



MANGALORE UNIVERSITY
MANGALAGANGOTRI - 574 199,
KARNATAKA STATE, INDIA

BACHELOR OF SCIENCE IN HOSPITALITY SCIENCE (BSc. HS)

STATE EDUCATION POLICY
SYLLABUS

PREAMBLE
PROGRAMME OBJECTIVES
PROGRAMME OUTCOME
PROGRAMME SPECIFIC OBJECTIVES
COURSE OUTCOME – MAJOR & OJT
FOOD PRODUCTION
FOOD AND BEVERAGE SERVICE
FRONT OFFICE OPERATIONS
ACCOMMODATION OPERATIONS
ON THE JOB INDUSTRIAL TRAINING & PROJECT WORK

PREAMBLE

The Bachelor of Science in Hospitality Science Programme at Mangalore University is designed to provide a comprehensive and immersive educational experience, preparing students for a dynamic career in the hospitality industry. This syllabus reflects our commitment to academic excellence, industry relevance, and the holistic development of our students.

The hospitality industry plays a crucial role in the global economy, encompassing various sectors such as tourism, hotel management, food and beverage services, and event management. Our syllabus is thoughtfully structured to cover these diverse areas, ensuring that students gain a broad and deep understanding of the field.

The programme combines rigorous academic coursework with practical training, allowing students to apply theoretical knowledge in real-world settings. Core subjects include principles of hospitality management, tourism studies, culinary arts, food and beverage management, front office operations, housekeeping management, and event planning. Each course is designed to equip students with the skills and knowledge required to excel in their chosen careers.

In addition to core subjects, our syllabus includes elective courses that allow students to tailor their education to their specific interests and career aspirations. Electives cover advanced topics such as sustainable tourism, international hospitality management, hospitality marketing, and entrepreneurship in the hospitality industry.

Experiential learning is a cornerstone of our programme. Students participate in internships, industry projects, and field visits, gaining hands-on experience and valuable insights into the workings of the hospitality industry. These practical experiences are complemented by workshops, seminars, and guest lectures from industry experts, providing students with current and relevant knowledge.

Our faculty members are experienced professionals and academicians dedicated to providing high-quality education and personalized mentorship. They bring a wealth of industry experience and academic expertise to the classroom, fostering an environment of innovation, critical thinking, and professional growth.

In addition to technical and professional skills, our syllabus emphasizes the development of essential soft skills such as communication, leadership, teamwork, and problem-solving. These skills are vital for success in the hospitality industry, where interpersonal interactions and customer satisfaction are key.

The BSc Hospitality Science Programme at Mangalore University is more than just an academic course; it is a transformative journey that prepares students to become leaders and innovators in the hospitality industry. We are committed to providing our students with the knowledge, skills, and experiences they need to achieve their professional goals and make significant contributions to the industry.

PROGRAMME OBJECTIVES

- **Core Knowledge and Skills Development:**

Provide students with a strong foundation in hospitality management principles, theories, and practices. Develop fundamental business and management skills relevant to the hospitality industry. Equip students with a comprehensive understanding of the various sectors within the hospitality industry, including lodging, food and beverage, events, and tourism.

- **Management Skills:**

Develop core management skills essential for effective hotel operations, including leadership, decision-making, strategic planning, and organizational skills.

- **Customer Service Excellence:**

Instill a customer-centric approach and emphasize the importance of delivering high-quality service to guests, meeting their needs, and exceeding their expectations.

- **Professional Competence:**

Foster practical skills necessary for success in the field, such as customer service, communication, problem-solving, and teamwork. Integrate experiential learning opportunities, such as internships, industry projects, and simulations, to enhance practical knowledge and application of theoretical concepts.

- **Hospitality Marketing and Sales:**

Teach marketing and sales strategies specific to the hotel industry, including branding, promotion, and revenue management techniques.

- **Food and Beverage Management:**

Cover the principles of food and beverage management, including menu planning, restaurant operations, catering, and bar management.

- **Human Resource Management:**

Explore human resource practices in the context of hotels, including recruitment, training, employee relations, and workforce management.

- **Quality and Safety Standards:**

Emphasize adherence to quality standards, safety regulations, and hygiene practices to ensure the well-being of guests and compliance with industry standards.

- **Technology Integration:**

Incorporate the use of technology in hotel management, including property management systems (PMS), online booking platforms, and data analytics for efficient operations.

- **Crisis Management and Risk Assessment:**

Prepare students to handle crisis situations, emergencies, and risk assessment in the hotel industry, emphasizing the importance of guest safety and security.

- **Sustainability and Responsible Tourism:**

Introduce concepts of sustainability, environmental responsibility, and ethical considerations in hotel management, aligning with global trends in responsible tourism.

- **Communication and Interpersonal Skills:**

Enhance communication skills, teamwork, and interpersonal abilities to foster positive relationships with guests, staff, and other stakeholders.

- **Ethical and Responsible Leadership:**

Emphasize the importance of ethical decision-making and responsible leadership in the hospitality sector. Explore issues related to sustainability, corporate social responsibility, and ethical considerations in the context of hospitality operations.

- **Global Perspective:**

Instill a global mindset by exploring international hospitality trends, cross-cultural management, and the impact of globalization on the industry. Provide opportunities for students to gain exposure to diverse cultural practices and perspectives.

- **Entrepreneurial Mindset:**
Encourage an entrepreneurial spirit, fostering creativity and innovation for identifying and capitalizing on business opportunities within the hotel industry.
- **Critical Thinking and Problem-Solving:**
Develop critical thinking skills and the ability to analyse and solve complex problems that may arise in the dynamic hospitality environment.
- **Continuous Learning and Adaptability:**
Foster a commitment to lifelong learning and adaptability to changes in the hospitality industry, including emerging trends, technologies, and consumer preferences.
- **Preparation for Advanced Studies:**
Provide a solid foundation for students who may choose to pursue advanced studies in hospitality management or related fields.

PROGRAMME OUTCOME

- **Industry Knowledge:**
Graduates will demonstrate a comprehensive understanding of the hospitality industry, including its various sectors such as lodging, food and beverage, events, and tourism.
- **Management Skills:**
Graduates will possess essential management skills, including leadership, decision-making, strategic planning, and organizational abilities, applicable to hospitality settings.
- **Customer Service Excellence:**
Graduates will exhibit excellent customer service skills, ensuring the satisfaction of guests and meeting or exceeding their expectations.
- **Practical Experience:**
Graduates will have gained practical experience through internships, industry placements, or simulations, demonstrating the ability to apply theoretical knowledge to real-world hospitality situations.
- **Hospitality Marketing and Sales:**
Graduates will be proficient in hospitality marketing and sales strategies, including branding, promotion, and revenue management techniques specific to the industry.
- **Food and Beverage Management:**
Graduates will understand the principles of food and beverage management, including menu planning, restaurant operations, catering, and bar management.
- **Human Resource Management:**
Graduates will be knowledgeable in human resource practices within the hospitality industry, including recruitment, training, employee relations, and workforce management.
- **Quality and Safety Standards:**
Graduates will adhere to quality standards, safety regulations, and hygiene practices to ensure the well-being of guests and compliance with industry standards.
- **Technology Integration:**
Graduates will be proficient in the use of technology in hospitality management, including property management systems (PMS), online booking platforms, and data analytics.
- **Crisis Management and Risk Assessment:**
Graduates will be prepared to handle crisis situations, emergencies, and conduct risk assessments in hospitality settings, prioritizing guest safety and security.
- **Sustainability and Responsible Tourism:**
Graduates will understand and promote sustainability, environmental responsibility, and ethical considerations in hospitality practices, aligning with global trends in responsible tourism.
- **Communication and Interpersonal Skills:**
Graduates will possess effective communication skills, teamwork abilities, and interpersonal competencies to build positive relationships with guests, staff, and other stakeholders.

- **Global Perspective:**
Graduates will have a global mindset, with an awareness of international hospitality trends, cultural diversity, and global issues impacting the industry.
- **Entrepreneurial Mindset:**
Graduates will demonstrate an entrepreneurial spirit, showcasing creativity and innovation in identifying and capitalizing on business opportunities within the hospitality sector.

PROGRAMME SPECIFIC OBJECTIVES

- **Lodging Management:**
Graduates will be proficient in managing various aspects of lodging operations, including front office procedures, housekeeping, reservations, and guest services.
- **Food and Beverage Operations:**
Graduates will demonstrate expertise in food and beverage management, encompassing menu planning, kitchen operations, restaurant management, and bar services.
- **Event Planning and Management:**
Graduates will have the skills to plan, coordinate, and manage events, conferences, and special occasions within the hospitality industry.
- **Tourism and Destination Management:**
Graduates will understand the principles of tourism and destination management, including tourist behavior, destination marketing, and sustainable tourism practices.
- **Revenue Management:**
Graduates will be proficient in revenue management strategies, optimizing pricing, distribution channels, and inventory management to maximize profitability in hospitality operations.
- **Customer Relationship Management (CRM):**
Graduates will be capable of implementing effective customer relationship management strategies to enhance guest satisfaction and loyalty.
- **Technology Integration in Hospitality:**
Graduates will be adept at leveraging technology in hospitality settings, including the use of property management systems, online booking platforms, and data analytics for decision-making.
- **Entrepreneurship in Hospitality:**
Graduates will possess an entrepreneurial mindset, demonstrating the ability to identify business opportunities, develop innovative solutions, and potentially start and manage their own hospitality ventures.
- **Culinary Arts and Culinary Management:**
Graduates with a focus on culinary arts will demonstrate proficiency in culinary techniques, kitchen management, and the creative aspects of culinary arts.
- **Health and Safety Compliance:**
Graduates will understand and adhere to health and safety regulations in hospitality settings, ensuring compliance with industry standards and prioritizing the well-being of guests and staff.
- **Sustainable Practices in Hospitality:**
Graduates will be knowledgeable about sustainable practices in hospitality, promoting environmentally responsible and socially conscious approaches to operations.
- **Global Hospitality Trends:**
Graduates will stay informed about and adapt to global hospitality trends, understanding the impact of cultural diversity and international influences on the industry.
- **Communication and Negotiation in Hospitality:**
Graduates will demonstrate effective communication and negotiation skills, essential for successful interactions with guests, colleagues, and industry partners.
- **Critical Thinking in Hospitality Problem-Solving:**

Graduates will employ critical thinking skills to analyse and solve complex problems that may arise in hospitality operations.

COURSE OUTCOME

FOOD PRODUCTION

OBJECTIVE

The course objective for Food Production is to provide students with essential culinary skills, instilling proficiency in cooking techniques, ingredient knowledge, and menu planning. Emphasizing kitchen safety and sanitation, the course aims to cultivate creativity and adaptability in students, fostering innovation in dish presentation and the ability to navigate unforeseen challenges. Students will develop strong teamwork, time management, and communication skills crucial for efficient kitchen operations. By the course's conclusion, students are expected to demonstrate a high level of culinary competence, meet industry standards for quality, and embrace ethical and sustainable practices in food production.

PEDAGOGY

Theory	: Lectures, Assignments, Discussions, Presentations & Audiovisual aids.
Practicals	: Demonstration, Presentation, Briefing, Menu Preparation.

EVALUATION METHOD

Theory	: 2 Internal Theory Test, 1 Final Theory Semester Exam.
Practicals	: 1 Model Practical Exam, 1 Final Practical Semester Exam.

OUTCOME

Course outcomes for a Food Production course within a BSc in Hospitality Science program typically focus on developing students' knowledge and skills related to culinary arts and kitchen management. These outcomes help students understand the principles of food preparation, cooking techniques, kitchen safety, and menu planning. Below are potential course outcomes for a Food Production course:

- **Basic Culinary Techniques:**
Students will demonstrate proficiency in fundamental culinary techniques, including knife skills, chopping, dicing, and slicing.
- **Cooking Methods:**
Students will understand and apply various cooking methods, such as grilling, roasting, sautéing, boiling, and baking.
- **Menu Planning:**
Students will be able to create well-balanced menus, considering factors like seasonality, dietary preferences, and nutritional content.
- **Ingredient Knowledge:**
Students will develop an in-depth understanding of various ingredients, including their characteristics, flavor profiles, and appropriate culinary applications.
- **Recipe Execution:**
Students will follow recipes accurately, demonstrating precision in ingredient measurement, cooking times, and presentation.
- **Time Management:**
Students will develop effective time management skills to coordinate multiple tasks and ensure timely preparation and delivery of food items.
- **Creativity and Innovation:**
Students will showcase creativity in dish presentation and the ability to innovate in recipe development, adapting to changing culinary trends.
- **Culinary Terminology:**

Students will be familiar with culinary terminology, enabling effective communication in a professional kitchen setting.

- **Adaptability and Flexibility:**

Students will demonstrate adaptability in responding to unexpected challenges in the kitchen, adjusting recipes, and problem-solving on the fly.

- **Quality Control:**

Students will implement quality control measures to ensure that all dishes meet the established standards for taste, texture, and presentation.

- **Teamwork and Communication:**

Students will work collaboratively in a kitchen setting, effectively communicating with team members to ensure smooth kitchen operations.

- **Cultural and Dietary Considerations:**

Students will be aware of cultural influences on cuisine and accommodate diverse dietary preferences, including vegetarian, vegan, and allergy-specific requirements.

- **Equipment Handling:**

Students will demonstrate proficiency in handling various kitchen equipment, such as ovens, stoves, grills, and specialized culinary tools.

- **Customer Satisfaction:**

Students will prioritize customer satisfaction by consistently delivering high-quality and well-presented food items.

FOOD AND BEVERAGE SERVICE

OBJECTIVE

The course objective for Food and Beverage Service is to equip students with the fundamental skills and knowledge essential for successful roles in the hospitality industry. Students will learn the art of professional table service, including customer interaction, order-taking, and effective communication. The course aims to instil proficiency in beverage knowledge, emphasizing the service of diverse beverages and mixology techniques. Additionally, students will develop customer-centric attitudes, focusing on providing exceptional hospitality experiences. By the course's completion, students are expected to exhibit competence in service etiquette, teamwork, and adaptability, preparing them for various positions within the food and beverage sector of the hospitality industry.

PEDAGOGY

Theory : Lectures, Assignments, Discussions, Presentations & Audiovisual aids.

Practicals : Demonstration, Presentation, Briefing, Practice and Preparation.

EVALUATION METHOD

Theory : 2 Internal Theory Test, 1 Final Theory Semester Exam.

Practicals : 1 Model Practical Exam, 1 Final Practical Semester Exam.

OUTCOME

The course outcomes for a Food and Beverage Service course within a BSc in Hospitality Science program focus on developing students' skills and knowledge in providing excellent service in the hospitality industry. Here are potential course outcomes for Food and Beverage Service:

- **Service Etiquette:**

Students will demonstrate proficiency in service etiquette, including proper greeting, table setting, and guest interaction.

- **Order-Taking Skills:**

Students will acquire effective order-taking skills, ensuring accuracy and attentiveness to guest preferences.

- **Beverage Knowledge:**

Students will develop a comprehensive understanding of various beverages, including wines, spirits, and non-alcoholic drinks.

- **Mixology Techniques:**

Students will learn mixology techniques, enabling them to prepare and serve a variety of cocktails with skill and creativity.

- **Menu Knowledge:**

Students will be familiar with menu offerings, ingredients, and preparation methods, facilitating informed recommendations to guests.

- **Upselling Techniques:**

Students will understand and apply upselling techniques to enhance the overall guest experience and increase revenue.

- **Customer Interaction and Communication:**

Students will exhibit effective communication skills, creating a positive and welcoming atmosphere through interactions with guests.

- **Teamwork and Coordination:**

Students will work collaboratively with other staff members, ensuring smooth coordination between the kitchen and the dining area.

- **Adaptability and Problem-Solving:**

Students will demonstrate adaptability in handling diverse customer requests and resolving issues promptly and professionally.

- **Service Timeliness:**

Students will understand the importance of timely service, ensuring that orders are delivered promptly and efficiently.

- **Cash Handling and Billing:**

Students will gain proficiency in cash handling procedures, accurately managing bills and transactions.

- **Customer Satisfaction:**

Students will prioritize customer satisfaction, aiming to exceed guest expectations through personalized and attentive service.

- **Wine Service:**

Students will develop skills in wine service, including proper presentation, opening, and serving techniques.

- **Knowledge of Special Diets:**

Students will be knowledgeable about special dietary needs and be capable of accommodating diverse dietary requirements.

- **Continuous Improvement:**

Students will embrace a mindset of continuous improvement, seeking opportunities to enhance their service skills and adapt to industry trends.

FRONT OFFICE OPERATIONS

OBJECTIVE

The course objective for Front Office Management is to equip students with the knowledge and skills required to effectively manage the front-of-house operations in the hospitality industry. Students will learn essential tasks such as guest check-in/out procedures, reservation management, and communication strategies. The course aims to instil proficiency in using front office software, ensuring students can navigate property management systems efficiently. Additionally, students will develop customer service excellence, emphasizing problem-solving and conflict resolution skills. By the course's completion, students are expected to exhibit competence in creating a positive first impression for guests, maintaining a

smoothly functioning front office, and contributing to overall guest satisfaction in hospitality establishments.

PEDAGOGY

Theory : Lectures, Assignments, Discussions, Presentations & Audiovisual aids.
Practicals : Demonstration, Presentation, Briefing, Practice and Preparation.

EVALUATION METHOD

Theory : 2 Internal Theory Test, 1 Final Theory Semester Exam.
Practicals : 1 Model Practical Exam, 1 Final Practical Semester Exam.

OUTCOME

The course outcomes for Front Office Operations in a BSc in Hospitality Science program are designed to develop students' skills and knowledge in effectively managing the front-of-house operations in the hospitality industry. Here are potential course outcomes for Front Office Management:

- **Guest Relations:**
Students will develop strong guest relations skills, ensuring positive interactions and fostering a welcoming atmosphere at the front desk.
- **Reservation Management:**
Students will acquire proficiency in managing reservations, optimizing room occupancy, and coordinating with other departments.
- **Check-In and Check-Out Procedures:**
Students will demonstrate competence in efficient and accurate check-in and check-out procedures, minimizing wait times and ensuring guest satisfaction.
- **Front Office Software Proficiency:**
Students will be proficient in using front office software and property management systems, facilitating streamlined operations and data management.
- **Communication Skills:**
Students will develop effective communication skills, both written and verbal, ensuring clear and professional interactions with guests and colleagues.
- **Problem-Solving and Conflict Resolution:**
Students will acquire problem-solving and conflict resolution skills, addressing guest concerns and maintaining a positive guest experience.
- **Financial Transactions:**
Students will demonstrate competence in handling financial transactions, including payment processing, invoicing, and maintaining accurate financial records.
- **Security and Safety Procedures:**
Students will understand and adhere to security and safety procedures, ensuring the well-being of guests and the security of the property.
- **Cultural Sensitivity:**
Students will be culturally sensitive, respecting diverse backgrounds and customs in their interactions with guests from various cultural backgrounds.
- **Teamwork and Coordination:**
Students will work collaboratively with other departments, fostering effective communication and coordination for smooth hotel operations.
- **Time Management:**
Students will develop time management skills, ensuring efficient handling of tasks and minimizing wait times for guests.
- **Upselling Techniques:**
Students will understand and apply upselling techniques, promoting additional services and amenities to enhance the guest experience and increase revenue.

- **Guest Satisfaction Monitoring:**
Students will implement strategies for monitoring guest satisfaction, including the use of guest feedback and surveys to continuously improve front office services.
- **Professionalism and Ethics:**
Students will uphold high standards of professionalism and ethics in all front office interactions, maintaining the reputation of the hospitality establishment.
- **Continuous Learning:**
Students will embrace a mindset of continuous learning, seeking opportunities to enhance their skills and adapt to evolving industry trends.

ACCOMMODATION OPERATIONS

OBJECTIVE

The course objective for Accommodation Operations is to provide students with a comprehensive understanding of managing the lodging aspect of the hospitality industry. Students will learn the principles of effective room management, reservations, housekeeping, and facility maintenance. The course aims to instil proficiency in optimizing room occupancy, ensuring cleanliness and comfort for guests. Additionally, students will acquire skills in coordinating with various departments, maintaining quality standards, and adhering to legal and safety regulations. By the end of the course, students are expected to demonstrate competence in overseeing accommodation operations, contributing to positive guest experiences, and efficiently managing the logistical aspects of lodging establishments.

PEDAGOGY

Theory	: Lectures, Assignments, Discussions, Presentations & Audiovisual aids.
Practicals	: Demonstration, Presentation, Briefing, Practice and Preparation.

EVALUATION METHOD

Theory	: 2 Internal Theory Test, 1 Final Theory Semester Exam.
Practicals	: 1 Model Practical Exam, 1 Final Practical Semester Exam.

OUTCOME

The course outcomes for Accommodation Operations in a BSc in Hospitality Science program are designed to equip students with the necessary knowledge and skills to effectively manage lodging establishments within the hospitality industry. Here are potential course outcomes for Accommodation Operations:

- **Room Management:**
Students will demonstrate proficiency in optimizing room inventory, assigning accommodations, and overseeing room status updates.
- **Reservation Systems:**
Students will acquire skills in utilizing reservation systems, managing bookings, and coordinating with other departments to ensure smooth check-in and check-out processes.
- **Housekeeping Procedures:**
Students will understand and implement effective housekeeping procedures, maintaining cleanliness and hygiene standards in guest rooms and common areas.
- **Facility Maintenance:**
Students will learn principles of facility maintenance, ensuring that physical assets are well-maintained, and addressing issues promptly to enhance the guest experience.
- **Customer Service Excellence:**
Students will develop strong customer service skills, ensuring that guest expectations are met or exceeded in terms of comfort, safety, and overall satisfaction.
- **Quality Standards Compliance:**

Students will adhere to quality standards in accommodation operations, ensuring that services and facilities meet or exceed industry benchmarks.

- **Legal and Safety Regulations:**

Students will understand and comply with legal and safety regulations relevant to accommodation operations, prioritizing the well-being of guests and staff.

- **Revenue Management:**

Students will develop skills in revenue management, optimizing room pricing, and implementing strategies to maximize profitability.

- **Interdepartmental Coordination:**

Students will work collaboratively with other departments, fostering effective communication and coordination to provide seamless guest experiences.

- **Adaptability to Technology:**

Students will adapt to technological advancements in accommodation management, staying current with relevant software and systems.

- **Guest Satisfaction Monitoring:**

Students will implement strategies for monitoring guest satisfaction, including the use of feedback and surveys to continuously improve accommodation services.

- **Sustainability Practices:**

Students will be aware of and implement sustainability practices in accommodation operations, promoting environmentally responsible practices.

- **Team Management:**

Students will demonstrate effective team management skills, overseeing housekeeping staff, maintenance teams, and collaborating with other departments.

- **Crisis Management:**

Students will be prepared to handle crisis situations in accommodation operations, implementing effective crisis management and communication strategies.

- **Continuous Learning:**

Students will embrace a mindset of continuous learning, seeking opportunities to enhance their skills and stay abreast of industry trends in accommodation operations.

ON THE JOB INDUSTRIAL TRAINING & PROJECT WORK

OBJECTIVE

The course objectives for On-the-Job Industrial Training and Project Work in the hospitality industry are to provide students with immersive, real-world experiences that bridge theoretical knowledge with practical application. Through industry placements, students will cultivate professional skills, adaptability, and a deep understanding of hospitality operations. Engaging in industry-related projects, students will enhance problem-solving and project management abilities, fostering critical thinking. Networking with professionals will enrich their understanding of industry trends. This course aims to instill professionalism, ethical conduct, and a commitment to service excellence, preparing students for successful integration into the dynamic and diverse landscape of the hospitality sector.

PEDAGOGY

Preparation Phase, Discussions, On-the-Job Training, Industry Project Work and Assessment

EVALUATION METHOD

Performance appraisal form, log book, PPT Presentation, Project book submission and VIVA.

OUTCOME

The course outcomes for On-the-Job Industrial Training and Project Work in the hospitality industry are designed to ensure students gain practical experience, enhance their skills, and integrate theoretical knowledge into real-world scenarios. Here are potential course outcomes:

- **Professional Competence:**
Students will demonstrate professional competence by applying theoretical knowledge to real-world hospitality situations, showcasing adaptability and problem-solving skills.
- **Skill Enhancement:**
Students will enhance practical skills relevant to their chosen field within the hospitality industry, such as customer service, communication, teamwork, and time management.
- **Industry Exposure:**
Students will gain exposure to various aspects of the hospitality industry, deepening their understanding of roles, responsibilities, and industry dynamics.
- **Project Management Proficiency:**
Students will exhibit proficiency in project management through the successful planning, execution, and presentation of industry-related projects.
- **Problem-Solving Skills:**
Students will enhance their problem-solving skills by addressing challenges encountered during on-the-job training and proposing effective solutions in their projects.
- **Culinary and Operational Understanding:**
Students focusing on operational roles will gain a deeper understanding of operational processes, while those in culinary roles will develop culinary expertise.
- **Guest Interaction Excellence:**
Students will exhibit excellence in guest interaction, ensuring positive experiences and addressing guest needs effectively during on-the-job training.
- **Ethical and Professional Conduct:**
Students will adhere to ethical and professional standards, displaying integrity, responsibility, and a commitment to service excellence in the workplace.
- **Research and Analysis Skills:**
Students will refine their research and analysis skills, applying these skills to gather relevant data, draw conclusions, and communicate findings in their project work.
- **Adaptability and Flexibility:**
Students will demonstrate adaptability and flexibility, successfully navigating diverse work environments and responding effectively to unexpected challenges.
- **Self-Reflection and Continuous Improvement:**
Students will engage in self-reflection, identifying personal strengths and areas for improvement, fostering a commitment to continuous learning and professional development.
- **Project Presentation Proficiency:**
Students will present their project findings with confidence, effectively communicating their insights and recommendations to industry professionals and faculty.
- **Workplace Etiquette:**
Students will exhibit workplace etiquette, including proper grooming, communication, and behavior, aligning with professional standards in the hospitality industry.
- **Post-Training Evaluation:**
Students will participate in post-training evaluations, providing insights into their overall learning experience, the effectiveness of the training program, and areas for enhancement.
- **Integration of Classroom Learning:**
Students will showcase the integration of classroom learning into their on-the-job experiences and projects, emphasizing the practical application of theoretical knowledge.

MANGALORE UNIVERSITY
PROGRAMME STRUCTURE
UNDER GRADUATE PROGRAMME
BACHELORS OF SCIENCE IN HOSPITALITY SCIENCE

B.Sc. HS (3 years) –CURRICULUM CREDIT STRUCTURE FOR SEP

Semester	Major 1	Major 2	Major 3	Elective / Optional		Language	Compulsory	Total Credit	Total work hour / Week
I	5 (3T+2P)	5 (3T+2P)	5 (3T+2P)			3+3	2	23	35 Hours
II	5 (3T+2P)	5 (3T+2P)	5 (3T+2P)			3+3	2	23	35 Hours
III	5 (3T+2P)	5 (3T+2P)	5 (3T+2P)	2	3	3+3		26	37 Hours
IV	5 (3T+2P)	5 (3T+2P)	5 (3T+2P)	2		3+3	2	25	37 Hours
V	5 (3T+2P)	5 (3T+2P)	5 (3T+2P)	3			2	20	30 Hours
VI	Full Semester Industrial Exposure Training (Log Book +Viva (6+8 Credits); Industrial Training Report (14 Credits))							25	112 Days
Total Credits								142	174 Hours

B.Sc. HS –SEP PROGRAM STRUCTURE – I SEMESTER

Semester I								
Sl. No	Subject Code	Title of the Course	Category of Courses	Hours per Week (T + P)	SEE	CIE	Total Marks	Credits
1		Food Production Theory I	MAJOR 1.1 - T	4+0	80	20	100	3
2		Food Production Practical I	MAJOR 1.1 - P	0+4	40	10	50	2
3		Food and Beverage Service Theory I	MAJOR 1.2 - T	4+0	80	20	100	3
4		Food and BeverageService Practical I	MAJOR 1.2 - P	0+4	40	10	50	2
5		Front Office Operations Theory I	MAJOR 1.3 - T	4+0	80	20	100	3
6		Front Office Operations Practicals I	MAJOR 1.3 - P	0+4	40	10	50	2
7		Language – I - English	L1 – 1	4+0	80	20	100	3
8		Language – II – any 1 Indian Languages	L2 – 1	4+0	80	20	100	3
9		Constitutional values	COMP - 1	3+0	40	10	50	2
Total				35	560	140	700	23

B.Sc. HS –SEP PROGRAM STRUCTURE – II SEMESTER

Semester II								
Sl. No	Subject Code	Title of the Course	Category of Courses	Hours per Week (T + P)	SEE	CIE	Total Marks	Credits
1		Food Production Theory II	MAJOR 2.1 - T	4+0	80	20	100	3
2		Food Production Practical II	MAJOR 2.1 - P	0+4	40	10	50	2
3		Food and BeverageService Theory II	MAJOR 2.2 - T	4+0	80	20	100	3
4		Food and BeverageService Practical II	MAJOR 2.2 - P	0+4	40	10	50	2
5		Accommodation Operations Theory I	MAJOR 2.3 - T	4+0	80	20	100	3
6		Accommodation Operations Practicals I	MAJOR 2.3 - P	0+4	40	10	50	2
7		Language – I - English	L1 – 2	4+0	80	20	100	3
8		Language – II – any 1 Indian Languages	L2 – 2	4+0	80	20	100	3
9		Environmental Studies	COMP - 2	3+0	40	10	50	2
Total				35	560	140	700	23

B.Sc. HS –SEP PROGRAM STRUCTURE – III SEMESTER

Semester III								
Sl. No	Subject Code	Title of the Course	Category of Courses	Hours per Week (T + P)	SEE	CIE	Total Marks	Credits
1		Food Production Theory III	MAJOR 3.1 - T	4+0	80	20	100	3
2		Food Production Practical III	MAJOR 3.1 - P	0+4	40	10	50	2
3		Food and BeverageService Theory III	MAJOR 3.2 - T	4+0	80	20	100	3
4		Food and BeverageService Practical III	MAJOR 3.2 - P	0+4	40	10	50	2
5		Accommodation Operations Theory II	MAJOR 3.3 - T	4+0	80	20	100	3
6		Accommodation Operations PracticalsII	MAJOR 3.3 - P	0+4	40	10	50	2
7		Food Nutrition and Hygiene	Elective - 1	2+0	40	10	50	2
		Personality Development						
8		Travel & Tourism Management	OPT 1 - T	3+0	80	20	100	3
9		Language – I - English	L1 – 3	4+0	80	20	100	3
10		Language – II – any 1 Indian Languages	L2 – 3	4+0	80	20	100	3
Total				37	640	160	800	26

B.Sc. HS –SEP PROGRAM STRUCTURE – IV SEMESTER

Semester IV								
Sl. No	Subject Code	Title of the Course	Category of Courses	Hours per Week (T + P)	SEE	CIE	Total Marks	Credits
1		Food Production Theory IV	MAJOR 4.1 - T	4+0	80	20	100	3
2		Food Production Practical IV	MAJOR 4.1 - P	0+4	40	10	50	2
3		Food and BeverageService Theory IV	MAJOR 4.2 - T	4+0	80	20	100	3
4		Food and BeverageService Practical IV	MAJOR 4.2 - P	0+4	40	10	50	2
5		Front Office Operations Theory II	MAJOR 4.3 - T	4+0	80	20	100	3
6		Front Office Operations Practicals II	MAJOR 4.1 - P	0+4	40	10	50	2
7		Food Safety Management	Elective - 2	2+0	40	10	50	2
		Hospitality Human Resource & Marketing						
8		Language – I - English	L1 – 4	4+0	80	20	100	3
9		Language – II – any 1 Indian Languages	L2 – 4	4+0	80	20	100	3
10		Bakery and Confectionery	Sp. Prac. - 1	0+3	40	10	50	2
Total				37	600	150	750	25

B.Sc. HS –SEP PROGRAM STRUCTURE – V SEMESTER

Semester V								
Sl. No	Subject Code	Title of the Course	Category of Courses	Teaching Hours per Week (T + P)	SEE	CIE	Total Marks	Credits
1		Food Production Management Theory	MAJOR 5.1 - T	4+0	80	20	100	3
2		Food Production Management Practical	MAJOR 5.1 - P	0+4	40	10	50	2
3		F&B Service Management Theory	MAJOR 5.2 - T	4+0	80	20	100	3
4		F&B Service Management Practical	MAJOR 5.2 - P	0+4	40	10	50	2
5		Rooms Division Management Theory	MAJOR 5.3 - T	4+0	80	20	100	3
6		Rooms Division ManagementPracticals	MAJOR 5.1 - P	0+4	40	10	50	2
7		Event Management Theory	OPT 2 - T	3+0	80	20	100	3
8		Event Management Practical	Sp. Prac. - 2	0+3	40	10	50	2
Total				30	480	120	600	20

B.Sc. HS –SEP PROGRAM STRUCTURE – VI SEMESTER

Semester VI					
Sl. No	Subject Code	Title of the Course	Teaching Hours per Week(T + P)	TotalMarks	Credits
1		ON THE JOB INDUSTRIAL TRAINING & PROJECT WORK	16 continuous weeks - 112 days	650	25

		Logbook + Performance Appraisal Forms	(Including weekly offs)	150	5
		Training Project Done on the Hotel trained		200	8
		Power Point Presentation		100	4
		Viva Voce		200	8
Total					25

I SEMESTER SYLLABUS

Subject : **FOOD PRODUCTION THEORY I**
Subject Code :
Teaching Hours : 4 hours per week
Examination : 3 hours
Pedagogy : Lectures, Assignments, Discussions, Presentations & Audiovisual aids.
Objectives : To provide students with essential culinary skills, instilling proficiency in cooking techniques, ingredient knowledge, and menu planning.

UNIT I: INTRODUCTION TO COOKERY / METHODS OF COOKING **12 Hours**

INTRODUCTION TO COOKERY

- Culinary History
 - Indian Cuisine
 - Aims & objectives of cooking food
 - Taste sensations
 - Seasoning, flavoring, condiments, colouring & marinades
 - Spices & herbs.
 - Indian – Wet & Dry Masala
 - Indian Gravies – Types & Preparation
- METHODS OF COOKING**
- Heat transfer (Conduction, Convection, Radiation etc.)
 - Classification of cooking methods
 - Réchauffé Cooking
 - Solar Cooking
 - Microwave cooking

UNIT II: COMMODITIES & PREPARATION OF INGREDIENTS **12 Hours**

COMMODITIES

- Basic ingredients (perishable, non-perishable)
- Categorizing fresh and dry provisions
- Rice, Cereals & Pulses – types, by products, processing of wheat, manufacturing process of flour, types of flour
- Vegetables and Fruits – Classification, Selection, Effects of heat & Classical cuts
- Fats Oils & Shortenings – Classification, Characteristics / Functions, Manufacturing Process of Margarine
- Uses and storage

PREPARATION OF INGREDIENTS

- Weights and volumes
- Subdivision And Fractionalization
- Combining And Mixing in The Preparation of Food
- Mis-en-place in kitchen & Planning and Organizing the Production

UNIT III: KITCHEN ORGANIZATION **12 Hours**

- Introduction
- Hierarchy of Kitchen Department
- Organization structure in various category hotels
- Comparison of Classical and modern kitchen brigade
- Duties and responsibilities of All the staff in the Kitchen
- Sections of Kitchen - Larder, Sauce, Roast, Vegetable, Soup, Indian and Pastry Section
- Attributes, Attitude and Etiquettes of Kitchen Personal - Physical Attributes, Work Related Attributes
- Inter departmental relationship.

UNIT IV: KITCHEN LAYOUT, EQUIPMENT & FUELS **12 Hours**

KITCHEN LAYOUT

- Introduction
- Types of layouts
- Principles of layout planning & Structural considerations
- Layout of a large / medium kitchen

KITCHEN EQUIPMENT & FUELS

- Different metals (Aluminum, Copper, Steel etc.)
- Classification & handling of kitchen Knives
- Classification of kitchen equipment & Selection factors
- Quantity cooking equipment's
- Modern kitchen equipment's
- Usage, maintenance and upkeep
- Different Fuels used – Advantages and disadvantages

REFERENCE BOOKS

1. Professional Cooking-Wayne Gisslen
2. Theory of Cookery -Parvinder S Bali
3. Modern Cookery -Thangam E Philip
4. Food Production Operation -Parvinder S Bali

5. Prashad Cooking with Indian Masters-J Inder Singh Kalri

Subject : **FOOD PRODUCTION PRACTICAL I**
Subject Code :
Teaching Hours : 4 hours per week
Examination : 3 hours
Pedagogy : Demonstration, Physical Preparation & Presentation
Objectives : To provide students with knowledge of Indian cuisine and the methods of cooking involved.

Menu 1 Cuts of Vegetables Indian Masalas (Garam, tandoori, Chaat, Panchporan, Sambar & Rasam) Rice & Vegetable sambar Moong Dal Payasam	Menu 2 Rasam Curd Rice Hydrabadi Egg masala Puri Sheera
Menu 3 Aloo Tikki Bathura with Chole Masala Murg Kadai Gajar ka Halwa	Menu 4 Chicken Xacuti Rice Bakri with Prawn Balchao Cabbage fugath Dodol
Menu 5 Shami kebab Methi Thepla with Kolhapuri Chicken Bagian ka Bharath Puran Poli	Menu 6 Mulligatawny soup Ceylon chicken curry lemon rice Kadala curry Coconut burfi
Menu 7 Thattukadai (Kerala Chicken Fry) Meen Moilee with boiled rice Avail Palada Payasam	Menu 8 Mirchi Bada Peas Pulao with Laal Maas Jodhpuri Kabuli Kashi Halva
Menu 9 Tamatar Shorba Chicken Korma with Chapati Aloo Gobi masala Rava laddu	Menu 10 Aloo Chaat Anar Dan Samosa Channa Chaat Sev Puri, Masala Puri & Dahi Puri

SCHEME OF VALUATION

Internal assessment : 10 marks
 University exams : 40 marks

Journal/ Record Book	10 marks
Personal Grooming	03 marks
Indent and Plan of work	07 marks
Prepare & Present one Starter	05 marks
Prepare & Present one Main Course	05 marks
Prepare & Present one Dessert	05 marks
Viva-Voce (Any 5 questions from the I semester food production theory or practical Syllabus)	05 marks
Total	40 marks

No. Students per session : 15
 No. of session per day : 1
 Time : 3 hours

Note:

- Examiner to prescribe dishes from the I semester practical syllabus and inform the college about the menus one week in advance to produce required stores.
- Students to be informed about the prescribed menu for examination 1 day in advance.

Subject	:FOOD AND BEVERAGE SERVICE THEORY I
Subject Code	:
Teaching Hours	: 4 hours per week
Examination	: 3 hours
Pedagogy	: Lectures, Assignments, Discussions, Presentations & Audiovisual aids.
Objectives	: To provide the student basic knowledge about the Catering F & B service department, & its operation, menu planning different type's services.

UNIT I: CATERING INDUSTRY

12 Hours

- Introduction to food service industry
- Classification of catering establishment. (Commercial & welfare)
- Introduction to Hotel Industry & principal departments
- Organization chart of F & B Service department.
- Duties & responsibilities of principal staff of F & B service department.
- Attributes of F & b Service staff
- Grooming standards – Male/female
- Inter Departmental Coordination

UNIT II: FOOD & BEVERAGE SERVICE EQUIPMENT

12 Hours

- Factors to be kept in mind while choosing f & b equipment
- Classification of Furniture & Equipment
- Furniture
 - Chairs (Restaurant, coffee shop, Banquet, Gueridon, Lounge)
 - Tables ((Restaurant, coffee shop, Banquet, Gueridon, Lounge, sideboard or dummy waiter, side table, customer table, counter table, hostess desk)
- Linen (Table cloths, slip cloths, serviettes/napkins, buffet cloths)
- Tableware

▪ Silverware (flatware, cutlery, hollowware)	▪ Disposables	▪ Personal Equipment (Service kit)
▪ Crockery	▪ Special tableware	▪ Maintenance & upkeep of equipment
▪ Glassware	▪ Special food service equipment & Trolleys	▪ French terms related to above

UNIT III: TYPES OF F & B SERVICES & ANCILLARY AREAS

12 Hours

- Classification of service
 - Table service (Silver/English/host, family, plate/American, butler/French, Russian, gueridon/flambé, bar counter, Indian)
 - Assisted service (Buffet, carvery)
 - Self Service (Cafeteria– [Counter, free flow, echelon], supermarket)
 - Single point service (Take away, vending, kiosks, food court)
 - Specialized service (Tray, Trolley, Home delivery, Lounge, room)
- Mise-en-scene and mise-en-place.
- Restaurant Service Cycle
- Pantry
- Still room- functions & equipment
- Linen room
- Hot plate
- Kitchen stewarding – Hierarchy & function.

UNIT IV: MEALS AND MENU PLANNING

12 Hours

- Types of Meals- early morning tea, breakfast (continental, American, English, Indian) brunch, lunch, afternoon tea, dinner, supper timings, dishes served and covers.
- Origin of menu and types of menus
- French classical menu – Courses, Two examples for each course
- Objectives and principles of menu planning
- Factors affecting menu planning process
- Knowledge of accompaniments (from food & beverage service by DENNIS R. LILLICRAP and JOHN A. COUSINS)

REFERENCE BOOKS:

1. Modern Restaurant Service - A Manual for Students & Practitioners, John Fuller, Hutchinson, 1983
2. Food & Beverage Management, Bernard Davis & Sally Stone, Heinemann Professional Publishing
3. Food & Beverage Service, Dennis R. Lillicrap & John A Cousins – Elbs, Elst, 2002
4. Food & Beverage Service, Ronald F Cichy & Paul E Wise – Eiah & La, Educational Institute, 1999
5. Food & Beverage Service, R. Singaravelavan – Oxford Higher education.
6. Food & Beverage Service by Bobby George – jaico books

Subject :FOOD AND BEVERAGE SERVICE PRACTICAL I
Subject Code :
Teaching Hours : 4 hours per week
Examination : 3 hours
Pedagogy : Demonstration, Physical Preparation & Presentation
Objectives : To give the student practical exposure to basic service skills in a restaurant.

- Industry Grooming Standards
- Identifying operating equipment – care and maintenance including cleaning / polishing,
- Setting up the side board
- Laying and relaying the table cloth.
- Napkin folding (at least 10 different ways)
- Setting the table (cover) for breakfast, lunch and dinner
- Handling Service spoon and fork with live demonstration and practice.
- Carrying a tray/ Salver with live demonstration and practice
- Service of water live demonstration with guests.
- Placing meal plates and clearing soiled plates
- Crumbing down procedure
- KOT/BOT procedure and format
- Planning a 3 course Indian Menu
- Basic etiquettes and standard phrases.

SCHEME OF VALUATION

Internal assessment : 10 marks
 University exams : 40 marks

Personal Grooming	05 marks
Journal/ Record Book	05 marks
Identification of equipment, cutlery, crockery, glassware	05 marks
Laying of table cloth	05 marks
KOT or BOT procedure and format / planning a 3 course Indian menu	05 marks
Water Service	05 marks
Napkin folding (Any one)	05 marks
Viva-Voce (Any 5 questions from the I semester Food and beverage theory or practical Syllabus)	05 marks
Total	40 marks

No. Students per session : 15
 No. of session per day : 2
 Time : 3 hours

Subject	:FRONT OFFICE MANAGEMENT THEORY I
Subject Code	:
Teaching Hours	: 4 hours per week
Examination	: 3 hours
Pedagogy	: Lectures, Assignments, Discussions, Presentations & Audiovisual aids.
Objectives	: To equip students with the skills and knowledge necessary to effectively manage guest services, reservations, and daily operations in a hospitality setting

UNIT I: INTRODUCTION TO HOSPITALITY, HOTEL & FRONT OFFICE DEPARTMENTS

12 Hours

- Overview of the hospitality industry
- Role & importance of the hotel industry
- Criteria for hotel classification (based on star rating, heritage hotels, size, location, clientele, duration of guest stay, level of services, ownership)
- Importance of front office in hotel operations
- Hierarchy / organization structure of front office department (Small, Medium, Large hotels)
- Duties & responsibilities of front office personnel
- Layout of front office department
- Briefing session in front office department
- Front office staff interaction with guest in the lobby

UNIT II: HOTEL ROOMS, MEAL PLANS, RATES, PACKAGES & EQUIPMENT

12 Hours

- Types of hotel rooms
- Advantages of SMART room technologies for guest & hotel operations
- Features found in differently abled guest room
- Different types of hotel meal plans
- Types of hotel guest
- Different types of room tariff
- Rate adjustments based on market scenarios
- Basic of room charging - 24 hours , day use
- Equipment used in front desk & guest rooms

UNIT III: FRONT OFFICE SERVICES, COORDINATION, GUEST CYCLE & SAFETY PROCEDURES

12 Hours

- Airport guest pick up procedure followed by front office
- Valet services in the hotel
- Hotel security procedure for handling guest luggage in the hotel entrance
- Methods to manage tagged luggage to prevent loss or misplacement
- Front office interdepartmental coordination
- Guest safety protocols handled by front office staffs (Pandemic)
- Guest Cycle stages
- Pre arrival room inspection for VIP guest by front office staff
- VIP amenities voucher created by front office department

UNIT IV: RESERVATION, PRE-REGISTRATION

12 Hours

- Function of reservation department
- Types of reservation (Tentative, Confirmed, Waitlisted)
- Sources of reservation
- Modes of reservation (Written, Verbal)
- SOP – Reservation Process
- Handling group reservation
- Handling a VIP reservation
- Handling travel agent reservation
- Up selling & upgrading room
- Handling Overbooking
- Reservation follow up
- Pre-Registration process

REFERENCE BOOKS:

1. Professional front office Management, Robert H Woods, Jack D Ninemeier, David K. Hayes, Michele A. Austin
2. Front Office Management S.K. Bhatnagar new edition

Subject : FRONT OFFICE MANAGEMENT PRACTICAL I
Subject Code :
Teaching Hours : 4 hours per week
Examination : 3 hours
Pedagogy : Demonstration, Physical Preparation & Presentation
Objectives : to develop hands-on skills in managing guest interactions, reservations, and daily front office operations to ensure a smooth and satisfying guest experience.

- Grooming standards for male & female hotel front office staffs
- Maintaining hotel front office area
- Welcoming, Greeting & receiving hotel guest
- Guest service & communication skills
- Telephone communication skills in hotel front office
- Procedure for taking room reservations in a hotel & demonstration
- Special request report
- Hotel Brochures & their uses
- Hotel travel desk: coordination, booking transfers
- Designing a format for a hotel tariff card
- Preparing VIP Welcome letter format
- Forms & formats used in reservation (Reservation form, Group reservation form, Cancellation & Amendment form)
- Glossary terms of front office

SCHEME OF VALUATION

Internal assessment : 10 marks
University exams : 40 marks

Personal Grooming	05 marks
Journal/ Record Book	05 marks
Forms & Formats - Draw any one from the I semester front office operations practical Syllabus	10 marks
Brochures / Designing tariff card	10 marks
Viva-Voce (Any 5 questions from the I semester Front office management theory or practical Syllabus)	10 marks
Total	40 marks

No. Students per session : 15
No. of session per day : 2
Time : 3 hours

II SEMESTER SYLLABUS

Subject	: FOOD PRODUCTION THEORY II
Subject Code	:
Teaching Hours	: 4 hours per week
Examination	: 3 hours
Pedagogy	: Lectures, Assignments, Discussions, Presentations & Audiovisual aids.
Objectives	: To provide students with essential culinary skills, instilling proficiency in cooking techniques, ingredient knowledge, and food safety.

UNIT I: DAIRY PRODUCTS

12 Hours

MILK

- Introduction, Types, Processing, Uses & Storage

CREAM

- Introduction, Processing, Uses & Storage

ICE CREAM

- Introduction, Manufacturing Process, Classification, Uses & Storage

CHEESE

- Introduction, Manufacturing Process, Classification, Uses & Storage

INDIAN SWEETS

- Introduction, Types, Uses & Storage

UNIT II: FUNDAMENTALS OF CONTINENTAL COOKERY

12 Hours

INTERNATIONAL CUISINE

- French & Italian – History, Types & Festive Preparations

STOCKS

- Types, Flavouring agents, Preparation, Uses & Storage

SOUPS

- Classification, Garnish, Accompaniments

SAUCES

- Mother Sauces -Classification, Derivatives, Liaison agents, Rectifications, Chaudfroid / Cold sauce, Uses & Storage
- Proprietary Sauces – Types, Uses & Storage

UNIT III: EGGS&FARINACEOUS PRODUCTS

12 Hours

EGGS

- Types, Composition of egg, Selection, Egg cookery, Uses &Storage

FARINACEOUS PRODUCTS

- Pasta – Types, Manufacturing Process, Methods of cooking, Pasta sauces, Uses &Storage

UNIT IV: KITCHEN SAFETY

12 Hours

- Introduction to Food Safety
- FSSAI – Composition, Functions, Rules & Regulations
- HACCP – Principals, Specifications & Certification
- Kitchen Safety measures (Fire Safety & Handling Fire Extinguishers)
- Kitchen Waste Management
- Uniform and Protective clothing
- Personal Hygiene
- Basic First Aid

REGERENCE BOOKS

1. The Art & Science of Culinary Preparations-Jerald W Chesser
2. Professional cooking-Wayne Gisslen
3. Food Production Operation -Parvinder S Bali
4. Prashad Cooking with Indian Masters-J Inder Singh Kalri
5. The Cooks Book of Ingredients-Dorling Kindersley Ltd.

Subject : **FOOD PRODUCTION PRACTICAL II**
Subject Code :
Teaching Hours : 4 hours per week
Examination : 3 hours
Pedagogy : Demonstration, Physical Preparation & Presentation
Objectives : To provide students with knowledge of Oriental cuisine and the methods of cooking involved.

Menu 1 Steamed fish (Patrani) Makai Shorba Jeera rice with Murgh Makhani Phirni	Menu 2 Harabara kebab Murg Shorba Murg Dum Biryani with Boondi Raita Shahi tukda
Menu 3 Chicken ghee roast Palak pudina Shorba Shahi Murg with Kashmir Pulao Fada Lapsi	Menu 4 Chicken 65 Dal Shorba Kale Moti Biryani with Kire ka raita Malpua
Menu 5 Amritsari Machi Yakini Shorba Rogan Gosh with Yakini Pulao Sheer Kurma	Menu 6 Dragon chicken Hot and sour soup Mixed Schezwan noodles Chicken dumplings in hot garlic sauce Coconut pancake
Menu 7 Veg / Chicken Spring Rolls Sweet corn soup Chicken fried rice Kungpao chicken Date Pancakes	Menu 8 Veg / Chicken Wantons Manchao soup Pad Thai Chicken Adobo Chinese fruit salad
Menu 9 Chicken satay Lung Fung soup American Choupsey Sweet and sour chicken Dalgona Candy (Korean Honeycomb Toffee)	Menu 10 (Korean Menu) Chilly Potato Lemon coriander soup Singaporean fried rice Mandarin fish Sweet Wonton

SCHEME OF VALUATION

Internal assessment : 10 marks
 University exams : 40 marks

Journal/ Record Book	10 marks
Indent and Plan of work	05 marks
Prepare & Present one Starter	05 marks
Prepare & Present one Soup	05 marks
Prepare & Present one Main Course	05 marks
Prepare & Present one Dessert	05 marks
Viva-Voce (Any 5 questions from the II semester food production theory or practical Syllabus)	05 marks
Total	40 marks

No. Students per session : 15
 No. of session per day : 1
 Time : 3 hours

Note:

- Examiner to prescribe any dishes from the II semester practical syllabus and inform the college about the menus one week in advance to produce required stores.
- Students to be informed about the prescribed menu for examination 1 day in advance.

Subject	:FOOD AND BEVERAGE SERVICE THEORYII
Subject Code	:
Teaching Hours	: 4 hours per week
Examination	: 3 hours
Pedagogy	: Lectures, Assignments, Discussions, Presentations & Audiovisual aids.
Objectives	: To provide the student basic knowledge about the Catering F & B service department, & its operation, menu planning different type's services.

UNIT I: BEVERAGES

12 Hours

- Classification of beverages
- Non- alcoholic beverages
 - Stimulating Beverage
 - Tea (Manufacturing, Types, forms, storage, Rules of making tea, service, purchase, brand names)
 - Coffee (Types, Manufacturing, rules of making coffee, characteristics, weak, flat, & bitter coffee)
 - Methods of making coffee (instant, Jug method, la cafetiere, percolator method, vacuum infusion, filter coffee, pour through filter method, individual filter, espresso, still set, Turkish/Egyptian)
 - Brand names of coffee
 - Nourishing beverages
 - Bourn Vita, Horlicks, Ovaltine, Milo, Hot Milk
 - Refreshing Beverages
 - Iced tea, Cold coffee, Milk drinks (plain cold milk, milk shakes, ice cream sodas, eggnog, iced chocolates, flavoured milk.
 - Squashes & Cordials
 - Fruit syrups
 - Fruit juices
 - Others
 - Soft drinks
 - Bottled water
 - Natural spring water
 - Mineral water (Alkaline, Aperient, Chalybeate, Lithiated, Sulphurous, Table, etc.)
 - Mineral water brands of various countries.

UNIT II: WINE

12 Hours

- Definition, history & Classification
- Grape variety (diagram – its parts, 5 most important white/red grapes)
- Production of Still wine
- Production of Sparkling wine
- Production of Aromatized wine.
- Production of Fortified wine (Sherry, Port, Madeira)

UNIT III: WINES OF THE WORLD

12 hours

- Old World wines (Principal wine regions & name of sub regions, wine laws, label reading)
 - France
 - Germany
 - Italy
 - Spain
 - Portugal
- New World wines(Principal wine regions, Label reading)
 - USA
 - Australia
 - India
 - South Africa
 - New Zealand
- Food & Wine harmony
- Faults in wine
- Storage of wine
- Service of wine

UNIT IV: BEER & OTHER FERMENTED BEVERAGES

12 Hours

- Introduction
- Ingredients used in beer
- Production process of beer
- Types of beer
- Beer strength
- Brand names of beer of various countries
- Service of beer
- Faults in beer
- Cider

REFERENCE BOOKS:

1. Modern Restaurant Service – A Manual for Students and Practitioners, John Fuller – Stanley Thomas, Hutchinson, 1983
2. Food And Beverage Service , Dennis R Lillicrap and John A Cousins, Elst, 2002
3. Essential Table Service for Restaurant, John Fuller, Hutchison
4. Food And Beverage Service, Ronald F. Cichy and Paul E. Wise, Educational Institute, 1999
5. The Student's Guide to Food & Drink, John Cousins and Andrew Durkan, Hodder And Stoughton, 1992
6. Beverage Sales and Service – A Professional Guide for Students, Brian K. Julyan, Butterworth Heinemann, 1998

Subject : **FOOD AND BEVERAGE SERVICE PRACTICAL II**
Subject Code :
Teaching Hours : 4 hours per week
Examination : 3 hours
Pedagogy : Demonstration, Physical Preparation & Presentation
Objectives : To give the student practical exposure to basic service skills in a restaurant.

- Restaurant service cycle - Receiving, seating, Order taking, service, crumbing down, billing, Greeting and sending off the guest.
- Room service trolley or tray setting (b/f, lunch, evening tea dinner)
- Introduction to wine equipment and glasses
- Opening and service of still wines
- Opening and service of sparkling wine
- Preparing wine lists and beverage lists.
- Service of juices and soft drinks.
- Beer service procedure – Pouring technique
- Planning of 5 course TDH menus in English with wines
- Table layout for the English menu
- Planning of 5 course TDH menus in French with wines.
- Table Layout for the French menu

SCHEME OF VALUATION

Internal assessment : 10 marks
 University exams : 40 marks

Personal Grooming	05 marks
Journal/ Record Book	05 marks
Menu planning - 5 course French menu with wines suggestions	05 marks
Cover layout of 1 cover for 5 course meals	05 marks
Preparing Wine List / Beverage List (Any one)	05 marks
Service Of Wines	05 marks
Tray setup for breakfast/lunch/evening tea/ Dinner (Any one)	05 marks
Viva-Voce (Any 5 questions from the II semester Food and beverage theory or practical Syllabus)	05 marks
Total	40 marks

No. Students per session : 15
 No. of session per day : 2
 Time : 3 hours

Subject	:ACCOMMODATION OPERATIONS THEORY I
Subject Code	:
Teaching Hours	: 4 hours per week
Examination	: 3 hours
Pedagogy	: Lectures, Assignments, Discussions, Presentations & Audiovisual aids.
Objectives	: to provide students with the knowledge and skills necessary to effectively manage the operational aspects of guest accommodations, ensuring optimal service quality, cleanliness, and guest satisfaction

UNIT I: INTRODUCTION TO THE HOUSEKEEPING DEPARTMENT

12 hours

- Importance, Objectives & functions of the department
- Hierarchy/ Organization structure of housekeeping department (Small, Medium, Large hotels)
- Duties & Responsibilities of housekeeping personnel
- Qualities & attributes required for housekeeping Personnel
- Layout of housekeeping department
- Housekeeping desk control - Activities
- Records & registers are maintained in housekeeping department
- Keys – Types, control of keys
- Briefing, daily routines and systems of housekeeping department
- Handling: Hazardous waste, Lost & Found, Uncooperative guest, Fire, forgotten housekeeping request, Special request in the room, housekeeping equipment breaks down&Medical Emergency

UNIT II: CLEANING & MAINTENANCE OF GUESTROOMS & PUBLIC AREAS

12 hours

- Principles of cleaning
- Hygiene & safety factors in cleaning
- Cleaning agents (Classification, Selection, uses, storage, care & Maintenance, Issuing)
- Some common cleaning agents used in professional housekeeping department
- Types of cleaning agents' usage in hotel industry (R1, R2, R3, R4, R5, R6, R7, R8, R9)
- Cleaning equipments (Classification, Selection, uses, storage, care & Maintenance, Issuing)
- Types of eco-friendly cleaning products used in hotels and their benefits
- Frequency Schedules cleaning: Daily/Routine cleaning, Periodic / Spring cleaning
- Standard Contents of a guestroom
- Standard Operating Procedure for cleaning an Occupied room, Vacant room, Departure room, Rooms Under Repair
- Standard Operating Procedure for cleaning housekeeping back-of- house areas: Floor Pantry, Employee Locker room, administrative offices
- Standard Operating Procedure for cleaning public areas: Entrance, Lobby, Front desk, Restaurant, Banquet areas, Bars, Public restroom, Swimming pool areas, Fitness center, Spa & Wellness center, Staircases, Outdoor areas (Gardens, Terraces), Parking areas, Elevators, corridor

UNIT III: INTERDEPARTMENTAL RELATIONS OF HOUSEKEEPING DEPARTMENT, INSPECTION & CONTRACT SERVICES

12 hours

- Housekeeping interdepartmental coordination
- Importance of housekeeping Inspection
- Housekeeping Inspection Check list (Room& Public area)
- Handling mini bar procedure in the housekeeping department
- Inspection procedure of guestroom and public areas
- Inspection of neglected areas
- Room status & rules followed by housekeeping staff (DND Room, Vacant Room)
- Contract services - Meaning & types

UNIT IV: MANAGEMENT OF LINEN& UNIFORM

12 hours

- Classification of linen & sizes
- Selection criteria / Purchasing linen & uniform
- Layout of linen room & uniform room
- Housekeeping linen / uniform control
- Quantity of linen & Uniform (Establishing PAR level of linen & uniform)
- Location of linen & uniform room
- Equipment used in linen & uniform room
- Activities of linen & uniform room
- Linen & uniform exchange procedure
- Marking, Issuing, Storage, Inspection of hotel linen & uniform
- Stock Taking Procedure in housekeeping department
- Condemned linen

REFERENCE BOOKS:

1. Hotel housekeeping operations and Management, Third Edition, Raghubalan, Smritee Raghubalan
2. Hotel Operations &Management, Jay Prakash Kant, Sonal Agarwal
3. Housekeeping Operations, design &management, Malini Singh, Jaya B George
4. Housekeeping Management in hotel & service Industry, Dr. Pralay Ganguly
5. Hotel Housekeeping, Malini Singh

Subject : **ACCOMMODATION OPERATIONS PRACTICAL I**
Subject Code :
Teaching Hours : 4 hours per week
Examination : 3 hours
Pedagogy : Demonstration, Physical Preparation & Presentation
Objectives : To provide students with hands-on experience in managing housekeeping and maintenance tasks to ensure high standards of cleanliness, comfort, and functionality in guest accommodations.

- Identifying the cleaning agents
- Identifying the cleaning equipments
- Duty roster for supervisors & attendants
- Taski R series
- Forms & Formats (Lost & Found, Room attendant check list (room & public area), Memo book, Guest Message register, babysitting register, housekeeping log book, missing property)
- Standard contents of the guestroom
- Listing guest room supplies
- Draw room attendant cart (maid's cart) & stocking room attendant's cart
- Layout of floor pantry
- Polishing various surface (Glass, wood, brass, telephone)
- Procedure for entering the guest room
- Hotel guest room cleaning
- Room attendant check list (Room & Public area)
- Housekeeping glossary

SCHEME OF VALUATION

Internal assessment : 10 marks
 University exams : 40 marks

Personal Grooming	05 marks
Journal/ Record Book	05 marks
Forms & Formats - Draw any one from the II semester front office operations practical Syllabus (Lost & found /Room attendant checklist/ Inspection check list)	05 marks
Practical work (Polishing any one surface) & Job card	05 marks
Situation Handling	10 marks
Viva-Voce (Any 5 questions from the II semester Accommodation Operations theory or practical Syllabus)	10 marks
Total	40 marks

No. Students per session : 15
 No. of session per day : 2
 Time : 3 hours

III SEMESTER SYLLABUS

Subject	: FOOD PRODUCTION THEORY III
Subject Code	:
Teaching Hours	: 4 hours per week
Examination	: 3 hours
Pedagogy	: Lectures, Assignments, Discussions, Presentations & Audiovisual aids.
Objectives	: To provide students with essential culinary skills, instilling proficiency in cooking techniques, ingredient knowledge of garde manger and larder, and charcuterie products.

UNIT I: GARDE MANGER (LARDER KITCHEN)

12 hours

- Introduction
- Location & Layout
- Staffing of Garde Manger Kitchen (Duties & Responsibilities)
- Hors d'oeuvres, Pickles, marinades, aspic & Chaudfroid
- Scandinavian cold buffet

UNIT III: MEAT,POULTRY & GAME

12 hours

MEAT

- | | |
|---|--|
| <ul style="list-style-type: none"> • Introduction • Classification (Bovines, Ovines and Swines) • Types (Beef, Lamb, Pork & Poultry) • Selection Factors • Composition of meat • Pre-Slaughtering, Slaughtering & Post Slaughtering Process | <ul style="list-style-type: none"> • Preparation & Cuts of meat • Inspection & Grading • Cooking & Handling • Rigor Mortis • Green meat • Uses & Storage |
|---|--|

UNIT II:POULTRY, GAME, FISH & SEA FOOD

12 hours

POULTRY & GAME

- | | |
|--|--|
| <ul style="list-style-type: none"> • Introduction • Classification • Selection Criteria | <ul style="list-style-type: none"> • Cuts of Poultry • Cooking & Handling • Storage |
|--|--|

FISH & SEA FOOD

- Classification, Selection, Cuts, Cooking techniques for fish & Storage

UNIT IV: CHARCUTERIE PRODUCTS

12 hours

SAUSAGE

- | | |
|---|--|
| <ul style="list-style-type: none"> • Introduction to Charcuterie • Sausage: Types & Varieties | <ul style="list-style-type: none"> • Casings: Types & Varieties • Fillings: Types & Varieties of Additives & Preservatives |
|---|--|

FORCEMEATS

- | | | |
|---|---|--|
| <ul style="list-style-type: none"> • Types of Forcemeats | <ul style="list-style-type: none"> • Preparation of Forcemeats | <ul style="list-style-type: none"> • Uses of Forcemeats |
|---|---|--|

BRINES, CURES & MARINADES

- | | |
|---|--|
| <ul style="list-style-type: none"> • Types • Preparation • Methods of Curing | <ul style="list-style-type: none"> • Uses • Difference between Brines, Cures & Marinades |
|---|--|

OTHER PRODUCTS

- | | |
|---|--|
| <ul style="list-style-type: none"> • Ham, Bacon & Gammon. • Ballentine & Galantines • Chaudfroid | <ul style="list-style-type: none"> • Aspic & Gelee • Mousse & Mousseline • Pates & Terrines |
|---|--|

REFERENCE BOOKS:

1. The art and science of culinary preparation by Jerald W. Chesser
2. Food Production operations by Pavinder S Bali
3. Theory of cookery by Pavinder S Bali
4. International Cuisine & Food Production Management
5. Principles of Food Production by Yogesh Singh
6. Food Production operations by Pavinder S Bali
7. Theory of cookery by Krishna Arora
8. Modern cookery by Thangam E Phillip

Subject : **FOOD PRODUCTION PRACTICAL III**
Subject Code :
Teaching Hours : 4 hours per week
Examination : 3 hours
Pedagogy : Demonstration, Physical Preparation & Presentation

Menu 1 Puree of Lentil Soup Chicken Fricassee Pommes Duchess Buttered Carrots Souffle Froid Milanaise	Menu 2 Cream of Carrot Soup Poulet Sauté Hongroise Herbed White Rice Sautéed Vegetables Fruit Trifle
Menu 3 Cream of Tomato Soup Poulet Roti Baked Potatoes Champignon Farcis Chocolate Souffle	Menu 4 Consommé Julienne Poulet a La King Pomme Pailles Vegetable Au Gratin Queen of Pudding
Menu 5 French Onion soup Supreme de volaille a la Kiev Pomme De Terre Anna Buttered Spinach Crepes Normande	Menu 6 Cream of Spinach Soup Poulet Sauté Chasseur Pommes Dell Monica Salad Beatreave Caramel Custard
Menu 7 Chicken Velouté Chicken Roulade Pommes Arlie Choufleur Milanese Sticky Ginger Pudding	Menu 8 Potage Aux Champignon Beef / Chicken Stroganoff Herbed Rice Carrots Vichy Bavarois Au Café
Menu 9 Chowder Fish Mornay Green Bean Amandine Baked Potato Affogato	Menu 10 Potage St. Germain (Green peas soup) Fish Meuniere with tartar Sauce French Fries Buttered Beans Albert pudding

SCHEME OF VALUATION

Internal assessment : 10 marks
 University exams : 40 marks

Journal/ Record Book	10 marks
Indent and Plan of work	05 marks
Prepare & Present one Soup	05 marks
Prepare & Present one Appetizer	05 marks
Prepare & Present one Main course with Accompaniment	05 marks
Prepare & Present one Dessert	05 marks
Viva-Voce(Any 5 questions from the III semester food production theory or practical Syllabus)	05 marks
Total	40 marks

No. Students per session : 15
 No. of session per day : 1
 Time : 3 hours

Note:

- Examiner to prescribe dishes from the III semester practical syllabus and inform the college about the menus one week in advance to produce required stores.
- Students to be informed about the prescribed menu for examination 1 day in advance.

Subject	:FOOD AND BEVERAGE SERVICE THEORYIII
Subject Code	:
Teaching Hours	: 3 hours per week
Examination	: 3 hours
Pedagogy	: Lectures, Assignments, Discussions, Presentations & Audiovisual aids.
Objectives	: To give the students and in –depth exposure to beer, sprits, liqueurs, cocktailsand the bar operations.

UNIT I: SPIRITS, BITTERS AND LIQUEURS

12 hours

- Distillation process, proof. (O.I.M.L, Sykes, American system)
- Whisky- history, production, styles (malt, grain, and blended), Scotch whisky, American whiskey, Canadian whisky, Irish whisky, Indian whisky, brand names, service of whisky.
- Brandy (cognac) - history, production, label language, brand names, service standards, other brandies. (Armagnac, calvados, Indian brandies)
- Rum- history, production, types, brand names, service standards
- Gin- history production, types, brand names, service standards
- Vodka - history, production, types. Brand names, service standards.
- Other spirits – tequila. Mescal eau-de-vie, aquavit, pastis, fenny, arrack's sake - brief description and service
- Liqueurs- method of production, popular liqueurs with base spirits and flavouring agents.
- Aperitifs & Digestives (Introduction, Definition & Types- Vermouth)
- Bitters (Definition, Types & brand names)

UNIT II: COCKTAILS AND MIXED DRINKS

12 hours

- Cocktails – origin, different method of preparation, service standards.
- Recipes of the following cocktails.
 - Gin based – Gimlet, Pink lady, White lady, Singapore sling, Martini.
 - Rum based – Planter s punch, Daiquiri, Mai tai, Pina colada, Cuba libre
 - Vodka based –Bloody Mary, Screwdriver, Black Russian, Harvey s wallbanger, Salty dog.
 - Brandy based – Side car, Between- the-sheets, Brandy Alaxander, Pusse café
 - Whisky based –Rusty nail, Rob Roy, Manhattan, Whisky sour.
 - Champagne based –Bucks fizz, Kir Royale, Champagne cocktail.
 - Tequila based- Tequila sunrise, Margarita, Bulls blood.
 - Beer based –Shandy, Black velvet.
 - Liqueur based –Grasshopper, Merry widow, Fallen angel.
 - Mixed drinks – Cobblers, Collins, Coolers, Egg Noggs, Fizzes, Frappers, Juleps, Pussy café, Swizzlers, Toddies.

UNIT III: CELLAR

12 hours

- Introduction
- Cellar location, temperatures & storage procedures
- Equipment required in cellar
- Cellar controls and records

<ul style="list-style-type: none"> ▪ Purchase order ▪ Cellar inward book ▪ Bin card ▪ Beverage requisition 	<ul style="list-style-type: none"> ▪ Cellar control book ▪ Ullages & breakages record ▪ Returns book ▪ Credit memo 	<ul style="list-style-type: none"> ▪ Empties return book ▪ Transfer book ▪ Stock book
--	--	--

UNIT IV: BAR OPERATIONS & TOBACCO

12 hours

- | | | |
|--|--|--|
| <ul style="list-style-type: none"> • Types of bars, areas and layout • Tools and equipment used in bar • Service procedures & bar stock control • Staffing a bar | <ul style="list-style-type: none"> • Opening and closing procedures. • Bar licenses and permitted hours • Principal tobacco producing countries of the world • Curing, processing and types of tobacco | <ul style="list-style-type: none"> • Cigars – shapes, colours, sizes • Storage of cigars and cigarettes • Service of Cigar & Cigarettes |
|--|--|--|

REFERENCE BOOKS:

1. International Guide to drinks, United kingdom's Bartender's guild
2. Australian Bartenders guide
3. Food & Beverage Service by R. Singaravelavan
4. Wine & Tobacco by Verghese Jhonson

Subject : **FOOD AND BEVERAGE SERVICE PRACTICAL II**
Subject Code :
Teaching Hours : 4 hours per week
Examination : 3 hours
Pedagogy : Demonstration, Physical Preparation & Presentation
Objectives : To give the student practical exposure to basic service skills in a restaurant.

- Service of spirits
- Identify different types of glasses
- Identification of bar equipment.
- Cocktails – Parts and different methods of preparation
- Preparation of different types of garnishes
- Preparation & Presentation of Whiskey based cocktail – Whiskey Sour, Mint Julip
- Preparation & Presentation of Brandy based cocktail – Brandy gump, bosom caresser
- Preparation & Presentation of Rum based cocktail – Daiquiri, Mojito
- Preparation & Presentation of Gin based cocktail – Gimlet, Pink lady
- Preparation & Presentation of Vodka based cocktail – Bloody Mary, Screwdriver
- Preparation & Presentation of Mocktails – Cinderella, Virgin Mary
- Preparation & Presentation of Mocktails – blue lagoon, Virgin Mojito

SCHEME OF VALUATION

Internal assessment : 10 marks
 University exams : 40 marks

Journal	05 marks
Grooming	05 marks
Identify bar equipment	05 marks
Preparation of any 2 cocktail/mocktail garnishes	05 marks
Preparation of any one mocktail or cocktail(any 1 from practical syllabus)	10 marks
Viva-Voce (Any 5 questions from the III semester food and beverage theory and practical Syllabus)	10 marks
Total	40 marks

No. Students per session : 15
 No. of session per day : 2
 Time : 3 hours

Subject	:ACCOMMODATION OPERATIONS THEORY II
Subject Code	:
Teaching Hours	: 4 hours per week
Examination	: 3 hours
Pedagogy	: Lectures, Assignments, Discussions, Presentations & Audiovisual aids.
Objectives	: to provide students with the knowledge and skills necessary to effectively manage the operational aspects of guest accommodations, ensuring optimal service quality, cleanliness, and guest satisfaction

UNIT: I LAUNDRY, DRYCLEANING&STAINREMOVAL

12hours

- Importance of hotel laundry
- Types of laundry
- Laundry equipment and their operations
- Laundry agents used in hotel laundry department
- Layout of laundry room
- Laundry flow process cycle
- Handling guest laundry / valet service
- RFID (Radio Frequency Identification) tags & readers in laundry & their benefits in hotel
- Eco friendly packaging guest laundry in hotels
- Dry cleaning process
- Classification of stain
- Stain removal agents
- Methods of stain removal
- Some common stains & their removal process

UNITII: FLOWER ARRANGEMENT

12hours

- Importance of flower arrangement in hotel
- Types of flowers and flower arrangement used in hotel
- Equipment & material required for flower arrangement
- Selection and preparation of flowers and foliage
- Styles of flower arrangements
- Principles of design applied to flower arrangement
- Flower arrangement in various locations in hotel
- Ikebana art of flower arrangement characteristics & styles
- Shapes of flower arrangement
- Conditioning of plant material

UNIT III: BEDS, MATTRESSES&COLOUR

12hours

- Types of beds
- Types of mattresses
- Care & cleaning of mattress
- Basic principles of colour
- Colour wheel
- Colour codes used in housekeeping linen
- Aspect of colour in hotels (Branding colours, Room type colours, Warning colours, Directional Colours, Seasonal Colours)

UNITIV: PESTCONTROL&AIR PURIFIERS

12hours

- Importance of pest control in hotel
- Types of pests found in various area of the hotel with preventive measures
- Method / Measure of pest control
- Housekeeping role in pest control
- Types of air purifier used in hotel
- Benefits of air purifiers in hotel rooms

REFERENCEBOOKS:

1. Hotel housekeeping operations and management, third edition, Raghubalan, Smritee Raghubalan
2. Hotel Operations & Management, Jay Prakash Kant, Sonal Agarwal
3. Housekeeping Operations, design & management, Malini Singh, Jaya B George
4. Housekeeping Management in hotel & service Industry, Dr. Pralay Ganguly
5. Hotel housekeeping, Malini Singh

Subject : **ACCOMMODATION OPERATIONS PRACTICALII**
Subject Code :
Teaching Hours : 4 hours per week
Examination : 3 hours
Pedagogy : Demonstration, Physical Preparation & Presentation
Objectives : To provide students with hands-on experience in managing housekeeping and maintenance tasks to ensure high standards of cleanliness, comfort, and functionality in guest accommodations.

- Make Towel Art (any two)
- Bed Making
- Turn Down service
- Identifying Wash care label symbols on the board
- Draw different shape of flower arrangement used in hotel (any five)
- Draw laundry cart used in housekeeping department
- Identifying stains
- Things are in First-Aid
- Housekeeping glossary

SCHEME OF VALUATION

Internal assessment : 10 marks
 University exams : 40 marks

Grooming	05 Marks
Journal	05 Marks
Towel Art	05 Marks
Identifying Wash Care label symbols / Identifying stains	05 Marks
Practical work (Bed Making / Turn Down Service) & Job Card	10Marks
Viva-Voce(Any 5 questions from the III semester Accommodation Operation theory and practical Syllabus)	10Marks
TOTAL	40 Marks

No. Students per session : 15
 No. of session per day : 2
 Time : 3 hours

Subject	: PERSONALITY DEVELOPMENT (Elective)
Subject Code	:
Teaching Hours	: 2 hours per week
Examination	: 2 hours
Pedagogy	: lectures, assignments, discussions, case studies.
Objectives	: To enhance individuals' self-awareness, self-confidence, and interpersonal skills, enabling them to effectively navigate personal and professional environments.

UNIT I:Personality Enrichment **12 hours**

- Grooming
- Personal hygiene
- Social and Business and Dining Etiquettes
- Body Language
- Art of good Conversation
- Art of Intelligent Listening

UNIT II:Personality Development Strategies **12 hours**

- Communication Skills
- Presentation Skills
- Public Speaking
- Extempore Speaking
- Importance and art of 'Small Talk' before serious business.

UNIT III:Interpersonal Skills **12 hours**

- Dealing with Supervisors
- Colleagues & subordinates (co-workers) customers
- Suppliers
- contract workers
- Owners etc. at work place.
- Dealing with problems
- Conflicts among workers

UNIT IV:Telephone conversation **12 hours**

- Thumb rules
- voice modulation
- Tone
- Do's & Don'ts
- Manners and Accent.
- Electronic Communication Techniques: Email, Fax

REFERENCE BOOKS:

1. Personality Development and Soft Skills by Barun K. Mitra
2. Handbook of Personality Development by Dan P. McAdams

Subject	: NUTRITION & FOOD SCIENCE (Elective)
Subject Code	:
Teaching Hours	: 2 hours per week
Examination	: 2 hours
Pedagogy	: lectures, assignments, discussions, case studies.
Objectives	: to impart comprehensive knowledge about the role of nutrients, food composition, and dietary practices in promoting health

UNIT I: NUTRITION AND NUTRIENTS

12 hours

NUTRITION (Definition)

- Importance & Functions of food
- Digestion & absorption of food
- Recommended Dietary allowances

NUTRIENTS (Definition)

- Classification of Nutrients
- Carbohydrates, Protein, Lipids - Composition, Functions, Sources, Digestions, Deficiency,
- Vitamins (A, D, E, K, Thiamine, Riboflavin, Niacin, Vitamin C, Folic Acid), Minerals (Sodium, Iron, Calcium, Phosphorus & Iodine) - Composition, Classification, Functions, Sources, Deficiency

UNIT II: CLASSIFICATION OF RAW MATERIALS, ENERGY & WATER:

12 hours

- Classification of Raw materials into food groups
- Definition of Energy and Units of its measurement (Kcal)
- Energy contribution from macronutrients (Carbohydrates, Proteins and Fat)
- Factors affecting energy requirements
- Dietary sources of energy
- Concept of energy balance and the health hazards associated with Underweight, Overweight
- BMR – Definition, Factors & Significance
- Water – Definition, Importance of water, Dietary Sources (visible, invisible), Functions of water and Role of water in maintaining health (water balance)

UNIT III: FOOD PRESERVATIONS

12 hours

- Importance of food preservation
- Preservation by high temperature – Asepsis, pasteurization, sterilization
- Preservation by use of low temperatures
 - Temperatures employed in low temperature storage Chilling or cold storage
 - Freezing – changes during preparation for freezing, during freezing, during storage & during thawing
 - Refrigeration
- Preservation by drying
 - Sun drying
 - Mechanical drying
 - Freeze-drying
 - Smoking drying
 - Procedures after drying
- Preservation by food additives
 - Chemical
 - Salt and sugar Alcohol
 - Wood Smoke Spices and other condiments
- Beneficial effects of microorganisms in food preparation- (A) Mold (B) Yeast (C) Bacteria

UNIT IV: ADULTERATION, FOOD ADDITIVES & LEAVENING AGENTS

12 hours

- Definition
- Common food adulteration in different food groups
- Detection of adulteration
- Antioxidants, Sequestrants, Surface Active Agents, Stabilizers, Thickeners, Bleaching & Maturing Agents.
- Food Colors, Flavouring agents, Non-Nutritive and Special Dietary Sweeteners, Buffers, Acids and Alkalis.

REFERENCE BOOKS:

1. Food and Nutrition Volume 1 and Volume 2 by Dr. M. Swaminathan.
2. Food microbiology by W. C. Frazier ID. C West hoff
3. A textbook of foods nutrition and dietetics by M. Raheena Begum
4. Food facts and principles by Sadaksharaswamy and Shankunlal Manay
5. Normal and therapeutic diets by cosine. H. Robinson, Marilyn R. Lawer: Macmillian Pub. Car. Inc 18 edition Foundation if food Preparation by G. C. Peckham.

Subject	: TRAVEL & TOURISM MANAGEMENT
Subject Code	:
Teaching Hours	: 3 hours per week
Examination	: 3 hours
Pedagogy	: lectures, assignments, discussions, case studies.
Objectives	: to equip students with the knowledge and skills necessary to manage, promote, and sustain the travel and tourism industry effectively.

UNIT I: INTRODUCTION TO TRAVEL & TOURISM

12 Hours

- Overview, Importance of the travel & tourism industry
- History & Evolution of travel & tourism
- Types of tourism
- Components of tourism
- Types of tourist attractions
- Tourist behavior & activities
- Tourism demand
- Impacts of tourism (Economic, Socio-cultural, Environmental)
- Principles of sustainable tourism
- Sustainable tourism practices

UNIT II: AIRPORT SERVICES FOR TOURISTS, TRAVEL AGENCY, TOUR OPERATOR, PASSPORT & VISA PROCEDURE, TOUR PACKAGES

12 Hours

- Airport check-in procedure for tourists
- Airport lounge & VIP Services
- Duty-free shopping & retail
- Food & beverage options in airports
- Airport Kiosk services
- Functions of a Travel Agency & Tour Operator
- Types of travel agencies & tour operators
- Role & Responsibilities of travel agents & tour operators
- Travel formalities for a tourist (Passport, VISA, Health Regulations, Travel Insurance, Customs & Services)
- Types of passport & visas
- Step by step procedure of passport & visa
- Types of tour package
- Preparing an itinerary format for domestic & international travel (For 10 days)
- Tourism Organization (WTO, WTTC, IATA, PATA, TAAI, IATO)

UNIT III: TOURISM MARKETING & RESEARCH, TOURISM PRODUCTS

12 Hours

- Importance of tourism marketing
- Market research & analysis
- Marketing mix in tourism
- Distribution channels in tourism marketing
- Digital marketing & social media marketing in tourism
- Branding in tourism marketing (Benefits, Strategies)
- Tourism products
- Features of tourism products
- Characteristics & Challenges of Product Life Cycle (PLC)
- Difference between consumer product & service product
- Innovative tourism products & services

UNIT IV: TOURISM PLANNING & POLICY, INFRASTRUCTURE, ECOTOURISM

12 Hours

- Components of tourism planning
- Impacts of tourism planning
- Levels of tourism planning
- Types of tourism planning
- Principles of tourism policy
- Importance of tourism infrastructure development
- Benefits of eco-tourism
- Tourism policy promoting cultural heritage & community engagement

REFERENCE BOOKS:

1. Basic of Tourism - Kamra & Chand, Kaniskha Publishers, New Delhi
2. Modern Dictionary of Tourism – Raj, Ivy Publishing House, New Delhi
3. Tourism Development – A. K. Bhatia, Sterling Publishers, New Delhi
4. Swin Sampatha Kumar & Mishra Jeetendra Mohan (2010), Tourism Principles, policies & Practices, Oxford University Press

IV SEMESTER SYLLABUS

Subject	: FOOD PRODUCTION THEORY IV
Subject Code	:
Teaching Hours	: 4 hours per week
Examination	: 3 hours
Pedagogy	: Lectures, Assignments, Discussions, Presentations & Audio-visual aids.
Objectives	: To provide students with essential culinary skills, instilling proficiency in baking techniques, ingredient knowledge of bakery and confectionary products.

UNIT I: SUGAR & CHOCOLATE

12 Hours

SUGAR

- Introduction, Sources, Manufacturing Process, Types & Products, Stages of Cooking Sugar, Uses & Storage

CHOCOLATE

- Introduction & History, Manufacturing Process, Tempering of Chocolate, Types of chocolate, Uses & Storage

UNIT II: INTRODUCTION TO BAKERY & BREAD MAKING

12hours

INTRODUCTION TO BAKERY

- Introduction
- Staffing of Bakery Kitchen (Duties & Responsibilities)
- Ingredients used in bakery and their role
- Shortening (Types & Uses)
- Leavening agents (Types & Uses)
- Food additives (Types & Uses)
- Bakery Layout
- Professional Bakery Equipments & Tools

BREAD MAKING

- Introduction
- Ingredients used and their role
- Types of dough
- Steps in bread making process
- Dough Conditioners
- Bread faults and rectification

UNIT III: PASTRY & COOKIES

12 hours

PASTRY

- Introduction
- Ingredients used and their role
- Types (Short crust, Laminated, Choux, Hot water crust, puff & Phyllo)
- Manufacturing Process
- Uses & Storage
- Pastry cream – types & uses

COOKIES

- Introduction
- Ingredients used and their role
- Manufacturing Process
- Types (Drop, Bar, Rolled, Moulded, Sandwich, No bake, Refrigerator or Ice Box & Pressed)
- Uses & Storage

UNIT IV: CAKES & ICING

12 hours

CAKES

- Introduction
- Ingredients used and their role
- Types of cake
- Cake making methods
- Characteristics of cake
- Cake faults
- Equipment's used
- Storage

ICING

- Introduction
- Ingredients used and their role
- Types of icing
- Functions of icing
- Meringue (Preparation & Types)
- Storage

REFERENCE BOOKS:

1. Practical Baking, 5th Edition by William J. Sultan Wiley Publications
2. Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications
3. In the Hands of a Baker <http://www.ciaprochef.com/>
4. Baking by Marha Dey, www.hermehouse.com
5. The Golden Book of Baking by barronseduc www.barronseduc.com

Subject : **FOOD PRODUCTION PRACTICAL IV**
Subject Code :
Teaching Hours : 4 hours per week
Examination : 3 hours
Pedagogy : Demonstration, Physical Preparation & Presentation
Objectives : To provide hands-on training in preparing, cooking, and presenting authentic continental dishes, enhancing students' culinary skills and proficiency.

Menu 1 Puree of Lentil Soup Chicken Fricassee Pommes Duchess Buttered Carrots Souffle Froid Milanaise	Menu 2 Cream of Carrot Soup Poulet Sauté Hongroise Herbed White Rice Sautéed Vegetables Fruit Trifle
Menu 3 Cream of Tomato Soup Poulet Roti Baked Potatoes Champignon Farcis Chocolate Souffle	Menu 4 Consommé Julienne Poulet a La King Pomme Pailles Vegetable Au Gratin Queen of Pudding
Menu 5 French Onion soup Supreme de volaille a la Kiev Pomme De Terre Anna Buttered Spinach Crepes Normande	Menu 6 Cream of Spinach Soup Poulet Sauté Chasseur Pommes Dell Monica Salad Beatreave Caramel Custard
Menu 7 Chicken Velouté Chicken Roulade Pommes Arlie Choufleur Milanese Sticky Ginger Pudding	Menu 8 Potage Aux Champignon Beef / Chicken Stroganoff Herbed Rice Carrots Vichy Bavarois Au Café
Menu 9 Chowder Fish Mornay Green Bean Amandine Baked Potato Affogato	Menu 10 Potage St. Germain (Green peas soup) Fish Meuniere with tartar Sauce French Fries Buttered Beans Albert pudding

SCHEME OF VALUATION

Internal assessment : 10 marks
 University exams : 40 marks

Journal/ Record Book	10 marks
Indent and Plan of work	05 marks
Prepare & Present one Soup	05 marks
Prepare & Present one Appetizer	05 marks
Prepare & Present one Main course with Accompaniment	05 marks
Prepare & Present one Dessert	05 marks
Viva-Voce (Any 5 questions from the IV semester food production theory or practical Syllabus)	05 marks
Total	40 marks

No. Students per session : 15
 No. of session per day : 1
 Time : 3 hours

Note:

- Examiner to prescribe dishes from the IV semester practical syllabus and inform the college about the menus one week in advance to produce required stores.
- Students to be informed about the prescribed menu for examination 1 day in advance.

Subject	: FOOD AND BEVERAGE SERVICE THEORY IV
Subject Code	:
Teaching Hours	: 4 hours per week
Examination	: 3 hours
Pedagogy	: Lectures, Assignments, Discussions, Presentations & Audiovisual aids.
Objectives	: To make an in-depth study of function catering, planning, organizing, staffing, managing, marketing and merchandising of a F&B outlet

UNIT I: FUNCTION CATERING – BANQUETS & BUFFETS

12 hours

- Types of banquets – Formal, informal
- Organization of the dept, sales, booking procedures
- Banquet menus
- Banquet protocol – space area requirements, table plans, seating arrangements, mise-en place, service, toasting
- Types of buffets, planning of menus, equipment required
- Planning & organization of buffets, area requirements, checklists to be made

UNIT II: GUERIDON SERVICE & PLANNING VARIOUS F & B OUTLETS

12 hours

- Definition, general considerations
- Types of trolleys and their designs
- Gueridon equipment, care and maintenance, safety
- Dishes served using gueridon (from food & beverage service by DENNIS. R. LILLICRAP and JOHN A. COUSINS)
- Physical layout if functional and ancillary areas
- Factors to be considered while planning
- Layout and seating arrangements,
- Ergonomics and furniture requirements
- Planning interiors.

UNIT III: MARKETING OF FOOD & BEVERAGE OPERATIONS

12 hours

- Marketing research – how customers choose which restaurant to eat in, using guest feedback
- Advertising – external selling – overview of identifying media – layout and design of advertisement
- Merchandizing: internal selling
- Promotions – food festivals, theme parties, promoting room service
- Telephone selling, waiters as salespeople – suggestive selling.
- Menu card as a sales tool – basic menu criteria – presentation, menu content, size and form, menu card layout, designing menu cards.

UNIT IV: SERVICE MANAGEMENT, LEADERSHIP, STAFFING & TRAINING

12 hours

- Guests and moments of truth – the value of guests, the costs of guest dissatisfaction
- Identifying guests needs, maintaining guest history and records,
- Effective public relations and social skills
- Dealing with guests' complaints (role plays, case studies)
- Managers in F & B as leaders
- Providing superior services – Briefings (pre-shift meeting), services guarantee, team approach to service, serving guests who have disabilities.
- Staff members as key to success – value of staff members, cost of staff dissatisfaction, staff members' perceptions of the value of their work.
- Staffing levels and productivity - determining productivity, forecasting demand, developing a staffing guide
- Scheduling staff in work areas for quality – preparing staff rosters and schedules for restaurant, coffee shops, banquets, ODC, room service etc.
- Staff turnover in F&B and analysing Labour costs.
- Types of training conducted for staff, importance of training, benefits of training

REFERENCE BOOKS:

1. Food & Beverage Management, Bernard Davis and Sally Stone, Heinemann Professional
2. Food Service Operations – A Comprehensive Survey of The Catering Industry Now In Its, Peter Jones, Cassell, 2nd Ed./1988
3. Food & Beverage Service, Ronald F. Cichy & Paul E. Wise, Eiah & La, 2nd Ed./1999
4. Function catering by Verghese Jhonson

Subject : **FOOD AND BEVERAGE SERVICE PRACTICAL IV**
Subject Code :
Teaching Hours : 4 hours per week
Examination : 3 hours
Pedagogy : Demonstration, Physical Preparation & Presentation
Objectives : To give the student practical exposure to Gueridon service and banquets.

- Banquet menu for state banquet for National, International dignitaries in English with Wines
- Banquet menu for state banquet for National, International dignitaries in French with Wines
- Preparing menus of 6 courses in French with wines, laying of covers and service (at least 5 menus)
- Preparing menus for theme dinners food festivals and plan of action for conducting Theme dinners and food festivals
- Preparing Indian/ continental/ Chinese Banquet Menu of 6 course with 4 dishes in each course with Sample menu and price.
- Introduction to Gueridon service – Gueridon Equipment, trolley handling etc.
- Preparation and Presentation of - Crepe Suzette
- Preparation and Presentation of – Banana Flambe
- Preparation and Presentation of - Rum omelette
- Preparation and Presentation of - Irish coffee, Serpent coffee

SCHEME OF VALUATION

Internal assessment : 10 marks
 University exams : 40 marks

Journal	05 marks
Grooming	05 marks
Planning an Indian Banquet Menu of 6 course with 4 dishes in each course with sample menu and price.	10 marks
Gueridon service of any 1 preparation asked by the external examiner (Crepe suzette, banana flambé, Irish coffee, serpent coffee, rum omelette)	10 marks
Viva-Voce (Any 5 questions from the IV semester food and beverage theory and practical Syllabus)	10 marks
Total	40 marks

No. Students per session : 15
 No. of session per day : 2
 Time : 3 hours

Subject	: FRONT OFFICE OPERATIONS THEORY II
Subject Code	:
Teaching Hours	: 4 hours per week
Examination	: 3 hours
Pedagogy	: Lectures, Assignments, Discussions, Presentations & Audiovisual aids.
Objectives	: to provide the essential skills and knowledge required to efficiently manage front office services, enhance guest experiences, and ensure smooth communication in hospitality settings.

UNIT I: REGISTRATION,CHECKIN,ROOMINGPROCEDURE

12 hours

- Registration process
- Check in procedures for: FIT, Group (corporate guest), crew members, single lady traveller, long stay guest, VIP guest
- Express check in procedure
- Guest with pet policy – handled by front desk
- Handling room change procedure
- Handling special request in the front office
- Importance of front office log book
- Wakeup call procedures handled by front desk
- Guest loyalty policies & benefits

UNITII: BELLDISK,CONCIERGE, SAFETY &SECURITY

12 hours

- Duties & responsibilities of bell desk staff
- Draw luggage trolley used in bell desk
- Baggage tag procedure – Arrival / Departure
- Luggage handling and storage procedure in front desk
- Professional skills of concierge
- Handling concierge log book
- Importance of front office safety & security
- Safe Deposit Locker Procedure

UNITIII: FRONTOFFICEACCOUNTING, NIGHTAUDIT,CONTROLOFCREDIT&CASH

12 hours

- Credit control & their necessary
- Difference between credit card & debit card
- Managing cash control in the front desk
- Handling guest high balance report
- Duties & responsibilities of night auditor
- Night auditing process
- Various formats used in night audit
- Operational adjustments in night audit
- Ledger management: Guest ledger, city ledger

UNIT IV: CHECKOUT,SETTLEMENTPROCESS

12 hours

- Types of folio
- Modes of settlement
- Handling foreign exchange in the front desk
- Check out / Departure procedure
- Express check out (ECO)
- Group check out
- Late check out
- Handling unpaid guest accounts
- Procedure for taking guest feedback after check out

REFERENCE BOOKS:

1. Front Office Management-S K Bhatnagar-2023
2. Professional Front Office Management – Robert H Woods,Jack d Ninemeier,David K Hayes,Michele A Austin-2023
3. Front Office Manuel – Sudhir Andrews-2020

Subject : **FRONT OFFICE OPERATIONS PRACTICAL II**
Subject Code :
Teaching Hours : 4 hours per week
Examination : 3 hours
Pedagogy : Demonstration, Physical Preparation & Presentation
Objectives : To provide hands-on training in guest services, reservations, and communication skills, ensuring proficiency in real-world front office operations.

- Preparing forms (Guest Registration Card, C – Form)
- Crew check in sheet
- VVIP Movement sheet prepared by hotel front office
- Format of Guest History Card (GRC)
- Guest Occupancy Report prepared by front office department
- Guest message slip
- Format of room change slip handled by front desk
- Preparing different types of voucher formats in front office (VPO, Cash Receipt Voucher, Miscellaneous Charge Voucher, Travel Agent Voucher, Telephone Call Voucher, Guest Allowances Voucher, Commission Voucher, PCV)
- Prepare a format of Guest Final Bill
- Glossary terms of front office

SCHEME OF VALUATION

Internal assessment : 10 marks
 University exams : 40 marks

Grooming	05 Marks
Journal	05 Marks
Forms & Formats - Draw any one from the IV semester front office operations practical Syllabus	10 Marks
Voucher - Draw any one from the IV semester front office operations practical Syllabus	05 Marks
Room Guest Stay- Final Bill preparation	05 Marks
Viva-Voce (Any 5 questions from the IV semester front office operations theory and practical Syllabus)	10 Marks
TOTAL	40 Marks

No. Students per session : 15
 No. of session per day : 2
 Time : 3 hours

Subject	: FOOD SAFETY MANAGEMENT (Elective)
Subject Code	:
Teaching Hours	: 2 hours per week
Examination	: 2 hours
Pedagogy	: lectures, assignments, discussions, case studies.
Objectives	: to educate students on the principles and practices necessary to ensure the safety, quality, and regulatory compliance of food products in the industry.

UNIY I: INTRODUCTION TO FOOD SAFETY&FOOD HANDLING AND STORAGE 12 hours

- Importance of food safety in the hospitality industry
- Foodborne illnesses: causes, symptoms, and prevention
- Importance of personal hygiene for food handlers
- Effective handwashing techniques
- Use of personal protective equipment (PPE)
- Safe food handling practices
- Temperature control: cooking, cooling, and reheating
- Proper storage techniques for different types of food
- Temperature danger zone
- Cross contamination

UNIY II: FOOD SAFETY REGULATIONS, STANDARDS&MANAGEMENT SYSTEMS 12 hours

- Overview of national and international food safety regulations
- HACCP system (Hazard Analysis and Critical Control Points)
- Need for implementing HACCP.
- Seven Principles of HACCP system.
- Implementation of HACCP in hospitality settings
- Food safety & standards act & rules
- Role of food safety authorities
- Monitoring and documentation procedures
- Continuous improvement in food safety practices

UNIT III: MICROBIOLOGICAL, CHEMICAL AND PHYSICAL HAZARDSIN FOOD 12 hours

- Types of microorganisms: bacteria, viruses, fungi, and parasites
- Conditions for microbial growth
- Types of chemical hazards: pesticides, food additives, and allergens
- Physical hazards: foreign objects in food
- Contamination sources and preventive measures

UNIT IV: FOOD SAFETY AUDITS AND INSPECTIONS, TRAINING AND EDUCATION&EMERGING TRENDS 12 hours

FOOD SAFETY AUDITS AND INSPECTIONS

- Preparing for food safety audits
- Conducting internal and external inspections
- Corrective actions for non-compliance

FOOD SAFETY TRAINING AND EDUCATION

- Designing food safety training programs for staff
- Importance of ongoing education and updates
- Evaluating the effectiveness of training programs

EMERGING TRENDS IN FOOD SAFETY

- Advances in food safety technology
- Future challenges and opportunities in food safety management

REFERENCE BOOKS:

- Foodhygiene and sanitation-S.Roday
- Managingfood hygiene -Nicholas John
- Foodhygiene forfoodhandlers -JillTrickett
- Essentialsoffood safetyand sanitation-DavidMS Swane,NancyRRue,RichardLinton
- S. RODAY, Food hygiene & Sanitation, Tata McGraw Hill, 1999, ISBN 0-07-463178-0.
- JOAN LOKEN, The HACCP Food safety Manual, John Wiley, 1994.
- McSwane, Nancy Rue, Richard Linton, Essentials of Food safety and Sanitation.David.5th edition.
- William C Frazier, Dennis C Westhoff, Food Microbiology, 2008, Tata McGraw Hill. www.Fightbac.org
- <http://www.foodsafetysite.com>.
- <http://www.foodsafety.gov>.
- <http://www.medicinenet.com>.
- <http://www.mypyramid.gov>.
- <http://www.foodpyramidindia.org>.

Subject	: HOSPITALITY HUMAN RESOURCE & MARKETING (Elective)
Subject Code	:
Teaching Hours	: 2 hours per week
Examination	: 2 hours
Pedagogy	: lectures, assignments, discussions, case studies.
Objectives	: to develop skills in managing human resources and marketing strategies to enhance service quality, employee satisfaction, and business growth in the hospitality industry.

UNIT I:FUNDAMENTALS OF HOSPITALITY HUMAN RESOURCE MANAGEMENT

12 Hours

INTRODUCTION TO HRM IN HOSPITALITY

- Role and importance of HR in the hospitality industry
- HR functions and responsibilities
- Organizational structure and culture in hospitality

RECRUITMENT AND SELECTION

- Job analysis and job design
- Recruitment strategies and methods
- Selection processes and best practices
- Employee onboarding and orientation

TRAINING AND DEVELOPMENT

- Training needs assessment
- Designing and delivering training programs
- Employee development and career planning
- Evaluating training effectiveness

PERFORMANCE MANAGEMENT

- Setting performance standards and goals
- Performance appraisal systems
- Feedback and coaching techniques
- Managing underperformance

UNIT II:ADVANCED HOSPITALITY HUMAN RESOURCE PRACTICES

12 Hours

COMPENSATION AND BENEFITS

- Compensation strategies and structures
- Employee benefits and incentive programs
- Legal and ethical considerations in compensation
- Payroll management

EMPLOYEE RELATIONS AND ENGAGEMENT

- Building positive employee relations
- Conflict resolution and grievance handling
- Employee engagement and motivation strategies
- Promoting workplace diversity and inclusion

STRATEGIC HR MANAGEMENT

- HR planning and forecasting
- Talent management and succession planning
- HR metrics and analytics
- Aligning HR strategies with business goals

UNIT III:FOUNDATIONS OF HOSPITALITY MARKETING

12 Hours

INTRODUCTION TO MARKETING IN HOSPITALITY

- Importance and role of marketing in hospitality
- Core marketing concepts and principles
- The marketing mix (7 Ps) in hospitality
- Market segmentation, targeting, and positioning

CONSUMER BEHAVIOR

- Understanding consumer behavior in hospitality
- Factors influencing guest decisions
- Customer journey and experience mapping
- Enhancing customer satisfaction and loyalty

BRANDING AND PROMOTION

- Building and managing hospitality brands
- Digital marketing and social media strategies
- Advertising and promotional techniques
- Public relations and reputation management

UNIT IV:STRATEGIC HOSPITALITY MARKETING

12 Hours

CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

- Importance of CRM in hospitality
- CRM systems and tools
- Personalization and customer loyalty programs
- Measuring and analysing customer satisfaction

MARKETING RESEARCH AND PLANNING

- Conducting marketing research
- SWOT analysis for hospitality businesses
- Developing and implementing marketing plans
- Monitoring and evaluating marketing strategies

CONTEMPORARY MARKETING TRENDS

- Impact of technology on hospitality marketing
- Sustainable marketing practices
- Emerging trends in guest preferences and expectations
- Future challenges and opportunities in hospitality marketing
- Guest lectures and insights from industry experts

REFERENCE BOOKS:

1. Hospitality Marketing: Principles and Practices,4th Edition By Dogan Gursoy, Francis Buttle & David Bowie
2. Hospitality Sales and Marketing by James R. Abbey
3. Human Resource Management in Hospitality by Malay Biswas
4. Hospitality HRM by Y. Pant & B. Joshi

Subject : **BAKERY AND CONFECTIONERY (Skill Enhancement)**
Subject Code :
Teaching Hours : 3 hours per week
Examination : 3 hours
Pedagogy : Demonstration, Physical Preparation & Presentation
Objectives : to develop hands-on skills in baking and confectionery techniques, ensuring proficiency in creating a variety of baked goods and confections.

- Preparation of Breakfast Breads (Focaccia, Drop & Buttermilk Biscuit, Monkey Bread, Pumpkin Bread, Banana Bread, Cinnamon Rolls, Doughnuts, Scones, Muffins, etc.)
- Preparation of Stuffed Breads (Pizza, stuffed garlic bread, Stuffed bread rolls, stuffed braided loaf, Pide, etc.)
- Preparation of Cakes (Butter, Sponge, Genoise, Biscuit, Angel Food, Chiffon, Carrot, Red Velvet cake, etc.)
- Preparation of Icing (Butter, Whipped, Royal Icing, Cream Cheese Frosting, Fondant, etc.)
- Preparation of Gateaux (Red Velvet Cake, Black Forest Gateaux, Chocolate Fudge Gateaux, Mix Fruit Gateaux, etc.)
- Preparation of Cheesecakes (Basque Burnt, New York, Japanese, Japanese Cheesecake, No-Bake Cheesecake, etc.)
- Preparation of pastry (Puff, flaky, short crust, choux, Filo, hot water crust, Viennoiserie, Rough puff pastry, etc.)
- Preparation of Petit Fours (Chocolate Rocks, Glazed Doughnut Holes, Chocolate Rum Balls, Cupcakes, Pies, Tarts, , etc.)
- Cookies (Choco Chip, Sugar, Butter, peanut butter blossoms, Gingerbread Cookies, etc.)

SCHEME OF VALUATION

Internal assessment : 10 marks
 University exams : 40 marks

Journal/record work	10 marks
Indent and Plan of work	05 marks
Prepare & Present one Breakfast Breads / Pastry	05 marks
Prepare & Present one Stuffed Bread	05 marks
Prepare & Present one Petit Fours / Gateaux	10 marks
Viva voice (Any 5 questions from the bakery and confectionery practical syllabus)	05 marks
Total	40 marks

Note:

1. Examiner to prescribe dishes from the IV semester Bakery and Confectionery practical syllabus and inform the college about the menus one week in advance to produce required stores.
2. Students to be informed about the prescribed menu for examination 1 day in advance.

No. Students per session : 15
 No. of session per day : 1
 Time : 3 hours

V SEMESTER SYLLABUS

Subject	: FOOD PRODUCTION MANAGEMENT THEORY
Subject Code	:
Teaching Hours	: 4 hours per week
Examination	: 3 hours
Pedagogy	: Lectures, Assignments, Discussions, Presentations & Audiovisual aids.
Objectives	: To impart knowledge on managing kitchen operations, including planning, organizing, cost control, and quality assurance, to ensure efficient and effective food production.

UNIT I: SALADS, SANDWICHES & CANAPES

12 hours

SALADS

- Introduction & Composition, Parts & Classification, Classical salads & Salad Dressings

SANDWICHES

- Introduction, Parts & Classification, Classical Sandwiches & Types / Varieties

CANAPES

- Introduction, Parts & Classification, Attributes

UNIT II: QUANTITY FOOD PRODUCTION

12 hours

- Introduction
- Workflow in a Quantity Kitchen
- Planning (Staffing, Space allocation & Equipment selection)
- System Catering (Cook Chill & Cook Freeze)
- Quantity Purchase & Storage
- Convenience Food and its uses

UNIT III: MODERN TRENDS IN FOOD PRODUCTION

12 hours

- Sous Vide (Introduction & Methods used)
- Introduction to Molecular gastronomy & multi-sensory cooking
- Presentation & Plating skill
- Basics of Food Photography

UNIT IV: STANDARDIZATION OF RECIPES, CYCLE OF CONTROL & FOOD COST CONTROL

12 hours

STANDARDIZATION OF RECIPES

- Standard recipe card, Importance, Advantages & Disadvantages

CYCLE OF CONTROL

- Purchasing. receiving, storing, issuing etc.
- Method of operational sources of supply, Specification of Tenders quotation
- standardized buying, purchasing order, spot purchase requisition etc.)
- Stores and Stock Control (the process of indenting, Store Requisition, Store Receipt, BIN card, Stock Registers, the store keepers Log Book)
- Issuing (Inventory & Inventory Control, Stock Valuation, LIFO, FIFO)

FOOD COST CONTROL

- Objectives of Food Costing, Checks & checking system
- Calculating food cost & analysing costs
- Quality & Quantity Control
- Yield Analysis, Market report standard costing, the Recipe Card

REFERENCE BOOKS:

1. Food Production Operations by Pavinder S Bali.
2. Fundamentals of Food Production by K.K. Tuli
3. Quantity Food Production Operations and Indian Cuisine by Pavinder S Bali.
4. Introduction to Food Production and Service by Beth Egan
5. Basic Kitchen and Food Service Management by The BC Cook Articulation Committee
6. Sous Vide: Modern Techniques for Perfect Cooking Through Science by Sarah P Williamson
7. Sous Vide Cook Book - The Art of Sous Vide by James Jensen
8. Molecular Gastronomy: Exploring the Science of Flavor by Hervé This
9. Molecular Gastronomy by Prof (Chef) Subhadip Majumdar, The Hospitality Press
10. Molecular Gastronomy by Sanchez Jose
11. Gastrophysics: The New Science of Eating by Charles Spence
12. The Elements of Taste by Gray Kunz and Peter Kaminsky
13. The Art of Food Photography Handbook: The essential guide to Photographing Food by William Reavell
14. The Complete Guide to Food Photography by Lauren Caris Short
15. Food Photography Made Simple by Micaela Fiorellini

Subject : **FOOD PRODUCTION MANAGEMENT PRACTICAL**
Subject Code :
Teaching Hours : 4 hours per week
Examination : 3 hours
Pedagogy : Demonstration, Physical Preparation & Presentation
Objectives : To develop practical skills in managing kitchen operations, including planning, organizing, and supervising food production to ensure efficiency and quality in culinary settings.

International Cuisine - 4 Course Menu with Accompaniment (1 cuisine per practical)

- Indian Cuisine
- French Cuisine
- Italian Cuisine
- Thai Cuisine
- Middle Eastern Cuisine
- Mexican Cuisine
- American Cuisine
- Creole Cuisine
- Vietnamese Cuisine
- Korean Cuisine
- Japanese Cuisine
- Spanish Cuisine
- German Cuisine
- Hungarian Cuisine

SCHEME OF VALUATION

Internal assessment : 10 marks
 University exams : 40 marks

Journal/ Record Book	10 marks
Indent and Plan of work	05 marks
Prepare & Present one Soup	05 marks
Prepare & Present one Appetizer	05 marks
Prepare & Present one Main course with Accompaniment	05 marks
Prepare & Present one Dessert	05 marks
Viva-Voce (Any 5 questions from the V semester food production theory or practical Syllabus)	05 marks
Total	40 marks

Note:

- Examiner to prescribe dishes from the V semester practical syllabus and inform the college about the menus one week in advance to produce required stores.
- Students to be informed about the prescribed menu for examination 1 day in advance.

No. Students per session : 15
 No. of session per day : 1
 Time : 3 hours

Subject	:F&B SERVICE MANAGEMENT THEORY
Subject Code	:
Teaching Hours	: 4 hours per week
Examination	: 3 hours
Pedagogy	: Lectures, Assignments, Discussions, Presentations & Audiovisual aids.
Objectives	: To provide knowledge on managing food and beverage operations, including service techniques, guest relations, and operational efficiency, ensuring exceptional dining experiences.

UNIT I: FOOD & BEVERAGE STANDARDS & MENU - THE BASIS FOR CONTROL

12 hours

- Standard Purchase Specifications
- Standard Recipes
- Standard Yields- determining standard yields, costs per servable kilogram, the cost factor, adjusting standard recipe yields
- Standard Portion Sizes
- Standard Portion Costs
- Standard Food and Beverage costs
- Menu - The Basis for Control
- The menu's influence on the operation
- Calculating menu selling prices – subjective pricing methods, simple mark-up pricing methods, contribution margin pricing method, Ratio Pricing Method, Simple prime costs method, Specific Prime Costs Methods, important pricing considerations.
- Evaluating the menu- defining profitability, popularity evaluating menu items, improving the menu
- Computer Based Menu Management – Menu engineering analysis, Menu Item analysis, Menu Mix Analysis, Menu engineering summary, four box analysis

UNIT II: CONTROL PROCEDURE –PURCHASING, RECEIVING, STORING & ISSUING

12 hours

- Purchasing objectives, cycle and responsibilities.
- Selecting suppliers
- Determining quality and quantities to be purchased
- Purchase order system – computerized system
- Security concerns in purchasing and cost controlling
- Receiving controls – receiving personnel, procedures, credit memos, blind receiving, tagging or marking procedures, reports generated, and security concerns.
- General storing procedures – inventory control policy, separating directs from stores, defining storage areas.
- Security concerns in storage areas and maintaining quality during storage.
- Inventory control procedures – inventory turnover, record keeping system, physical inventory, perpetual inventory, special considerations for beverage inventory, computerized inventory management
- Food issuing control procedures- food requisition/ issue process
- Beverage requisition/issue process- establishing bar par inventory levels, beverage issuing steps, bottle marking additional concerns for beverage control

UNIT III: PRODUCTION SERVING & REVENUE CONTROL

12 hours

- Production planning and control
- Serving controls KOT & BOT control
- Computerized pre check systems
- Automated beverage control systems
- Standard revenue and guest check control systems

UNIT IV: CALCULATION& EVALUATION ACTUAL FOOD & BEVERAGE COSTS

12 hours

- Monthly calculations of actual food and beverage costs- Cost of sales the basic calculation, Sources of information for basic cost of sales, Calculating value of inventory
- Actual daily food cost calculation – components of Daily food cost, Sources of Actual Daily Food Cost Information, Calculating Actual Daily Food Cost
- Actual daily beverage cost calculation – Principals for Calculating Actual Daily Beverage Costs, Procedure for calculating Daily Beverage Costs
- Procedures for comparison and analysis
- Identifying problems and taking corrective action

REFERENCE BOOKS:

1. Planning And Control for Food and Beverage Operations, Jack D Ninemeier, Eiah&La, 3rd Ed./1991
2. Basic Food and Beverage Cost Control, Jack E Miller, David K. Hayes, Wiley, 1994
3. Cost Control for The Hospitality Industry, Michel M Coltman, Van Nostrend Reinhold
4. Principle Of Food and Beverage and Labour Cost Control for Hostels and Restaurants, Paul Dittermer and Tom Powers, Van Nostrend Reinhold, 1994

Subject : F&B SERVICE MANAGEMENT PRACTICAL
Subject Code :
Teaching Hours : 4 hours per week
Examination : 3 hours
Pedagogy : Demonstration, Physical Preparation & Presentation
Objectives : To develop hands-on skills in food and beverage service techniques, guest interaction, and operational procedures to ensure high-quality dining experiences.

- Planning 7 course menu for theme dinner and food festival – at least 3 menus
- Table layout for 7 course menus
- Planning restaurant layout for theme dinner
- Theme Dinner – Staffing and Service cycle
- Menu engineering and improvising menu
- Menu card – Types of layouts, basic consideration
- Designing effective menu card with proper layout
- Restaurant staffing
- Planning the use of alternate Scheduling to reduce cost
- Preparing duty roaster for a restaurant

SCHEME OF VALUATION

Internal assessment : 10 marks
 University exams : 40 marks

Journal	05 marks
Grooming	05 marks
Planning menu for theme dinner/food festival with at least 7 courses including choice of veg./non veg.	05 marks
Table layout for 7 course menus	05 marks
Designing menu card for a themed or multi cuisine restaurant - considering all the aspects of menu designing	10 marks
Viva-Voce (Any 5 questions from the V semester F&B service management theory and practical Syllabus)	10 marks
Total	40 marks

No. Students per session : 15
 No. of session per day : 2
 Time : 3 hours

Subject	:ROOMSDIVISIONMANAGEMENTTHEORY
Subject Code	:
Teaching Hours	: 4 hours per week
Examination	: 3 hours
Pedagogy	: Lectures, Assignments, Discussions, Presentations & Audiovisual aids.
Objectives	: To impart comprehensive knowledge on managing front office and housekeeping operations, ensuring efficient guest services, room management, and overall operational effectiveness.

UNIT I: STAFF MANAGEMENT EFFICIENCY

12 hours

- Preparing job lists and job descriptions for front office and housekeeping staffs
- Source of internal and external recruiting
- Role of executive housekeeper and front office manager in selecting staff
- Orientation process- the role of Executive Housekeeper and Front Office Manager
- developing job break downs for the housekeeping and front office job positions
- skills training- the four-step training method (Prepare, Present, Practice, Follow up)
- developing staffing guides for room attendants, supervisors, general workers
- alternative scheduling techniques – (Part-time employees, flexible work hour, compressed schedules, job sharing)
- cross training and incentive programs for staff

UNIT II: PLANNING OFFRONT OFFICE OPERATIONS

12 hours

- Identify and describe the functions of management with relation to front office and housekeeping department
- Establishing room rates through market condition approach rule of thumb approach and the Hubbart formula
- Forecasting room availability, forecasting data, percentage of walk ins, percentage overstay, percentage of No- Shows, Percentage of Under stay, Percentage of early arrivals, forecast formula, forecast forms, importance of forecasting
- Budgeting for front office, forecasting room revenue, estimating expenses

UNIT III: HOUSEKEEPING CONTROLS

12 hours

- Establishing par levels and inventories/ control of linen & uniform, guest loan items, Machines & Equipment, cleaning supplies, guest supplies
- The role of the housekeeper in planning operating and capital budgets
- Budgeting housekeeping expenses
- Controlling expenses
- Purchasing systems

UNIT III: ROOMSDIVISION PERFORMANCE & REVENUE MANAGEMENT

12 hours

- Importance and calculation of operational statistics
- Percentage of single occupancy
- Percentage of multiple occupancy
- Percentage of domestic and foreign occupancies
- ARR and ADR
- Average Rate per Guest -ARP
- Average length of stay
- Rev PAR
- Daily Operations report and their importance
- Sales Mix or Clientele Mix, its calculation
- Revenue Management
- The concept of revenue management
- Hotel industry applications – Capacity Management, Discount Allocation, Duration Control
- Measuring Yield – Potential average rate, Room rate achievement factor
- Yield Statistics
- Elements of revenue management- group room sales, transient room sales events
- Using revenue management- Potential high and low demand tactic

REFERENCE BOOKS:

1. Front Office Operations & Management, Ahmed Ismail, Thomson Delmar 2002
2. Housekeeping Management, Margaret M Kappa, Eiah & La, 2nd Ed./1997
3. Hotel Hostel & Hospital Housekeeping, Joan C Branson, Margaret Lennox, Hodder & Stoughton, 5th Ed./ 2003

Subject : ROOMS DIVISION MANAGEMENT PRACTICAL
Subject Code :
Teaching Hours : 4 hours per week
Examination : 3 hours
Pedagogy : Demonstration, Physical Preparation & Presentation
Objectives : To provide hands-on experience in managing front office and housekeeping operations, focusing on guest service, room management, and operational efficiency.

- Yield Management Calculations (Preparing statistical data based on actual calculations)
- Role playing and handling various accommodation issues (Guest Room Attendant, Housekeeping Supervisor)
- Role playing and handling various front office issues (Front Office Associate, Bellboy, GRE)
- Preparing Tariff cards and other sales documents
- Designing a hotel brochure
- Role play on check in process for: guest having confirmed reservation, walk – in guest, group, crew members, scanty baggage guest, international guest
- Handling various situations
- Planning a duty roster for supervisor, room attendant, front office attendant, bell captain, bellboy etc
- Planning a sightseeing itinerary for in-house guest

SCHEME OF VALUATION

Internal assessment : 10 marks
 University exams : 40 marks

Journal	05 Marks
Grooming	05 Marks
Designing a Hotel Brochure	10 Marks
In-House Guest Sight-seeing Itinerary	10 Marks
Viva-Voce (Any 5 questions from the V semester Rooms Division Management theory and practical Syllabus)	10 Marks
TOTAL	40 Marks

No. Students per session : 15
 No. of session per day : 2
 Time : 3 hours

Subject	: EVENT MANAGEMENT THEORY
Subject Code	:
Teaching Hours	: 3 hours per week
Examination	: 3 hours
Pedagogy	: lectures, assignments, discussions, case studies.
Objectives	: To provide a comprehensive understanding of event planning, organization, and execution, including logistics, budgeting, and coordination, to ensure successful and impactful events.

UNIT I: PRINCIPALS OF EVENT MANAGEMENT

12 hours

- Introduction
- Characteristics of events
- 5 C' s and 5 W' s of event management
- Classification of events
- Event Management as an Industry
- Principles for organizing an event
- Responsibilities of an Event Manager
- Communication in event industry
- SWOT analysis of event Management

UNIT II: PLANNING & ORGANIZING AN EVENT

12 hours

- Project Planning
- Site Planning
- Operations & Logistics Management
- Budget planning & costing of an event
- Event Organizing
- Event designing
- Food & Beverages
- Organizational structure for event company

UNIT III: ADVANCE ASPECTS IN EVENT MANAGEMENT

12 hours

- Corporate Social Responsibility (CSR)
- Events & Exhibitions
- Big fat wedding Industry in India
- Wedding Planning
- Destination Parties
- Theme Parties
- Meetings, Incentives, Conferences & Exhibitions (MICE Industry)

UNIT IV: EVENT MARKETING & SPONSORSHIP

12 hours

- Marketing concept & marketing Mix
- Marketing Strategies for an event
- Segmentation & Target Market
- Customer relationship Management (CRS)
- Event promotion
- Event Presentation
- Event Sponsorship
- The effect of sponsorship & experience on customer attitudes

REFERENCE BOOK:

1. Event Management and Marketing: Theory, Practical Approaches and Planning by Dr. Anukrati Sharma and Dr. Shruti Arora
2. Basics of Event Management by D. Ramkumar
3. Event Management by Purnima Kumari

Subject :EVENT MANAGEMENT PRACTICAL
Subject Code :
Teaching Hours : 3 hours per week
Examination : 3 hours
Pedagogy : Demonstration, Physical Preparation & Presentation
Objectives : To offer hands-on experience in planning, organizing, and executing events, focusing on real-world application of event logistics, coordination, and problem-solving skills.

- Introduction to event management
- Planning an event (Food Fest)
- Planning a budget for an event
- Planning manpower for an event
- Planning & costing of Food & Beverage for an event
- Planning Physical layout of the event
- Planning Sponsorship offers
- Printing a sample Invitation card & Menu card
- Planning the Formal Function
- Comparing the actuals with budget

SCHEME OF VALUATION

Internal assessment : 10 marks
University exams : 40 marks

Journal	05 Marks
Grooming	05 Marks
Budget Planning	10 Marks
Invitation card/ Pamphlets	10 Marks
Viva-Voce (Any 5 questions from the V semester Event Managementtheory and practical Syllabus)	10 Marks
TOTAL	40 Marks

No. Students per session : 15
No. of session per day : 2
Time : 3 hours

VI SEMESTER SYLLABUS

Subject : ON THE JOB INDUSTRIAL TRAINING & PROJECT WORK
Subjectcode :

1. The duration of the project work training will be **16 continuous weeks - 112 days (Including weekly offs)**. The minimum attendance requirement for project is **90** working days out of maximum of **96 working days (16 x 6 = 96 days)**. A student can avail leave to a maximum of **6 days**, only with prior written permission of the hotel authorities (a copy of the same authorized by the hotel should be sent to the college).
2. Students can complete the training in any hotel.
3. Focus of the project work training will be on the understanding of industry operations, supervision and management function. The suggested trust areas are food and beverage service, food production, front office, housekeeping, marketing, human resources or finance for hotels, reports, welfare establishments, and any sector of the hotel industry.
4. The placement of the training will have to be approved by the college in advance and a no objection certificate to be issued by the college to the hotel where the student is being placed.
5. The student will have to prepare a Training Project report on the On-the-Job Training he/she has undergone. The report will have to be made from the data collected / log book maintained by the student during the training period. The project should be of **18,000 to 20,000 words** excluding appendices.
6. Students will be awarded 150 marks internal on the basis of the appraisal form filled up by the immediate supervisor in the department (s) that the student has trained. Performance appraisal forms should be collected from all the departments the student has trained. It is the responsibility of the student to get the On-the-Job Training Performance Appraisal Forms filled up from the hotel and submit the same to the college at the end of training. Aggregate of all the On-the-Job Training Performance Appraisal Forms will be done and the marks will be finalized.
7. The student has to submit a copy On-the-Job Training completion certificate to the college from the hotel where he/she has undergone his/her training stating the duration of the training and the department she/he has undertaken the training.

STRUCTURE OF THE REPORT

1.1 TITLE PAGE

This should give the following information:

1. The full title "Operational Aspects of a Hospitality Operations Unit"
2. The name of the author
3. "Submitted in fulfilment of the requirement for the Bachelors in Hotel Management (B.Sc. HS) of the Mangalore University"
4. Name of the College
5. The month and year of submission

1.2 DECLARATION

This indicates that the student has adhered to the university, college and course regulations regarding cheating and plagiarism
"I declare that this project is the result of my own efforts and that it conforms to university, college and course regulations regarding cheating and plagiarism. No material contained within this project has been used in any other submission, by the authors for an academic award"

Student's name:

date:

1.3 ACKNOWLEDGEMENTS

These should be in the form of:

I would like to thank the staff of Name of the college and Name of the hotel or place of training for their help and assistance accorded to me during my On-the-Job Training.

Only genuine assistance must be acknowledged

1.4 LIST OF CONTENTS

This should list in sequence, with page numbers, all sections of the report including acknowledgements, headings, appendices, bibliography and list of abbreviations

1.5 LIST OF FIGURES, FORMS, FORMATS, PICTURES

This indicates various tables, graphs and figures in the report. If these are high in number, they may be separated into different tables. However, if the number of such illustrations is less, these should be included in just one table.

1.6 LIST OF APPENDICES

This will provide for a quick reference to the various Appendix in the project

1.7 LIST OF ABBREVIATIONS USED

This must mention a list of abbreviations that have been used extensively in the Project.

1.8 AIMS AND OBJECTIVES

1. This should set out clearly and precisely what the student is seeking to achieve.
2. The objectives should be stated in such a way that the student is able to measure to what extent it has been achieved.
3. This must mention a list of abbreviations that have been used extensively in the Project.

1.9 CHAPTER 1 – INTRODUCTION (PROFILE OF THE HOTEL & THE CITY)

1. Introduction to the City – location, prominent places, distance from major cities, distance from major transportation and any other.
2. Introduction to the Property – History of the property, vision, mission, Information about the chain if any, Detailed information regarding the property (Departments, rooms, facilities, Restaurants, other facilities, etc.).

1.10 CHAPTER 2 – PROFILE OF THE DEPARTMENT(S)

1. Introduction to the department trained.
2. Profile of the department with the hierarchy followed in the hotel.
3. The sections under the department.
4. Services provided for guests with their prices (If available).
5. Its outlets, profile of the guest using the services if the department is a revenue center.
6. Organization charts and job descriptions.
7. Staff scheduling, shift timings etc.

1.11 CHAPTER 3- LAYOUT OF THE DEPARTMENT AND EQUIPMENT USED

This chapter will have layout of the department if the department is an operational department, with drawings or pictures and descriptions of the equipment used for operating the department.

1.12 CHAPTER 4 - OPERATIONAL ASPECTS (STANDARD OPERATING PROCEDURES)

1. F & B Production (Standard Recipes with Method of preparation, Store Pick up procedure, Food delivery procedure etc.).
2. F & B Service (Restaurant Service Cycle – In detail, Store pick up procedure, KOT procedure, BOT procedure etc).
3. Front Office (SOP for – Check Inn/ Check out/ Room Change/SDL/ Luggage handling etc).
4. Housekeeping (SOP for Room cleaning procedure/ Public area cleaning procedure/ laundry procedure/ Guest loan item etc).
5. the operational aspects of the department. – the jobs carried out, work schedules, form and formats used and their importance.
6. Any other departments if any with the work done in detail.
7. The operational aspects of the department. – the jobs carried out, work schedules, form and formats used and their importance.

1.13 CHAPTER 6: SWOC ANALYSIS

This chapter deals with the strength, weakness, opportunities and challenges for various departments and the hotel in whole.

1.14 CONCLUSION

This chapter will detail a summary and recommendations for improvement. Suggestion recommended will have to be practical and enforceable.

1.15 BIBLIOGRAPHY

This selection lists all references in an alphabetical order of author's surnames. The Harvard system which incorporates the following elements should be used.

1.16 APPENDIX

Separate appendices are to be used for sets of detailed information that are not appropriate to the main text e.g., Questionnaires, sample population, list of organizations or gross data. **(OPTIONAL)**

PRESENTATION&FORMAT

1. All students are required to submit 2 hard copies (Colour print) and 1 hard copy or spiral bind copy (To be retained with the student after valuation) of their project by the date stipulated for approval.
2. 1 approved hard copy of the project to be maintained by the student.
3. Paper: A4 sized paper must be used and should be executive bond quality.
4. Font: Times New Roman font must be used with the font size of 16 for the main headings, 14 for the side heading and 12 for the regular texts.
5. Layout: the margins at the left-hand edge should be no less than 3.54 cm and other margins no less than 2.54 cm.
6. The report should be typed should be 1.5 lines spaced.
7. Printing should be done only one side of the paper.
8. Binding: the book should be bound in black Rexene only. There should be no illustrations on the cover page.
9. Cover title: the outside front cover must bear the title of the work in block capitals with the name of the student, name of the college and logo of the college
10. Spine title: those must bear the title and the year of submission in the same lettering as the front cover. The lettering must read from left to right when reading the spine vertically.

SCHEME OF EVALUATION

- Logbook + Performance Appraisal Forms (150 marks) **(5 Credit)**
- Training Project Done on the Hotel trained (200 marks) **(8 Credit)**
- Power Point Presentation (100 marks) **(4 Credit)**
- Viva Voce (200 marks) **(8 Credit)**
- Total Marks (650 marks) **(25 Credit)**

ON THE JOB TRAINING EVALUATION BY THE HOTEL

- On-the-Job Training Performance Appraisal Forms must be filled by the immediate supervisor / manager in the department of the hotel in 150 marks to be marked by the supervisor or manager of the department or organization the student trained in. (as per project training performance appraisal form enclosed).
- For students who train in more than one department, the average score of all departments will be taken for internal assessment marks.
- The On-the-Job Training Performance Appraisal Forms and log book of each student has to be maintained by the college and produced when requested by the university.

ON THE JOB TRAINING EVALUATION DURING EXAM

- **Training Project report evaluation – 200 marks**
- **Power point presentation – 100 marks** - each student will present a 10-minute power point presentation of the project. The presentation should include a brief of the property, the department/s worked in, operation aspects of the department worked in and SWOT analysis
- **Viva voce – 200 marks** (10 questions to be asked from the project/dissertation presented)

Students per session : 10
session per day : 2
Students per day : 20
Time : 20 minutes per student

ON-THE-JOB TRAINING PERFORMANCE APPRAISAL FORMS (OJT – PAF)

Name of student			
Registration number			
Name of the college			
Name of the hotel			
Name of the department			
From:		to:	

Circle or tick mark the marks obtained by the student

CRITERIA		MARKS
GROOMING		
Immaculate appearance, clean uniform, well-groomed hair, clean nails & hands	15	
Smart appearance, crisp uniform, acceptable hair, clean nails and hand	12	
Well, presented, clean uniform, acceptable hair, clean nails and hand	9	
Untidy hair, creased ill kept uniform, hands not clean at all times	6	
Dirty/disheveled, long unkempt hair, dirty hands and long hair	3	
ATTENDANCE/PUNCTUALITY(____ days present out of ____ days)		
On time, well prepared, ready to commence task, attendance 100%	15	
On time lacks some preparation but copes well, attendance between 99-90%	12	
On time, some disorganized aspects – just copes attendance between 89-80%	9	
Occasionally late, disorganized approach, attendance between 79-69%	6	
Frequently late, not prepared, frequently absent without excuse	3	
COMMUNICATIONS SKILLS		
Very confident, demonstrates outstanding confidence & ability both spoken/written	15	
Confident, delivers information	12	
Communicates adequately, but lacks depth and confidence	9	
Hesitant, lacks confidence in spoken/written communication	6	
Very inanimate, unable to express in spoken or written word.	3	
ATTITUDE TO GUESTS/COLLEAGUES		
Outstanding rapport with guests and colleagues	15	
Polite, consideration and firm, well linked	12	
Get on well with most colleagues, handles guests well	9	
Slow to mix, weak manners, is distant, is insensitive to guest needs	6	
Does not mix and relate well with guests and colleagues	3	
ATTITUDE TO SUPERVISION		
Very co-operative, acts on constructive criticism	15	
Readily accepts criticism and is noticeably willing to assist others	12	
Accepts criticism, but does not necessarily act on it	9	
Takes criticism very personally, broods on it	6	
Persistently disregards criticism and does own way	3	
INITIATIVE & MOTIVATION		
Very effective in analyzing situations and resourceful in solving problems.	15	
Shows ready appreciation and willingness to tackle problems.	12	
Usually grasps points correctly. Shows interest in all work undertaken	9	
Slow on the uptake. Is interested only in areas of work preferred	6	
Rarely grasps points correctly. Lacks drive and commitment	3	
RELIABILITY & COMPREHENSION		
Is totally trustworthy in any working situation and work without supervision.	15	
Can be depended upon to identify work requirements and willing to complete them.	12	
Get on with the job in hand. Comprehends but doesn't fully understand work	9	
Cannot be relied upon to work without supervision	6	
Requires constant supervision & lacks any comprehension	3	
RESPONSIBILITY		
Actively seeks responsibility at all times	15	
Very willing to accept responsibility	12	
Accepts responsibility as it comes	9	
Inclined to refer matters upwards rather than make own decision	6	
Avoids taking responsibility	3	

QUALITY OF WORK		
Exceptionally good, accurate in work, very thorough-usually unaided	15	
Maintains a high standard of quality	12	
Generally good quality with some assistance	9	
Performance is uneven	6	
Inaccurate and slow at work	3	
QUANTITY OF WORK		
Outstanding in output of work	15	
Get through a great deal	12	
Output satisfactory	9	
Does rather less than expected	6	
Output regularly insufficient	3	
Total	150	
TOTAL MARKS ATTAINED		
In Figures		
In Words		

Name of the appraiser		Date	
Designation of the appraiser		Signature	

Hotel Seal

Note: In case a student works in more than one department/the average scores of all the departments worked in shall be considered for internal assessment marks

ON-THE-JOB TRAINING PROJECT EVALUATION SHEET

Sl No	PARTICULARS	MARKS
1	Presentation: Please consider if the students have followed the format prescribed and presented the report well there should be no grammatical errors and misrepresentation of facts	30
2	Profile of the establishment/department(s): Please consider if the student has given the entire profile of both the establishment and department(s) trained in.	30
3	Layout and equipment used: Please consider if the layout is to approximate scale and the equipment is described in sufficient detail with photographs or pictures attached.	30
4	Operations: Please consider if the student has done an in-depth study of the operational aspects of the department. Consider if the student has understood the functions of the forms and formats used, statistics calculated and described them in detail	60
5	SWOC Analysis (Strength, Weakness, opportunities & Challenges) Please consider if the student has been able to make detailed study of the strengths, weaknesses, opportunities and threats of the department/establishment trained in.	30
6	Conclusion: Please consider if the student has provided suggestions for improvement which are practical and enforceable	20
TOTAL		200

QUESTION PAPER PATTERN FOR ALL THE B. SC. HOSPITALITY SCIENCE PAPERS

Subject Code: _____

_____ Semester B. Sc. H.S. Degree Examination MONTH _____ YEAR _____

SEP Based Semester Scheme

SUBJECT NAME _____

Time: 3 Hours

Maximum Marks: 80

Instruction: Part – A: Answer **any 10** out of 12 Questions

Part – B: Answer **any 4** out of 6 Questions

Part – C: Answer **any 4** out of 6 Questions

Part – A

I. Answer any Ten

(10 X 2 = 20)

- | | |
|-----|------|
| 1. | (02) |
| 2. | (02) |
| 3. | (02) |
| 4. | (02) |
| 5. | (02) |
| 6. | (02) |
| 7. | (02) |
| 8. | (02) |
| 9. | (02) |
| 10. | (02) |
| 11. | (02) |
| 12. | (02) |

(Three Question from each Unit)

Part – B

II. Answer any Four:

(4 X 5 = 20)

- | | |
|----|------|
| 1. | (05) |
| 2. | (05) |
| 3. | (05) |
| 4. | (05) |
| 5. | (05) |
| 6. | (05) |

(At least One Question from each Unit)

Part – C

III. Answer any Four:

(4 X 10 = 40)

- | | |
|----|------|
| 1. | (10) |
| 2. | (10) |
| 3. | (10) |
| 4. | (10) |
| 5. | (10) |
| 6. | (10) |

(At least One Question from each Unit)
