

KARNATAK UNIVERSITY DHARWAD



B.Sc. Hotel Management (B.Sc. HM)

Under Revised NEP

Programme Code: L

2024-25 onwards

Programme/Course Outcome/Details

B.Sc. Hotel Management 2024-25

B.Sc. Hotel Management I Sem Course Codes/ Exam pattern							
Course Type	Theory / Practical	Course Code	Paper / Course	Credit	IA	Sem End exam	Total Marks
DSC 1	Theory	L1BHM1T1	Front Office Operations – I	04	20	80	100
DSC 2	Theory	L1BHM1T2	Food and Beverage Production – I	04	20	80	100
DSC 3	Theory	L1BHM1T3	Food and Beverage Service – I	03	20	80	100
DSC 4	Theory	L1BHM1T4	Management Principles for Tourism and Hospitality	03	20	80	100
DSC 5	Practical	L1BHM1P5	Front Office Operations (Practical)	02	10	40 (Practical)	50
AECC 1	Theory		Kannada / Hindi	03	20	80	100
AECC 2	Theory		Business English-I	03	20	80	100
C-1	Theory			02	50	----	50
			Total	24			700

B.Sc. Hotel Management II Sem Course Codes/ Exam pattern							
Course Type	Theory / Practical	Course Code	Paper / Course	Credit	IA	Sem End exam	Total Marks
DSC 1	Theory	L2BHM1T1	Housekeeping Operations - I	04	20	80	100
DSC 2	Theory	L2BHM1T2	Food and Beverage Production – II	04	20	80	100
DSC 3	Theory	L2BHM1T3	Food and Beverage Service – II	03	20	80	100
DSC 4	Theory	L2BHM1T4	Human Resource Management in Tourism and Hospitality	03	20	80	100
DSC 5	Practical	L2BHM1P5	Housekeeping Operations (Practical)	02	10	40 (Practical)	50
AECC 1	Theory		Kannada / Hindi	03	20	80	100
AECC	Theory		Business English-II	03	20	80	100

2							
C-2	Theory			02	50	----	50
			Total	24			700

B.Sc. Hotel Management III Sem Course Codes/ Exam pattern

Course Type	Theory / Practical	Course Code	Paper / Course	Credit	IA	Sem End exam	Total Marks
DSC 1	Theory	L3BHM1T1	Front Office Operations - II	04	20	80	100
DSC 2	Theory	L3BHM1T2	Food and Beverage Production – III	04	20	80	100
DSC 3	Theory	L3BHM1T3	Food and Beverage Service – III	03	20	80	100
DSC 4	Theory	L3BHM1T4	Introduction to Tourism	03	20	80	100
DSC 5	Practical	L3BHM1P5	Food and Beverage Production (Practical)	02	10	40 (Practical)	50
AECC 1	Theory		Business English-III	03	20	80	100
AECC 2	Theory		French – I	03	20	80	100
			Total	22			650

B.Sc. Hotel management IV Sem Course Codes/ Exam pattern

Course Type	Theory / Practical	Course Code	Paper / Course	Credit	IA	Sem End exam	Total Marks
DSC 1	Theory	L4BHM1T1	Housekeeping Operations - II	04	20	80	100
DSC 2	Theory	L4BHM1T2	Food and Beverage Production – IV	04	20	80	100
DSC 3	Theory	L4BHM1T3	Food and Beverage Service – IV	03	20	80	100
DSC 4	Theory	L4BHM1T4	Tourism and Hospitality Marketing Management	03	20	80	100

DSC 5	Practical	L4BHM1P5	Food and Beverage Service (Practical)	02	10	40 (Practical)	50
AECC 1	Theory		Business English-IV	03	20	80	100
AECC 2	Theory		French – II	03	20	80	100
Skill-2	Practical	L0BHM6P1	Information and Communication Technology in Tourism & Hospitality (Skill)	02	10	40	50
			Total	24			700

B.Sc. Hotel Management V Sem Course Codes/ Exam pattern

Course Type	Theory / Practical	Course Code	Paper / Course	Credit	IA	Sem End exam	Total Marks
DSC 1	Theory	L5BHM1T1	Environmental Management System in Hospitality	04	20	80	100
DSC 2	Theory	L5BHM1T2	Catering Management	04	20	80	100
DSC 3	Theory	L5BHM1T3	Food and Nutrition	04	20	80	100
DSC 4	Theory	L5BHM1T4	Tourism and Hospitality Finance & Accounts	04	20	80	100
DSC 5	Practical	L5BHM1P5	Study Tour, Project Report & Viva (P)	02	10 (Viva)	40 (Project)	50
DSC6	Theory	L5BHM11T1	Research Methodology	03	20	80	100
E-1	Theory	L5BHM5T1	Bar Management OR Stress Management	03	20	80	100
			Total	24			650

B.Sc. Hotel Management VI Sem Course Codes/ Exam pattern

Course Type	Theory / Practical	Course Code	Paper / Course	Credit	IA	Sem End exam	Total Marks
DSC 1	Theory	L6BHM1T1	Cruise Line Operations	04	20	80	100
DSC 2	Theory	L6BHM1T2	Entrepreneurship Development Programme	04	20	80	100

DSC 3	Theory	L6BHM1T3	Laws Relating to Hospitality Industry	04	20	80	100
DSC6	Field	L6BHM9P1	Internship / Project	06	150	--	150
E-2	Theory	L6BHM5T1	Bakery and Confectionery OR International Finance and Forex Management	03	20	80	100
			Total	21			550

B.Sc. HOTEL MANAGEMENT FIRST SEMESTER SYLLABUS

DSC -1

L1BHM1T1 - FRONT OFFICE OPERATIONS – I

After Successful Completion of this course, The Students Will Be Acquainted With:

- a. Understanding the Tourism and Hospitality Industry
- b. Understand the various types of hotels and their features
- c. Comprehend the structure of Front Office Department
- d. Develop clear concept about Accommodation facilities
- e. Handle Reservation activities
- f. Deal effectively with Guests & Colleagues
- g. Maintain Personal Care & Safety

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
DSC-1	Theory	04 Hrs	60 Hrs	03 Hrs	20	80	100	04

UNIT-I: Introduction to Tourism, Hospitality & Hotel Industry	15 Hrs
Chapter No 1: Tourism Industry and its importance, Industries Related to Tourism Chapter No 2: Hospitality and its origin, Hotels, their evolution and growth Chapter No 3: Need for Classification, Major Departments of the Hotels, Classification of the Hotels, Hotel Organization.	
UNIT- II: Front Office Organization	15 Hrs

<p>Chapter 4: Introduction to Front Office Department, Front Office Functional Areas, Sections and Layout of Front Office</p> <p>Chapter 5: Organization of Front Office, Duties and Responsibilities of Front Office personnel, Personality Traits of Front Office Personnel</p> <p>Chapter 6: Types of Guests Rooms, Layout of Guest Rooms</p>	
UNIT- III: Guest Cycle and Reservation	
<p>Chapter 7: Guest Cycle, Pre-Arrival, Arrival, Stay, Departure and Post-departure</p> <p>Chapter 8: Importance of reservation, Modes of reservation, Channels and sources (FITs, Travel Agents, Airlines, GITs), Types of reservations (Tentative, confirmed, guaranteed etc.)</p> <p>Chapter 9: Systems (non-automatic, semi-automatic fully automatic), Cancellation, Amendments, Overbooking</p>	
UNIT- IV: Communication and Coordination Between the Departments	15 Hrs
<p>Chapter 10: Communication, Communication Process, Seven C's of Communication</p> <p>Chapter 11: Importance of Communication, Types of Communication, Flow of Communication, Barriers of Communication</p> <p>Chapter 12: Front Office Coordination with Housekeeping Department, Interdepartmental Communication with Food & Beverage Department, Interdepartmental Communication with Sales & Marketing Department, Interdepartmental Communication with Engineering & Maintenance, Interdepartmental Communication with Human Resource Department, Interdepartmental Communication with security, Interdepartmental Communication with Banquet, Interdepartmental Communication with Finance Department.</p>	

REFERENCES:

1. Jatashankar R. Tiwari, *Hotel Front Office Operations and Management (2nd Edition)*, Oxford University Press, New Delhi, 2016.
2. Sudhir Andrews, *Textbook of Front Office Management and operations*, MC Graw Hill Education, New Delhi, 2017.
3. Colin Dix & Chris Bair, *Front Office Operations (4th Edition)*, Pearson Education, New Delhi, 2006.
3. Bhatnagar, S.K., *Front Office Management*; Frank Bros. and Cos; New Delhi, 2011.
4. Kasavana, Michael, *Managing Front Office Operations*, Educational Inst. of the Amor Hotel, USA, 2009
5. Baker, Sue & Cassel; *Principles of Front Office Operations (2nd edition)*; Cengage Learning EMEA, New York 2001
6. James, A. Bardi; *Hotel Front Office Management*, John Wiley Publications, New Delhi, 2011

DSC – 2**L1BHM1T2 - FOOD AND BEVERAGE PRODUCTION – I****After Successful Completion Of this course, The Students Will Be Acquainted With:**

- a. Explain the Origin and Evolution of Modern Cookery
- b. Identify various tools used for cooking
- c. Elaborate on the role and importance of various cooking ingredients
- d. Analyse the basic food nutrients and its role
- e. Assess the importance of kitchen safety measures
- f. Elucidate the importance of waste management in kitchen.

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
DSC-2	Theory	04 Hrs	60 Hrs	03 Hrs	20	80	100	04

UNIT- I: Introduction To The Art Of Cookery								15 Hrs
<p>Chapter 1: Introduction to Culinary. Evolution of Global Food Culture. Popular cuisines around the world.</p> <p>Chapter 2: Kitchen hierarchy and Job Description and Specification. Identification of Kitchen equipment, utensils, layout. Aims and objectives of cooking.</p> <p>Chapter 3: Types of Cooking Fuels. Personal Hygiene and Kitchen Ethics.</p>								
UNIT- II: Basic Cooking Principles								15 Hrs
<p>Chapter 4: Heat Transfer and Cooking Methods.</p> <p>Chapter 5: Moist Heat, Dry Heat, Dry Heat using Fat, Microwave.</p>								
Chapter 6: Techniques used in preparation of food, Cuts of Vegetables, Effect of Heat on vegetables, Pigment and Colour Changes, Hygiene aspects.								
UNIT- III: Methods Of Cooking Food								15 Hrs
<p>Chapter 7: Different methods of cooking. Rechauffe Cooking Care and precautions to be taken and Selection of food for each type of cooking.</p> <p>Chapter 8: Cleaning and pre-preparation of food commodities. Classification of fruits Uses of fruit in cookery</p> <p>Chapter 9: Classification of raw materials. Preparation of ingredients. Method of mixing foods.</p>								
UNIT- IV: Kitchen Management – I								15 Hrs
<p>Chapter 10: Classical kitchen Brigade for 5 stars & 3 star Hotels. Roles of Executive Chef.</p> <p>Chapter 11: Duties and responsibilities of various chefs. Co-operation with other departments.</p> <p>Chapter 12: Liaison of kitchen with another department.</p>								

Reference Books:

1. Victor Ceserani & Ronald Kinton; *Practical Cookery*; John Wiley and Sons Co; 2004; Canada

2. Victor Ceserani & Ronald Kinton; *Theory of Catering*; Hoddar Arnold; 2007
3. Mr. K. Arora; *Theory of Cookery*; Franck Brothers; 2008
4. Ms. Thangam Philip; *Modern Cookery for Teaching & Trade Vol I*; Orient Blackswan; 2003
6. Michael Colleer & Colin Saussams; *Success in Principles of Catering*; John Murray; 1990
7. Indersingh Kalra and Pradeep das Gupta; *Prashad: Cooking with Indian Masters*; Allied Publishers Pvt. Ltd. 1986

DSC – 3
L1BHM1T3 - FOOD AND BEVERAGE SERVICE – I

After Successful Completion Of this course, The Students Will Be Acquainted With:

- a. Gain a comprehensive understanding of the hotel and catering industry, including its growth and significance in India.
- b. Identify various types of food and beverage operations and understand the structure and roles within the catering industry.
- c. Learn about the organization, staffing, and inter- departmental relationships within a hotel.
- d. Gain knowledge of different food service areas and their unique functions.

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
DSC-3	Theory	03 Hrs	45 Hrs	03 Hrs	20	80	100	03

UNIT-I: The Hotel & Catering Industry	15 Hrs
Chapter 1: <ul style="list-style-type: none"> ▪ Introduction to the Hotel Industry and Growth of the hotel industry in India ▪ Role of Catering establishment in the travel/tourism industry Chapter 2: <ul style="list-style-type: none"> ▪ Types of F & B operations Chapter 3: <ul style="list-style-type: none"> ▪ Classification of Commercial, Residential/Non-residential, ▪ Welfare Catering- Industrial/Institutional/Transport such as air, road, rail, sea. 	
UNIT- II: Departmental Organisation & Staffing	15 Hrs
Chapter 4: <ul style="list-style-type: none"> ▪ Organization of F & B department of hotel ▪ Principal staff of various types of F&B operations Chapter 5: <ul style="list-style-type: none"> ▪ French terms related to F&B staff ▪ Duties & responsibilities of F&B staff Chapter 6: <ul style="list-style-type: none"> ▪ Attributes of a waiter ▪ Inter-departmental relationships (Within F&B and other department) 	
UNIT-III: Food Service Areas (F & B Outlets)	15 Hrs
Chapter 7: <ul style="list-style-type: none"> ▪ Specialty Restaurants ▪ Coffee Shops ▪ Cafeteria ▪ Fast Food (Quick Service Restaurants) 	

Chapter 8

- Banquets
- Bar
- Vending Machine
- Discotheque

Chapter 9: Ancilliary Departments -

- Pantry, Still Room, Food Pick up area, Kitchen Stewarding, Store, Linen Room.

References:

1. John Fuller. *Modern Restaurant Service*, Copp Cleark Pitman Publication, Canada, 1983.
2. Dennis Lilicrap & John Lousins, *Food & Beverage Service*, Hodder Arnold, London 2006.
3. Peter Dias, *The Steward*, Orient Blackswan Publishers, Solapur, 2012.
4. Sudhir Andrews, *Food & Beverage Management*, Tata McGraw- Hill Publications, New Delhi, 2008.
5. Vijay Dhawan, *Food & Beverage Service*, Frank Bros& Co. New Delhi, 2009.
6. Bobby George, *Food & Beverage Service*, Jaico Publishing House, Mumbai, 2006.

DSC-4**K1BTM1T4 - MANAGEMENT PRINCIPLES FOR TOURISM AND HOSPITALITY**

After successful completion of this course, the students will be acquainted with:

- Identify and apply appropriate management techniques for managing business
- Have a conceptual knowledge about the planning and decision making
- Evaluate leadership style to anticipate the consequences of each leadership style
- Demonstrate the techniques for controlling and coordination

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
DSC-4	Theory	03hrs	45	03hrs	20	80	100	03

Unit –I Concept of Management	15 hrs
<p>Chapter No. 1 Introduction of Management: Definition, Nature, Scope, Purpose, and characteristics of Management, Functions, roles, skills of an effective Manager, Managing Tourism and Hospitality enterprises</p> <p>Chapter No. 2 Evolution of management thought: Classical Theory, Scientific Management , Management Process or Administrative Management</p> <p>Chapter No. 3 Management thought today Bureaucracy, Behavioural Science Approach, Quantitative Approach, Systems Approach, Contingency Approach, Operational Approach, Contemporary management theories and ethical considerations.</p>	
Unit - II Management Functions-1	15 hrs
<p>Chapter No. 4. Planning & Organization Types of Plans, Planning Process, Forecasting, Determinants of Business Forecasts, Benefits of Forecasting, Techniques of Forecasting, Limitations of Forecasting; , Components of Decision-making, Decision-making Process, Group Decision-making, Creativity Problem-solving</p>	

<p>Organization Introduction, Organizational Design, Hierarchical Systems , Organization Structure, Types of Organization Structure, Formal and Informal Organization, Factors Determining Span of Management, Centralization and Decentralization, Span of control, Understanding authority and responsibility,</p> <p>Chapter No. 5. Staffing, Directing Introduction, Human Resource Management, Recent Trends in HRM, Technology in HRM, Economic Challenges, Workforce Diversity</p> <p>Chapter No. 6. Leadership Leadership Concept, Nature, Importance, Attributes of a leader, Role of a leader in demonstrating awareness of legal, personnel, and strategic issues relating to globalization, culture and gender diversity in an organization, Role of leader in conflict resolution and negotiations</p>	
<p>Unit - III Management Functions-2</p>	15 hrs
<p>Chapter No. 7 Communication, Coordination Introduction, Importance of Communication in the Workplace; Understanding Communication Process, Barriers to Communication, Use of tone, language and styles in Communication, Role of Perception in influencing communication, Role of culture in communication</p> <p>Chapter No. 8 Coordination Concept of Coordination, Need for Coordination, Importance of Coordination, Principles of Coordination, Coordination Process, Types of Coordination, Issues and Systems Approach to Coordination, Techniques of Coordination</p> <p>Chapter No. 9. Authority and responsibility Understanding authority and responsibility, Principles of Delegation, Authority, Developing a culture of Innovation and performance;</p>	

References

1. Gupta, Sharma and Bhalla, *Principles of Business Management*, Kalyani Publications, 1st edition.
2. Prasad L. M., *Principles of Management*, Sultan Chand and Sons, 6th edition.
3. Harold Koontz & Heinz Weihrich, *Essentials of Management*, Tata McGraw-Hill, 1998
4. Joseph L Massie, *Essentials of Management*, Prentice Hall of India, (Pearson) Fourth Edition, 2003.
5. Tripathi, Reddy, *Principles of Management*, Tata McGraw Hill, 2017
6. Chandan J.N., *Management Theory & Practice*, Vikas Publishing House Pvt Ltd,
7. Chandan, J. S. *Management Concept and Strategies*, Vikas Publishing House Pvt Ltd.

DSC- 5

L1BHM1P5 - FRONT OFFICE OPERATIONS (PRACTICAL)

After Successful Completion Of this course, The Students Will Be acquainted with:

- a. Demonstrate the basic etiquettes for front office.
- b. Be able to handle the reservation, registration and check-in procedures in Large Hotels.

c. Prepare and enabling to recognize and filling of various forms, formats and registers used in front office department of Large Hotels.

d. Be able to handle Bell Desk Activities

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
DSC-5	Practical	02 Hrs	30 Hrs	03 Hrs	40	10	50	02

<p>Chapter I:</p> <ul style="list-style-type: none"> ▪ Identification of Guest Rooms ▪ Grooming and Uniform of Front Office. ▪ Demonstration of Skills and Attributes for Front Office Personnel <p>Chapter II:</p> <ul style="list-style-type: none"> ▪ Taking Down Reservation ▪ Processing of Reservation Requests ▪ Taking and Handling Registration ▪ Check-In Procedures for Confirmed Guest ▪ Check-in procedures for VIP Guest ▪ Check-in Procedures for Scanty Baggage ▪ Check-in Procedures for Groups and Crews <p>Chapter III:</p> <ul style="list-style-type: none"> ▪ Check-out procedure ▪ Creating Guest Account ▪ Settling Guest Accounts <p>Chapter IV:</p> <ul style="list-style-type: none"> ▪ Bell Desk Operation ▪ Handling Luggage ▪ Mail and Message Handling ▪ Left Luggage Handling <p>Chapter V:</p> <ul style="list-style-type: none"> ▪ Different form and Register used in Front Office Department ▪ Reservation Form ▪ Registration Form ▪ GRC ▪ GHC ▪ Room Tariff Card ▪ Form C <p>Chapter VI:</p> <ul style="list-style-type: none"> ▪ Demonstration of PMS ▪ Reservation Module ▪ Front Desk Module ▪ Rooms module ▪ Cashier Module ▪ Night Audit Module ▪ Set-up module ▪ Reporting module ▪ Back Office Module ▪ PMS software Stand- Alone Systems 	<p>5Hrs</p> <p>5Hrs</p> <p>5Hrs</p> <p>5Hrs</p> <p>5Hrs</p> <p>5Hrs</p>
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References:

1. Jatashankar R. Tiwari, *Hotel Front Office Operations and Management (2nd Edition)*, Oxford University Press, New Delhi, 2016.
2. Sudhir Andrews, *Textbook of Front Office Management and operations*, MC Graw Hill Education, New Delhi, 2017.
3. Colin Dix & Chris Bair, *Front Office Operations (4th Edition)*, Pearson Education, New Delhi, 2006.
3. Bhatnagar, S.K., *Front Office Management*; Frank Bros. and Cos; New Delhi, 2011.
4. Kasavana, Michael, *Managing Front Office Operations*, Educational Inst. of the Amor Hotel, USA, 2009
5. Baker, Sue & Cassel; *Principles of Front Office Operations (2nd edition)*; Cengage Learning EMEA, New York 2001
6. James, A. Bardi; *Hotel Front Office Management*, John Wiley Publications, New Delhi, 2011

B.Sc. HOTEL MANAGEMENT SECOND SEMESTER SYLLABUS

DSC – 1

L2BHM1T1 - HOUSEKEEPING OPERATION – I

After Successful Completion Of this course, The Students Will Be Acquainted With:

- a. Understand the role, importance, and organization of the housekeeping department.
- b. Identify sections, layout, and organizational structure of the housekeeping department.
- c. Learn duties, responsibilities, and personal attributes of housekeeping personnel.
- d. Understand selection, use, care, and storage of housekeeping equipment.
- e. Recognize types, selection criteria, and eco-friendly use of cleaning agents.
- f. Learn coordination methods between housekeeping and other departments.

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
DSC-1	Theory	04 Hrs	60 Hrs	03 Hrs	20	80	100	04

UNIT-I: Housekeeping Organization	15 Hrs
Chapter 1: <ul style="list-style-type: none"> ▪ Introduction to Housekeeping department. ▪ Importance of Housekeeping Department ▪ Housekeeping in Other Institution Chapter 2: <ul style="list-style-type: none"> ▪ Sections and Layout of Housekeeping Department ▪ Organizational Structure of Housekeeping Department Chapter 3: <ul style="list-style-type: none"> ▪ Duties and Responsibilities of Housekeeping Personnel. ▪ Personal Attributes of Housekeeping Personnel. 	
UNIT- II: Housekeeping Inventories	15 Hrs
Chapter 4: <ul style="list-style-type: none"> ▪ Cleaning Equipment 	

<ul style="list-style-type: none"> ▪ Mechanical Equipment ▪ Manual Equipment <p>Chapter 5:</p> <ul style="list-style-type: none"> ▪ Storage and Control of Equipment ▪ Selection Of Cleaning Equipment ▪ Use and Care of Equipment <p>Chapter 6:</p> <ul style="list-style-type: none"> ▪ Cleaning Agents ▪ General Criteria for selection ▪ Classification of Agents ▪ Use of Eco-friendly products in Housekeeping 	
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UNIT- III: Housekeeping In Other Departments; Coordination Between The Departments	15 Hrs
<p>Chapter 7:</p> <ul style="list-style-type: none"> ▪ Housekeeping coordinate with Maintenance ▪ Housekeeping coordinate with Food & Beverage Department ▪ Housekeeping coordinate with Personnel Department ▪ Housekeeping coordinate with Stores ▪ Housekeeping coordinate with Purchase Department ▪ Housekeeping coordinate with Sales and Marketing Department <p>Chapter 8:</p> <ul style="list-style-type: none"> ▪ Housekeeping coordinate with Stores ▪ Housekeeping coordinate with Purchase Department ▪ Housekeeping coordinate with Sales and Marketing Department <p>Chapter 9:</p> <ul style="list-style-type: none"> ▪ Housekeeping in hospitals ▪ Hostels, Universities ▪ Aircrafts, Cruise Ships 	

UNIT- IV: Guest Room Cleaning; Composition, Care and Cleaning Of Different Surfaces	15 Hrs
<p>Chapter 10:</p> <ul style="list-style-type: none"> ▪ Types of Soil ▪ Nature and Standards of soil ▪ Cleaning procedures ▪ Principles, Frequency and Organisation of Cleaning ▪ Features that Ease Cleaning <p>Chapter 11:</p> <ul style="list-style-type: none"> ▪ Metals, Glass, Plastics, Ceramics ▪ Wood, Faux Wood ▪ Stone, Faux Stone ▪ Leather, Rubber <p>Chapter 12:</p> <ul style="list-style-type: none"> ▪ Bed Making Procedures and Methods ▪ Daily Cleaning of Guestroom ▪ Turndown service 	

References:

1. G. Raghubalan, Smritee Raghubalan; *Hotel Housekeeping Operations and Management (3rd edition)*; Oxford University Press; 2015; New Delhi.
2. Sudhir Andrews; *Hotel housekeeping Management and Operations*; MC Graw Hill Education; 2008; Chennai
3. Malini Singh, Jaya B George; *Housekeeping: Operations, Design and Management*; Jaico Publishing House; 2008

4. Sudhir Andrews; *Hotel Housekeeping (A Training Module)*; McGraw Hill Education; 2013; New Delhi

DSC – 2

L2BHM1T2 - FOOD AND BEVERAGE PRODUCTION – II

After Successful Completion Of this course, The Students Will Be acquainted with:

- a. Explain the Origin and Evolution of Modern Cookery
- b. Identify various tools used for cooking
- c. Elaborate on the role and importance of various cooking ingredients
- d. Analyse the basic food nutrients and its role
- e. Assess the importance of kitchen safety measures
- f. Elucidate the importance of waste management in kitchen.

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
DSC-2	Theory	04 Hrs	60 Hrs	03 Hrs	20	80	100	04

UNIT – I: Culinary History	15 Hrs
Chapter 1: <ul style="list-style-type: none"> ▪ French and International Cuisines. ▪ Cuisine – Regional Cuisines of India. ▪ Culinary Terms. Chapter 2: <ul style="list-style-type: none"> ▪ Food History. ▪ Food and Science. ▪ Local Food and History. Chapter 3: <ul style="list-style-type: none"> ▪ What is Culinary Art? ▪ Importance. ▪ Types of Culinary Arts. 	
UNIT – II: Basic Principles of Food Production	15 Hrs
Chapter 4: <ul style="list-style-type: none"> ▪ Fish Cookery. ▪ Cooking of Pulses. ▪ Cooking of Rice and Cereals. Chapter 5: <ul style="list-style-type: none"> ▪ Meat Cookery. ▪ Vegetable Cookery. 	
<ul style="list-style-type: none"> ▪ Vegetable Carving. Chapter 6: <ul style="list-style-type: none"> ▪ Egg Cookery. ▪ Sandwiches. 	
UNIT – III: Production Management	15 Hrs
Chapter 7: <ul style="list-style-type: none"> ▪ Kitchen Equipment. 	

<ul style="list-style-type: none"> ▪ Large Equipment. ▪ Small Equipment. <p>Chapter 8:</p> <ul style="list-style-type: none"> ▪ Safety Precautions. ▪ Machinery Used in Food Production Area. ▪ Safety in Restaurant. <p>Chapter 9:</p> <ul style="list-style-type: none"> ▪ Fire Precautions. ▪ Fast Food. 	
UNIT – IV: Kitchen Management – II	15 Hrs
<p>Chapter 10:</p> <ul style="list-style-type: none"> ▪ The Department Hierarchy. ▪ Staffing – Food Premises. ▪ Kitchen Planning. <p>Chapter 11:</p> <ul style="list-style-type: none"> ▪ Meal Production. ▪ Purchasing – Stores. <p>Chapter 12:</p> <ul style="list-style-type: none"> ▪ Personal Hygiene. ▪ Cleanliness of surface. ▪ Garbage Disposal. 	

REFERENCE BOOKS:

1. Victor Ceserani & Ronald Kinton; *Practical Cookery*; John Wiley and Sons Co; 2004; Canada
2. Victor Ceserani & Ronald Kinton; *Theory of Catering*; Hodder Arnold; 2007
3. Mr. K. Arora; *Theory of Cookery*; Franck Brothers; 2008
4. Ms. Thangam Philip; *Modern Cookery for Teaching & Trade Vol I*; Orient Blackswan; 2003
6. Michael Colleer & Colin Saussams; *Success in Principles of Catering*; John Murray; 1990
7. Indersingh Kalra and Pradeep das Gupta; *Prashad: Cooking with Indian Masters*; Allied Publishers Pvt. Ltd. 1986

DSC – 3**L2BHM1T3 - FOOD AND BEVERAGE SERVICE – II****After Successful Completion Of this course, The Students Will Be Acquainted With:**

- a. This course provides an in-depth understanding of F&B service equipment, menu planning, types of meals, and preparation for service.
- b. Learn about the selection factors and usage of various F&B service equipment.
- c. Learn about the origins and objectives of menu planning, different types of menus, classical French menu courses.

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
DSC-3	Theory	03 Hrs	45 Hrs	03 Hrs	20	80	100	03

UNIT-I: F & B Service Equipment	15 Hrs
Chapter 1: Familiarization & Selection factors of:	

<ul style="list-style-type: none"> ▪ Cutlery ▪ Crockery ▪ Glassware ▪ Flatware ▪ Hollowware <p>Chapter 2:</p> <ul style="list-style-type: none"> ▪ Special Equipment ▪ All other equipment used in F&B Service <p>Chapter 3:</p> <ul style="list-style-type: none"> ▪ French terms related to the above 	
UNIT- II: Menu Planning	15 Hrs
<p>Chapter 4:</p> <ul style="list-style-type: none"> ▪ Origin of Menu <p>Chapter 5:</p> <ul style="list-style-type: none"> ▪ Objectives of menu planning <p>Chapter 6:</p> <ul style="list-style-type: none"> ▪ Types of menus ▪ Courses of French Classical Menu ▪ Sequence ▪ Examples from each course ▪ Cover of each course 	
UNIT - III: TYPES OF MEALS	15 Hrs
<p>Chapter 7:</p> <ul style="list-style-type: none"> ▪ Early Morning Tea ▪ Breakfast (English, American Continental, Indian) ▪ Elvenses <p>Chapter 8:</p> <ul style="list-style-type: none"> ▪ Brunch ▪ Lunch ▪ Afternoon/ High Tea <p>Chapter 9:</p> <ul style="list-style-type: none"> ▪ Dinner ▪ Supper ▪ Preparation of Services ▪ Organizing Mise-en-scene and Organizing Mise-en-place ▪ Laying the Cover ▪ Rules to be observed while waiting at the table. 	

References:

1. John Fuller. *Modern Restaurant Service*, Copp Clark Pitman Publication, Canada, 1983.
2. Dennis Lilicrap & John Lousins, *Food & Beverage Service*, Hodder Arnold, London 2006.
3. Peter Dias, *The Steward*, Orient Blackswan Publishers, Solapur, 2012.
4. Sudhir Andrews, *Food & Beverage Management*, Tata McGraw- Hill Publications, New Delhi, 2008.
5. Vijay Dhawan, *Food & Beverage Service*, Frank Bros & Co. New Delhi, 2009.
6. Bobby George, *Food & Beverage Service*, Jaico Publishing House, Mumbai, 2006.

DSC – 4
L2BHM1T4 - HUMAN RESOURCE MANAGEMENT IN
TOURISM AND HOSPITALITY

After successful completion of this course, the students will be acquainted with:

- Fundamentals of Human Resource Management
- Understand about HR Planning
- To know about Job Satisfaction, Job Description, Job Specifications, Job Enlargement and Work Engagement etc
- Organizational Commitment

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
DSC-4	Theory	03hrs	45	03hrs	20	80	100	03

Unit –1 Introduction to HRM	15 hrs
<p>Chapter No. 1 Introduction: Significance and scope of HRM in tourism industry, Nature and scope of Tourism and Hospitality workforce, Organizational culture and workforce diversity, Role of HR managers, Organization of HR department –HR policies –objectives and functions.</p> <p>Chapter No. 2 Job Analysis and Design - Process of Job analysis, methods of data collection, concept of job design, factors affecting job design, methods/ techniques of design.</p> <p>Chapter No. 3 Recruitment, Selection and Placement Meaning, sources of recruitment and recruitment process, meaning of selection, training, types, meaning of placement, Business Process Outsourcing, need for outsourcing, HR Outsourcing Opportunities in India.</p>	
Unit II Employee Compensation, Empowerment and Participation	15 hrs
<p>Chapter No. 4 Employee Compensation: Concept of Wage - Factors determining Wage Rates- Essentials of a sound Wage system – System of wage payment- (i) Time wage system (ii) Piece wage system, Individual wage incentive plans - Meaning - (i) Halsey Premium Plan (ii) Rowan Plan (iii) Taylor’s Differential Piece Rate Plan, Remuneration strategies in tourism and hospitality</p> <p>Chapter No.5 Group incentive plans - Meaning- (i) Profit sharing scheme-features, advantages and disadvantages (ii) Co-partnership – features, advantages and limitations. Payment of Bonus, ESOPs.</p> <p>Chapter No. 6 Workers Participation in Management: Definition and objectives, forms of workers participation in management.</p>	
Unit III Trends in HRM	15 hrs
<p>Chapter No.7 HRM in a changing environment – Changing environment and Challenges before HR manager, Managing tourism and hospitality workforce</p> <p>Chapter No.8 Competencies and learning organizations: Employee branding, The need for innovation, creating an innovative organization, managerial roles, creating the innovation culture.</p>	

Chapter No.9 Contemporary Trends and Issues: The role of HR in Business Process Re-engineering, Considering employee well-being, diversity, Digital Implications and Sustainable practices	
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References:

1. Lepak, David &Gowan, Mary. *Human Resource Management*. Dorling Kindersley (India).
2. Khanna, S.S. *Human resource Management (Text and Cases)*. S. Chand, New Delhi.
3. Sadri.J, Sadri.S, Nayak.N, *A Strategic Approach to Human Resource Management*, JAICO Publishing House.
4. Davar, R. S. *Personnel Management and Industrial Relations*. Vikas Publication, Noida.
5. Robbins, Stephen P. *Organisational Behaviour*. Pearsons Education, New Delhi.
6. SubbaRao: *Human Resource Management* - Himalaya Publishing House. Is an 2010
7. Aswathappa: K *Human Resource Management*- McGraw Hill Education 1 may 2013

DSC -5
L2BHM1P5 - HOUSEKEEPING OPERATIONS
(PRACTICAL)

After Successful Completion Of this course, The Students Will Be Acquainted With:

- a. Demonstrate the basic etiquettes for Housekeeping.
- b. Be able to identify and handle cleaning agents, equipment and procedures.
- c. Understand the procedures of cleaning Public Areas and Guestrooms.
- d. Understand the functions of Floor Linen Room and Uniform Section of the Housekeeping Department.
- e. Be able to identify and make forms, formats, registers and slips used in housekeeping Department.
- f. Understanding the concept of work schedule, duty roster, budgeting and interior decoration.

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
DSC-5	Practical	02 Hrs	30 Hrs	03 Hrs	40	10	50	02

Chapter I: <ul style="list-style-type: none"> ▪ Grooming and Uniform of housekeeping. ▪ Demonstration of Skills and Attributes for Housekeeping Personnel 	5Hrs
Chapter II: <ul style="list-style-type: none"> ▪ Identifying Cleaning Equipment ▪ Manual equipment ▪ Mechanical Equipment ▪ Handling of Equipment 	5Hrs
Chapter III: <ul style="list-style-type: none"> ▪ Different Cleaning Agents ▪ Application of R1 to R9 ▪ Cleaning Public Areas ▪ Entrances ▪ Lobbies ▪ Front Desk ▪ Elevators ▪ Guest Corridors 	5Hrs
Chapter IV: <ul style="list-style-type: none"> ▪ Floor Linen Room Operations ▪ Linen Exchange Procedures ▪ Uniform Issuing and Exchange Procedures 	5Hrs
Chapter V: <ul style="list-style-type: none"> ▪ Showing Guest Room Cleaning ▪ Bed-making Procedure ▪ Turndown Services ▪ Flower Arrangements. 	5Hrs
Chapter VI: <ul style="list-style-type: none"> ▪ Different Forms, Formats and Registers Used in housekeeping departments ▪ Preparation of Work Schedules ▪ Preparation of Duty Rosters ▪ Briefing and Debriefing ▪ Budget Planning ▪ Colour Wheel Making 	5Hrs

References:

1. G. Raghubalan, Smritee Raghubalan; *Hotel Housekeeping Operations and Management (3rd edition)*; Oxford University Press; 2015; New Delhi.
2. Sudhir Andrews; *Hotel housekeeping Management and Operations*; MC Graw Hill Education; 2008; Chennai
3. Malini Singh, Jaya B George; *Housekeeping: Operations, Design and Management*; Jaico Publishing House; 2008
4. Sudhir Andrews; *Hotel Housekeeping (A Training Module)*; McGraw Hill Education; 2013; New Delhi

B.Sc. HOTEL MANAGEMENT THIRD SEMESTER SYLLABUS

DSC – 1 L3BHM1T1 - FRONT OFFICE OPERATIONS – II

After Successful Completion Of this course, The Students Will Be Acquainted With:

- a. Understand the process and formalities involved in pre-registration.
- b. Execute standard and VIP check-in procedures, including handling confirmed reservations, walk-ins, and scanty baggage.
- c. Differentiate between meal plans, room rates, and create room tariff cards.
- d. Handle guest mail, messages, key control, safe deposit lockers, wake-up calls, left luggage, guest paging, and complaints effectively.
- e. Perform night auditing, including the duties, responsibilities, and audit processes of a night auditor.
- f. Understand departure procedures, settlement of bills, potential check-out problems, and the front office accounting cycle.

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
DSC-1	Theory	04 Hrs	60 Hrs	03 Hrs	20	80	100	04

UNIT- I: Registration	15 Hrs
Chapter 1: <ul style="list-style-type: none"> ▪ Preregistration ▪ Pre-registration Formalities Chapter 2: <ul style="list-style-type: none"> ▪ Registration ▪ Registration Process ▪ Registration Forms Chapter 3: <ul style="list-style-type: none"> ▪ Check-In Procedures ▪ VIP Check-In ▪ Check-In of Confirmed Reservation Guest ▪ Check-In of Walk-In guest ▪ Check-In of Scanty Baggage 	
UNIT- II: Room Tariff and Guest Services	15 Hrs
Chapter 4: <ul style="list-style-type: none"> ▪ Meal Plans ▪ Room Rate Designation ▪ Room Tariff Card ▪ Types of Room Rate Chapter 5: <ul style="list-style-type: none"> ▪ Handling Guest Mail ▪ Message Handling ▪ Key Control 	

<ul style="list-style-type: none"> ▪ Safe Deposit Locker ▪ Wake Up Call ▪ Left Luggage Handling ▪ Guest Paging ▪ Guest Complaints ▪ Types Of Guest Complaints ▪ Handling Guest Complaints <p>Chapter 6:</p> <ul style="list-style-type: none"> ▪ Night Auditing ▪ Night Auditor Duties and responsibilities ▪ Night Audit Process 	
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UNIT- III: Check Out, Settlement and Front Accounting	15 Hrs
<p>Chapter 7:</p> <ul style="list-style-type: none"> ▪ Departure procedure ▪ Mode of Settlement of Bills ▪ Potential Check out Problems and solutions <p>Chapter 8:</p> <ul style="list-style-type: none"> ▪ Front Office Accounting ▪ Types of Accounts ▪ Vouchers, Ledgers, folios <p>Chapter 9:</p> <ul style="list-style-type: none"> ▪ Front Office Accounting Cycle ▪ Creation of Accounts ▪ Maintenance Of Accounts ▪ Settlement of Accounts ▪ Control of Cash and Credit 	

UNIT-IV: Property Management System And Performance Evaluation	15 Hrs
<p>Chapter 10:</p> <ul style="list-style-type: none"> ▪ Property Management System ▪ Types of Property Management System <p>Chapter 11:</p> <ul style="list-style-type: none"> ▪ Advantages of PMS ▪ Application Of PMS in Front Office <p>Chapter 12:</p> <ul style="list-style-type: none"> ▪ Methods of Measuring Performance 	

REFERENCES:

1. Jatashankar R. Tiwari, *Hotel Front Office Operations and Management (2nd Edition)*, Oxford University Press, New Delhi, 2016.
2. Sudhir Andrews, *Textbook of Front Office Management and operations*, MC Graw Hill Education, New Delhi, 2017.
3. Colin Dix & Chris Bair, *Front Office Operations (4th Edition)*, Pearson Education, New Delhi, 2006.
3. Bhatnagar, S.K., *Front Office Management*; Frank Bros. and Cos; New Delhi, 2011.
4. Kasavana, Michael, *Managing Front Office Operations*, Educational Inst. of the Amor Hotel, USA, 2009
5. Baker, Sue & Cassel; *Principles of Front Office Operations (2nd edition)*; Cengage Learning EMEA, New York 2001
6. James, A. Bardi; *Hotel Front Office Management*, John Wiley Publications, New Delhi, 2011

DSC – 2
L3BHM1T2 - FOOD AND BEVERAGE PRODUCTION – III

After Successful Completion Of this course, The Students Will Be Acquainted With:

- a. Explain the Origin and Evolution of Modern Cookery
- b. Identify various tools used for cooking
- c. Elaborate on the role and importance of various cooking ingredients
- d. Analyse the basic food nutrients and its role
- e. Assess the importance of kitchen safety measures
- f. Elucidate the importance of waste management in kitchen.

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
DSC-2	Theory	04 Hrs	60 Hrs	03 Hrs	20	80	100	04

UNIT – I: Stocks and Thickening & Binding Agents	15 Hrs
<p>Chapter 1:</p> <ul style="list-style-type: none"> ▪ Definition of Stock. ▪ White and Brown stock. ▪ Fish stock. ▪ Emergency stock and Fungi stock, <p>Chapter 2:</p> <ul style="list-style-type: none"> ▪ Mirepoix. ▪ Bouquet garni. ▪ Skimming. <p>Chapter 3:</p> <ul style="list-style-type: none"> ▪ Thickenings – Roux (White, Blond, Brown). 	
UNIT – II: Soups & Salads	15 Hrs
<p>Chapter 4:</p> <ul style="list-style-type: none"> ▪ Definition of Soup. ▪ Thin and Thick Soup. ▪ Cold Soup and International Soup. <p>Chapter 5:</p> <ul style="list-style-type: none"> ▪ Definition of Salad ▪ Base ▪ Body ▪ Garnish and Dressings <p>Chapter 6:</p> <ul style="list-style-type: none"> ▪ Basic Recipes of Soups. ▪ Basic Recipes of Salads. ▪ Garnishes and Accompaniments. 	
UNIT – III: Binding Agents	15 Hrs
<p>Chapter 7:</p> <ul style="list-style-type: none"> ▪ Starches ▪ Flour ▪ Roux <p>Chapter 8:</p> <ul style="list-style-type: none"> ▪ Beurre Manie 	

<ul style="list-style-type: none"> ▪ Fruit and Vegetable Puree ▪ Egg yolk <p>Chapter 9:</p> <ul style="list-style-type: none"> ▪ Cream and Butter ▪ Blood ▪ Liaison ▪ Panada 	
UNIT – IV: Sauce And Gravies	15 Hrs
<p>Chapter 10:</p> <ul style="list-style-type: none"> ▪ Definition of Mother Sauces. ▪ Béchamel Sauces ▪ Espagnole Sauce. <p>Chapter 11:</p> <ul style="list-style-type: none"> ▪ Mayonnaise Sauce (Cold Sauce) ▪ Hollandaise Sauce. ▪ Velouté Sauce. ▪ Tomato Sauce. <p>Chapter 12:</p> <ul style="list-style-type: none"> ▪ Basic Gravies – Introduction, Methods and Types. ▪ Yellow Gravy. ▪ Red Gravy. ▪ White Gravy. 	

Reference Books:

1. Victor Ceserani & Ronald Kinton; *Practical Cookery*; John Wiley and Sons Co; 2004; Canada
2. Victor Ceserani & Ronald Kinton; *Theory of Catering*; Hoddar Arnold; 2007
3. Mr. K. Arora; *Theory of Cookery*; Franck Brothers; 2008
4. Ms. Thangam Philip; *Modern Cookery for Teaching & Trade Vol I*; Orient Blackswan; 2003
6. Michael Colleer & Colin Saussams; *Success in Principles of Catering*; John Murray; 1990
7. Indersingh Kalra and Pradeep das Gupta; *Prashad: Cooking with Indian Masters*; Allied Publishers Pvt. Ltd. 1986

DSC -3**L3BHM1T3 - FOOD AND BEVERAGE SERVICE – III****After Successful Completion Of this course, The Students Will Be Acquainted With:**

- a. Exploring Types of Food Service: Table, Self, Assisted, and Specialized Service
- b. Mastering Room Service Operations: Equipment, Procedures, and Order Taking
- c. Understanding Sale Control Systems: KOT/Bill Control, Bill Making, Cash Handling, and Record Keeping
- d. Introduction to Tobacco Studies: History, Processing, Types, Brands, and Care of Cigarettes and Cigars.

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
DSC-3	Theory	03 Hrs	45 Hrs	03 Hrs	20	80	100	03

UNIT-I: Types of Food Service**15 Hrs**

<p>Chapter 1:</p> <ul style="list-style-type: none"> ▪ Table Service ▪ English/Silver Service ▪ American Service/Pre plated service ▪ French Service ▪ Russian Service ▪ Gueridon Service <p>Chapter 2:</p> <ul style="list-style-type: none"> ▪ Self Service ▪ Cafeteria Service ▪ Counter Service ▪ Vending Machine <p>Chapter 3:</p> <ul style="list-style-type: none"> ▪ Assisted Service ▪ Buffet Service ▪ Specialized Service ▪ Tray Service ▪ Lounge Service 	
<p>UNIT- II: Room Service</p>	<p>15 Hrs</p>
<p>Chapter 4:</p> <ul style="list-style-type: none"> ▪ Introduction, Location <p>Chapter 5:</p> <ul style="list-style-type: none"> ▪ Room Service Equipment <p>Chapter 6:</p> <ul style="list-style-type: none"> ▪ Room service Procedure ▪ Mise en place Activities ▪ Order Taking for Room Service ▪ Methods of collecting breakfast order ▪ Execution of room service order ▪ Collecting the order and carrying to the room 	
<p>UNIT -III: Sale Control System</p>	<p>15 Hrs</p>
<p>Chapter 7: KOT/Bill Control System (Manual)</p> <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). <p>Chapter 8: Tobacco –</p> <ul style="list-style-type: none"> ▪ History, Processing for cigarettes, pipe tobacco & cigars, Cigarettes – Types and Brand names, Cigars – shapes, sizes, colours and Brand names. 	

References:

1. John Fuller. *Modern Restaurant Service*, Copp Clark Pitman Publication, Canada, 1983.
2. Dennis Lilicrap & John Lousins, *Food & Beverage Service*, Hodder Arnold, London 2006.
3. Peter Dias, *The Steward*, Orient Blackswan Publishers, Solapur, 2012.
4. Sudhir Andrews, *Food & Beverage Management*, Tata McGraw- Hill Publications, New Delhi, 2008.
5. Vijay Dhawan, *Food & Beverage Service*, Frank Bros & Co. New Delhi, 2009.
6. Bobby George, *Food & Beverage Service*, Jaico Publishing House, Mumbai, 2006.

DSC – 4
L3BHM1T4 - INTRODUCTION TO TOURISM

After Successful Completion Of this course, The Students Will Be Acquainted With:

- a. Find the basic concept of tourism industry.
- b. Understand the historical background of travel and tourism through the years.
- c. Identify the various motivational concept of tourism industry.
- d. Distinguish the difference between domestic and internal tourism.
- e. Evaluate the socio economic, cultural, and environmental impact of tourism industry.
- f. Imagine the scope of the tourism 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
DSC-4	Theory	03 Hrs	45 Hrs	03 Hrs	20	80	100	03

UNIT I: Introduction to Tourism	15 Hrs
Chapter 1: <ul style="list-style-type: none"> ▪ Tourism Terminology, Elements, Characteristics. Chapter 2: <ul style="list-style-type: none"> ▪ Typology of Tourism. ▪ Types of Tourists Chapter 3: <ul style="list-style-type: none"> ▪ Historical Development of the world Tourism. 	
UNIT II: Tourism Organizations	15 Hrs
Chapter 4: <ul style="list-style-type: none"> ▪ International, Indian and State Tourism Organizations. Chapter 5: <ul style="list-style-type: none"> ▪ Impacts of Tourism. Chapter 6: <ul style="list-style-type: none"> ▪ Tourism motivations and impact on hospitality industry 	
UNIT III: Travel Agency and Tour Operations	15 Hrs
Chapter 7: <ul style="list-style-type: none"> ▪ Types of Tour Operators. ▪ Guidelines for Recognition as an Approved Tour Operator. Chapter 8: <ul style="list-style-type: none"> ▪ Organization Structure of Travel Agency. Chapter 9: <ul style="list-style-type: none"> ▪ Job Structure in Travel Agency 	

REFERENCE BOOKS:

1. R. C. Majumdar, H.C. Roychoudhuri and K. Dutta- *An Advanced History of India*- Mac Milan –1967.
2. Goeldner, R. and Ritchie B *Tourism, principles, Practices and philosophies*, John wiley and sons, 2010; London.
3. Bhatia A.K: *Tourism Development Principles and Practices*- Sterling Publishers pvt. Limited; 2002
4. Krishna K Kumar and Mohinder Chand; *Basics of Tourism: Theory, Operation and Practice*. 2002
5. Foster Douglas: *Travel and Tourism Management*; Mac Millan; 1985.
6. Prannathseth: *Tourism Management*, Sterling Publishers Private limited, New Delhi 1992.
7. Negi. J. *Travel Agency Operation- Concepts and Principles*, Kanishka, New Delhi. 2005.
8. Bhatia A.K. *Travel Agency and Tour Operations*: Sterling Publications New Delhi.

DSC- 5
L3BHM1P5 - FOOD AND BEVERAGE PRODUCTION
(PRACTICAL)

After Successful Completion Of this course, The Students Will Be Acquainted With:

- a. Demonstrate the basic cuts of Meats, Poultry, vegetables and fruits.
- b. Demonstrate basic cooking techniques used in commercial kitchens.
- c. Prepare culinary delicacies belonging to various Indian Cuisines.

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
DSC-5	Practical	02 Hrs	30 Hrs	03 Hrs	40	10	50	02

<p>Chapter I:</p> <ul style="list-style-type: none"> ▪ Foundation of cooking. ▪ Identification of Kitchen Utensils, Equipments & Ingredients. ▪ Operations of Equipments and Knife Handling Procedures. ▪ Kitchen Hygiene. <p>Chapter II:</p> <ul style="list-style-type: none"> ▪ Basic Cooking Methods and Pre-Preparations. ▪ Cuts of Vegetables (Julienne, Jardinière, Macedoine, Brunoise, Paysanne, Dices, Cubes, Shred, Mirepoix, etc.) ▪ Blanching. ▪ Boiling. ▪ Sautéing. <p>Chapter III:</p> <ul style="list-style-type: none"> ▪ Basic Cooking Methods and Pre-Preparations. ▪ Cuts of Chicken. ▪ Roasting. ▪ Braising. ▪ Broiling. <p>Chapter IV:</p> <ul style="list-style-type: none"> ▪ Basic Cooking Methods and Pre-Preparations. ▪ Cuts of Fish. ▪ Frying (Deep Frying & Shallow Frying). ▪ Stewing. ▪ Steaming. <p>Chapter V:</p> <ul style="list-style-type: none"> ▪ Egg Cookery Demonstration. ▪ Preparation of Egg dishes. ▪ Boiled Egg (Soft & Hard). ▪ Fried Egg (Easy Over, Bull's Eye, Double fried Etc.) ▪ Scrambled Egg. ▪ Poached Egg (Egg Benedict). ▪ Omelette (Plain, Stuffed, Spanish) <p>Chapter VI:</p> <ul style="list-style-type: none"> ▪ South Indian Cuisine - 3 Course Menu with Accompaniments. ▪ North Indian Cuisine - 3 Course Menu with Accompaniments. 	<p>5Hrs</p> <p>5Hrs</p> <p>5Hrs</p> <p>5Hrs</p> <p>5Hrs</p> <p>5Hrs</p>
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| <ul style="list-style-type: none"> ▪ Other Indian Cuisine - 3 Course Menu with Accompaniments. ▪ Continental Cuisine - 3 Course Menu with Accompaniments. ▪ Chinese Cuisine - 3 Course Menu with Accompaniments. ▪ Mexican Cuisine - 3 Course with Accompaniments. ▪ Other International Cuisine - 3 Course Menu with Accompaniments. ▪ Tandoori - 3 Course Menu with Accompaniments. ▪ Indian Sweets (Any 4 Sweets). | |
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REFERENCE BOOKS:

1. Victor Ceserani & Ronald Kinton; *Practical Cookery*; John Wiley and Sons Co; 2004; Canada
2. Victor Ceserani & Ronald Kinton; *Theory of Catering*; Hodder Arnold; 2007
3. Mr. K. Arora; *Theory of Cookery*; Franck Brothers; 2008
4. Ms. Thangam Philip; *Modern Cookery for Teaching & Trade Vol I*; Orient Blackswan; 2003
6. Michael Colleer & Colin Saussams; *Success in Principles of Catering*; John Murray; 1990
7. Indersingh Kalra and Pradeep das Gupta; *Prashad: Cooking with Indian Masters*; Allied Publishers Pvt. Ltd. 1986

B.Sc. HOTEL MANAGEMENT FOURTH SEMESTER SYLLABUS

DSC – 1

L4BHM1T1 - HOUSEKEEPING OPERATIONS – II

After Successful Completion Of this course, The Students Will Be Acquainted With:

- a. Understand the planning process and par levels in housekeeping operations.
- B. Learn daily routines and shifts of the housekeeping department.
- C. Understand the layout and activities of the linen and uniform room.
- D. Learn the role, duties, and specific functions of a housekeeping supervisor.
- E. Understand uniform selection, design, storage, issuing, and current trends.
- F. Learn about budgeting, interior decoration, and cleaning of public areas in housekeeping.

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
DSC-1	Theory	04 Hrs	60 Hrs	03 Hrs	20	80	100	04

UNIT- I: Planning Operations, Daily Routines And Linen Room Operations	15 Hrs
Chapter 1: <ul style="list-style-type: none"> ▪ The Planning Process ▪ Par Levels Chapter 2:	

<ul style="list-style-type: none"> ▪ The Housekeeping Day ▪ Opening of the House ▪ Morning Shift ▪ Afternoon Shift ▪ Night Shift <p>Chapter 3:</p> <ul style="list-style-type: none"> ▪ Linen and Uniform Room ▪ Planning and Layout of the Linen Room ▪ Activities In the Linen Room 	
<p>UNIT- II: Supervision in Housekeeping; Uniforms</p>	<p>15 Hrs</p>
<p>Chapter 4:</p> <ul style="list-style-type: none"> ▪ Role of Supervisor ▪ General Duties of Supervisor ▪ Specific Functions of Supervisor <p>Chapter 5:</p> <ul style="list-style-type: none"> ▪ Introduction ▪ Selection and Design of Uniforms 	
<p>Chapter 6:</p> <ul style="list-style-type: none"> ▪ Storage of Uniforms ▪ Issuing and Exchanging of Uniforms ▪ Advantages of Providing Uniforms ▪ Trends in Hotel Uniforms 	
<p>UNIT- III: Housekeeping Control Desk; Pest Control And Keys</p>	<p>15 Hrs</p>
<p>Chapter 7:</p> <ul style="list-style-type: none"> ▪ Introduction to Control desk ▪ Forms, Formats, Records and Registers ▪ Coordination with Front Office ▪ Coordination with Maintenance <p>Chapter 8:</p> <ul style="list-style-type: none"> ▪ Pest Control ▪ Common Pest and types ▪ Integrated Pest Management <p>Chapter 9:</p> <ul style="list-style-type: none"> ▪ Keys ▪ Types of Keys ▪ Control of Keys 	
<p>UNIT- IV: Budgeting; Interior Decoration; Public Area Cleaning</p>	<p>15 Hrs</p>
<p>Chapter 10:</p> <ul style="list-style-type: none"> ▪ Budget ▪ Types of Budgets, Budget Planning ▪ Housekeeping Expenses Controlling Expenses ▪ Inventory Control, Stock-taking ▪ Purchasing <p>Chapter 11:</p> <ul style="list-style-type: none"> ▪ Colour ▪ Floor Coverings & Finishes ▪ Windows ▪ Carpets and Ceilings <p>Chapter 12:</p> <ul style="list-style-type: none"> ▪ Cleaning Public Areas 	

- | | |
|---|--|
| <ul style="list-style-type: none"> ▪ Entrances, Lobbies, Front Desk ▪ Staircases ▪ Guest Corridors | |
|---|--|

References:

1. G. Raghubalan, Smritee Raghubalan; *Hotel Housekeeping Operations and Management (3rd edition)*; Oxford University Press; 2015; New Delhi.
2. Sudhir Andrews; *Hotel housekeeping Management and Operations*; MC Graw Hill Education; 2008; Chennai
3. Malini Singh, Jaya B George; *Housekeeping: Operations, Design and Management*; Jaico Publishing House; 2008
4. Sudhir Andrews; *Hotel Housekeeping (A Training Module)*; McGraw Hill Education; 2013; New Delhi

DSC – 2**L4BHM1T2 - FOOD AND BEVERAGE PRODUCTION – IV****After Successful Completion Of this course, The Students Will Be Acquainted With:**

- a. Explain the Origin and Evolution of Modern Cookery
- b. Identify various tools used for cooking
- c. Elaborate on the role and importance of various cooking ingredients
- d. Analyse the basic food nutrients and its role
- e. Assess the importance of kitchen safety measures f. Elucidate the importance of waste management in kitchen.

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
DSC-2	Theory	04 Hrs	60 Hrs	03 Hrs	20	80	100	04

UNIT – I: Fundamentals Of Indian Cookery**15 Hrs****Chapter 1:**

- Introduction to Indian Food Culture.
- Heritage of Indian Cuisine.
- Role of Indian Condiments, Herbs & Spices in cookery.

Chapter 2:

- Different Masalas used in Indian cookery (Wet & Dry).
- Blending of spices and concept of Masala Preparations.
- Indian Curries.

Chapter 3:

- Coloring Agents used in Indian cookery.
- Indian Culinary Glossary Terms and Popular dishes.
- Emerging Trends in Indian Cuisine.

UNIT – II: Indian Food**15 Hrs****Chapter 4:**

- Indian breads – Roti, Naan, Kulcha, Phulka Etc.
- Origin and history of Indian sweets.
- Ingredients Used.

Chapter 5:

- Equipments Used in Indian Kitchen.
- Coloring & Flavoring Agents used in Preparation of Indian Sweets.

<ul style="list-style-type: none"> ▪ Indian Regional, Traditional & Comfort Food. 	
Chapter 6: <ul style="list-style-type: none"> ▪ Traditional Home-style Indian cooking – Concepts, Demand & Emerging trends. ▪ Lost Recipes. 	
UNIT – III: Kitchen Safety and Quality Control	15 Hrs
Chapter 7: <ul style="list-style-type: none"> ▪ Introduction to FSSAI and HACCP. ▪ Kitchen Safety measures (Fire Safety & Handling Fire Extinguishers) ▪ Anatomy, Classification & Handling of kitchen Knives Chapter 8: <ul style="list-style-type: none"> ▪ Food Safety and Preservation Techniques. ▪ Purchase Quality & Storage of Food Products – Meat, Fish, Vegetable, Fruits Etc. Chapter 9: <ul style="list-style-type: none"> ▪ Kitchen Waste Management. ▪ Basic First Aid 	
UNIT – VI: Meat Cookery	15 Hrs
Chapter 10: <ul style="list-style-type: none"> ▪ Introduction to meat cookery. ▪ Cuts of beef / veal and Cuts of pork. ▪ Cuts of lamb / muttuns and Cuts of Chicken. Chapter 11: <ul style="list-style-type: none"> ▪ Fish Cookery ▪ Introduction to fish cookery ▪ Classification of fish with examples. ▪ Cuts of fish. ▪ Selection of fish and shell fish. Chapter 12: <ul style="list-style-type: none"> ▪ Egg cookery ▪ Introduction to egg cookery. ▪ Structure of an egg. Chapter 13: <ul style="list-style-type: none"> ▪ Selection of egg. ▪ Uses of egg in cookery. ▪ Methods of cooking egg. 	

REFERENCE BOOKS:

1. Victor Ceserani & Ronald Kinton; *Practical Cookery*; John Wiley and Sons Co; 2004; Canada
2. Victor Ceserani & Ronald Kinton; *Theory of Catering*; Hodder Arnold; 2007
3. Mr. K. Arora; *Theory of Cookery*; Franck Brothers; 2008
4. Ms. Thangam Philip; *Modern Cookery for Teaching & Trade Vol I*; Orient Blackswan; 2003
6. Michael Colleer & Colin Saussams; *Success in Principles of Catering*; John Murray; 1990
7. Indersingh Kalra and Pradeep das Gupta; *Prashad: Cooking with Indian Masters*; Allied Publishers Pvt. Ltd. 1986

DSC – 3
L4BHM1T3 - FOOD AND BEVERAGE SERVICE – IV

After Successful Completion Of this course, The Students Will Be Acquainted With:

- a. Exploring Non-Alcoholic Beverages: Classification, Types, and Brands of Tea, Coffee, Juices, and Soft Drinks
- b. Understanding Alcoholic Beverages: Introduction, Production Processes, and Classification with Examples
- c. Delving into Wines: Definition, Classification, Old World Wines (France, Germany, Italy, Spain, Portugal), New World Wines (USA, Australia, India, Chile, South Africa, New Zealand), and Wine Storage.
- d. Studying Beer and Spirits: Types of Beer, Beer Production, Introduction to Spirits, Spirits Production Methods, and Production of Various Spirits like Whisky, Rum, Gin, Brandy, Vodka, and Tequila.

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
DSC-3	Theory	03 Hrs	45 Hrs	03 Hrs	20	80	100	03

UNIT-I: Non-Alcoholic Beverages	15 Hrs
Chapter 1: Classification of Non- Alcoholic Beverage - <ul style="list-style-type: none"> ▪ Nourishing Beverages. ▪ Stimulating Beverages. ▪ Refreshing Beverages. Chapter 2: Tea - <ul style="list-style-type: none"> ▪ Origin and Manufacture. ▪ Types and Brands. Chapter 3: Coffee - <ul style="list-style-type: none"> ▪ Origin and Manufacture. ▪ Types and Brands. Chapter 4: Juices and Soft Drinks.	
UNIT -2: Alcoholic Beverages	15 Hrs
Chapter 5: <ul style="list-style-type: none"> ▪ Introduction and definition Chapter 6: <ul style="list-style-type: none"> ▪ Production of Alcohol ▪ Fermentation process ▪ Distillation process Chapter 7: <ul style="list-style-type: none"> ▪ Classification with examples 	
UNIT - 3: Wines	15 Hrs
Chapter 8: <ul style="list-style-type: none"> ▪ Definition & History Chapter 9: <ul style="list-style-type: none"> ▪ Classification with examples ▪ Table/Still/Natural ▪ Sparkling ▪ Fortified ▪ Aromatized 	

Chapter 10:

- Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names)
- France, Germany, Italy, Spain, Portugal.

Chapter 11:

New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names)

- USA, Australia, India, Chile, South Africa, New Zealand
- Storage of Wine

Beer And Spirits -**Beer**

- Introduction & Definition, Types of Beer, Production of Beer, Storage.

Spirits

- Introduction & Definition.
- Production of Spirit:
 1. Pot still Method
 2. Patent Still Method
- Whisky, Rum, Gin, Brandy, Vodka, Tequila.

References:

1. John Fuller. *Modern Restaurant Service*, Copp Clark Pitman Publication, Canada, 1983.
2. Dennis Lilicrap & John Lousins, *Food & Beverage Service*, Hodder Arnold, London 2006.
3. Peter Dias, *The Steward*, Orient Blackswan Publishers, Solapur, 2012.
4. Sudhir Andrews, *Food & Beverage Management*, Tata McGraw- Hill Publications, New Delhi, 2008.
5. Vijay Dhawan, *Food & Beverage Service*, Frank Bros & Co. New Delhi, 2009.
6. Bobby George, *Food & Beverage Service*, Jaico Publishing House, Mumbai, 2006.

DSC- 4**L4BHM1T4 - TOURISM AND HOSPITALITY MARKETING
MANAGEMENT**

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
DSC-3	Theory	03hrs	45	03hrs	20	80	100	03

After Successful Completion of this course, The Students Will Be Acquainted With:

- a. Product development & management in tourism industry.
- b. Importance and means of tourism product and service promotion.
- c. Need & importance of research in tourism and hospitality.

Unit –1 Introduction to Marketing Management	15
Chapter No. 1 Introduction: Importance of Service Marketing – Classification of services, Need and significance of marketing in Tourism and Hospitality (T&H), Tourism Marketing vs Traditional Marketing, Key players and linkages, philosophies of Marketing Management, service characteristics of T&H industry and its impact, 8Ps of Service marketing - Functions of Marketing Management Marketing Planning	

<p>Chapter No. 2 Understanding Market Environment – The marketing environment, Micro and Macro environment, Key players in Global tourism industry, Marketing planning process – Strategic management in T&H,</p> <p>Chapter No. 3 Marketing Information System (MIS) in Tourism and hospitality, Marketing Research Process, Consumer Buying Behaviour, typologies of tourist, Buyer Decision Process, global trends in consumer behaviour, Market Segmentation, Targeting and Positioning</p>	
Unit –2 Product Strategy, Pricing Strategy	15
<p>Chapter No. 4. Product line decisions – Tourism and Hospitality Products, levels of product, Product mix decisions – Branding and Packaging decisions, Managing Servicescape, Product life cycle strategies and Destination Life cycle strategies</p> <p>Chapter No. 5. – Pricing – Factors affecting pricing decision, Pricing and Positioning Strategies in tourism and hospitality</p> <p>Chapter No. 6. Channels of distribution - Nature and Types, Marketing intermediaries, Factors to be considered for selecting channel, Functions of distribution channels</p>	
Unit –3 Promotion Strategies and Destination Marketing	15
<p>Chapter No. 7 Promotion– Integrated Marketing Communications (IMC), Promotion strategies in tourism and hospitality, Promotion Mix- Sales promotions, PR, Direct marketing, Personal selling strategies in tourism and hospitality</p> <p>Chapter No. 8– Destination Marketing - Role of marketing in promoting destinations, Segmenting-monitoring-Communicating with tourist market, challenges of destination marketing in global market</p> <p>Chapter No. 9. Digital Marketing and Trends - Impact of Technology in marketing tourism and hospitality, Digital marketing mix, Social Media Marketing, User Generated Content, ethical marketing, experiential marketing, challenges of digital marketing, Tourism marketing ethics</p>	

Reference Books

1. Philip Kotler, Kevin Lane Keller - *Marketing Management*, pearson publication; 2016
2. William J. Stanton; *Fundamentals of Marketing*; McGraw Hill, 2010
3. Philip Kotler, John T. Bowen; *Marketing for hospitality industry*, Pearson publication, 12 edition; 2021
4. S.A. Sherlekar, P.N. Harikumar; *Marketing Management*, Himalaya publishing house 13 edition; 2014

DSC-5

L4BHM1P5 - FOOD AND BEVERAGE SERVICE (PRACTICAL)

After Successful Completion Of this course, The Students Will Be Acquainted With:

- a. Develop a polished and professional appearance through mastering service grooming techniques and understanding restaurant etiquettes, enhancing the ability to create positive guest experiences.
- b. Acquire proficiency in executing the food and beverage service sequence, including receiving guests at a hotel, water pouring, and seating guests, ensuring a smooth and welcoming experience from the moment guests arrive.
- c. Gain practical skills in table setting and maintenance, including laying and relaying tablecloths, mastering various napkin folds.

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
DSC-5	Practical	02 Hrs	30 Hrs	03 Hrs	40	10	50	02

<p>Chapter I:</p> <ul style="list-style-type: none"> • Service Grooming • Restaurant Etiquettes and Hygiene practices. • Identification of equipments used in service department. <p>Chapter II:</p> <ul style="list-style-type: none"> • Food and Beverage service sequence • Receiving a guest at a hotel • Water pouring and seating a guest. <p>Chapter III:</p> <ul style="list-style-type: none"> • Laying and relaying of Tablecloth • Napkin Folds • Rules for laying table - Laying covers as per menus <p>Chapter IV:</p> <ul style="list-style-type: none"> • Handling Service Gear • Carrying Salver, Plates, Glasses and other equipment. • Clearing an ashtray • Crumbing, Clearance and presentation of bill <p>Chapter V:</p> <ul style="list-style-type: none"> • Side Board (Side Station) organization. • Silver Service and other types of services. • Order taking – writing a food KOT, writing a BOT and RSOT. • Room Service Tray and Trolley layup. <p>Chapter VI:</p> <ul style="list-style-type: none"> • Service of beverages and Glassware's. <ul style="list-style-type: none"> - Beer (Bottled, Can and Draught), Wine and Champagne etc. • Beverage order taking. • Identification of bar equipments. • Preparation of Cocktails & Mocktails. 	<p>5Hrs</p> <p>5Hrs</p> <p>5Hrs</p> <p>5Hrs</p> <p>5Hrs</p> <p>5Hrs</p>
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References:

1. John Fuller. *Modern Restaurant Service*, Copp Clark Pitman Publication, Canada, 1983.
2. Dennis Lilicrap & John Lousins, *Food & Beverage Service*, Hodder Arnold, London 2006.
3. Peter Dias, *The Steward*, Orient Blackswan Publishers, Solapur, 2012.
4. Sudhir Andrews, *Food & Beverage Management*, Tata McGraw- Hill Publications, New Delhi, 2008.
5. Vijay Dhawan, *Food & Beverage Service*, Frank Bros& Co. New Delhi, 2009.
6. Bobby George, *Food & Beverage Service*, Jaico Publishing House, Mumbai, 2006.

Skill – 2

**L0BHM6P1 - INFORMATION AND COMMUNICATION
TECHNOLOGY IN HOTEL INDUSTRY**

After Successful Completion Of this course, The Students Will Be Acquainted With:

- a. It is computer-based information systems used to empower hospitality organizations.
- b. The restaurant and lodging applications used for enhancing operational efficiency and effectiveness.
- c. The key steps in constructing and operating an accounting information system and ensuring that data and information are reliable, confidential, secure.

- d. The hospitality businesses use technology to gain a competitive advantage.
e. The emerging technologies influencing and reshaping hospitality business models.

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
Skill	Practical	02 Hrs	30 Hrs	03 Hrs	40	10	50	02

UNIT I: Information Systems & Technology	15 Hrs
<p>Chapter 1: Voice assistant technology, chat bots, virtual agents, artificial intelligence, Internet of Things and Internet of Everything, QR codes, intelligent crowd management, RFID, beacon technology, biometric and contactless technologies, hardware capacities updates (e.g., RAM, storage: HDD/SSD, etc.), monitor technology, 3D printer technology, digital signage, mobile apps, wearable technologies, customer feedback technologies (e.g., HappyOrNot terminals, data visualization, updated figures, etc.</p> <p>Chapter 2: Networks and System Security - Mesh topology, LiFi, 5G networks, WiFi6, update on network components and capacities (e.g., server types: edge), business continuity planning, ransomware, network attacks (e.g., DDoS and IoT), data breaches, personal information privacy and protection, causes of system failure, password less authentication, new photographs/updated figures, etc.</p> <p>Chapter 3: Restaurant Technology Systems - POS hardware/software, mobile and contactless payment systems, enhanced customer satisfaction, tabletop and self-service technologies, QR codes, online reservation systems, table management systems, integration of systems with third party delivery systems, home delivery and online ordering systems, gift card programs, digital menus, new photographs/new and updated figures, etc.</p>	
UNIT II: Lodging Technology Systems	15 Hrs
<p>Chapter 4: Distribution channels (e.g., booking fees), direct and indirect channels, etc.), GDS and OTAs, Block chain distribution systems, revenue management, baggage handling system, check-in and self-service technologies, new photographs/, etc.</p> <p>Chapter 5: Guest Centric Technologies - Guestroom technology advancements, guestroom control systems, big data to customize and enhance customer experience., electronic locking technology (e.g., Mobile Key/Bluetooth Systems), fire safety and security systems, energy management systems, contactless devices, in-room technology (e.g., Internet access, Wi-Fi/5G, IoT devices: smart windows, mirrors, etc.), new photographs/updated figures. etc.</p> <p>Chapter 6: Automation and Robotics in the Hospitality Industry - Self-service technologies, industrial and service robots, deployment of robots in the hospitality industry and other service environments, virtual reality technology, virtual tools, and virtual trips/tourists, conferences, and experiences (e.g., Amazon Explore).</p>	

References:

1. Galen R Collins , Cihan Cobanoglu , Anil Bilgihan , Katerina Berezina; *Hospitality Information Technology*; Kendall Hunt Publishing Company;, Edition 9, 2021.,
2. Martin Peacock; *Information technology in hospitality Industry: Managing People, Change and Computers*; Cassell, 1995, 1995.
3. Sophea Tieng; *Hospitality Information Technology*; Society Publishing; 2019
4. Zhou, Zongqing; *E-Commerce and Information Technology in Hospitality and Tourism*; Cengage Learning; 2003.

B.Sc. HOTEL MANAGEMENT FIFTH SEMESTER SYLLABUS

DSC – 1

L5BHM1T1 - ENVIRONMENTAL MANAGEMENT SYSTEM IN HOSPITALITY

After Successful Completion Of this course, The Students Will Be Acquainted With:

- a. Understand environmental management system (EMS) definitions, concepts, and guidelines and requirements of the ISO 14001 standard.
- b. Understand the stages of EMS implementation learn best practice techniques, apply environmental management principles to achieve continual improvement in an organization.
- c. To provide a basic understanding of various tools and techniques such life cycle assessment, environmental audits, evaluation of environmental performance for environmental decision-making.

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
DSC-1	Theory	04 Hrs	60 Hrs	03 Hrs	20	80	100	04

UNIT I: Introduction	15 Hrs
<p>Chapter 1:</p> <ul style="list-style-type: none"> ▪ What do we mean by the environment? ▪ The driving force for change. ▪ Sustainability and the protection of scarce resources. <p>Chapter 2:</p> <ul style="list-style-type: none"> ▪ Global environmental issues. ▪ Tourism, hospitality and the environment. ▪ References and further reading. <p>Chapter 3: Environmental management -</p> <ul style="list-style-type: none"> ▪ The environmental system. ▪ Environmental policy, strategy and implementation. ▪ Environmental impact assessment. ▪ Case studies - References and further reading. 	
UNIT II: RESOURCE MANAGEMENT	15 Hrs
<p>Chapter 4:</p> <ul style="list-style-type: none"> ▪ Water and the environment. ▪ Water supplies. ▪ Improving water quality 	
<ul style="list-style-type: none"> ▪ Control of water consumption ▪ Case studies - References and further reading <p>Chapter 5: Energy management -</p> <ul style="list-style-type: none"> ▪ The principles of energy management. ▪ Energy supplies. 	

<ul style="list-style-type: none"> ▪ The energy management programme. ▪ Case studies - References and further reading. <p>Management of The Indoor Environment -</p> <ul style="list-style-type: none"> ▪ The significance of the indoor environment ▪ Chemical hazards ▪ Air quality - Noise - Light - Non-ionizing radiation. ▪ Case studies - References and further reading. <p>Chapter 6: Materials and Waste Management -</p> <ul style="list-style-type: none"> ▪ The need for materials and waste management. ▪ The waste audits. ▪ Product purchasing. ▪ Operations management. ▪ Environmental pollution - Recycling. ▪ Case studies - Summary - References and further reading. 	
<p>UNIT III: Environmental Audit</p>	15 Hrs
<p>Chapter 7: Methodology (List of Steps) *</p> <ul style="list-style-type: none"> ▪ Gathering background information - ▪ Planning the audit – ▪ Monitoring on compliance of different legislations – ▪ Interviewing the site personnel, visitors – ▪ Identification of waste management – ▪ Field Observation <p>Chapter 8:</p> <ul style="list-style-type: none"> ▪ Synthesis of data – ▪ Preparing and distribution of draft report – ▪ Determining the potential solution – <p>Chapter 9:</p> <ul style="list-style-type: none"> ▪ Recommendations and Actions – ▪ Develop indicators for monitoring – ▪ Group work – ▪ Field study - 	
<p>UNIT IV: Certification Schemes</p>	15 Hrs
<p>Chapter 10: ECO Certification –</p> <ul style="list-style-type: none"> ▪ Green Globe, Green Key, EU ecolabel, PATA Green Leaf, LEED, STCI and ISO 14001 etc. ▪ Benchmarking, Accreditation, Best Practice. <p>Chapter 11: Environment Management System (EMS) –</p> <ul style="list-style-type: none"> ▪ Relationship between man and nature. ▪ The Environment and human society. <p>Chapter 12:</p> <ul style="list-style-type: none"> ▪ Eco Labeling. ▪ Eco Lodge. ▪ Identifying a nature dependent tourist lodge. 	

REFERENCE BOOKS:

1. Rosemary Black & Alice Crabtree; *Quality Assurance & Certification in Eco Tourism*.
2. David B. Weaver; *The Encyclopedia of Ecotourism*.
3. Ralf Buckley; *Ecotourism Principles & Practices*.

DSC- 2

L5BHM1T2 - CATERING MANAGEMENT

After Successful Completion Of this course, The Students Will Be Acquainted With:

- a. Explain the Origin and Evolution of Modern Cookery
- b. Identify various tools used for cooking
- c. Elaborate on the role and importance of various cooking ingredients
- d. Analyse the basic food nutrients and its role
- e. Assess the importance of kitchen safety measures
- f. Elucidate the importance of waste management in kitchen.

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
DSC-2	Theory	04 Hrs	60 Hrs	03 Hrs	20	80	100	04

UNIT I: Menu Planning Recipe Formulation	15 Hrs
Chapter 1: <ul style="list-style-type: none"> ▪ Menu Planning. ▪ Factors affecting menu planning. ▪ Standard Recipes: Definition, writing, format and costing. Chapter 2: COMMODITIES <ul style="list-style-type: none"> ▪ Milk and Milk Products. ▪ Composition Of Milk, Storage, ▪ Types Of Milk, Cream, Butter, Curd. Chapter 3: <ul style="list-style-type: none"> ▪ Cheese: Production of Cheese. ▪ Types of Cheese. ▪ Vegetables: Classification, Selection. ▪ Fruits: Classification, Selection. 	
UNIT – II: Food & Beverage Control	15 Hrs
Chapter 4: <ul style="list-style-type: none"> ▪ Budgeting (cost profit sales). ▪ Menu Pricing. ▪ Menu Engineering. ▪ Profit Improvement. 	

Chapter 5: <ul style="list-style-type: none"> ▪ Food and Beverage Inventory and Control. ▪ Food and beverage receiving and storage Chapter 6: <ul style="list-style-type: none"> ▪ Determining the cost. ▪ Food cost percentage. ▪ Evaluating food cost result. ▪ Food cost control and beverage cost control. 	
UNIT – III: Food and Beverage Promotions	15 Hrs
Chapter 7: <ul style="list-style-type: none"> ▪ Advertising. ▪ Identifying the media and promoting festivals. 	

<ul style="list-style-type: none"> ▪ Up selling and telephone selling. ▪ Merchandizing & Sales Promotion <p>Chapter 8:</p> <ul style="list-style-type: none"> ▪ Latest systems in Food and Beverage service and latest equipment. ▪ Latest of Industry. ▪ Latest computer programs. <p>Chapter 9:</p> <ul style="list-style-type: none"> ▪ Latest trends in Food and Beverage outlets. ▪ Latest Training needs and procedures. ▪ Latest career development. 	
<p>UNIT – IV: Catering Establishments</p>	15 Hrs
<p>Chapter 10:</p> <ul style="list-style-type: none"> ▪ What is Catering Establishment? ▪ Welfare Catering Establishment. ▪ Airline Catering Establishment. ▪ Ship Catering Establishment. <p>Chapter 11:</p> <ul style="list-style-type: none"> ▪ Surface Catering Establishment. ▪ Institutional Catering Establishment. ▪ Railway Catering Establishment. ▪ Industrial Catering Establishment. ▪ Leisure - Linked Catering Establishment. <p>Chapter 12:</p> <ul style="list-style-type: none"> ▪ Scope in Growth in Catering and Cloud Kitchen management. ▪ Banquet Management. 	

REFERENCE BOOKS:

1. Levinson - *Food and Beverage Operations*.
2. Lillycrap - *Food and Beverage Service*.
3. Chand - *Tara Hotel and Restaurant Management*.
4. Cullen - *Food and Beverage Manager*.
5. Cassel - *Management of Food Service Operation*.
6. Longman - *Food and Beverage Management*.
7. Krishna Arora, *Theory of cookery*, Frank Bros, 2001
8. Ronaldkinton, David Forkett, Victor Cessarani, *Theory of Catering, 2nd Revision*, Hodder & Stoughton Educational, 1970.
9. Jerald W.Chesser, *the Art of Science of Culinary Preparation*, Educational Institute of American Culinary Federation, 1992.
10. Thangam E.Philip, *Modern Cookery for Teaching Trade Volume -1, 6th Revised Edition*, Orient Black Swan, 2010.

DSC- 3
L5BHM1T3 - FOOD AND NUTRITION

After the successful completion of the course, the student will be able to:

- a. Basic concepts of Food Science.
- b. Food groups, food commodities and their structure.
- c. Analyze the relation between food, nutrition, and health.

- d. Elaborate on the functions of Food.
e. Elucidate on the importance of Nutrition & Diet.

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
DSC-3	Theory	04 Hrs	60 Hrs	03 Hrs	20	80	100	04

UNIT I: Basic Concepts in Food and Nutrition	15 Hrs
Chapter 1: <ul style="list-style-type: none"> ▪ Relationship between food, nutrition and health. ▪ Functions of Food-Physiological, Psychological and Social Chapter 2: <ul style="list-style-type: none"> ▪ Nutrition and Diet. Chapter 3: <ul style="list-style-type: none"> ▪ Water as an essential nutrient. 	
UNIT II: Nutrients And Food Groups	20 Hrs
Chapter 4: <ul style="list-style-type: none"> ▪ Carbohydrates. ▪ Lipids and proteins. Chapter 5: <ul style="list-style-type: none"> ▪ Vitamins & Minerals. ▪ Cereals & Pulses. ▪ Fruits and vegetables. Chapter 6: <ul style="list-style-type: none"> ▪ Milk & Milk Products ▪ Meat, poultry and fish. ▪ Fats & Oils. 	
UNIT III: Methods Of Cooking And Preventing Nutrient Losses	15 Hrs
Chapter 7: <ul style="list-style-type: none"> ▪ Dry, moist, frying and microwave cooking. ▪ Advantages, disadvantages and the effect of various methods of cooking on nutrients. ▪ Minimizing nutrient losses. Chapter 8: <ul style="list-style-type: none"> ▪ Contamination and spoilage of foods. ▪ Preservation of foods – Principles, Methods – High temperature, Low temperature, use of chemicals, radiation. Application of ohmic heating and high-pressure processing. Chapter 9: <ul style="list-style-type: none"> ▪ Food borne illness - Bacterial and non-bacterial food poisoning and infection. 	
UNIT IV: Food Safety Of Food Microbiology	10 Hrs
Chapter 10: <ul style="list-style-type: none"> ▪ Microorganisms important in food microbiology – moulds, yeast, Bacteria, viruses and algae. Chapter 11: <ul style="list-style-type: none"> ▪ Food safety – food sanitation and Hygiene, Examination of water for bacteria. ▪ Type of Food hazards, HACCP Principles. 	

REFERENCE BOOKS:

1. *Food Nutrition and Health* by Clydesdale Fergus M.
2. *Encyclopedia of Food Nutrition Dietetics & Health* by Bhavana Sabarwal.
3. *Food, Nutrition and Health* by Beena Mathur.
4. *Principles of food sanitation* - Marriott hotels.

5. *Essentials of food safety and sanitation* - David M S Swane, Nancy R Rue, Richard Linton.

DSC- 4

L5BHM1T4 - TOURISM AND HOSPITALITY FINANCE AND ACCOUNTS

After successful completion of this course, students will be able to:

- a. Process financial information of the hospitality industry and reporting information to decision makers.
- b. Know the concept and procedures to lay the foundation of understanding the processing of hospitality financial data and its flow in the accounting cycle for the ultimate production of financial statements.
- c. Understand the five major accounting classifications impact on business transactions.
- d. Understand common hospitality terminology/jargon used.
- e. Understand the importance of internal control, fraud and embezzlement.

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
DSC-4	Theory	04 Hrs	60 Hrs	03 Hrs	20	80	100	04

Unit –1 Introduction to Accounting	15 Hrs
<p>Chapter No. 1 Accounting: Meaning, Definition, Objective & Scope, Basic terms in Accounting, Accounting principles, Branches of Accounting, Uses of Accounting, Limitation of Accounting,</p> <p>Chapter No. 2 Concept & Conventions Practical System of Book-Keeping - Cash Book, Types of Cash Book, Single Column, Double Column, The Double Entry System</p> <p>Chapter No. 3 Journal- Debit & Credit, Rules of Debit & Credit, Method of Journalizing,</p>	
Unit II - Preparation of ledger and Final Accounts	15 Hrs
<p>Chapter No. 4 Ledger- Meaning of Ledger, Utility of Ledger, Posting of Entries</p> <p>Chapter No. 5. Trial Balance: Meaning, Objective and Preparation of Trial Balance, Errors and Rectification of Errors,</p> <p>Chapter No. 6. Profit and Loss Account, Preparation of Balance Sheet</p>	
Unit III - Introduction to finance	15 Hrs
<p>Chapter No.7. Introduction: Meaning, Scope of finance, Finance functions, Job of finance manager, Finance goals- profit maximization versus wealth maximization</p> <p>Chapter No. 8. Sources of finance- short term and long term sources of finance. Shares debentures, money market and other sources</p> <p>Chapter No. 9. Working Capital Management: Concept, components and determinants of working capital Gross and net working capital. Operating cycle</p>	
Unit IV Lease financing and Venture capital	15 Hrs
<p>Chapter No.10. Management of cash, inventory and receivable management</p> <p>Chapter No.11 Lease Financing: concept, classification of lease financing. Financial evaluation from lessor's and lessee's perspective</p> <p>Chapter No. 12 Venture capital: Meaning of venture capital, characteristics, stages of finance, advantages and investment process.</p>	

REFERENCE BOOKS:

1. Khan and Jain- *Financial Management* (TMH).

2. I.M.Pandey-*Financial Management*, Vikas Publication, New Delhi.
3. S.N.Maheshwari- *Financial Managements*, S. Chand & Co.
4. Prasanna Chandra- *Financial Management*.
5. *Hospitality Management Accounting*, Michael M Coltman.
6. *Hotel Accountancy & Finance* – S.P. Jain & K.L. Narang, Kalyani Publisher Ludhiana.

DSC- 5
L5BHM1P5 - STUDY TOUR, PROJECT REPORT AND VIVA

After Successful Completion of this course, The students will be acquainted With:

- a. Planning and executing study-oriented tours
- b. Importance of preparing written reports
- c. Reporting the findings and observations in a structured format

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
C -3	Practical	02 Hrs	30 Hrs	02 Hrs	40	10	50	02

UNIT I: Study Tour Planning and Execution	15 Hrs
Chapter 1: <ul style="list-style-type: none"> ▪ Theme – Destination Research and Selection. Chapter 2: <ul style="list-style-type: none"> ▪ Study Tour Itinerary Planning and Execution. Chapter 3: <ul style="list-style-type: none"> ▪ Study Tour Costing and Execution. Chapter 4: <ul style="list-style-type: none"> ▪ Tour Documentation. 	
UNIT II: Data Collection and Report Preparation	15 Hrs
Chapter 5: <ul style="list-style-type: none"> ▪ Certificate. Chapter 6: <ul style="list-style-type: none"> ▪ Content – Tables, Figures, Graphs, Maps. Chapter 7: <ul style="list-style-type: none"> ▪ Introduction. Chapter 8: <ul style="list-style-type: none"> ▪ Report Preparation based on Theme. Chapter 9: <ul style="list-style-type: none"> ▪ Conclusion. Chapter 10: <ul style="list-style-type: none"> ▪ References. Chapter 11:	

▪ Presentation and Viva.	
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DSC – 6
L5BHM11T1- RESEARCH METHODOLOGY

After Successful Completion of this course, The Students Will Be Acquainted With:

- a. Importance, relevance and application of research in Tourism and Hospitality Industry.
- b. Research process and Research Design as components of scientific research.
- c. Structure of a scientific research report and the relevance of ICT in tourism and hospitality research.

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
DSC-6	Theory	03 Hrs	45 Hrs	03 Hrs	20	80	100	03

UNIT –I Introduction to Research	15 Hrs
Chapter 1: Introduction to Research: Meaning, Objectives, applications, research outputs, Characteristics of scientific research	
Chapter 2: Approaches to research - Concept of theory, empiricism, deductive and inductive theory	
Chapter 3: Types of research- Types of research, pure (basic, fundamental) and applied research, qualitative and quantitative,	
UNIT -II Research Process and Data Collection	15 Hrs
Chapter 4: Research Process - Literature review, Identification of problem, formalizing research questions and hypothesis	
Chapter 5: Research Design - Meaning, need, types of research design – Exploratory, Descriptive, Casual research Design, Components of research design	
Chapter 6: Data Collection – Secondary and Primary data sources, Understanding Concept, Construct and Variables, Measurement and scaling, Construction of questionnaire.	
UNIT -III Data Analysis and Report Writing	15 Hrs
Chapter 7: Sampling - Concept of sampling, sampling frame, sample, characteristics of good sample and sampling methods – Probability and Non-Probability methods	
Chapter 8: Data Analysis - Processing of Data: Editing of Data – Coding of Data – Classification of Data – Statistical Series. Qualitative and Quantitative data analysis, Use of ICT in data analysis	
Chapter 9: Research report – Different types – Contents of report –executive summary – Chapterization, Research ethics, plagiarism, reference management and ICT in research	

REFERENCE BOOKS:

1. Veal, A., (2018), *Research Methods for Leisure and Tourism*, Pearson Education.
2. Donald & Del. I Hawkins (1998), *Marketing Research: Measurement And Method*: Prentice Hall India.
3. G.C. Beri (2000), *Marketing Research*, Prentice Hall India.

E-1

L5BHM5T1 - BAR MANAGEMENT

After Successful Completion Of this course, The Students Will Be Acquainted With:

1. To make the students to gain the Basic Knowledge about different of bar and bar operations.
2. Identify the primary target market for a beverage establishment.
3. Create a functional Wine, beer and cocktail list to serve a target market.
4. Describe the three-tier distribution system and its effects on purchasing and inventory control functions.

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
E-1	Theory	03 Hrs	45 Hrs	03 Hrs	20	80	100	03

UNIT I: Bar Operation								15 Hrs
Chapter 1: <ul style="list-style-type: none"> ▪ Introduction and definition. ▪ A brief history of bars and alcoholic beverages. ▪ Development of bars, Modern Bar design, layout and location. Chapter 2: <ul style="list-style-type: none"> ▪ Ownership types – pubs and bars, Legal aspects affecting beverage businesses. ▪ Roles of the bartender, Job description. ▪ Bar and Service Equipment. Chapter 3: <ul style="list-style-type: none"> ▪ Bar area – large equipment and small equipment and utensils, Glassware, Food service equipment. ▪ Techniques of Mixology, Garnish, Preparation Classic and Contemporary Cocktails. ▪ Sanitation, Liquor supplies, Mixes, Garnishes & Condiments, Ice. ▪ Behind-the-bar behavior. ▪ Spirits & Cordials and Liqueurs. 								
UNIT II: Serving Alcoholic And Non-Alcoholic Beverages								15 Hrs
Chapter 4: <ul style="list-style-type: none"> ▪ Beverage service procedures and Responsible service of alcohol. ▪ Alcoholic bar provisions - Beer, Whiskey, Rum, Gin, Brandy, Wines, and Types of wines. ▪ Non-alcoholic bar provisions- Water, Mineral water, Aerated water, Bitters, Juices, Syrups, and Cordials. 								
Chapter 5: <ul style="list-style-type: none"> ▪ Cocktails - Vodka based. ▪ White / Dark Rum based. ▪ Whisky based. ▪ Gin based & other important liquor based. Chapter 6: <ul style="list-style-type: none"> ▪ Customer care and Handling Cash and Payments in Bars. ▪ Payment systems used in the bar. ▪ Procedures and controls for receiving payments in the bar, Cash counting, floats and cash drawers, Fraudulent and dishonest activities ▪ Creating first impressions. 								
UNIT III: Beverage Control Systems								15 Hrs
Chapter 7:								

<ul style="list-style-type: none"> ▪ Introduction, managing costs and revenue to make profits. ▪ Policies for pricing, Stock control, Receiving and checking. ▪ Storing and issuing controls. <p>Chapter 8:</p> <ul style="list-style-type: none"> ▪ System of bar books. ▪ Cellar management. ▪ Control of possible losses in the bar. <p>Chapter 9:</p> <ul style="list-style-type: none"> ▪ Controls for beverage production. ▪ Point-of-sale systems for stock and beverage control. 	
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REFERENCE BOOKS:

1. *Bar management and control*: Dr. BK Chakravarti.
2. *Managing Bar Operations*: Lendal Henry Kotschevar and Mary L. Tanke.
3. *Food and beverage service management* - Gajanan Shirke.
4. *Bar Management & Operations* - Gajanan Shirke.
5. *Introduction to Bar & Beverages* – Mahendra Singh Negi.

OR

E-1

STRESS MANAGEMENT IN HOSPITALITY INDUSTRY

After Successful Completion of this course, The Students Will Be Acquainted With:

- a. The importance of understanding stress management in service industry
- b. Types and management strategies to negate ill impacts of stress on work and in personal life

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
E-2	Theory	03 Hrs	45 Hrs	03 Hrs	20	80	100	03

UNIT I: Introduction To Stress Management	15 Hrs
<p>Chapter 1:</p> <ul style="list-style-type: none"> ▪ Stress --meaning, basic definitions Stressors. <p>Chapter 2:</p> <ul style="list-style-type: none"> ▪ Stress and Strain, Stress: What it is not. <p>Chapter 3:</p> <ul style="list-style-type: none"> ▪ Types of stress. ▪ Conceptual understanding of stressors and stress responses. ▪ Importance of stress management in service industries like Hotel. 	
UNIT II: Stress – Causes And Effects	15 Hrs
<p>Chapter 4:</p> <ul style="list-style-type: none"> ▪ Stress - its major causes: ▪ Work related causes of stress. ▪ Stress outside the job. ▪ Stress some major effects: ▪ Stress and Task Performance. <p>Chapter 5:</p>	

<ul style="list-style-type: none"> ▪ Burn out: Stress and Psychological Adjustment. ▪ Stress and Health: The silent killer. <p>Chapter 6:</p> <ul style="list-style-type: none"> ▪ Individual Differences in Resistance to Stress. ▪ The Type A Behavior Pattern. ▪ Tension Discharge Rate. 	
UNIT III: Managing Stress	15 Hrs
<p>Chapter 7:</p> <ul style="list-style-type: none"> ▪ Managing Stress: some Effective Techniques. ▪ Personal Approaches to Stress Management. ○ Life Style Management: - ▪ The effects of Diet & Exercise, Psychological ○ Techniques: - Relaxation and Mediation. ○ Cognitive Techniques: - Thinking yourself out of stress. ○ Behavioral Techniques: - Learning to react differently. <p>Chapter 8:</p> <ul style="list-style-type: none"> ▪ Organization – Based strategies for Preventing and Managing stress. ▪ Changes in organization structure and function. ▪ Changes in the Nature of jobs. ▪ Stress Management Programmes. <p>Chapter 9:</p> <ul style="list-style-type: none"> ▪ Decision making under stress. ▪ Social and Environmental change strategies. 	

REFERENCE BOOKS:

1. *Organizational Behavior* – S. P. Robbins.
2. *Organizational Behaviour-Theory & Practices* – Rao & Narayanan.
3. *Organizational Behaviour* – Fred Luthans.
4. *Introduction to Psychology* – Morgan, King, Weisz, Schopler.

B.Sc. HOTEL MANAGEMENT SIXTH SEMESTER SYLLABUS

DSC -1

L6BHM1T1 - CRUISE LINE OPERATIONS

After Successful Completion Of this course, The Students Will Be Acquainted With:

- a. The aim of the course is to prepare students for employment in the international cruise ship industry.
- b. The necessary practical skills are developed early in the programme to ensure that students are able to operate quickly and competently within a cruise ship hospitality environment.
- c. Achieving a management position on a cruise ship typically involves hospitality training and prior experience (earned on land or at sea) in a specialized area. ... Hotel managers Control all areas of the ship's hotel.

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
DSC-1	Theory	04 Hrs	60 Hrs	03 Hrs	20	80	100	04

UNIT I: Contemporary Cruise Operations Chapter 1: <ul style="list-style-type: none"> ▪ Learning Objectives. ▪ The Elements of Cruising. Chapter 2: <ul style="list-style-type: none"> ▪ A History of Cruising. Chapter 3: <ul style="list-style-type: none"> ▪ The Cruise Brands. 	10 Hrs
UNIT II: Selling Cruises And Cruise Product Chapter 4: <ul style="list-style-type: none"> ▪ The Cruise Operations ▪ The Travel Agents ▪ Marketing Actions and Alliances Chapter 5: <ul style="list-style-type: none"> ▪ The Cruise Products ▪ Brand Values and Vessel Classification Chapter 6: Working on Board <ul style="list-style-type: none"> ▪ The Role and Responsibilities on a Cruise Ship. ▪ The Management of Cruise Ship Service. ▪ Practical Considerations. ▪ Recruitment practices and Challenges for Leaders and Uniforms at Sea. 	15 Hrs
UNIT III: Maritime Issues and Legislation Chapter 7: <ul style="list-style-type: none"> ▪ The Shipping Industry. ▪ Marine Pollution. ▪ Sanitation and Cleanliness. ▪ Maritime Organizations. Chapter 8: Customer Service <ul style="list-style-type: none"> ▪ Introduction to Hospitality Industry. ▪ Introduction to Cruise line Departments. ▪ Service and Quality. ▪ Quality and Products and Service. ▪ Operation and Management. Chapter 9: <ul style="list-style-type: none"> ▪ Managing Customer Service. ▪ The Human Side of Service Quality. ▪ Providing Customer Service. 	20 Hrs
UNIT IV: Structure of The Food And Beverage Service Department Chapter 10: <ul style="list-style-type: none"> ▪ Food and Beverage Organizational Chart. ▪ Job Descriptions of various key staffs. ▪ Attributes of Food and Beverage Staffs’ Chapter 11: <ul style="list-style-type: none"> ▪ Classification of Various Equipment. ▪ Different types of Services. ▪ Function catering, Banquets & Buffets. ▪ Marketing of Food and Beverages. Chapter 12: Planning the Itinerary <ul style="list-style-type: none"> ▪ What are a Cruise Destinations? ▪ Tourist Motivation. ▪ Logistics, Positioning, and Planning. 	15 Hrs

REFERENCE BOOKS:

1. *Cruise operations management*; By Philip Gibson.
2. *Cruise operations management: hospitality perspectives*; By Philip Gibson.
3. *Selling the sea: an inside look at the cruise industry*; By Bob Dickinson.
4. *Cruising: a guide to the cruise line industry*; By Marc Mancini.
5. *Introduction to Hospitality* by John R. Walker.

DSC- 2
L6BHM1T2-ENTREPRENEURSHIP DEVELOPMENT
PROGRAMME

After Successful Completion of this course, The Students Will Be Acquainted With:

- a. Opportunity to sharpen entrepreneurial competencies.
- b. Clarity about business idea.
- c. Skills in preparing business plan

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
DSC-2	Theory	04 hrs	60	03 hrs	20	80	100	04

UNIT I Entrepreneur & Entrepreneurship								15
Chapter No. 1 - Definition-concepts- characteristics and functions. Distinction between entrepreneur and manager, entrepreneur and entrepreneur, entrepreneur and entrepreneurship- traits and motivation; theories of motivation. Role of entrepreneur in economic development- factors affecting entrepreneurial growth								
Chapter No. 2 – Tourism and Hospitality as an industry, basic needs of a tourism entrepreneur; Schumpeter’s and other visionary concept of an entrepreneur.								
Chapter No. 3 – Risk and uncertainty in entrepreneurship with particular reference to tourism and hospitality. Entrepreneurial competencies								
UNIT –II: Entrepreneurship Development Programme								15
Chapter No. 4 Meaning and objectives. Reasons for starting an enterprise-importance of training target group-contents of training programme								
Chapter No. 5. - special agencies for entrepreneurial development and training- banks, public and private, T C O’s NIESBUD, EDII XISS, NABARD, NISIET etc, problems in the conduct of E D P’s-steps to make EDP successful.								
Chapter No.6 factors affecting tourism and Hospitality entrepreneurial growth-economic ,social, psychological , governmental attitude, competitive factors & opportunity analysis								

UNIT – III : Types of entrepreneurs	15
Chapter No. 7 The entrepreneurs on various aspects like, objectives, behaviour, business technology, motivation, growth, stages of development, scale of operations. Factors affecting entrepreneurial growth in general and in particular to tourism and hospitality,	
Chapter No. 8 Women entrepreneur; need, scope and problems. Tourism and women entrepreneurs emerging challenges, women empowerment and entrepreneurship. Use of manpower in tourism.	
Chapter No. 9 Types of business: Sole proprietor, Partnership, Co-operative Societies, Joint stock companies, franchising, Public private partnership. Small Scale business. Tourism marketing mix for entrepreneurs-travel firms (tour operators, travel agencies) SME's- Hospitality-(hotels, supplementary units)	
UNIT – IV: Venture promotion & Project	15
Chapter No. 10.- Venture promotion steps- searching for prospective business ideas or opportunities; processing of these ideas and selecting the best idea; collecting the required resources and setting up the enterprise. Forms of ownership, problems faced by a new entrepreneur. The pre requisites to start enterprise- registration- different types of license and other requirements.	
Chapter No. 11 Project: meaning, features & classification. Detailed study of the phases of project, project identification, project formulation, project appraisal, project selection, project implementation & management.	
Chapter No. 12. Subsidies and incentives: role in tourism and hospitality industry.	

BOOKS FOR REFERENCE

1. Arora Renu & Sood. S. K (2007), *Entrepreneurship Development and Management*, Kalyani, New Delhi. 5.
2. Abraham M.M., *Entrepreneurship Development and Project Management*, Prakash: Changanacherry.
3. Desai, Vasant(2012) *Entrepreneurship Development*, Himalaya Publishers.
4. Hisrich.D.Robert. (2011), *International Entrepreneurship: starting Developing and, Managing a Global Venture*, Sage.
5. Rice P. Mark (2008), *Entrepreneurship*, Atlantic Publishers.
6. Stephen J. Page (Editor), Jovo Ateljevic (2009) *Tourism and Entrepreneurship: International Perspectives (Advances in Tourism Research)*, A ButterworthHeinemann Title; 1 edition

DSC-3 L6BHM1T3-LAWS RELATING TO HOSPITALITY INDUSTRY

After Successful Completion Of this course, The Students Will Be Acquainted With:

- a. Gain the advanced knowledge of structure and operations of aviation industry at national and global level.
- b. To acquire the advanced skills of e-ticketing and fare calculation.
- c. To enhance the advanced competencies of the students regarding travel documentation and formalities.
- d. To acquire the advanced skills for operating Global Distribution Systems like Galelio and Amadeus.

Type of	Theory /	Instruction	Total	Duration	Formative	Summative	Total	Credits
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Course	Practical	hour per week	hours of syllabus / Sem.	of Exam	Assessment Marks	Assessment Marks	Marks	
DSC-3	Theory	04 Hrs	60 Hrs	03 Hrs	20	80	100	04

UNIT I: The Indian Contract Act	15 Hrs
<p>Chapter 1:</p> <ul style="list-style-type: none"> ▪ 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>Chapter 2: Industrial Legislation -</p> <ul style="list-style-type: none"> ▪ Industrial dispute act. ▪ Payment of wages act. ▪ Provident fund act, trade union act. <p>Chapter 3: Shops And Establishment Act - (With reference to Hospitality industry only).</p> <ul style="list-style-type: none"> ▪ Introduction, definition, adult, family, commercial establishments, employer, employee exemption, registration, daily & weekly working hours, over time annual leave with wages. 	
UNIT II: Consumer Protection Act-I	15 Hrs
<p>Chapter 4: Consumer Protection Act.</p> <p>Chapter 5: Consumer protection councils.</p> <p>Chapter 6: Procedures for Redressal of Grievance.</p>	
UNIT III: Consumer Protection Act-II	15 Hrs
<p>Chapter 7: Rent Act</p> <p>Chapter 8: Food Legislation -</p> <ul style="list-style-type: none"> ▪ 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>Chapter 9: Food standards - ISI, AGMARK, FPO.</p>	
UNIT IV: Licenses & Permits	15 Hrs
<p>Chapter 10:</p> <ul style="list-style-type: none"> ▪ Licenses & permits for hotels & catering establishments, procedure for procurement. ▪ Types of Licenses, drinking in the licensed premises & different types of permits. <p>Chapter 11:</p> <ul style="list-style-type: none"> ▪ Bye laws of hotel & restaurants under municipal corporation. ▪ Renewal suspension& termination of licenses, liquor licenses, licenses for storage of vegetables, milk & its products. <p>Chapter 12: Laws Related to Hygiene & Sanitation -</p> <ul style="list-style-type: none"> ▪ 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. NandiniRajpal, *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.

DSC-6
L6BHM9P1 - Internship / Project
**INDUSTRIAL TRAINING, PROJECT REPORT AND VIVA-
 VOCE FOR 06 WEEKS**

After Successful Completion Of this course, The Students Will Be Acquainted With:

- a. Understanding Organizational Structure.
- b. Various Functions and Roles in the Industry through Observation and Learning.
- c. Log book entries and Project Report preparation based on Industrial Training.

Type of Course	Code	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSC-6	L6BHM9P1	50	100	150	06

DSC-6
E-1
L6BHM5T1 - BAKERY AND CONFECTIONERY

After Successful Completion Of this course, The Students Will Be Acquainted With:

1. Draw the organization chart and kitchen hierarchy of bakery department
2. Explain the different ingredients used in bakery
3. Explain the different working temperatures for bakery products
4. Define the bread faults and remedies of bakery products
5. Draw and explain the layout of a bakery
6. Write recipes of different breads, pastries and gateaux

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
E-1	Theory	03 Hrs	45 Hrs	03 Hrs	20	80	100	03

UNIT I: Introduction To Bakery & Confectionery	15 Hrs
Chapter 1: <ul style="list-style-type: none"> ▪ Definition 	

<ul style="list-style-type: none"> ▪ Principles of Baking ▪ Bakery Equipment (Small, Large, Tools etc.) ▪ Formulas & Measurements <p>Chapter 2:</p> <ul style="list-style-type: none"> ▪ Physical & Chemical changes during baking ▪ Characteristics & Functions of Ingredients used in Making of Bread, Cake and Flour Pastry, Flour. ▪ Shortening agents ▪ Sweetening agents <p>Chapter 3:</p> <ul style="list-style-type: none"> ▪ Raising agents ▪ Dairy products ▪ Eggs ▪ Sundry materials - Setting Agents, Chocolate, Cocoa Powder, Fruits & Nuts, Salt Spices Flavorings, Extracts, and Emulsions & Alcohol. 	
<p>UNIT II: Yeast Dough's (Fermented Goods)</p>	15 Hrs
<p>Chapter 4:</p> <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) <p>Chapter 5:</p> <ul style="list-style-type: none"> ▪ Bread Disease ▪ Bread Improvers ▪ Cake Making, Factors to be considered while cake making- (Combining ingredients, forming of air cells and Developing texture) <p>Chapter 6:</p> <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. 	
<p>UNIT III: Flour Pastries</p>	10 Hrs
<p>Chapter 7:</p> <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. <p>Chapter 8:</p> <ul style="list-style-type: none"> ▪ Cookies, Definition & Introduction. ▪ Characteristics and their Causes. <p>Chapter 9:</p> <ul style="list-style-type: none"> ▪ Mixing Methods. ▪ Types of Cookies (Piped / Bagged, Dropped, Rolled, Moulded / Stamped, Ice box / Refrigerator, Bar, Sheet and Stencil). ▪ Panning, Baking & Cooling. ▪ Cookie Improvers. 	
<p>UNIT IV: Icing</p>	05 Hrs
<p>Chapter 10:</p> <ul style="list-style-type: none"> ▪ Introduction to Icings. <p>Chapter 11:</p>	

<ul style="list-style-type: none"> ▪ Definition & uses. ▪ Classification (Flat & Fluffy). <p>Chapter 12:</p> <ul style="list-style-type: none"> ▪ Ingredients used in preparation of Icings. 	
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REFERENCE BOOKS:

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.

OR

E-2

INTERNATIONAL FINANCE AND FOREX MANAGEMENT

After Successful Completion Of this course, The Students Will Be Acquainted With:

- a. Understand the various stages of expansion overseas that multinational corporations utilize.
- b. Understanding foreign exchange market.
- c. Understanding international monetary system.

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
E-2	Theory	03 Hrs	45 Hrs	03 Hrs	20	80	100	03

UNIT I: International Financial Environment	15 Hrs
<p>Chapter 1:</p> <ul style="list-style-type: none"> ▪ Finance function in global business scenario. ▪ WTO and International Monetary System. ▪ International Financial Markets-equity, bond, Eurocurrency market, Currency basket. <p>Chapter 2:</p> <ul style="list-style-type: none"> ▪ Currency convertibility –on capital account and current account. ▪ Foreign exchange reserve. ▪ Balance of payments, balance of trade, current account deficit; bilateral and multilateral agreements relating to financial transactions, Sovereign rating. <p>Chapter 3:</p> <ul style="list-style-type: none"> ▪ Flow of funds internationally through FDI, FII, FPI, ODI, LRS and PN. ▪ Government Policies regarding FII & FDI. ▪ Integration of global developments with the changing business environment in India. 	
UNIT II: Foreign Exchange Markets, Foreign Exchange Rate, Exposure and Risk Management	15 Hrs
<p>Chapter 4:</p> <ul style="list-style-type: none"> ▪ Spot and Forward Foreign Exchange Markets. ▪ Quotations and Market Rules, direct and indirect quotes, bid and ask quote, spot and forward quote with live data interpretation, cross rates. 	

<p>Chapter 5:</p> <ul style="list-style-type: none"> ▪ Speculation and Arbitrage in Foreign Exchange Markets, Transaction, Translation and Operating Exposure, Exposure from Equity and borrowing in International Financial Markets. <p>Chapter 6:</p> <ul style="list-style-type: none"> ▪ Hedging tools for Management of Transaction Exposure, Currency Forwards, Currency Options, Currency Futures, Currency Swaps, and Impact. 	
<p>UNIT III: Foreign Exchange Rate Determination</p>	15 Hrs
<p>Chapter 7:</p> <ul style="list-style-type: none"> ▪ Discussion on devaluation or depreciation of Rupee (domestic currency against dollar/pound sterling/Euro). ▪ Theories of Exchange Rate Determination. <p>Chapter 8:</p> <ul style="list-style-type: none"> ▪ Fundamental International Parity Conditions – Purchasing Power and Interest Rate Parity, Covered Interest Parity, Fisher Effect and International Fischer Effect, ▪ Forecasting Exchange Rates – introduction to Technical Forecasting, Time Series Modeling, Fundamental Forecasting. ▪ Case studies. <p>Chapter 9:</p> <ul style="list-style-type: none"> ▪ Bond Financing (Fixed and Floating Rate Notes), Loan Financing (Syndicates Loans), Securitized Financing (Euro note), Equity Financing (GDR and ADR), Features of Loan. Agreements Loan Negotiations, International working capital management. ▪ Analysis of International Capital Budgeting– estimation of cash flows. ▪ Cost of Capital of a Foreign Investment. ▪ Issues in Overseas Funding Choices. 	

REFERENCE BOOKS:

1. Levi, Maurice, *International Finance*, New York, McGraw Hill Inc., 1996.
2. Kevin, S. *Fundamentals of International Financial Management*, Prentice Hall of India, 2009.
3. Srivastava, R. *International Finance*, Oxford University Press, 2014
4. Gupta, S.L. *Financial Derivatives*, Prentice Hall of India, 2005.
5. Srivastava, R., Misra, A. *Financial Management*, Oxford University Press, 2011.
6. Eiteman, David K., Arthur Stonehill and Michael H. Moffett, (2016) *Multinational Business Finance*, Pearson.

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