



KARNATAK UNIVERSITY, DHARWAD
ACADEMIC (S&T) SECTION
ಕರ್ನಾಟಕ ವಿಶ್ವವಿದ್ಯಾಲಯ, ಧಾರವಾಡ
ವಿದ್ಯಾವಿಜಯ (ಎಸ್&ಟಿ) ವಿಭಾಗ



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'A' Grade 2014

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No.KU/Aca(S&T)/RPH-394A/2021-22/1155

Date: 29 OCT 2021

ಅಧಿಸೂಚನೆ

ವಿಷಯ: 2021-22ನೇ ಶೈಕ್ಷಣಿಕ ಸಾಲಿನಿಂದ ಎಲ್ಲ ಸ್ನಾತಕ ಕೋರ್ಸುಗಳಿಗೆ 1 ಮತ್ತು 2ನೇ ಸೆಮೆಸ್ಟರ್
NEP-2020 ಮಾದರಿಯ ಪಠ್ಯಕ್ರಮವನ್ನು ಅಳವಡಿಸಿರುವ ಕುರಿತು.

- ಉಲ್ಲೇಖ: 1. ಸರ್ಕಾರದ ಅಧೀನ ಕಾರ್ಯದರ್ಶಿಗಳು(ವಿಶ್ವವಿದ್ಯಾಲಯ 1) ಉನ್ನತ ಶಿಕ್ಷಣ ಇಲಾಖೆ ಇವರ ಆದೇಶ
ಸಂಖ್ಯೆ: ಇಡಿ 260 ಯುಎನ್ಇ 2019(ಭಾಗ-1), ದಿ:7.8.2021.
2. ವಿಶೇಷ ವಿದ್ಯಾವಿಷಯಕ ಪರಿಷತ್ ಸಭೆಯ ನಿರ್ಣಯ ದಿನಾಂಕ: 19.08.2021
3. ಈ ಕಚೇರಿ ಸುತ್ತೋಲೆ ಸಂ.No. KU/Aca(S&T)/RPH-394A/2021-22/18 ದಿ:21.08.2021.
4. ಸರ್ಕಾರಿ ಆದೇಶ ಸಂ ಇಡಿ 260 ಯುಎನ್ಇ 2019(ಭಾಗ-1),ಬೆಂಗಳೂರು ದಿ. 15.9.2021.
5. ಎಲ್ಲ ಅಭ್ಯಾಸಸೂಚಿ ಮಂಡಳಿ ಸಭೆಗಳ ನಡವಳಿಗಳು
6. ಎಲ್ಲ ನಿಷಾಯಗಳ ಸಭೆಗಳು ಜರುಗಿದ ದಿನಾಂಕ: 24.25-09-2021.
7. ವಿಶೇಷ ವಿದ್ಯಾವಿಷಯಕ ಪರಿಷತ್ ಸಭೆಯ ನಿರ್ಣಯ ಸಂಖ್ಯೆ: 01 ದಿನಾಂಕ: 28.9.2021.
8. ಈ ಕಚೇರಿ ಸುತ್ತೋಲೆ ಸಂ.No. KU/Aca(S&T)/RPH-394A/2021-22/954 ದಿ:30.09.2021.
9. ಎಲ್ಲ ನಿಷಾಯದ ಡೀನರು / ಸಂಪನ್ಮೂಲ ತಜ್ಞರ ಸಭೆ ದಿನಾಂಕ 21.10.2021.
10. ಎಲ್ಲ ಸ್ನಾತಕ ಅಭ್ಯಾಸಸೂಚಿ ಮಂಡಳಿ ಅಧ್ಯಕ್ಷರುಗಳ ಸಭೆ ದಿನಾಂಕ 22.10.2021.
11. ವಿಶೇಷ ವಿದ್ಯಾವಿಷಯಕ ಪರಿಷತ್ ಸಭೆಯ ನಿರ್ಣಯ ಸಂಖ್ಯೆ: 01 ದಿನಾಂಕ: 27.10.2021.
12. ಮಾನ್ಯ ಕುಲಪತಿಗಳ ಆದೇಶ ದಿನಾಂಕ: 29-10-2021

ಮೇಲ್ಕಾಣಿಸಿದ ವಿಷಯ ಹಾಗೂ ಉಲ್ಲೇಖಗಳನ್ವಯ ಮಾನ್ಯ ಕುಲಪತಿಗಳ ಆದೇಶದ ಮೇರೆಗೆ, 2021-22ನೇ
ಶೈಕ್ಷಣಿಕ ಸಾಲಿನಿಂದ ಅನ್ವಯವಾಗುವಂತೆ, ಎಲ್ಲ B.A./ BPA (Music)/BVA/ BTM/ BSW/ B.Sc./B.Sc. Pulp & Paper
Science/ B.Sc. (H.M)/ BCA/ B.A.S.L.P./ B.Com/ B.Com (CS)/ & BBA ಸ್ನಾತಕ ಕೋರ್ಸುಗಳ 1 ಮತ್ತು 2ನೇ
ಸೆಮೆಸ್ಟರ್‌ಗಳಿಗೆ NEP-2020 ರಂತೆ ವಿಶೇಷ ವಿದ್ಯಾವಿಷಯಕ ಪರಿಷತ್ ಸಭೆಯ ಅನುಮೋದಿತ ಪಠ್ಯಕ್ರಮಗಳನ್ನು ಈಗಾಗಲೇ
ಪ್ರಕಟಪಡಿಸಿದ್ದು, ಮುಂದೆ ದಿನಾಂಕ 04.10.2021 ವರೆಗೆ ಸರಕಾರವು ಕಾಲಕಾಲಕ್ಕೆ ನೀಡಿದ ನಿರ್ದೇಶನಗಳನ್ನು ಅಳವಡಿಸಿಕೊಂಡು
ದಿನಾಂಕ 27.10.2021 ರಂದು ಜರುಗಿದ ವಿದ್ಯಾವಿಷಯಕ ಪರಿಷತ್ ಸಭೆಯಲ್ಲಿ ಅನುಮೋದನೆ ಪಡೆದು ಕ.ವಿ.ವಿ. ಅಂತರ್ಜಾಲ
www.kud.ac.in ದಲ್ಲಿ ಭಿತ್ತರಿಸಲಾಗಿದೆ. ಸದರ ಪಠ್ಯಕ್ರಮಗಳನ್ನು ಕ.ವಿ.ವಿ. ಅಂತರ್ಜಾಲದಿಂದ ಡೌನ್‌ಲೋಡ್ ಮಾಡಿಕೊಳ್ಳಲು
ಸೂಚಿಸುತ್ತ ವಿದ್ಯಾರ್ಥಿಗಳ ಹಾಗೂ ಸಂಬಂಧಿಸಿದ ಎಲ್ಲ ಬೋಧಕರ ಗಮನಕ್ಕೆ ತಂದು ಅದರಂತೆ ಕಾರ್ಯಪ್ರವೃತ್ತರಾಗಲು ಕವಿವಿ
ಅಧೀನದ/ಸಂಲಗ್ನ ಮಹಾವಿದ್ಯಾಲಯಗಳ ಪ್ರಾಚಾರ್ಯರುಗಳಿಗೆ ಸೂಚಿಸಲಾಗಿದೆ.

ಆಡಕ: ಮೇಲಿನಂತೆ
ಗೆ,

ಕರ್ನಾಟಕ ವಿಶ್ವವಿದ್ಯಾಲಯದ ವ್ಯಾಪ್ತಿಯಲ್ಲಿ ಬರುವ ಎಲ್ಲ ಅಧೀನ ಹಾಗೂ ಸಂಲಗ್ನ ಮಹಾವಿದ್ಯಾಲಯಗಳ
ಪ್ರಾಚಾರ್ಯರುಗಳಿಗೆ. (ಕ.ವಿ.ವಿ. ಅಂತರ್ಜಾಲ ಹಾಗೂ ಮಿಂಚಂಚೆ ಮೂಲಕ ಬಿತ್ತರಿಸಲಾಗುವುದು)

ಪ್ರತಿ:

1. ಕುಲಪತಿಗಳ ಆಪ್ತ ಕಾರ್ಯದರ್ಶಿಗಳು, ಕ.ವಿ.ವಿ. ಧಾರವಾಡ.
2. ಕುಲಸಚಿವರ ಆಪ್ತ ಕಾರ್ಯದರ್ಶಿಗಳು, ಕ.ವಿ.ವಿ. ಧಾರವಾಡ.
3. ಕುಲಸಚಿವರು (ಮೌಲ್ಯಮಾಪನ) ಆಪ್ತ ಕಾರ್ಯದರ್ಶಿಗಳು, ಕ.ವಿ.ವಿ. ಧಾರವಾಡ.
4. ಅಧೀಕ್ಷಕರು, ಪ್ರಶ್ನೆ ಪತ್ರಿಕೆ / ಗೌಪ್ಯ / ಜಿ.ಎ.ಡಿ. / ವಿದ್ಯಾವಿಜಯ (ಪಿ.ಜಿ.ಪಿ.ಎಚ್.ಡಿ) ವಿಭಾಗ, ಸಂಬಂಧಿಸಿದ
ಕೋರ್ಸುಗಳ ವಿಭಾಗಗಳು ಪರೀಕ್ಷಾ ವಿಭಾಗ, ಕ.ವಿ.ವಿ. ಧಾರವಾಡ.
5. ನಿರ್ದೇಶಕರು, ಕಾಲೇಜು ಅಭಿವೃದ್ಧಿ / ವಿದ್ಯಾರ್ಥಿ ಕಲ್ಯಾಣ ವಿಭಾಗ, ಕ.ವಿ.ವಿ. ಧಾರವಾಡ.

Handwritten signature
ಕುಲಸಚಿವರು.

KARNATAK UNIVERSITY DHARWAD



BACHELOR OF SCIENCE IN HOTEL
MANAGEMENT
(B.Sc. HM)
(Under -NEP)
(As per Section 44(1/ C) of K.S.U. Act
2000)
2021-22 onwards

Karnatak University, Dharwad
Four Years Under Graduate Program structure for B.Sc.(HM). (Hons.)
Effective from 2021-22
02 Semesters structure

Sem	Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
I	DSCC -1	Theory	03 hrs	42	02 hrs	40	60	100	03
	DSCC -2	Theory	03 hrs	42	02 hrs	40	60	100	03
	DSCC-3	Theory	03 hrs	42	02 hrs	40	60	100	03
	DSCC-4	Theory	03 hrs	42	02 hrs	40	60	100	03
	OEC-1	Theory	03 hrs	42	02 hrs	40	60	100	03
	*SEC-1	Practical	03 hrs	30	01 hr	20	30	50	02
	AECC L-1	Theory	04 hrs	42	02 hrs	40	60	100	03
	AECC L-2	Theory	04 hrs	42	02 hrs	40	60	100	03
	Value Based	----	-----	----	-----	50	----	50	02
Total Credits									25
II	DSCC-5	Theory	03 hrs	42	02 hrs	40	60	100	03
	DSCC-6	Theory	03 hrs	42	02 hrs	40	60	100	03
	DSCC-7	Theory	03 hrs	42	02 hrs	40	60	100	03
	DSCC-7	Theory	03 hrs	42	02 hrs	40	60	100	03
	OEC-2	Theory	03 hrs	42	02 hrs	40	60	100	03
	AECC L-1	Theory	04 hrs	42	02 hrs	40	60	100	03
	AECC L-2	Theory	04 hrs	42	02 hrs	40	60	100	03
	Environmental Study	Theory	02 hrs	30	01 hr	20	30	50	02
	Value Based	----	-----	----	-----	50	----	50	02
Total Credits									25
Exit Option with Certificate for 50 credits									
Details of the other Semesters will be given later									

* Student can opt digital fluency as SEC or the SEC of his /her Programme

L-1 is Kannada and L-2 is any one of MIL / MEL

Programme Outcome

The Bachelor of Science in Hotel Management (B.Sc HM) has duration of three years (6 semesters) for General Degree and four years for Honours Degree having multi exit and multi entry system under NEP. We are proud to claim that the Karnatak University is the First in the country introducing courses under NEP. It leads to an initial professional university degree qualification. It qualifies graduates to take over specialist and managerial positions in the tourism and travel industry. The Bachelor of Science in Hotel Management (B.Sc HM) is now positioned as an attractive professional course with a specialisation in hotel management studies along with extensive foreign language and inter-cultural content.

The basic objective of the B.Sc. (HM) is to provide competent young men and women with the necessary knowledge, skills, values and attitudes to occupy key operational positions in the Hotel and Hospitality Industry.

The programme attracts students from all over the world, giving them the highest quality of academic and practical learning. The university has strong links with to the hotel industry, high standards of teaching, and work placements that give the graduates a wide choice of options for successful careers in the hotel and hospitality sector. It is designed such that class room training is reinforced with On-the-Job industrial exposure so as to sufficiently develop the skills and techniques.

The curriculum and syllabus for B.Sc. HM (Bachelor Science in Hotel Management) Program conforms to outcome based teaching learning process. In general, several outcomes have been identified and the curriculum and syllabus have been planned in such a way that each of the courses meets one or more of these outcomes. Student outcomes illustrate the students are expected to know and be able to do by the time of graduation. These relate to the skills, understanding, and behaviors that students acquire as they progress through the program. Further each course in the program brings out clear instructional objectives which are mapped to the student outcomes.

Program Aims & Objectives:

A graduate of the Hotel Management Program should:

1. To train them to understand the basics of Hotel Industry and in Food and Beverage.
2. To train and develop students to be leaders in hotel and food and beverage management through industry immersion and national and international linkages;
3. To intensify student`s knowledge and skills with instruction based on international standards;
4. To produce quality graduates with balanced knowledge, skills and industry exposure in catering, hotel and hygiene management;
5. To demonstrate community involvement and
6. To conduct researches concerning hotel and restaurant development program.

Graduate Attributes/The student outcomes are:

A graduate can have/manage the industry as:

1. A student after his graduation well equipped with the knowledge of Food & Beverage Production and Service.
2. Utilize interpersonal skills to lead/manage first-level employees in a hospitality setting.
3. Perform cost calculations and apply them to decision-making situations.

4. Evaluate food safety and sanitation to maintain a safe and sanitary work environment. Create an attractive and well-designed menu with consideration given to effective costing and pricing principles.
5. Complete and evaluate the data generated from a hotel night audit.
6. Develop a professional marketing brochure for a lodging operation.
7. Forecast sales and expenses in a variety of hospitality businesses.
8. Create a resume and cover letter that effectively highlights skills sought by potential employers.
9. Achieve national certification as a Serve Safe Food Protection Manager.
10. Schedule employees with consideration given to budgets, sales forecasts, and customary labour practices.

Program Specific Outcome (PSO):

A graduate of Hospitality and Hotel Management Program will demonstrate:

- PO1:** Performs work activities effectively and efficiently to the standards expected in the operation required in the tourism industry/hospitality sectors.
- PO2:** Undertakes task, functions, duties and activities in the operation of the hotels, restaurants, travel, government and non-government agencies in accordance with the competency standards.
- PO3:** Analyses situation, identifies problems, formulates solutions and implements corrective and/or mitigating measures and action management into foodservice and lodging operations.
- PO4:** Demonstrate the ability to develop, examine, question, and explore perspectives or alternatives to problems in hospitality operations.
- PO5:** Demonstrate the ability to use professional written and oral communication skills and technology to successfully communicate.
- PO6:** Demonstrate awareness, understanding and skills necessary to live and work in a diverse world. Practice professional ethics, provide leadership, demonstrate personal and global responsibility, and work effectively as a team member.

B.Sc. HM First Semester Syllabus (Under NEP)

B.Sc. Hotel Management Semester 1

Title of the Course: DSCC 1- FRONT OFFICE OPERATION-01

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC -1	Theory	03 hrs	42	02 hrs	40	60	100	03

DSCC 1-FRONT OFFICE OPERATION-01		42 Hrs
Unit –I	Introduction	14
Chapter No. 1 Introduction to Hospitality Industry Chapter No. 2 Evolution and growth of Hotel Industry. Chapter No. 3 Brief introduction to hotel core area with special reference to Front Office		
Unit –II	CLASSIFICATIONS OF HOTELS	14
Chapter No. 4. Need for classification. Chapter No. 5. Classification based on size, location, clientele, duration of guest stays, level of services, basis of ownership, independent hotels, chains, franchise, alternative accommodation. Chapter No. 6. Types of rooms. FRONT OFFICE ORGANISATION Chapter No. 7 Functional areas Chapter No. 8. Sections of front office Chapter No. 9. Layout of front office Chapter No. 10. Hierarchy of front office department Chapter No. 11. Front office staff duties and responsibilities. Chapter No. 12. Qualities of front office personnel		
Unit – III	FRONT OFFICE COMMUNICATION & ROOM TARIFF	14
Chapter No. 13 Communication process Chapter No. 14. Importance of communication Chapter No. 15. Types of communication Chapter No. 16. Barriers of communication Chapter No. 17. Inter-departmental communication Chapter No. 18. Introduction		

Chapter No. 19. Room rates Chapter No. 20. Meal plans Chapter No. 21. Room tariff card	
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PRACTICALS:

1. Grooming standards
2. Wake-up call
3. Concierge services
4. Role plays
5. Bell desk services

References

1. Front Office Management &Operations, Sudhir Andrews.
2. Hotel Front Office Operations and Management, Jatashankar R. Tewari.
3. Front Office Management, S.K Bhatnagar, Frank Bros and Co.
4. Managing Front Office Operations, Michael L.
5. Principles of Front Office Operations, Sue Baker ET-Al, Cassel 1994.
6. Hotel Front Office Management, James ABardi, John Wiley &Sons, 1996.

Pedagogy

1. Lectures
2. Active learning
3. Self-study
4. Course project

Semester – I

DSCC 2- HOUSEKEEPING OPERATIONS- 01

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC -2	Theory	03 hrs	42	02 hrs	40	60	100	03

DSCC 2- HOUSEKEEPING OPERATIONS- 01		42 Hrs
Unit –1	THE HOTEL INDUSTRY OVERVIEW	14
Chapter No. 1 Introduction		
Chapter No. 2 Classification of hotels		
Chapter No. 3 Hotel departments		
Unit –2	The Housekeeping Department	14
Chapter No. 4. Introduction.		
Chapter No. 5. Importance of Housekeeping Department.		
Chapter No. 6. Roles and Responsibilities of Housekeeping Department		
Chapter No. 7. Attributes of Housekeeping staff.		
Chapter No. 8. Layout of the Housekeeping Department.		
Unit –3	Organizational Structure	14
Chapter No. 9. Organizational Framework of the Department (Small, Medium and Large)		
Chapter No. 10. Housekeeping Personnel		
Chapter No. 11. Coordination with other departments.		
Hotel Guest Rooms		
Chapter No. 12. Introduction		
Chapter No. 13. Types of Guest Rooms and layout of Guest Rooms		
Chapter No. 14. Floor Pantry maintaining and cleaning.		
Chapter No. 15. Furniture/ Fixture /Fittings/ Guest Supplies/ Amenities in a guest room.		
Cleaning Equipment		
Chapter No. 16. Introduction		
Chapter No. 17. Cleaning equipment: Types of Equipment's.		
Chapter No. 18. Operating Principles of Equipment's.		
Chapter No. 19. Storage/ Upkeep/ Maintenance of Equipment.		

PRACTICALS:

- Setting up of Room attendants Trolley-DEMO
- Cleaning Agents used in hotel housekeeping sanitation.
- Sweeping/ Scrubbing/ Mopping process.

- Personal Hygiene in Housekeeping.
- Greeting of Customers in rooms and public areas.

Cleaning and upkeep of public areas(Lobby, Office, Restaurants, bar, admin offices, corridors, staircases, back areas, front areas)

References

1. Hotel Housekeeping Operations and Management (Third Edition) G. Raghubalan. Smritee Raghubalan.
2. Hotel Housekeeping (A training manual) Sudhir Andrews
3. Housekeeping: Operations, Design and Management. Malini Singh, Jaya B George.
4. A Student's handbook Housewifery.
5. Hotel Housekeeping, second edition (Training Manual) Sudhir Andrews.
6. Hotel Housekeeping Management K.M Hussain
7. Hotel and Hospitality Management Housekeeping,PrakashTalwar.

Pedagogy

5. Lectures
6. Active learning
7. Self-study
8. Course project

Semester-I

Title of the Course: DSCC-3 FOOD PRODUCTION –I

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC -3	Theory	03 hrs	42	02 hrs	40	60	100	03

DSCC-3 FOOD PRODUCTION-I		42 Hrs
Unit –1	Introduction	
Chapter No. 1 Culinary History Chapter No. 2 Origin of modern cookery Chapter No. 3 Popular cuisines around the world Chapter No. 4 Aims and objectives of cooking Chapter No. 5 Attributes of culinary professional Cooking Techniques Chapter No. 6. Techniques used in preparation of food Chapter No. 7. Methods of heat transfer Conduction, Convection, Radiation Chapter No. 8. Methods of cooking (Moist, dry, medium of fat) Definition, classification, rules for each type of cooking method with examples Chapter No. 9. Texture and consistencies		
Unit –2	Food and Kitchen Safety	
Chapter No. 10 Personal Hygiene Chapter No. 11 Importance of kitchen uniform Chapter No. 12 Kitchen accidents – meaning, types and preventive measures Chapter No. 13 First aid – meaning importance and basic rules Chapter No. 14 Fire – types, extinguishers types, precautions. Kitchen Organization Structure Chapter No. 15 Classical kitchen Brigade for 5 stars & 3 star Hotel Chapter No. 16 Duties of Various chefs Chapter No. 17 Liaison of kitchen with another department		
Unit –3	Fuels used in Kitchen	
Chapter No. 18 Types of fuels used, Gas, electricity, wood, coal, solar energy Chapter No. 19 Advantages and disadvantages Kitchen Equipment Chapter No. 20 Classification of kitchen equipment's by size, mode of use Chapter No. 21 Criteria for Selection Chapter No. 22 Care and maintenance Food Commodities		

Chapter No. 23 Cereals, pulses	
Chapter No. 24 Fats and Oils	
Chapter No. 25 Sweeteners	
Chapter No. 26 Dairy Products	
Chapter No. 27 Spices, Herbs , Condiments , Seasonings	
Chapter No.28 Effects of heat on carbohydrates, Sugar, Protein, Vitamins and Minerals .	

Practical:

* Introduction to various kitchen equipment, tools and their usage.

Safety precaution to be taken while handling equipment.

Hygiene & Safety practices to be observed in kitchen, introduction to various commodities.

* Demonstration of Food pre-preparation and cooking methods.

Preparation Methods –Washing, Peeling, Paring (fruits), Cutting (cuts of vegetables), Grating (Vegetables), Grinding, Mashing, (vegetables & pulses), Sieving (flours), Steeping (cereals, pulses, tamarind, lemon-rind), Evaporation (milk & gravies), Marinating (meat, fish, chicken), Sprouting (pulses & legumes), Blanching, Filleting of fish, Deboning & jointing poultry

Methods of Mixing – Beating, Blending, Cutting in, Rubbing in, Creaming, Folding, Kneading, Rolling in, Pressing, Stirring

* Basic Indian masalas & gravies (Dry & wet).

* Indian Breakfast/Snack item.

*Continental menu-2: Practical consisting of appetizer/soup, main course with starch and vegetables and dessert.

* Basic Indian menu consisting of a Meat, Vegetable, Rice, Dal/Raita, Bread and Sweet Preparation.

* Internal Practical Exam.

References

1. Practical Cookery-Victor Ceserani& Ronald Kinton, ELBS
2. Theory of Catering-Victor Ceserani& Ronald Kinton, ELBS
3. Theory of Cookery-Mr. K. Arora, Franck Brothers
4. Modern Cookery for Teaching & Trade Vol I-Ms. Thangam Philip, Orient Longman.
5. The Professional Chef (4th Edition)-Le Rol A. Polsom
6. Success in Principles of Catering -Michael Colleer& Colin Saussams
7. Prashad – IndersinghKalra and Pradeep das Gupta

Pedagogy

1. Lectures
2. Active learning
3. Self-study
4. Course project

Semester-I
DSCC-4 FOOD AND BEVERAGE SERVICE-I

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC -4	Theory	03 hrs	42	02 hrs	40	60	100	03

DSCC-4 FOOD AND BEVERAGE SERVICE-I		42 Hrs
Unit –1	Hotel & Catering Industry	14
Chapter No. 1 Introduction to the Hotel Industry and Growth of the hotel Industry in India.		
Chapter No. 2 Role of catering establishment in the travel/tourism industry.		
Chapter No. 3 Types of F&B operations.		
Chapter No. 4 Classification of Commercial, Residential/Non-residential.		
Chapter No. 5 Welfare Catering - Industrial/Institutional/Transport such as air, road, rail, sea, etc.		
Chapter No. 6 Structure of the catering industry - a brief description of each.		
Unit –2	Organization & Staffing	14
Chapter No. 7 Organization of F&B department of hotel.		
Chapter No. 8 Principal staff of various types of F&B operations.		
Chapter No. 9 French terms related to F&B staff.		
Chapter No. 10 Duties & responsibilities of F&B staff.		
Chapter No. 11 Attributes of a waiter.		
ChapterNo.12 Inter-departmental relationships (Within F&B and other department)		
Unit –3	Food Service Areas (F & B Outlets)	14
Chapter No. 13 Specialty Restaurants.		
Chapter No. 14 Coffee Shop.		
Chapter No. 15 Cafeteria.		
Chapter No. 16 Fast Food (Quick Service Restaurants)		
Chapter No. 17 Grill Room.		

Chapter No. 18 Banquets.	
Chapter No. 19 Bar Vending Machines.	
Chapter No. 20 Discotheque.	
Ancillary Departments	
Chapter No. 21 Pantry.	
Chapter No. 22 Food pick-up area.	
Chapter No. 23 Store.	
Chapter No. 24 Linen room.	
Chapter No. 25 Kitchen stewarding	

References

- John Fuller, *Modern Restaurant Service*, Copp Clark Pitman Publication, Canada, 1983.
- Dennis Lilicrap & John Lousins, *Food & Beverage Service*, Hodder Arnold, London 2006.
- Peter Dias, *The Steward*, Orient Blackswan Publishers, Delhi, 2012.
- Brian Varghese, *Food & Beverage Service*, Laxmi Publications, Solapur, 2002.
- S. Roday, *Hygiene & Sanitation*, Tata McGraw-Hill Publications, New Delhi, 1990.
- Sudhir Andrews, *Food & Beverage Management*, Tata McGraw-Hill Publications, New Delhi, 2008
- Vijay Dhawan, *Food & Beverage Service*, Frank Bros. & Co., New Delhi, 2009.
- Jagmohan Negi, *Food & Beverage Management & Cost Control*, Kanishka Publishers, Distributors, New Delhi, 2007.
- Bobby George, *Food & Beverage Service*, Jaico Publishing House, Mumbai, 2006.

Pedagogy

1. Lectures
2. Active learning
3. Self-study
4. Course project

Semester-I
OEC 1- FRONT OFFICE ASSOCIATE (RECEPTION)

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
OEC-I	Theory	03 hrs	42	02 hrs	40	60	100	03

Course Outcomes OEC-1

FRONT OFFICE ASSOCIATE (RECEPTION)		42 Hrs
Unit –1	Introduction To Hotel Industry	14
1. 1 Types of Hotels, Categorization, Downtown, Suburban, Resort etc. 1.2 Departments in 3 Star and 5 Star Hotels. Introduction To Front Office 2.1 Subsections of Front Office. 2.2 Layout of Front Office 2.3 .Front Office Organizational Hierarchy. 2.4. Departments Front Office Coordinates with		
Unit – 2	Personal Attributes of Front Office Associate	14
3.1 Personal Grooming 3.2 Personal Hygiene 3.3 Physical Fitness 3.4 Communication 3.5 Diplomacy , Tact , Confidentiality Skills 4.1 Salesmanship 4.2 Computer Literacy, Multi Lingual 4.3 Interpersonal communication 4.4 Telephone etiquette , Problem solving 4.5 Customer relations		
Unit –3	Job Description	14

- 5.1 Reservation, Reception , Registration
- 5.2 Handling Check-Ins and Check-Outs
- 5.3 Room Allocation, Upgrade , Downgrade
- 5.4 Receiving Payments
- 5.5 Handling services during guest stay
- 5.6 Achieving Productivity Standards

Career Path

Concierge , Events Coordinator , Back Office accounting ,
Sales and Marketing , Front Office Supervisor , Assistant Front Office Manager

References Books

1. Front Office Management & Operations, Sudhir Andrews.
2. Hotel Front Office Operations and Management, Jatashankar R. Tewari.
3. Front Office Management, S.K Bhatnagar, Frank Bros and Co.
4. Managing Front Office Operations, Michael L.
5. Principles of Front Office Operations, Sue Baker ET-Al, Cassel 1994.
6. Hotel Front Office Management, James ABardi, John Wiley & Sons, 1996.
7. Check-In Check –Out –JermoeVallen
8. Hotel Front Office- Bruce Braham
9. Front Office Training Manuel , Sudheer Andrews , Tata Mcgraw Hill , 2009
10. Front Office Operations , Colin Dix , Pearson Education , 2006

Semester-I
SEC-I
CORPORATE SOCIAL RESPONSIBILITY

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Mode of Examination	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
SEC-I	Theory	03 hrs	32	01 hr	Theory	20	30	50	02

Course Outcomes

- Define CSR as a concept.
- Provide a brief outline of corporate governance.
- Understand the role of major institutions of civil society in CSR.
- Provide simple suggestions on implementation processes of CSR for organizations.

SEC-1 CORPORATE SOCIAL RESPONSIBILITY	32 Hrs
Unit-1 Understanding CSR	14
1.1 Concept and definition of CSR.	
1.2 Scope of CSR.	
1.3 Corporate social responsibility and the law.	
1.4 Corporate Social Responsiveness.	
1.5 Corporate Social Performance	
1.6 Diverging views on Social Responsibility (Arguments for & against).	
Unit-2 CSR Framework & Understanding Social issues	14
1.7 Creation and Strategy.	
1.8 Creating framework.	
1.9 Creating implementation framework	
1.10 Social Issues: Concept, Characteristics and causes of social problems.	
1.11 Values, norms and beliefs.	
1.12 Culture, Cultural differences and discrimination.	
1.13 Business and society	
1.14 Impact of technology on the society -Social cost and development.	
Unit-3 Corporate Social Responsibility –II	14
a) Ethical Issues in Functional Areas	
i) Advertising, Marketing, HRM, Finance & Accounting,	

<p>Information Technology.</p> <ul style="list-style-type: none">ii) Intellectual Property Rights.iii) Ethical issues in Merger and Acquisitions. <p>b) Unethical Behavior in Organizations</p> <ul style="list-style-type: none">i) Understanding Unethical Behaviorii) Individual Factors contributing to unethical behavior.iii) Organizational Factors contributing to Unethical Behaviour.	
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FOOD & BEVERAGE SERVICE – I (PRACTICAL)

- ✚ Food Service areas – Induction & Profile of the areas
- ✚ Ancillary F&B Service areas – Induction & Profile of the areas
- ✚ Familiarization of F&B Service equipment
- ✚ Care & Maintenance of F&B Service equipment
- ✚ **Cleaning / polishing of EPNS items by:**
 - Plate Powder method
 - Polivit method
 - Silver Dip method
 - Burnishing Machine
- ✚ **Basic Technical Skills Task –**
 - Task 01: Holding Service Spoon & Fork
 - Task 02: Carrying a Tray / Salver
 - Task 03: Laying a Table Cloth
 - Task 04: Changing a Table Cloth during service
 - Task 05: Placing meal plates & clearing soiled plates
 - Task 06: Stocking Sideboard
 - Task 07: Service of Water
 - Task 08: Using Service Plate & Crumbing Down
 - Task 09: Napkin Folds
 - Task 10: Changing dirty ashtray
 - Task 11: Cleaning & polishing glassware
- ✚ Tea – Preparation & Service
- ✚ Coffee – Preparation & Service

PRACTICALS:

- Diversity, equity and inclusion
- Charitable global giving
- Community and virtual volunteering
- Corporate policies that benefit the environment
- Socially and environmentally conscious investments

References:

ManishaPaliwal, Business Ethics New Age Internationalpress. New Delhi.
 Patyrick J. A. & Quinn J. F. Management Ethics, ResponsePublishing, New Delhi.
 Sherlekar, Ethics in Management, Himalaya Publishing, NewDelhi.
 MadhumitaChatterji, Corporate Social Responsibility, OxfordHigher Education.

Useful websites (Webliography):

<https://managementhelp.org/businessethics/index.htm>

https://www.tutorialspoint.com/business_ethics/business_ethic%20s_quick_guide

<https://www.unido.org/our-focus/advancing-economic-competitiveness/competitive-trade-capacities-and-corporate-responsibility/corporate-social-responsibility-market-integration/what-csr>

Formative Assessment		
Assessment Occasion/ type	Weightage in Marks	Sem end Exam
TEST	10	
JOURNAL	05	
PRACT/ VIVA VOCE	10	
Total	25	25

B.Sc. HM
II Semester

Title of the Course: DSCC05-FRONT OFFICE- 02

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC-5	Theory	03 hrs	42	02 hrs	40	60	100	03

DSCC05-FRONT OFFICE- 02	42Hrs
Unit – 1: RESERVATION	14
Chapter No. 1. Types of reservation	
Chapter No. 2. Modes of reservation inquiry	
Chapter No. 3. Sources of reservation	
Chapter No. 4. Systems of reservations	
Chapter No. 5. Reservation reports	
Chapter No. 6. Importance of reservation	
Unit – 2: REGISTRATION , CHECK-OUT AND SETTLEMENT	14
Chapter No. 1. Pre-registration	
Chapter No. 2. Registration	
Chapter No. 3. Check-in process	
Chapter No. 4. Check-out procedure	
Chapter No. 25 Potential check-out problems and solution	
Unit – 3: METHODS OF PAYMENT & GUEST SERVICES	14
Chapter No. 1. Cash	
Chapter No. 2. Foreign exchange	
Chapter No. 3. Cheques	
Chapter No. 4. Debit cards	
Chapter No. 5. Credit cards	
Chapter No. 6. Vouchers	
Chapter No. 7. VPO (visitors paid out)	
Chapter No. 8. Refunds	

Chapter No. 9 Handling guest mail,	
Chapter No. 10. Message handling	
Chapter No. 11 Key card control	
Chapter No.12. Key card control	
Chapter No. 13 Guest room change	
Chapter No. 14 Left luggage handling	
Chapter No. 15 Wake-up calls	
Chapter No.16. Handling of guest complaints	

PRACTICALS:

1. Grooming standards
2. Check-in process
3. Check-out process
4. Guest complaint handling
5. Role plays

References:

1. Front office management & operations, Sudhir Andrews.
2. Hotel front office operations and management, Jatashankar R. Tewari.
3. Front office management, S.K Bhatnagar, Frank Bros and Co.
4. Managing front office operations, Michael L.
5. Principles of front office operations, Sue Baker ET-Al, Cassel 1994.
6. Hotel front office management, James A Bardi, John wiley& sons, 1996.

Pedagogy

1. Lectures
2. Active learning
- 3.** Self-study

B.Sc. HM
II Semester

Title of the Course: DSCC06: HOUSEKEEPING OPERATIONS- 02

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC-6	Theory	03 hrs	42	02 hrs	40	60	100	03

DSCC 06 -HOUSEKEEPING OPERATIONS- 02	42 Hrs
Unit – 1: THE HOUSEKEEPING DEPARTMENT	14
Chapter No. 1. Meaning and Definition	
Chapter No. 2. Job description & Job specification of staff in the Housekeeping Department	
Chapter No. 3. Skills of a good Housekeeper.	
Chapter No. 4. The Ideal Housekeeper.	
Unit – 2: CLEANING OF GUEST ROOM	14
Chapter No. 1. Introduction to Cleaning	
Chapter No. 2. Types of Soil.	
Chapter No. 3. Nature of Soil.	
Chapter No. 4. Standards of Cleaning	
Chapter No. 5. The Science of Cleaning	
Chapter No. 6. The Cleaning Process.	
COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACES Introduction, Metals, Glass, Plastic, Ceramics, Wood, Faux wood, stone, Fauxstone, leather and Rubber.	
Unit – 3 HOUSEKEEPING FLOOR PROCEDURES	14
Chapter No. 1. Introduction	

<p>Chapter No. 2.The Floor Linen Room</p> <p>Chapter No. 3. Floor Layout and basics principles of the Floor Linen room.</p> <p>Chapter No. 4. Requisitioning Procedures.</p> <p>Chapter No. 5. Records kept in a floor linen room.</p> <p style="text-align: center;">PREPARING A ROOM REPORT</p> <p>Introduction, The Room Report, Occupancy codes,Other Duties</p>	
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PRACTICALS:

- Bed Making Procedures
- Wet Dusting and dry dusting.
- Cleaning of Mirrors/ Glass/ Window panes.
- Preparation of Hot and cold face towels (DEMO)
- Cleaning Procedures.
- Identification of Equipment's: -Manual and Mechanical.

Text Books

References:

1. Housekeeping: Operations, Design and Management. Malini Singh, Jaya B George.
2. Hotel Housekeeping Operations and Management (Third Edition) G.Raghubalan. Smritee Raghubalan.
3. Hotel Housekeeping (A training manual) Sudhir Andrews.
4. A Student's handbook Housewifery.
5. Hotel Housekeeping second edition (Training Manual) Sudhir Andrews.
6. Hotel Housekeeping Management K.M Hussain
7. Hotel and Hospitality Management HOUSEKEEPING PrakashTalwar.

Pedagogy

1. Lectures
2. Active learning
3. Self-study
4. Course project

II Semester

Title of the Course: DSCC07: -FOOD PRODUCTION 02

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC-7	Theory	03 hrs	42	02 hrs	40	60	100	03

DSCC 7- FOOD PRODUCTION 02	42 Hrs
Unit –1: STOCK	14
Chapter No. 1 Definition and composition	
Chapter No. 2 Rules for Stock making	
Chapter No. 3 Types of Stocks	
Chapter No. 4. Recipes of various stocks (White, brown, fish and vegetable)	
Chapter No. 5. Uses of stocks	
Chapter No. 6. Reduction & Glazes	
Unit – 2: SOUPS & SAUCES	14
Chapter No. 1 Aim/principles of soup making	
Chapter No. 2 Classification of soups with examples	
Chapter No. 3 Classical accompaniments and garnishes	
Chapter No. 4. Consommé with garnishes	
SAUCES	
Chapter No. 1 Imp of Sauces in food preparation	
Chapter No. 2 Classification of Sauces (Kitchen & Proprietary) -Mother, butter, dessert, proprietary, Traditional accompanying sauces	
Chapter No. 3 Thickening agents	
Chapter No. 4. Mother sauces -recipes and derivatives	
Chapter No. 5. Precautions & rectification,	
Chapter No. 6. Other Sauces-Pan gravies, Jus-lie, Jus-Roti etc.	
Unit – 3: EGG COOKERY & VEGETABLES AND FRUIT COOKERY	14
Chapter No. 1 Composition and structure of egg	
Chapter No. 2 Selection criteria for egg	
Chapter No. 3 Various ways of cooking egg	
Chapter No. 4. Uses of egg in cookery	

VEGETABLES AND FRUIT COOKERY	
Chapter No. 1 Classification	
Chapter No. 2 Color Pigments	
Chapter No. 3 Effect of heat on color pigments and texture	
Chapter No. 4. Methods of cooking	
Chapter No. 5. Care and precaution while cooking and storing	
Chapter No. 6. Vegetable cuts	
SALADS AND SALAD DRESSINGS	
Chapter No. 1 Parts of salad with ingredients used	
Chapter No. 2 Types of Salads -Green, Vegetable, Cooked, main course, Fruit, Gelatin based salad	
Chapter No. 3: Principles of salad making	
Chapter No. 4. Guidelines for making salads	
Chapter No. 5. Salad dressings –Types	
Chapter No.6. International Classical Salads –composition and country of origin	
SANDWICHES	
Chapter No. 1 Parts of sandwiches	
Chapter No. 2 Types of sandwiches –Cold and Hot sandwiches	
Chapter No. 3 Types of sandwiches –Cold and Hot sandwiches	
FOOD CONTAMINATION AND CONTROL MEASURES	
Chapter No. 1 Food Contamination -Types, reasons& precaution	
Chapter No. 2 Introduction to HACCP-meaning, importance, principles	
KITCHEN STEWARDING	
Chapter No. 1 Importance of kitchen stewarding	
Chapter No. 2 Hierarchy & staffing in kitchen stewarding department	

Practical/Internal:

Individual Practical's to be conducted during the semester.

The practical comprise of the following:

- * Demonstration of Stocks, Soups and Sauces
- *Egg Cookery (Excluding Breakfast Preparations).
- * Continental breakfast menu.
- * Types of Sandwiches.
- * Types of Salads with Dressings.
- * Basic Continental menus consisting of Appetizer/soup, Meat preparation with starch & veg accompaniments &Dessert with plate presentation and appropriate portion sizes.

Text Books**References:**

1. Practical Cookery-Victor Ceserani& Ronald Kinton, ELBS
2. Theory of Catering-Victor Ceserani& Ronald Kinton, ELBS
3. Theory of Cookery-Mr. K. Arora, Franck Brothers

4. Modern Cookery for Teaching & Trade Vol II- Ms. Thangam Philip, Orient Longman.
5. The Professional Chef (4th Edition)-Le Rol A. Polsom
6. Success in Principles of Catering -Michael Colleer& Colin Saussams
- 7 . The book of Ingredients-Jane Grigson

Pedagogy

1. Lectures
2. Active learning

II Semester

Title of the Course: DSCC08: - FOOD AND BEVERAGE SERVICE- 02

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC-8	Theory	03 hrs	42	02 hrs	40	60	100	03

DSCC 8-FOOD AND BEVERAGE SERVICE- 02	42 Hrs
Unit – 1: – F & B SERVICE EQUIPMENT	14
Chapter No. 1 Familiarization & Selection factors of: - Cutlery - Crockery - Glassware - Flatware – Hollowware.	
Chapter No. 2 All other equipment used in F&B Service.	
Chapter No. 3 French terms related to the above	
Unit – 2: NON-ALCOHOLIC BEVERAGES	14
Chapter No. 1. Classification (Nourishing, Stimulating and Refreshing beverages) A. Tea - Origin & Manufacture - Types & Brands. B. Coffee - Origin & Manufacture - Types & Brands C. Juices and Soft Drinks D. Cocoa & Malted Beverages - Origin & Manufacture	
Unit – 3: PREPARATION FOR SERVICE	14
Chapter No. 1. Organizing Mise-en-scene Organizing Mise en place	
Chapter No. 2. TYPES OF FOOD SERVICE A. Silver service B. Pre-plated service C. Cafeteria service D. Room service E. Buffet service F. Gueridon service G. Lounge service	
SALE CONTROL SYSTEM <ul style="list-style-type: none"> • KOT/Bill Control System (Manual) • Triplicate Checking System • Duplicate Checking System • Single Order Sheet 	

<ul style="list-style-type: none"> • Quick Service Menu & Customer Bill <p>Making bill</p> <p>Cash handling equipment</p> <p>Record keeping (Restaurant Cashier)</p>	
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References:

- John Fuller, *Modern Restaurant Service*, Copp Clark Pitman Publication, Canada, 1983.
- Dennis Lilicrap & John Lousins, *Food & Beverage Service*, Hodder Arnold, London 2006.
- Peter Dias, *The Steward*, Orient Blackswan Publishers, Delhi, 2012.
- Brian Varghese, *Food & Beverage Service*, Laxmi Publications, Solapur, 2002.
- S. Roday, *Hygiene & Sanitation*, Tata McGraw-Hill Publications, New Delhi, 1990.
- Sudhir Andrews, *Food & Beverage Management*, Tata McGraw-Hill Publications, New Delhi, 2008
- Vijay Dhawan, *Food & Beverage Service*, Frank Bros. & Co., New Delhi, 2009.
- Jagmohan Negi, *Food & Beverage Management & Cost Control*, Kanishka Publishers, Distributors, New Delhi, 2007.
- Bobby George, *Food & Beverage Service*, Jaico Publishing House, Mumbai, 2006.

Pedagogy

1. Lectures
2. Active learning
3. Self-study
4. Course project

II Semester

Title of the Course: OEC-2: - Commis Chef (Cooking techniques)

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
OEC-2	Theory	03 hrs	42	02 hrs	40	60	100	03

OEC 2

Commis Chef (Cooking techniques)

Course Objective

To train students in Technical, Operational and Human relations skills, necessary to successfully operate modern hotel or catering establishment.

Course outcome

Understand the techniques and skills necessary for the preparation of quality food in a professional setting. Demonstrate the ability to prepare and serve food of all types of food service facilities Become aware of many career opportunities in Culinary and Hospitality field and develop the skills necessary for employment. Practice safe food handling and storage techniques while maintaining good personal hygiene and facilities.

OEC 2-COMMIS CHEF (Cooking techniques)	42
Unit – 1: Introduction to Food & Beverage Department & Commis Chef	
1.1 Introduction to culinary History	
1.2 Popular Cuisines, French , Italian , Continental , Chinese , Indian	
1.3 India Regional Cuisines	
Kitchen Organization in 3 Star & 5 Star Hotel	
2.1 Sections of Kitchen and Functions	
2.2 Kitchen Hierarchy	
2.3 Personal Attributes of Commis Chef , Skills , Career path	
2.4 Kitchen Equipment , Appliances Handling and Maintenance	
Unit – 2: Kitchen Management	
3.1 Meal production	

3.2 Purchasing, Stores, Receiving 3.2 Food cost, Portion control, Budgetary control, Forecasting 3.4 Kitchen equipment, appliances, handling and maintenance Production Management Large equipment Safety precautions Machinery Fire precautions Basic health standards	
Unit – 3: Basic Principles of Food Production	
5.1 Aims and Objectives of Cooking 5.2 Methods of cooking 5.3 Basic preparation of Stocks, Sauces, Soups, Appetizers, Salads 5.4 Vegetable cookery, Pulses, Rice & Cereals cookery 5.5 Bakery & Patisserie Duties and Responsibilities <ol style="list-style-type: none"> 1. Job Description 2. Mise en place 3. Assists Senior Chefs 4. Assist in monitoring stock of the inventory 	

Reference Books

- 1 Theory of Cookery – Mr. K. Arora, Frank Brothers
- 2 Modern Cookery for Teaching & Trade Vol I – MS Thangam Phillip, Orient Longman
- 3 Practical Cookery – Victor Ceserani& Ronald Kinton , ELBS
- 4 Theory of Catering -Victor Ceserani& Ronald Kinton
- 5 The Professional Chef (4th Addition) Le Rol A. Oolsom
- 6 Success in Principles of Catering – MichealColleer& Colin Saussams

Annexure: 1 F: B.Sc Hotel Management (B.Sc. HM) Programmes under NEP-2020

Semester	Discipline Specific Core Courses (DSCC)			Elective Courses			Ability Enhancement Course									Total Credits
				Discipline Specific Elective (DSE) / Open Elective Course(OEC)			Skill Enhancement Course						Ability Enhancement Compulsory Course (AECC)			
	Core Course	L+T+P	Credit	Course	L+T+P	Credit	Skill Based			Value Based			Course	Instruction Hrs	Credit	
							Course	L+T+P	Credit	Course	L+T+P	Credit				
I	DSCC- 1	3+0+0	3+0=3	OEC-1	3+0+0	3+0=3	SEC-1:	1+0+2	1+1=2	Health & wellness + Yoga	0-0-2 + 0-0-2	0+1=1 + 0+1=1	Kannada-1 Business Kannada/ Kannada Kali-I	4	3+0=3	
	DSCC- 2	3+0+0	3+0=3										MIL/MEL-1 English- Business Commu&C orre-I			4
	DSCC- 3	3+0+0	3+0=3													
	DSCC-4	3+0+0	3+0=3													
II	DSCC- 5	3+0+0	3+0=3	OEC-2	3+0+0	3+0=3				NCC/NSS/ R&R (S&G)/Cult ural + Sports	0+0+2 + 0+0+2	0+1=1 + 0+1=1	Kannada-2 Business Kannada/ Kannada Kali-II	4	3+0=3	
	DSCC- 6	3+0+0 3+0+0	3+0=3 3+0=3										MIL/MEL-2 English English- Business Commu&C orre-II			4
													Environmental study	2	2+0=2	

	DSCC-7	3+0+0	3+0=3														
	DSCC-8	3+0+0	3+0=3														
Exit option with UG Certificate Course in Hotel Management (with 50 credits)																	
III	DSCC-9	3+0+0	3+0=3	OEC-3	3+0+0	3+0=3	SEC-2:	1+0+2	1+1=2	NCC/NSS/R&R (S&G)/Cultural + Sports	0+0+2	0+1=1	Kannada-3	4	3+0=3	25	
	DSCC-10	3+0+0	3+0=3											MIL/MEL-3	4		3+0=3
	DSCC-11	3+0+0	3+0=3											-----			
	DSCC-12	3+0+0	3+0=3														
IV	DSCC-13	3+0+0	3+0=3	OEC-4	3+0+0	3+0=3				NCC/NSS/R&R (S&G)/Cultural + Sports	0+0+2	0+1=1	Kannada-4	4	3+0=3	25	
	DSCC-14	3+0+0	3+0=3											MIL/MEL-4	4		3+0=3
	DSCC-15	3+0+0	3+0=3											Indian Constitution	2		2+0=2
	DSCC-16	3+0+0	3+0=3														
Exit option with UG Diploma in Hotel Management (with 100 credits)																	
V	DSCC-17	3+0+0	3+0=3	DSE 1 Vocational-1	3+0+0	3	SEC-3	1+0+2	1+1=2	NCC/NSS/R&R (S&G)/Cultural + Sports	0+0+2	0+1=1				22	
	DSCC-18	3+0+0	3+0=3														
	DSCC-19	3+0+0	3+0=3														
	DSCC-20	3+0+0	3+0=3														
VI	DSCC-	3+0+0	3+0=3	DSE 2	3+0+0	3	SEC-	2+0+2	2+0=	NCC/NSS/	0+0+	0+1=					24

	21			Vocational-2			4:		2	R&R (S&G)/Cultural + Sports	2 + 0+0+ 2	1 + 0+1= 1					
	DSCC-22	3+0+0	3+0=3		3+0+0	3											
	DSCC-23	3+0+0	3+0=3														
	DSCC-24	3+0+0	3+0=3														
Exit option with Bachelor of Science in Hotel Management –B.Sc. HM (with 146 credits)																	
VII	DSCC-25	3+1+0	3+1=4	DSE 3	3+0+0	3											21
	DSCC-26	3+1+0	3+1=4	Vocational-3	3+0+0	3											
	DSCC-27	3+0+0	3+0=3	Res. Methodology	3+0+0	3											
VIII	DSCC-28	3+1+0	3+1=4	DSE 4	3+0+0	3											21
	DSCC-29	3+1+0	3+1=4	Vocational-4	3+0+0	3											
				Research Project**		6											
Award of Bachelor of Science in Hotel Management-B.Sc. HM (Hons) , (with 188 credits)																	
**In lieu of the research Project, two additional elective papers/ Internship may be offered.																	

L+T+P= Lecturing in Theory + Tutorial + Practical Hours per Week (no tutorial for practical course).

Each DSE shall have at least two papers and student shall choose any one paper from each DSE.

*Core Courses as DSCC may have Practicals also and under such condition, No. of DSCC may be altered without changing the total credits in the given semesters

Note: 1. Each DSCC/ DSE /Vocational / OEC Shall have 45hrs syllabus / semester for 100 marks in theory (**70 Sem. End exam +30 IA Exam**) and 52 hrs practical/sem for 50 marks(**35 Sem. End exam +15 IA Exam**).

2. Kannada and MEL /MIL shall have 45 hrs syllabus / semester for 100 marks in theory (**70 Sem. End exam +30 IA Exam**).

3. Environmental Study /Constitution of India / SEC shall have 25-30 hrs syllabus / semester for 50 marks in theory / Practical (**35Sem. End exams +15 IA Exam**).

Course Details/ Examination Pattern B.Sc. (HM) Ist Semester					
Course Code	Paper/Course	Credits	Sem End exam	IA	Total Marks
DSCC-1	Front Office Operation-I	03	60	40	100
DSCC-2	House Keeping Operation-I	03	60	40	100
DSCC-3	Food Production-I	03	60	40	100
DSCC-4	Food and Beverage Service-I	03	60	40	100
OEC-1	Front Office Associate (RECEPTION)	03	60	40	100
SEC-1	Corporate Responsibility/ Digital Fluency	02	20	30	50
AECC-Kannada	Business Kannada/Kannada Kali-I	03	60	40	100
AECC-MEL – English	Business Communication and Correspondence-I	03	60	40	100
Value Based	Health & wellness + Yoga	02	-----	50	50
Total Credits-25					
Total Marks					800

B.Sc. (HM) IIInd Semester					
DSCC-5	Front Office Operation-II	03	60	40	100
DSCC-6	House Keeping Operation-II	03	60	40	100
DSCC-7	Food Production-II	03	60	40	100
DSCC-8	Food and Beverage Service-II	03	60	40	100
OEC-2	Commis Chef (Cooking Technics)	03	60	40	100
Value Based Course	NCC/NSS/R&R (S&G)/Cultural + Sports	02	---	50	50
AECC-Kannada	Business Kannada/Kannada Kali-II	03	60	40	100
AECC-MEL – English	Business Communication and Correspondence-II	03	60	40	100
Total Credits-25 Total Marks					750
Exit option with UG Certificate Course in Hotel Management (with 50 credits after completing above two Semesters)					

Faculty of Social Science
04 - Year UG Honors programme: 2021-22

GENERAL PATTERN OF THEORY QUESTION PAPER FOR DSCC/ OEC
(60 marks for semester end Examination with 2 hrs duration)

Part-A

1. Question number 1-06 carries 2 marks each. Answer any 05 questions : 10 marks

Part-B

2. Question number 07- 11 carries 05Marks each. Answer any 04 questions : 20 marks

Part-C

3. Question number 12-15 carries 10 Marks each. Answer any 03 questions : 30 marks

(Minimum 1 question from each unit and 10 marks question may have sub questions for 7+3 or 6+4 or 5+5 if necessary)

Total: 60 Marks

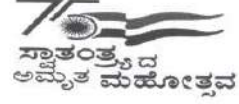
Note: Proportionate weight age shall be given to each unit based on number of hours prescribed.

Details of Formative assessment (IA) for DSCC/OEC/SEC: 40% weight age for total marks

Type of Assessment	Weight age	Duration
Written test-1	10%	1 hr
Written test-2	10%	1 hr
Seminar	10%	10 minutes
Case study / Assignment / Field work / Project work/ Activity	10%	-----
Total	40% of the maximum marks allotted for the paper	



KARNATAK UNIVERSITY, DHARWAD
ACADEMIC (S&T) SECTION
ಕರ್ನಾಟಕ ವಿಶ್ವವಿದ್ಯಾಲಯ, ಧಾರವಾಡ
ವಿದ್ಯಾಮಂಡಳ (ಎಸ್&ಟಿ) ವಿಭಾಗ



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'A' Grade 2014

website: kud.ac.in

No. KU/Aca(S&T)/SSL-394A/2022-23/1055

Date: 23 SEP 2022

ಅಧಿಸೂಚನೆ

ವಿಷಯ: 2022-23ನೇ ಶೈಕ್ಷಣಿಕ ಸಾಲಿನಿಂದ ಎಲ್ಲ ಸ್ನಾತಕ ಕೋರ್ಸುಗಳಿಗೆ 3 ಮತ್ತು 4ನೇ ಸೆಮೆಸ್ಟರ್

NEP-2020 ಮಾದರಿಯ ಪಠ್ಯಕ್ರಮವನ್ನು ಅಳವಡಿಸಿರುವ ಕುರಿತು.

- ಉಲ್ಲೇಖ: 1. ಸರ್ಕಾರದ ಅಧೀನ ಕಾರ್ಯದರ್ಶಿಗಳು(ವಿಶ್ವವಿದ್ಯಾಲಯ 1) ಉನ್ನತ ಶಿಕ್ಷಣ ಇಲಾಖೆ ಇವರ ಆದೇಶ ಸಂಖ್ಯೆ: ಇಡಿ 260 ಯುಎನ್ಇ 2019(ಭಾಗ-1), ದಿ:7.8.2021.
2. ಸಮಾಜವಿಜ್ಞಾನ ನಿಖಾಯ ಸಭೆಯ ತರಾವುಗಳ ದಿನಾಂಕ: 12.09.2022
3. ವಿಶೇಷ ವಿದ್ಯಾವಿಷಯಕ ಪರಿಷತ್ ಸಭೆಯ ನಿರ್ಣಯ ಸಂ. 04, ದಿನಾಂಕ: 17.09.2022
4. ಮಾನ್ಯ ಕುಲಪತಿಗಳ ಆದೇಶ ದಿನಾಂಕ: 22-09-2022

ಮೇಲ್ಕಾಣಿಸಿದ ವಿಷಯ ಹಾಗೂ ಉಲ್ಲೇಖಗಳನ್ವಯ ಮಾನ್ಯ ಕುಲಪತಿಗಳ ಆದೇಶದ ಮೇರೆಗೆ, 2022-23ನೇ ಶೈಕ್ಷಣಿಕ ಸಾಲಿನಿಂದ ಅನ್ವಯವಾಗುವಂತೆ, ಸಮಾಜವಿಜ್ಞಾನ ನಿಖಾಯದ ಎಲ್ಲ ಸ್ನಾತಕ ಕೋರ್ಸುಗಳ ರಾಷ್ಟ್ರೀಯ ಶಿಕ್ಷಣ ನೀತಿ (NEP)-2020 ರಂತೆ 3 ಮತ್ತು 4ನೇ ಸೆಮೆಸ್ಟರ್ಗಳಿಗಾಗಿ ವಿಶೇಷ ವಿದ್ಯಾವಿಷಯಕ ಪರಿಷತ್ ಸಭೆಯ ಅನುಮೋದಿತ ಪಠ್ಯಕ್ರಮಗಳನ್ನು ಪ್ರಕಟಪಡಿಸಿದ್ದು, ಸದರ ಪಠ್ಯಕ್ರಮಗಳನ್ನು ಕ.ವಿ.ವಿ. www.kud.ac.in ಅಂತರ್ಜಾಲದಿಂದ ಡೌನ್‌ಲೋಡ್ ಮಾಡಿಕೊಳ್ಳಲು ಸೂಚಿಸುತ್ತಾ, ವಿದ್ಯಾರ್ಥಿಗಳು ಹಾಗೂ ಸಂಬಂಧಿಸಿದ ಎಲ್ಲ ಬೋಧಕರ ಗಮನಕ್ಕೆ ತಂದು ಅದರಂತೆ ಕಾರ್ಯಪ್ರವೃತ್ತರಾಗಲು ಕವಿವಿ ಅಧೀನದ / ಸಂಲಗ್ನ ಮಹಾವಿದ್ಯಾಲಯಗಳ ಪ್ರಾಚಾರ್ಯರುಗಳಿಗೆ ಸೂಚಿಸಲಾಗಿದೆ.

ಆಡಕ: ಮೇಲಿನಂತೆ

Kul-331912
ಕುಲಸಚಿವರು.

ಗೆ,

ಕರ್ನಾಟಕ ವಿಶ್ವವಿದ್ಯಾಲಯದ ವ್ಯಾಪ್ತಿಯಲ್ಲಿ ಬರುವ ಎಲ್ಲ ಅಧೀನ ಹಾಗೂ ಸಂಲಗ್ನ ಮಹಾವಿದ್ಯಾಲಯಗಳ ಪ್ರಾಚಾರ್ಯರುಗಳಿಗೆ. (ಕ.ವಿ.ವಿ. ಅಂತರ್ಜಾಲ ಹಾಗೂ ಮಿಂಚಂಚೆ ಮೂಲಕ ಬಿತ್ತರಿಸಲಾಗುವುದು)

ಪ್ರತಿ:

1. ಕುಲಪತಿಗಳ ಆಪ್ತ ಕಾರ್ಯದರ್ಶಿಗಳು, ಕ.ವಿ.ವಿ. ಧಾರವಾಡ.
2. ಕುಲಸಚಿವರ ಆಪ್ತ ಕಾರ್ಯದರ್ಶಿಗಳು, ಕ.ವಿ.ವಿ. ಧಾರವಾಡ.
3. ಕುಲಸಚಿವರು (ಮೌಲ್ಯಮಾಪನ) ಆಪ್ತ ಕಾರ್ಯದರ್ಶಿಗಳು, ಕ.ವಿ.ವಿ. ಧಾರವಾಡ.
4. ಅಧೀಕ್ಷಕರು, ಪ್ರಶ್ನೆ ಪತ್ರಿಕೆ / ಗೌಪ್ಯ / ಜಿ.ಎ.ಡಿ. / ವಿದ್ಯಾಮಂಡಳ (ಪಿ.ಜಿ.ಪಿ.ಎಚ್.ಡಿ) ವಿಭಾಗ, ಸಂಬಂಧಿಸಿದ ಕೋರ್ಸುಗಳ ವಿಭಾಗಗಳು ಪರೀಕ್ಷಾ ವಿಭಾಗ, ಕ.ವಿ.ವಿ. ಧಾರವಾಡ.
5. ನಿರ್ದೇಶಕರು, ಕಾಲೇಜು ಅಭಿವೃದ್ಧಿ / ವಿದ್ಯಾರ್ಥಿ ಕಲ್ಯಾಣ ವಿಭಾಗ, ಕ.ವಿ.ವಿ. ಧಾರವಾಡ.

KARNATAK UNIVERSITY, DHARWAD



BACHELOR OF SCIENCE IN HOTEL MANAGEMENT

(B.Sc. HM)

(Under -NEP)

(As per Section 44(1/ C) of K.S.U. Act 2000)

2021-22 onwards

SYLLABUS

B.Sc III & IV SEMESTERS

w.e.f 2022-23

Karnatak University, Dharwad
Four Years Under Graduate Program structure for B.Sc. (HM). (Hons.)
Effective from 2022-23
III and IV Semesters structure

Sem	Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
III	DSCC – 9	Theory	03 hrs	42	02 hrs	40	60	100	03
	DSCC – 10	Theory	03 hrs	42	02 hrs	40	60	100	03
	DSCC – 11	Theory	03 hrs	42	02 hrs	40	60	100	03
	DSCC – 12	Theory	03 hrs	42	02 hrs	40	60	100	03
	OEC – 3	Theory	03 hrs	42	02 hrs	40	60	100	03
	*SEC – 2	Practical	03 hrs	30	01 hr	25	25	50	02
	AECC-1 French	Theory	04 hrs	42	02 hrs	40	60	100	03
	AECC -2 English	Theory	04 hrs	42	02 hrs	40	60	100	03
	ValueBased	----	-----	----	-----	50	----	50	02
Total Credits									25
IV	DSCC – 13	Theory	03 hrs	42	02 hrs	40	60	100	03
	DSCC – 14	Theory	03 hrs	42	02 hrs	40	60	100	03
	DSCC – 15	Theory	03 hrs	42	02 hrs	40	60	100	03
	DSCC – 16	Theory	03 hrs	42	02 hrs	40	60	100	03
	OEC – 4	Theory	03 hrs	42	02 hrs	40	60	100	03
	AECC -1 French	Theory	04 hrs	42	02 hrs	40	60	100	03
	AECC -2 English	Theory	04 hrs	42	02 hrs	40	60	100	03
	Indian Constitution	Theory	02 hrs	30	01 hr	20	30	50	02
	ValueBased	----	-----	----	-----	50	----	50	02
Total Credits									25
Exit Option with Dip in Hotel Management									
Details of the other Semesters will be given later									

* Student can opt digital fluency as SEC or the SEC of his /her Programme.

B.Sc. Hotel Management Course Codes/ Exam pattern - B.Sc. HM 3rdSem						
Course Type	Course Codes	Paper / Course	Credit	Theory	IA / Practical	Total Marks
DSCC-9	123BHM011	FRONTOFFICEOPERATION – 03	03	60	40	100
DSCC-10	123BHM012	HOUSEKEEPINGOPERATIONS –03	03	60	40	100
DSCC -11	123BHM013	FOODPRODUCTION– 3	03	60	40	100
DSCC -12	123BHM014	FOOD ANDBEVERAGE SERVICE – 3	03	60	40	100
OEC– 3	003BHM051	HYGIENE, SANITATION AND FOOD SAFETY	03	60	40	100
SEC – 2	003BHM061	Artificial Intelligence	02	25	25	50
AECC-1 French	013FRE041	French- FRENCH LANGUAGE SECONADRY LEVEL	03	60	40	100
AECC-2 English	013ENG041	Generic English	03	60	40	100
Value Based	013VBA071	Sports (Level-5)	01	---	--	50
	013VBA072	NCC/NSS/R AND R CULTURAL (LEVEL 5)	01			
		Total	25			800
B.Sc. Hotel Management Course Codes / Exam pattern - B.Sc. HM 4thSem						
Course Type	Course Code	Paper / Course	Credit	Theory	IA / Practical	Total Marks
DSCC -13	124BHM011	FRONTOFFICE – 4	03	60	40	100
DSCC-14	124BHM012	HOUSEKEEPING OPERATIONS – 4	03	60	40	100
DSCC -15	124BHM013	FOOD PRODUCTION 04	03	60	40	100
DSCC -16	124BHM014	FOODANDBEVERAGESERVICE – 4	03	60	40	100
OEC – 4	004BHM051	AIRLINE CATERING	03	60	40	100
AECC-1 French	014FRE041	FRENCH LANGUAGE SECOND LEVEL	03	60	40	100
AECC-2 English	014ENG041	GENERIC ENGLISH	03	60	40	100
Indian Constitution	004EVS041	INDIAN CONSTITUTION	02	30	20	50
Value Based	013VBA071	SPORTS (Level-5)	01		50	50
	013VBA072	NCC/NSS/R AND R CULTURAL (LEVEL 5)	01			
			25			800
Exit option with Diploma in Hotel Management						

Programme Outcome

The Bachelor of Science in Hotel Management (B.Sc HM) has duration of three years (6 semesters) for General Degree and four years for Honours Degree having multi exit and multi entry system under NEP. We are proud to claim that the Karnatak University is the First in the country introducing courses under NEP. It leads to an initial professional university degree qualification. It qualifies graduates to take over specialist and managerial positions in the tourism and travel industry. The Bachelor of Science in Hotel Management (B.Sc HM) is now positioned as an attractive professional course with a specialization in hotel management studies along with extensive foreign language and inter-cultural content.

The basic objective of the B.Sc. (HM) is to provide competent young men and women with the necessary knowledge, skills, values and attitudes to occupy key operational positions in the Hotel and Hospitality Industry. The programme attracts students from all over the world, giving them the highest quality of academic and practical learning. The university has strong links with to the hotel industry, high standards of teaching, and work placements that give the graduates a wide choice of options for successful careers in the hotel and hospitality sector. It is designed such that class room training is reinforced with On-the-Job industrial exposure so as to sufficiently develop the skills and techniques.

The curriculum and syllabus for B.Sc. HM (Bachelor Science in Hotel Management) Program conforms to outcome based teaching learning process. In general, several outcomes have been identified and the curriculum and syllabus have been planned in such a way that each of the courses meets one or more of these outcomes. Student outcomes illustrate the students are expected to know and be able to do by the time of graduation. These relate to the skills, understanding, and behaviors that students acquire as they progress through the program. Further each course in the program brings out clear instructional objectives which are mapped to the student outcomes.

○ **Program Aims & Objectives:**

A graduate of the Hotel Management Program should:

1. To train them to understand the basics of Hotel Industry and in Food and Beverage.
2. To train and develop students to be leaders in hotel and food and beverage management through industry immersion and national and international linkages;
3. To intensify student`s knowledge and skills with instruction based on international standards;
4. To produce quality graduates with balanced knowledge, skills and industry exposure incatering, hotel and hygiene management;
5. To demonstrate community involvement and
6. To conduct researches concerning hotel and restaurant development program.

○ **Graduate Attributes/The student outcomes are:**

A graduate can have/manage the industry as:

1. A student after his graduation well equipped with the knowledge of Food & Beverage Production and Service.
2. Utilize interpersonal skills to lead/manage first-level employees in a hospitality setting.
3. Perform cost calculations and apply them to decision-making situations.
4. Evaluate food safety and sanitation to maintain a safe and sanitary work environment. Create an attractive and well-designed menu with consideration given to effective costing and pricing principles.

5. Complete and evaluate the data generated from a hotel night audit.
6. Develop a professional marketing brochure for a lodging operation.
7. Forecast sales and expenses in a variety of hospitality businesses.
8. Create a resume and cover letter that effectively highlights skills sought by potential employers.
9. Achieve national certification as a Serve Safe Food Protection Manager.
10. Schedule employees with consideration given to budgets, sales forecasts, and customary labor practices.

o **Program Specific Outcome (PSO):**

A graduate of Hospitality and Hotel Management Program will demonstrate:

PO1: Performs work activities effectively and efficiently to the standards expected in the operation required in the tourism industry/hospitality sectors.

PO2: Undertakes task, functions, duties and activities in the operation of the hotels, restaurants, travel, government and non-government agencies in accordance with the competency standards.

PO3: Analyses situation, identifies problems, formulates solutions and implements corrective and/or mitigating measures and action management into foodservice and lodging operations.

PO4. Demonstrate the ability to develop, examine, question, and explore perspectives or alternatives to problems in hospitality operations.

PO5: Demonstrate the ability to use professional written and oral communication skills and technology to successfully communicate.

PO6: Demonstrate awareness, understanding and skills necessary to live and work in a diverse world. Practice professional ethics, provide leadership, demonstrate personal and global responsibility, and work effectively as a team member.

B.Sc. HM III
SEMESTER SYLLABUS (UNDER NEP)
Title of the Course: DSCC 9 - FRONT OFFICE OPERATION – 03

Course Outcome:

1. To develop interest and attitudes in hospitality industries.
2. To develop sufficient trained man power for hotels
3. To develop necessary employable skills in the students
4. Demonstrate front of the house technical & supervision techniques.

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem.	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC - 9	Theory	03 hrs	42	02 hrs	40	60	100	03

FRONT OFFICE OPERATION-03	39/42 Hrs
Unit –1 Guest Cycle	13/14
* Pre-arrival	
* Arrival	
* Stay	
* Departure and post departure.	
* Bell desk operation, Placement of bell desk	
* Job description and specification	
* Equipment's of bell desk	
* Left luggage procedure	
Unit – 2 Evaluating Hotel Performance	13/14
* Occupancy ratio	
* Average room rate per guest	
* Average daily rate	
* Revenue per available room	
* Reservation management, Over booking	
* Forecasting	
* Packages , Potential reservation problem	

Unit – 3 Loyalty Programs	13/14
*Definition of loyalty programmes	
* Importance of loyalty programmes	
* Benefits of loyalty programmes	
* Types/levels of loyalty programmes	

Text Books

References

1. Front Office Management & Operations, Sudhir Andrews.
2. Hotel Front Office Operations and Management, Jatashankar R. Tewari.
3. Front Office Management, S.K Bhatnagar, Frank Bros and Co.
4. Managing Front Office Operations, Michael L.
5. Principles of Front Office Operations, Sue Baker ET-AL, Cassel 1994.
6. Hotel Front Office Management, James A Bardi, John Wiley & Sons, 1996.

Pedagogy

1. Lectures
2. Active learning
3. Self-study
4. Course project

Title of the Course: DSCC 10 - HOUSEKEEPING OPERATIONS – 03

Course Outcome:

1. Describe the role of housekeeping departments in hotel operations
2. Identify typical cleaning responsibilities of the housekeeping department
3. Control expenses in the housekeeping department
4. Understand the managerial skills necessary for efficient operations

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC - 10	Theory	03 hrs	42	02 hrs	40	60	100	03

HOUSEKEEPING OPERATIONS- 03		39/42 Hrs
Unit –1 THE HOUSEKEEPING DEPARTMENT		13/14
<ul style="list-style-type: none"> *The Professional Housekeeper * Housekeeping in other Institutions * Planning housekeeping operations * Introduction. * The Planning Process: Division of Work Document; Area inventory lists; Frequency schedules; Performance standards; Productivity Standards; Equipment and Operating. * Work Schedules 		
Unit –2 DAILY ROUTINES & SYSTEMS		13/14
<ul style="list-style-type: none"> * Introduction * The Housekeeping Day * Role of the Night Supervisor * Role of the Night GRA. * Cleaning public areas * Introduction 		
		13/14
Unit 3. Entrances		
<ul style="list-style-type: none"> * Lobbies * Front Desk * Specific Cleaning Tasks *Uniforms * Introduction * Selection & Design of Uniforms *Establishing Par levels for Uniforms 		

Text Books References:

1. Hotel Housekeeping Operations and Management (Third Edition) G.Raghubalan. Smritee Raghubalan.
2. Hotel Housekeeping (A training manual) Sudhir Andrews
3. Housekeeping: Operations, Design and Management. Malini Singh, Jaya B George.
4. A Student's handbook Housewifery.
5. Hotel Housekeeping, second edition (Training Manual) Sudhir Andrews.
6. Hotel Housekeeping Management K.M Hussain
7. Hotel and Hospitality Management Housekeeping, Prakash Talwar.

Pedagogy

5. Lectures
6. Active learning
7. Self-study
8. Course project

Title of the Course: DSCC – 11 - FOOD PRODUCTION – 3

COURSE OUTCOMES:

This subject aims at imparting the knowledge and skill sets required in bulk catering in welfare & Commercial sectors. In addition to this, the students are exposed to the features of Indian regional cuisines and operations of industrial caterings. The course familiarizes the students with equipment, types of catering, methods of purchasing & indenting, storing, portioning and planning in quantity food production.

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC - 11	Theory	03 hrs	42	02 hrs	40	60	100	03

FOOD PRODUCTION-III		Hrs 42
Unit –1 Introduction to Quantity Food Production		
<ul style="list-style-type: none"> * Introduction to Quantity Food Production. * Introduction to Sectors of Catering Industry (Welfare and Commercial). * Industrial Catering- (Introduction, Characteristics, Menu Planning & Challenges) * Banqueting- (Introduction, Characteristics, Menu Planning & Challenges) * Institutional Catering (Hospitals & Schools) - (Introduction, Characteristics, Menu Planning & Challenges) * Welfare Catering--(Introduction, Characteristics, Menu Planning & Challenges) * Volume Forecasting, (Definition, Importance, Concept of judgments) . * Factors influencing Volume Forecasting, Merits & Limitations of Volume forecasting 		
Unit –2 Yield Management		14
<ul style="list-style-type: none"> * Yield Management – Definition & need in quantity food production * Fundamentals of Yield Managements – Yield calculation & Importance * Advantages of Yield Management * Introduction to Equipment used in Quantity Food Production, Introduction to various mechanical and electrical Equipment used in quantity food production. * Equipment required for Quantity Food Production * Principles of Menu Planning * Menu balancing and food costing 		
Unit – 3 Purchasing and Indenting for Quantity Kitchen		12
<ul style="list-style-type: none"> *Introduction to understand the importance of purchasing and indenting * Principles of Indenting for Quantity Kitchen. – Indent format and indent specifications. * Purchase System and Standard Purchase Specifications * Storage Procedure. Inventory Control in Stores. 		

<ul style="list-style-type: none"> * Control Procedures to check pilferage & spoilage * Indian Regional cooking, Introduction to Indian regional cuisines * Regional specialties, Special methods, Ingredients & Equipment used * Festive Menus (Maharashtra, Gujarat, Punjab, Kashmiri, Hyderabad, Goa, Kerala, Uttar Pradesh, Rajasthan, Bengal, Mangalore, North eastern states, Parsi, Fasting Menu) * Factors influencing Regional and Religious menus (Eating Habits, Religious constraints, regional specialties seasonal availabilities) * Characteristics of Indian cooking techniques - Dum Pukth, Dum, Tawa, Kadai, Tandoor, Chula, Zameen Doz 	
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Text Books References:

1. Art of Indian Cookery - Rocky Mohan
2. Prasad – Cooking with Indian Master – J. Inder Singh Kalra
3. Quantity Food Production Operations and Indian Cuisine – Parminder S. Bali
4. Theory of Catering- Victor Cesarani & Ronald Kinton, ELBS
5. Theory of Cookery- Mr. K. Arora, Franck Brothers
6. Modern Cookery for Teaching & Trade Vol - I- Ms. Thangam Philip, Orient Longman.
7. The Professional Chef (4th Edition) - Le Rol A. Polsom

Pedagogy

1. Lectures
2. Active learning
3. Self-study
4. Course project

Title of the Course: DSCC – 12 FOOD AND BEVERAGE SERVICE – 3

COURSE OUTCOMES:

1. Contribute to food planning, preparation, and presentation for a food service operation.
2. Apply the principles of food and beverage cost control to assist in making decisions at an operational level and to contribute to the achievement of financial plans
3. Provide quality food and beverage planning, preparation, and presentation for a food service operation.
4. Food and beverage facility design, layout and equipment purchasing.

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC – 12	Theory	03 hrs	42	02 hrs	40	60	100	03
UNIT: 01 – FOOD & BEVERAGE SERVICE BASICS							42 Hrs	
<ul style="list-style-type: none"> • Definition. • What is Catering? • What is QSR? • What is FSR? • Food & Beverage Service Objective. • Food & beverage service organization. • Food and Beverage Services in Hotel • Structure of F&B Services Department • F&B Staff Attitudes and Competencies 							14 Hrs	
UNIT: 02 – F & B SERVICES - TYPES OF SERVICE							12 Hrs	
<ul style="list-style-type: none"> • Table Services. • English Service (Family Service) • American or Plate Service. • French Service. • Gueridon Service. • Silver Service. • Russian Service. • Assisted Services – Buffet Service, Self Service, Cafeteria Service, Single Point Service, Special Service, Room Service Etc. 								
UNIT: 03 – BEVERAGES							06 Hrs	
<ul style="list-style-type: none"> • Classification of Beverages-Alcohol and Non-Alcoholic Beverages. 								

REFERENCE BOOKS:

- John Fuller, *Modern Restaurant Service*, Copp Clark Pitman Publication, Canada, 1983.
- Dennis Lilicrap & John Lousins, *Food & Beverage Service*, Hodder Arnold, London 2006.
- Peter Dias, *The Steward*, Orient Blackswan Publishers, Delhi, 2012.
- Brian Varghese, *Food & Beverage Service*, Laxmi Publications, Solapur, 2002.
- S. Roday, *Hygiene & Sanitation*, Tata McGraw-Hill Publications, New Delhi, 1990.
- Sudhir Andrews, *Food & Beverage Management*, Tata McGraw-Hill Publications, New Delhi, 2008
- Vijay Dhawan, *Food & Beverage Service*, Frank Bros.& Co., New Delhi, 2009.
- Jagmohan Negi, *Food & Beverage Management & Cost Control*, Kanishka Publishers, Distributors, New Delhi, 2007.
- Bobby George, *Food & Beverage Service*, Jaico Publishing House, Mumbai, 2006.

OEC – 3 - HYGIENE, SANITATION AND FOOD SAFETY

Course Outcome:

The course is aimed at familiarizing the students regarding contaminated food, causes of contamination and sanitary techniques to develop ethics towards maintaining hygiene and sanitation in and around the hotel property. This course also covers the principles and practices of hygiene and sanitation as applied to the food service industry. The course undertakes a holistic approach by enlightening the students about the hygiene and sanitation followed in the hotel industry and their ill effects if not followed strictly.

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
OEC - 3	Theory	03 hrs	42	02 hrs	40	60	100	03

HYGIENE, SANITATION AND FOOD SAFETY	42 Hrs
Unit 1 - BASIC ASPECTS	42
<ul style="list-style-type: none"> * Definition of Health, Nutrition and Nutrients * Basic introduction to food safety, Hygiene, * Hazard risks - Importance of food (Physiological, Psychological, Social function of food) in maintain good health * Sanitation and health- Micro Organisms, Bacteria- Identification with Characteristic Illustration, Fungi -Identification with Characteristic illustration, Viruses, Identification with Characteristic illustration, Parasites -Identification with Characteristic illustration. * Food Contamination and spoilage -Terms and Causes of spoilage. 	16 Hrs.
<ul style="list-style-type: none"> * Sources of contamination, Criteria for judging whether food is fit for consumption, Spoilage of different product (Milk & milk products, Cereal & cereal products, meat, egg, fruit and vegetables), Signs of spoilage and fresh dry preserved fruits * Food Borne Diseases-Introduction, diseases and their classification, mode of transmission of disease, food borne illness, bacterial food poisoning – staphylococcus food infection, botulism, bacillus cereus food poisoning. * Viral infection, parasitic infection, control of food bore illness...Beneficial Role of Microorganism. Fermentation and role of lactic acid bacteria, fermentation in foods (dairy food, vegetables, bakery products and alcoholic beverages) 	

Unit 2 - HYGIENE IN THE KITCHEN	
<ul style="list-style-type: none"> * Personal Hygiene – Introduction - necessity for personal hygiene * Health of staff -personal appearance - sanitary practices - protective clothing, Importance of rest - exercise and recreation * Cleaning of kitchen floors – walls - equipment and cleaning agents used, Pot washing * Storage of raw and cooked food, Food storage conditions for dry foods, canned foods and perishables. Correct usages of refrigerators, walk in coolers, and reach in refrigerators. * Thawing of frozen food, rules for handling frozen poultry. Equipment and temperatures used for handling frozen poultry, equipment and the temperatures used for holding of cooked foods, importance of stock rotation FIFO * DISWASHING AND GARBAGE DISPOSAL- Manual dishwashing, Mechanical dish washing , Classification of garbage 	14 Hrs.
Unit 3 - Storage of garbage, disposal of garbage, waste disposal units fitted to sinks.	
<ul style="list-style-type: none"> * Management and sanitation – Introduction, sanitation training and education, who should be trained, what a training programme should include steps in planning and implementing a training programme Employment practice Hazard analysis of critical control point (HACCP) * Safety at the work place * Introduction, why accidents should be prevented, how accidents take place * Types of accidents, precautions to prevent accidents. * Hygiene in building, Pest Control * First Aid - Definition and importance of basic rule, role of first aider, the first aid kit, what to do in case of bleeding, burns, scalds, Electric shock, fractures, food poisoning. 	12 Hrs.

REFERENCE BOOKS:

Managing Food Hygiene by Nicholas Johns, Publishers: Macmillan.
The Food Hygiene Handbook by Richard A S Prenger, Publishers: High Field Publications.
Social & Preventive Medicine by Yash Pal Bedi, Publishers: Atma & Sons
Parks Textbook of Preventive & Social Medicine 13th Edition by J.E. Park, Publishers: M/S Banarsidas Bhanot.
Catering Management an Integrated Approach 2nd Edition By Mohini Sethi, Surjeet Malhan, Publishers: Wiley Eastern Ltd.

B.Sc. HM IV SEMESTER SYLLABUS (UNDER NEP)
Title of the Course: DSCC 13 - FRONT OFFICE – 4

Course Outcome:

1. To develop interest and attitudes in hospitality industries.
2. To develop sufficient trained man power for hotels
3. To develop necessary employable skills in the students
4. Demonstrate front of the house technical & supervision techniques.

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC – 13	Theory	03 hrs	42	02 hrs	40	60	100	03

FRONT OFFICE- 04		39/42 Hrs
Unit – 1: Front office accounting cycle		13/14
* Creation of accounts		
* Maintenance of accounts		
* Settlement of accounts		
* Control of cash and credit		
* Night auditing, Night audit		
* Duties and responsibilities of night auditor		
* Night auditing process		
Unit – 2: Safety and security		13/14
* Hotel security staff and system		
* Role of front office		
* Security and control of room keys		
* Fire safety and first aid in front office, Classification of fire		
* Procedure in the event of fire		
* First aid box		
* First aid for common problems		
Unit – 3: Computer application in front office		13/14
* Property management system		
* Role of technology in hospitality industry		
* Introduction to micros Amadeus Fidelio		

References:

1. Front office management & operations, Sudhir Andrews.
2. Hotel front office operations and management, Jatashankar R. Tewari.
3. Front office management, S.K Bhatnagar, Frank Bros and Co.
4. Managing front office operations, Michael L.
5. Principles of front office operations, Sue Baker ET-Al, Cassel 1994.
6. Hotel front office management, James A Bardi, John wiley& sons, 1996.

Title of the Course: DSCC-14 - HOUSEKEEPING OPERATIONS – 4

Course Outcome:

1. Describe the role of housekeeping departments in hotel operations
2. Identify typical cleaning responsibilities of the housekeeping department
3. Control expenses in the housekeeping department
4. Understand the managerial skills necessary for efficient operations

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC – 14	Theory	03 hrs	42	02 hrs	40	60	100	03

HOUSEKEEPING OPERATIONS		39/42 Hrs
Unit – 1: Planning Housekeeping Operations		13/14
<ul style="list-style-type: none"> * Introduction * The Planning Process * Work Schedules * Supervision in Housekeeping, Introduction 		
<ul style="list-style-type: none"> * Role of a supervisor * Specific Functions of a supervisor 		
Unit – 2: Housekeeping Inventories		13/14
<ul style="list-style-type: none"> * Introduction * Cleaning equipment's: i) Manual Equipment ii) Mechanical Equipment * Housekeeping Control Desk, Introduction * Forms, Formats, Records & Registers * Coordination with other departments: Coordination with Front Office * Coordination with Engineering Departments. 		

Unit – 3 Uniforms	13/14
<ul style="list-style-type: none"> * 12. Storage of Uniforms * Issuing and Exchanging of Uniforms * Advantages of Providing Staff Uniforms * Trends in Hotel Uniforms 	

Text Books References:

1. Housekeeping: Operations, Design and Management. Malini Singh, Jaya B George.
2. Hotel Housekeeping Operations and Management (Third Edition) G.Raghubalan. Smritee Raghubalan.
3. Hotel Housekeeping (A training manual) Sudhir Andrews.
4. A Student's handbook Housewifery.
5. Hotel Housekeeping second edition (Training Manual) Sudhir Andrews.
6. Hotel Housekeeping Management K.M Hussain
7. Hotel and Hospitality Management HOUSEKEEPING Prakash Talwar.

Pedagogy

1. Lectures
2. Active learning
3. Self-study
4. Course project

Title of the Course: DSCC 15 - FOOD PRODUCTION- 04

COURSE OUTCOMES:

This module provides Theoretical and Practical foundation in baking practices. It includes: Selection of ingredients, Proper mixing and baking techniques involved in preparation of Breads, Cakes, Flour Pastry, Cookies and Icing.

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC – 15	Theory	03 hrs	42	02 hrs	40	60	100	03

FOOD PRODUCTION 04	Hrs
Unit –1: Introduction to Bakery & Confectionery 07 06	13/14
<ul style="list-style-type: none"> * Definition * Principles of Baking * Bakery Equipment (Small, Large, Tools etc.) * Formulas & Measurements * Physical & Chemical changes during baking * Characteristics & Functions of Ingredients used in Making of Bread, Cake and Flour Pastry, Flour * Shortening agents * Sweetening agents * Raising agents * Dairy products * Eggs * Sundry materials - Setting Agents, Chocolate, Cocoa Powder, Fruits & Nuts, Salt Spices Flavorings, Extracts, Emulsions & Alcohol. 	
Unit – 2: Yeast Dough's (Fermented Goods)	13/14
<ul style="list-style-type: none"> * Types – (Rich / Lean) * Stages / Steps in Bread Making * Methods of Bread Making (No time Dough, Straight Dough, Ferment & Dough, Sponge and Dough, Salt Delayed, Continuous Bread making process and Chorleywood Bread making process) * Bread Disease * Bread Improvers * Cake Making, Factors to be considered while cake making- (Combining ingredients, Forming of air cells and Developing texture) 	

<ul style="list-style-type: none"> * Method of Cake Making (Sugar batter, Flour batter, Foaming, Boiled, All in one, Blending) * Scaling, Panning, Baking and Cooling * Faults & Remedies 	
Unit – 3: Flour Pastries	13/14
<ul style="list-style-type: none"> * Introduction & Classification with examples * Recipes, Methods of Preparation, (Short Crust, Choux, Hot Water Crust, Flaky, Puff, Danish) * Do's and Don'ts while preparing Pastry * Cookies, Definition & Introduction * Characteristics and their Causes * Mixing Methods * Types of Cookies (Piped / Bagged, Dropped, Rolled, Moulded / Stamped, Ice box / Refrigerator, Bar, Sheet and Stencil) * Panning, Baking & Cooling * Cookie Improvers * Icing, Introduction to Icings * Definition & Uses * Classification (Flat & Fluffy) * Ingredients used in preparation of Icings * Definition & Uses * Classification (Flat & Fluffy) * Ingredients used in preparation of Icings 	

Text Books References:

1. Professional Baking- Wayne Gisslen
2. Professional Cooking – Wayne Gisslen
3. Professional Pastry Chef – Bo Friberg, John Wiley
4. The Wilton Ways of Cake Decorations - Hamlyn Publishing
5. Basic Baking – S.C.Dubey
6. Theory of Bakery and Confectionery, Yogambal Ashok kumar

Pedagogy

1. Lectures
2. Active learning
3. Self-study
4. Course project

Title of the Course: DSCC – 16- FOOD AND BEVERAGE SERVICE – 4

COURSE OUTCOMES:

1. Contribute to food planning, preparation, and presentation for a food service operation.
2. Apply the principles of food and beverage cost control to assist in making decisions at an operational level and to contribute to the achievement of financial plans
3. Provide quality food and beverage planning, preparation, and presentation for a food service operation.
4. Food and beverage facility design, layout and equipment purchasing.

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC – 16	Theory	03 hrs	42	02 hrs	40	60	100	03

UNIT: 01 – F & B SERVICE EQUIPMENT	42 Hrs
<ul style="list-style-type: none"> • Familiarization & Selection factors of: - Cutlery - Crockery - Glassware - Flatware – Hollowware. • All other equipment used in F&B Service. • French terms related to the above • Non-alcoholic beverages 	14 Hrs
<ul style="list-style-type: none"> • Classification (Nourishing, Stimulating and Refreshing beverages) <ul style="list-style-type: none"> A. Tea - Origin & Manufacture - Types & Brands. B. Coffee - Origin & Manufacture - Types & Brands C. Juices and Soft Drinks D. Cocoa & Malted Beverages - Origin & Manufacture 	
UNIT: 02 - PREPARATION FOR SERVICE	
<ul style="list-style-type: none"> • Organising Mise-en-scene • Organising Mise en place <p align="center">II TYPES OF FOOD SERVICE</p> <ul style="list-style-type: none"> A. Silver service B. Pre-plated service C. Cafeteria service D. Room service E. Buffet service F. Gueridon service G. Lounge service 	10 Hrs
UNIT: 03 - SALE CONTROL SYSTEM	
<ul style="list-style-type: none"> • KOT/Bill Control System (Manual) <ul style="list-style-type: none"> • Triplicate Checking System • Duplicate Checking System • Single Order Sheet • Quick Service Menu & Customer Bill • Making bill • Cash handling equipment • Record keeping (Restaurant Cashier) 	08 Hrs

✓ **REFERENCE BOOKS:**

- John Fuller, *Modern Restaurant Service*, Copp Clark Pitman Publication, Canada, 1983.
- Dennis Lilicrap & John Lousins, *Food & Beverage Service*, Hodder Arnold, London 2006.
- Peter Dias, *The Steward*, Orient Blackswan Publishers, Delhi, 2012.
- Brian Varghese, *Food & Beverage Service*, Laxmi Publications, Solapur, 2002.
- S. Roday, *Hygiene & Sanitation*, Tata McGraw-Hill Publications, New Delhi, 1990.
- Sudhir Andrews, *Food & Beverage Management*, Tata McGraw-Hill Publications, New Delhi, 2008
- Vijay Dhawan, *Food & Beverage Service*, Frank Bros.& Co., New Delhi, 2009.
- Jagmohan Negi, *Food & Beverage Management & Cost Control*, Kanishka Publishers, Distributors, New Delhi, 2007.
- Bobby George, *Food & Beverage Service*, Jaico Publishing House, Mumbai, 2006.

OEC - 4 - AIRLINE CATERING

Programme outcome:

Students will be expected to explain the relation of lodging and in-flight food service operations to the travel and tourism, airline and hospitality industry. Cite opportunities for education, training and career development in the airline and hospitality industry.

Type of Course	Theory/ Practical	Instruction hour per week	Total hour of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
OEC - 4	Theory	03 hrs	42	02 hrs	40	60	100	03

Unit 1 - Introduction	42
<ul style="list-style-type: none"> *History of Airlines Catering * The Airlines Catering Industry, In-flight experience Back of House activities Planning Menu * Purchasing for flight catering Large scale food manufacture * Preparing Dishes and meal, Tray & Trolley preparation, Loading aircraft * The Flight catering supply chain, Role of manufacturer, * Role of Distributor, Role of Caterer, Role of Airlines The Airlines-Caterer interface * Production Planning, * Design of food production system & workflow * Production planning ,The planning process, * Planning overall production control * Food production The manufacturing process, Manufacturing strategy * Menu planning Product menu development ,Menu cycle Liaisons 	14
Unit 2- Flight Production Operation	14
<ul style="list-style-type: none"> *Production system ,Layout of Flight catering Unit , Goods receiving , Storage , Production Kitchens , Food & Veg , Meat, Fish preparation * Bakery & Pastry, Hot Kitchen, Cold ,Kitchen ,Beverage preparation, Wash up area, Tray Assembly * Production Control Computer system, Recipe files, * Aircraft Data * Flight schedule, Reservation and check in data, Production * Schedule, Quality Control , HACCP in flight catering * Transportation & Storage * Types of Uplifts, Transportation Vehicle and staffing * On board stowage and regeneration * Service level and Galley provision , Galley Location * Design and layout plan * Waste storage and compaction, Non-food storage, Service trolleys or carts 	
Unit - 3 - On-board service and waste recycling	14
<ul style="list-style-type: none"> * Cabin design and service ,Staffing level and training, In-flight service policy * Inflight service procedure , First class meal service, Business class meal service Economy class meal service, No frill service * Waste transportation ,Bins, Trough conveyor Vacuum waste system * Recycling ,Washing ware and equipment Refurbishment Waste management, * Disposal and Incineration , Water treatment , Recycling waste 	

REFERENCE BOOK

* **Flight Catering Management – Peter Jones**

* **In-flight Catering Management – Audrey C. McCool**

B.Sc HOTEL MGMT 5TH SEM COURSE CODES/ EXAM PATTERN						
		Course				
		ACCOMMODATIO N MANAGEMENT - 1	04	40	60	100
DSCC-17	125BHM011					
DSCC-18	125BHM012	FOOD & BEVERAGE MGMT	04	40	60	100
DSCC -19	125BHM013	FOOD AND BEVERAGE PRODUCTION (PRACTICAL)*	02	25	25	50
DSCC -20	125BHM014	FOOD AND BEVERAGE SERVICE (PRACTICAL)*	02	25	25	50
DSCC -21	125BHM015	HOSPITALITY LAW	04	40	60	100
DSE - 1	125BHM016 125BHM017	1A :HUMAN RESOURCE MANAGEMENT IN HOSPITALITY INDUSTRY OR 1B: COMPUTER APPLICATION	03	40	60	100
VOCATIONAL -1	125BHM101	HOTEL BUSINESS MANAGEMENT	03	40	60	100
SEC – 3 Employability Skills	125BHM061	BAR MANAGEMENT / BARTENDING	03	40	60	100
		Total	25	340	360	700

Course Type	Course Code	Paper / Course	Credit	Formative (IA)	Sem End	Total Marks
DSCC-17	125BHM011	ACCOMMODATION MANAGEMENT - 1	04	40	60	100
DSCC-18	125BHM012	FOOD & BEVERAGE MGMT	04	40	60	100
DSCC -19	125BHM013	FOOD AND BEVERAGE PRODUCTION (PRACTICAL)*	02	25	25	50
DSCC -20	125BHM014	FOOD AND BEVERAGE SERVICE (PRACTICAL)*	02	25	25	50
DSCC -21	125BHM015	HOSPITALITY LAW	04	40	60	100
DSE - 1	125BHM016 125BHM017	1A :HUMAN RESOURCE MANAGEMENT IN HOSPITALITY INDUSTRY OR 1B: COMPUTER APPLICATION	03	40	60	100
VOCATIONAL -1	125BHM101	HOTEL BUSINESS MANAGEMENT	03	40	60	100
SEC – 3 Employability Skills	125BHM061	BAR MANAGEMENT / BARTENDING	03	40	60	100
		Total	25	340	360	700

Karnatak University, Dharwad
Curriculum Frame work for the B.SC HOTEL Management

B.Sc. V SEM
Model Curriculum

Name of the Degree Program: BSc V SEM

Discipline Core: HOTEL MANAGEMENT

Total Credits for the Program:17

Starting year of implementation: 2023-2024

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC - 17	Theory	04 hrs	56	02 hrs	40	60	100	04

Course Pre-requisite(s): *Mention only course titles from the curriculum that are needed to be taken by the students before registering for this course.*

Course Outcomes (COs):

At the end of the course the student should be able to:

(Write 3-7 course outcomes. Course outcomes are statements of observable student actions that serve as evidence of knowledge, skills and values acquired in this course)

1. Understand the various factors required to manage the front office and housekeeping department.
2. Understand the importance of keeping up to the trends of hotel industry.
3. Learn the budgeting strategies to increase the sales volume.
4. Managing yield and forecasting in hotel industry.

DSCC- 17	ACCOMODATION MANAGEMENT-1	56 Hrs
Unit – 1:	BUDGETING FOR HOUSEKEEPING EXPENSES	14
Chapter No. 01. Types of budget Housekeeping expenses (OPEX, CAPEX) Budget-planning process Chapter No. 02. Inventory control and stock taking Chapter No. 03. Purchasing		
Unit – 2:	CHANGING TRENDS IN ACCOMODATION	14

Chapter No. 04. Introduction Chapter No. 05. Outsourcing Chapter No. 06. Trends	
Unit 3: AMENITIES and TECHNICS	14
Chapter No. 07. Eco-friendly amenities, products and processes Chapter No. 08. New scientific techniques Chapter No. 09. IT-savvy housekeeping	
Unit – 4: YIELD MANAGEMENT AND FORECASTING	14
Chapter No. 10. Yield management, Measuring yield in the hotel industry Chapter No. 11. Elements of yield management, Yield management Strategies Chapter No. 12. Benefits of yield management	

References

1. Front Office Management & Operations, Sudhir Andrews.
2. Hotel Front Office Operations and Management, Jatashankar R. Tewari.
3. Front Office Management, S.K Bhatnagar, Frank Bros and Co.
4. Managing Front Office Operations, Michael L.
5. Principles of Front Office Operations, Sue Baker ET-Al, Cassel 1994.
6. Hotel Front Office Management, James ABardi, John Wiley & Sons, 1996.

Title of the Course: DSCC-18: FOOD & BEVERAGE MANAGEMENT

COURSE OUTCOMES:

This subject aims at imparting the knowledge and skill sets required in bulk catering in welfare & Commercial sectors. In addition to this, the students are exposed to the features of Indian regional cuisines and operations of industrial caterings. The course familiarizes the students with equipment, types of catering, methods of purchasing & indenting, storing, portioning and planning in quantity food production.

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC - 18	Theory	04 hrs	56	02 hrs	40	60	100	04

DSCC- 18 FOOD & BEVERAGE MANAGEMENT	56Hrs
Unit –1	14
<p>Chapter 1 European / Continental Cuisine Introduction to influences of cultures on regions Special features with respect to ingredients, methods, presentation styles in the following countries – France, Italy, Germany, Spain, Portugal, Eastern Europe, Switzerland.</p> <p>Chapter 2 Nouvelle Cuisine Evolution & history Salient features Difference between Haute Cuisine & Nouvelle Cuisine Service Style – Types, Guidelines Modern plating techniques</p> <p>Chapter 3 Appetizers (Hot & Cold) Types of appetizers with examples International Classical appetizers Precautions for preparing and presentation of appetizers Points to be observed for storage of appetizers from food spoilage view</p>	
Unit –2	14
<p>Chapter 4 Larder / Garden Manger Functions of larder department Duties & responsibilities of larder chef Common terms used in larder department Specific essential tools & equipment in the larder</p> <p>Chapter 5 Cold Preparations Chaufroid and Aspic – Preparation & uses Types and making of pate & terrines Preparation of savory mousse & mousseline Making of galantine & Ballotines Assembly and presentation of cold meats</p> <p>Chapter 6 Meat Cookery Understanding meats – Composition, structure & basic quality factors Aging, Factors affecting tenderness Appropriate cooking methods. Lamb / Beef / Veal / Pork</p> <ul style="list-style-type: none"> • Selection Criteria • Principles of Storage & thawing • Cuts (uses & suitable cooking methods) 	

• Offal	
Unit – 3 MANAGING FOOD & BEVERAGE OUTLET	14
Chapter 7 –a) Supervisory skills b) Developing efficiency c) Standard Operating Procedure	
Chapter 8 - BANQUETS Definition Of Banquet Types Of Function/Banquet	
Chapter 9 - BAR OPERATIONS a) Types of Bar: Cocktail & Dispense b) Area of Bar c) Front Bar d) Back Bar e) Under Bar (Speed Rack, Garnish Container, Ice well, etc.) f) Bar Stock g) Bar Control h) Bar Staffing	
Unit – 4 COCKTAILS & MIXED DRINKS	14
Chapter 10 a) Definition and History b) Classification c) Recipe, Preparation and Service of Popular Cocktails Buffet Catering Introduction Types of buffet Breakfast service in buffet	
Chapter 11 - MENU ENGINEERING a) Definition and Objectives b) Methods c) Advantages	
Chapter 12- FACTORS AFFECTING RESTAURANT PLANNING & DESIGN Internal factors & External Factors Type of Customer Cost/ funds in Hand Space available Style of Service Cover Number, type, and size of equipment Sanitation and Safety Man Power Menu	

Reference Books:

- Larousse Gastronomique – Cookery Encyclopedia- Paul Hamlyn
- Culinaria: European Specialities - Romer, Joachim
- Culinaria: Italy - Piras Claudia
- Culinaria: Italy: Pasta. Pesto. Passion - Ullman Publishing
- MEAT: Everything You Need to Know - Pat LaFrieda,Carolynn Carreño
- The Book of Fish & Shellfish - By Hilaire Walden
- Classical Recipes of the world – Smith, Henry
- Food Hygiene and Sanitation- S. Roday-Hill Publication
- Foods That Heal the Natural Way to Good Health - Bakhru H K
- Kitchen Planning & Management – By John Fuller & David Kirk
- Hotel Facility Planning - Bansal, Tarun

- **Title of the Course: DSCC 19 – FOOD & BEVERAGE PRODUCTION (PRACTICAL)**

COURSE OUTCOMES:

- a) Know the history of cooking, its modern developments and develop brief idea of various cuisines;
- b) Understand the professional requirements of kitchen personnel and the importance and maintenance of hygiene;
- c) Have insight of kitchen organization, duties and responsibilities of kitchen staff, workflow, and kitchen equipments;

Type of Course	Theory/ Practical	Instruction Hour sem	Total hours / Week	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC -19	Practical	56hrs	04	03Hrs	25	25	50	02
DSCC- 19: FOOD & BEVERAGE PRODUCTION (PRACTICAL)								56 HRS

FRENCH CUISINE	
<p>Consommé Carmen</p> <ul style="list-style-type: none"> Poulet Sauté Chasseur Pommes Loretta Haricots Verts Salade de Betterave Brioche Baba au Rhum <p>Bisque D'écrevisse</p> <ul style="list-style-type: none"> Escalope De Veau viennoise Pommes Batailles Courge Provencale Epinards au Gratin <p>Crème Du Barry</p> <ul style="list-style-type: none"> Darne De Saumon Grille Sauce paloise Pommes Fondant Petits Pois A La Flamande French Bread Tarte Tartin 	
CHINESE CUISINE	
<p>Prawn Ball Soup</p> <ul style="list-style-type: none"> Fried Wantons Sweet & Sour Pork Hakka Noddles <p><i>Hot & Sour soup</i></p> <ul style="list-style-type: none"> Beans Sichwan Stir Fried Chicken & Peppers Chinese Fried Rice <p>Sweet Corn Soup</p> <ul style="list-style-type: none"> Shao Mai Tung-Po Mutton Yangchow Fried Rice <p>Wanton Soup</p> <ul style="list-style-type: none"> Spring Rolls Stir Fried Beef & Celery Chow Mein 	
INTERNATIONAL CUISINE	

SPAIN	Gazpacho Pollo En Pepitoria Paella Fritata De Patata Pastel De Mazaana	
ITALY	Minestrone Ravioli Arabeata Fettocine Carbonara Pollo Alla Cacciatore Medanzane Parmigiane Grissini Tiramisu	
GERMANY	Linsensuppe Sauerbaaten Spatzale German Potato Salad Pumpernicklr Apfel Strudel	

References:-

- Larousse Gastronomique – Cookery Encyclopedia- Paul Hamlyn
- Culinaria: European Specialities - Romer, Joachim
- Culinaria: Italy - Piras Claudia
- Culinaria: Italy: Pasta. Pesto. Passion - Ullman Publishing
- MEAT: Everything You Need to Know - Pat LaFrieda, Carolyann Carreño
- The Book of Fish & Shellfish - By Hilaire Walden
- Classical Recipes of the world – Smith, Henry
- Food Hygiene and Sanitation- S. Roday-Hill Publication

Title of the Course: DSCC 20 – FOOD & BEVERAGE SERVICE (PRACTICAL)**COURSE OUTCOMES:**

- a) Know the history of cooking, its modern developments and develop brief idea of various cuisines;
- b) Understand the professional requirements of kitchen personnel and the importance and maintenance of hygiene;
- c) Have insight of kitchen organization, duties and responsibilities of kitchen staff, workflow, and kitchen equipments;

Type of Course	Theory/ Practical	Instruction hour /week	Total hours of Syllabus /Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC -20	Practical	04hrs	56	03Hrs	25	25	50	02

DSCC- 20: FOOD & BEVERAGE SERVICE (PRACTICAL)	56Hrs
1. Understanding Non Alcoholic Beverages, Types & Service Techniques 2. Guest Interactions while on Food Service – Do’s & Don’ts 3. Understanding Mocktails, Their Presentation and Services (At least ten types of Mocktails) 4. Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance & Acknowledging guests. 5. Familiarization with Food Service in Restaurants (Receiving Guests, Table Layouts, Complimenting them, Presentation of Bills, Dealing with in house/ residential guests) 6. Restaurant Services – Their salient features, Table Layouts, Presenting Menus, precautions while dealing with guests, Commitments with guests, Food Pickup Procedures, Clearance and Dishwashing Procedures 7. Room Service Practical, Taking of Orders, Delivery of Food Services, Identifying Room Service Equipment, Importance of Menu Knowledge for Order-taking (RSOT functions/procedures), Food Pickup Procedure, Room service Layout Knowledge, Laying of trays for various orders, Pantry Elevator Operations, Clearance Procedure in Dishwashing area, Room service Inventories and store requisitions.	

References:-

Sudhir Andrews: F & B Service Trg. Manual
 Denni R. Lillicrap: F & B Service
 John Walleg: Professional Restaurant Service
 Deepanshu, Gupta Nitin&Gaurav : Lexicon of hospitality
 Brian Varghese: Professional F& B Service Management
 Brown, Heppner &Deegan: Introduction to F&B Service

DSCC 21: HOSPITALITY LAW

Type of Course	Theory/ Practical	Instruction hour / week	Total hours / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC -21	Theory	04hrs	56	02Hrs	40	60	100	04

DSCC- 20	HOSPITALITY LAW	56Hrs
UNIT – 1:	THE INDIAN CONTRACT ACT	14

<p>Chapter No. 01. THE INDIAN CONTRACT ACT Contract- Definition, Essential elements of a Contract Classification of contracts- Illegal Agreement, Express Contract, voidable Contract, void Contract, Implied Contract, Essentials of a valid acceptance – Essentials of a valid Acceptance, communication of offer & acceptance, revocation when complete. Discharge of contract –By performance, By impossibility, Laps of time, By operation of law, by breach of contract.</p> <p>Chapter No. 02. INDUSTRIAL LEGISLATION Industrial dispute act, payment of wages act, provident fund act, trade union act.</p> <p>Chapter No. 03. SHOPS AND ESTABLISHMENT ACT (With reference to Hospitality industry only). Introduction, definition, adult, family, commercial establishments, employer, employee, exemption, registration, daily & weekly working hours, over time annual leave with wages.</p>	
<p>UNIT – 2: CONSUMER PROTECTION ACT-I</p>	14
<p>Chapter No. 04. CONSUMER PROTECTION ACT Chapter No. 05. Consumer protection councils, Chapter No. 06 procedures for Redressal of Grievance.</p>	
<p>UNIT-3 CONSUMER PROTECTION ACT-II</p>	14
<p>Chapter No. 07. RENT ACT With reference to Hospitality industry only</p> <p>Chapter No. 08. FOOD LEGISLATION With reference to Hospitality industry only. Principles of food laws Prevention of food adulteration and Definition. Food adulteration, authorities under the act, procedure of taking a sample purchase, warranties food services order in force from time to time essential commodities act.</p> <p>Chapter No. 09 Food standards– ISI, AGMARK, FPO.</p>	
<p>UNIT – 4: LICENSES & PERMITS</p>	14
<p>Chapter No. 10. LICENSES & PERMITS</p>	

Licenses & permits for hotels & catering establishments, procedure for procurement. Types of Licenses, drinking in the licensed premises & different types of permits,

Chapter No. 11. Bye laws of hotel & restaurants under municipal corporation, renewal suspension & termination of licenses, liquor licenses, licenses for storage of vegetables, milk & its products.

Chapter No. 12. LAWS RELATED TO HYGIENE & SANITATION

Employee's health, Insurance, FSSAI.

Reference Books:

1. Stephan C. Barth, Hospitality Law: Managing Legal Issues in the Hospitality Industry, John Wiley & Sons, New Delhi, 2005.
2. Nandini Rajpal, Hospitality Trends and Dimensions, Centrum Press, New Delhi, 2012.
3. Mike Boella, Principles of Hospitality Law, Cengage Learning Publications, Boston, 2000.
4. Bilal Sheikh, Tourism and Hospitality Law, LAP Lambert Academic Publishing, New Delhi, 2013.

DSE-1A HUMAN RESOURCE MANAGEMENT IN HOSPITALITY INDUSTRY

Rationale:

This subject helps to develop the knowledge, skills and concepts needed to resolve actual human resource management problems or issues. Identify the human resources needs of an organization or department.

Expected Course Outcomes:

1. Students will acquire knowledge in HRD applications at basic and advanced level.
2. Can be able to analyze and appraise the performance.

3. Gain knowledge in recruitment process.
4. Training methodology and motivational practices will be acquired.
5. To gain knowledge in promotional procedures.
6. Able to understand labor laws and implement welfare schemes

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSE 1	Theory	03 hrs	42	02 hrs	40	60	100	03

HUMAN RESOURCE MANAGEMENT IN HOSPITALITY INDUSTRY	42 Hrs
Unit –1	14
Chapter 1 Human Resource Planning Micro and Macro HRD applications in Hotel Industry Chapter 2 Personal Office Functions, Operations, Hotel Environment and Culture, System Chapter 3 Job Evaluation Concepts, Scope, Limitations, Job Analysis and Job Description, Job Evaluation Methods, Task Analysis, Demand and Supply Forecasting.	
Unit –2	14
Chapter 4 Human Resource Information System Human Resource Audit, Human Resource Accounting Practices, Recruitment and Selection. Chapter 5 HRM Strategies Attracting and Retaining Talents Strategic Interventions Induction and Placement Chapter 6 Staff Training Development Training Methods and Evaluation. Motivation and Productivity Motivation and Job Enrichment.	
Unit –3	14

<p>Chapter 7 Performance appraisal & Employee Counselling Concept and objectives, uses and process, Problems in performance appraisal, Essentials of effective appraisal system, methods and techniques of appraisal,</p> <p>Chapter 8 Job Changes Transfers, promotions and separations. Types of transfer, transfer policy, concept Basis of promotion, promotion policy, demotion, types of separations.</p> <p>Chapter 9 Employee's Grievance Handling Compensation and Salary Administration, Employee Benefits and Welfare Schemes Labor Laws and Regulations Related to Hotel Industry, Gender Sensitivities Emerging Trends and Perspectives, Impacts of Mergers and Acquisitions on Human Resource Practices.</p>	
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Reference Books:

1. Dessler, Human Resource Management, Prentice Hall of India.
2. D.A.DeCenzo and S. P. Robbins, S.L Verhulst, Human Resource Management, Wiley.
3. GrayDesler, BijuVarkkey, Human Resource Management, Pearson Education.
4. K.Aswathappa, Human Resource Management Text and Cases, McGraw Hill Education.
5. VSP Rao, Human Resource Management, Excel Books

OR

DSE-1B

Computer Application in Hospitality Industry

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSE 1	Theory	03 hrs	42	02 hrs	40	60	100	03

	42 Hrs
Unit – 1: Introduction to Computer	14
<p>Chapter 1. Definition of Computer, history and generation , characteristics, classification of computers, Block diagram of computer, input devices, output devices, storage devices and processing devices.</p> <p>Chapter 2. Definition of Software and hardware, classification of software</p> <p>Chapter 3. Introduction to operating system, functions and types of operating System.</p>	
Unit – 2: Microsoft Office	14

<p>Chapter 4. : Introduction to MS-word, creating and saving documents, creating a formal resume / CV, creating table in ms-word, Mail merge, Macro facility in ms-word</p> <p>Chapter 5. Introduction to MS-Excel, creating, opening, and saving files, working with workbooks and worksheets, basic features of spreadsheets, working with functions- Mathematical functions, statistical functions, date and time functions, text functions, financial functions, lookup and reference functions, creation of charts and types of charts.</p> <p>Chapter 6. Introduction to MS-power point, auto-content wizard, design templates, controlling the slide show, animations, creating business presentations, printing presentations and slides.</p>	
<p>Unit – 3: Internet and Social Media</p>	14
<p>Chapter 7 : Introduction to internet, protocols, Browser, URL, WWW, search engines,</p> <p>Chapter 8: E-mails, real time video communication services, Artificial Intelligence, SEOs, Virtual tourism,</p> <p>Chapter 9. : Creating E-mail address, browsing, sending along with attachments like word files, programme files etc. Advantages and Disadvantages.</p>	

INTERNAL ASSESSMENT

- Creating a formal Resume
- Writing a formal email
- Creating a business / destination presentation
- Creating online forms for collecting and analyzing data
- Registering on online learning platforms

Books for Reference

1. Itlesl fundamentals of information technology, pearson education
2. Peter norton: introduction to computers, 4th edition, tatamcgraw hill
3. Sagman, microsoft office 2000 for windows, pearson education
4. Microsoft – ms – office 2003 step by step
5. Microsoft – ms – word 2003 step by step
6. Microsoft – ms – excel 2003 step by step
7. Microsoft – ms – power point 2003 step by step
8. Microsoft – ms – access 2003 step by step
9. Sanjay Saxena, First Course in computers, Vikas Publishing House, New Delhi.

SEC- 3 (Employability Skills)
BAR MANAGEMENT (BARTENDING)

COURSE OUTCOMES:

- a) Know the history of cooking, its modern developments and develop brief idea of various cuisines;
- b) Understand the professional requirements of kitchen personnel and the importance and maintenance of hygiene;
- c) Have insight of kitchen organization, duties and responsibilities of kitchen staff, workflow, and kitchen equipments;
- d) Have through knowledge of methods of cooking and understanding raw materials.
- e) To make the students to gain the Basic Knowledge about different of bar and bar operations.

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
SEC-3	Theory	03 hrs	42	02hrs	40	60	100	03

BAR MANAGEMENT (BARTENDING)	42 hrs
Unit – 1 - BAR AND BAR OPERATION	
Chapter No.1 – Introduction, definition. A brief history of bars and alcoholic beverages	
Chapter No.2 - Development of bars, Modern Bar design, layout and location. Ownership types – pubs and bars. Legal aspects affecting beverage businesses.Roles of the bartender, Job description.	
Chapter No.3 BAR AND SERVICE EQUIPMENT Bar area – large equipment, Bar area – small equipment and utensils, Glassware, Food service equipment. Techniques of Mixology, Garnish, Preparation Classic and Contemporary Cocktails.	
Unit – 2 - SERVING ALCOHOLIC AND NON-ALCOHOLIC BEVERAGES	
Chapter No. 4 - Beverage service procedures. Responsible service of alcohol. Beverage service and the law.The Principles and Practice of Bar and Beverage Management.	
Chapter No. 5 - Management responsibilities in beverage staff training.	
Chapter No.6. Preventing guest intoxication and identifying over-consumption. Alcoholic bar provisions - beer, whiskey, rum, gin, brandy, wines, types of wines. Non-alcoholic bar provisions-water, mineral water, aerated water, bitters, juices, syrups, and cordials.	
Unit – 3- :CUSTOMER CARE AND PAYMENT	
Chapter No. 7- BEVERAGE CONTROL SYSTEMS –Introduction. Managing costs and revenue to make profits.Policies for pricing, Stock control, Receiving, checking, storing and issuing controls.	

<p>Chapter No. 8. System of bar books, Cellar management, Control of possible losses in the bar. Controls for beverage production.</p> <p>Chapter No. 9. Point-of-sale systems for stock and beverage control.</p>	
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✓ **REFERENCE BOOKS:**

- Bar management and control: Dr. BK Chakravarti
- Managing Bar Operations: Lendal Henry Kotschevar and Mary L. Tanke
- Dennis Lilicrap & John Lousins, *Food & Beverage Service*, Hodder Arnold, London 2006.
- Peter Dias, *The Steward*, Orient Blackswan Publishers, Delhi, 2012.
- Brian Varghese, *Food & Beverage Service*, Laxmi Publications, Solapur, 2002.
- Sudhir Andrews, *Food & Beverage Management*, Tata McGraw-Hill Publications, New Delhi, 2008
- Vijay Dhawan, *Food & Beverage Service*, Frank Bros. & Co., New Delhi, 2009.
- Bobby George, *Food & Beverage Service*, Jaico Publishing House, Mumbai, 2006.

VOC- 01

HOTEL BUSINESS MANAGEMENT

COURSE OUTCOMES:

Small business is a major driver and contributor to the economy. This Subject imparts Knowledge and necessary skillsets for budding hospitality entrepreneurs. This Subject is a Practical action-oriented program for hospitality entrepreneurship. The program develops Knowledge, enterprising capabilities, and confidence thus helping the student to identify Opportunities and develop their own ventures.

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
VOC-1	Theory	03 hrs	42	02hrs	40	60	100	03
								42 Hrs
Unit –1								12

<p>Chapter 1 Introduction to the concept of Small Business Management Introduction to the concept of small business, Difference in mid-scale, large - scale and small-scale business set ups, Essential requirements of small business managements, Importance of small – scale business in the economy, limitations of Small-Scale Business</p> <p>Chapter 2: Advantages and benefits of small business Identifying the different hospitality sectors under small business management (Restaurants, Quick Service Restaurants (QSR), Café, Catering, Food courts, Lounges, Bars, Travel agencies, Agro Tourism, Facilities management, Event Management)</p> <p>Chapter 3: Evaluating New Business Opportunities Starting Your Own New Business - Analyze the risks and rewards with starting a new independent business with an existing product and/or service concept. Evaluating Trends and Opportunities- Identify the differences between an idea and an Opportunity for a new business. Evaluate environmental and local trends affecting business opportunities. Evaluate the risks and rewards associated with entrepreneurial opportunities. Identifying your personal strengths and weaknesses as an entrepreneur, the advantages and disadvantages of home-based and Web-based businesses.</p>	
<p>Unit –2</p>	10
<p>Chapter – 4: Legal Aspects for small business Laws for small scale industries related to employment, safety and environment Details of licenses and certificates required and the procedure involved for the same Government schemes and benefits offered for small scale industries Loan and subsidiaries offered by government and national banks</p> <p>Chapter – 5: Manage a small team Plan for the staffing and management of a small team Selection of staff, induction, training and development Managing industrial relation issues, and keeping staff records.</p> <p>Chapter – 6: Market the small business Promotion: Advertising and Its Alternatives - Develop a promotion and advertising strategy for a small business opportunity. Evaluate ethical considerations involved in product and service consumption. Apply relationship marketing to a small business opportunity. Evaluate market trends relevant to a small business venture. Evaluate market conditions for a small business opportunity. Determine characteristics of potential niches for small business customers. Product and Branding. Price, Place, and Technology - Select distribution channels appropriate for a small business opportunity. Create a pricing strategy for a small business opportunity. Coordinate implementation of customer service strategies - designing of improvement strategies based on feedback.</p>	
<p>Unit – 3</p>	10

Chapter – 7: Small Business Finances

Revenue forecasting and calculating basic operating and non-operating costs

Understanding the concept of capital investment and its calculation in project report

Understanding the concept of working capital and its importance in project report

Financial Planning and Growth - Identify short- and long-term financing tools for an existing business.

Analyze the dynamics of banking relationships that support the short- and long-term financial goals of an existing business.

Monitoring Financial Performance: Cash Flow Management, analyse cash flow management options for small business.

Chapter – 8 Technology for Small business

Website - Contents of website, Updating the website, Using the information generated from website

Mobile Base Application and its use for business development

Identifying technological advancements in the field of business and implementation.

Chapter – 9: Preparing Business plan

Define business plan

Section of a business plan

"Do's" and "don'ts" of preparing a business plan.

Assignments:

Compulsory Assignment: In a semester students should be able to develop a full proof business plan of any innovative concept based on hospitality industry, this plan should include business idea, how to identify location for the same, area required for the same, capital investment and working capital calculations for the same, pricing and costing of the business components, marketing and advertising strategies undertaken.

A minimum of 02 assignments based on the following topics to be given to individual student and the marks to be considered in internal marks.

- a. Website Designing for a new business
- b. Case Studies
- c. Visit Local District Industries Centre and prepare PPT on role of DIC in Promoting Small Scale Industries in the region
- d. Visit to Small scale Industry, calculate Investment Cost, Operating Cost, Working Capital for a small business

Reference Books:

Effective Small Business Management: An Entrepreneurial Approach Norman Scarborough.
Published by Prentice Hall

Small Business Management 17th Edition, Justin G. Longenecker, J. William Petty, Leslie E. Palich, Frank Hoy,

Entrepreneurship: Starting and Operating a Small Business, 4/E, Mariotti&Glackin
Prentice Hall

Fundamentals for Becoming a Successful Entrepreneur: From Business Idea to Launch and Management, 1/E Brannback&Carsrud,

Entrepreneurship and Effective Small Business Management, 11/E, Scarborough & Cornwall
Prentice Hall

Entrepreneurship and Small Business Management, 2/E, Mariotti&Glackin, Prentice Hall

Entrepreneurial Finance: Fundamentals of Financial Planning and Management for Small business, M. J. Al Habeeb,

Innovation and Entrepreneurship, 3rd Edition John Bessant, Joe Tidd

Entrepreneurship and Small Business, 4th Asia Pacific Edition Michael Schaper, Thierry Volery,
Paul Weber, Brian Gibson
Effective Small Business Management, 7th Edition

B.Sc HM 6th Sem

B.Sc HM 6thSem Course Codes/ Exam pattern						
Course Type	Course Code	Paper / Course	Cred it	Forma tive (IA)	Sem End	Total Marks
DSCC-21	126BHM011	ACCOMODATION MANAGEMENT -II	04	40	60	100
DSCC-22	126BHM012	FOOD HYGIENE AND SANITATION	04	40	60	100
DSCC -23	126BHM013	HOTEL ACCOUNTANCY	04	40	60	100
Internship*	126BTM091	INERNSHIP/ INTERNSHIP / Implant Training (10 Weeks)	12	400	00	400
		Total	24	520	180	700

B.Sc. Hotel Management Semester 6

DSCC 21 ACCOMODATION MANAGEMENT-II

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC-21	Theory	04 hrs	56	03hrs	40	60	100	04

Course Pre-requisite(s): Mention only course titles from the curriculum that are needed to be taken by the students before registering for this course.

Course Outcomes (COs):

At the end of the course the student should be able to:

(Write 3-7 course outcomes. Course outcomes are statements of observable student actions that serve as evidence of knowledge, skills and values acquired in this course)

1. Understanding the various aspects of marketing in hotel industry.
2. Understand the various factors required to manage the front office and housekeeping department
3. Hire appropriate employees and train them to increase their skills.
4. Learn how to manage interior decoration of the guest rooms.

	56 Hrs
Unit – 1: HOSPITALITY MARKETING	14
Chapter No.1 Introduction to hospitality marketing Chapter No.2 Marketing mix Chapter No.3 Marketing segmentation- Basic interviewing skills, Training and Development.	
Unit – 2: MANAGING ACCOMODATION HUMAN RESOURCES	14
Chapter No.4. Introduction Chapter No.5. Sales and marketing of hospitality products Chapter No.6. Sources of Human Resources supply	
Unit – 3: INTERIOR DECORATION	14
Chapter No.7 Color, lighting, carpet, windows Chapter No.8 Wall covering and floor covering Chapter No.9 Ceilings and their maintenance.	
UNIT- 4: ERGONOMICS IN HOUSEKEEPING	14

<p>Chapter No.10 Meaning and Introduction to ergonomics, Principles of Ergonomics Significance and need of ergonomics in Housekeeping.</p> <p>Chapter No.11 Analysis of risk Factors in Housekeeping, Mitigation of risks in Housekeeping.</p> <p>Chapter No.12 New Scientific Techniques in Ergonomics, Housekeeping and Workplace Productivity, Housekeeping Hazards and Control Measures, Sustainable Housekeeping with Eco-practices</p>	
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Books for Reference:

- Raghubalan- G.&Raghubalan- S. (2016). Hotel housekeeping operations and management. New Delhi: Oxford university press
- Andrews, S. (2009). *Hotel Front Office:A training manual*. Tata Mcgraw-hill.
- Bhatnagar, S. K. (2010). *Hotel Front Office*. Oxford publications.
- Dix, C. (2002). *Front Office Operations* (4 ed.). Pearson education India.
- Casado, M.A. (2015). Housekeeping Management. NJ:John Wiley & Sons, Inc.
- Thomas, J. A. (2013). Professional Management of Housekeeping Operations. NJ:John Wiley & Sons, Inc.
- Nitschke, A. (2008). Managing Housekeeping Operations. Educational Institute of the American Hotel Motel Association.
- Margaret K. M. (2010). Housekeeping Management. Educational Institute of the American Hotel Motel Association. NJ:John Wiley & Sons, Inc.
- O'Fallon, O. & Michael, J. (2012). Hotel Management and Operations. NJ:John Wiley & Sons, Inc.

DSCC- 22**FOOD HYGIENE & SANITATION**

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC – 25	Theory	04 hrs	56	03hrs	40	60	100	04

COURSE OUTCOMES: .

- 1 To impart information on food safety and hygiene
2. To know different preservative methods
3. Analyze sanitation procedures
4. Familiarize food borne diseases and its prevention
5. To know the importance of food laws in the industry
6. Acquire information on microorganism

FOOD HYGIENE & SANITATION	56 Hrs
Unit –1	14
<p>Chapter 1 Food Contamination & Spoilage Introduction, Common Food- Borne Microorganisms -Viruses, Bacteria, Fungi, Parasites Growth of Bacteria</p> <p>Chapter 2 Factors affecting Growth of Microbes, Control of Microbes in food Types of Contamination in food, Reasons for food spoilage,</p> <p>Chapter 3 Beneficial role of microorganism: fermentation and role of lactic acid and bacteria, fermentation in food (dairy foods, vegetable, Indian food, bakery products, and alcoholic, beverages, vinegar, and antibiotics.</p>	
Unit-2	
<p>Chapter 4 Food preservation, Basic principles of Food Preservation, Methods of Food preservation</p> <p>Chapter 5 Food-Borne Diseases, Diseases and their Classification, Modes of transmission of disease, Food -Borne illness, Control of Food-Borne illness</p> <p>Chapter 6 Hygiene & Food Handling Points to observe while receiving & inspecting deliveries Food storage guidelines for storage of Dry, Chill, Frozen food</p>	
Unit –3	14

<p>Chapter 7 Sanitary procedures for Preparing, Holding, Serving food Procedures to minimize Microbial load, Preparation of Specific foods Common faults in food preparation Rules to observe during food service, food display, fast food counters</p> <p>Chapter 8 Cleaning procedures Cleaning and sanitizing, General guidelines for cleaning equipment, Premises & Surroundings, Three methods to Wash, Rinse and Sanitise food contact surfaces,</p> <p>Chapter 9 Post cleaning storage</p>	
<p>Unit –4</p>	14
<p>Chapter 10 Pest Control Introduction, Importance of pest control-Classification of pests, Pesticides Storage and disposal of waste</p> <p>Chapter 11 Water Supply Contamination of water, Hazards, Purification, Quality Standards - Water supply for catering establishments.</p> <p>Chapter 12 Personal Hygiene Health of Staff, Personal appearance, Sanitary practices,Habits, Protective clothing -Safety at work - Food Laws and Regulations, HACCP</p>	

References

1. Food facts and principles by SakunthalaManay 2012 willey eastern.
2. Human nutrition by Sri Lakshmi new age international 2013
- 3 Food Hygiene & Sanitation – Sunetra Roday

B.Sc Semester 6

Title of the Course: DSCC 23: HOTEL ACCOUNTANCY

COURSE OUTCOME:

The subject gives an in-depth knowledge of various books of records maintained in the Hotel industry. It helps the students understand the day to day financial transactions and its record keeping in Hotels.

Course Type	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC 23	Theory	04hrs	56	02 hrs	40	60	100	04
DSCC-22 HOTEL ACCOUNTANCY							56 hrs	
Unit – 1: Introduction to Accounting								
Chapter No. 1. Terms and terminologies used in accounting Chapter No. 2. Definition, Objectives and Importance of Accounting Chapter No. 3. Hotel Accounting- Capital, Revenue and Deferred Revenue Expenditures and Incomes. Introduction to micro Amadeus Fidelio.								
Unit – 2: Principles of Double Entry System of Book-keeping								
Chapter No. 4. Nature, Advantages, Concepts, Conventions and Principles Chapter No. 5. Classification of Accounts Chapter No. 6. Rules of Debit and Credit								
Unit – 3: Journal Ledger and Cash Book								
Chapter No. 7. Introduction and types of Cash book Chapter No. 8. Practical problems on Three column -Petty Cash Book on Imprest system with special reference to Cash Received Book used in Hotels. Chapter No. 9. Practical problems on Journalizing- simple and combination entries, Posting into Ledger & Balancing of Ledger Accounts								
Unit – 4: Trial Balance, Final accounts of small hotels and Restaurants								
Chapter No. 10. Importance, Purpose and advantages Chapter No. 11. Practical problem on preparation of Trial balance Chapter No. 12. Need for preparation of Trading account, Profit and Loss account and Balance Sheet, Practical problems on Trading account, Profit and Loss account and Balance Sheet with following								

adjustments only: Closing stock, Outstanding and Prepaid expenses, Accrued and Pre- received incomes, Depreciation of fixed assets and Staff meals.	
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Reference Books:

1. Double entry Book-keeping -T.S.Grewal Eleventh Revised 2004 S. Chand & Sons 23, Daryaganj New Delhi-2
2. Hotel Accountancy & Finance- S.P Jain & K.L Narang First 1999 Kalyani Publishers B1/1292,Rajinder Nagar, Ludhiana
3. Hotel Accounting & Financial Control - OziD'CunhaGlesonOziD'Cunha – First- 2002- Dickey Enterprises ,Kandivali (W) Mumbai
4. Book Keeping& Accountancy – L.N.Chopde, D.H.Choudhari- Fourteenth 1999- Sheth Publishers Pvt. Ltd. Mumbai
5. Accounting in the Hotel & Catering Industry – Richard Kotas – Four – 1981- International Textbook Company

Implant Training/ Job Training for 10 Weeks.

Type of Course	Code	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
INERNSHIP/ NTERNSHIP / Implant Training (10Weeks) Job Training of 2.5 Months / 10 Weeks in Hotel, Catering and related industry	126BHM091	400	-	400	12

Implant Training/ Job Training for 200 Marks and Viva Voce Test for 100 Marks.

This shall be conducted by the concerned colleges as Formative Assessment and no University Exam.

Formative Assessment for Theory (DSCC/DSE)	
Assessment Occasion/ type	Marks
Internal Assessment Test 1	10
Internal Assessment Test 2	10
Quiz/ Assignment/ Small Project	10
Seminar	10
Total	40 Marks
<i>Formative Assessment as per guidelines.</i>	

UG programme: 2023-24

GENERAL PATTERN OF THEORY QUESTION COURSE FOR DSCC/ DSE

(60 marks for semester end Examination with 2 hrs duration)

Part-A

Question number 1-06 carries 2 marks each. Answer any 05 questions : 10 marks

Part-B

Question number 07- 11 carries 05Marks each. Answer any 04 questions:

20 Marks

Part-C

Question number 12-15 carries 10 Marks each. Answer any 03 questions : 30 marks

(Minimum 1 question from each unit and 10 marks question may have sub questions for 7+3 or 6+4 or 5+5 if necessary)

Total: 60 Marks

Note: Proportionate weight age shall be given to each unit based on number of hours Prescribed

