>	<b>2.4</b>

<b>Course Code:</b> HM3542	<b>Title:</b> Accommodation Management –I Lab	<b>L T P C</b> <b>0 0 2 1</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	This module is prescribed to appraise students about Planning of housekeeping, budgeting Safety & Security Procedure and Contract Services of Housekeeping.	
<b>Expected Outcome</b>	Students will be able to familiarize with Various housekeeping operation.	<b>Total No. of Hours: 20</b>
<b>List of Practical</b>		



<ol style="list-style-type: none"> <li>1. Planning layouts of guestrooms/bathrooms</li> <li>2. Planning layout of suites/lounges</li> <li>3. Understanding various Housekeeping SOPs</li> <li>4. Preparing Duty Roaster</li> <li>5. Calculating staff requirement</li> <li>6. Prepare operating budget for Housekeeping Department</li> <li>7. Prepare capital budget for Housekeeping Department</li> <li>8. Flower arrangement – Japanese, Western, Traditional, Free style</li> <li>9. Flower Theme Decorations for different area of a hotel</li> <li>10. Inventory control procedure</li> </ol>	
<b>Mode of Evaluation</b>	Internal and External Examinations
<b>Recommendation by Board of Studies on</b>	5/13/2020
<b>Date of approval by the Academic Council</b>	9/13/2020

**Course Outcome for HM3542**

<b>Unit-wise Course Outcome</b>	<b>Descriptions</b>	<b>BL Level</b>	<b>Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)</b>
<b>CO1</b>	Students will be able to prepare guestrooms & Students will be able to check public area checklist.	1	Em
<b>CO2</b>	Students will get to know about preparing Duty Roaster & Students will get to know about Planning guestroom layouts.	2	Em

<b>CO3</b>	Students will know about the Boutique Hotels & Students will know about Power points on silent features in respect to accommodations in hotels	3	Em
<b>CO4</b>	Students will understand the Hotel budgeting & Students will get information about facing professional interviews.	2	Em
<b>CO5</b>	Students will get to know the completion 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	<b>2.4</b>	<b>2.4</b>	<b>2.4</b>

<b>Course Code:</b> HM3543	<b>Course Title:</b> Front Office Management-I Lab	<b>L T P C</b> <b>0 0 2 1</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	To identify various activities performed during the Guest cycle in the software.	
<b>Expected Outcome</b>	By the end of the course, the student is capable of: <ol style="list-style-type: none"> <li>Hands on practice of various activities performed in Front Office.</li> <li>Learn about Guest cycle as a whole procedure.</li> <li>Learn the strategy to upsell hotel product i.e Rooms.</li> </ol>	<b>Total No. of Hours: 20</b>

<b>Practical's</b>	
1. Understand and learn about different types of Amenities & supplies in Guest room. 2. Complete Guest Cycle process in the software. 3. Power point on different types of Heritage Hotels 4. PowerPoint presentation on different types of guest room. 5. Case study on Front Office Operations. 6. Understand and perform whole procedure beginning from Check in -Check out. 7. Point Of Sale - How to make a KOT on system, Modification of the KOT, Table transfer and Post the Restaurant and Bar bill on the system. 8. Give discounts, spilt quantity, spilt bill, print bill & settlement. 9. Role play on upselling &downselling strategy.	
<b>Text Books</b>	
<b>Reference Books</b>	
<b>Mode of Evaluation</b>	
<b>Recommendation by Board of Studies on</b>	5/13/2020
<b>Date of approval by the Academic Council</b>	9/13/2020

**Course Outcome for HM3543**

<b>Unit-wise Course Outcome</b>	<b>Descriptions</b>	<b>BL Level</b>	<b>Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)</b>
<b>CO1</b>	Students will be able to prepare guestrooms & Students will be	1	Em

	able to check public area checklist.		
<b>CO2</b>	Students will get to know about preparing Duty Roaster & Students will get to know about Planning guestroom layouts.	2	Em
<b>CO3</b>	Students will know about the Boutique Hotels & Students will know about Power points on silent features in respect to accommodations in hotels	3	Em
<b>CO4</b>	Students will understand the Hotel budgeting & Students will get information about facing professional interviews.	2	Em
<b>CO5</b>	Students will get to know the completion of guest cycle in software & Students will be able to do Night auditing process.	3	Em

**CO-PO Mapping for HM3543**

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	<b>2.4</b>	<b>2.4</b>	<b>2.4</b>

**SEMESTER 6**

<b>HM3601</b>	<b>Title: Regional Cuisines of India -II</b>	<b>L T P C 3 0 0 3</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	

<b>Objectives</b>	This module is prescribed to appraise students about Regional Cuisines of India	
<b>Expected Outcome</b>	Students will be able to familiarize with Regional Cuisines of India	
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Cuisines of Andhra Pradesh, Tamil Nadu &amp; Kerala</b>	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.		
<b>Unit II</b>	<b>Cuisines of Awadh</b>	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.		
<b>Unit III</b>	<b>Cuisines of Bengal &amp; Odisha</b>	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		
<b>Unit IV</b>	<b>Indian Sweets &amp; Desserts</b>	5
Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features , Key Ingredients, Popular Sweets, Seasonal Sweets, Special Equipments, Specialities during Festivals and Other Occasions.		
<b>Unit V</b>	<b>Food of India</b>	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		
<b>Text Books</b>	<ol style="list-style-type: none"> <li>1. Quantity Food Production Op. and Indian Cuisine – Parvinder S Bali, Oxford University Press</li> <li>2. A Taste of India By MadhurJafferey - John Wiley &amp; Sons</li> <li>3. Indian Gastronomy – Manjit Gill, DK Publishers</li> <li>4. Food of Haryana: The Great Desserts – Dr Ashish Dahiya, University Press, MDU</li> </ol>	
<b>Reference Books</b>	<ol style="list-style-type: none"> <li>1. The Essential Kerala Cookbook Paperback by VijayanKannampill</li> <li>2. My Great India Cook Book – Vikas Khanna</li> <li>3. Modern Cookery (Vol –I) By Philip E. Thangam, Publishers: Orient Longman</li> <li>4. Practical Cookery By Kinton&amp;Cessarani</li> </ol>	
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome forHM3601**

<b>Unit-wise Course Outcome</b>	<b>Descriptions</b>	<b>BL Level</b>	<b>Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None</b>
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			<i>(Use, for more than one)</i>
<b>CO1</b>	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
<b>CO2</b>	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
<b>CO3</b>	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
<b>CO4</b>	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
<b>CO5</b>	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	<b>2.2</b>	<b>2</b>	<b>2</b>	<b>2.2</b>	<b>1.8</b>	<b>1.8</b>	<b>1.4</b>	<b>2</b>	<b>1.6</b>	<b>2</b>	<b>2.4</b>	<b>1.6</b>	<b>2</b>	<b>1.8</b>

<b>HM3602</b>	<b>Title: Food &amp; Beverage Service Management II</b>	<b>L T P C</b>
<b>Version No.</b>	<b>1.0</b>	<b>3 0 0 3</b>
<b>Course Prerequisites</b>	<b>NIL</b>	

<b>Objectives</b>	This module is prescribed to appraise students about bar management and control of Food & Beverage in hospitality sectors.	
<b>Expected Outcome</b>	Students will be able to familiarize with bar management and control of food and beverage.	
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>The Beverage Industry`</b>	7
Introduction, Yesterday & Today, Responsible Alcohol Service, Creating and Maintaining a Bar Business, Sanitation and Bar Setup, Legal Aspects, Professional Services		
<b>Unit II</b>	<b>Bar Management</b>	6
Introduction, Purchasing, Storing, Receiving, Issuing; Controlling, marketing Beverage Products Responsibly, Employee Management, Art of Mixology, Planning for Profits, Bar Menus		
<b>Unit III</b>	<b>Food &amp; Beverage Control</b>	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		
<b>Unit IV</b>	<b>Cost Concept</b>	5
cost concept, controllable and non-controllable cost, sales concept, cost to sales ratio, classification of cost, cost/volume/profit relationship, break even point,		
<b>Unit V</b>	<b>Budgeting</b>	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		
<b>Text Books</b>	<ol style="list-style-type: none"> <li>1. Financial &amp; Cost control techniques in hotel &amp; Catering Industry – Dr J.M.S.Negi</li> <li>2. Food &amp; Beverage Control By: Richard Kotas and Bernard Davis</li> <li>3. Food &amp; Beverage Cost Control- Lea R Dopson, Wiley Publishers.</li> <li>4. Food &amp; Beverage Management By: Bernard Davis &amp; Stone</li> <li>5. Food &amp; Beverage Service- Dennis R. Lillicrap. &amp; John.A. Cousins. Publisher: ELBS</li> </ol>	
<b>Reference Books</b>	<ol style="list-style-type: none"> <li>1. Food &amp; Beverage Service Management- Brian Vargese</li> <li>2. Food &amp; Beverage Service Training Manual- Sudhir Andrews, Tata Mc Graw Hill.</li> <li>3. Hotel &amp; Catering Costing &amp; Budgets, RD. Boardman, Heinemann</li> <li>4. Introduction F &amp; B Service- Brown, Heppner &amp; Deegan</li> </ol>	
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

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

<b>HM3603</b>	<b>Title: Accommodation Operations II</b>	<b>L T P C</b> <b>3 0 0</b> <b>3</b>
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<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	This module is prescribed to appraise student's interior decoration and use of computers in front office.	
<b>Expected Outcome</b>	Students will be able to familiarize with interior decoration and use of computers in front office.	
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Interior Decoration</b>	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.		
<b>Unit II</b>	<b>Colors</b>	6
Color Wheel, Importance & Characteristics, Classification of colors, Color Schemes. Lighting: Classification, Types & Importance, Applications. Furniture Arrangements: Principles, Types of Joints, Selection.		
<b>Unit III</b>	<b>Floor &amp; Wall Covering</b>	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.		
<b>Unit IV</b>	<b>Computer Applications in Hotel Accommodation</b>	5
Introduction to Hotel Software's, Operating Procedures, Salient Features Merits & Challenges, Handling Guest and non guest accounts, Preparing reports, Giving Maintenances		
<b>Unit V</b>	<b>Planning &amp; Evaluating Front Office Operations</b>	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.		
<b>Text Books</b>	<ol style="list-style-type: none"> <li>1. Hotel Hostel and Hospital Housekeeping – Joan C Branson &amp; Margaret Lennox (ELBS)</li> <li>2. Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill.</li> <li>3. House Craft – Valerie Paul</li> <li>4. House Keeping Management for Hostels, Rosemary Hurst, Heinemann</li> </ol>	
<b>Reference Books</b>	<ol style="list-style-type: none"> <li>1. Housekeeping and Front Office – Jones</li> <li>2. Housekeeping management – Margaret M. Leappa &amp; Aleta Netschke</li> <li>3. Hotel Housekeeping Operations &amp; Management – Raghubalan, Oxford University Press</li> <li>4. In House Management by A.K Bhatiya</li> <li>5. Front office operations by colin Dix &amp; Chirs Baird</li> </ol>	
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3603**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Understand the Interior Decoration and its importance for Housekeeping.	2	Em
<b>CO2</b>	Identify and use the different types of Color and his importance for Accommodation Operation.	3	Em
<b>CO3</b>	Students will be able to know about the concepts of Floor & Wall covering and why is nursery for hospitality industry.	1	Em
<b>CO4</b>	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
<b>CO5</b>	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	<b>2.4</b>	<b>2</b>	<b>2.4</b>	<b>2.4</b>	<b>2</b>	<b>2.2</b>	<b>2.2</b>	<b>1.8</b>	<b>2.6</b>	<b>2.4</b>	<b>2.6</b>	<b>2.2</b>	<b>2.6</b>	<b>2.2</b>

<b>Subject Code: HM3604</b>	<b>Human Resource Management for Hospitality</b>	<b>Version No: 1.0</b>
<b>Course Prerequisites:</b>	<b>Nil</b>	<b>L T P C 3 0 0 3</b>
<b>Objectives:</b>	The aim of this course is to enrich students with the knowledge of a human resource management functionary in an establishment, and to identify attributes of a successful Human Resource Manager in relation to Hospitality and Tourism Industry.	<b>Total No. of Hours: 36</b>
<b>Expected Outcome:</b>	Students will be able to learn the procedures, methods and techniques of Human Resource Management in the field of Hospitality and Tourism.	
<b>UnitNo.</b>	<b>UnitTitle</b>	<b>No.ofHours (PerUnit)</b>
<b>Unit I</b>	<b>Basics of Human Resource Management</b>	<b>7</b>
Meaning, Definition and Concept of Human Resource Management. Importance of Human Resource Management in service industries. Functions of Human Resource Management. Objectives of Human Resource Management.		
<b>Unit II</b>	<b>Man Power Planning and of Recruitment Process</b>	<b>7</b>
Concept of Man Power Planning. Process of Man Power Planning. Job Analysis: Process of Job analysis, Job Description, Job Specification, Job Design, Job Enlargement, Job Enrichments. Sources of Recruitment: Internal Sources: Promotion, Transfer, Ex-employee, Present Temporary Employee, HR information system/Data Bank. External Sources: Advertisement, Campus Recruitment, Referrals, Employment Agencies, Job Portals. Techniques of Recruitment: Direct Recruitment, Indirect Recruitment.		
<b>UnitIII</b>	<b>Selection, Test and Interview Process</b>	<b>8</b>
Selection Process. Selection Test: Aptitude Test, Psychometric Test, Achievement Test, Personality Test, Interest & Assessment Test. Selection Interviews: Structured Interviews, Unstructured Interviews, Stress Interviews, Exit Interviews, Appraisal Interviews, Situational Interviews, Behavioral and Psychological Interviews. Placement, Orientation and Induction.		
<b>Unit IV</b>	<b>Training and Development</b>	<b>7</b>
Training Methods: On the Job training methods, Off the job training methods, Instruction method, Position Rotation method, Classroom Training methods. Distinction between Training and Development. Self-development and Organizational development. Evaluation of training effectiveness.		
<b>Unit V</b>	<b>Performance Appraisal and Organizational Conflict Management</b>	<b>7</b>
Concepts of Performance Appraisal. Methods of Performance Appraisal, Barriers of effective appraisal Methods, Job Evaluation, Methods of job evaluation. Promotion and Transfer: Bases for promotion, Types of Transfer: Departmental, Geographical and Product Base. Organizational Conflict, Types of Conflict, Measures undertaken to minimize the organizational conflict: Communication, Committee, Counseling and Fair Organizational Infrastructure.		
<b>TextBooks</b>	3. Human Resource Management in Hospitality – Malay Biswas – Oxford Publications. 4. Human Resource Management in the Hospitality Industry – A Guide to Best Practice – By Michael J. Boella and Steven Goss-Turner.	
<b>ReferenceBooks</b>	4. Human Resource Management in the Hospitality Industry – Frank M/Mary L Monochello. 5. Personnel Management - Edwin B. Flippo – McGraw Hill.	
<b>Mode of Evaluation</b>	Internal & External Examination	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3604**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Understand the HRM and its importance for Hospitality and tourism management.	1	Em
<b>CO2</b>	Identify and use the different types of Requirements, concept & also informational about the Training Cycle, Organizational Culture & Training.	2	Em
<b>CO3</b>	Students will be able to know about the concepts of Employee Performance & also information about the challenges comes to HRM.	1	Em
<b>CO4</b>	Student will gain knowledge about the computer and his importance. And also information about the Theories & Employee management.	3	Em
<b>CO5</b>	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	<b>2.2</b>	<b>2.4</b>	<b>2</b>	<b>2.6</b>	<b>3</b>	<b>2</b>	<b>1.8</b>	<b>2.4</b>	<b>2.6</b>	<b>1.4</b>	<b>2.6</b>	<b>2.2</b>	<b>2.8</b>	<b>2.6</b>

<b>Course Code:</b> HM3606	<b>Course Title:</b> Front Office Management-II	<b>L T P C</b> 3 0 0 3
<b>Version No.</b>		
<b>Course Prerequisites</b>		
<b>Objectives</b>	The objective of this course is to provide an overview of Budgeting, various technical terms, formulas, calculation, and the relevance of evaluation of operations in front office.	
<b>Expected Outcome</b>	By the end of the course, the student is capable of: 1. Learn about budgeting concept to run the operations in front office efficiently. 2. Understand and remember how to solve occupancy ratios and its calculation. 3. Understand about evaluation of operations in front office.	<b>Total No. of Hours:</b> 36
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Budgeting</b>	8
Definition, Types of budget, Capital Budget, Operational Budget, Budget Cycle, Merits/Demerits of Budgets, Making Front Office Budget, Operating expenses Budget, cost of sales budget, Refining Budget plans, Budgetary Control, Forecasting Room revenue, Estimating expenses, Sample Forecast Form, 10 day forecast, 3 day forecast, Annual Forecast and their importance, Forecast formula.		
<b>Unit II</b>	<b>Operating Ratios</b>	7
Introduction, Calculating Occupancy Percentage, Multiple occupancy ratio, Average daily Rate, Revenue Per available rate, revenue per available rate, RevPAC, Room Revenue Analysis, Yield Statistics, Percentage of walking, Percentage of Overstay, Percentage of Understay		
<b>Unit III</b>	<b>Transactional Analysis in Front Office</b>	7
Conflicts and conflict management, Johari window, Transactional analysis: Ego states, Life Positions, Rules of Communication, Karp man's triangle, Types of discounted rate, 7 Functions of Management, Human Resource management – Recruiting, Selecting, Hiring, Orienting, Training, Scheduling, Motivation.		
<b>Unit IV</b>	<b>Hospitality Technology System</b>	7
Latest Technology in Front Office, Need of the technology in Front Office, Property management system, Rooms management module, Guest Accounting Module, AI need in Front Office, Human services vs Artificial Intelligence Services.		
<b>Unit V</b>	<b>Evaluating Front Office Operations</b>	7
The daily operation report, Occupancy ratios, Room Revenue analysis, The Hotel Income statement, room revenue analysis, The rooms schedule, Room division budget report, Ratio Standards, Market condition approach, Room revenue Analysis.		
<b>Text Books</b>	1. Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press 2. Managing Front Office Operations”, Kasavana, M. L., & Brooks, R. M. American Hotel & Lodging Educational Institute, USA, 8 <sup>th</sup> Edition, 2013. 3. Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc GrawHill 4. Hotel Front Office Operations and Management”, Jatashankar R Tewary, Oxford University Press, New Delhi, 2012	
<b>Reference Books</b>	1. Managing Front Office Operations”, Kasavana, M. L., & Brooks, R. M. American Hotel & Lodging Educational Institute, USA, 8 <sup>th</sup> Edition, 2013. 2. Hotel Front Office Management”, Bardi, J. A., John Wiley & Sons, USA,	
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3606**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Understand the Operational Budget and its importance for Hospitality and tourism management.	1	Em
<b>CO2</b>	Identify and use the different types of Multiple occupancy ratio	2	Em
<b>CO3</b>	Students will be able to know about the Conflicts and conflict management	1	Em
<b>CO4</b>	Student will gain knowledge about the Need of the technology in Front Office	3	Em
<b>CO5</b>	Students will be aware about the Room Revenue analysis	3	Em

**CO-PO Mapping for HM3606**

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	2	3	1	2	3	2	3	3	1	3	2
CO 2	3	3	2	1	3	_	2	3	2	3	2	3	2	2
CO 3	3	3	2	1	3	1	2	3	2	3	3	2	2	2
CO 4	2	3	2	2	3	1	2	3	2	3	3	1	3	2
CO 5	2	3	2	1	3	1	2	3	2	3	2	3	2	2
Avg	2	3	2	2	3	1	2	3	2	3	3	3	2	2

<b>Course Code:HM3640</b>	<b>Title: Regional Cuisines of India II Lab</b>	<b>L T P C</b> <b>0 0 4 2</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	To impart fundamental knowledge of regional foods of India.	
<b>Expected Outcome</b>	Students will be able to familiarize with day to day working atmosphere of food production dept. in hotels	
<b>List of Practicals</b>		
<p><b>1. Cuisines of Andhra Pradesh.</b> Two Menus about 3-5 dishes per menu per state.</p> <p><b>2.Cuisines of Tamil Nadu</b> Two Menus about 3-5 dishes per menu perstate.</p> <p><b>3.Cuisines of Awadh</b> Two Menus about 3-5 dishes per menu perstate.</p> <p><b>4.Cuisines of Bangal</b> Two Menus about 3-5 dishes per menu perstate.</p> <p><b>5.Cuisines of odisha</b> Two Menus about 3-5 dishes per menu perstate</p> <p><b>6.Cuisines of North East</b> Two Menus about 3-5 dishes per menu perstate</p> <p><b>7.Cuisines of Madhya Pradesh</b> Two Menus about 3-5 dishes per menu perstate</p> <p><b>8.Tandoori Foods</b> Two Menus about 3-5 dishes per menu</p> <p><b>9.Sweet of Different States</b> Two Menus about 3-5 dishes per menu</p> <p><b>10.Parsi Food</b> Two Menus about 3-5 dishes per menu</p>		
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3640**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	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
<b>CO2</b>	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
<b>CO3</b>	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
<b>CO4</b>	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
<b>CO5</b>	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	1	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	1	2	3	2	3	3	3	2	2
Avg	2.4	3	2	1.4	3	0.8	2	3	2	3	2.6	2.4	2.2	2



<b>Course Code:HM3641</b>	<b>Title: Food &amp; Beverage Service Management II Lab</b>	<b>L T P C</b> <b>0 0 2 1</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	To impart fundamental knowledge of regional foods of India.	
<b>Expected Outcome</b>	Students will be able to familiarize with day to day working atmosphere of food production dept. in hotels	
<b>List of Practical's</b>		
<ol style="list-style-type: none"> <li>1. Making bills, cash handling, theft control system.</li> <li>2. F&amp;B control records and formats.</li> <li>3. Up selling, telephone selling.</li> <li>4. Suggestive selling,</li> <li>5. Sales Promotion</li> <li>6. Checklist, Documentation &amp; Standard operating procedures (SOPs)</li> <li>7. Food Menu Design</li> <li>8. Beverage Menu Design</li> <li>9. Booking Procedure, Function planning, Organizing &amp; Control</li> <li>10. Function Prospectus</li> </ol>		
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3641**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	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
<b>CO2</b>	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
<b>CO3</b>	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
<b>CO4</b>	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
<b>CO5</b>	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

<b>Course Code:</b> HM3642	<b>Title:</b> Accommodation Management-IILab	<b>L T P C</b> 0 0 2 1
<b>Version No.</b>	1.0	
<b>Course Prerequisites</b>	NIL	
<b>Objectives</b>	This module is prescribed to appraise student the importance of Interior decoration in Hotels.	
<b>Expected Outcome</b>	Students will be able to familiarize with various Interior decorations activities used in Hotels.	<b>Total No. of Hours: 20</b>
<b>List of Practical</b>		
<ol style="list-style-type: none"> <li>1. Model guestroom designing.</li> <li>2. Making and display of different miniature of Wall Covering &amp; floor covering.</li> <li>3. Understanding Concept of Lighting for Interior decoration.</li> <li>4. Light arrangements using in Hotels.</li> <li>5. Furniture arrangement in different rooms.</li> <li>6. Sitting of interiors and placements of accessories.</li> <li>7. Understanding the Importance of Carpets in Hotels.</li> <li>8. Carpet Shampooing.</li> <li>9. Understanding the concept of Window Treatment.</li> <li>10. Flower arrangements in different areas and occasions- Banquets, buffets parties, lounges, bedrooms.</li> </ol>		
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3642**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	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
<b>CO2</b>	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
<b>CO3</b>	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
<b>CO4</b>	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
<b>CO5</b>	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		
	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	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
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<b>Course Code:</b> HM3643	<b>Course Title:</b> Front Office Management- II Lab	<b>L T P C</b> 0 0 2 1
<b>Version No.</b>		
<b>Course Prerequisites</b>		
<b>Objectives</b>	To learn and inculcate the skills of Group discussion, learn the way of speaking, handling various situations in Front Office.	
<b>Expected Outcome</b>	By the end of the course, the student is capable of: <ol style="list-style-type: none"> <li>1. Learn the confidence to appear in Hotel Professional interviews</li> <li>2. Hands on practice of Upselling skills, promotion strategies in front Office</li> <li>3. Understand various situation handling in front office.</li> </ol>	<b>Total No. of Hours:</b> 20
	<b>Practicals</b>	
<ol style="list-style-type: none"> <li>1. Mock Interview Session</li> <li>2. Letter writing – Welcome letter, Apology letter, Request Letter.</li> <li>3. Service Recovery – Online &amp; in person</li> <li>4. Public speaking skills</li> <li>5. Communication activities – Group discussion ,Extempore, Expressing yourself</li> <li>6. Sales techniques – Team activity</li> <li>7. Upselling skills</li> <li>8. Various incidents in Front Office – Role play</li> <li>9. Preparing Front Office Budget</li> <li>10. Practice in Hotel logix Software</li> </ol>		
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3643**

<b>Unit-wise Course Outcome</b>	<b>Descriptions</b>	<b>BL Level</b>	<b>Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)</b>
<b>CO1</b>	Student will understand about the Letter writing.	2	Em
<b>CO2</b>	Student will understand about the Service Recovery	1	Em

<b>CO3</b>	Student will understand about the Communication activities	2	Em
<b>CO4</b>	Student will understand about the Upselling skills	3	Em
<b>CO5</b>	Student will understand about the Preparing Front Office Budget	2	Em

**CO-PO Mapping for HM3643**

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

<b>VP3613</b>	<b>Title: Accounting Skills for Hospitality</b>	<b>L T P C</b> <b>4 0 0 4</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	This module is prescribed to appraise students about use of accounting in hospitality.	
<b>Related to Expected Outcome</b>	Students will be able to familiarize with accounting in hotels.	
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Accounting</b>	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	
<b>Unit II</b>	<b>Account Records</b>	6
	Principles of Double Entry System, Journal Entries, Ledger	
<b>Unit III</b>	<b>Subsidiary Books</b>	5
	Cash, Sales & Purchase books, Bank Reconciliation statement.	
<b>Unit IV</b>	<b>Financial Statement</b>	5
	Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem,	
<b>Unit V</b>	<b>Depreciation Reserves and Provisions</b>	6
	Meaning, basic Methods, Computer Application- Preparation of Records and Financial Statements.	
<b>Text Books</b>	<ol style="list-style-type: none"> <li>1. Hospitality Management Accounting, Michael MColtman</li> <li>2. Hotel Accountancy &amp; Finance – S.P. Jain &amp; K.L. Narang, Kalyani Publisher Ludhiana</li> <li>3. Hotel Accounting Earnest B. Horwath &amp; Luis Toth</li> <li>4. Hotel Accounting &amp; Financial Control By Ozi A.D' Cunha &amp; Gleson O. D' Cunha Publisher: Dicky,s Enterprize, Kandivali, Mumbai</li> </ol>	
<b>Reference Books</b>	<ol style="list-style-type: none"> <li>1. Hospitality Accounting – Publisher: Prentia Hall Upper Sadde, RiverNewJersey</li> <li>2. Accounting for Management, S K Bhattacharya, Vikas PublishingHouse</li> <li>3. Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley &amp; sons</li> <li>4. Accounting in Hotel &amp; Catering Industry – Richard Kotas- International TextbookCompany</li> </ol>	
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	6/4/2019	
<b>Date of approval by the Academic</b>	7/13/2019	

<b>Council</b>	
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**Course Outcome for VP3613**

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

**CO-PO Mapping for VP3613**

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	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	<b>3</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2.5</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>3</b>	<b>2</b>



## SEMESTER 7

<b>Subject Code: HM3701</b>	<b>Entrepreneurship Development in Hospitality</b>	<b>L T P C 4 0 0 4</b>
<b>Course Prerequisites:</b>	Nil	<b>Version No: 1.0</b>
<b>Objectives:</b>	The aim of this course is to enrich students with knowledge of entrepreneurship skills, especially in relation to Hospitality and Tourism Industry.	<b>Total No. of Hours: 36</b>
<b>Expected Outcome:</b>	Students will be able to learn the procedures for starting a business venture and set up their own enterprises in the field of Hospitality and Tourism.	
<b>UnitNo.</b>	<b>UnitTitle</b>	<b>No.ofHours (PerUnit)</b>
<b>Unit I</b>	<b>Basics of Entrepreneurship</b>	<b>8</b>
Meaning, Definition and concept of Enterprise, Entrepreneurship and Entrepreneurship Development, Evolution of Entrepreneurship, Theories of Entrepreneurship. Characteristics and Skills of Entrepreneurship, Concepts of Intrapreneurship, Entrepreneur v/s Intrapreneur, Entrepreneur Vs. Entrepreneurship, Entrepreneur Vs. Manager, Role of Entrepreneurship in Economic Development, Factors affecting Entrepreneurship, Problems of Entrepreneurship.		
<b>Unit II</b>	<b>Entrepreneurial Competency and Entrepreneurship Development Program (EDPs)</b>	<b>7</b>
Meaning and concept of Entrepreneurial Competency, Developing Entrepreneurial Competencies, Entrepreneurial Culture, Entrepreneurial Mobility, Factors affecting Entrepreneurial mobility, Types of Entrepreneurial mobility. Entrepreneurial Motivation: Meaning and concept of Motivation, Motivation theories, Entrepreneurship Development Program: Needs and Objectives of EDPs, Phases of EDPs, Evaluation of EDPs.		
<b>UnitIII</b>	<b>Types of Entrepreneurship</b>	<b>7</b>
Concept of Social Enterprise and Social Entrepreneurship, Social Entrepreneurs, Sustainability Issues in Social Entrepreneurship, Rural Entrepreneurship, Family Business Entrepreneurship, Women Entrepreneurship: Meaning, Characteristic features, Problems of Women Entrepreneurship in India, Developing Women Entrepreneurship in India, Concepts of Entrepreneurship Failure, Issues of Entrepreneurial failure, Fading of Entrepreneurial success among once leading corporate groups, Entrepreneurial resurgence, Reasons of Entrepreneurial Failure, Essentials to Avoid Unsuccessful Entrepreneurship.		
<b>Unit IV</b>	<b>Role of Government in Promoting Entrepreneurship</b>	<b>7</b>
MSME policy in India, Agencies for Policy Formulation and Implementation: District Industries Centers (DIC), Small Industries Service Institute (SISI), Entrepreneurship Development Institute of India (EDII), National Institute of Entrepreneurship & Small Business Development (NIESBUD), National Entrepreneurship Development Board (NEDB), Financial Support System: Forms of Financial support, Long term and Short term financial support, Sources of Financial support, Development Financial Institutions, Investment Institutions.		
<b>Unit V</b>	<b>Ownership, Business Plan and Project Management</b>	<b>7</b>
Forms of Business Ownership, Issues in selecting forms of ownership, Environmental Analysis, Identifying problems and opportunities, Defining Business Idea, Planning Business Process, Project Management: Concept, Features, Classification of projects, Issues in Project Management, Project Identification, Project Formulation, Project Design and Network Analysis, Project Evaluation, Project Appraisal, Project Report Preparation, Specimen of a Project Report		
<b>TextBooks</b>	1. Kakkar D N - Entrepreneurship Development(Wiley Dreamtech) 2. A.K.Rai – Entrepreneurship Development, (Vikas Publishing)	

<b>ReferenceBooks</b>	1. Sehgal &Chaturvedi-Entrepreneurship Development(UDH Publishing edition 2013) 2. R.V. Badi& N.V. Badi- Entrepreneurship (Vrinda Publications, 2nd Edition)
<b>Mode ofEvaluation</b>	Internal & External Examination
<b>Recommendation by Board of Studies on</b>	5/13/2020
<b>Date of approval by the Academic Council</b>	9/13/2020

### Course Outcome for HM3701

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Understand the Entrepreneur & Entrepreneurship and his importance for New Business.	1	S
<b>CO2</b>	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
<b>CO3</b>	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
<b>CO4</b>	Student will gain knowledge about the Venture promotion steps for prospective business ideas or opportunities.	3	S
<b>CO5</b>	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

<b>Subject Code: HM3702</b>	<b>Title: Culinary Management</b>	<b>L T P C</b> <b>4 0 0 4</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	The aim of this course is to enrich students with entrepreneurial styles and challenges in Culinary & Bakery Management.	
<b>Expected Outcome</b>	Students will be able to know about entrepreneurial styles and challenges in Culinary & Bakery Management.	
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Cooking Methods of Meat</b>	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		
<b>Unit II</b>	<b>Salads and Cold Cuts</b>	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		
<b>Unit III</b>	<b>LARDER</b>	8
Introduction of Larder Work, Definition, and Equipment found in the larder, Layout of a typical larder with equipment and various section.		
<b>Unit IV</b>	<b>DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF</b>	7
Functions of the Larder, Hierarchy of Larder Staff, Sections of the Larder, Duties & Responsibilities of Larder Chef.		
<b>Unit V</b>	<b>CHARCUTERIE, FORCEMEATS AND BRINES, CURES &amp; MARINADES</b>	9
SAUSAGE:- Introduction to charcuterie , Sausage – Types & Varieties, Casings – Types & Varieties, Fillings – Types & Varieties, Additives & Preservatives. Types of forcemeats, Preparation of forcemeats, Uses of forcemeats. Types of Brines, Preparation of Brines, Methods of Curing, Types of Marinades, Uses of Marinades, Difference between Brines, Cures & Marinades		
<b>Text Books</b>	<ol style="list-style-type: none"> <li>1. Menu Planning – The Chefs Role</li> <li>2. Professional Kitchen Layout &amp; Organisations</li> <li>3. Culinary Operations : Menu Preparations to supplement theory syllabus</li> <li>4. Practical Baking, 5th Edition by William J. Sultan Wiley Publications</li> <li>5. Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications</li> </ol>	
<b>Reference Books</b>	<ol style="list-style-type: none"> <li>9. Professional Cooking by Wayne Gisslen, Wiley Publications</li> <li>10. In the Hands of a Baker <a href="http://www.ciaprochef.com/">http://www.ciaprochef.com/</a> ·</li> <li>11. Baking by Marha Dey , <a href="http://www.hermehouse.com">www.hermehouse.com</a> ·</li> <li>12. The Golden Book of Baking by barronsduc <a href="http://www.barronseduc.com">www.barronseduc.com</a></li> </ol>	

<b>Mode of Evaluation</b>	Internal and External Examinations
<b>Recommendation by Board of Studies on</b>	5/13/2020
<b>Date of approval by the Academic Council</b>	9/13/2020

### Course Outcome for HM3702

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

<b>HM3703</b>	<b>Title: Food &amp; Beverage Service Management</b>	<b>L T P C</b> <b>4 0 0 4</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	This module is prescribed to appraise students about managerial functions of F&B personnel	
<b>Expected Outcome</b>	Students will be able to familiarize with managerial functions of F&B personnel.	
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>The Foundations</b>	8
The Foodservice Industry, The Systems Approach, The Fundamentals, Food Safety, Cleaning, Sanitation, and Environmental Safety, The Menu		
<b>Unit II</b>	<b>The Operational Functions</b>	8
Purchasing, Receiving, Storage, And Inventory, Production, Beverage Provision, Food and Beverage Service, Events Conferencing & Banqueting, Apprising Performance, Strategic Decisions,		
<b>Unit III</b>	<b>The Facilities</b>	8
Facilities Planning And Design, Equipment And Furnishings, Environmental Management		
<b>Unit IV</b>	<b>The Management Functions</b>	8
Organizational Design, Leadership, Human Resource Management, Performance Improvement, Financial Management, Marketing		
<b>Unit V</b>	<b>Menu Management</b>	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.		
<b>Text Books</b>	<ol style="list-style-type: none"> <li>1. Food &amp; Beverage Management 3/e John Cousins, David Foskett&amp; Andrew Pennington, Good Fellow Publishers</li> <li>2. Foodservice Management: Principles and Practices by June Payne-Palacio Ph.D. RD and Monica Theis, Prentice Hall Publishers</li> </ol>	
<b>Reference Books</b>	<ol style="list-style-type: none"> <li>3. Foodservice Management Fundamentals by Dennis R. Reynolds; Wiley Publishers</li> </ol>	
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	

<b>Date of approval by the Academic Council</b>	9/13/2020
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**Course Outcome for HM3703**

<b>Unit-wise Course Outcome</b>	<b>Descriptions</b>	<b>BL Level</b>	<b>Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)</b>
<b>CO1</b>	Understand about the Foodservice Industry, Food Safety & also information about the Cleaning, Sanitation and food safety.	2	Em
<b>CO2</b>	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
<b>CO3</b>	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
<b>CO4</b>	Student will gain knowledge about the Staffing Challenges, Performance Improvement, HRM, and Financial Management & Marketing Management.	1	Em
<b>CO5</b>	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		
	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	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	<b>1.8</b>	<b>1.6</b>	<b>1.6</b>	<b>1.8</b>	<b>2.2</b>	<b>1.4</b>	<b>1.2</b>	<b>1.8</b>	<b>1.6</b>	<b>1.6</b>	<b>2</b>	<b>1.8</b>	<b>1.8</b>	<b>2</b>

<b>Course Title: HM3704</b>	<b>Course Title: Front Office Management</b>	<b>L T P C</b> <b>4 0 0 4</b>
<b>Version No.</b>		
<b>Course Prerequisites</b>		
<b>Objectives</b>	The objective of this course is to learn about the skills of manager, team building, motivational concept, hiring and honing the skills through training, yield management and TQM in front office.	
<b>Expected Outcome</b>	By the end of the course, the student is capable of: 1. Learn about the concepts of Human resource, selection, performance appraisal. 2. Understand the significant of revenue management and learn about big data role in today's hospitality market. 3. Identify report and how to analyze it for forecasting. 4. Understand the importance of Sales & Marketing in front Office.	<b>Total No. of Hours:</b> <b>48</b>
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Measuring Yield</b>	10
Formula 1: Potential Average Single rate, Formula 2: Potential average double rate, Formula 3: Multiple occupancy percentage, Formula 4: rate Spread, Formula 5: Potential Average Rate, Formula 6: Room Rate Achievement Factor, Formula 6: Room rate Achievement Factor, Formula 7: Yield Statistics, Formula 8: RevPAR, Formula 9: Equivalent Occupancy, Formula 10: Required Non-Room revenue per guest.		
<b>Unit II</b>	<b>Using Revenue Management</b>	10
The Revenue Meeting, Potential High and Low demand tactics, Implementing room strategies, daily Operation Report, Occupancy ratios, Room Division budget Report, Daily Operational report, Room revenue Analysis, The Room Schedule, Estimating Expenses.		
<b>Unit III</b>	<b>Selling Skills</b>	9
Communication Skills, Sales Presentation, Negotiation Skills, Retail Communication: Sales Displays, Personal Selling, Sales Process, Ppt on Selling a Hotel Inventory, Upselling, Downselling, telephone Etiquettes, Networking with Purpose		
<b>Unit IV</b>	<b>Guest Handling</b>	10
Complaints, Types of complaints, Guest Delight bank, Process of Handling complaints, closing it, Understand Guest behavior, Handling Different Categories of guest, GREs, Role Of GRE, Duties and Responsibilities of GRE, Merits and demerits of Guest Relations.		
<b>Unit V</b>	<b>Case Studies</b>	9
Learn about various Case studies related to various Topic to gain deep understanding of front office, Role Play of Rooming Procedure, Studying		

about Ecoltel Hotel (Emerging concept in India), Analyzing STR report	
<b>Text Books</b>	<ol style="list-style-type: none"> <li>1. Hotel Housekeeping Operations &amp; Management – Raghubalan, Oxford University Press</li> <li>2. Managing Front Office Operations”, Kasavana, M. L., &amp; Brooks, R. M. American Hotel &amp; Lodging Educational Institute, USA, 8<sup>th</sup> Edition, 2013.</li> <li>3. Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill</li> <li>4. “Hotel Front Office Operations and Management”, Jatashankar R Tewary, Oxford University Press, New Delhi, 2012</li> </ol>
<b>Reference Books</b>	<ol style="list-style-type: none"> <li>1. Managing Front Office Operations”, Kasavana, M. L., &amp; Brooks, R. M. American Hotel &amp; Lodging Educational Institute, USA, 8<sup>th</sup> Edition, 2013.</li> <li>2. Hotel Front Office Management”, Bardi, J. A., John Wiley &amp; Sons, USA,</li> </ol>
<b>Mode of Evaluation</b>	Internal and External Examinations
<b>Recommendation by Board of Studies on</b>	5/13/2020
<b>Date of approval by the Academic Council</b>	9/13/2020

#### Course Outcome for HM3704

<b>Unit-wise Course Outcome</b>	<b>Descriptions</b>	<b>BL Level</b>	<b>Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)</b>
<b>CO1</b>	Understand about the Hotel Revenue Generations, Service, also information about the role of F/O Department.	3	S
<b>CO2</b>	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
<b>CO3</b>	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
<b>CO4</b>	Student will gain knowledge about the Staffing Challenges, Recruitments & Training & also information about the role of Supervisor and Managers Responsibilities.	3	Em
<b>CO5</b>	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 HM3704**

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
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		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	0.8	2.4	2	2.2	1.4	2.2	1.8	1.6	1.8	2	1.6

<b>HM3705</b>	<b>Title: Laundry Management in Hotels</b>	<b>L T P C</b> <b>4 0 0 4</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	This module is prescribed to appraise students about laundry Management	
<b>Expected Outcome</b>	Students will be able to familiarize with operational and managing functions of laundry	<b>Total No. of Hours: 48</b>
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Laundry</b>	9
Concept & Importance of Laundry in Hotels, Functions of a Laundry, Professional Laundry Set Up, Equipment used in laundry & their Salient Features, Laundry Chemicals, Laundry Do's and Don'ts.		
<b>Unit II</b>	<b>Types of laundry</b>	9
On Premises Laundry, Off Premises Laundry, Commencing the Day's Work - Briefing, De Briefing, Day Schedules The Concept, Importance, Organization Structure, Key Roles & People,		
<b>Unit III</b>	<b>Laundry Planning &amp; Operations</b>	10
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		
<b>Unit IV</b>	<b>Managing Guest Laundry</b>	10
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 Color Bleedings, Pricing, Guest Communication & interactions, Promotional Strategy, Effective Customer Service.		
<b>Unit V</b>	<b>Emerging Trends in laundry</b>	10
Best Practices, Environmental Aspects, Energy Conservation, Ergonomics, Effective Communications & Coordination, Applications of Technology Outsourcing, New Techniques, Information Systems, Inventories and Audits, Global Practices, Legal and Ethical Issues in Laundry Services, Quality Assurance.		
<b>Text Books</b>	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
<b>Reference Books</b>	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
<b>Mode of Evaluation</b>	Internal and External Examinations
<b>Recommendation by Board of Studies on</b>	5/13/2020
<b>Date of approval by the Academic Council</b>	9/13/2020

### Course Outcome for HM3705

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	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
<b>CO2</b>	Students will understand the types of laundry used by hotels and understand their functions.	2	Em
<b>CO3</b>	Students will get the knowledge of planning a hotel laundry and various operations of a professional laundry.	3	Em
<b>CO4</b>	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
<b>CO5</b>	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 Outcome	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0)	Program Specific Outcomes
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s	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	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

<b>HM3706</b>	<b>Title: Bakery Management</b>	<b>L T P C</b> <b>4 0 0 4</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	This module is prescribed to appraise students about Bakery Management	
<b>Expected Outcome</b>	Students will be able to familiarize with operational and managing functions of Bakery	<b>Total No. of Hours: 48</b>
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours (per Unit)</b>
<b>Unit I</b>	<b>Bakery</b>	8
Introduction & scope of Bakery & Confectionery, Bakery terms. Organization chart of Bakery, Structure of wheat grain, Milling of wheat and role of bran and germ.		
<b>Unit II</b>	<b>Bakery Planning &amp; Operations</b>	9
<b>The Space, Requirements, Water and Energy Supply &amp; provisions, Financial Aspects, Staff Patterns, Target Clientele, Location, Design,</b>		
<b>Unit III</b>	<b>Bread Making and Required Materials</b>	12
Overview of Production; Common Problems. Role of flour, water, yeast, salt, Sugar, milk and fats and also his type use for bakery. Types of Breads: 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. Bread diseases Rope and mold-causes and prevention, Bread improvers improving physical quality. The Bakery Process: Selecting the bread Flour, water adsorption power of flour, gluten, diastasis capacity of flour, grade of flour.		
<b>Unit IV</b>	<b>Cake and Pastry Making</b>	10
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. Types of Pastry: (Puff Pastries; Common Problems with Puff Pastries) Icings and Cream and Whipped Toppings: Icings; Cream Toppings; Whipped Toppings.		

<b>Unit V</b>	<b>Oven &amp; Baking</b>	9
<b>Knowledge and working of various types of oven, Baking temperatures for bread confectionery goods. Eclairs and Cream Puffs; Common Problems with Eclairs and Cream Puffs; Cream Cheese Dough Products.</b>		
<b>Text Books</b>	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 Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications	
<b>Reference Books</b>	1. Professional Cooking by Wayne Gisslen, Wiley Publications 2. In the Hands of a Baker <a href="http://www.ciaprochef.com/">http://www.ciaprochef.com/</a> 3. Baking by MarhaDey , <a href="http://www.hermehouse.com">www.hermehouse.com</a> The Golden Book of Baking by barronseduc <a href="http://www.barronseduc.com">www.barronseduc.com</a>	
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

#### Course Outcome for HM3706

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Students will understand the concept and importance of a Bakery & Confectionery in a hotel; also they will get knowledge of various functions, professional setup, equipment and Food used in hotel Bakery.	1	Em
<b>CO2</b>	Students will understand the types of Bakery used by hotels and understand their functions.	3	Em
<b>CO3</b>	Students will get the knowledge of planning a hotel Bakery and various operations of a professional Kitchen.	2	Em
<b>CO4</b>	Students will understand that how to manage various operations of a Bakery like- valet's service.	1	Em
<b>CO5</b>	Students will understand various emerging trends in Bakery and his importance for Hospitality & Tourism.	2	Em

#### CO-PO Mapping for HM3706

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	PO 10	PO 11	PSO 1	PSO 2	PSO 3	

CO 1	1	1	3	2	1	3	3	2	2	1	3	3	2	1
CO 2	3	3	1	2	3	2	2	3	2	3	1	1	2	3
CO 3	2	2	3	3	2	3	3	2	1	2	3	3	3	2
CO 4	3	3	2	1	3	1	1	1	2	3	2	2	1	3
CO 5	1	2	3	3	1	3	3	2	3	1	3	3	3	1
Avg	2	2.4	2.4	2.2	2	2.4	2.4	2	2	2	2.4	2.4	2.2	2

<b>HM3707</b>	<b>Title:Application of Computers in Hospitality</b>	<b>L T P C</b> <b>3 0 0 3</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	To impart basic knowledge about computers, types of software, internet and their uses in hospitality industry.	
<b>Expected Outcome</b>	Students will be able to familiarize with computers, types of hotels software, internet and their uses in hospitality industry.	<b>Total No. of hours: 36</b>
<b>Unit No.</b>	<b>Unit Title</b>	<b>No. of hours</b>
<b>Unit I</b>	<b>Introduction to Computers</b>	8
What is a computer, Block Diagram?, Components of a computer system, Generation of computers, Storage devices, CD ROM's etc, Programming languages.		
<b>Unit II</b>	<b>Introduction to Software and Hardware</b>	7
Definition of software and hardware, Classification of software programmers, Types and Functions of software programmers, Classification of hardware devices, Input and output devices.		
<b>Unit III</b>	<b>Role of Computers in Hospitality Industry</b>	7
Fundamentals of Computers in Hospitality industry, Role of computers in hospitality industry (CRS, GDS,PMS), Reservation through the internet, POS- Definition and importance, Touch screen terminals		
<b>Unit IV</b>	<b>Word Processing Spread Sheets and Presentations</b>	7
Word Processing and Features of MS – WORD, Spreadsheet, Features, Preparing PowerPoint presentation, Preparing graphs, Preparing organization chart.		
<b>Unit V</b>	<b>Introduction to Internet</b>	7
What is Internet?, Internet Protocol, Types of topologies, Types of networks (LAN, WAN, MAN), WWW, Search Engines, e-mail, websites.		

<b>Text Books</b>	<ol style="list-style-type: none"> <li>1. Michael Kasavana and Cahell Managing computers in hospitality industry</li> <li>2. Hooder&amp;Stoughton Small business computer systems</li> <li>3. V Rajaraman Fundamental of Computers, Publisher: Prentice Hall India</li> </ol>
<b>Reference Books</b>	<ol style="list-style-type: none"> <li>1. Lonnie E. Moseley &amp; David M Boodey Mastering Microsoft Office, , BPB Publication</li> <li>2. Peter O' Conner Using computers in Hospitality, Third Edition,</li> </ol>
<b>Mode of Evaluation</b>	Internal and External Examinations
<b>Recommendation by Board of Studies on</b>	5/13/2020
<b>Date of approval by the Academic Council</b>	9/13/2020

### Course Outcome for HM3707

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Students will be understand the basics of computer and importance of computer.	1	Em
<b>CO2</b>	Students will be understand the basics of softwares and Hardware systems of computer.	2	Em
<b>CO3</b>	Students will be able to understand the role of computer in Hotel & Hospitality industry.	3	Em
<b>CO4</b>	Students will be able to do word processing and featuring of MS Word, Preparing PPTs and preparing graphs.	2	Em
<b>CO5</b>	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 HM3707

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0)	Program Specific Outcomes
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	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	<b>1.6</b>	<b>1.8</b>	<b>1.6</b>	<b>1.6</b>	<b>1.4</b>	<b>1.8</b>	<b>1.4</b>	<b>1.6</b>	<b>1.4</b>	<b>1.6</b>	<b>1.8</b>	<b>1.6</b>	<b>1.6</b>	<b>1.6</b>

<b>Subject Code: HM3708</b>	<b>Organizational Behaviour in Hospitality</b>	<b>L T P C 4 0 0 4</b>
<b>Course Prerequisites:</b>	<b>Nil</b>	<b>Version No: 1.0</b>
<b>Objectives:</b>	This paper expose the students to the fundamentals of Organizational Behaviour such as working with people, nature of organizations, communication, leadership and motivation of people in the field of Hospitality Management.	<b>Total No. of Hours: 48</b>
<b>Expected Outcome:</b>	Students will be able to know and understand the dynamics of individual and organizational behaviour and relationships. - To understand the importance of organizational behaviour in managerial functions in the field of Hospitality Management.	
<b>UnitNo.</b>	<b>UnitTitle</b>	<b>No.ofHours (PerUnit)</b>
<b>Unit I</b>	<b>Introduction</b>	<b>10</b>
Meaning and Definition of Organizational Behavior. Focus and Purpose of Organizational Behavior. Nature of Organizational Behavior. Scope of Organizational Behavior. Development of Organizational Behavior. Organisational Behavioural Models.		
<b>Unit II</b>	<b>Personality and Perception:</b>	<b>9</b>
Personality. Determinants of Personality. Theories of Personality. Individual Difference. Matching Personality and Jobs. Personality and Organizational Behaviour. Perception: Meaning, Perceptual Process, Perceptual Grouping. Perception and		

Organizational Behaviour.		
<b>Unit III</b>	<b>Learning and Attitude</b>	<b>10</b>
Meaning of Learning. Learning Process. Theories of Learning. Attitude: Characteristics and Components. Attitude and Behaviour. Attitude Formation. Measurement of Attitude. Attitude and Productivity.		
<b>Unit IV</b>	<b>Organizational Conflicts and Motivation</b>	<b>10</b>
Organizational Conflict: Types of Conflict; Traditional and modern approaches to conflict; Functional and dysfunctional Organizational conflicts; Resolution of conflict. Motivation: Definition, Classification of Motivation. Nature of Motivation, Motivation Process. Theories of Motivation, Achievement Motivation Theory. Need Priority Theory. Theory X and Theory. Herzberg's Motivation Hygiene Theory. Alderfer ERG Theory. William Ouchi's Theory Z. Organizational Stress and its Management.		
<b>Unit V</b>	<b>Leadership and Communication</b>	<b>9</b>
Leadership: Importance of Leadership, Functions, Leader vs. Manager, Leadership Styles, Leadership Theories, Communication: Meaning, Importance of Communication, Communication Process, Barriers to Communication, Steps for Improving Communication, Transactional Analysis.		
<b>TextBooks:</b>	1. Kavita Singh, Organizational Behavior, Vikas Publications. 2. Aswathappa, K., Organisational Behaviour– Text and Problem, Himalaya publication. 3. Pardeshi, P. C., Organizational Behaviour & Principles & Practice of Management, Nirali publication.	
<b>ReferenceBooks:</b>	1. John Newstrom and Keith Davis, Organizational Behavior, Tata McGraw Hill.	
<b>Mode of Evaluation:</b>	Internal & External Examination	
<b>Recommendation by Board of Studies on:</b>	5/13/2020	
<b>Date of approval by the Academic Council:</b>	9/13/2020	

### Course Outcome for HM3708

<b>Unit-wise Course Outcome</b>	<b>Descriptions</b>	<b>BL Level</b>	<b>Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)</b>
<b>CO1</b>	Students will be understand the basics of Organizational Behavior.	1	Em
<b>CO2</b>	Students will be understand the basics of Theories of Personality.	2	Em
<b>CO3</b>	Students will be able to understand the Theories of Learning.	3	Em
<b>CO4</b>	Students will be able to Traditional and modern approaches to conflict	2	Em
<b>CO5</b>	Students will be able to understand the basics of Leadership.	3	Em



**CO-PO Mapping for HM3708**

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	<b>1.6</b>	<b>1.8</b>	<b>1.6</b>	<b>1.6</b>	<b>1.4</b>	<b>1.8</b>	<b>1.4</b>	<b>1.6</b>	<b>1.4</b>	<b>1.6</b>	<b>1.8</b>	<b>1.6</b>	<b>1.6</b>	<b>1.6</b>

<b>Subject Code: HM3709</b>	<b>Principles of Management in Hospitality</b>	<b>L T P C 4 0 0 4</b>
<b>Course Prerequisites:</b>	<b>Nil</b>	<b>Version No: 1.0</b>
<b>Objectives:</b>	This paper will thoroughly deal with the fundamentals of The purpose of this paper is to impart to the student an understanding of state of the art of the management with the developments in the concept, theories and practices in the field of Hospitality Management.	<b>Total No. of Hours: 48</b>
<b>Expected Outcome:</b>	Students will be able to know the management practices. Students will be able to develop decision making ability regarding different functions performed by managers in the field of Hospitality Management.	
<b>UnitNo.</b>	<b>UnitTitle</b>	<b>No.ofHours (PerUnit)</b>
<b>Unit I</b>	<b>Introduction</b>	<b>10</b>
Introduction to Management: Management History, Functions of Managers, Approaches to Management: Classical, Quantitative, Behavioural and Contemporary. Organizational Culture and Environment.		
<b>Unit II</b>	<b>Planning</b>	<b>9</b>
Managers as Decision Makers. Decision-Making Process, Types of Decisions and Decision Making Conditions. Foundations of Planning. Types of Plans, Process of Planning.		

<b>Unit III</b>	<b>Organizing and Staffing</b>	<b>10</b>
Concept of Organization. Types of Organization Structure. Formal and informal organization Group, Delegation of Authority. Centralization and Decentralization of Authority. Span of Management. Accountability, Delegation, Formation and Role of Groups in organization. Staffing: Concept, and Process of Staffing. Recruitment: Meaning, Sources and Selection Process, Types of Interviews, Training Concept.		
<b>Unit IV</b>	<b>Motivation and Coordination</b>	<b>10</b>
Theories of Motivation: Abraham Maslow, Fredric Herzberg, Douglas McGregor and William Ouchi. Leadership: Concept, Significance and Types of Leaders. Style of Leadership. Coordination: Concept and Techniques. Communication: Concept, Process and Barriers to Communication.		
<b>Unit V</b>	<b>Directing and Controlling</b>	<b>9</b>
Directing: Meaning, Elements and Significance of Directing. Principles of Directing. Adaptability to Change, Resistance to Change. Emerging Challenges for the Managers. Controlling: Meaning and Process of Controlling. Techniques of Controlling.		
<b>TextBooks:</b>	1. Chhabra, T.N. Principles and Practice of Management. Dhanpat Rai and Co., Delhi 2. Prasad, Lallan and S.S. Gulshan. Management Principles and Practice. S. Chand and Co. Ltd, New Delhi 3. Basu. Business Organization and Management. Tata McGraw Hill, New Delhi. 4. Gupta, C.B. Modern Business Organization. Mayur Paper Backs, New Delhi.	
<b>ReferenceBooks:</b>	1. L M Prasad, Principles and Practices of Management, Himalaya Publishing, New Delhi.	
<b>Mode of Evaluation:</b>	Internal & External Examination	
<b>Recommendation by Board of Studies on:</b>	5/13/2020	
<b>Date of approval by the Academic Council:</b>	9/13/2020	

### Course Outcome for HM3709

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Student will Understand about the Management History.	1	Em
<b>CO2</b>	Student will Understand about the Decision-Making Process.	2	Em
<b>CO3</b>	Student will Understand about the Types of Organization Structure.	3	Em
<b>CO4</b>	Student will Understand about the Theories of Motivation: Abraham Maslow, Fredric Herzberg.	2	Em
<b>CO5</b>	Student will Understand about the Elements and Significance of Directing. Principles of Directing.	2	Em

**CO-PO Mapping for HM3709**

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

<b>Course Code:</b> HM3740	<b>Title:</b> Culinary Management Lab	<b>L T P C</b> <b>0 0 4 2</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>		
<b>Expected Outcome</b>		
<b>List of Practical</b>		

<p><b>MENU01</b>          ConsomméCarmen          PouletSautéChasseur          Pommes Loretta          HaricotsVerts</p> <p><b>MENU02</b>          BisqueD'écrevisse          EscalopeDeVeauviennoise          Pommes Batailles          EpinardsauGratin</p> <p><b>MENU03</b>          CrèmeDu Barry          DarneDeSaumon Grille          Saucepaloise          Pommes Fondant          PetitsPoisALaFlamande</p> <p><b>MENU04</b>          Kromeskies          Filet De Sols Walweska          Pommes Lyonnaise          FunghiMarirati</p> <p><b>MENU 05</b>          SoftRolls          ChocolateParfait</p> <p><b>MENU 06</b>          Garlic Rolls, CrêpeSuzette</p> <p><b>MENU 07</b>          Ciabatta          Chocolate Brownie</p> <p><b>MENU 08</b>          Herb &amp;PotatoLoaf          Doughnuts</p> <p><b>MENU 09</b>  <b>Choux pastry:</b> Chocolate eclair; profitrolls;chard; cream buns</p> <p><b>MENU 10</b>  <b>Short crust pastrv:</b> Lemon curd tart; jaw tart.</p>	
<b>Mode of Evaluation</b>	Internal and External Examinations
<b>Recommendation by Board of Studies on</b>	5/13/2020
<b>Date of approval by the Academic Council</b>	9/13/2020

**Course Outcome for HM3740**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
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<b>CO1</b>	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 Veauviennoise, Pommes Batailles, Epinards au Gratin)	1	Em
<b>CO2</b>	Student will Understand about the Menu According to Cuisine.( Crème Du Barry , Darne De Saumon Grille, Sauce paloise, Pommes Fondant, PetitsPois A La Flamande) & Student will Understand about the Menu According to Cuisine.( Kromeskies , Filet De Sols Walweska, Pommes Lyonnaise, FunghiMarirati)	2	Em
<b>CO3</b>	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
<b>CO4</b>	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
<b>CO5</b>	Student will Understand about the Menu According to Cuisine.( <b>Choux pastry</b> : Chocolate eclair , profitrollsuchard; cream buns) & Student will Understand about the Menu According to Cuisine.( <b>Short crust pastrv</b> : Lemon curd tart; jaw tart )	2	Em

**CO-PO Mapping for HM3740**

Course Outcome s	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	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

<b>Course Code:</b> HM3742	<b>Title</b> Front Office Management Lab	<b>L T P C</b> 0 0 4 2
<b>Version No.</b>	1.0	
<b>Course Prerequisites</b>	NIL	
<b>Objectives</b>	To foster the skills of GD, Presentation, Role play, PMs in front office, Rooming Procedure and emergency situation Handling	

<b>Expected Outcome</b>	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.	<b>Total No. of Hours: 40</b>
<b>List of Practical</b>		
<ol style="list-style-type: none"> <li>1 Prepare for interview</li> <li>2 Extempore</li> <li>3 Group discussions</li> <li>4 Role play on various situations in front office</li> <li>5 Hands on Practice on Hotel Logix software</li> <li>6 Role play on upselling</li> <li>7 Calculation of Revenue management questions</li> <li>8 Presentation skills</li> <li>9 Rooming Procedure</li> <li>10 Case study on emergency situations in Hotel</li> </ol>		
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3742**

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

<b>Course Code:HM3741</b>	<b>TitleFood &amp; Beverage Service Management Lab</b>	<b>L T P C</b> <b>0 0 4 2</b>
<b>Version No.</b>	<b>1.0</b>	
<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	To impart knowledge of Food service operations	

<b>Expected Outcome</b>	Students will have knowledge of Various Food Service Operations.	<b>Total No. of Hours:</b> <b>40</b>
<b>List of Practical</b>		
<ol style="list-style-type: none"> <li>1. Food Service Operations</li> <li>2. Conferencing &amp; Banqueting</li> <li>3. Environmental Management in Food Service Operations</li> <li>4. Visit to a professional Food Service Outlet</li> <li>5. Inventory</li> <li>6. Banquet function selling-menus</li> <li>7. Pricing technique, Menu Balancing for outdoor catering</li> <li>8. Planning for equipments and manpower, Menu planning &amp; SOPs</li> <li>9. To visit fast food outlets of the city and the domestic airport for understanding the catering aspects</li> <li>10. Planning of different types of buffet counters and setting the counters</li> </ol>		
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3741**



Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Student will Understand about the Layout of Food Service Outlets & Organizations & Student will Understand about the Food Service Operations	2	Em
<b>CO2</b>	Student will Understand about the Conferencing & Banqueting & Student will Understand about the Equipment and Furnishings	2	Em
<b>CO3</b>	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
<b>CO4</b>	Student will Understand about the Inventory & Student will Understand about the Preparation of Cocktails	1	Em
<b>CO5</b>	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		
	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	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

<b>Course Code:</b> HM3743	<b>Title:</b> Laundry Management in Hotels Lab	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version No.</b>	<b>1.0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>2</b>

<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	To impart fundamental knowledge laundry among students and to familiarize the students with day to day working atmosphere of laundry. in hotels	
<b>Expected Outcome</b>	Students will be able to familiarize with day to day working atmosphere of laundry in hotels	<b>Total No. of Hours: 40</b>
<b>List of Practicals</b>		
<ol style="list-style-type: none"> <li>1. Layout of Linen and UniformRoom/Laundry</li> <li>2. Laundry Machinery andEquipment</li> <li>3. StainRemoval</li> <li>4. Selection and Designing ofUniforms</li> <li>5. Visit to a professionalLaundry</li> <li>6. Laundry equipment</li> <li>7. Chemicals used in laundry</li> <li>8. Coordination with other department</li> <li>9. Forms &amp; formats</li> <li>10. Process of linen exchange.</li> </ol>		
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3743**

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

<b>Course Code:HM3744</b>	<b>Title: Bakery Management Lab</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>Version No.</b>	<b>1.0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>2</b>

<b>Course Prerequisites</b>	<b>NIL</b>	
<b>Objectives</b>	This module is prescribed to appraise students about Bakery Management	
<b>Expected Outcome</b>	Students will be able to familiarize with operational and managing functions of Bakery	<b>Total No. of Hours: 40</b>
<b>List of Practicals</b>		
<ol style="list-style-type: none"> <li>1 Bread rolls; Bread sticks &amp; softs rolls.</li> <li>2 Buns; Hot Cross Buns, Fruit Buns.</li> <li>3 Danish; Pastry</li> <li>4 Fermented dough nuts</li> <li>5 Russian stolen Basic bun dough</li> <li>6 <b>Biscuits &amp; Cookies:</b> Plain biscuits, coconut biscuit, chocolate biscuits.</li> <li>7 <b>Choux pastry:</b> Chocolate eclair; profit roll suchard; cream buns.</li> <li>8 <b>Short crust pastry:-</b> Lemon curd tart; jaw tart</li> <li>9 <b>Icing:-</b> Fondant; American frosting; Butter cream icing; Royal icing; gum paste; marzipan; marshmallow; lemon meringue; fudge; almond paste; glaze icing.</li> <li>10 <b>Cakes:</b> Queen cakes, fruits cake; birthday cake, cheese cakes; black forest etc.</li> </ol>		
<b>Mode of Evaluation</b>	Internal and External Examinations	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	

**Course Outcome for HM3744**

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
<b>CO1</b>	Understand about the Bread rolls.	1	Em
<b>CO2</b>	Students will be able to know about the Types of Danish; Pastry.	2	Em
<b>CO3</b>	Students will be able to know about the Importance of Presentation Skills, Russian stolen Basic bun dough.	3	Em
<b>CO4</b>	Student will gain knowledge about the Biscuits & Cookies	1	Em
<b>CO5</b>	Students will be aware with the Short crust pastry.	1	Em

**CO-PO Mapping for HM3744**

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	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**

<b>Course Code:</b> HM3874-3878	<b>Title:</b> ON JOB TRAINING EXPOSURE	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
		0	0	12	6
<p><b>Duration of Exposure: 22 Weeks</b></p> <p style="text-align: center;"><b><u>Industry Exposure: VIII Semester</u></b></p> <p>Leave Formalities: I 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 or 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. 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"> <li>1. A Copy of the Offer Letter from Industry</li> <li>2. Industry Exposure/On Job Training Certificate</li> </ol>					
<b>Mode of Evaluation</b>	Internal and External Examination				
<b>Recommendation by Board of Studies on</b>	5/13/2020				
<b>Date of approval by the Academic Council</b>	9/13/2020				

<b>Course Code:</b> HM3879	<b>Title:</b> TRAINING REPORT & LOG BOOK PRESENTATION	<b>L T P C</b> <b>0 0 12 6</b>
<b>Duration of Exposure:</b> 22 Weeks		
<b><u>Log Book and Training Report Schedule: VIII Semester</u></b>		
<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.</p> <p>The Report will be submitted in the form specified as under:</p> <ol style="list-style-type: none"> <li>The typing should be done on both sides of the paper (instead of single side printing).</li> <li>The font size should be 12 with Times New Roman font.</li> <li>The Training Report may be typed in 1.5 line spacing.</li> <li>The paper should be A-4 size.</li> <li>Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.</li> </ol> <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"> <li>Logbook for the Evaluation of VIII Semester.</li> <li>Appraisal Letter</li> <li>Training Report for the Evaluation of VIII Semester.</li> <li>Power Point presentation on a CD, based on the Training Report.</li> <li>Attendance Sheet of Training.</li> <li>Leave Card.</li> </ol>		
<b>Mode of Evaluation</b>	Internal and External Examination	
<b>Recommendation by Board of Studies on</b>	5/13/2020	
<b>Date of approval by the Academic Council</b>	9/13/2020	