RAMAIAH UNIVERSITY OF APPLIED SCIENCES

Programme Structure and Course Details Of B.H.M. (Bachelor of Hotel Management)

2022 – onward

Faculty of Hospitality Management and Catering Technology

Department of Hotel Management

Registrar
M.S.Ramaiah University of Applied Sciences
Bangalore - 560 054

Dean - Academics
M.S. Ramaiah University of Applied Sciences
Bengaluru - 560 054

Dean
Faculty of Hospitality Management & Catering Technology
M.S. Ramaiah University of Applied Sciences
Bengaluru - 560 054.

University's Vision, Mission and Objectives

The M. S. Ramaiah University of Applied Sciences (MSRUAS) will focus on student-centric professional education and motivates its staff and students to contribute significantly to the growth of technology, science, economy and society through their imaginative, creative and innovative pursuits. Hence, the University has articulated the following vision and objectives.

Vision

MSRUAS aspires to be the premier university of choice in Asia for student centric professional education and services with a strong focus on applied research whilst maintaining the highest academic and ethical standards in a creative and innovative environment

Mission

Our purpose is the creation and dissemination of knowledge. We are committed to creativity, innovation and excellence in our teaching and research. We value integrity, quality and teamwork in all our endeavors. We inspire critical thinking, personal development and a passion for lifelong learning. We serve the technical, scientific and economic needs of our Society.

Objectives

1. To disseminate knowledge and skills through instructions, teaching, training, seminars, workshops and symposia in Engineering and Technology, Art and Design, Management and Commerce, Health and Allied Sciences, Physical and Life Sciences, Arts, Humanities and Social Sciences to equip students and scholars to meet the needs of industries, business and society
2. To generate knowledge through research in Engineering and Technology, Art and Design, Management and Commerce, Health and Allied Sciences, Physical and Life Sciences, Arts, Humanities and Social Sciences to meet the challenges that arise in industry, business and society
3. To promote health, human well-being and provide holistic healthcare
4. To provide technical and scientific solutions to real life problems posed by industry, business and society in Engineering and Technology, Art and Design, Management and Commerce, Health and Allied Sciences, Physical and Life Sciences, Arts, Humanities and Social Sciences
5. To instill the spirit of entrepreneurship in our youth to help create more career opportunities in the society by incubating and nurturing technology product ideas and supporting technology backed business
6. To identify and nurture leadership skills in students and help in the development of our future leaders to enrich the society we live in
7. To develop partnership with universities, industries, businesses, research establishments, NGOs, international organizations, governmental organizations in India and abroad to enrich the experiences of faculties and students through research and developmental programmes

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Programme Structure and Course Details of B.H.M. (Bachelor of Hotel Management) 2022-onward

Faculty	Hospitality Management and Catering Technology (FHMCT)
Department	Hotel Management
Programme Code	008
Programme Name	B.H.M. (Bachelor of Hotel Management)
Dean of the Faculty	Prof. Abby Mathew
Head of the Department	Prof. Abby Mathew

1. **Title of the Award:** B.H.M. (Bachelor of Hotel Management)
2. **Mode of Study:** Full-Time
3. **Awarding Institution /Body:** M. S. Ramaiah University of Applied Sciences, Bengaluru
4. **Joint Award:** Not Applicable
5. **Teaching Institution:** Faculty of Hospitality Management & Catering Technology, M. S. Ramaiah University of Applied Sciences, Bengaluru
6. **Date of Programme Specifications:** July 2022
7. **Date of Programme Approval by the Academic Council of MSRUAS:** 14-July-2022
8. **Next Review Date:** July 2026
9. **Programme Approving Regulating Body and Date of Approval: All India Council for Technical Education, New Delhi, 30-Jun-2020**
10. **Programme Accredited Body and Date of Accreditation:**
11. **Grade Awarded by the Accreditation Body: Not Applicable**
12. **Programme Accreditation Validity: Not Applicable**
13. **Programme Benchmark: Not Applicable**
14. **Rationale for the Programme**

The hotel sector is one of the fastest growing and continuously evolving industries contributing to the world's economy. It demands astute managerial skills and a passion for innovation with a creative bent of mind. The hotel sector is a labour intensive industry and millions of job opportunities are created world- wide annually as endorsed by the United Nations World Tourism Organisation. Hotels, the primary recruiters of hotel management graduates, recommend that there is a need for programmes that offer high level training in operations, management, foreign language, information technology and entrepreneurial skills. In addition, there is a need for high quality hotel professionals with competence and a strong sense of business ethics.

The philosophy of the Bachelor of Hotel Management- programme of MSRUAS is to offer an extensive curriculum to provide the global hospitality sector with graduates who possess appropriate attributes and attitudes for a wide range of management positions. The programme focuses on a contemporary technological approach to hotel operations coupled with a strong foundation in management concepts. It also emphasises on proficiency in foreign languages, holistic personality development, ethical values and development of an inquiring mind.

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M.S. Ramaiah College of Hotel Management, a constituent faculty of MSRUAS, is a 28 year-old pioneer institution in Hotel Management education in the private sector in India.

With continuous upgradation, the college has state-of-the-art infrastructure and facilities, which include well- equipped kitchens, restaurants, guest rooms and front desk areas for operational skill development. Digital language laboratories, computer laboratory with property management system software, class rooms with audio-visual aids and a library with an exhaustive collection of resources complement the above facilities.

For the overall development of students, cultural and sports activities are facilitated. To give the students an edge over their contemporaries, they are intensively trained for recruitment interviews with an ongoing personality development programme. The placement cell has been successful in consistently achieving 100% placement over the years. More than fifty organisations including hotels, stand-alone restaurants, facility management companies, airlines, retailers, banks, multi-national companies and service apartments visit our college for campus recruitments. Our alumni hold key positions in the hospitality industry world over. The Faculty of Hospitality Management and Catering Technology has a team of committed teaching staff with a strong academic ethos and years of industry and teaching experience with minimum staff turnover. Their student friendly approach and dedication to teaching has ensured that the students excel in their academic and professional life.

The industry has recognised the high standard of education provided by this institution and their feedback has enabled us to be ranked amongst the leading colleges of the country.

15. Programme Mission

The programme aims to deliver competency-based hospitality and management education with an inter & multidisciplinary approach adopting global educational practices with an emphasis on the development of critical, analytical and problem-solving abilities in its graduates and associates with a passion for lifelong learning and independent thinking. The Faculty would encourage the creation of new ideas and concepts to meet the ever-growing needs of the hospitality sector.

16. Gradate Attributes(GAs)

GA-1. **Hospitality Knowledge:** Ability to apply knowledge of fundamental operational and financial concepts of hotel management to operate a hospitality establishment efficiently and effectively

GA-2. **Problem Analysis:** Ability to collect data, interpret data and arrive at meaningful solutions for solving problems in hospitality sector

GA-3. **Design/development of Solutions:** Ability to design a hospitality system like a restaurant, hotel, a tourist destination etc., considering public health and safety, and the cultural, societal, and environmental considerations

GA-4. **Customer Management:** Ability to understand and address customer issues in hospitality sector by analysing feedback obtained through interaction with the customers

GA-5. **Modern Tool Usage:** Ability to apply appropriate tools and techniques and understand utilisation of resources appropriately to complex hospitality activities

GA-6. **The Hospitality Professional and Society:** Ability to understand the effect of new and innovative solutions in hospitality on legal, cultural, social and public health and safety aspects

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GA-7. **Environment and Sustainability:** Ability to develop sustainable solutions and understand their effect on society and environment

GA-8. **Ethics:** Ability to apply ethical principles to hospitality practices and professional responsibilities

GA-9. **Teamwork:** Ability to work as a member of a team, to plan and to integrate knowledge of various hospitality services to provide satisfactory solutions to customers

GA-10. **Communication:** Ability to make effective oral presentations and communicate technical ideas to a broad audience using written and oral means

GA-11. **Hospitality Management:** Ability to lead and manage multidisciplinary teams by applying management principles

GA-12. **Life-long Learning:** Ability to adapt to the changes and advancements in technology and engage in independent and life-long learning

17. **Programme Outcomes (POs)**

B.H.M. graduates will be able to:

PO-1. Develop students with an in-depth understanding of the operational aspects and knowledge of the underlying principles of the hotel industry.

PO-2. Making students familiar with the practical aspects of the hospitality industry.

PO-3. Develop professional skills in strategic management issues involved in operating hotels and train students for operational, supervisory and management positions.

PO-4. Enhance the techniques of advanced technological uses in the hotel industry.

PO-5. **Business Knowledge-** Students will be able to master the key frameworks, models, and skills that reflect the body of knowledge in their major, and will apply discipline-based habits of analytical thinking to problems and opportunities. Be skilled in the analysis of both qualitative information and quantitative data.

PO-6. **Communication Skills-** Students will be able to synthesize and summarize information and professionally communicate their analyses, arguments, and recommendations to a variety of audiences. Be skilled in written, oral, and visual communication and will be able to effectively choose communication methods that are appropriate to the topic, objective, and setting.

PO-7. **Quantitative Skills-** Students will be able to understand, analyse and use quantitative data to make business decisions and report to stakeholders. Identify quantitative characteristics of a problem, examine and interpret numerical data, and analyse numerical data to derive conclusions.

PO-8. **Critical Thinking Skills-** Evaluate, analyse and interpret information to solve problems and make business decisions. Interpret and evaluate unstructured situations; define the problem; apply theories to ambiguous situations and to draw conclusions and implement solutions.

PO-9. **Technology-** Demonstrate proficiency in the use of information technology. Students will use information systems to select, manipulate and process data in a meaningful way in order to make business decisions and use software tools to solve accounting, financial and quantitative problems.

PO-10. **Ethics-** Understand and evaluate ethical issues and situations to make business decisions. Recognize ethical problems in both domestic and international business contexts identify alternatives and make appropriate ethical choices.

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PO-11. Multicultural and Diversity- Students, particularly those who pursue the degree in international business concentration, will develop an awareness and understanding of the cultural issues that impact business operations in a global society.

PO-12. Demonstrate Learning- Enhancing skills in hospitality core areas at various positions in specialisation addressing customer satisfaction.

18. Programme Goal

The programme goal is to produce graduates with enhanced technical, managerial, critical thinking, analytical and troubleshooting skills with an ability to think independently and work ethically to pursue a career in Hotels, Travel, Tourism, Retail and other Hospitality sectors.

19. Program Educational Objectives (PEOs)

The objectives of the B.H.M. (Hotel Management) Programme are:

PEO-1. To provide students with knowledge of technical and management concepts to enhance competencies in Food & Beverage Production, Food & Beverage Service, Front Office and Housekeeping Operations to distinguish the graduates from others as innovative managers and leaders in hospitality sector.

PEO-2. To facilitate proficiency in communication, soft skills, foreign language that promotes inter-personal skills, business etiquette and enhance professional qualities to be globally competent.

PEO-3. To provide research opportunities to develop critical thinking abilities in the students and enable them and augment creative and innovative abilities of students to meet the challenges of the constantly evolving hospitality industry.

PEO-4. To inculcate professional ethics, strong human values and social skills for the development of leadership skills required for professional success in evolving global professional environments.

20. Programme Specific Outcomes (PSOs)

PSO-1. Apply advanced Culinary Technical Management skills with professional ethics towards service to society

PSO-2. Apply core technical, conceptual and analytical skills to develop leaders in the Food and Beverage Service Industry

PSO-3. Apply Front Office operational, managerial, and technological skills with emphasis on personality development, information handling and ethical practices required in global competitive environment

PSO-4. Demonstrate advanced Housekeeping, Facilities Management and Entrepreneurial skills by imbibing leadership management qualities to succeed in a sustainable environment

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21. Programme Structure:

S. No	Code	Course Title	Course Type	Theory H/W/S	Tutorials H/W/S	Practical H/W/S	Total Credits	Max Marks
1	BHC101A	Fundamentals of Food and Beverage Production	Combination	1		2	2	100
2	BHC102A	Fundamentals of Food and Beverage Service		1		2	2	100
3	BHC103A	Fundamentals of Front Office		1		2	2	100
4	BHC104A	Fundamentals of Housekeeping		1		2	2	100
5	BHM101A	Computer Fundamentals		1		2	2	100
6	BHM102A	Basic Communication Skills - I		1		2	2	100
Total				**6**	**0**	**12**	**12**	**600**
Total number of contact hours per week				**18**				

Semester 2

S. N	Code	Course Title	Course Type	Theory H/W/S	Tutorials H/W/S	Practical H/W/S	Total Credits	Max Marks
1	BHC105A	Food & Beverage Production - I	Combination	1		4	3	100
2	BHC106A	Food & Beverage Service - I		1		4	3	100
3	BHC107A	Front Office - I		1		4	3	100
4	BHC108A	Housekeeping - I		1		4	3	100
5	BHM103A	Basic Communication Skills - II		1		4	3	100
6	BTN101A	Environmental Studies	AECC	2			2	100
Total				**7**		**20**	**17**	**600**
Total number of contact hours per week				**27**				

Semester 3

S. No	Code	Course Title	Course Type	Theory H/W/S	Tutorials H/W/S	Practical H/W/S	Total Credits	Max Marks
1	BHI201A	Industrial Exposure Training	Training			40	20	400
Total						**40**	**20**	**400**
Total number of contact hours per week				**40**				

Semester 4

S. No	Code	Course Title	Course Type	Theory H/W/S	Tutorials H/W/S	Practical H/W/S	Total Credits	Max Marks
1	BHC201A	Food & Beverage Production - II	Combination	1		4	3	100
2	BHC202A	Food & Beverage Service - II		1		4	3	100
3	BHC203A	Front Office - II		1		4	3	100
4	BHC204A	Housekeeping - II		1		4	3	100
5	BAU201A	Entrepreneurship	Theory	3			3	100
6	LAN101A	Constitution of India and Human Rights	AECC	2			2	100
7		Open Elective		3			3	100
Total				**12**		**16**	**20**	**700**
Total number of contact hours per week				**28**				

Semester 5

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S. No.	Code	Course Title	Course Type	Theory H/W/S	Tutorials H/W/S	Practical H/W/S	Total Credits	Max Marks
1	BHC301A	Food & Beverage Production - III	Combination	1		4	3	100
2	BHC302A	Food & Beverage Service - III		1		4	3	100
3	BHC303A	Front Office - III		1		4	3	100
4	BHC304A	Housekeeping - III		1		4	3	100
5	BHN301A	Principles of Management	Theory	3			3	100
6	TSN201A	Project Management	AECC	2			2	100
7	TSU301A	Ethics and Self Awareness	AECC	2			2	100
8		Open Elective		3			3	100
Total				14		16	22	800
Total number of contact hours per week				30				

Semester 6

S. No.	Code	Course Title	Course Type	Theory H/W/S	Tutorials H/W/S	Practical H/W/S	Total Credits	Max Marks
1	BHI301A	Specialisation Training	Training			40	20	400
Total				0		40	20	400
Total number of contact hours per week				40				

Semester 7

S. No.	Code	Course Title	Course Type	Theory H/W/S	Tutorials H/W/S	Practical H/W/S	Total Credits	Max Marks
1	BHE411A	Professional Core Elective - I - World Cuisines	Core Elective	2		8	6	200
	BHE412A	Professional Core Elective - I - Bar and Beverage Management						
	BHE413A	Professional Core Elective - I - Guest Relationship Management						
	BHE414A	Professional Core Elective - I - Hospitality Facility Management						
2	BHP401A	Hospitality Research Project - I	Project	4		4	6	200
3	BHC401A	Research Methodology	Theory	3			3	100
5	BHC402A	Hospitality Human Resource Management	Theory	3			3	100
6	BHC403A	Hospitality Financial Accounting	Combination	2		2	3	100
7	TSN302A	Personality Development and Soft Skills		2		4	4	100
Total				16		18	25	800
Total number of contact hours per week				34				

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Semester 8

S. No.	Code	Course Title	Course Type	Theory H/W/S	Tutorials H/W/S	Practical H/W/S	Total Credits	Max Marks
1	BHE421A	Professional Core Elective - II - Culinary Entrepreneurship	Core Elective	4		4	6	200
	BHE422A	Professional Core Elective - II - Food Service Entrepreneurship						
	BHE423A	Professional Core Elective - II - Hotel Entrepreneurship						
	BHE424A	Professional Core Elective - II - Housekeeping Entrepreneurship						
2	BHP402A	Hospitality Research Project - II	Project	2		8	6	200
3	BHN401A	Hospitality French	Combi-nation	2		4	4	100
4	BHC404A	Hospitality Marketing	Theory	4			4	100
5	BHN402A	Organisational Behaviour	AECC	2			2	100
6	BHM401A	Artificial Intelligence in Hospitality	Combi-nation	1		2	2	100
Total				**15**		**18**	**24**	**800**
Total number of contact hours per week				33				

Note:

1. Students are required to select **one** Professional Core Elective Courses in the 7th Semester, from the PCE-1 Group.
2. Students are required to select **one** Professional Core Elective course in the 8thSemester, from the PCE-2 Group.

22. Open Elective Courses

A number of Open Elective Courses from various Faculties of RUAS are offered as mentioned in the University's website. Students can choose the Open Electives of their choice. The students are permitted to chose online electives from the list approved by the respective HoD and Dean.

22.1 Innovation Courses in Lieu of Open Elective Courses

Students can earn 3-credits by participating in innovation activities as per the approved guidelines in lieu of Open Elective Courses. The activities could be related to any of the following:

a) Design Thinking and Innovation (RAU250A)
b) Skill Development (RAU251A)
c) Industrial Problem Solving and Hackathons (RAU252A)

23. Course Delivery: As per the Timetable

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24. Teaching and Learning Methods

1. Face to Face Lectures using Audio-Visuals
2. Workshops, Group Discussions, Debates, Presentations
3. Demonstrations
4. Guest Lectures
5. Laboratory work/Field work/Workshop
6. Industry Visit
7. Seminars
8. Group Exercises
9. Project Work
10. Project
11. Exhibitions
12. Technical Festivals

25. Assessment and Grading

25.1. Components of Grading

There shall be **two components** of grading in the assessment of each course:

Component 1, Continuous Evaluation (CE): This component involves multiple subcomponents (SC1, SC2, etc.) of learning assessment. The assessment of the subcomponents of CE is conducted during the semester at regular intervals. This subcomponent represents the formative assessment of students' learning.

Component 2, Semester-end Examination (SEE): This component represents the summative assessment carried out in the form an examination conducted at the end of the semester.

Marks obtained CE and SEE components have a weightage of 60:40 (CE: 60% and SEE: 40%) in determining the final marks obtained by a student in a Course.

The complete details of Grading are given in the Academic Regulations.

25.2. Continuous Evaluation Policies

Continuous evaluation depends on the type of the course as discussed below:

25.2.1 Theory Courses

For Theory Courses Only			
Focus of COs on each Component or Subcomponent of Evaluation			
	Component 1: CE (60% Weightage)		Component 2: SEE (40% Weightage)
Subcomponent Type ▶	Terms Tests	Assignments	
CO-1			
CO-2			
CO-3			
CO-4			
CO-5			
CO-6			
The details of number of tests and assignments to be conducted are presented in the Academic Regulations and Programme Specifications Document.			

- CE components should have a mix of term tests, quiz and assignments

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- Two Tests (15 each), Two Assignments (20 marks). (One written and another to be MCQs)
- Course leaders to declare the assessment components before the commencement of the session and get approval from HoD and Dean

25.2.2 Laboratory Course

For a laboratory course, the scheme for determining the CE marks is as under:

For Laboratory Courses Only			
Focus of COs on each Component or Subcomponent of Evaluation			
	Component 1: CE (60% Weightage)		Component 2: SEE (40% Weightage)
Subcomponent Type ▶	Conduct of Experiments	Laboratory Report + Viva	Laboratory SEE
CO-1			
CO-2			
CO-3			
CO-4			
CO-5			
CO-6			
The details of number of tests and assignments to be conducted are presented in the Academic Regulations and Programme Specifications Document			

The subcomponents can be of any of the following types:

a) Laboratory / Clinical Work Record
b) Experiments
c) Computer Simulations
d) Creative Submission
e) Virtual Labs
f) Viva / Oral Exam
g) Lab Manual Report
h) Any other (e.g. combinations)

Course leaders to declare the assessment components before the commencement of the session and get approval from HoD and Dean

25.2.3 Course Having a Combination of Theory and Laboratory

For a course that contains the combination of theory and laboratory sessions, the scheme for determining the CE marks is as under:

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For Combined Courses (Theory + Laboratory)					
Focus of COs on each Component or Subcomponent of Evaluation					
Course Outcome	CE (Weightage: 60 %) Four components including one Lab component			SEE (Weightage: 25 %)	Lab (Weightage: 15 %)
	Tests (30 %)	Written Assignments+ Lab (20 %)	Assignment +Lab CE (10%)	Written exam	LSEE: SEE
CO-1					
CO-2					
CO-3					
CO-4					
CO-5					
CO-6					
The details of number of tests and assignments to be conducted are presented in the Academic Regulations and Programme Specifications Document.					

- CE components should have a mix of term tests, quiz and assignments
- Two Tests (15 each), Two Assignments (20 marks). (One written and another to be MCQs)
- In case of courses where laboratory is combined with theory, laboratory components to be assessed in both CE and SEE
- Course leaders to declare the assessment components before the commencement of the session and get approval from HoD and Dean

25.2.4 Ability Enhancement courses

For AECC Only		
Focus of COs on each Component or Subcomponent of Evaluation		
	Component 1: CE (50% Weightage)	Component 2: SEE (50% Weightage)
Subcomponent Type ▶	Terms Tests or Assignments	
CO-1		
CO-2		
CO-3		
CO-4		
CO-5		
CO-6		
The details of number of tests and assignments to be conducted are presented in the Academic Regulations and Programme Specifications Document.		

- Course leaders to declare the assessment components before the commencement of the session and get approval from HoD and Dean

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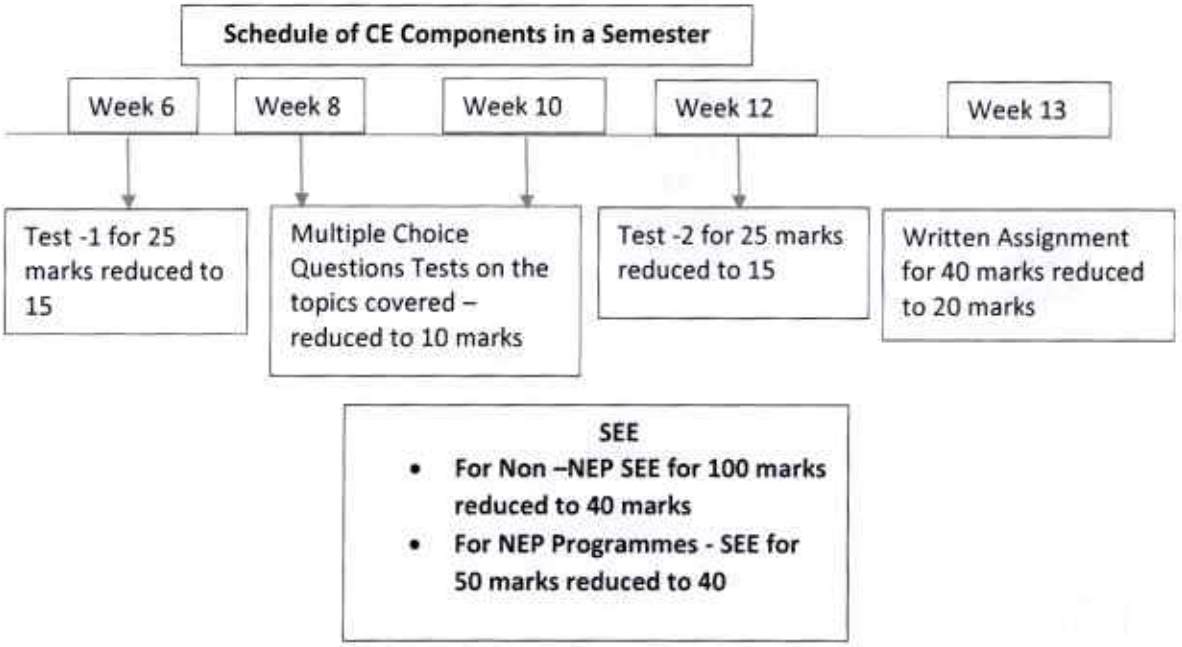

26. Minor Programme

The details of the following aspects of the minor programmes are presented in the **Academic Regulations** for the B.H.M. Degree Programme:

1. Programme Structure
2. Eligibility to Minor Programme
3. Registration to Minor Programme
4. Certification for Minor Programme

27. Student Support for Learning

1. Course Notes
2. Reference Books in the Library
3. Magazines and Journals
4. Internet Facility
5. Computing Facility
6. Laboratory Facility
7. Workshop Facility
8. Staff Support
9. Lounges for Discussions
10. Any other support that enhances their learning

28. Quality Control Measures

1. Review of Course Notes
2. Review of Question Papers and Assignment Questions
3. Student Feedback
4. Moderation of Assessed Work
5. Opportunities for students to see their assessed work
6. Review by external examiners and external examiners reports
7. Staff Student Consultative Committee meetings
8. Student exit feedback
9. Subject Assessment Board (SAB)
10. Programme Assessment Board (PAB)

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29. Programme Map (Course-PO-PSO Map)

Sem	Course Title	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
1	Fundamentals of Food and Beverage Production	2	2	0	1	0	1	0	0	0	1	0	1
1	Fundamentals of Food and Beverage Service	3	0	0	0	2	0	0	1	0	1	0	0
1	Fundamentals of Front Office	1	2	0	0	0	0	0	0	0	0	0	0
1	Fundamentals of Housekeeping	3	3	0	0	0	1	0	0	0	2	1	3
1	Computer Fundamentals	2	1	0	0	2	0	0	1	0	2	0	1
1	Basic Communication Skills - I	2	0	0	0	1	0	0	1	1	3	0	2
2	Food & Beverage Production - I	2	2	0	1	0	1	0	0	0	1	0	1
2	Food & Beverage Service - I	3	1	0	0	0	2	0	0	0	1	0	0
2	Front Office - I	2	2	1	0	0	1	0	0	0	1	0	0
2	Housekeeping - I	2	2	2	1	1	2	0	1	1	1	1	2
	Basic Communication Skills - II	2	0	0	0	0	2	0	0	1	2	0	2
	Environmental Studies												
	Industrial Exposure Training	1	2	0	0	0	1	0	0	0	1	0	1
	Food & Beverage Production - II	2	1	0	0	1	2	0	1	1	0	1	0
	Food & Beverage Service - II	2	1	0	0	1	2	0	0	1	1	0	1
	Front Office - II	1	1	1	1	0	2	0	1	2	2	1	1
	Housekeeping - II	2	2	2	0	0	2	1	1	1	2	1	2
	Entrepreneurship												
	Constitution of India and Human Rights												
	Open Elective												
	Food & Beverage Production - III	3	2	1	0	0	2	0	0	0	0	1	0
	Food & Beverage Service - III	3	2	2	0	1	3	0	1	1	1	0	2
	Front Office - III	2	2	0	1	1	3	0	1	2	2	0	2
	Housekeeping - III	3	3	2	2	3	3	0	3	3	3	2	3
	Principles of Management	3	1	1	1	0	2	0	2	1	3	1	2
	Project Management												
	Ethics and Self Awareness												
	Open Elective												
	Specialisation Training	3	3	3	0	2	2	1	2	2	2	1	2
	Professional Core Elective - I - World Cuisine Management	3	2	2	2	2	3	2	3	2	3	2	3
	Professional Core Elective - I - Bar and Beverage Management	3	3	1	0	2	2	0	1	1	3	0	3
	Professional Core Elective - I - Guest Relationship Management	3	3	2	2	2	3	2	2	2	3	1	3
	Professional Core Elective - I - Hospitality Facility Management	3	3	3	2	3	3	0	3	3	2	2	3
	Hospitality Research Project - I	3	3	0	1	3	3	2	2	3	3	3	3
	Research Methodology	3	2	2	2	3	3	0	3	2	3	0	2
	Hospitality Human Resource Management	3	3	2	3	3	2	0	3	2	3	2	2
	Hospitality Financial Accounting	3	3	2	2	2	1	3	3	2	2	1	1
	Personality Development and Soft Skills												

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	Professional Core Elective - II - Culinary Entrepreneurship	3	2	3	2	3	3	0	3	1	3	3	3
	Professional Core Elective - II - Food Service Entrepreneurship	3	3	1	0	2	2	0	1	1	3	0	3
	Professional Core Elective - II - Hotel Entrepreneurship	3	3	3	3	3	3	3	3	3	3	2	3
	Professional Core Elective - II - Housekeeping Entrepreneurship	3	3	3	3	3	3	3	3	3	2	3	2
	Hospitality Research Project - II	3	3	3	3	3	3	3	3	2	3	3	3
	Hospitality French	2	0	0	1	0	3	0	0	1	3	3	1
	Hospitality Marketing	3	2	3	1	2	3	2	3	2	2	1	3
	Organisational Behaviour	3	3	3	1	3	3	0	3	3	3	3	3
	Artificial Intelligence in Hospitality	2	1	0	2	0	1	0	1	2	1	0	2

30. Co-curricular Activities

Students are encouraged to take part in co-curricular activities like seminars, conferences, symposia, paper writing, attending industry exhibitions, project competitions and related activities for enhancing their knowledgeand networking.

31. Cultural and Literary Activities

Annual cultural festivals are held to showcase the creative talents in students. They are involved in planning andorganizing the activities.

32. Sports and Athletics

Students are encouraged to take part in sports and athletic events regularly. Annual sports meet will be held todemonstrate sportsmanship and competitive spirit.

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Course Specifications: Fundamentals of Food and Beverage Production

Course Title	Fundamentals of Food and Beverage Production
Course Code	BHC101A
Course Type	Combination Course
Department	Hotel Management
Faculty	Hospitality Management and Catering Technology

1. Course Summary

The aim of the course is to equip the students with skills to perform food and beverage production tasks using the appropriate equipment and ingredients. It will train the students to identify and process ingredients to prepare and present food and beverage products as per industry standards. It will introduce the students to perform menu planning, indenting, storing and food safety activities

2. Course Size and Credits:

Number of Credits	2
Credit Structure (Lecture: Tutorial: Practical)	1:0:2
Total Hours of Interaction	45
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

CO1. Explain the organization hierarchy and hygiene practices of the food and beverage production department
CO2. Describe cooking equipment and their uses in a professional kitchen
CO3. Identify and explain basic food and beverage ingredients and their uses in cooking
CO4. Demonstrate knife skills and proficiency in processing food ingredients
CO5. Demonstrate skills of combining and cooking ingredients to produce basic food products
CO6. Demonstrate proficiency and ethics in appropriate culinary practices

4. Course Contents

Unit 1 (Introduction to Cookery and the Professional Kitchen): Personal Hygiene, Kitchen Hygiene, Kitchen Ethics, Hotel Kitchen Hierarchy and Kitchen Layout

Unit 2 (Identification of Ingredients and Equipment): Identification, Description, Classification and Selection of Ingredients, Uses and Handling Equipment and Types of Cooking Fuels

Unit 3 (Knife Skills): Processing food ingredients – Food groups

Unit 4 (Basic Preparation): Doughs, Batters, Masalas, Pastes, Gravies, Stocks and Sauces

Unit 5 (Cooking Techniques and Methods): Classification, Boiling, Poaching, Steaming, Stewing, Frying, Grilling, Braising, Baking and Broiling – Principles and Techniques

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5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	3					2						1	1			
CO2	3	2		1					2				1			
CO3	3	2			1	2				1		1	1			
CO4		3		2								2	1			
CO5		3								2			1			
CO6						2							1			
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		12
Demonstrations		03
1. Demonstration using Videos	03	
2. Demonstration using Physical Models / Systems	01	
3. Demonstration on a Computer		
Numeracy		
1. Solving Numerical Problems		
Practical Work		24
1. Course Laboratory	24	
2. Computer Laboratory		
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		06
1. Case Study Presentation		
2. Guest Lecture	02	
3. Industry / Field Visit	04	
4. Brain Storming Sessions		
5. Group Discussions		
6. Discussing Possible Innovations		
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**55**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

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Combination Course								
Subcomponent ▶	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent Type ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assign.1 (10 marks)	Assign.2 (10 marks)	Semester End Examination	
							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	10	25	20	20	50	50
CO1	✓	✓					✓	
CO2	✓	✓			✓		✓	✓
CO3						✓	✓	✓
CO4			✓	✓			✓	✓
CO5			✓	✓			✓	✓
CO6								✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE – Test, Quiz and Assignment. Each subcomponent is evaluated individually – two Tests for 25 marks each, two Quizzes for 10 marks each and two Assignments for 20 marks each (One assignment should be written and the other can be Debate, Seminar, Case Study or any other activity as per the Course requirement).

CE for 100 marks reduced to 60

Component 2: SEE (40% Weightage)
SEE for 100 marks reduced to 40

Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs

The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Lecture, Laboratory Sessions
2.	Understanding	Demonstrations , Laboratory Sessions
3.	Critical Skills	--
4.	Analytical Skills	--
5.	Problem Solving Skills	--
6.	Practical Skills	Demonstrations, Laboratory Sessions
7.	Group Work	Laboratory Sessions and Field Visits
8.	Self-Learning	Laboratory Sessions, Field Visits
9.	Written Communication Skills	Practical Record, Assignment
10.	Verbal Communication Skills	Laboratory Sessions, Presentations
11.	Presentation Skills	Laboratory Sessions, Presentations
12.	Behavioral Skills	--
13.	Information Management	--
14.	Personal Management	Laboratory Sessions
15.	Leadership Skills	--

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9. Course Resources

a. Essential Reading

1. Class Notes
2. Philip E, Thangam, Modern Cookery: for Teaching and the Trade Vol-1, India Orient Longman, (2005) 5th Edition, ISBN- 8125025189

b. Recommended Reading

1. Philip E, Thangam, Modern Cookery: for Teaching and the Trade Vol-2,India, Orient Longman, (2015) 6th Edition, ISBN- 9788125040446
2. Kalra, Inder Singh J and Das Gupta, Pradeep, PRASHAD: Cooking with Indian Masters, New Delhi, Allied Publishers (2004)
3. Campbell, John, Foskett, David, Rippington, Neil, Paskins, Patricia, Practical Cookery for Level 2 NVQ and Apprenticeships. (2013) 12th Edition, ISBN-9781444170085, United Kingdom

c. Magazines and Journals

1. Saveur, New York City, World Publications
2. Food and Wine, USA, Meredith Corporation
3. Upper Crust, India
4. Food Lovers Magazine,Hospitality Initiatives India Pvt Ltd, India

d. Websites

1. https://spiceitupp.com/indian-cooking-methods-you-need-toknow/
2. http://www.hpproducts.com
3. http://www.indianfoodsite.com/cooking_techniques.htm
4. http://faculty.etsu.edu/odonnell/2011summer/engl3130/student_work/sauces_french_continental_cuisine.htm
5. https://www.ymgrad.com/media/resume/food_production.pdf

e. Other Electronic Resources

1. DELNET
2. EBSCO

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Course Specifications: Fundamentals of Food and Beverage Service

Course Title	Fundamentals of Food and Beverage Service
Course Code	BHC102A
Course Type	Combination Course
Department	Hotel Management
Faculty	Hospitality Management and Catering Technology

1. Course Summary

The aim of the course is to introduce the students to basic food and beverage service, provide fundamental knowledge pertaining to food and beverage service department and to provide an understanding of basic food and beverage service operations. It equips them with skills to perform basic food and beverage service tasks as per industry standards.

2. Course Size and Credits:

Number of Credits	2
Credit Structure (Lecture: Tutorial: Practical)	1:0:2
Total Hours of Interaction	45
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

CO 1. Explain the segments of the food and beverage industry
CO 2. Demonstrate service methods suitable for various scenarios
CO 3. Identify and use basic food and beverage service equipment
CO 4. Display professional communication skills, practice teamwork and professional ethics and uphold human values
CO 5. Classify and serve non-alcoholic beverages and breakfast menus
CO 6. Discuss products and procedures used in the food and beverage industry

4. Course Contents

Unit 1 (Introduction to Food and Beverage Service Industry): Introduction, Classification, Food and Beverage Outlets, Attributes of Food and Beverage Personnel, Etiquette, Professional Food and Beverage Terminology

Unit 2 (Food and Beverage Service Equipment): Furniture, Tableware, Crockery, Glassware, Linen, Disposables, Special and Electrical Equipment–Identification, Handling, Classification

Unit 3 (Basic Food and Beverage Service Procedures): Mise en Place, Mise en Scene

Unit 4 (Food and Beverage Service Methods): Classification, Table Service: American and English Service - Sequence of Service, Procedures, Ethics

Unit 5 (Non-Alcoholic Beverages): Classification, Order Taking, and Service of Non-Alcoholic Beverages, Sources and Brands of Non-Alcoholic Beverages, Ethics

Unit 6 (Meals and Breakfast): Types of Meals, Types of Breakfast, Continental and Indian Breakfast - Order Taking and Sequence of Service, Ethics

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5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	3													3		
CO2	3				3					2				3		
CO3	3				3									3		
CO4								3	2	3		2		2		
CO5	3				3			2		2				1		
CO6	3	2												2		
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		12
Demonstrations		03
1. Demonstration using Videos	02	
2. Demonstration using Physical Models / Systems	01	
3. Demonstration on a Computer		
Numeracy		
1. Solving Numerical Problems		
Practical Work		24
1. Course Laboratory	24	
2. Computer Laboratory		
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		06
1. Case Study Presentation		
2. Guest Lecture	02	
3. Industry / Field Visit	04	
4. Brain Storming Sessions		
5. Group Discussions		
6. Discussing Possible Innovations		
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**55**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

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Combination Course								
Subcomponent ▶	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent Type ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assign.1 (10 marks)	Assign.2 (10 marks)	Semester End Examination	
							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	10	25	20	20	50	50
CO1	✓	✓	✓				✓	
CO2	✓	✓	✓	✓			✓	✓
CO3	✓			✓			✓	✓
CO4					✓	✓		✓
CO5				✓			✓	
CO6					✓	✓	✓	

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE – Test, Quiz and Assignment. Each subcomponent is evaluated individually – two Tests for 25 marks each, two Quizzes for 10 marks each and two Assignments for 20 marks each (One assignment should be written and the other can be Debate, Seminar, Case Study or any other activity as per the Course requirement).

CE for 100 marks reduced to 60

Component 2: SEE (40% Weightage)
SEE for 100 marks reduced to 40

Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs

The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face to face lectures, Demonstrations using video Demonstrations using physical models
2.	Understanding	Demonstrations using video, Laboratory work
3.	Critical Skills	Assignment
4.	Analytical Skills	Assignment
5.	Problem Solving Skills	--
6.	Practical Skills	Laboratory work, Role play, Demonstrations, Field visits
7.	Group Work	Role play, Discussions
8.	Self-Learning	Guest lectures, Industry visit
9.	Written Communication Skills	Journal work, Practical activity
10.	Verbal Communication Skills	Role play
11.	Presentation Skills	Role play
12.	Behavioral Skills	Role play
13.	Information Management	Journal work
14.	Personal Management	Guest lectures, Industry visits, Group exercises
15.	Leadership Skills	Group exercises

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9. Course Resources

a. Essential Reading

1. Class Notes
2. Cousins John, Lillicrap Dennis and Weekes Suzannes, 2014, Food and Beverage Service, London, Hoddor Education
3. Singaravelan.R., 2012, Food and Beverage Service, New Delhi, Oxford University Press

b. Recommended Reading

1. AxlerBruce, Litridges, 2013, Food and Beverage Service , New Delhi , Wiley
2. Andrews Sudhir, 2009, Food and Beverage Service, A Training Manual, New Delhi, Tata McGraw, Hill Publishing Company Limited
3. Strianese J. Anthony, Dining Room and Banquet Management, New York, Delmar
4. The Professional Host, New York, Van Nostrand Reinhold

c. Magazines and Journals

1. Restaurant
2. Food and Hospitality World-Global fairs and Media Pvt Ltd. -India
3. Asian Hotel and Catering Times - Thompson Press Hong Kong
4. Food and Beverage Business Review-Hammer Publishers Pvt. Ltd, India
5. Food and Wine

d. Websites

1. http://www.etiquettescholar.com/dining_etiquette/table_setting_3.html
2. http://www.napkinfoldingguide.com/
3. http://www.bngkolkata.com/web/food-and-beverage-service-equipment/
4. https://www.youtube.com/watch?v=08p64bZ0b1k

e. Other Electronic Resources

1. DELNET
2. EBSCO

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Course Specifications: Fundamentals of Front Office

Course Title	Fundamentals of Front Office
Course Code	BHC103A
Course Type	Combination Course
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology

1. Course Summary

The aim of the course is to introduce the students to basic Front Office, provide fundamental knowledge pertaining to the Front Office department, and provide an understanding of basic Front Office operations. It equips them with skills to perform basic Front Office tasks as per industry standards and follow ethical practices as well as contribute to sustainability.

2. Course Size and Credits:

Number of Credits	2
Credit Structure (Lecture: Tutorial: Practical)	1:0:2
Total Hours of Interaction	45
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

- **CO1.** Explain the concept and components of the Hospitality Industry and hotel classification
- **CO2.** Explain hotel types, eco-friendly and Eva concept hotels, brands, structure, and prominent hotel personalities
- **CO3.** Describe the sections and functions of the front office in a hotel
- **CO4.** Demonstrate professional qualities, attributes, ethical practices followed by Front Office staff
- **CO5.** Demonstration of the skill of identifying and using front office stationery and equipment
- **CO6.** Discuss general knowledge and current affairs related to hotels and front office

4. Course Contents

Unit 1 (Introduction to the Hospitality Industry): Introduction to Tourism, Importance, Definition, Evolution and Growth, Components of Hospitality Industry, Classification and Categorization of Hotels

Unit 2 (Hotels): Definition, Types including new concepts of Eco-friendly and Gender Equality, Organizational Structure, Core and Allied Areas, Types of Hotel Guests

Unit 3 (Brands, Chains, & Personalities): Indigenous and International Brands, Prominent Personalities

Unit 4 (Front Office Organization): Introduction, Activities, Hierarchy, Layout, Sections and Equipment

Unit 5 (Current Affairs and General Knowledge): Current news related to hotels and Tourism, Countries, Capital, Currency, States and Capitals of India

Unit 6 (Hospitality Etiquette): Uniform and Grooming, Social Etiquette, Qualities, Attributes, Ethical Practices followed by Front Office Personnel

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5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	1	2									1					
CO2		2				1										
CO3	2	1	1													
CO4	2	1	1												1	
CO5	1	2		1												
CO6	1	1				1									1	
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		
Demonstrations		15
1. Demonstration using Videos	03	
2. Demonstration using Physical Models / Systems		
3. Demonstration on a Computer	12	
Numeracy		
1. Solving Numerical Problems		
Practical Work		24
1. Course Laboratory	24	
2. Computer Laboratory		
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		06
1. Case Study Presentation		
2. Guest Lecture	02	
3. Industry / Field Visit	04	
4. Brain Storming Sessions		
5. Group Discussions		
6. Discussing Possible Innovations		
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**55**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

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Combination Course								
Subcomponent ▶	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent Type ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assign. 1 (10 marks)	Assign. 2 (10 marks)	Semester End Examination	
							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	10	25	20	20	50	50
CO1	✓	✓				✓	✓	
CO2	✓	✓			✓		✓	✓
CO3	✓		✓		✓		✓	✓
CO4			✓	✓		✓	✓	✓
CO5			✓	✓		✓	✓	✓
CO6		✓		✓	✓		✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of the assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE- Test, Quiz and Assignment. Each subcomponent is evaluated individually- two Tests for 25 marks each, two Quizzes for 10 marks each, and two Assignments for 20 marks each. (One assignment should be written and the other can be Debate, Seminar, Case Study or any other activity as per the course requirement).

CE for 100 marks reduced to 60

Component 2: SEE (40% Weightage)
SEE for 100 marks reduced to 40
Course reassessment policies are presented in the Academic Regulations document

8. Achieving COs
The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face-to-face lectures
2.	Understanding	Demonstrations using video, Face-to-face lectures
3.	Critical Skills	--
4.	Analytical Skills	--
5.	Problem Solving Skills	--
6.	Practical Skills	Demonstrations using video, Laboratory Sessions, Field visits
7.	Group Work	Discussion, Field visits
8.	Self-Learning	Guest lectures, Industry visit
9.	Written Communication Skills	Journal work, Practical Activity
10.	Verbal Communication Skills	Role-play, Demonstration
11.	Presentation Skills	Roleplay, Assignments
12.	Behavioral Skills	Roleplay, Group Discussion
13.	Information Management	Assignment, Journal work
14.	Personal Management	Guest lectures, Industry visits, Group exercise
15.	Leadership Skills	Group exercise

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9. Course Resources

a. Essential Reading

1. Class Notes
2. Kasavana Michael L.,(2013), *Managing Front Office Operations 9th Edition*, USA, American Hotel &Lodging Educational Institute
3. Bardi James A., (2010), *Hotel Front Office Management 5th Edition*, United Kingdom, Wiley

b. Recommended Reading

1. Huyton Sue, (2013), Principles Of Hotel Front Office Operations, India, Ceneage Learning
2. Ahmed Ismail, (2001), Front Office Operations & Management, India, Delmar Cengage Learning
3. Tewari R. Jatashankar,(2013), Hotel Front Office Operations and Management, India, Oxford University Press
4. Andrews Sudhir, (2008), Front Office Management and Operations, India, Tata McGraw Hill Education

c. Magazines and Journals

1. Hospitalitybiz, Saffron Synergies Pvt. Ltd, Mumbai
2. ExpressHospitality, The Express Group, Mumbai
3. Cornell Hospitality Quarterly, SAGE Publications, USA
4. HospitalityNet, MKG Group, Paris
5. International Journal of Contemporary Hospitality Management, Emerald Publishing Ltd., United Kingdom

d. Websites

1. Types of Hotels: 21 of the Most Popular Options | Cvent Blog
2. https://setupmyhotel.com/train-my-hotel-staff/front-office-training/76-classification-of-hotels.html
3. List of Famous Hoteliers - Biographies, Timelines, Trivia & Life History (thefamouspeople.com)
4. http://setupmyhotel.com/train-my-hotel-staff/how-to-define-sop-in-hotels/front-office-sop/179-sop-grooming-and-hygiene.html
5. http://www.worldclasslearning.com/general-knowledge/list-countries-capital-currencies
6. https://www.youtube.com/watch?v=JAZPQc7hek0

e. Other Electronic Resources

1. DELNET
2. EBSCO

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Course Specifications: Fundamentals of Housekeeping

Course Title	Fundamentals of Housekeeping
Course Code	BHC104A
Course Type	Combination Course
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology

1. Course Summary

The aim of the course is to introduce the students to basic Hospitality Housekeeping, provide fundamental knowledge pertaining to housekeeping department and to provide an understanding of basic housekeeping operations. It equips them with skills to perform basic housekeeping tasks as per industry standards.

2. Course Size and Credits:

Number of Credits	2
Credit Structure (Lecture: Tutorial: Practical)	1:0:2
Total Hours of Interaction	45
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

- **CO1.** Identify and explain services offered by the Housekeeping Department in hotels
- **CO2.** Identify activities performed by sections of housekeeping in hotels
- **CO3.** Illustrate guest room layouts and demonstrate placement of supplies and amenities in rooms and public areas
- **CO4.** Identify and describe latest housekeeping cleaning equipment and cleaning agents
- **CO5.** Discuss the products and latest procedures used in housekeeping operations
- **CO6.** Apply suitable housekeeping techniques for cleaning hotel surfaces

4. Course Contents

Unit 1 (Introduction to Housekeeping Department in a Hotel): Introduction to Housekeeping, Hotel Housekeeping, Functions of Housekeeping Department, Areas Covered, Services Offered

Unit 2 (Sections of Housekeeping Department): Sections and Their Basic Functions, Layout of Housekeeping Department, Professional Standards of Grooming and Personal Hygiene

Unit 3 (Guest Rooms and Public Areas): Hotel Guest Rooms, Types and Layouts, Guest Room Supplies, Guest Room Accessories, Public Areas

Unit 4 (Cleaning Equipment): Reasons for Cleaning, Classification and Types of Manual Equipment, Uses of Equipment, Care and Storage of Manual Equipment

Unit 5 (Cleaning Agents): Domestic Cleaning Agents, Cleaning Principles, Storage of Cleaning Agents, Safety Rules of Using Cleaning Agents, eco-friendly products

Unit 6 (Cleaning of Different Surfaces in a Hotel): Types of Surfaces, Types of Soil, Cleaning Techniques, Cleaning of Surfaces Using Manual Cleaning Equipment and Domestic Cleaning Agents, Ethical Practices

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5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	3	3								2	1	3				1
CO2	3	3								2	1	3				1
CO3	3	3									2	3				1
CO4	3	3	1									3				1
CO5	3	3								1		3				1
CO6						3				3		3				1
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		12
Demonstrations		02
1. Demonstration using Videos	01	
2. Demonstration using Physical Models / Systems	01	
3. Demonstration on a Computer		
Numeracy		
1. Solving Numerical Problems		
Practical Work		26
1. Course Laboratory	24	
2. Computer Laboratory		
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio	02	
Others		05
1. Case Study Presentation		
2. Guest Lecture	02	
3. Industry / Field Visit	02	
4. Brain Storming Sessions		
5. Group Discussions/ Role play	01	
6. Discussing Possible Innovations	00	
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**55**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

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Combination Course								
Subcomponent ▶	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent Type ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assign. 1 (10 marks)	Assign. 2 (10 marks)	Semester End Examination	
							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	10	25	20	20	50	50
CO1	✓	✓					✓	
CO2	✓						✓	✓
CO3			✓				✓	✓
CO4				✓			✓	✓
CO5				✓	✓		✓	✓
CO6						✓	✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)

There shall be three subcomponents of CE – Test, Quiz and Assignment. Each subcomponent is evaluated individually – two Tests for 25 marks each, two Quizzes for 10 marks each and two Assignments for 20 marks each (One assignment should be written and the other can be Debate, Seminar, Case Study or any other activity as per the Course requirement).

CE for 100 marks reduced to 60

Component 2: SEE (40% Weightage)

SEE for 100 marks reduced to 40

Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs

The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

1.	Knowledge	Demonstrations using video, Assignment
2.	Understanding	Demonstrations using video, Laboratory Sessions
3.	Critical Skills	--
4.	Analytical Skills	--
5.	Problem Solving Skills	--
6.	Practical Skills	Laboratory sessions, Demonstrations using physical models, Field visits
7.	Group Work	Assignment
8.	Self-Learning	Guest lectures, Industry visit
9.	Written Communication Skills	Journal work
10.	Verbal Communication Skills	Roleplay
11.	Presentation Skills	Role play
12.	Behavioural Skills	Role play
13.	Information Management	Guest lectures, Industry visits
14.	Personal Management	Guest lectures, Industry visits
15.	Leadership Skills	--

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9. Course Resources

a. Essential Reading

1. Class Notes
2. Schneider Madelin, Tucker Georgina and Scoviak Mary (1999), The Professional Housekeeper, New York, John Wiley & Sons Inc,
3. Raghubalan & Raghubalan Smritee (2007), Hotel Housekeeping, India Oxford University Press

b. Recommended Reading

1. Branson John C. and & Lennox Margaret,(1988), Hotel, Hostel Hospital Housekeeping, UK, Arnold-Heinemann Publishers
2. Branson John C. and & Lennox Margaret (1969), Hotel Housekeeping Principles and Practice, London, Edward Arnold
3. Kappa Margaret M., Nitschke Aleta and Schappert Patricia B., (2008), Managing Housekeeping Operations 3rd Edition, U.S.A, Educationalist of the AHMI
4. Martin Robert J (1998), Professional Management of Housekeeping Operations, New York, John Wiley & Sons
5. Singh Malini (2012), Hotel Housekeeping, India, Tata McGraw Hill

c. Magazines and Journals

1. Clean India Journal, Hyderabad, India
2. Caterer &Hotelkeeper, UK
3. Hotel Management Magazine, New York
4. Hospitalitybiz, Mumbai
5. Express Hospitality, Mumbai
6. HospitalityNet, Netherlands
7. International Journal of Contemporary Hospitality Management, UK

d. Websites

1. http://www.hospitalitynet.org
2. http://www.hpproducts.com
3. http://www.ehow.com/housekeeping/

e. Other Electronic Resources

1. DELNET
2. EBSCO

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Course Specifications: Computer Fundamentals

Course Title	Computer Fundamentals
Course Code	BHM101A
Course Type	Combination Course
Department	Hotel Management
Faculty	Hospitality Management and Catering Technology

1. **Course Summary**

The aim of the course is to introduce the students to fundamental knowledge pertaining to computer hardware, software, networks and Microsoft Office applications. It also aims to develop the skills to perform basic computer operations in the industry following digitial ethics including fundamentals of plagarism. It provides value added skills to make the students job worthy

2. **Course Size and Credits:**

Number of Credits	2
Credit Structure (Lecture: Tutorial: Practical)	1:0:2
Total Hours of Interaction	45
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. **Course Outcomes (COs)**

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

- **CO1.** Describe types of computer hardware, software, networks, search engines and browsers
- **CO2.** Explain email etiquette and ethics for business communication
- **CO3.** Perform fundamental tasks of Microsoft application and basics of plagiarism
- **CO4.** Demonstrate fundamental file management abilities
- **CO5.** Discuss techniques, skills and tools necessary for latest computing practice
- **CO6.** Demonstrate best practices in ethical and professional manner on social media platform

4. **Course Contents**

Unit 1 (Computer Hardware and Software): Introduction, Applications, Multimedia, Control Panel, Network and Tools, Fundamentals of Plagiarism

Unit 2 (E–mail): Introduction, Creation of an e-mail ID, Structure, Manage e-mail, Carbon and Blind Carbon Copies, Print e-mail,

Unit 3 (MS Word): Introduction, File, Home, Insert, Design, Page Layout, References, View

Unit 4 (MS PowerPoint): Introduction, File, Home, Insert, Design, Transition, Animations, Slide Show, View

Unit 5 (MS Excel): Introduction, File, Home, Insert, Page Layout, Formulas, View

Unit 6 (Social Media Platforms): Introduction, Social Media Applications, Features Uses, Ethical behaviour

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5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	3				2							1	2	2	2	2
CO2	2				2			2				1	2	2	2	2
CO3	3	2			2					3		1	2	2	2	2
CO4	2	2			2					2		1	2	2	2	2
CO5	2				2					2		1	2	2	2	2
CO6	2			2	2			2	2	3		1	2	2	2	2
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		15
Demonstrations		10
1. Demonstration using Videos		
2. Demonstration using Physical Models / Systems		
3. Demonstration on a Computer	10	
Numeracy		
1. Solving Numerical Problems		
Practical Work		15
1. Course Laboratory	15	
2. Computer Laboratory		
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		05
1. Case Study Presentation		
2. Guest Lecture	02	
3. Industry / Field Visit	03	
4. Brain Storming Sessions		
5. Group Discussions		
6. Discussing Possible Innovations		
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		55

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

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Combination Course								
Subcomponent ▶	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent Type ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assign. 1 (10 marks)	Assign. 2 (10 marks)	Semester End Examination	
							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	10	25	20	20	50	50
CO1	✓				✓		✓	
CO2	✓	✓					✓	✓
CO3		✓		✓		✓	✓	✓
CO4			✓	✓			✓	✓
CO5			✓	✓	✓		✓	✓
CO6			✓	✓		✓	✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE – Test, Quiz and Assignment. Each subcomponent is evaluated individually – two Tests for 25 marks each, two Quizzes for 10 marks each and two Assignments for 20 marks each (One assignment should be written and the other can be Debate, Seminar, Case Study or any other activity as per the Course requirement).

CE for 100 marks reduced to 60

Component 2: SEE (40% Weightage)
SEE for 100 marks reduced to 40

Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs

The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face to Face Lecture, Laboratory Sessions
2.	Understanding	Demonstrations, Laboratory Sessions
3.	Critical Skills	--
4.	Analytical Skills	--
5.	Problem Solving Skills	--
6.	Practical Skills	Demonstrations, Laboratory Sessions
7.	Group Work	Laboratory Sessions, Field Visits
8.	Self-Learning	Laboratory Sessions, Field Visits
9.	Written Communication Skills	Sessional Work, Assignment
10.	Verbal Communication Skills	Laboratory Sessions, Sessional Work
11.	Presentation Skills	Laboratory Sessions, Sessional Work
12.	Behavioral Skills	Laboratory Sessions
13.	Information Management	Laboratory Sessions, Assignment, Sessional Work
14.	Personal Management	Laboratory Sessions
15.	Leadership Skills	--

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9. Course Resources

a. Essential Reading

1. Class Notes
2. Walkenbach John (2007) - Microsoft Office 2013 Bible, New Delhi, Wiley India Pvt. Ltd.
3. Goel Anita (2010), Computer Fundamentals, Noida, Pearson Education India

b. Recommended Reading

1. Lambert Joan, Cox Joyce, Frye Curtis D. (2013) Microsoft Office Professional 2013 Step by Step, Washington, Microsoft Press
2. Rajaraman V (2010), Fundamentals of Computers, Delhi, Phi Learning

c. Magazines and Journals

1. PC Today, Sandhills Publishing Company, Nebraska, US
2. Computing, Incisive Media, United Kingdom
3. Software Magazine, Rockport Custom Publishing, Massachusetts

d. Websites

1. https://www.coursera.org/
2. http://nptel.ac.in/
3. www.freeofficetutorials.com
4. www.tutorialspoint.com/computer_fundamentals
5. www.digitalunite.com/guides/computer-basics

e. Other Electronic Resources

1. www.office.microsoft.com/en-us/training
2. DELNET
3. EBSCO

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Course Specifications: Basic Communication Skills - I

Course Title	Basic Communication Skills – I
Course Code	BHM102A
Course Type	Combination Course
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology

1. Course Summary

The aim of this course is to introduce the students to the practice of effective communication. The students will learn to speak and read English with enhanced skills. Students will be able to present themselves professionally and communicate effectively at the work place. Students will be made aware of ethics in writing skills.

2. Course Size and Credits:

Number of Credits	2
Credit Structure (Lecture: Tutorial: Practical)	1:0:2
Total Hours of Interaction	45
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

- **CO1.** Describe and exhibit the essential components of effective communication
- **CO2.** Practice effective listening and conversation skills
- **CO3.** Explain and exhibit skills of speaking English with a neutral accent
- **CO4.** Demonstrate basic comprehension and narration skills
- **CO5.** Explain and demonstrate ethical skills of written and spoken communication
- **CO6.** Discuss the various methods of communication used in the hospitality industry

4. Course Contents

Unit 1 (Introduction): Basics of Communication, Elements of Effective Communication, Overcoming Barriers in Communication, Self-Introduction, Introducing others

Unit 2 (Listening skills): The Impact of Listening in Communication, Building Vocabulary, Display Effective Listening, Note Taking, Comprehension, Effective Conversation

Unit 3 (Spoken Skills): Phonetics, Pronunciation, Neutralisation of Accent, Using Vocabulary, Active Constructive Response – ACR

Unit 4 (Reading Skills): Reading Print Matter, Common Grammatical Errors, Comprehension, Pronunciation, Narrating Stories

Unit 5 (Writing Skills): Paragraph Writing, Ethical Note-taking, Ethical drafting of Letters and Emails, Applications, Role Plays and Constructive Feedback

Unit 6 (Non-Verbal Communication): Introduction, Body Language, Recommended Postures for Workplace Communication, Conversing with Guests

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5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	2								1	3		2			2	
CO2	2				2					3		2	1	1	2	1
CO3	2				2				1	3		2	1	1	2	1
CO4	2				2				2	3		2	1	2	2	
CO5	2				2				1	3		2	1	1	1	1
CO6								3	3	3		3	1	1	1	1
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		12
Demonstrations		06
1. Demonstration using Videos	03	
2. Demonstration using Physical Models / Systems		
3. Demonstration on a Computer	03	
Numeracy		
1. Solving Numerical Problems	00	
Practical Work		24
1. Course Laboratory	24	
2. Computer Laboratory		
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		03
1. Case Study Presentation		
2. Guest Lecture	03	
3. Industry / Field Visit		
4. Brain Storming Sessions		
5. Group Discussions		
6. Discussing Possible Innovations		
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**55**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

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Combination Course								
Subcomponent ▶	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent Type ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assign. 1 (10 marks)	Assign. 2 (10 marks)	Semester End Examination	
							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	10	25	20	20	50	50
CO1	✓	✓			✓		✓	✓
CO2	✓	✓			✓		✓	✓
CO3	✓				✓		✓	✓
CO4			✓	✓		✓	✓	✓
CO5			✓	✓		✓	✓	✓
CO6			✓	✓		✓	✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)

There shall be three subcomponents of CE – Test, Quiz and Assignment. Each subcomponent is evaluated individually- two Tests for 25 marks each two Quizzes for 10 marks each, and two Assignments for 20 marks each. (One assignment should be written and the other can be Debate, Seminar, Case Study or any other activity as oer the course requirement).

CE for 100 marks reduced to 60

Component 2: SEE (40% Weightage)

SEE for 100 marks reduced to 40

Course reassessment policies are presented in the Academic Regulation Document

8. Achieving COs

The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Demonstrations using video, Face to face lectures
2.	Understanding	Demonstrations using video, Face to face lectures
3.	Critical Skills	Assignment
4.	Analytical Skills	--
5.	Problem Solving Skills	--
6.	Practical Skills	Laboratory Sessions
7.	Group Work	Role Play, Group Discussions
8.	Self-Learning	Guest lectures
9.	Written Communication Skills	Journal Work, Laboratory Sessions
10.	Verbal Communication Skills	Laboratory Sessions, Role-play, Story telling
11.	Presentation Skills	Role play, Mimes and Monologues
12.	Behavioral Skills	Laboratory Sessions, Workshop
13.	Information Management	Journal Work, Assessments
14.	Personal Management	Guest lectures, Role play
15.	Leadership Skills	Group Activities

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9. Course Resources

a. Essential Reading

1. Class Notes

b. Recommended Reading

1. Sethi. J. Dhamija PV, (1999), A course in Phonetics and Spoken English-2nd Edition. Prentice Hall India Learning Private Limited, Delhi
2. Koneru Aruna, (2017), Professional Communication, McGraw Hill Education, India
3. A K & et Al Jain, (2006), Professional Communication Skills, India, S Chand; 3rd Rev. Edn. 2005 edition
4. Bhardwaj Kumkum, (2020), Professional Communication, India, Dreamtech Press
5. Sharma PC (Retd) AIR CMDE, (2017), Communication Skills and Personality Development, Nirali Prakashan, India
6. Carnegie Dale, (1998), How to Win Friends & Influence People, Pocket Books, USA

c. Magazines and Journals

1. Alen Barker (2nd edition), Improve your Communication Skills
2. Kevin T Mc. Carney, The Secrets of Successful Communication

d. Websites

1. www.myenglishpages.com
2. www.britishcouncil.com
3. www.englishmagazine.com
4. www.justenglishmagazine.com

e. Other Electronic Resources

1. DELNET
2. EBSCO

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Course Specifications: Food and Beverage Production-I

Course Title	Food and Beverage Production-I
Course Code	BHC105A
Course Type	Combination Course
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology

1. Course Summary

The aim of the course is to equip the students with skills and knowledge to perform food and beverage production tasks using the appropriate equipment and ingredients. The students are introduced to the concepts of menu planning, material management and quality control. They are trained to identify and process ingredients to prepare and present Indian and Continental cuisine dishes.

2. Course Size and Credits:

Number of Credits	3
Credit Structure (Lecture: Tutorial: Practical)	1:0:4
Total Hours of Interaction	85
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

CO1. Explain and apply suitable techniques of processing food ingredients efficiently and safely

CO2. Demonstrate professional communication skills, practice teamwork, professional ethics and uphold values

CO3. Classify and use masalas and gravies in the preparation and presentation of Indian dishes

CO4. Explain and use stocks and sauces in the preparation and presentation of Continental dishes

CO5. Discuss purchase, receiving and storage procedures for product quality management

CO6. Plan, prepare and present three course Indian and Continental menus

4. Course Contents

Unit 1 (Introduction to Indian and Continental Cuisine): Features, Ingredients, Cooking Methods, Menu Examples

Unit 2 (Cereals, Pulses, Vegetables and Dairy products): Indian and Continental Dishes-Starter, Main Course, Accompaniments, Dessert

Unit 3 (Egg and Poultry): Indian and Continental Dishes-Starter, Soup, Main Course

Unit 4 (Fish and Shellfish): Indian and Continental Dishes- Starter, Soup, Main Course

Unit 5 (Meat-Pork, Beef, Lamb): Indian and Continental Dishes-Starter, Soup, Main Course

Unit 6 (Menu, Purchase and Stores): Menu planning, Purchase, Receiving, Storage, Ethical Practices

5. Course Map (CO-PO-PSO Map)

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	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	3	3				1						1	3			
CO2	3	3				1							3			
CO3	3	2				1							3			
CO4	3	2				1				1		1	2			
CO5	3					2							2			
CO6		3				1		1	2	2		1	2			
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures	**12**	
Demonstrations		19
1. Demonstration using Videos	3	
2. Demonstration using Physical Models / Systems	4	
3. Demonstration on a Computer		
Numeracy		
1. Solving Numerical Problems		
Practical Work		48
1. Course Laboratory	48	
2. Computer Laboratory		
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		08
1. Case Study Presentation		
2. Guest Lecture	2	
3. Industry / Field Visit	4	
4. Brain Storming Sessions		
5. Group Discussions	2	
6. Discussing Possible Innovations		
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**85**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

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Combination Course								
	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assi.1 (10 marks)	Assi.2 (10 marks)	Semester End Examination	
Subcomponent Type ▶							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	10	25	20	20	50	50
CO-1	✓	✓		✓	✓	✓	✓	✓
CO-2	✓			✓				✓
CO-3			✓	✓		✓	✓	✓
CO-4	✓	✓		✓	✓		✓	✓
CO-5			✓				✓	
CO-6					✓	✓	✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)

There shall be three subcomponents of CE – Test, Quiz and Assignment. Each subcomponent is evaluated individually- two Tests for 25 marks each two Quizzes for 10 marks each, and two Assignments for 20 marks each. (One assignment should be written and the other can be Debate, Seminar, Case Study or any other activity as per the course requirement).

CE for 100 marks reduced to 60

Component 2: SEE (40% Weightage)

SEE for 100 marks reduced to 40

Course reassessment policies are presented in the Academic Regulation Document

8. Achieving COs

The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face to Face Lectures, Demonstrations using video and physical models, Laboratory sessions, Guest lecture, Industry visit
2.	Understanding	Face to Face Lectures, Demonstrations using videos and physical models
3.	Critical Skills	Assignment
4.	Analytical Skills	Assignment
5.	Problem Solving Skills	Assignment, Laboratory sessions, Role play
6.	Practical Skills	Laboratory sessions, Role play, Demonstration using videos, Demonstrations using physical models
7.	Group Work	Guest lecture, Industry visits, Role play, Group discussions
8.	Self-Learning	Guest lectures, Industry visit, Journal work
9.	Written Communication Skills	Written examination, Journal work
10.	Verbal Communication Skills	Assignment presentation, Laboratory sessions, Group discussions
11.	Presentation Skills	Assignment, Laboratory sessions

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12.	Behavioral Skills	Assignment, Role Play, Laboratory sessions
13.	Information Management	Assignments, Journal work
14.	Personal Management	Guest lectures, Industry visits, Role Play, Laboratory sessions
15.	Leadership Skills	Assignment, Group discussions, Role play

9. Course Resources

a. Essential Reading

1. Class Notes
2. Bali S. Parvinder, 2014, Food Production Operations, New Delhi, Oxford University Press
3. Bali S. Parvinder, 2014, International Cuisine and Food Production Management, New Delhi, Oxford University Press
4. Philip E. Thangam, 2005 Modern Cookery: for Teaching and the Trade Vol-1, India, Orient Longman, 5th Edition, ISBN- 8125025189

b. Recommended Reading

1. Philip E, Thangam, (2015), Modern Cookery: for Teaching and the Trade Vol-2, India, Orient Longman,)6th Edition, ISBN- 9788125040446
2. Kalra, Inder Singh J and DasGupta, Pradeep, (2004), PRASHAD: Cooking with Indian Masters, New Delhi, Allied Publishers
3. Campbell, John, Foskett, David, Rippington, Neil, Paskins, Patricia, (2013), Practical Cookery for Level 2 NVQ and Apprenticeships. 12th Edition, ISBN-9781444170085, London, United Kingdom
4. Wayne Gisslen, 2012, Professional Cooking, New York, John Wiley & Sons

c. Magazines and Journals

1. Saveur, New York City, World Publications
2. Food and Wine, USA, Meredith Corporation
3. Upper Crust, India
4. Food Lovers Magazine, Hospitality Initiatives India Pvt Ltd, India

d. Websites

1. https://www.newworldencyclopedia.org/entry/indian_cuisine
2. https://www.shiveshskitchen.com/2015/08/continental-cuisine.html
3. https://hmhub.in/menu-planning/
4. https://www.britannica.com/topic/meat
5. https://en.wikipedia.org/wiki/Poultry
6. https://www.pearsonhighered.com/assets/samplechapter/0/1/3/2/0132741733.pdf

e. Other Electronic Resources

1. DELNET
2. EBSCO

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Course Specifications: Food and Beverage Service-I

Course Title	Food and Beverage Service-I
Course Code	BHC106A
Course Type	Combination Course
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology

1. Course Summary

The course aims to familiarise students with fundamental concepts and essential skills in organisation and operational procedures of Food and Beverage Service outlets, menus and alcoholic beverages. The students gain knowledge and apply suitable techniques in food and beverage service operations, menu planning, as well as order taking and service of breakfast, tea, tobacco, and brewed & distilled beverages.

2. Course Size and Credits:

Number of Credits	3
Credit Structure (Lecture: Tutorial: Practical)	1:0:4
Total Hours of Interaction	75
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

- **CO1.** Explain food and beverage outlet operations, menus, alcoholic beverages and tobacco
- **CO2.** Classify and serve breakfast and tea menus, cigars and brewed & distilled beverages
- **CO3.** Demonstrate professional communication skills, practice teamwork, professional ethics uphold values and use relevant technological applications
- **CO4.** Examine trends in food and beverage outlet operations, menus, varieties of cigars and styles of brewed & distilled beverages
- **CO5.** Compare food and beverage outlet operations, menus, varieties of cigars and styles of brewed & distilled beverages
- **CO6.** Discuss the products and operational procedures in food and beverage outlets

4. Course Contents

Unit 1 (Menus): Meal Patterns and Menu Styles, Menu Terminology, Food and Accompaniments, Lunch and Dinner, Menu Trends

Unit 2 (Breakfast and Tea): Engish and American Breakfast, Afternoon Tea and High Tea: Menu Planning, Cover Set Up and Service

Unit 3 (Organisation of Food and Beverage Service): Sections, Staff Organisation, Duties and Responsibilities, Opening and Closing Duties in Different Outlets, Workflow, Trends ,Ethical Practices

Unit 4 (In Room Dining): Shift Cycle, Menus, Order Flow and Butler Service, Order Taking- Digital and Manual, Placing of Amenities, Tray and Trolley Set Ups, Service, Waiters Card and Control Sheet, Ethical Practices

Unit 5 (Brewed and Distilled Alcoholic Beverages): Classification, Varieties and Styles, Trends, Order Taking-Digital and Manual, Service of Spirits, Beer and Other Brewed Beverages, Ethical Practices

Unit 6 (Tobacco): Cigars- Shapes, Sizes, Colors, Storage, Order Taking-Digital and Manual, Service of Cigarettes and Cigars, Ethical Practices

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5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	3					1								2		
CO2	3	3				3				2		1		3		
CO3	3	3				3			1	2		1		3		
CO4	3					2					1			2		
CO5	3					1								2		
CO6	3					2								2		
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		12
Demonstrations		09
1. Demonstration using Videos	03	
2. Demonstration using Physical Models / Systems	06	
3. Demonstration on a Computer		
Numeracy		
1. Solving Numerical Problems		
Practical Work		48
1. Course Laboratory	48	
2. Computer Laboratory		
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		06
1. Case Study Presentation		
2. Guest Lecture	02	
3. Industry / Field Visit	04	
4. Brain Storming Sessions		
5. Group Discussions		
6. Discussing Possible Innovations		
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**85**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

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Combination Course								
	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assi.1 (10 marks)	Assi.2 (10 marks)	Semester End Examination	
Subcomponent Type ▶							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	10	25	20	20	50	50
CO-1	✓	✓	✓				✓	
CO-2	✓	✓	✓	✓			✓	✓
CO-3				✓			✓	✓
CO-4					✓	✓	✓	
CO-5	✓			✓			✓	✓
CO-6					✓	✓	✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)

There shall be three subcomponents of CE – Test, Quiz and Assignment. Each subcomponent is evaluated individually- two Tests for 25 marks each two Quizzes for 10 marks each, and two Assignments for 20 marks each. (One assignment should be written and the other can be Debate, Seminar, Case Study or any other activity as per the course requirement).

CE for 100 marks reduced to 60

Component 2: SEE (40% Weightage)

SEE for 100 marks reduced to 40

Course reassessment policies are presented in the Academic Regulation Document

8. Achieving COs

The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face-to-face lectures, Demonstrations using video Demonstrations using physical models
2.	Understanding	Demonstrations using video, Laboratory work
3.	Critical Skills	Assignment
4.	Analytical Skills	Assignment
5.	Problem Solving Skills	----
6.	Practical Skills	Laboratory work, Role-play, Demonstrations, Field visits, Hands-on training
7.	Group Work	Role-play, Discussion
8.	Self-Learning	Guest Lectures, Industry visit
9.	Written Communication Skills	Journal work, Practical activity
10.	Verbal Communication Skills	Role-play
11.	Presentation Skills	Role-play
12.	Behavioral Skills	Role-play
13.	Information Management	Journal work
14.	Personal Management	Guest Lectures, Industry visits, Group exercises
15.	Leadership Skills	Group exercises

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9. Course Resources

a. Essential Reading

1. Class Notes
2. Singaravelan.R., 2012, Food and Beverage Service, New Delhi, Oxford University Press
3. Brown Graham and HepnerKaron, (2000), The Waiter's Handbook, Australia, Global Books and Subscription Services
4. Nutley Joyee, (2005), Advanced Service Techniques, London, Hodder and Stoughtonl
5. Cousins John, Lillicrap Dennis and Weekes Suzanne, (2014), Food and Beverage Service, London, Hodder Education

b. Recommended Reading

1. Lipinski A. Robert - Lipinski A. Kathleen, (1989), Professional Guide to Alcoholic Beverages, USA, Van Nostrand Reinhold
2. Mcvety J Paul and Ware J. Bradley, (2009), Fundamentals of Menu Planning, New Jersey, John Wiley and Sons
3. Kivela Jaksa, Menu , (1994) , Menu Planning for the Hospitality Industry, Australa, Hospitality Press
4. Vita La Dolce, (1999), Cigar, Holland , New Holland Publishers
5. Axler H. Bruce and Litrides A. Carl, (1990), Food and Beverage Service, New Delhi John Wiley and Sons
6. Durkan Andrew and Cousins John, (1999), The Beverage Book, London, Pegasaurus Books Ltd

c. Magazines and Journals

1. Food and Beverage Business Review, New Delhi, Hammer Publishers Pvt Ltd
2. Food and Wine, United States, Times Inc
3. Food and Hospitality World , India , Indian Express Group
4. Caterer and Hotelkeeper, United Kingdom, Travel Week Group

d. Websites

1. fnbclasses.blogspot.in/2010/07/french-classical-menu.html
2. www.hospitality-school.com/how-to-take-food-order-in-restaurant-sop
3. fnbservicenotes.wordpress.com/2012/07/26/classification-of-alcoholic-beverages-5/
4. www.britannica.com/EBchecked/topic/166115/distilled-spirit
5. www.cigar.com/index.asp
6. www.scribd.com/doc/14416785/Food-and-Beverage-Sequence-Of-Service

1. Other Electronic Resources

1. DELNET
2. EBSCO

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Course Specifications: Front Office- I

Course Title	Front Office- I
Course Code	BHC107A
Course Type	Combination Course
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology

1. Course Summary

The aim of the course is to introduce the students to different Front Office sections and their daily operations as per the latest trends. It equips them to understand and learn the Front Office product delivered to guests and the entire interaction of guests with the hotel

2. Course Size and Credits:

Number of Credits	3
Credit Structure (Lecture: Tutorial: Practical)	1:0:4
Total Hours of Interaction	75
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

- **CO1.** Explain the various types of Front Office products and packages offered to guests
- **CO2.** Summarize the role, functions, and co-ordination of Telephones, Uniformed Services and Reservations
- **CO3.** Demonstrate the role of Front Office at various stages of guest cycle
- **CO4.** Practice telephone handling skills and etiquette displaying professional communication skills and ethics
- **CO5.** Demonstrate the activities of Uniformed staff and Reservations in a hotel
- **CO6.** Interpret Reservations activities in PMS software

4. Course Contents

Unit 1 (Front Office Product): Room Types, Room Rates, Meal Plans, Packages, Guest Types, Room Status Definitions, Hotel Websites

Unit 2 (Telephones): Role, Staff Organization, Telephone Etiquette, Equipment, Types of Calls, Special Features for Hotels, Job Specification and Description of Telephone Operator, Skills and Competencies of Telephone Operator

Unit 3 (Guest Cycle): Different Stages, Front Office Activities during Each Stage

Unit 4 (Co-ordination): Inter-section Co-ordination- Telephones, Reservation, Reception, Cash Section, Concierge, Bell Desk, Lobby, Front Office Co-ordination with Other Departments

Unit 5 (Uniformed Services): Introduction to Uniformed Services, Job Specification and Description of Uniformed Services

Unit 6 (Reservation Operations): Layout, Functions of Reservation Section, Modes and Sources, Reservation Types, Job Specification and Description of reservation Assistant, Reservation Form, Processing FIT and Corporate Reservations

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5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	2	2		1						1					1	
CO2	1	2				1				1					1	
CO3	2	1	1			1									1	
CO4	2	2	2												1	
CO5	2	2	1			1		1		1					1	
CO6	2	2	2	1		2			1	1					2	
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		14
Demonstrations		01
1. Demonstration using Videos	01	
2. Demonstration using Physical Models / Systems		
3. Demonstration on a Computer		
Numeracy		04
1. Solving Numerical Problems	04	
Practical Work		50
1. Course Laboratory	46	
2. Computer Laboratory	04	
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		06
1. Case Study Presentation		
2. Guest Lecture	02	
3. Industry / Field Visit	04	
4. Brain Storming Sessions		
5. Group Discussions		
6. Discussing Possible Innovations		
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**85**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

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Combination Course								
	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assi.1 (10 marks)	Assi.2 (10 marks)	Semester End Examination	
Subcomponent Type ▶							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	25	10	20	20	50	50
CO-1	✓	✓			✓		✓	
CO-2	✓						✓	✓
CO-3				✓	✓		✓	✓
CO-4				✓			✓	✓
CO-5				✓		✓	✓	✓
CO-6			✓			✓	✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)

There shall be three subcomponents of CE – Test, Quiz and Assignment. Each subcomponent is evaluated individually- two Tests for 25 marks each two Quizzes for 10 marks each, and two Assignments for 20 marks each. (One assignment should be written and the other can be Debate, Seminar, Case Study or any other activity as per the course requirement).

CE for 100 marks reduced to 60

Component 2: SEE (40% Weightage)

SEE for 100 marks reduced to 40

Course reassessment policies are presented in the Academic Regulation Document

8. Achieving COs

The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face-to-face lectures
2.	Understanding	Demonstrations using video, Lab Work, Face-to-face lectures
3.	Critical Skills	--
4.	Analytical Skills	--
5.	Problem Solving Skills	--
6.	Practical Skills	Demonstrations using video, Role plays, Lab Work, Field visits, Numerical problem-solving, Hands-on training
7.	Group Work	Discussion, Field visits
8.	Self-Learning	Guest lectures, Industry visit
9.	Written Communication Skills	Journal work, Practical Activity
10.	Verbal Communication Skills	Role-play, Demonstration
11.	Presentation Skills	Role-play, Assignments
12.	Behavioral Skills	Role-play, Group Discussion
13.	Information Management	Assignment, Journal work
14.	Personal Management	Guest lectures, Industry visits, Group exercise
15.	Leadership Skills	Group exercise

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9. Course Resources

a. Essential Reading

1. Class Notes
2. Kasavana Michael L.,(2013), *Managing Front Office Operations 9th Edition*, USA, American Hotel &Lodging Educational Institute
3. Tewari R. Jatashankar,(2013), Hotel Front Office Operations and Management, India, Oxford University Press

b. Recommended Reading

1. Huyton Sue, (2013), Principles Of Hotel Front Office Operations, India, Ceneage Learning
2. Ahmed Ismail, (2001), Front Office Operations & Management, India, Delmar Cengage Learning
3. Bardi James A., (2010), *Hotel Front Office Management 5th Edition*, United Kingdom, Wiley
4. Andrews Sudhir, (2008), Front Office Management and Operations, India, Tata McGraw Hill Education

c. Magazines and Journals

1. Hospitalitybiz, Saffron Synergies Pvt. Ltd, Mumbai
2. ExpressHospitality, The Express Group, Mumbai
3. Cornell Hospitality Quarterly, SAGE Publications, USA
4. HospitalityNet, MKG Group, Paris
5. International Journal of Contemporary Hospitality Management, Emerald Publishing Ltd., United Kingdom

d. Websites

1. https://setupmyhotel.com/train-my-hotel-staff/front-office-training/96-room-type-definitions-in-hotels.html
2. https://www.normgroup.org/7-phone-etiquette-reminders-front-desk-staff/
3. https://setupmyhotel.com/train-my-hotel-staff/front-office-training/131-the-guest-cycle-in-hotel.html
4. https://www.slideshare.net/JongjitJanjam/uniformed-staff-les-clefs-dor-thailand#:~:text=DEFINITION%20OF%20UNIFORMED%20STAFF%20Employees,%E2%80%A2%20Transportation%20Personnel%20%E2%80%A2%20Concierges
5. https://www.slideshare.net/SunilKumar148/sections-of-front-office-department-in-hotels
6. https://ihmshimla.org/wp-content/uploads/2020/03/Unit-3_Reservations-FO-Notes-By-Priya-Sharma-March-2020.pdf

e. Other Electronic Resources

1. DELNET
2. EBSCO

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Course Specifications: Housekeeping-I

Course Title	Housekeeping-I
Course Code	BHC108A
Course Type	Combination Course
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology

1. Course Summary

The aim of the course is to familiarize the students with the functions of the Control Desk and the daily routines and systems of the housekeeping department. It will equip them with skills to perform housekeeping tasks using the appropriate equipment and cleaning agents. It will train the students to clean and maintain the hotel guest rooms and public areas as per industry standards.

2. Course Size and Credits:

Number of Credits	3
Credit Structure (Lecture: Tutorial: Practical)	1:0:4
Total Hours of Interaction	75
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

- **CO 1.** Explain the Housekeeping organisation and Operations
- **CO 2.** Summarize and demonstrate the daily routine activities and operational procedures of various shifts of the housekeeping department
- **CO 3.** Demonstrate professional communication skills, practice teamwork, professional ethics, uphold values and use relevant technological applications
- **CO 4.** Classify and use commercial cleaning equipment and agents as per the latest trend
- **CO 5.** Examine trends in the procedures of Hotel Housekeeping
- **CO 6.** Discuss the products and procedures followed in the Housekeeping Department emphasising on eco-friendly practices

4. Course Contents

Unit 1: Organizational Structure, Duties and Responsibilities of Housekeeping Personnel, Layout of Sections and their Functions, Organization Chart of Different Categories of the Hotel, Duties and Responsibilities of Housekeeping Staff, Handle Telephone Calls that is Housekeeping Specific

Unit 2: Role of Control Desk, Interdepartmental Coordination, Records Maintained at the Control Desk, Key Control, Indenting and Inventory, Stock Control, Use of technology in Control Desk Activities, Housekeeping Ethics Duties and Responsibilities, Control Desk Situations and Ethics, Forms and Formats, Handling House Keeping Telephone Calls, Identification of Types of Inventory, Physical Stock Taking of Inventory, Application of Technology in the Daily Control Desk Operations

Unit 3: Introduction, the Housekeeping Day, Opening the House, Morning Shift, Afternoon Shift, Night Shift Activities Performed at Various Shifts- Briefing and De- Briefing, Duty Roster Preparation, Layout of

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Sections of Housekeeping- Control Desk, Linen Room, Laundry, Uniform Room, Pantry, Guest Complaint Handling, Telephone Handling/Etiquettes, Towel Art, Maid's Trolley Set Up and Setting up of Hand Caddy, Guest Interactions

Unit 4: Classification and Types of Equipment (Mechanical), Uses of Equipment, Care and Storage of Equipment, Operating Equipment Safety Mechanical Equipment- Identification, Functions, Care and Storage, Commercial Cleaning Agents- Identification, Care and Storage, Eco- friendly products, Cleaning of Surfaces, Cleaning of Upholstery, Walls, Laminates Classification of Cleaning Agents (Commercial), Care and Storage of Cleaning Agents, Working Safely with Chemicals,

Unit 5: Principles of Cleaning, Standard of Cleaning, Care and Maintenance of All Hotel Surfaces, Types of Cleaning, Frequency of Cleaning of Guest Rooms and Public Areas, Daily Cleaning of Guest Rooms and Public Areas, Bed Making, Turndown Service, Second Service, Dirty Dozen, Guest Expectations from a Room Traditional and Modern Bed Making with Turndown Service, Cleaning Procedures of Guest Rooms

Unit 6: Listing Public Areas, Duties and responsibilities, Outsourcing, ethical practices for choosing an agency for outsourced work, Cleaning Procedures of Public Areas, Eco friendly practices

5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	3	3														1
CO2	3	3	3	2	2	3		1	2	2	2	3				1
CO3					3					2						1
CO4	3	3	3									3				1
CO5	3	3	3			3		3		2	1	3				1
CO6	3	3		3		3			3	2		2				1
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures	**13**	15
Demonstrations		
1. Demonstration using Videos	2	
2. Demonstration using Physical Models / Systems		
3. Demonstration on a Computer		
Numeracy		
1. Solving Numerical Problems		
Practical Work		
1. Course Laboratory	48	
2. Computer Laboratory		
3. Engineering Workshop / Course/Workshop / Kitchen		48
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		
1. Case Study Presentation		12
2. Guest Lecture	4	

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3. Industry / Field Visit	6	
4. Brain Storming Sessions		
5. Group Discussions	2	
6. Discussing Possible Innovations		
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**85**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

Combination Course								
	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assi.1 (10 marks)	Assi.2 (10 marks)	Semester End Examination	
Subcomponent Type ▶							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	25	10	20	20	50	50
CO-1	✓	✓					✓	✓
CO-2	✓		✓	✓			✓	✓
CO-3				✓				✓
CO-4				✓			✓	✓
CO-5					✓		✓	
CO-6						✓	✓	

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)

There shall be three subcomponents of CE – Test, Quiz and Assignment. Each subcomponent is evaluated individually- two Tests for 25 marks each two Quizzes for 10 marks each, and two Assignments for 20 marks each. (One assignment should be written and the other can be Debate, Seminar, Case Study or any other activity as per the course requirement).

CE for 100 marks reduced to 60

Component 2: SEE (40% Weightage)

SEE for 100 marks reduced to 40

Course reassessment policies are presented in the Academic Regulation Document

8. Achieving COs

The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

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S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face to Face Lectures, Demonstrations using video and physical models, Laboratory sessions, Guest lecture, Industry visit
2.	Understanding	Face to Face Lectures, Demonstrations using videos and physical models
3.	Critical Skills	Assignment
4.	Analytical Skills	Assignment
5.	Problem Solving Skills	Assignment, Laboratory sessions, Role play
6.	Practical Skills	Laboratory sessions, Model guest rooms, Role play, Demonstration using Videos and physical models
7.	Group Work	Guest lecture, Industry visits, Role Play, Group discussions
8.	Self-Learning	Guest Lectures, Industry visit, Journal work
9.	Written Communication Skills	Written examination, Journal work
10.	Verbal Communication Skills	Assignment presentation, Role play, Group discussions
11.	Presentation Skills	Assignment, Laboratory sessions
12.	Behavioral Skills	Assignment, Role Play, Laboratory sessions
13.	Information Management	Assignments, Journal work
14.	Personal Management	Guest Lectures, Industry Visits, Role Play, Laboratory sessions
15.	Leadership Skills	Assignment, Group discussions, Role play

9. Course Resources

a. Essential Reading

1. Class Notes
2. Schneider Madelin, Tucker Georgina and Scoviak Mary (2014), The Professional Housekeeper, New York , John Wiley & Sons Inc,
3. Raghubalan & Raghubalan Smritee (2016), Hotel Housekeeping, India, Oxford University Press

b. Recommended Reading

1. Branson John C. and & Lennox Margaret,(2014), Hotel, Hostel Hospital Housekeeping, UK, Arnold-Heinemann Publishers
2. Branson John C. and & Lennox Margaret (2014) , Hotel Housekeeping Principles and Practice, London , Edward Arnol
3. Kappa Margaret M., NitschkeAleta and Schappert Patricia B., (2014), Managing Housekeeping Operations 3rd Edition, U.S.A., Educational Inst of the AHMI
4. Martin Robert J (2014), Professional Management of Housekeeping Operations, New York , John Wiley & Sons
5. Singh Malini (2014). Hotel Housekeeping , India, Tata McGraw Hill

c. Magazines and Journals

1. Clean India Journal, Hyderabad
2. Good Housekeeping, Faridabad
3. Caterer & hotelkeeper, UK
4. Hotel Management Magazine, New York
5. Hospitalitybiz, Mumbai
6. Express Hospitality, Mumbai
7. HospitalityNet, Netherlands

d. Websites

1. http://www.hospitalitynet.org
2. http://www.hpproducts.com
3. http://www.ehow.com/housekeeping

e. Other Electronic Resources

1. DELNET
2. EBSCO

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Course Specifications: Basic Communication Skills - II

Course Title	Basic Communication Skills – II
Course Code	BHM103A
Course Type	Combination Course
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology

1. Course Summary

The aim of this course is to facilitate the students to apply professional communication in the workplace. It will equip them with skills to prepare impressive resumes and appear for interviews. Students will be able to exhibit the essential values associated with good work ethics throughout the interview process. They will be able to present themselves professionally and communicate effectively.

2. Course Size and Credits:

Number of Credits	3
Credit Structure (Lecture: Tutorial: Practical)	1:0:4
Total Hours of Interaction	75
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

CO1. Describe and exhibit the effective skills of formal introductions, welcoming, thank you addresses and professional conversation
CO2. Practice verbal presentation skills with appropriate grammar and pronunciation
CO3. Explain and demonstrate language building skills through reading and listening
CO4. Display professional written communication skills incorporating ethical guidelines
CO5. Explain and exhibit the process of creating resumes and appearing for interviews
CO6. Discuss and demonstrate the essence of ethics in interview preparation

4. Course Contents

Unit 1 (Professional Introduction): Introducing Others, Preparing Simple Welcome and Thank You Address, Greeting Professionally, Basic Professional Conversation Skills, Application and Practice

Unit 2 (Advanced Speaking and Presentation Skills): Positive Communication, Effective Presentation Skills, Debates and Arguments, Extempore, Words for Success, Words to Avoid

Unit 3 (Study Skills): Vocabulary Building through Reading, Making Inferences from Reading Matter, Appreciation of Written Passages, Group Discussions on Material Given, Writing Reviews of Material / Articles Used, Movie Reviews

Unit 4 (Official Communication): Formal Writing, Email/Letters of Information and Orders, Email/Letters of Complaints and Requests, Comment Cards, Drafting Notices and Circulars, Report Writing

Unit 5 (Resume Writing): Types and Structure, Tips to Prepare Effective Resume, Job Applications, Writing Cover Letters, Mistakes While Writing and Presenting a Resume,

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Preparing an Effective Resume

Unit 6 (Interview Preparation): Interview Types, Preparing for Interview with Ethics, Grooming and Etiquette, Body Language, Telephonic Interviews and Video Interviews, Closing Interviews

5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	2								1	2		2			2	
CO2	2					2				2		2			2	
CO3	2					2			1	2		2			2	
CO4	2					2			2	2		2			2	
CO5	2					2			1	2		2			2	
CO6	2					2			3	2		3			2	
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		12
Demonstrations		09
1. Demonstration using Videos	03	
2. Demonstration using Physical Models / Systems		
3. Demonstration on a Computer	06	
Numeracy		
1. Solving Numerical Problems	00	
Practical Work		48
1. Course Laboratory	48	
2. Computer Laboratory		
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		06
1. Case Study Presentation		
2. Guest Lecture	02	
3. Industry / Field Visit	04	
4. Brain Storming Sessions		
5. Group Discussions		
6. Discussing Possible Innovations		
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**85**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

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The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

Combination Course								
Subcomponent ▶	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent Type ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assign. 1 (10 marks)	Assign. 2 (10 marks)	Semester End Examination	
							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	10	25	20	20	50	50
CO1	✓	✓			✓		✓	✓
CO2	✓	✓			✓		✓	✓
CO3	✓				✓		✓	✓
CO4			✓	✓		✓	✓	✓
CO5			✓	✓		✓	✓	✓
CO6			✓	✓		✓	✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)

There shall be three subcomponents of CE – Test, Quiz and Assignment. Each subcomponent is evaluated individually- two Tests for 25 marks each two Quizzes for 10 marks each, and two Assignments for 20 marks each. (One assignment should be written and the other can be Debate, Seminar, Case Study or any other activity as per the course requirement).

CE for 100 marks reduced to 60

Component 2: SEE (40% Weightage)

SEE for 100 marks reduced to 40

Course reassessment policies are presented in the Academic Regulation Document

8. Achieving COs

The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Demonstrations using video, Face to face lectures
2.	Understanding	Demonstrations using video, Face to face lectures
3.	Critical Skills	Assignment
4.	Analytical Skills	--
5.	Problem Solving Skills	--
6.	Practical Skills	Laboratory, Role play, Laboratory Sessions
7.	Group Work	Role Play, Group Discussions
8.	Self-Learning	Guest lectures
9.	Written Communication Skills	Journal Work, Laboratory Sessions
10.	Verbal Communication Skills	Laboratory Sessions, Role-play, Story telling
11.	Presentation Skills	Role play, Mimes and Monologues
12.	Behavioral Skills	Laboratory Sessions, Workshop

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13.	Information Management	Journal Work, Assessments
14.	Personal Management	Guest lectures, Role play
15.	Leadership Skills	Group Activities

9. Course Resources

a. Essential Reading

1. Class Notes

b. Recommended Reading

1. Sethi. J. Dhamija PV, (1999), A course in Phonetics and Spoken English-2nd Edition. Prentice Hall India Learning Private Limited, Delhi
2. Koneru Aruna, (2017), Professional Communication, McGraw Hill Education, India
3. A K & et Al Jain, (2006), Professional Communication Skills, India, S Chand; 3rd Rev. Edn. 2005 edition
4. Bhardwaj Kumkum, (2020), Professional Communication, India, Dreamtech Press
5. Sharma PC (Retd) AIR CMDE, (2017), Communication Skills and Personality Development, Nirali Prakashan, India
6. Carnegie Dale, (1998), How to Win Friends & Influence People, Pocket Books, USA

c. Magazines and Journals

1. Alen Barker (2nd edition), Improve your Communication Skills
2. Kevin T Mc. Carney, The Secrets of Successful Communication

d. Websites

1. www.myenglishpages.com
2. www.britishcouncil.com
3. www.englishmagazine.com
4. www.justenglishmagazine.com

e. Other Electronic Resources

1. DELNET
2. EBSCO

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Course Specifications: Internship (Industrial Exposure Training)

Course Title	Industrial Exposure Training
Course Code	BHI201A
Course Type	Training
Department	Hotel Management
Faculty	Hospitality Management and Catering Technology

1. Course Summary

The aim of the course is to familiarize the students with the standard operating procedures (SOPs) of all departments of a hotel and equip the students with the ability to observe, comprehend and perform operations in the core departments. It gives students real-time opportunity to gain hands-on experience and develop professional skills.

2. Course Size and Credits:

Number of Credits	20
Credit Structure (Lecture: Tutorial: Practical)	0:0:40
Total Hours of Interaction	600
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	400
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

- **CO1.** Summarize the features and operational units of the hotel
- **CO2.** Illustrate and explain organizational structure of the hotel, job specification and job description of the staff
- **CO3.** Examine the operational procedures of the department/section
- **CO4.** Summarize observations and activities performed during the internship in the logbook
- **CO5.** Explain the SOPs followed in each department/section of the hotel
- **CO6.** Compile and present the internship report based on the information collected

4. Course Contents

Unit 1 (Hotel Introduction): Brand, Features, Functional Departments

Unit 2 (Organizational Structure): Hierarchy, Job Descriptions, Job Specifications

Unit 3 (Standard Operating Procedures): Operational, Supervisory, Managerial

Unit 4 (Departmental Functions): Workflow, Briefing, Shift wise Operational Task, De-Briefing

Unit 5 (Report Preparation): Introduction, Core Departments, Allied Departments

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5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO-1	PO-2	PO-3	PO-4	PO-5	PO-6	PO-7	PO-8	PO-9	PO-10	PO-11	PO-12	PSO-1	PSO-2	PSO-3	PSO-4
CO-1	1					1							1	1	1	1
CO-2	1	2				1							1	1	1	1
CO-3	1	2				1			1	1	1	2	1	1	1	1
CO-4	1	2				1				2			1	1	1	1
CO-5	1	1				1							1	1	1	1
CO-6	1	1				2			1	2			1	1	1	1
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Practical Training		600
Demonstrations		00
1. Demonstration using Videos		
2. Demonstration using Physical Models / Systems		
3. Demonstration on a Computer		
Numeracy		
1. Solving Numerical Problems		
Practical Work		00
1. Course Laboratory		
2. Computer Laboratory		
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		00
1. Case Study Presentation		
2. Guest Lecture		
3. Industry / Field Visit		
4. Brain Storming Sessions		
5. Group Discussions		
6. Discussing Possible Innovations		
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**610**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

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The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

Focus of COs on each Component or Subcomponent of Evaluation		
Subcomponent	**Component 1: CE (60% Weightage)**	**Component 2: SEE (40% Weightage)**
Subcomponent Type	**Feedback, Log Book**	**Report, Presentation**
Maximum Marks	**200**	**200**
CO-1		✓
CO-2	✓	✓
CO-3	✓	✓
CO-4	✓	
CO-5	✓	✓
CO-6		✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
CE for 200 marks
There shall be two subcomponents of CE – Feedback and Logbook. Each subcomponent is evaluated individually.

Component 2: SEE (40% Weightage)
SEE for 200 marks

Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs
The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	On the Job Training
2.	Understanding	On the Job Training
3.	Critical Skills	On the Job Training
4.	Analytical Skills	On the Job Training
5.	Problem Solving Skills	On the Job Training
6.	Practical Skills	On the Job Training
7.	Group Work	On the Job Training
8.	Self-Learning	On the Job Training
9.	Written Communication Skills	On the Job Training, Log Book, Report
10.	Verbal Communication Skills	On the Job Training, Presentation, Viva-

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		Voce
11.	Presentation Skills	On the Job Training, Report Presentation
12.	Behavioral Skills	On the Job Training
13.	Information Management	Report, Logbook
14.	Personal Management	On the Job Training
15.	Leadership Skills	

9. Course Resources

a. Essential Reading

Hotel Literature and online resources

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Course Specifications: Food & Beverage Production – II

Course Title	Food & Beverage Production - II
Course Code	BHC201A
Course Type	Combination Course
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology

1. Course Summary

The aim of the course is to equip the students with skills and knowledge to perform food and beverage production tasks using appropriate equipment and ingredients. The students are introduced to the concepts of bakery, patisserie, Oriental cuisine, food safety, costing and nutrition. They are trained to prepare and present dishes as per the standard recipe.

2. Course Size and Credits:

Number of Credits	3
Credit Structure (Lecture: Tutorial: Practical)	1:0:4
Total Hours of Interaction	75
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

- **CO1.** Explain and apply functional properties of bakery and Oriental ingredients
- **CO2.** Classify, prepare and present various types of baked products and desserts
- **CO3.** Demonstrate the skill of processing ingredients for bakery and Oriental cuisine
- **CO4.** Analyze regulatory requirements of food safety, professional ethics and food costing in catering operations
- **CO5.** Discuss the importance of nutrition in food production
- **CO6.** Plan, prepare and present Oriental menu

4. Course Contents

Unit 1 (Introduction to Bakery): History, Equipment, Principles of Baking, Functional Properties of Ingredients, Formulae and Measurements, Glossary of Terms

Unit 2 (Patisserie): Classification and Preparation of Basic Pastry, Cakes and Icings, Cookies, Hot and Cold Desserts

Unit 3 (Introduction to Oriental Cuisine): Classification, Characteristics, Ingredients, Cooking Methods, Popular Dishes, Menus

Unit 4 (Nutrition): Nutrients, Nutritional Consideration, Balanced Meal, Seasonal Foods

Unit 5 (Kitchen Management): Principles of Food Safety, Food Safety Regulations - FSSAI, HACCP, Food Cost

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5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	2	2				2	2	1	1	1	1		2			
CO2	2	2				2					1	2	2			
CO3	2	2				2	2			1			2			
CO4	2				1	2	1		1				2			
CO5	2					2							2			
CO6	2	2				1	2	1	1	1	1	2	2			
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures	12	12
Demonstrations		7
1. Demonstration using Videos	3	
2. Demonstration using Physical Models / Systems	4	
3. Demonstration on a Computer		
Numeracy		
1. Solving Numerical Problems		
Practical Work		48
1. Course Laboratory	48	
2. Computer Laboratory		
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		08
1. Case Study Presentation		
2. Guest Lecture	2	
3. Industry / Field Visit	4	
4. Brain Storming Sessions		
5. Group Discussions	2	
6. Discussing Possible Innovations		
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**85**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

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Combination Course								
	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assi.1 (10 marks)	Assi.2 (10 marks)	Semester End Examination	
Subcomponent Type ▶							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	10	25	20	20	50	50
CO-1	✓	✓					✓	✓
CO-2	✓		✓	✓			✓	✓
CO-3				✓				✓
CO-4	✓				✓		✓	
CO-5						✓	✓	
CO-6				✓			✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE mix of term tests, quiz and assignments Two Tests (15 each), Two Assignments (20 marks). (One written and another can be Quiz, Debate, Seminar, Case Study 10 marks each, as per the course requirements)

Component 2: SEE (40% Weightage)

Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs
The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face to Face Lectures, Demonstrations using video and physical models, Laboratory sessions, Guest lecture, Industry visit
2.	Understanding	Face to Face Lectures, Demonstrations using video and physical models
3.	Critical Skills	Assignment, Laboratory Sessions
4.	Analytical Skills	Assignment
5.	Problem Solving Skills	Assignment, Laboratory Sessions
6.	Practical Skills	Laboratory Sessions, Demonstrations using video and physical models
7.	Group Work	Guest lecture, Industry Visits, Report Writing, Group Discussions
8.	Self-Learning	Guest lectures, Industry visit, Journal work
9.	Written Communication Skills	Written Examination, Journal work
10.	Verbal Communication Skills	Assignment presentation, Laboratory Sessions, Group Discussions
11.	Presentation Skills	Face to Face Lectures, Laboratory Sessions
12.	Behavioral Skills	Laboratory Sessions

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13.	Information Management	Assignment
14.	Personal Management	Laboratory Sessions
15.	Leadership Skills	Assignment, Laboratory Sessions

9. Course Resources

a. Essential Reading

1. Class Notes
2. Philip E, Thangam, Modern Cookery: for Teaching and the Trade Vol-2, Orient Longman, (2015) 6th Edition, ISBN- 9788125040446

b. Recommended Reading

1. Gisslen Wayne (2004), Professional Baking, John Wiley and Sons, Inc. 4th Edition- (2004); ISBN-10: 0471464260
2. Parminder. V. Bali, (2008), Theory of Bakery and Patisserie, Oxford University Press 2018; ISBN-10: 0-19-948879-7
3. Jeff Growman, Belinda Giles, (1992), Classic Chinese and Oriental Cooking, London, Grange Books, , 2nd Edition, ISBN-10: 1856272257, ISBN-13: 978-1856272254
4. Mohini Sethi, Surjeet Malhan, (2004), Catering Management an Integrated Approach, New Delhi, New Age International (P) Limited
5. Marriott Norman G, Gravani Robert B (2006), Principles of Food Sanitation – 5th Edition – New York, Springer Science + Business Media. Inc.

c. Magazines and Journals

1. Saveur, New York City, World Publications
2. Food and Wine, USA, Meredith Corporation
3. Upper Crust, India
4. Food Lovers Magazine, Hospitality Initiatives India Pvt Ltd, India

d. Websites

1. https://www.shiveshskitchen.com/2015/08/introduction-to-oriental-cuisine.html
2. https://psu.pb.unizin.org/hmd329/chapter/ch4/
3. https://en.wikipedia.org/wiki/Baking
4. https://www.allrecipes.com/recipes/79/desserts/
5. https://www.allrecipes.com/recipes/695/world-cuisine/asian/chinese/
6. https://www.thespruceeats.com/thai-recipe-photos-4121872

e. Other Electronic Resources

1. EBSCO
2. KNIMBUS

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Course Specifications: Food & Beverage Service - II

Course Title	Food & Beverage Service - II
Course Code	BHC202A
Course Type	Combination Course
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology

1. **Course Summary**

The course aims to provide students with knowledge and skills in menu planning, oenology and professional bartending. It includes the French Classical menu, viniculture, vinification, food and wine harmony, bar operations and mixology. It gives them practical experience in planning Continental table d'hôte menus paired with suitable wines, bartending and service of food and wines.

2. Course Size and Credits:

Number of Credits	3
Credit Structure (Lecture: Tutorial: Practical)	1:0:4
Total Hours of Interaction	75
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. **Course Outcomes (COs)**

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

- **CO 1.** Classify menus, bars, wines and mixed drinks
- **CO 2.** Explain and apply principles of menu planning, food and wine harmony and mixology
- **CO 3.** Summarise old and new world wines and practice service of wine
- **CO 4.** Demonstrate professional communication skills, practice teamwork and professional ethics, uphold human values and use relevant technological applications
- **CO 5.** Examine bartending and food and wine trends
- **CO 6.** Discuss the products and operational procedures in food and beverage service outlets

4. Course Contents

Unit 1 (Menu Planning): Principles, French Classical Menu, Food and Accompaniments, Three and five-course Table d 'hôte Continental Menu, Trends

Unit 2 (Bar Operations and Art of Mixology): Types of Bars, Bar Layouts, Raw Materials, Mis en place, Dispensing Drinks, Pouring Techniques, Mixed Drinks, Trends

Unit 3 (Wines): Classification, Viticulture, Vinification, Styles, Introduction to Old and New World Wines, Order Taking (Manual and Digital), Reading of a Label, Service and Storage Temperatures, Service of Still, Sparkling and Fortfied Wines, Trends

Unit 4 (Food and Wine Harmony): Principles of Pairing Food and Wines, Sensory Evaluation, Matching Wines with Different Cuisines, Pairing of Wines with Three Course and Five course Menus, Trends

Unit 5 (Ethics in Food and Beverage Operations): Menu Planning, Bar Operations, Service of Wines

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5. **Course Map (CO-PO-PSO Map)**

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	2													2		
CO2	2	2				3				2		2		3		
CO3	2	2				3				2		2		3		
CO4	2	2				3			2	2		2		2		
CO5	2				2	2			2	1	1			2		
CO6	2				2	2			2	1				2		
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. **Course Teaching and Learning Methods**

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		12
Demonstrations		09
1. Demonstration using Videos	03	
2. Demonstration using Physical Models / Systems	06	
3. Demonstration on a Computer		
Numeracy		
1. Solving Numerical Problems		
Practical Work		48
1. Course Laboratory	48	
2. Computer Laboratory		
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		06
1. Case Study Presentation		
2. Guest Lecture	02	
3. Industry / Field Visit	04	
4. Brain Storming Sessions		
5. Group Discussions		
6. Discussing Possible Innovations		
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**85**

7. **Course Assessment and Reassessment**

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

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Combination Course								
	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assi.1 (10 marks)	Assi.2 (10 marks)	Semester End Examination	
Subcomponent Type ▶							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	10	25	20	20	50	50
CO-1	✓	✓					✓	
CO-2	✓		✓	✓			✓	✓
CO-3				✓			✓	✓
CO-4				✓				✓
CO-5					✓		✓	
CO-6						✓	✓	

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE mix of term tests, quizzes, and assignments Two Tests (15 each), Two Assignments (20 marks). (One written and another can be Quiz, Debate, Seminar, or Case Study, as per the course requirements)

Component 2: SEE (40% Weightage)
SEE for 50 marks reduced to 40

Course reassessment policies are presented in the Academic Regulations document.

8. **Achieving COs**
The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face-to-face lectures, Demonstrations using videos and physical models
2.	Understanding	Demonstrations using video, Laboratory Sessions
3.	Critical Skills	Assignment
4.	Analytical Skills	Assignment
5.	Problem Solving Skills	
6.	Practical Skills	Laboratory Sessions, Role play, Demonstrations using videos and physical models
7.	Group Work	Laboratory Sessions, Assignment
8.	Self-Learning	Guest lectures, Industry visit
9.	Written Communication Skills	Journal work, Practical activity
10.	Verbal Communication Skills	Role Play, Laboratory Work, Assignment
11.	Presentation Skills	Role Play, Assignment
12.	Behavioral Skills	Role Play, Laboratory Sessions
13.	Information Management	Journal work, Assignment
14.	Personal Management	Guest Lectures, Industry Visits, Laboratory Sessions
15.	Leadership Skills	

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9. Course Resources

a. Essential Reading

1. Class Notes
2. R, Singaravelan, (2012), Food and Beverage Service, , New Delhi, Oxford University
3. Cousins John, Lillicrap Dennis and Weekes Suzanne, (2014), Food and Beverage Service, London, Hodder Education
4. Singaravelan.R., (2016), Food and Beverage Service, New Delhi, Oxford University Press

b. Recommended Reading

1. Holland Vyvan, (2000), - Auguste Escoffier, Ma Cuisine, United Kingdom, Hamlyn Publishers
2. Brown Graham, Hepner Karon, (2008), The Waiter's Handbook, , Australia , Pearson education
3. André Dominé, (2013), The World of Spirits & Cocktails-The Ultimate Bar Book, Australia, h.f. Ullmann
4. MacNeil Karen, Johnson Hugh and Robinson Jancis, (2007), World Atlas of Wine, United Kingdom, Mitchell Beazley
5. (2015), The World Bible, New York, Workman Publishing
6. Katsigris Costas, Porter Mary, Chris, (2007), Bar and Beverage Book, New Jersey, John Wiley and Sons
7. Harrington J. Robert, (2007), Food and Wine Pairing: A Sensory Experience, New Jersey, John Wiley & Sons

c. Magazines and Journals

1. Food and Beverage Business Review, New Delhi, Hammer Publishers Pvt Ltd
2. Food and Wine, United States, Times Inc
3. Food and Hospitality World, India, Indian Express Group
4. The Best of Food and Wine, New York, American Express Publishing

d. Websites

1. https://www.digitaltrends.com/mobile/best-meal-planning-apps/
2. https://www.dairyscience.info/index.php/science-and-technology-of-wine/124- the-science-and-technology-of-wine-making.html
3. https://academy.getbackbar.com/the-basics-wine-and-food-pairing
4. http://www.oiv.int/public/medias/3307/review-on-sensory-analysis-of-wine.pdf
5. https://abarabove.com/barback/
6. https://www.tutorialspoint.com/food_production_operations/food_production_operations_planning_menu.htm
7. http://www.drinksmixer.com/guide/1-4.php

e. Other Electronic Resources

1. DELNET
2. EBSCO

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Course Specifications: Front Office- II

Course Title	Front Office- II
Course Code	BHC203A
Course Type	Combination Course
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology

1. Course Summary

The aim of the course is to introduce the students to different Front Office sections and their daily operations as per the latest trends. It equips them to understand, learn and apply the Front Office procedures and the entire interaction of guests with the hotel

2. Course Size and Credits:

Number of Credits	3
Credit Structure (Lecture: Tutorial: Practical)	1:0:4
Total Hours of Interaction	75
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

CO1. Explain the various procedures followed in Front Office operations
CO2. Demonstrate the role of the Front Office at the arrival stage of guest cycle
CO3. Demonstrate professional communication skills, practice teamwork, and professional ethics, uphold values, and use relevant technological applications
CO4. Examine and demonstrate the latest hotel check-in procedures
CO5. Interpret and practice Front Office activities in PMS software
CO6. Discuss the different guest service procedures followed in hotel Front Office

4. Course Contents

Unit 1 (Group Reservations): Consideration for Group Reservations, Role of Travel Agent and Tour Operators, Reservation and Sales, Common Problems, Forecasting and Overbooking, Ethical Practices, Room Position, Reservation Reports

Unit 2 (Bell Desk Operations): Luggage Handling Procedure on Arrival and Departure, Trends, Ethical Practices, Left Luggage Procedure, Scanty Baggage Procedure, Reports, Equipment Used, Job Specification and Description of Bell Captain

Unit 3 (Reception): Layout of the Front Desk, Reception Activities at Various Stages of Guest Cycle, Inter and Intra Departmental Co-ordination, Equipment Used, Reports, Job Specification and Description of Front Office Assistants

Unit 4 (Registration): Pre-registration, Objectives. Legal Obligations, Registration Form, Registration Procedure, Rules of the House, Documents Generated during Registration, Check-in of Various Types of Guests, Privileges for Single Lady Travelers, Upselling, No show, Cancellation and Retention, Black List, Registration Trends, When Guests Cannot be Accommodated, Handling Guest Complaints, Ethical Practices

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Unit 5 (Guest Services): Handling Mails, Messages and Parcels, Paging, Room Change, Ethical Practices, Wake up Calls, Trends

Unit 6 (Latest Trends in Front Office): Latest Global Trends and Technology in Front Office

5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	2														2	
CO2		2	2			2		1	2	2	2	2			2	
CO3		2		2		2			2	3		2			2	
CO4	2	2		2		2			2	2		2			2	
CO5	2	2	2			2		1	2			2			2	
CO6	2				1	1		1	2	2	2				2	
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		12
Demonstrations		01
1. Demonstration using Videos	01	
2. Demonstration using Physical Models / Systems		
3. Demonstration on a Computer		
Numeracy		02
1. Solving Numerical Problems	02	
Practical Work		54
1. Course Laboratory	42	
2. Computer Laboratory	12	
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		06
1. Case Study Presentation		
2. Guest Lecture	02	
3. Industry / Field Visit	04	
4. Brain Storming Sessions		
5. Group Discussions		
6. Discussing Possible Innovations		
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**85**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme.

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The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

Combination Course								
	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent ▶	Test 1	Quiz 1	Quiz 2	Test 2	Assi. 1	Assi. 2	Theory	Practical
Subcomponent Type ▶	(15 marks)	(5 marks)	(5 marks)	(15 marks)	(10 marks)	(10 marks)	Semester End Examination	Semester End Examination
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	25	10	20	20	50	50
CO-1	✓	✓	✓				✓	
CO-2				✓				✓
CO-3				✓				✓
CO-4					✓		✓	✓
CO-5				✓			✓	✓
CO-6						✓	✓	

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of the assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE mix of term tests, quiz and assignments. Two Tests (15 each), Two Assignments (20 marks). (One written and another can be Quiz, Debate, Seminar, Case Study, as per the course requirements)

Component 2: SEE (40% Weightage)
SEE for 50 marks reduced to 40

Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs
The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face-to-face Lectures, Demonstrations Using Video
2.	Understanding	Demonstrations Using Video, Laboratory Sessions, Face-to-face Lectures
3.	Critical Skills	Assignment
4.	Analytical Skills	Assignment
5.	Problem Solving Skills	Laboratory Sessions, Solving Numerical Problems
6.	Practical Skills	Laboratory Sessions, Solving Numerical Problems
7.	Group Work	Group Discussion, Field Visits
8.	Self-Learning	Guest Lectures, Industry Visit
9.	Written Communication Skills	Journal Work, Laboratory Sessions
10.	Verbal Communication Skills	Laboratory Sessions

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11.	Presentation Skills	Laboratory Sessions, Assignments
12.	Behavioral Skills	Laboratory Sessions, Group Discussion
13.	Information Management	Assignment, Journal Work
14.	Personal Management	Guest Lectures, Industry Visits, Laboratory Sessions
15.	Leadership Skills	Laboratory Sessions

9. Course Resources

a. Essential Reading

1. Class Notes
2. Kasavana Michael L.,(2013), *Managing Front Office Operations 9th Edition*, USA, American Hotel & Lodging Educational Institute
3. Tewari R. Jatashankar,(2013), Hotel Front Office Operations and Management, India, Oxford University Press

b. Recommended Reading

1. Huyton Sue, (2013), Principles Of Hotel Front Office Operations, India, Ceneage Learning
2. Ahmed Ismail, (2001), Front Office Operations & Management, India, Delmar Cengage Learning
3. Bardi James A., (2010), *Hotel Front Office Management 5th Edition*, United Kingdom, Wiley
4. Andrews Sudhir, (2008), Front Office Management and Operations, India, Tata McGraw Hill Education

c. Magazines and Journals

1. Hospitalitybiz, Saffron Synergies Pvt. Ltd, Mumbai
2. ExpressHospitality, The Express Group, Mumbai
3. Cornell Hospitality Quarterly, SAGE Publications, USA
4. HospitalityNet, MKG Group, Paris
5. International Journal of Contemporary Hospitality Management, Emerald Publishing Ltd., United Kingdom

d. Websites

1. https://www.hilton.com/en/events/groups/
2. https://nios.ac.in/media/documents/tourism_337_courseE/337_Tourism_Eng/337_Tourism_Eng_L21B.pdf
3. https://epgp.inflibnet.ac.in/epgpdata/uploads/epgp_content/S001827/P001829/M029320/ET/15242148667.12_Q1.pdf#:~:text=Bell%20desk%20is%20a%20section%20of%20front%20office,luggage%20at%20the%20time%20of%20arrival%20and%20departure.
4. https://www.acslocks.com/what-is-hotel-reception/
5. https://www.slideshare.net/indianchefrecipe/registration-procedures-of-front-office-in-hotel
6. https://hmhub.in/message-and-mail-handling/
7. https://www.mitel.com/blog/top-10-communication-tech-trends-hospitality

e. Other Electronic Resources

1. DELNET
2. EBSCO

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Course Specifications: Housekeeping - II

Course Title	Housekeeping - II
Course Code	BHC204A
Course Type	Combination Course
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology

1. Course Summary

The aim of the course is to familiarize students with essentials of housekeeping operations for guest rooms and public areas. Identification and characteristics of fabrics will be taught to enable the students to select and design hotel uniforms and determine their care in the laundry. The concept of green housekeeping will be taught.

2. Course Size and Credits:

Number of Credits	3
Credit Structure (Lecture: Tutorial: Practical)	1:0:4
Total Hours of Interaction	75
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

CO 1. Explain and practice standard operating procedures followed in housekeeping supervision

CO 2. Identify and discuss fabrics used in hotels

CO 3. Demonstrate the operations of the linen room, uniform room and laundry using latest technology

CO 4. Explain the operations of laundry, uniform room and linen room

CO 5. Analyze and design hotel uniform patterns

CO 6. Discuss and practice green housekeeping in hotels

4. Course Contents

Unit 1 (Housekeeping Service Standards): Standard Operating Procedures in Housekeeping Supervision, A Day of a Supervisor, Staff Scheduling, Guest Complaints Handling, Room and Public Area Checking, Role of Housekeeping Supervisor, Guest Satisfaction and Repeat Business, Ethical Practices

Unit 2 (Fibre and Fabrics): Fibre Characteristics, Weaves, Fabric Finishes, Care of Fabrics, Fabrics Used in Hotels, Repair of Fabrics

Unit 3 (Introduction to Linen): Par Stock, Linen Estimation, Linen Sizes, Criteria for Choosing Linen, Storage and Procedures Followed in Linen Room, Linen Control, Linen Quality, Life Span, Par Stock Calculation of Linen, Preparing Cold and Hot Towels

Unit 4 (Introduction to Laundry): Commercial Laundry Operations, Technological Advancements, Classification of Laundry, Laundry Equipment, Laundry Cycle and Symbols, Valet Service, Laundry Aids, Dry Cleaning, Fabric Stain Removal, Fabric Care, Technology in Daily Operations

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Unit 5 (Uniforms): Uniform Room, Tailor Room, Selection of Uniform Material, Designing Uniforms, Uniform Circulation Process, Uniform Par Stock

Unit 6 (Green Housekeeping): Importance, Role of Staff, Business Partners, Guests and the Community, Environmental Ethics

5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	2	2	2			2	2	2	2	3		2				2
CO2	2	2	1			1		1								2
CO3	2	2	2	1		2	2		2	1		2				2
CO4	2								1							2
CO5	2	2				2		1			2					2
CO6	2	1	1	1		2		2	2	3		2				2
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures	**13**	13
Demonstrations		2
1. Demonstration using Videos	2	
2. Demonstration using Physical Models / Systems		
3. Demonstration on a Computer		
Numeracy		
1. Solving Numerical Problems		
Practical Work		48
1. Course Laboratory	48	
2. Computer Laboratory		
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		12
1. Case Study Presentation		
2. Guest Lecture	4	
3. Industry / Field Visit	6	
4. Brain Storming Sessions		
5. Group Discussions	2	
6. Discussing Possible Innovations		
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**85**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme

Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

Combination Course								
	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent ▶	Test 1 (15	Quiz 1 (5	Quiz 2 (5	Test 2 (15	Assign. 1 (10	Assign. 2 (10	Semester End Examination	
Subcomponent Type ▶	marks)	marks)	marks)	marks)	marks)	marks)	Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	25	10	20	20	50	50
CO 1	✓	✓					✓	✓
CO 2	✓		✓	✓			✓	✓
CO 3				✓				✓
CO 4							✓	
CO 5					✓		✓	✓
CO 6						✓	✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE – Test, Quiz and Assignment. Each subcomponent is evaluated individually- two Tests for 25 marks each two Quizzes for 10 marks each, and two Assignments for 20 marks each. (One assignment should be written and the other can be Debate, Seminar, Case Study or any other activity as per the course requirement).

CE for 100 marks reduced to 60

Component 2: SEE (40% Weightage)
SEE for 100 marks reduced to 40

Course reassessment policies are presented in the Academic Regulation Document

8. Achieving COs
The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face to Face Lectures, Demonstrations using video and physical models, Laboratory sessions, Guest lecture, Industry visit
2.	Understanding	Face to Face Lectures, Demonstrations using video and physical models
3.	Critical Skills	Assignment
4.	Analytical Skills	Assignment
5.	Problem Solving Skills	Assignment, Laboratory sessions

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6.	Practical Skills	Laboratory sessions, Demonstrations using video and physical models
7.	Group Work	Guest lecture, Industry Visits, Group discussions
8.	Self-Learning	Guest Lectures, Industry visit, Journal work
9.	Written Communication Skills	Journal work, Assignment
10.	Verbal Communication Skills	Assignment, Laboratory Sessions, Group Discussions
11.	Presentation Skills	Assignment, Laboratory Sessions
12.	Behavioral Skills	Assignment, Laboratory sessions
13.	Information Management	Assignments, Journal work
14.	Personal Management	Guest Lectures, Industry Visits, Laboratory sessions
15.	Leadership Skills	Assignment, Group discussions

9. Course Resources

a. Essential Reading

1. Class Notes
2. Schneider Madelin, Tucker Georgina and Scoviak Mary (2014), The Professional Housekeeper, New York , John Wiley & Sons Inc,
3. Raghubalan & Raghubalan Smritee (2016), Hotel Housekeeping, India, Oxford University Press

b. Recommended Reading

1. Branson John C. and & Lennox Margaret,(2014), Hotel, Hostel Hospital Housekeeping, UK, Arnold-Heinemann Publishers
2. Branson John C. and & Lennox Margaret (2014) , Hotel Housekeeping Principles and Practice, London , Edward Arnol
3. Kappa Margaret M., Nitschke Aleta and Schappert Patricia B., (2014), Managing Housekeeping Operations 3rd Edition, U.S.A., Educational Inst of the AHMI
4. Martin Robert J (2014), Professional Management of Housekeeping Operations, New York , John Wiley & Sons
5. Singh Malini (2014). Hotel Housekeeping , India, Tata McGraw Hill

c. Magazines and Journals

1. Clean India Journal, Hyderabad
2. Good Housekeeping, faridabad
3. Caterer & hotelkeeper, UK
4. Hotel Management Magazine, New York
5. Hospitalitybiz, Mumbai
6. Express Hospitality, Mumbai
7. HospitalityNet, Netherlands

d. Websites

1. http://www.hospitalitynet.org
2. http://www.hpproducts.com
3. http://www.ehow.com/housekeeping

e. Other Electronic Resources

1. DELNET
2. EBSCO

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Course Specifications: Food & Beverage Production – III

Course Title	Food & Beverage Production - III
Course Code	BHC301A
Course Type	Combination Course
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology

1. Course Summary

The course aims to deliver advanced knowledge of popular Indian and global regional cuisines. It will also provide them with culinary and analytical skills that will enable them to evaluate the quality of food and make sound menu planning decisions. It will emphasise on the art of plating and trends in garde manger.

2. Course Size and Credits:

Number of Credits	3
Credit Structure (Lecture: Tutorial: Practical)	1:0:4
Total Hours of Interaction	75
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

- **CO1.** Explain and apply professional techniques of processing food ingredients of regional Indian and international cuisines
- **CO2.** Demonstrate proficiency in planning, costing and pricing of menus for outlets serving Indian and international cuisines
- **CO3.** Apply techniques of food styling and plating of dishes as per industry standards
- **CO4.** Demonstrate professional communication skills, practice teamwork, professional ethics and uphold human values
- **CO5.** Classify and demonstrate the principles, ingredients, methods and trends in garde manger
- **CO6.** Discuss and plan Indian and international menus for different scenarios

4. Course Contents

Unit 1 (Regional Indian Cuisines): Northern, Southern, Western, Eastern cuisines

Unit 2 (International Cuisines): Mexican, Mediterranean, Chocolate and Sugar work

Unit 3 (Garde Manger): Introduction, Classification, Methods, Charcuterie, Food Preservation

Unit 4 (Quantity Food Production): Processing, Preparing, Management, Cook chill, Cook Freeze, Sous Vide System

Unit 5 (Menu Planning): Indian, International, Quantity Food Production

Unit 6 (Art of Food Styling and Plating): Principles, Presentation Styles

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5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	2	2	2		2		2				2	2	2			
CO2	2	2	2		2		2	3	1		2	2	2			
CO3	2	2	2		2	1						2	2			
CO4		2	2			3				3		2	2			
CO5	2	2	2		2		2					2	2			
CO6	2	2	2		2	2	2	3	2	2	2	2	2			
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures	12	12
Demonstrations		7
1. Demonstration using Videos	3	
2. Demonstration using Physical Models / Systems	4	
3. Demonstration on a Computer		
Numeracy		
1. Solving Numerical Problems		
Practical Work		48
1. Course Laboratory	48	
2. Computer Laboratory		
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		08
1. Case Study Presentation		
2. Guest Lecture	2	
3. Industry / Field Visit	4	
4. Brain Storming Sessions		
5. Group Discussions	2	
6. Discussing Possible Innovations		
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**85**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

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Combination Course								
	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assi.1 (10 marks)	Assi. 2 (10 marks)	Semester End Examination	
Subcomponent Type ▶							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	10	25	20	20	50	50
CO-1	✓	✓		✓			✓	✓
CO-2	✓						✓	✓
CO-3	✓			✓			✓	✓
CO-4				✓				✓
CO-5			✓				✓	✓
CO-6					✓	✓	✓	

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE mix of term tests, quiz and assignments Two Tests (15 marks each), Two Assignments (20 marks each). (One written and another can be Quiz, Debate, Seminar, Case Study 10 marks each, as per the course requirements)

Component 2: SEE (40% Weightage)
Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs
The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face to Face Lectures, Demonstrations using video and physical models, Laboratory sessions, Guest lecture, Industry visit
2.	Understanding	Face to Face Lectures, Demonstrations using video and physical models, Laboratory sessions, Guest lecture, Industry visit
3.	Critical Skills	Assignment, Laboratory Sessions
4.	Analytical Skills	Assignment
5.	Problem Solving Skills	Assignment, Laboratory Sessions
6.	Practical Skills	Laboratory Sessions
7.	Group Work	Laboratory Sessions
8.	Self-Learning	Guest lectures, Industry visit
9.	Written Communication Skills	Assignment, Journal work
10.	Verbal Communication Skills	Assignment, Laboratory Sessions, Group discussions
11.	Presentation Skills	Assignment, Laboratory Sessions
12.	Behavioral Skills	Laboratory Sessions, Group discussions
13.	Information Management	Assignment

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14.	Personal Management	Laboratory Sessions
15.	Leadership Skills	Assignment, Laboratory Sessions

9. Course Resources

a. Essential Reading

1. Class Notes
2.

b. Recommended Reading

1. Padma Vijay G, (1998) 101 Kerala Delicacies, India, Rupa Publications India Pvt. Ltd, ISBN, 8171672787
2. Maria Teresa Menezes (2000), The Essential Goa Cookbook, India, A Penguin Original Cookery, ISBN, 0141000872
3. JiggsKalra, Pushpesh Pant, (2005) Classic Cooking of Rajasthan, New Delhi, Allied Publishers Private Ltd, ISBN, 8177647695
4. Andre Domine (1999) Culinary France, India, Cambridge University Press ISBN, 3829020198
5. Beverly Leblanc (2003) World Food Spain, US, Thunder Bay Press, ISBN, 1592231330
6. Kimiko Barber (2004). The Japanese Kitchen, New York, Kyle Cathie Ltd, ISBN, 1856265048
7. Mangolini, Mia, (2014) Italian Cooking, Classic Recipes and Techniques, New York, Flammarion, ISBN, 9782080201898
8. Jacqueline Clark, Joanna Farrow, (2005) Mediterranean Food of the Sun, London, Hermes House /Annes Publishing House ISBN, 9781843096962
9. Jane Milton, Jenni Fleetwood and Marina Filippelli (2005). The Food and Cooking of Mexico: South America and the Caribbean, London, United Kingdom, Lorenz Books, ISBN, 9780754815839

c. Magazines and Journals

1. Saveur, New York City, World Publications
2. Food and Wine, USA, Meredith Corporation
3. Upper Crust, India
4. Food Lovers Magazine, Hospitality Initiatives India Pvt Ltd, India

d. Websites

1. www.indianfoodforever.com/regional-cooking.html
2. http:// art of plating. com/News /10 essential
3. www.ciaprochef.com/prochef-discovers.html
4. www.cuisinenet.com/world/mediterranean-cuisine/

e. Other Electronic Resources

1. EBSCO
2. KNIMBUS

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Course Specifications: Food & Beverage Service - III

Course Title	Food & Beverage Service - III
Course Code	BHC302A
Course Type	Combination Course
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology

1. **Course Summary**

The course aims to provide students with knowledge and skills on advanced menu planning, outlet management, wines and specialised services. It includes supervisory and management activities, wine regions across the globe, gueridon and wine service and guest relationship management.

2. Course Size and Credits:

Number of Credits	3
Credit Structure (Lecture: Tutorial: Practical)	1:0:4
Total Hours of Interaction	75
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. **Course Outcomes (COs)**

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

CO 1. Explain and practice administrative and operations management of food and beverage outlets

CO 2. Classify and plan menus for food service outlets

CO 3. Demonstrate professional communication skills, practice teamwork and professional ethics, uphold human values and use relevant technological applications

CO 4. Categorise old and new world wines, practice suggestive selling and service of wines

CO 5. Recommend and apply special service techniques to enhance restaurant business

CO 6. Discuss the products and operational procedures in food and beverage service outlets

4. Course Contents

Unit 1 (Food and Beverage Outlet Management): Shift Pattern Organisation, Duty Rosters, Duty Allocation, Customer Perception and Satisfaction, Guest Feedback Systems, Waste Management, Use of Restaurant Management Information Systems, Point of Sales-Billing, Settlement, Sales Summary, Ethical Practices

Unit 2 (Special Services in Food and Beverage Outlets): Salient Features, Special Equipment, Range of Food and Beverage Items, Organisation of Service, Promotion, Safety Considerations. Gueridon Service -Recommending Dishes, Preparation of Dishes, Obtaining Feedback, Ethical Practices

Unit 3 (Wine Regions): Old and New World Regions, Effect of Terroir on Quality, Quality Control Regulations, Label Terminology, Trends Order Taking, Description of Tasting Notes, Reading of Old and New World Wine Labels, Service, Ethical Practices

Unit 4 (Function Catering and its Administration): Classification, Seating Arrangements, Function Menu Planning, Booking Procedures, Catering Sales Strategies, Negotiations, Customising Events, Control Procedures, Staffing, Post Function Actions, Handling Enquiries, Booking Procedure,

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Preparation of Banquet Event Order, Organising Meetings and Events, Point of Sales, Ethical Practices, Waste Management

Unit 5 (Advanced Menu Planning): Types of Menus, Planning Various Categories of Menus

5. **Course Map (CO-PO-PSO Map)**

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	3	1	2	1	1	3	1	1	1	2		3		2		
CO2	3	2	2			2						2		3		
CO3	3	3	2	1		3			2	3		3		3		
CO4	3	2	2			3					1	2		2		
CO5	3	2	2			2		1				3		2		
CO6	3		2		2	2		1						2		
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. **Course Teaching and Learning Methods**

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		12
Demonstrations		09
1. Demonstration using Videos	03	
2. Demonstration using Physical Models / Systems	04	
3. Demonstration on a Computer	02	
Numeracy		
1. Solving Numerical Problems		
Practical Work		48
1. Course Laboratory	48	
2. Computer Laboratory		
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		06
1. Case Study Presentation		
2. Guest Lecture	02	
3. Industry / Field Visit	04	
4. Brain Storming Sessions		
5. Group Discussions		
6. Discussing Possible Innovations		
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**85**

7. **Course Assessment and Reassessment**

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

Combination Course								
	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent ▶	Test 1	Quiz 1	Quiz 2	Test 2	Assi.1	Assi.2	Semester End Examination	
Subcomponent Type ▶	(15 marks)	(5 marks)	(5 marks)	(15 marks)	(10 marks)	(10 marks)	Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	10	25	20	20	50	50
CO-1	✓	✓			✓	✓	✓	✓
CO-2	✓	✓		✓			✓	✓
CO-3			✓	✓				✓
CO-4				✓			✓	✓
CO-5					✓		✓	✓
CO-6						✓	✓	

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE mix of term tests, quizzes, and assignments Two Tests (15 each), Two Assignments (20 marks). (One written and another can be Quiz, Debate, Seminar, or Case Study, as per the course requirements)

Component 2: SEE (40% Weightage)
SEE for 50 marks reduced to 40
Course reassessment policies are presented in the Academic Regulations document.

8. **Achieving COs**
The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face-to-face lectures, Demonstrations using videos, physical models and computers
2.	Understanding	Demonstrations using videos, physical models and computers, Laboratory Sessions
3.	Critical Skills	Assignment
4.	Analytical Skills	Assignment
5.	Problem Solving Skills	----
6.	Practical Skills	Laboratory Sessions, Demonstrations using videos, physical models and computers, Field visits
7.	Group Work	Laboratory Sessions, Group Discussion
8.	Self-Learning	Guest lectures, Industry visit
9.	Written Communication Skills	Journal work, Laboratory Sessions
10.	Verbal Communication Skills	Laboratory Sessions
11.	Presentation Skills	Laboratory Sessions
12.	Behavioral Skills	Laboratory Sessions
13.	Information Management	Journal work
14.	Personal Management	Guest lectures, Industry visits, Group activity
15.	Leadership Skills	Group Activity

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9. Course Resources

a. Essential Reading

1. Class Notes
2. R, Singaravelan,(2012), Food and Beverage Service, , New Delhi, Oxford University
3. Cousins John, Lillicrap Dennis and Weekes Suzanne, (2014), Food and Beverage Service, London, Hodder Education
4. Singaravelan.R., (2016), Food and Beverage Service, New Delhi, Oxford University Press

b. Recommended Reading

1. Holland Vyvan, (2000), - Auguste Escoffier, Ma Cuisine, United Kingdom, Hamlyn Publishers
2. Brown Graham, Hepner Karon, (2008), The Waiter's Handbook, , Australia , Pearson education
3. André Dominé, (2013), The World of Spirits & Cocktails-The Ultimate Bar Book, Australia, h.f.Ullmann
4. MacNeil Karen, Johnson Hugh and Robinson Jancis ,(2007), World Atlas of Wine, ,United Kingdom, Mitchell Beazley
5. (2015), The World Bible, New York, Workman Publishing
6. Bruce Mattel, (2015), Catering: A Guide to Managing a Successful Business Operation , America, Wiley
7. Steven Kolpan, Brian H. Smith, Michael A. Weiss, (2010), Exploring Wines: The Culinary Institute of America's Guide to Wines of the World, America, Wiley

c. Magazines and Journals

1. Food and Beverage Business Review, New Delhi, Hammer Publishers Pvt Ltd
2. Food and Wine, United States, Times Inc
3. Food and Hospitality World , India , Indian Express Group
4. The Best of Food and Wine, New York, American Express Publishing

d. Websites

1. https://www.tutorialspoint.com/food_production_operations/food_production_operations_planning_menu.htm
2. https://www.youtube.com/watch?v=6TZHxNx24E8
3. http://www.drinksmixer.com/guide/1-4.php
4. https://www.pinterest.com/egriff7/banquet-set-ups/
5. https://www.digitaltrends.com/mobile/best-meal-planning-apps/
6. https://www.wine-searcher.com/regions
7. http://fandbtraining.net/advanced-service/

e. Other Electronic Resources

1. DELNET
2. EBSCO

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Course Specifications: Front Office- III

Course Title	Front Office- III
Course Code	BHC303A
Course Type	Combination Course
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology

1. Course Summary

The aim of the course is to equip the students to understand and practise front office cashiering procedures as per the latest technological trends along with hotel safety and security issues. It also imparts the basic concepts of revenue management

2. Course Size and Credits:

Number of Credits	3
Credit Structure (Lecture: Tutorial: Practical)	1:0:4
Total Hours of Interaction	75
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

- **CO1.** Explain and exhibit the responsibilities and ethical practices followed in the hotel front office cash section
- **CO2.** Demonstrate the role of cash section at various stages of guest cycle
- **CO3.** Demonstrate professional communication skills, practice teamwork, and professional ethics, uphold values, and use relevant technological applications
- **CO4.** Examine various departure procedures followed in hotels and illustrate documents generated
- **CO5.** Analyze different safety and security measures followed by hotels for their external and internal customers
- **CO6.** Discuss the role of revenue management in hotel operations

4. Course Contents

Unit 1 (Front Office Cash): Introduction, Location, Job Specification and Description, Role of Front Office Cash Section at Various Stages of Guest Cycle, Control of Cash and Credit, Ethical Practices, Equipment Used, Technology

Unit 2 (Front Office Accounting): Introduction, Types of Accounts, Folios, Vouchers, Ledgers, Point of Sale, Front Office Accounting Cycle, Technology

Unit 3 (Check-out and Settlement): Departure Procedures, Compiling Guest Bills, Taxes Applicable, Check-out and Account Settlement, Ethical Practices, Trends, Late Check-out, Unpaid Account Balances, Account Collection, Cashier's Report, Technology

Unit 4 (Night Audit): Procedure, Purpose, Occupancy and Revenue Calculations, Technology

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Unit 5 (Guest Safety and Security): Role of Front Office, Types of Security, Safe Deposit Lockers, In-room Safe, Types of Room Keys, Key Control, Lost and Found, Ethical Practices, Room Break-ins, Emergency Situation Handling, Technology

Unit 6 (Revenue Management Fundamentals): Introduction, Elements, Uses, Hotel Industry Applications, Analysis, Role of Revenue Manager

5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	3	3		1		3			2	2		2			2	
CO2	2	2				3			2	2		2			2	
CO3	3	3				3			2	2		2			3	
CO4	2	2		1	1	3		1	2	2		2			2	
CO5	2			1		3		2	2	2		2			2	
CO6	2		2		2	3	2	2	2	2					2	
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		12
Demonstrations		01
1. Demonstration using Videos	01	
2. Demonstration using Physical Models / Systems		
3. Demonstration on a Computer		
Numeracy		04
1. Solving Numerical Problems	04	
Practical Work		52
1. Course Laboratory	44	
2. Computer Laboratory	08	
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		06
1. Case Study Presentation		
2. Guest Lecture	02	
3. Industry / Field Visit	04	
4. Brain Storming Sessions		
5. Group Discussions		
6. Discussing Possible Innovations		
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**85**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

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The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

Combination Course								
	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assi.1 (10 marks)	Assi.2 (10 marks)	Semester End Examination	
Subcomponent Type ▶							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	25	10	20	20	50	50
CO-1	✓	✓					✓	✓
CO-2	✓		✓				✓	✓
CO-3				✓				✓
CO-4				✓		✓	✓	✓
CO-5					✓		✓	✓
CO-6						✓	✓	

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of the assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE mix of term tests, quiz and assignments. Two Tests (15 each), Two Assignments (20 marks). (One written and another can be Quiz, Debate, Seminar, Case Study, as per the course requirements)

Component 2: SEE (40% Weightage)
SEE for 50 marks reduced to 40

Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs
The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face-to-face lectures
2.	Understanding	Face-to-face lectures Demonstrations using video, Laboratory Sessions
3.	Critical Skills	Assignments
4.	Analytical Skills	Assignments
5.	Problem Solving Skills	Assignments, Solving Numerical Problems, Laboratory Sessions
6.	Practical Skills	Demonstrations using video Laboratory Sessions, Field visits Solving Numerical Problems
7.	Group Work	Field visits, Laboratory Sessions
8.	Self-Learning	Guest Lectures, Industry Visit
9.	Written Communication Skills	Laboratory Sessions
10.	Verbal Communication Skills	Laboratory Sessions, Assignments
11.	Presentation Skills	Assignments, Laboratory Sessions

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12.	Behavioral Skills	Laboratory Sessions
13.	Information Management	Assignment
14.	Personal Management	Guest lectures, Industry visits
15.	Leadership Skills	Laboratory Sessions

9. Course Resources

a. Essential Reading

1. Class Notes
2. Kasavana Michael L.,(2013), *Managing Front Office Operations 12th Edition*, USA, American Hotel & Lodging Educational Institute
3. Tewari R. Jatashankar,(2013), Hotel Front Office Operations and Management, India, Oxford University Press

b. Recommended Reading

1. Huyton Sue, (2013), Principles Of Hotel Front Office Operations, India, Ceneage Learning
2. Ahmed Ismail, (2001), Front Office Operations & Management, India, Delmar Cengage Learning
3. Bardi James A., (2010), *Hotel Front Office Management 5th Edition*, United Kingdom, Wiley
4. Andrews Sudhir, (2008), Front Office Management and Operations, India, Tata McGraw Hill Education

c. Magazines and Journals

1. Hospitalitybiz, Saffron Synergies Pvt. Ltd, Mumbai
2. ExpressHospitality, The Express Group, Mumbai
3. Cornell Hospitality Quarterly, SAGE Publications, USA
4. HospitalityNet, MKG Group, Paris
5. International Journal of Contemporary Hospitality Management, Emerald Publishing Ltd., United Kingdom

d. Websites

1. https://www.easyhotelmanagement.com/2020/06/layout%20and%20section%20of%20front%20office.html#:~:text=Front%20office%20cash%20and%20bill%20section%20%3A-%20it,collected%20by%20guest%20at%20the%20time%20of%20departure.
2. https://hmhub.in/front-office-accounting/
3. chafra.bilkent.edu.tr/RDM/Check-out & Settlement.doc
4. https://www.indeed.com/career-advice/career-development/what-is-night-audit
5. https://www.xenia.team/articles/hotel-safety-security-checklist
6. https://www.revfine.com/what-is-revenue-management/

e. Other Electronic Resources

1. DELNET
2. EBSCO

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Course Specifications: Housekeeping - III

Course Title	Housekeeping - III
Course Code	BHC304A
Course Type	Combination Course
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology

1. Course Summary

The aim of the course is to familiarize students with the essentials of interior design components and sustainable housekeeping practices. The students will also be taught safety and security practices followed by the Housekeeping department and handling emergency situations. The students will be also be equipped with technological skills to enhance housekeeping operations

2. Course Size and Credits:

Number of Credits	3
Credit Structure (Lecture: Tutorial: Practical)	1:0:4
Total Hours of Interaction	75
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

CO 1. Explain and apply principles of colour, lighting and flower arrangement in hotel areas
CO 2. Demonstrate latest houskeeping technology
CO 3. Analyse and illustrate types, selection and care of furniture and fixtures
CO 4. Analyse and illustrate latest window treatments, wall coverings, floor finishes and their care and maintenance for guest rooms and public areas
CO 5. Appraise sustainable and contemporary housekeeping
CO 6. Discuss and demonstrate the safety, security and emergency situation handling

4. Course Contents

Unit 1 (Colour and Lighting): Colour Schemes, Types of Light, Lighting, Flower Arrangement

Unit 2 (Furniture and Fitting): Types, Selection Criteria, Placement and Arrangement, Creating Room Layouts Using Furniture Templates, Care and Maintenance

Unit 3 (Window Treatments, Wall Coverings and Floor Finishes): Types of Windows and Drapery-Care and Maintenance, Wall and Floor Finishes-Care and Maintenance, Use of Sustainable Products and Practices

Unit 4 (Property Safety and Security Management): Role of House Keeping, Care of Guest Belongings and Hotel Assets, Ethical Practices, Accidents, Fire Safety, Emergency Procedures, First Aid

Unit 5 (Contemporary Housekeeping): Housekeeping Technology, Ergonomics, Latest Trends

Unit 6 (Sustainable Housekeeping): Green Certifications, Eco Friendly Products and Supplies, Eco

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Friendly Processes, Energy and Water Conservation, Noise and Odour Control, Ethical Practices

5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO 1	3	3	2		3	3		3			2	3				3
CO 2	2	3		2		3			3			3				3
CO 3	3	3			3	3		2				3				3
CO 4	3	3			3	3		2				3				3
CO 5	3	2	2	1	3	2		3		3		3				3
CO 6	3	3	2		3	3		3		3		3				3
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures	**13**	13
Demonstrations		2
1. Demonstration using Videos	2	
2. Demonstration using Physical Models / Systems		
3. Demonstration on a Computer		
Numeracy		
1. Solving Numerical Problems		
Practical Work		52
1. Course Laboratory	52	
2. Computer Laboratory		
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		8
1. Case Study Presentation		
2. Guest Lecture	2	
3. Industry / Field Visit	4	
4. Brain Storming Sessions		
5. Group Discussions	2	
6. Discussing Possible Innovations		
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**85**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

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Combination Course								
	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assi.1 (10 marks)	Assi.2 (10 marks)	Semester End Examination	
Subcomponent Type ▶							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	10	25	20	20	50	50
CO 1	✓	✓					✓	✓
CO 2				✓				✓
CO 3	✓		✓	✓			✓	✓
CO-4				✓			✓	✓
CO-5					✓		✓	✓
CO-6						✓	✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE – Test, Quiz and Assignment. Each subcomponent is evaluated individually- two Tests for 25 marks each two Quizzes for 10 marks each, and two Assignments for 20 marks each. (One assignment should be written and the other can be Debate, Seminar, Case Study or any other activity as per the course requirement).

CE for 100 marks reduced to 60

Component 2: SEE (40% Weightage)
SEE for 100 marks reduced to 40
Course reassessment policies are presented in the Academic Regulation Document

8. Achieving COs
The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. N	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face to Face Lectures, Demonstrations Using Video and Physical Models, Laboratory Sessions, Guest Lecture, Industry Visit
2.	Understanding	Face to Face Lectures, Demonstrations Using Video and Physical Models
3.	Critical Skills	Assignment
4.	Analytical Skills	Assignment
5.	Problem Solving Skills	Assignment, Laboratory Sessions
6.	Practical Skills	Laboratory Sessions, Demonstrations using video and physical models
7.	Group Work	Guest Lecture, Industry Visits, Group Discussions
8.	Self-Learning	Guest Lectures, Industry Visit, Journal Work
9.	Written Communication Skills	Assignment, Journal Work
10.	Verbal Communication Skills	Assignment, Laboratory Sessions, Group Discussions

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11.	Presentation Skills	Assignment, Laboratory Sessions
12.	Behavioral Skills	Assignment, Laboratory Sessions
13.	Information Management	Assignment, Journal Work
14.	Personal Management	Guest Lectures, Industry Visits, Laboratory Sessions
15.	Leadership Skills	Assignment, Group Discussions

9. Course Resources

a. Essential Reading

1. Class Notes
2. Schneider Madelin, Tucker Georgina and Scoviak Mary (2014), The Professional Housekeeper, New York , John Wiley & Sons Inc,
3. Raghubalan & Raghubalan Smritee (2016), Hotel Housekeeping, India, Oxford University Press

b. Recommended Reading

1. Branson John C. and & Lennox Margaret,(2014), Hotel, Hostel Hospital Housekeeping, UK, Arnold-Heinemann Publishers
2. Branson John C. and & Lennox Margaret (2014) , Hotel Housekeeping Principles and Practice, London , Edward Arnol
3. Kappa Margaret M., Nitschke Aleta and Schappert Patricia B., (2014), Managing Housekeeping Operations 3rd Edition, U.S.A., Educational Inst of the AHMI
4. Martin Robert J (2014), Professional Management of Housekeeping Operations, New York, John Wiley & Sons
5. Singh Malini (2014), Hotel Housekeeping , India, Tata McGraw Hill

c. Magazines and Journals

1. Clean India Journal, Hyderabad
2. Good Housekeeping, faridabad
3. Caterer & hotelkeeper, UK
4. Hotel Management Magazine, New York
5. Hospitalitybiz, Mumbai
6. Express Hospitality, Mumbai
7. HospitalityNet, Netherlands

d. Websites

1. http://www.hospitalitynet.org
2. http://www.hpproducts.com
3. http://www.ehow.com/housekeeping

e. Other Electronic Resources

1. DELNET
2. EBSCO

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Course Specification: Principles of Management

Course Title	Principles of Management
Course Code	BHN301A
Course Type	Theory
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology (FHMCT)

1. Course Summary

This course aims to enable students to understand the fundamental characteristics, the scope of management, and management functions- planning, organizing, leading, and controlling (P-O-L-C) in the hospitality sector.

2. Course Size and Credits:

Number of Credits	03
Credit Structure (Lecture: Tutorial: Practical)	3:0:0
Total Hours of Interaction	45
Number of Weeks in a Semester	15
Department Responsible	Management Studies - Hospitality
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

- **CO-1.** Explain the role and concepts of management in the hospitality sector
- **CO-2.** Identify the 'Basis of Departmentalization' in a hotel organization
- **CO-3.** Discuss the dimensions of the P-O-L-C (Planning-Organizing-Leading-Controlling) framework
- **CO-4.** Analyse the dynamics of effective leadership, motivation, communication and coordination
- **CO-5.** Appraise the importance of communication, communication barriers and techniques of control in hotel operations
- **CO-6.** Display professional skills and ethics, practice teamwork and use relevant technological applications

4. Course Contents

Unit 1 (Introduction to Management): Characteristics, Importance, Levels, Functions, Objectives and Principles of Management, Role of Managers

Unit 2 (Planning): Objectives, Nature, Process of Planning, Types of Plans, Advantages and Limitations, Problem-Solving and Decision Making

Unit 3 (Organising): Nature, Purpose, Principles of Organising, Types of Organizations, Departments in Hospitality Organizations, Delegation of Authority and Responsibility, Staffing

Unit 4 (Leading): Definition, Fundamentals and Styles of Leadership, Qualities of a Good Leader, Importance of Motivation, Importance of Communication, Techniques of Co-ordination in Hotels

Unit 5 (Control): Importance, Essentials of a Sound Control System, Steps In Establishing Control, Techniques of Control In Hotel Operations

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5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO-1	PO-2	PO-3	PO-4	PO-5	PO-6	PO-7	PO-8	PO-9	PO-10	PO-11	PO-12	PSO-1	PSO-2	PSO-3	PSO-4
CO-1	3															
CO-2	3															
CO-3	3							2								
CO-4	3		1					2		2	1	2		3	3	
CO-5	3		1			3		2								
CO-6	2	1		1		1		2	1	3		1	2		2	2
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		32
Demonstrations		02
1. Demonstration using Videos	02	
2. Demonstration using Physical Models / Systems		
3. Demonstration on a Computer		
Numeracy		
1. Solving Numerical Problems		
Practical Work		
1. Course Laboratory		
2. Computer Laboratory		
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		11
1. Case Study Presentation	04	
2. Guest Lecture	01	
3. Industry / Field Visit		
4. Brain Storming Sessions	02	
5. Group Discussions	02	
6. Discussing Possible Innovations	02	
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**55**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following table:

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Theory Course							
Subcomponent ▶	CE - 60% Weightage						SEE - 40% Weightage
Subcomponent Type ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assign.1 (10 marks)	Assign.2 (10 marks)	Theory Semester End Examination
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	40%
Total Marks ▶	25	10	10	25	20	20	50
CO-1	✓				✓		✓
CO-2	✓	✓					✓
CO-3		✓		✓			✓
CO-4			✓	✓			✓
CO-5			✓			✓	✓
CO-6					✓	✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE – Test, Quiz and Assignment. Each subcomponent is evaluated individually – two Tests for 25 marks each, two Quizzes for 10 marks each and two Assignments for 20 marks each (One assignment should be written and the other can be Debate, Seminar, Case Study or any other activity as per the Course requirement).

CE for 100 marks reduced to 30

Component 2: SEE (40% Weightage)
SEE for 50 marks reduced to 20

Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs
The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face to Face Lectures
2.	Understanding	Face to Face lectures
3.	Critical Skills	Case Study
4.	Analytical Skills	Case Study
5.	Problem Solving Skills	Brain Storming Sessions, Group Discussions
6.	Practical Skills	Brain Storming Sessions, Group Discussions
7.	Group Work	Group Discussion
8.	Self-Learning	Guest Lectures
9.	Written Communication Skills	Case Study
10.	Verbal Communication Skills	Brain Storming Sessions, Group Discussions
11.	Presentation Skills	Brain Storming Sessions, Group Discussions
12.	Behavioral Skills	Group Discussion
13.	Information Management	Brain Storming Sessions, Group Discussions
14.	Personal Management	Presentation
15.	Leadership Skills	Brain Storming Sessions, Group Discussions

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9. Course Resources

a. Essential Reading

1. Course notes
2. Prasad L.M. (2019), Principles and Practice of Management, Latest Edition – Jain Book Agency
3. Dana Tesone (2010), Principles of Management for the Hospitality Industry, 1st Edn, Routledge

b. Recommended Reading

1. Bauer T., et al (2017). Principles of Management 3.0. Flat World Knowledge
2. Morden T., (2016). Principles of Management. 2nd Edition. Routledge
3. Gupta M., (2009). Principles of Management. PHI Learning
4. Gupta R. S., Sharma B.D and Bhalla N. S (2005), Principles and Practices of Management – 3rd Edition -Kalyani Publishers, New Delhi
5. Powers Tom and Barrows Clayton W (2008), Introduction to the Management in the Hospitality Industry – 7th Edition -Wiley, USA
6. Miller Jack E, Walker John R., Drummond Karen E. (2007), Supervision in the Hospitality Industry – 5th Edition - Wiley, USA

c. Websites

1. www.ijbmi.org
2. https://www.managementstudyguide.com/management_principles.htm
3. https://www.google.co.in/books/edition/Principles_of_MANAGEMENT/jHmY2oclfucC?hl=en&gbpv=1&dq=principles+of+management+books&printsec=frontcover

d. Other Electronic Resources

1. Knimbus
2. EBSCO

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Course Specifications: Specialization Training

Course Title	Specialization Training
Course Code	BHI301A
Course Type	Training
Department	Hotel Management
Faculty	Hospitality Management and Catering Technology

1. Course Summary

The aim of the course is to enable students to follow standard operating procedures (SOPs) of the chosen area of specialization. It gives students real-time opportunity to gain hands-on experience, develop advanced professional and problem solving skills.

2. Course Size and Credits:

Number of Credits	20
Credit Structure (Lecture: Tutorial: Practical)	0:0:40
Total Hours of Interaction	600
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	400
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

CO 1. Summarize the features of the organisation
CO 2. Examine the operational, financial, administrative and managerial procedures
CO 3. Summarize observations and activities performed during the internship in the logbook
CO 4. Recommend possible solutions for operational and managerial issues
CO 5. Compile and present the internship report based on the information collected
CO 6. Create an e-portfolio to showcase personal and professional learning and achievements

4. Course Contents

Unit 1 (Introduction): Organization Profile

Unit 2 (Organizational Structure): Hierarchy, Job Descriptions, Job Specifications

Unit 3 (Standard Operating Procedures): Operational, Administrative, Financial, Supervisory, Managerial

Unit 4 (Functions): Workflow, Briefing, Operational Tasks, Report Analysis, De-Briefing

Unit 5 (Report Preparation): Introduction, SOPs, Operational and Managerial Issues, Suggestions

Unit 6 (E-Portfolio): Introduction, Learning, Skills, Achievements, Aspirations

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5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO-1	3					2			2				2	2	2	2
CO-2	3	3	3		2	2	1	2	2	2	1	2	2	2	2	2
CO-3	3	3				2				2			2	2	2	2
CO-4	3	3	3		2	2		2	2	2	1	2	2	2	2	2
CO-5	3					2			2	2			2	2	2	2
CO-6	3					2			2	2			2	2	2	2
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Practical Training		600
Demonstrations		00
1. Demonstration using Videos	00	
2. Demonstration using Physical Models / Systems	00	
3. Demonstration on a Computer	00	
Numeracy		
1. Solving Numerical Problems	00	
Practical Work		00
1. Course Laboratory	00	
2. Computer Laboratory	00	
3. Engineering Workshop / Course/Workshop / Kitchen	00	
4. Clinical Laboratory	00	
5. Hospital	00	
6. Model Studio	00	
Others		00
1. Case Study Presentation	00	
2. Guest Lecture	00	
3. Industry / Field Visit	00	
4. Brain Storming Sessions	00	
5. Group Discussions	00	
6. Discussing Possible Innovations	00	
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**610**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

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Internship Course		
Subcomponent ▶	**CE - 60% Weightage**	**SEE - 40% Weightage**
Subcomponent Type ▶	**Feedback, Log Book, Report**	**E-Portfolio, Presentation**
Weightage in Percentage ▶	**60%**	**40%**
Marks ▶	**200**	**200**
CO-1	✓	✓
CO-2	✓	✓
CO-3	✓	
CO-4	✓	✓
CO-5	✓	✓
CO-6		✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
CE for 200 marks
There shall be three subcomponents of CE – Feedback Logbook and Report. Each subcomponent is evaluated individually.

Component 2: SEE (40% Weightage)
SEE for 200 marks

Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs
The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S.No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	On the Job Training
2.	Understanding	On the Job Training
3.	Critical Skills	On the Job Training
4.	Analytical Skills	On the Job Training
5.	Problem Solving Skills	On the Job Training
6.	Practical Skills	On the Job Training
7.	Group Work	On the Job Training

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8.	Self-Learning	On the Job Training
9.	Written Communication Skills	On the Job Training, Log Book, Report, E-Portfolio
10.	Verbal Communication Skills	On the Job Training, Presentation, Viva-Voce
11.	Presentation Skills	On the Job Training, Report Presentation, E-Portfolio
12.	Behavioral Skills	On the Job Training
13.	Information Management	Report, Logbook, E-Portfolio
14.	Personal Management	On the Job Training, E-Portfolio
15.	Leadership Skills	On the Job Training, Report Analysis

9. Course Resources

a. Essential Reading

Hotel Literature and online resources

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Course Specifications: Professional Core Elective - I - World Cuisine Management

Course Title	Professional Core Elective - I - World Cuisine Management
Course Code	BHE411A
Course Type	Professional Core Elective
Department	Hotel Management
Faculty	Hospitality Management and Catering Technology

1. Course Summary

The aim of the course is to equip students with advanced knowledge and skills of selected cuisines from the world. The students are taught to prepare and present all courses of a selected cuisine using popular and profitable contemporary methods. Effective kitchen procedures and principles are emphasized upon to enable them to start and run culinary operations successfully

2. Course Size and Credits:

Number of Credits	6
Credit Structure (Lecture:Tutorial:Practical)	2:0:4
Total Hours of Interaction	90
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	200
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

- **CO1.** Demonstrate knowledge and understanding of fundamentals of culinary concepts
- **CO2.** Apply preparation and presentation techniques of contemporary and advanced menus
- **CO3.** Demonstrate professional communication skills, practice teamwork, professional ethics and uphold human values
- **CO4.** Analyse and develop standard recipes for contemporary menus of industry standard
- **CO5.** Discuss materials management for efficient organization and control of culinary activities
- **CO6.** Create and present a culinary portfolio

4. Course Contents

Unit 1 (Fundamentals of Cooking Concepts-Back to Basics): Professional Kitchen Operations, Kitchen Organisation, Kitchen Equipment, Menu Terminology, Courses of the Menu, Classical Dishes and Descriptions, Recipes, Accompaniments, Garnishes, Culinary Ethics

Unit 2 (Traditional and Modern Cuisines): Concepts, Ingredients, Cooking Methods, Popular Dishes, Trends, Ethical Practices

Unit 3 (Menu Management): Menu Planning, Development, Design, Execution of Menus, Recipe Writing, Menu Description, Menu Costing, Yield and Recipe Costing, Ethical Practices

Unit 4 (Materials Management): Purchasing, Specifications, Indenting, Receiving, Store and Issuing, Ethical Practices

Unit 5 (Food Styling and Food Photography): Elements of Food Styling, Types of Food Photography, Culinary Portfolio

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5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO-1	PO-2	PO-3	PO-4	PO-5	PO-6	PO-7	PO-8	PO-9	PO-10	PO-11	PO-12	PSO-1			
CO-1	3					3		3		2	2	3	3			
CO-2	3	2	2	3	3	3	3	3	2	3	2	3	3			
CO-3	3	3	2	3	3	3	3	3	3	3	2	3	3			
CO-4	3	3	3	3	3	3	3	3	3	3	2	3	3			
CO-5	2	2	2	2		3		3	3	3	2	3	3			
CO-6	3					2		3	3	3	2	3	3			
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		46
Demonstrations		22
1. Demonstration using Videos	10	
2. Demonstration using Physical Models / Systems	02	
3. Demonstration on a Computer	10	
Numeracy		02
1. Solving Numerical Problems	02	
Practical Work		92
1. Course Laboratory	82	
2. Computer Laboratory	10	
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		18
1. Case Study Presentation/ Student Seminars	06	
2. Guest Lecture	02	
3. Industry / Field Visit	04	
4. Brain Storming Sessions	02	
5. Group Discussions	02	
6. Discussing Possible Innovations	02	
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**190**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

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Combination Course								
	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assi.1 (10 marks)	Assi.2 (10 marks)	Semester End Examination	
Subcomponent Type ▶							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	10	25	15	15	50	50
CO-1	✓	✓					✓	✓
CO-2	✓		✓	✓			✓	✓
CO-3				✓			✓	✓
CO-4				✓			✓	✓
CO-5					✓		✓	✓
CO-6						✓	✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE mix of term tests, quiz and assignments. Two Tests (15 each), Two Assignments (20 marks). (One written and another can be Quiz, Debate, Seminar, Case Study, as per the course requirements)

Component 2: SEE (40% Weightage)
SEE for 100 marks reduced to 40

Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs

The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face to face lecture
2.	Understanding	Face to face lecture, Demonstration using videos, Demonstration on a computer
3.	Critical Skills	Brain storming sessions, Discussing possible innovations
4.	Analytical Skills	Brain storming sessions, Case study presentations, Assignments
5.	Problem Solving Skills	Brain storming sessions, Assignments, Discussing possible innovations
6.	Practical Skills	Industry visit
7.	Group Work	Group discussions, Brain storming, Role play, Discussing possible innovations
8.	Self-Learning	Field visit, Guest lecture
9.	Written Communication Skills	Journal Work, Portfolio and Report Writing
10.	Verbal Communication Skills	Role plays, Group discussion
11.	Presentation Skills	Student seminars
12.	Behavioural Skills	Group discussion, Brain storming, Role play

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13.	Information Management	Guest lecture, Industry visits, Assignments
14.	Personal Management	Guest lecture, Industry visits
15.	Leadership Skills	Group Discussion, Brain Storming

9. Course Resources

a. Essential Reading

1. Class Notes
2. Styler C., "Working the Plate- The Art of Food Presentation", (2006), New Jersey, John Wiley and Sons
3. CIA, (2002), "The Professional Chef", 7th Edition, New York, John Wiley and Sons.

b. Recommended Reading

1. Nicolas J., Sonnenschmidt T. F. and Reinhold V.N., (1993), "The Art of Garde Manger", Fifth edition, New York Cahners Books International, 1976
2. Matt Armendariz, (2012), Food Photography for Bloggers, New York, Focal Press
3. Barbara Ostmann and Jane Baker, (2001), The Recipe Writer's Handbook, New York, Houghton Mifflin Harcourt
4. Dianne Jacob, (2010), The Complete Guide to Writing Cookbooks, Blogs, Reviews, New York, Da Capo Lifelong Books
5. Helene Dujardin, (2011), Plate to Pixel: Digital Food Photography and Styling, New York, John Wiley and Sons Inc
6. Delores Custer, (2010), Food Styling: The Art of Preparing Food for the Camera, New York, John Wiley and Sons Inc

c. Magazines and Journals

1. Bon Appétit - Pamela Drucker Mann, New York, United States
2. La Cuisinière Cordon Bleu – France
3. Cook's Illustrated - Condé Nast, America
4. Food Network Magazine - Hearst Communications, America

d. Websites

1. http://fnbclasses.blogspot.in/2010/07/basic-principles-of-menu-planning.html
2. www.slideshare.net/restaurantdotorg/a-culinary-perspective-on-menu-development
3. www.foodreference.com/html/artinovativecooking.html

e. Other Electronic Resources

1. KNIMBUS
2. EBSCO

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Course Specifications: Professional Core Elective – I – Bar and Beverage Management

Course Title	Professional Core Elective – I – Bar and Beverage Management
Course Code	BHE412A
Course Type	Core Elective
Department	Hotel Management
Faculty	Hospitality Management and Catering Technology

1. Course Summary

The course aims to provide students with fundamental food and beverage concepts, knowledge of beverage management, trends and marketing strategies. They are trained in operational and managerial procedures followed in bars. The course focuses on procedures followed in compliance with beverage laws, beverage equipment, beverage lists, beverage management systems and control procedures.

2. Course Size and Credits:

Number of Credits	6
Credit Structure (Lecture: Tutorial: Practical)	2:0:8
Total Hours of Interaction	150
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	200
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

CO 1. Demonstrate knowledge and understanding of fundamentals of food and beverage service

CO 2. Explain and practice beverage control and service procedures followed in compliance with local laws

CO 3. Apply techniques in planning and supervising bar operations

CO 4. Demonstrate professional communication skills, practice teamwork, and professional ethics uphold human values and use relevant technological applications

CO 5. Recommend and practice bar operations in outlets to maximize quality, efficiency and profitability

CO 6. Discuss and plan the operational and managerial aspects of the bar

4. Course Contents

Unit 1 (Fundamentals of Food and Beverage Service-Back to Basics): Food and Beverage Service Equipment, Breakfast and Tea, French Classical Menu, Menu Terminology, Food and Accompaniments, Menu Planning for Table d'hôte Menus, Non-Alcoholic Beverages, Fundamentals of Fermented, Brewed and Distilled Beverages, Mixed Drinks, Tobacco, Banquets

Unit 2 (Beverage Industry): Today's Beverage Industry, Beverage Trends, Responsible Alcohol Service, Standard Operating Procedures, Safety and Security, Excise Regulations

Unit 3 (Beverage Equipment and Lists): Sources, Selection Factors, Purchase Procedures, Maintenance, Usage, Brand Names, Beverage Lists - Criteria, Brands, Design, Latest Trends, Regional Beverages, Pricing,

Unit 4 (Beverage Management Systems): Purchasing Controls, Receiving Controls, Store Room Controls, Issuing Controls, In-process Inventories, Prevention of Pilferage, Ethical Practices

Unit 5 (Beverage Cost Control): Standard Recipes, Standard Recipe Costs, Beverage Accounting, Overhead Cost Management, Managing Beverage Costs, Pricing Strategies, Ethical Practices

Unit 6 (Bar Management): Staffing, Supervision Activities, Bar Sales Analysis, Bartender Control Procedures, Ethical Practices, Documentation, Audits, Technological Applications

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Unit 7 (Beverage Marketing Strategies): Targeting Clientele, Positioning, Marketing Budgets, Marketing Plans, Promotional Strategies, Ethical Practices, Beverage Marketing Tools

5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO-1	PO-2	PO-3	PO-4	PO-5	PO-6	PO-7	PO-8	PO-9	PO-10	PO-11	PO-12	PSO-1	PSO-2	PSO-3	PSO-4
CO-1	3	3			2							3		3		
CO-2	3	3			2	3				3	1	3		3		
CO-3	3	3	1		3	3		2		3		3		3		
CO-4	3	3			3	3			2	3		3		3		
CO-5	3	3	1	2		2	1	2	2	3		3		3		
CO-6	3	3	1	2	3	2		3	2	3		3		3		
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face-to-Face Lectures		28
Demonstrations		12
1. Demonstration using Videos	05	
2. Demonstration using Physical Models / Systems	05	
3. Demonstration on a Computer	02	
Numeracy		04
1. Solving Numerical Problems	04	
Practical Work		90
1. Course Laboratory	80	
2. Computer Laboratory	10	
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		16
1. Case Study Presentation/ Student Seminars	04	
2. Guest Lecture	02	
3. Industry / Field Visit	04	
4. Brain Storming Sessions	02	
5. Group Discussions	02	
6. Discussing Possible Innovations	02	
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**160**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) COs are assessed as illustrated in the following Table:

Combination Course								
	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent ▶	Test 1	Quiz 1	Quiz 2	Test 2	Assi.1	Assi.2	Semester End Examination	
Subcomponent Type ▶	(15 marks)	(5 marks)	(5 marks)	(15 marks)	(10 marks)	(10 marks)	Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	10	25	20	20	50	50
CO-1	✓	✓					✓	✓
CO-2	✓		✓	✓			✓	✓
CO-3				✓				✓
CO-4				✓				✓
CO-5				✓	✓		✓	✓
CO-6						✓	✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of the assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE mix of term tests, quiz and assignments. Two Tests (15 each), Two Assignments (20 marks). (One written and another can be Quiz, Debate, Seminar, Case Study, as per the course requirements)

Component 2: SEE (40% Weightage)
SEE for 100 marks reduced to 40

Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs

The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face to Face Lectures, Demonstrations using videos, physical models and computer
2.	Understanding	Face to Face Lectures, Demonstrations using videos, physical models and computer
3.	Critical Skills	Case Studies, Assignment
4.	Analytical Skills	Brain Storming Sessions, Case Studies, Assignment
5.	Problem Solving Skills	Brain Storming Sessions, Discussing Possible Innovations, Laboratory Sessions
6.	Practical Skills	Laboratory Sessions
7.	Group Work	Group discussions, Brain Storming, Discussing Possible Innovations
8.	Self-Learning	Field Visit, Guest lecture
9.	Written Communication Skills	Journal Work
10.	Verbal Communication Skills	Laboratory Sessions, Group Discussion, Case Study, Student Seminars
11.	Presentation Skills	Assignment, Case Study, Student Seminars
12.	Behavioural Skills	Group Discussion, Assignment
13.	Information Management	Guest lectures, Industry visits, Assignments
14.	Personal Management	Group Discussion, Brain Storming, Laboratory Sessions
15.	Leadership Skills	Group Discussion, Brain Storming, Laboratory Sessions

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9. Course Resources

a. Essential Reading

1. Class Notes
2. Cousins John, Lillicrap Dennis, and Weekes Suzannes, (2014), Food and Beverage Service, London, Hoddor Education
3. Stuart Walton and Brian Glover, (2000), The Ultimate Encyclopaedia of Wine Beer Spirits and Liqueurs, London, Lorenz Books
4. Singaravelan R., (2012), Food and Beverage Service, New Delhi, Oxford University Press

b. Recommended Reading

1. Ninemeier D Jack., (2000), Food and Beverage Management, Michigan, United States. Education Institute of the American Hotel and Motel Association
2. Foskett David, Ceserrani Victor, and Kinton Ronald, (2003), The Theory of Catering, London United Kingdom, Hodder and Stoughton
3. Flynn Michael, Ritchie Caroline, Roberts Andrew, 2011 , Public House and Beverage Management: Key Principles and Issues, New York, Routedge
4. Minor J. Lewis and Cichy F. Ronald, Food Service Systems Management, New York, Van Nostrand Reinhold
5. Dopson R Lea, Hayes K David, 2016, Food and Beverage Cost Control, New Jersey, John Wiley and Sons
6. Katsigris Costas, Porter Mary, Chris 2007, Bar and Beverage Book, New Jersey, John Wiley and Sons
7. Egerton-Thomas Christopher, 1994, How to Manage a Successful Bar , Canada, Wiley
8. Miron Amanda, Brown Robert Douglas, 2006, The Professional Bar and Beverage Managers Handbook, Florida, Atlantic Publishing Book

c. Magazines and Journals

1. Brews & Spirits, PDA Trade Media, Bangalore
2. Restaurant, William Reed Montpellier, France
3. Asian Hotel and Catering Times, Thomson Press Hong Kong Limited/Media Transasia Limited, Hong Kong
4. Beverage and Food World Magazine, England, Amalgamated Press
5. Beverage Industry, United States, Pintarelli Publishers
6. Beverage Journal, United Kingdom, Media Publishing Group Ltd.
7. Food and Drink Technology, USA Bell Publishing

d. Websites

1. www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_sops.htm
2. www.thedailymeal.com/drink/signature-drink-every-country-world-cup-gallery/slide-4
3. www.seriouseats.com/2014/07/international-summer-drinks-agua-frsca-refajo-caipirinha-nam-manao-hot-weather-drink-ideas.html
4. www.hostelworld.com/blog/drinks-from-around-the-world/
5. www.jwu.edu/content.aspx?id=10454
6. www.go2hr.ca/careers/food-and-beverage-manager
7. subscriber.pagesuite-professional.co.uk/subscribe.aspx?source=4.
8. cork-key.squarespace.com/beverage-management

e. Other Electronic Resources

1. DELNET
2. EBSCO

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Course Specifications: Professional Core Elective – I – Guest Relationship Management

Course Title	Professional Core Elective – I – Guest Relationship Management
Course Code	BHE413A
Course Type	Core Elective
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology

1. Course Summary

The aim of the course is to familiarise students with products, services and hospitality skills required in guest relations management. The students will also learn the technological trends to provide lasting relationship with guests. The course focuses on developing the problem-solving skills of students.

2. Course Size and Credits:

Number of Credits	06
Credit Structure - (Lecture: Tutorial: Practical)	2:0:8
Total Hours of Interaction	150
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	200
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

CO 1. Demonstrate skills of applying professional functions of Front Office operations
CO 2. Develop skills of enhancing guest experience in different scenarios
CO 3. Demonstrate professional communication skills, practice teamwork, and professional ethics, uphold values, and use relevant technological applications
CO 4. Explain the impact of hospitality and guest service on improving profitability
CO 5. Discuss popular strategies employed by hotels to ensure guest satisfaction
CO 6. Discuss and exhibit skills of dealing with demands, solving problems and handling complaints

4. Course Contents

Unit 1 (Front Office Operations): Types of Hotels, Features, Operational Structure, Accommodation Facilities, Reservation Activities, Elements of Guest Management, Personal Care & Safety

Unit 2 (Guest Experience): Introduction, Components, Importance, Impact, Guest Experience Measurement & Analysis, Causes of Bad Experience., Difference between Guest Satisfaction & Experience

Unit 3 (Guest Satisfaction): Introduction, Concepts, Components, Wow Factors, Strategies & Importance, Customize Guest Services, Impact of Guest Satisfaction

Unit 4 (Profitability of Hotel): Introduction, Significance, Profitability Ratio, Steps to Measure Hotel Profitability and Its Impact, Dimensions of Service Quality that lead to Guest Satisfaction

Unit 5 (Complaint handling): Complaints and their Characteristics, Causes of Complaints, Benefits of Handling Complaints, Complaint Handling Process, Formulating the solution

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Unit 6 (Guest Relations Management): Introduction to CRM, Usage, Profitable customer relationships, CRM benefits to improve customer relationships and Revenue in Hotel Industry

5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	3	3	3	3	3	3	2	2	2			3			3	
CO2	3	3	2	3	2	2		2		2	2	3			3	
CO3	3	3	3	3		3		3				3			3	
CO4	2	2	2				1				1				3	
CO5	3	3	2	2	2	2		2		3	1	3			3	
CO6	2	1		1				1	2		1	2			3	
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face-to-Face Lectures		24
Demonstrations		02
1. Demonstration using Videos	02	
2. Demonstration using Physical Models / Systems	00	
3. Demonstration on a Computer	00	
Numeracy		04
1. Solving Numerical Problems	04	
Practical Work		26
1. Course Laboratory	26	
2. Computer Laboratory		
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		34
1. Case Study Presentation	18	
2. Guest Lecture	02	
3. Industry / Field Visit	08	
4. Brain Storming Sessions	02	
5. Group Discussions	02	
6. Discussing Possible Innovations	02	
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**100**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

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Combination Course								
	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assi.1 (10 marks)	Assi.2 (10 marks)	Semester End Examination	
Subcomponent Type ▶							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	25	10	20	20	100	100
CO 1	✓	✓			⊘		✓	
CO 2	✓						✓	✓
CO 3			✓				✓	✓
CO 4			✓	✓			✓	✓
CO 5				✓		✓	✓	
CO 6						✓	✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE mix of term tests, quiz and assignments. Two Tests (15 each), Two Assignments (20 marks). (One written and another can be Quiz, Debate, Seminar, Case Study, as per the course requirements)

Component 2: SEE (40% Weightage)
SEE for 100 marks reduced to 40

Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs
The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face to Face Lectures, Demonstrations
2.	Understanding	Laboratory Sessions Demonstrations, Face to Face lectures
3.	Critical Skills	Case Studies
4.	Analytical Skills	Solving Numerical Problems
5.	Problem Solving Skills	Laboratory Sessions, Brainstorming Sessions, Case Study
6.	Practical Skills	Laboratory Sessions
7.	Group Work	Group discussions, Brainstorming
8.	Self-Learning	Field Visit, Guest lecture
9.	Written Communication Skills	Report Writing, Tests, Lab Manuals
10.	Verbal Communication Skills	Group Discussion, Case Study
11.	Presentation Skills	Assignment, Case Study
12.	Behavioral Skills	Group Discussion, Assignment
13.	Information Management	Guest lectures, Industry visits, Assignments
14.	Personal Management	Group discussion, Brainstorming
15.	Leadership Skills	Group Discussion, Brainstorming

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9. Course Resources

a. Essential Reading

1. Class Notes
2. Buttle Francis & Maklan Stan (2019), Customer Relationship Management: Concepts and Technologies, 4th Edition, T&F India
3. Sheth Jagdish N, Parvatiyar Atul & Shainesh G (2017), Customer Relationship Management: Emerging Concepts, Tools and Applications, McGraw Hill Education

b. Recommended Reading

1. Baran Roger J., Galka Robert J., Customer Relationship Management: The Foundation of Contemporary Marketing Strategy, 2nd Edition, Routledge
2. Michelli Joseph A., The New Gold Standard: 5 Leadership Principles for Creating a Legendary Customer Experience Courtesy of the Ritz-Carlton Hotel Company, 2008, McGraw Hill Education
3. The Disney Institute, Kinni Theodore, Staggs Tom (2011), Be Our Guest: Perfecting the Art of Customer Service, Revised and Updated Edition, Disney Editions

c. Websites

1. https://www.uniqhotels.com/
2. https://www.aliceplatform.com/blog/7-ways-to-perfect-your-hotesl-guest-experience
3. https://revenue-hub.com/guest-experience-management/
4. https://crm.walkme.com/
5. https://www.amadeus-hospitality.com/solutions/guest-management/
6. https://setupmyhotel.com/job-description-for-hotels/front-office/324-guest-relation.html

d. Other Electronic Resources

1. DELNET
2. EBSCO

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Course Specifications: Professional Core Elective – I – Hospitality Facility Management

Course Title	Professional Core Elective – I – Hospitality Facility Management
Course Code	BHE414A
Course Type	Core Elective
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology

1. Course Summary

The aim of the course is to equip students with knowledge and employability skills in housekeeping operations in facility management. It includes soft services, risk and vendor management. The students will also be equipped to plan and design the space for hotel operational areas.

2. Course Size and Credits:

Number of Credits	6
Credit Structure (Lecture: Tutorial: Practical)	2:0:8
Total Hours of Interaction	150
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	200
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

CO1. Explain concepts and demonstrate skills in fundamentals of housekeeping operations
CO2. Explain the role, importance and concepts of facility management
CO3. Identify the components of facility management and plan facilities for a given scenario
CO4. Appraise and practice the latest technological trends in context to soft services
CO5. Evaluate a facility and develop a report for different scenarios
CO6. Discuss vendor and risk management in facility management

4. Course Contents

Unit 1 (Fundamentals of Housekeeping Operations): Classification of Hotels, Facilities in Rooms, Housekeeping Organization and Responsibilities, Layouts (Departments, Rooms and Contents), Importance of Coordination, Soft Furnishing, Linen, Furniture, Guest Supplies, Cleaning Agents, Cleaning Equipment, Uniforms, Surfaces, Stains, Forms and Formats, Accessories, Fixtures and Fittings, Lights, Soil, Cleaning, Sounds Levels, Odour Level, Shifts, Guest Rooms and Public Area Cleaning, Housekeeping Ethics

Unit 2 (Fundamentals of Facility Management): Introduction, Key Issues, Roles and Responsibilities, Requirement for Facility Management, Developing Solutions, Relationship between Client Organizations and Service Providers

Unit 3 (Components of Facilities Management): Waste Management, Furniture, Catering, Maintenance and Repair, Logistics

Unit 4 (Risk Management): Phases of Risk Management, Risk Management in Business, Types of Risks, Strategy Development, Risk Planning and Responsibilities

Unit 5 (Vendor Management): Process, Vendors Relationship, Vendor Strategy, Selection Criteria, Best Practices, Ethical Practices

Unit 6 (Hard and Soft Services): Introduction, Components, Technological Trends, Software, Robotics, Smart Cleaning

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Unit 7 (Facilities Planning): Space Planning, Ergonomics, Indoor Air Quality, Noise Control, Planning for Emergency Procedures, Buildings of the Future, Latest Technology and Processes, Sustainable Facility Planning

5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	3	3	3							1		3				3
CO2	3	3	2													3
CO3	3	3	3		2	3		3	3		2	3				3
CO4	3	3	2	2	3	3		3	3			2				3
CO5	3	3	3		3	3		3	3	3		3				3
CO6	3		2		2	3		3	3	3		3				3
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		30
Demonstrations		8
1. Demonstration using Videos	04	
2. Demonstration using Physical Models / Systems		
3. Demonstration on a Computer	04	
Numeracy		
1. Solving Numerical Problems		
Practical Work		90
1. Course Laboratory	80	
2. Computer Laboratory	10	
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		22
1. Case Study Presentation	08	
2. Guest Lecture	02	
3. Industry / Field Visit	08	
4. Brain Storming Sessions	02	
5. Group Discussions	02	
6. Discussing Possible Innovations		
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**160**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

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Combination Course								
	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assi.1 (10 marks)	Assi.2 (10 marks)	Semester End Examination	
Subcomponent Type ▶							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	10	25	15	15	50	50
CO-1	✓	✓		✓			✓	✓
CO-2	✓		✓				✓	
CO-3				✓			✓	✓
CO-4				✓			✓	✓
CO-5					✓		✓	✓
CO-6						✓	✓	

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE mix of term tests, quiz and assignments. Two Tests (15 each), Two Assignments (20 marks). (One written and another can be Quiz, Debate, Seminar, Case Study, as per the course requirements)

Component 2: SEE (40% Weightage)
SEE for 100 marks reduced to 40

Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs

The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face to Face Lectures, Demonstrations using videos and computer, Laboratory Sessions
2.	Understanding	Demonstrations using videos and computer, Face to Face Lectures, Laboratory Sessions
3.	Critical Skills	Case Studies, Assignment
4.	Analytical Skills	Brain Storming Sessions, Case Study, Assignment
5.	Problem Solving Skills	Brain Storming Sessions
6.	Practical Skills	Laboratory Sessions, Laboratory Sessions
7.	Group Work	Group Discussions, Brain Storming Sessions, Laboratory Sessions
8.	Self-Learning	Field Visit, Guest lecture
9.	Written Communication Skills	Report Writing, Assignment
10.	Verbal Communication Skills	Group Discussion, Case Study
11.	Presentation Skills	Assignment, Case Study
12.	Behavioral Skills	Group Discussion, Assignment, Laboratory Sessions
13.	Information Management	Guest Lecture, Industry Visits, Assignments
14.	Personal Management	Group Discussion, Brain Storming Sessions
15.	Leadership Skills	Group Discussion, Brain Storming Sessions

9. Course Resources

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a. Essential Reading

1. Class Notes
2. Schneider Madelin, Tucker Georgina and Scoviak Mary (1999), The Professional Housekeeper, New York, John Wiley & Sons Inc.
3. Raghubalan & Raghubalan Smritee (2007), Hotel Housekeeping, India, Oxford University Press

b. Recommended Reading

1. Aslett Don, (1991), Cleaning up for a living Marsh, U.S.A Creek Press
2. Aslett Don, (1999), The Cleaning Encyclopaedia, U.S.A Dell
3. Bewsey Susan, (2007),Start & Run a Home Cleaning Business, California, Self- Counsel Press
4. Gordon Robert, (2009), Start and Run a Successful Cleaning Business:
5. The Essential Guide to Building a Profitable Company How To Books, UK, Little Brown
6. Guinn Vonda, Owning and Operating a successful cleaning business in less than a week, Carolina, CreateSpace Independent Publishing Platform
7. Morrow Beth, (1971), How to Open & Operate a Financially Successful
8. Cleaning Service, Ocala, Florida, Atlantic Publishing Group Inc.
9. Nelson Anthony, (2013), Clean up in the Cleaning Business: A Comprehensive Guide on How to Start and Grow a New Cleaning Business , UK, CreateSpace Independent Publishing Platform
10. Jacquelyn Lynn (2010), Start Your Own Cleaning Service , United States, Entrepreneur Press

c. Magazines and Journals

1. Asian hotel & catering times
2. Clean India Journal
3. Good Housekeeping
4. Caterer & hotelkeeper
5. Hotel Management Magazine
6. Travel plus
7. Hospitalitybiz
8. Express Hospitality
9. HospitalityNet
10. Greenhotelier

d. Websites

1. Wikipedia
2. www.slideshare.net
3. www.hospitalitynet.org/
4. www.europeancleaningjournal.com/
5. www.cleanindiajournal.com
6. www.hotelmanagement.net › Operations/Management › Housekeeping
7. http://www.hotelworkersrising.org
8. www.greenhotelier.org

e. Other Electronic Resources

1. KNIMBUS
2. EBSCO

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Course Specifications: Hospitality Research and Project - I

Course Title	Hospitality Research and Project - I
Course Code	BHP401A
Course Type	Project
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology

1. Course Summary

This course aims to equip students to develop the critical thinking and cognitive skills by applying systematic investigation to a research problem through the organised literature review and research methodology. To familiarise students to learn team management and project oriented skills.

2. Course Size and Credits:

Number of Credits	6
Credit Structure (Lecture: Tutorial: Practical)	4:0:4
Total Hours of Interaction	120
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	200
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

CO-1. Identify quality journal papers, articles and conduct a systematic review of literature

CO-2. Analyse the research gaps in hospitality market with the relevance to innovation, product development, entrepreneurship, operations, management and ethics

CO-3. Formulate structured research topic to address the identified gaps

CO-4. Formulate achievable objectives for an organised research

CO-5. Develop appropriate research design and data collection tools

CO-6. Exhibit research aptitude, ethics, professional skills, project management skills, practice teamwork and use relevant technological applications

4. Course Contents

Unit 1 (Systematic Review of Literature): Introduction to Sources of Secondary Data, Techniques of Effective Literature Research, Literature Search Engines, Citation and Referencing Style

Unit 2 (Research Gaps in Hospitality Market): Introduction to Research Gaps in Hospitality Market, Significance of Research Gaps, Techniques of Finding Research Gaps

Unit 3 (Research Topic): Formulation of Research Topic and Problem Statement, Types of Variables, Relation of Variables

Unit 4 (Research Objectives): Formulation of Achievable Research Objectives, General to Specific Objectives, Techniques of Structuring Objectives

Unit 5 (Research Methodology and Data Collection Techniques): Introduction to Research Methodology and Approach, Data Collection Techniques and Tools Framing of Research Design, Sample Frame

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5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO-1	PO-2	PO-3	PO-4	PO-5	PO-6	PO-7	PO-8	PO-9	PO-10	PO-11	PO-12	PSO-1	PSO-2	PSO-3	PSO-4
CO-1	3	3					2	3	3					3	3	3
CO-2	3	3		1		3	2	3		3	3	3	3	3	3	3
CO-3	3											2	3	3	3	
CO-4	3													3	3	
CO-5	3	3			3								3	3	3	
CO-6	3						2	1	3	3	3		3	3	3	3
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		40
Demonstrations		05
1. Demonstration using Videos	03	
2. Demonstration using Physical Models / Systems	01	
3. Demonstration on a Computer	02	
Numeracy		05
1. Solving Numerical Problems	05	
Practical Work		60
1. Course Laboratory	25	
2. Computer Laboratory	40	
3. Engineering Workshop / Course/Workshop / Kitchen	30	
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		10
1. Case Study Presentation	02	
2. Guest Lecture	01	
3. Industry / Field Visit	03	
4. Brain Storming Sessions	01	
5. Group Discussions	01	
6. Discussing Possible Innovations	02	
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**130**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks are also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following table:

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Project			
Subcomponent ▶	Component 1: CE (60% Weightage)		Component 2: SEE (40% Weightage)
Subcomponent Type ▶	Literature Review (30% Weightage)	Topic Approval (30% Weightage)	Research Proposal & Presentation
Maximum Marks ▶	100	100	100
Marks Reduced to	60	60	80
CO-1	✓		✓
CO-2	✓		✓
CO-3		✓	✓
CO-4		✓	✓
CO-5		✓	✓
CO-6	✓	✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be two subcomponents of CE for 100 marks i.e literature review and topic approval presentation
After the two subcomponents are evaluated, the CE component marks are determined as:
CE Component Marks = 120
Component 2: SEE (40% Weightage)
After the SEE subcomponent is evaluated, the SEE component marks are determined as:
SEE Component Marks = 80
Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs
The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face to face lecture
2.	Understanding	Face to face lecture, Demonstration using videos
3.	Critical Skills	Brain storming sessions, Course Workshop, Discussing possible innovations
4.	Analytical Skills	Brain storming sessions, Course Workshop, Discussing possible innovations
5.	Problem Solving Skills	Brain storming sessions, Discussing possible innovations
6.	Practical Skills	Course Workshop, Brain storming sessions, Discussing possible innovations
7.	Group Work	Group discussions, Brain storming, Discussing possible innovations
8.	Self-Learning	Course Workshop, Brain storming sessions, Discussing possible innovations
9.	Written Communication Skills	Course Workshop, Brain storming sessions, Discussing possible innovations
10.	Verbal Communication Skills	Presentations
11.	Presentation Skills	Presentations
12.	Behavioral Skills	Group discussion, Brain storming
13.	Information Management	Course Workshop, Brain storming sessions, Discussing possible innovations
14.	Personal Manage ment	Group discussion, Brain storming
15.	Leadership Skills	Group Discussion, Brain storming

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9. Course Resources

a. Essential Reading

1. Course notes
2. Paul Brunt, Susan Horner, Natalie Semley (2017), Research Methods in Tourism, Hospitality and Events Management, UK, Sage Publications.
3. Sutton, Anthea (2016), Systematic Approaches to a Successful Literature Review. Los Angeles, CA , Sage Publications.
4. Whitehead D, Schneider Z. (2016), Chp 3. Searching and reviewing the research Literature. Evolve Resources for Nursing and Midwifery. 6th Ed., Elsevier.
5. Ridley, Diana (2012), The Literature Review: A Step-by-Step Guide for Students. 2nd Ed., Los Angeles, CA, Sage Publications,
6. Kothari C. R., (2022), Research Methodology - Methods and Techniques, 4th Ed., India, New Age International Publishers.
7. Bell, J. (2005), Doing Your Own Research Project, 4th Ed., England, Open University Press.
8. Walliman, N. (2004), Your Undergraduate Dissertation, Los Angeles, CA, Sage Publication Ltd.

b. Recommended Reading

1. Research, 5th Ed., Available from https://www.researchgate.net/post/Integrative_review_VS_systematic_review
2. Stanley E. Portny (2017). Project Management For Dummies. 5th Ed., New Jersey, Wiley.
3. Müller-Bloch C, Kranz J. (2015), A Framework for Rigorously Identifying Research Gaps in Qualitative Literature Reviews. International Conference on Information Systems, Available from https://www.researchgate.net/publication/283271278
4. Research Guides (2019), Organising Your Social Sciences Research Paper: Independent and Dependent Variables. Available from https://libguides.usc.edu/writingguide/variables

c. Magazines and Journals

1. Tourism and Hospitality Research, Sage Journals
2. International Journal of Hospitality Management, Elsevier
3. Journal of Business Research, Elsevier
4. Journal of Service Research, Sage Publication
5. International Journal of Project Management, Elsevier
6. Hospitality Journal, Publishing India
7. International Journal of Hospitality & Tourism Administration
8. Food and Hospitality World - Indian Express Group

d. Websites

1. https://onlinelibrary.wiley.com/journal/19389507
2. https://www.pmi.org/learning/publications/project-management-journal
3. https://journals.sagepub.com/home/cqx - Cornell Hospitality Quaterly
4. www.hospitalitymagazine.com

e. Other Electronic Resources

1. Knimbus
2. EBSCO

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Course Specifications: Research Methodology

Course Title	Research Methodology
Course Code	BHC401A
Course Type	Theory
Department	Hotel Management
Faculty	Hospitality Management and Catering Technology

1. Course Summary

The aim of the course is to provide students with knowledge and understanding of various types of research, research process, research designs, sampling techniques, data collection, data analysis and interpretation. It will also provide insight into types of reports, format and writing.

2. Course Size and Credits:

Number of Credits	03
Credit Structure (Lecture: Tutorial: Practical)	3:0:0
Total Hours of Interaction	45
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

CO1. Explain the significance of research and essentials of a good research
CO2. Describe the various types of research and research process
CO3. Discuss the various sources of information for literature review
CO4. Discuss 'Research Design' and 'Sampling', the various statistical tools for data analysis
CO5. Design a sample report based on data collected, analysed and interpreted
CO6. Display professional communication skills and research ethics, practice teamwork and use relevant technological applications

4. Course Contents

Unit 1 (Introduction to Research Methodology): Meaning and Objectives of Research, Types of Research, Research Approaches, Significance of Research, Criteria of Good Research, Problem Faced by Researchers

Unit 2 (Research Process and Research Design): Steps in Research Process, Introduction to Research Design, Features and Important Concepts relating to Research Design, Census and Sample Survey, Different types of Sample Design, Measurement Scales, Important Scaling Techniques

Unit 3 (Data Collection): Data Collection Method, Introduction to Primary and Secondary Data, Difference in Questionnaire and Schedule, Different Methods to Collect Secondary Data, Measurement and Scaling Technique, Questionnaire Designing

Unit 4 (Data Analysis and Interpretation): Statistical Analysis using Measures of Central Tendency, Measures of Dispersion and Correlation Analysis, Hypothesis Testing, Software Packages used for Data Analysis

Unit 5 (Report Writing): Types of Report, Planning Report Writing, Research Report Format, Documentation – Footnotes and Bibliography

Unit 6 (Report Format): Introduction, Literature Review, Methodology, Result and Discussion, Summary and Conclusion, Bibliography, Appendix

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5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	3							3			2					
CO2		2						3								
CO3								3		2					2	
CO4				2			2	3	2				2	2	2	
CO5			2		3	2	3	3	3	2		2		2	2	
CO6	2	2	2	2	3	3		3	2	3		2	3	3	3	3
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		33
Demonstrations		02
1. Demonstration using Videos	02	
2. Demonstration using Physical Models / Systems		
3. Demonstration on a Computer		
Numeracy		04
1. Solving Numerical Problems	04	
Practical Work		
1. Course Laboratory		
2. Computer Laboratory		
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		06
1. Case Study Presentation	02	
2. Guest Lecture	01	
3. Industry / Field Visit		
4. Brain Storming Sessions	01	
5. Group Discussions	01	
6. Discussing Possible Innovations	01	
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**55**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks are also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following table:

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Theory Course							
Subcomponent ▶	CE - 60% Weightage						SEE - 40% Weightage
Subcomponent Type ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (10 marks)	Test 2 (15 marks)	Assign.1 (10 marks)	Assign.2 (10 marks)	Theory Semester End Examination
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	40%
Total Marks ▶	25	10	10	25	20	20	100
CO-1	✓	✓					✓
CO-2	✓	✓					✓
CO-3				✓	✓		✓
CO-4				✓	✓		✓
CO-5			✓			✓	✓
CO-6			✓		✓	✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE – Test, Quiz and Assignment. Each subcomponent is evaluated individually – two Tests for 25 marks each, two Quizzes for 10 marks each and two Assignments for 20 marks each (One assignment should be written and the other can be Debate, Seminar, Case Study or any other activity as per the Course requirement).

CE for 100 marks reduced to 60

Component 2: SEE (40% Weightage)
SEE for 100 marks reduced to 40

Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs
The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No.	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face to Face Lectures
2.	Understanding	Face to Face lectures
3.	Critical Skills	Case Study, Brain Storming
4.	Analytical Skills	Case Study, Group Discussions
5.	Problem Solving Skills	Case Study, Group Discussions
6.	Practical Skills	Case Study, Group Discussions
7.	Group Work	Group discussion
8.	Self-Learning	Discussing Possible Innovations
9.	Written Communication Skills	Discussing Possible Innovations
10.	Verbal Communication Skills	Brain Storming
11.	Presentation Skills	Case Study
12.	Behavioral Skills	Group Discussions
13.	Information Management	Discussing Possible Innovations
14.	Personal Management	Discussing Possible Innovations
15.	Leadership Skills	Group Discussions

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9. Course Resources

a. Essential Reading

1. Class Notes
2. Kothari C. R., (2022), Research Methodology - Methods and Techniques, 4th Ed., India, New Age International Publishers.
3. Paul Brunt, Susan Horner, Natalie Semley (2017), Research Methods in Tourism, Hospitality and Events Management, UK, Sage Publications.
4. Sutton, Anthea (2016), Systematic Approaches to a Successful Literature Review. Los Angeles, CA , Sage Publications.
5. Bell, J. (2005), Doing Your Own Research Project, 4th Ed., England, Open University Press.
6. Gupta, S.P. (2009). Business Statistics – 15th Edition –Sultan Chand & Sons
7. Kothari C. R. (2004), Revised Second Edition, Research methodology - methods and techniques, New Age International Publishers

b. Recommended Reading

1. Marianna Sigala, et al. (2022), Case Based Research in Travel, Tourism, Hospitality and Events, Springer.
2. Rajendra Kumar C. (2008), Research Methodology, APH Publishing Corporation, Delhi.
3. Katherine Christian (2019), Keys to Running Successful Research Projects, Mica Haley
4. Sharma J.K. (2007), Business Statistics – Pearson Education India

c. Magazines and Journals

1. Journal of Hospitality and Tourism Research
2. Journal of Business and Economic Statistics
3. JOHAR - Journal of Hospitality Application & Research

d. Websites

1. https://www.researchgate.net/publication/355038021_Introduction_to_Research_Methodology_Statistics_A_Guide_for_Students_and_Supervisors
2. https://mfs.mkcl.org/images/ebook/Fundamental%20of%20Research%20Methodology%20and%20Statistics%20by%20Yogesh%20Kumar%20Singh.pdf

e. Other Electronic Resources

1. Knimbus
2. EBSCO

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Course Specifications: Hospitality Human Resource Management

Course Title	Hospitality Human Resource Management
Course Code	BHC402A
Course Type	Theory
Department	Hotel Management
Faculty	Hospitality Management and Catering Technology

1. Course Summary

The aim of this course is to provide students with knowledge and understanding of human resource management, principles of manpower planning, staffing, training and development, performance appraisal and employee grievance handling process in hospitality organizations. It enables the students in decision-making related to career planning and development.

2. Course Size and Credits:

Number of Credits	03
Credit Structure (Lecture: Tutorial: Practical)	3:0:0
Total Hours of Interaction	45
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

CO1. Describe the role of the human resource department and its significance in hospitality operations

CO2. Discuss human resource planning techniques

CO3. Explain the relevance of job analysis, job description and job specification in staffing

CO4. Identify suitable human resource management software to manage human resource functions, employee training, and career development for a given hotel business scenario

CO5. Suggest a framework for employee monitoring, performance appraisal of staff, employee benefits and employee grievance redressal practices

CO6. Demonstrate teamwork, professional communication skills, ethics, and use of relevant technological applications

4. Course Contents

Unit 1 (Human Resource Management): Introduction, Organization of Human Resource Department and its Functions in a Hotel Organization, Role of Human Resource Management, Human Resource Policies and Procedures

Unit 2 (Manpower Planning): Meaning of Manpower Planning, Short-Term and Long-Term Planning

Unit 3 (Staffing): Job Analysis, Job Description, Job Specification, Recruitment and Selection, Tests and Interviews, Placements and Induction

Unit 4 (Training and Development): Meaning and Importance, Assessment of Training Needs, Training and Development Methods in Hotels, HRM Software in Hospitality Industry

Unit 5 (Performance Appraisal): Meaning and Purpose, Factors Affecting Performance Appraisal, Reward and Feedback System

Unit 6 (Career Planning and Development): Career Assessment, Career Management Methods, Promotion and Transfers, Retirement and Other Separation Processes

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Unit 7 (Grievance Handling and Discipline): Importance of Grievance Handling, Identifying Causes of Grievances, Developing Grievance Handling Systems, Workplace Discipline

5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	3															
CO2	3	2	1													
CO3	3	3	2											2		
CO4	3	3	2	3				3	3		2	2				
CO5	3	3	3	3	3	2		3		3	1	2	1	2		
CO6	3	3	3	3		2		3	1	3			2			
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		32
Demonstrations		02
1. Demonstration using Videos	02	
2. Demonstration using Physical Models / Systems		
3. Demonstration on a Computer		
Numeracy		
1. Solving Numerical Problems		
Practical Work		
1. Course Laboratory		
2. Computer Laboratory		
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		11
1. Case Study Presentation	05	
2. Guest Lecture	01	
3. Industry / Field Visit		
4. Brainstorming Sessions	03	
5. Group Discussions	02	
6. Discussing Possible Innovations		
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**55**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following table:

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Theory Course							
Subcomponent ▶	CE - 60% Weightage						SEE - 40% Weightage
Subcomponent Type ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assign.1 (10 marks)	Assign.1 (10 marks)	Semester End Examination Theory
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	40%
Marks ▶	25	10	10	25	20	20	100
CO-1	✓	✓					✓
CO-2	✓	✓					✓
CO-3			✓	✓			✓
CO-4				✓	✓		✓
CO-5					✓	✓	✓
CO-6					✓	✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE – Test, Quiz and Assignment. Each subcomponent is evaluated individually – two Tests for 25 marks each, two Quizzes for 10 marks each and two Assignments for 20 marks each (One assignment should be written and the other can be Debate, Seminar, Case Study or any other activity as per the Course requirement).

CE for 100 marks reduced to 60

Component 2: SEE (40% Weightage)
SEE for 100 marks reduced to 40

Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs
The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No.	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face to Face Lectures
2.	Understanding	Face to Face Lectures
3.	Critical Skills	Assignment, Case Study
4.	Analytical Skills	Assignment, Case Study
5.	Problem Solving Skills	Assignment, Case Study, Brainstorming
6.	Practical Skills	Group Discussion, Assignment
7.	Group Work	Guest Lecture, Assignment
8.	Self-Learning	Brainstorming
9.	Written Communication Skills	Assignment
10.	Verbal Communication Skills	Assignment
11.	Presentation Skills	Group Discussion, Assignment
12.	Behavioral Skills	Group Discussion
13.	Information Management	Assignment
14.	Personal Management	Assignment
15.	Leadership Skills	Assignment, Group Discussion, Brainstorming

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9. Course Resources

a. Essential Reading

1. Class Notes
2. Szende, P., Bagnera, S. M., Cole, D. C. (2020). Human Resource Management in Hospitality Cases. United Kingdom: Taylor & Francis.
3. Chesser, J. (2017). Human Resource Management in a Hospitality Environment. United States: Apple Academic Press.
4. Hayes K .David, Ninemeier D. Jack (2009), Human Resources Management in the Hospitality Industry, 3rd Edition, New York, John Wiley & Sons Recommended Reading

b. b. Recommended Reading

1. Ninemeier, J. D., Hayes, D. K. (2008). Human Resources Management in the Hospitality Industry, Study Guide. United Kingdom: Wiley.
2. Tanke L. Mary (2001), Human Resources Management for the Hospitality Industry, 3rd Edition, New York - Cengage Learning
3. Joshi Manmohan (2013), Human Resource Management, 1st Edition New Delhi–e-book-bookboon.com

c. Magazines and Journals

1. The International Journal of Human Resource Management
2. Academy of Management Journal
3. Academy of Management Review
4. Human Resource Management Review
5. Journal of Human Resources in Hospitality & Tourism, Turk and Canan Tanrisever
6. Journal of Hospitality Application & Research, Birla Institute of Technology, Mesra

d. Websites

1. https://en.wikipedia.org/wiki/Human_resource_management
2. https://www.hotelmanagementtips.com/human-resource-management-in-hotel/
3. https://opentextbc.ca/humanresourcesinfoodservices/part/human-resources-management-in-hospitality/
4. https://www.academia.edu/34810889/HUMAN_RESOURCE_MANAGEMENT_IN_THE_HOSPITALITY_INDUSTRY_A_guide_to_best_practice

e. Other Electronic Resources

1. Knimbus
2. EBSCO

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Course Specification: Hospitality Financial Accounting

Course Title	Hospitality Financial Accounting
Course Code	BHC403A
Course Type	Combination
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology (FHMCT)

1. Course Summary

The aim of this course is to provide students with knowledge and understanding of accounting principles, procedures, costing and financial management in the hotel industry. The course will also address inventory management, working capital management, budgeting, ratio analysis and tallying process.

2. Course Size and Credits:

Number of Credits	03
Credit Structure (Lecture: Tutorial: Practical)	2:0:2
Total Hours of Interaction	60
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

CO-1. Explain the concepts and elements of cost and financial accounting in hospitality

CO-2. Describe financial accounting principles and framework

CO-3. Record transactions and prepare balance sheet

CO-4. Examine journal entries in Tally and other accounting software

CO-5. Discuss the concept of internal control and cost management, capital budgeting, ratio analysis for long term planning in hotel industry

CO-6. Display professional skills and ethics, practice teamwork and use relevant technological applications

4. Course Contents

Unit 1 (Introduction to Accounts): Definition of Accounting, Golden Rules of Accounting, Objectives Advantages of Accounting in Hotel Industry, Users of Accounting Information, Accounting Principle

Unit 2 (Introduction to Costing and Finance): Importance, Advantages and Disadvantages f Costing, Types and Elements of Cost and Profit, Scope, Goals and Functions of Financial Management, List and Classification of Elements of Costs Incurred in Hotels

Unit 3 (Accounting Records): Voucher System, Accounting Process, Journals, Subsidiary Books, Ledger, Cash Book, Bank Reconciliation Statement, Trial Balance, Journal Entries in Tally and Other Accounting Software

Unit 4 (Internal Control): Objectives of Stores Control, Advantages and Disadvantages of FIFO And LIFO, Preparation of Stores Ledger Under FIFO And LIFO

Unit 5 (Working Capital Management): Concept of Working Capital, Components of Working Capital, Factors Affecting Working Capital Management, Working Capital Management in Hotel Industry, Calculation of Budgets

Unit 6 (Ratio analysis): Objectives of Ratio Analysis, Operating Ratios And Liquidity Ratios in Hotels, Calculation of Operating Ratios and Liquidity Ratios

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5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO-1	PO-2	PO-3	PO-4	PO-5	PO-6	PO-7	PO-8	PO-9	PO-10	PO-11	PO-12	PSO-1	PSO-2	PSO-3	PSO-4
CO-1	3				2										3	
CO-2	3	3			2					2				3		
CO-3	3	3			3					2				3		
CO-4	3	3		2	2		3	3	2					3	2	
CO-5	3	3	2		2		2	3				1			3	
CO-6	3	3			1	1			1	3	1		1		2	1
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		20
Demonstrations		06
1.Demonstration using Videos	02	
2. Demonstration using Physical Models / Systems	02	
3. Demonstration on a Computer	02	
Numeracy		20
1. Solving Numerical Problems	20	
Practical Work		04
1. Course Laboratory		
2. Computer Laboratory	04	
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		10
1. Case Study Presentation	02	
2. Guest Lecture	02	
3. Workshop	02	
4. Brain Storming Sessions	02	
5. Group Discussions	02	
6. Discussing Possible Innovations		
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**70**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following table:

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Theory Course								
Subcomponent ▶	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent Type ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assign.1 (10 marks)	Assign.2 (10 marks)	Semester End Examination	
							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Total Marks ▶	25	10	10	25	20	20	50	50
CO-1	✓	✓					✓	✓
CO-2	✓	✓					✓	✓
CO-3			✓		✓		✓	✓
CO-4				✓	✓		✓	✓
CO-5			✓	✓		✓	✓	✓
CO-6					✓	✓	✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE – Test, Quiz and Assignment. Each subcomponent is evaluated individually – two Tests for 25 marks each, two Quizzes for 10 marks each and two Assignments for 20 marks each (One assignment should be written and the other can be Debate, Seminar, Case Study or any other activity as per the Course requirement).

CE for 100 marks reduced to 60

Component 2: SEE (40% Weightage)
SEE for 100 marks reduced to 40

Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs

The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1	Knowledge	Face to Face Lectures, Tests
2	Understanding	Face to Face Lectures, Tests
3	Critical Skills	Case Study, Numerical Problems
4	Analytical Skills	Case Study, Numerical Problems
5	Problem Solving Skills	Case Study, Numerical Problems
6	Practical Skills	Numerical Problems
7	Group Work	Group Discussions
8	Self-Learning	Guest Lectures
9	Written Communication Skills	Group Discussions
10	Verbal Communication Skills	Group Discussions
11	Presentation Skills	Group Discussions, Brain Storming Sessions
12	Behavioral Skills	Group Discussions
13	Information Management	Numerical Problems
14	Personal Management	Numerical Problems
15	Leadership Skills	Group Discussions

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9. **Course Resources**
   a. **Essential Reading**
      1. Class Notes
      2. Rob van Ginneken (2019). Hospitality Finance and Accounting: Essential Theory and Practice. United Kingdom: Taylor & Francis.
      3. Kumar Prasanna, Daniel Linda &PagadMruthyunjaya (2012) Cost& Financial Management for Hotels - Tata McGraw-Hill, Delhi
      4. Chibili, M. (2019). Basic Management Accounting for the Hospitality Industry. United Kingdom: Taylor & Francis.
      5. Guilding, C. (2014). Accounting Essentials for Hospitality Managers. United Kingdom: Taylor & Francis.
   b. **Recommended Reading**
      1. Damitio, J. W., Schmidgall, R. S. (2015). Hospitality Industry Financial Accounting. United States: AHLEI, American Hotel & Lodging Educational Institute.
      2. O'Donoghue, D. (2015). Financial Accounting for the Hospitality, Tourism, Leisure and Event Sectors. Ireland: Orpen Press.
      3. NegiJagmohan (2007), Financial & Cost control Technique in Hotel & Catering Industry, Jain Publishers
      4. Jagels Martin G., Coltman M. Michael (2004), Hospitality Management Accounting – Wiley Publishers
   c. **Magazines and Journals**
      1. Journal of Hospitality Financial Management
      2. Journal of Accountancy
      3. Indian Management
      4. Express Hospitality
      5. Journal of Hospitality Financial Management –AHFME
   d. **Websites**
      1. www.hotelmanagement.net
      2. www.accountingcoach.com
      3. www.accountingweb.com
      4. www.accounting-simplified.com
      5. www.studymode.com
   e. **Other Electronic Resources**
      1. Knimbus
      2. EBSCO

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Course Specifications: Professional Core Elective – II – Culinary Entrepreneurship

Course Title	Professional Core Elective – II – Culinary Entrepreneurship
Course Code	BHE421A
Course Type	Core Elective
Department	Hotel Management
Faculty	Hospitality Management and Catering Technology

1. Course Summary

The aim of the course is to equip students with operational, managerial and entrepreneurial concepts and skills in culinary. It includes menu, materials and marketing management for new ventures. Emphasis is placed on developing sound business plans with a focus on quality and profitability

2. Course Size and Credits:

Number of Credits	6
Credit Structure (Lecture:Tutorial:Practical)	2:0:8
Total Hours of Interaction	150
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	200
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

CO 1. Explain and apply culinary business concepts and current trends
CO 2. Demonstrate trends in planning and presenting menus
CO 3. Demonstrate professional communication skills, practice teamwork, and professional ethics, uphold values, and use relevant technological applications
CO 4. Analyse and develop material management procedures for efficient organization and control of culinary activities
CO 5. Evaluate and use standard recipes with a focus on quality, nutrition and profitability
CO 6. Develop a business plan and marketing strategies for a new venture

4. Course Contents

Unit 1 (Culinary Business Concepts): Introduction to Conventional and Unconventional Food Business, Regulations, Infrastructure and Technology Requirement

Unit 2 (Innovative and Creative Menu): Design, Develop, Nutritional Aspects, Presenting Menus

Unit 3 (Food and Beverage Management): Recipe and Food Costing, Cost Control, Inventory Management, Ethical Consideration, Material Handling

Unit 4 (Quality Management): Quality Planning, Quality Assurance, Quality Control

Unit 5 (Marketing): Essentials of Food and Beverage Marketing, Strategies, Branding, Product Life Cycle

Unit 6 (Business Plan): Executive Summary, Description, Market Analysis, Marketing Plan, Competitive Analysis, Operating Plan, Financial Projection

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5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO 1	3	3	3		3	3		3			3	3	3			
CO 2	3	3	3		3	3	2	3	1		3	3	3			
CO 3	3	3				3			2	3		3	3			
CO 4	3	3	3		3	3		3	2	3		3	3			
CO 5	3	3	3		3	3	3	3	2	3		3	3			
CO 6	3	3	3		3	3	2	3	2	3	2	3	3			
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		18
Demonstrations		12
1. Demonstration using Videos	06	
2. Demonstration using Physical Models / Systems		
3. Demonstration on a Computer	06	
Numeracy		04
Solving Numerical Problems	04	
Practical Work		98
1. Course Laboratory	88	
2. Computer Laboratory	10	
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		18
1. Case Study Presentation/ Student Seminar	02	
2. Guest Lecture	02	
3. Industry / Field Visit	08	
4. Brain Storming Sessions	02	
5. Group Discussions	02	
6. Discussing Possible Innovations	02	
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**160**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

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Combination Course								
	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assi.1 (10 marks)	Assi.2 (10 marks)	Semester End Examination	
Subcomponent Type ▶							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	10	25	15	15	50	50
CO-1	✓	✓					✓	✓
CO-2	✓		✓	✓			✓	✓
CO-3				✓				✓
CO-4					✓		✓	
CO-5				✓			✓	✓
CO-6						✓	✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE mix of term tests, quiz and assignments. Two Tests (15 each), Two Assignments (20 marks). (One written and another can be Quiz, Debate, Seminar, Case Study, as per the course requirements)

Component 2: SEE (40% Weightage)
SEE for 100 marks reduced to 40

Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs

The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face to face lecture
2.	Understanding	Face to face lecture, Demonstration using videos and on a computer
3.	Critical Skills	Brain Storming, Solving Numerical Problems
4.	Analytical Skills	Brain Storming, Case study, Assignment
5.	Problem Solving Skills	Brain Storming, Assignment, Discussing Possible Innovations, Solving Numerical Problems
6.	Practical Skills	Laboratory Sessions
7.	Group Work	Group discussions, Brain Storming, Discussing Possible Innovations, Laboratory Sessions
8.	Self-Learning	Field Visit, Guest lecture
9.	Written Communication Skills	Journal Work, Assignment
10.	Verbal Communication Skills	Laboratory Sessions, Group Discussion, Case Study
11.	Presentation Skills	Case study, Assignment
12.	Behavioural Skills	Group discussion, Brain Storming, Laboratory Sessions
13.	Information Management	Guest Lecture, Industry Visits, Assignment
14.	Personal Management	Laboratory Sessions
15.	Leadership Skills	Group Discussion, Brain Storming

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9. Course Resources

a. Essential Reading

1. Class Notes
2. Montagne Prosper (2007), Gastronomique Larousse: The World's Greatest Cookery Encyclopedia, Hamlyn

b. Recommended Reading

1. Fuller John, Knight John B & Salter Charles A (1985), The Professional Chef's Guide to Kitchen Management , New York Wiley & Sons,
2. Mc Williams Margaret (2010), Food around the world, A cultural perspective, 3rd Edition, United States, Pearson Education
3. Wayne Gisslen (2002), Professional cookery, 5th Edition, United States Wiley & Sons,
4. Charlotte Turgeon (1985), The Encyclopedia of Creative Cooking, New York,Gramercy

c. Magazines and Journals

1. Bon Appétit - Pamela Drucker Mann, New York, United States
2. La Cuisinière Cordon Bleu – France
3. Cook's Illustrated - Condé Nast, America
4. Food Network Magazine - Hearst Communications, America

d. Websites

1. http://fnbclasses.blogspot.in/2010/07/basic-principles-of-menu-planning.html
2. http://www.slideshare.net/restaurantdotorg/a-culinary-perspective-on-menu-development
3. https://en.wikipedia.org/wiki/Centrepiece
4. http://www.foodreference.com/html/artinovativecooking.html

e. Other Electronic Resources

1. EBSCO
2. KNIMBUS

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Course Specifications: Professional Core Elective – II – Food Service Entrepreneurship

Course Title	Professional Core Elective – II – Food Service Entrepreneurship
Course Code	BHE422A
Course Type	Core Elective
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology

1. Course Summary

The aim of the course is to provide knowledge and practical experiece in conceptualisation, facility planning, workforce development and marketing of a new restaurant. It includes preparation of business plans, planning and designing of menus and physical facilities, budgeting, staffing and prelaunch marketing activities.

2. Course Size and Credits:

Number of Credits	6
Credit Structure (Lecture: Tutorial: Practical)	2:0:8
Total Hours of Interaction	150
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	200
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

CO1. Explain the concepts of restaurant entrepreneurship and steps in establishing food service establishments

CO2. Demonstrate skills in planning and launching a new food and beverage outlet

CO3. Plan menus and marketing activities to successfully launch a food and beverage establishment

CO4. Display professional communication skills, practice teamwork and professional ethics uphold human values and use relevant technological applications

CO5. Appraise food and beverage business opportunities and plan a food and beverage establishment

CO6. Discuss facilities and menu planning, workforce development and marketing strategies for a new food and beverage outlet

4. Course Contents

Unit 1 (Introduction to Restaurant Entrepreneurship): History, Concepts, Forms of Restaurant Ownership, Finance Agencies, Trends, Success Factors

Unit 2 (Steps in Establishment of a New Restaurant): Identifying the Business Opportunity, Market Feasibility, Financial Viability, Business Plan, Preopening Phase, Soft Launch and Grand Opening, Technological Applications

Unit 3 (Planning the Physical Facility): Back of the House Areas, Kitchen and Service Area – Coffee Shop, Specialty Restaurant, Banqueting Facility, Bar, Patisserie, Budgeting, Ethical Practices, Technological Applications

Unit 4 (Development of Workforce): Budgeting, Organisational Design, Determination of Staffing Levels, Creation of Job Specifications and Job Descriptions, Employment Process, Training, Ethical Practices, Technological Applications

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Unit 5 (Development and Designing of Menu): Menu Content, Pricing, Measuring Menu Strength, Menu Design, Menu Alternatives, Technological Applications

Unit 6 (Pre-Launch Marketing Strategies): Development of Marketing Plan, Value Proposition, Positioning, Advertising and Promotion, Pricing as a Marketing Tool, Prelaunch Marketing Activities and Cost, Ethical Practices, Technological Applications

5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	3	3												3		
CO2	3	3	3		3			1		1		2		3		
CO3	3	3	3		3			1		1		3		3		
CO4	3	3		2		3			3	3		3		3		
CO5	3	3	3		3	2	1	3	2	3	2	3		3		
CO6	3	3		2		2	3	3	2	3				3		
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		28
Demonstrations		12
1. Demonstration using Videos	05	
2. Demonstration using Physical Models / Systems	05	
3. Demonstration on a Computer	02	
Numeracy		04
1. Solving Numerical Problems	04	
Practical Work		90
1. Course Laboratory	80	
2. Computer Laboratory	10	
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		16
1. Case Study Presentation/Seminar	04	
2. Guest Lecture	02	
3. Industry / Field Visit	04	
4. Brain Storming Sessions	02	
5. Group Discussions	02	
6. Discussing Possible Innovations	02	
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**160**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

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The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

Core Elective Course								
	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assi.1 (10 marks)	Assi.2 (10 marks)	Semester End Examination	
Subcomponent Type ▶							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	10	25	20	20	50	50
CO-1	✓	✓					✓	✓
CO-2	✓		✓	✓			✓	✓
CO-3	✓			✓				✓
CO-4				✓			✓	✓
CO-5					✓		✓	✓
CO-6						✓	✓	

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE mix of term tests, quiz and assignments. Two Tests (15 each), Two Assignments (20 marks). (One written and another can be Quiz, Debate, Seminar, Case Study, as per the course requirements)

Component 2: SEE (40% Weightage)
SEE for 100 marks reduced to 40

Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs

The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face to Face Lectures, Demonstrations using videos, physical models and computer
2.	Understanding	Demonstrations using videos, physical models and computer, Face to Face lectures
3.	Critical Skills	Case Studies
4.	Analytical Skills	Solving Numerical Problems
5.	Problem Solving Skills	Brain storming sessions, Discussing possible innovations
6.	Practical Skills	Laboratory Sessions
7.	Group Work	Group discussions, Brain storming, Discussing possible innovations
8.	Self-Learning	Field Visit, Guest lecture
9.	Written Communication Skills	Assignment
10.	Verbal Communication Skills	Group Discussion, Case Study, Student Seminars
11.	Presentation Skills	Assignment, Case Study, Student Seminars
12.	Behavioral Skills	Group Discussion, Assignment, Laboratory Sessions

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13.	Information Management	Guest lecture, Industry visits, Assignments
14.	Personal Management	Group discussion, Brain Storming
15.	Leadership Skills	Group Discussion, Brain storming

9. Course Resources

a. Essential Reading

1. Class Notes
2. Brown Robert Douglas ,(2007), The Restaurant Managers Handbook ,United Kingdom Atlantic Publishing Group
3. Sweeney Kep, (2014) -The New Restaurant Entrepreneur, Chicago, Dearborn Trade Publishing

b. Recommended Reading

1. Staff of Entrepreneur Media, 2016, Start Your Own Restaurant, Entrepreneur Press Publisher
2. Narayanan Jayanth, Bala Priya , 2016, Start Up Your Restaurant, India, Harper Colliuns Publishers
3. Tanaji, 2015, 200 Hotel and Restaurant Management Training Manuals, CreateSpace Independent Publishing Platform
4. Fields Rogers , 2014,Restaurant Success by the Numbers , United States , Ten Speed Press
5. Enz A Cathy, 2010, Hospitality Strategies Management Concept and Cases, Wiley

c. Magazines and Journals

1. Restaurant, William Reed Montpellier, France
2. Entrepreneur, United States , Entrepreneur Press
3. Journal of Small Business and Entrepreneurship, United Kingdom Emerald Publishers

d. Websites

1. www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_sops.htm
2. www.entrepreneur.com/article/164826
3. www.entrepreneur.com/restaurant/index.html
4. www.qsrmagazine.com/executive-insights/top-movers-shakers-under-30
5. www.dispatch.com/.../food-entrepreneurs-raise-money-for-startups-on-w.
6. www.foodservicewarehouse.com › ... › Chef's Corner
7. www.restaurant.org › Manage My Restaurant

e. Other Electronic Resources

1. DELNET
2. EBSCO

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Course Specifications: Professional Core Elective – II – Hotel Entrepreneurship

Course Title	Professional Core Elective – II – Hotel Entrepreneurship
Course Code	BHE423A
Course Type	Core Elective
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology

1. Course Summary

The aim of the course is to provide knowledge on the concepts of hotel entrepreneurship. They are trained in planning a hotel start-up for a global scenario. It emphasises on market feasibility, financial viability studies, recruitment and training of the workforce.

2. Course Size and Credits:

Number of Credits	6
Credit Structure (Lecture: Tutorial: Practical)	2:0:8
Total Hours of Interaction	150
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	200
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

- **CO 1.** Explain the concepts of entrepreneurship in the hospitality industry
- **CO 2.** Outline the stages of starting different types of hotel ventures
- **CO 3.** Demonstrate professional communication skills, practice teamwork, and professional ethics, uphold values, and use relevant technological applications
- **CO 4.** Analyse and recommend measures for effective resource management
- **CO 5.** Plan facilities for a new hotel
- **CO 6.** Develop a business plan for a new venture

4. Course Contents

Unit 1 (Introduction to Entrepreneurship): Definition, Entrepreneur, Types of Entrepreneurs, Growth and Development of Entrepreneurial Activities, Entrepreneurial Success and Failures

Unit 2 (Introduction to Hotel Entrepreneurship): Types of Hotels, Concepts, Trends, Types of Hotel Ownership, Starting a Venture

Unit 3 (New Entrepreneurial Ventures): Concept of Start-ups, Types of Hotel Start-ups

Unit 4 (Pre-Planning): Understanding the Market, Market Feasibility and Financial Viability, Business Plan, Ethical Practices, Benefits for Shepreneur, Pre-opening Phase, Soft Launch, Grand Opening

Unit 5 (Planning the Facility): Rooms, Types, Food and Beverage Outlets, Kitchens, Other Facilities- Business Centre, Spa, Front Office, Back Area and Back Office including House Keeping Facility, Ethical Practices

Unit 6 (Development of Workforce): Budgeting, Organisational Design, Determination of Staffing Levels, Employment Process, HR Policies, Training, Ethical Practices, Technological Applications

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5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	3		3		3						2	3			3	
CO2	3	3	3		3	3		2			2	3			3	
CO3	3	3	3		3	3			3	3		3			3	
CO4	3	3	3	3	3	3	3	3	3	3		3			3	
CO5	3	3	3	3	3	3	3	3	3	3		3			2	
CO6	3	3	3	3	3	3	3	3	3	3	3	3			3	
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face-to-Face Lectures		24
Demonstrations		06
1. Demonstration using Videos	02	
2. Demonstration using Physical Models/Systems	04	
3. Demonstration on a Computer		
Numeracy		04
1. Solving Numerical Problems	04	
Practical Work		90
1. Course Laboratory	90	
2. Computer Laboratory		
3. Engineering Workshop/Course/Workshop/Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		26
1. Case Study Presentation	10	
2. Guest Lecture	02	
3. Industry/Field Visit	08	
4. Brain Storming Sessions	02	
5. Group Discussions	02	
6. Discussing Possible Innovations	02	
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**160**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

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Combination Course								
	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assi.1 (10 marks)	Assi.2 (10 marks)	Semester End Examination	
Subcomponent Type ▶							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	10	25	20	20	100	100
CO-1	✓						✓	
CO-2	✓	✓					✓	✓
CO-3				✓			✓	✓
CO-4			✓	✓	✓		✓	✓
CO-5				✓	✓		✓	✓
CO-6						✓	✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE mix of term tests, quiz and assignments. Two Tests (15 each), Two Assignments (20 marks). (One written and another can be Quiz, Debate, Seminar, Case Study, as per the course requirements)

Component 2: SEE (40% Weightage)
SEE for 100 marks reduced to 40

Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs
The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face to Face Lectures, Demonstration using Videos and Physical Models/Systems
2.	Understanding	Face to Face lectures, Demonstration using Videos and Physical Models/Systems
3.	Critical Skills	Case Study, Assignment, Discussing Possible Innovations
4.	Analytical Skills	Solving Numerical Problems
5.	Problem Solving Skills	Brainstorming Sessions, Case Study
6.	Practical Skills	Laboratory Sessions
7.	Group Work	Group discussions, Brainstorming Sessions
8.	Self-Learning	Field Visit, Guest lecture
9.	Written Communication Skills	Laboratory Sessions, Assignment
10.	Verbal Communication Skills	Group Discussion, Case Study, Brainstorming Sessions
11.	Presentation Skills	Assignment, Case Study
12.	Behavioral Skills	Group Discussion, Assignment, Laboratory Sessions
13.	Information Management	Guest Lectures, Industry Visits, Assignment
14.	Personal Management	Group Discussion, Brainstorming Sessions
15.	Leadership Skills	Group Discussion, Brainstorming Sessions

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9. Course Resources

a. Essential Reading

1. Class Notes
2. Drucker Peter, (2006), Innovation and Entrepreneurship, Harper Business
3. Roy Rajeev, Entrepreneurship, (2011) Second Edition, Oxford Higher Education
4. Rimmington Michael, Williams Clare, Morrison Alison, (1998), Entrepreneurship in the Hospitality, Routledge

b. Recommended Reading

1. Brookes Maureen, Altinay Levent, (2015), Entrepreneurship in Hospitality and Tourism-A Global Perspective, Goodfellow Publishers
2. Hisrich Robert D., Peters Michael P., Shepherd Dean A., Sinha Sabyasachi, Entrepreneurship, Eleventh Edition, Intelliz Press
3. Marriott Bill J W., Without Reservations: How A Family Root Beer Stand Grew into a Global Hotel Company, 2013, Luxury Custom Publishing
4. Charantimath Poornima M., Entrepreneurship Development and Small Business Enterprises, 2018, Third Edition, Pearson

c. Websites

1. www.entrepreneur.com/article/164826
2. www.entrepreneur.com/restaurant/index.html
3. www.qsrmagazine.com/executive-insights/top-movers-shakers-under-30
4. www.fastcompany.com
5. https://www.inc.com

d. Other Electronic Resources

1. DELNET
2. EBSCO

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Course Specifications: Professional Core Elective – II – Housekeeping Entrepreneurship

Course Title	Professional Core Elective – II – Housekeeping Entrepreneurship
Course Code	BHE424A
Course Type	Core Elective
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology

1. **Course Summary**

The aim of the course is to equip students with knowledge, managerial and entrepreneurial skills in Housekeeping. It includes resource and project management for successfully and ethically operating and starting business ventures.

2. **Course Size and Credits:**

Number of Credits	6
Credit Structure (Lecture: Tutorial: Practical)	2:0:8
Total Hours of Interaction	150
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	200
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. **Course Outcomes (COs)**

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

CO1. Explain the key elements of housekeeping entrepreneurship
CO2. Identify and analyse processes for a preopening hotel project
CO3. Classify and plan budgets for housekeeping operations
CO4. Analyse and recommend measures for effective resource management
CO5. Examine latest technology to manage housekeeping ventures
CO6. Discuss and develop a business plan for a housekeeping start-up

4. **Course Contents**

Unit 1 (Planning and Organizing Housekeeping Department of a Hotel): Areas of Housekeeping Responsibility, Area Inventory List and Frequency Schedules, Performance and Productivity Standards, Recycled and Non-Recycled Inventories, Sustainable and Ethical Practices, Job Lists, Job Description, Job Breakdown

Unit 2 (Preopening Hotel Project): Layouts, Countdown for Opening A New Property, Three Months in Advance, Two Months in Advance, Weeks to Go, Snag list

Unit 3 (Budget & Budgetary Control): The Budget Process, Capital Budget, Operating Budget, Cost Per Occupied Room, Income Statement, Estimating Housekeeping Expenses, Budget Goals, Methods of Budgetary Control, Ethical Practices

Unit 4 (New Work Force): Labor Market, Staffing Guide, Job Specification, Fixed and Variable Staff Positions, Selection Process, Training, Employee Benefits, Employee Turnover, Ethical Practices

Unit 5 (Housekeeping Start- Ups): Roadmap to Start an Entrepreneurial Venture in Housekeeping, Investment, Budgeting of New Venture, Branding, Resource Management, Technology, Digital Marketing

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5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	3					3		3		1		3				3
CO2	3	3	3		3					3	3					3
CO3	3	3	3		3		3	3		2		2				3
CO4	3	3	3		3			3	3			2				3
CO5	3	3	3	3	3	3		1		3		2				3
CO6	3	3	3		3		3	3	3	3	3	3				3
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		30
Demonstrations		14
1. Demonstration using Videos	10	
2. Demonstration using Physical Models / Systems	04	
3. Demonstration on a Computer		
Numeracy		
1. Solving Numerical Problems		
Practical Work		82
1. Course Laboratory	78	
2. Computer Laboratory	04	
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		24
1. Case Study Presentation	08	
2. Guest Lecture	02	
3. Industry / Field Visit	08	
4. Brain Storming Sessions	02	
5. Group Discussions	02	
6. Discussing Possible Innovations	02	
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**160**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

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Combination Course								
	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assi.1 (10 marks)	Assi.2 (10 marks)	Semester End Examination	
Subcomponent Type ▶							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	10	25	15	15	50	50
CO 1	✓	✓					✓	
CO 2	✓		✓	✓			✓	✓
CO 3				✓			✓	✓
CO 4				✓			✓	✓
CO 5					✓		✓	
CO 6						✓	✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE mix of term tests, quiz and assignments. Two Tests (15 each), Two Assignments (20 marks). (One written and another can be Quiz, Debate, Seminar, Case Study, as per the course requirements)

Component 2: SEE (40% Weightage)
SEE for 100 marks reduced to 40

Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs

The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face to Face Lectures, Laboratory Sessions, Demonstration using Videos and Physical Models
2.	Understanding	Face to Face lectures, Laboratory Sessions, Demonstration using Videos and Physical Models
3.	Critical Skills	Case Studies
4.	Analytical Skills	Laboratory Sessions, Brain Storming, Case Studies
5.	Problem Solving Skills	Laboratory Sessions, Brain Storming, Discussing Possible Innovations
6.	Practical Skills	Laboratory Sessions
7.	Group Work	Group Discussions, Brain Storming, Discussing Possible Innovations
8.	Self-Learning	Field Visit, Guest lecture
9.	Written Communication Skills	Report Writing, Assignment
10.	Verbal Communication Skills	Group Discussion, Case Study
11.	Presentation Skills	Assignment, Case Study
12.	Behavioral Skills	Group Discussion, Industry Visit
13.	Information Management	Industry Visits, Assignments
14.	Personal Management	Group Discussion, Brain Storming
15.	Leadership Skills	Group Discussion, Brain Storming

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9. Course Resources

a. Essential Reading

1. Class Notes
2. Schneider Madelin, Tucker Georgina and Scoviak Mary (1999), The Professional Housekeeper, New York, John Wiley & Sons Inc.
3. Raghubalan & Raghubalan Smritee (2007), Hotel Housekeeping, India, Oxford University Press

b. Recommended Reading

1. Aslett Don, (1991), Cleaning up for a living Marsh, U.S.A Creek Press
2. Aslett Don, (1999), The Cleaning Encyclopaedia, U.S.A Dell
3. Bewsey Susan, (2007), Start & Run a Home Cleaning Business), California, Self- Counsel Press
4. Gordon Robert, (2009), Start and Run a Successful Cleaning Business: The Essential Guide to Building a Profitable Company How To Books, UK, Little Brown
5. Guinn Vonda, Owning and Operating a successful cleaning business in less than a week, Carolina, CreateSpace Independent Publishing Platform
6. Morrow Beth, (1971), How to Open & Operate a Financially Successful Cleaning Service), Ocala, Florida, Atlantic Publishing Group Inc.
7. Nelson Anthony, (2013), Clean up in the Cleaning Business: A Comprehensive Guide on How to Start and Grow a New Cleaning Business , UK, CreateSpace Independent Publishing Platform

c. Magazines and Journals

1. Asian hotel & catering times
2. Clean India Journal
3. Good Housekeeping
4. Caterer & hotelkeeper
5. Hotel Management Magazine
6. Travel plus
7. Hospitalitybiz
8. Express Hospitality
9. HospitalityNet
10. Greenhotelier

d. Websites

1. www.slideshare.net
2. www.hospitalitynet.org/
3. www.europeancleaningjournal.com/
4. www.cleanindiajournal.com
5. www.hotelmanagement.net › Operations/Management › Housekeeping
6. http://www.hotelworkersrising.org
7. www.greenhotelier.org

e. Other Electronic Resources

1. KNIMBUS
2. EBSCO

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Course Specifications: Hospitality Research and Project - II

Course Title	Hospitality Research and Project - II
Course Code	BHP402A
Course Type	Project
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology

1. Course Summary

This course aims to equip students to develop critical thinking and cognitive skills by applying systematic investigation to a research problem through the organised literature review, research methodology, data collection and analysis. To familiarise students to learn team management and project oriented skills.

2. Course Size and Credits:

Number of Credits	6
Credit Structure (Lecture: Tutorial: Practical)	2:0:8
Total Hours of Interaction	150
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	200
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

CO-1. Design research/ product model, solve, analyse the product/system to meet the design specifications
CO-2. Develop a working model (preferably a physical model)/Process and evaluate its performance
CO-3. Demonstrate the working of the system/process and make a project presentation
CO-4. Exhibit quantitative, critical thinking and entrepreneurial skills
CO-5. Develop and present a quality project report
CO-6. Demonstrate research ethics and aptitude, professional communication, team management, project management and problem-solving skills.

4. Course Contents

Unit 1 (Design research/ product model): Develop Research Design, Techniques/ Tools of Data Collection, Sources of Primary Data

Unit 2 (Product/ Process Development Planning, Cost Calculations): Project Management using Gantt Chart, Development & Planning, Costing and Control

Unit 3 (Data Collection): Experimental, Qualitative, Quantitative, Mixed Methods, Survey, etc.

Unit 4 (Data Analysis and Interpretation): Data Mining, Analysis using Various Research Tools and Techniques, Result Discussion, Application of Quantitative, Qualitative Research Skills and Project Management

Unit 5 (Report Writing and Presentation): Project Report Writing Techniques, Structure/ Format, Presentation, Team Management

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5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO-1	PO-2	PO-3	PO-4	PO-5	PO-6	PO-7	PO-8	PO-9	PO-10	PO-11	PO-12	PSO-1	PSO-2	PSO-3	PSO-4
CO-1	3	3			2		2	2				2	2	1	2	2
CO-2	3	3			2		2	2				2		2	2	2
CO-3	3	3	2	3	3		3	2	2			2	3	2	2	2
CO-4	3	3	3	2	3	3	3	3			3	3	3	3	3	3
CO-5	3	3	3	3	3	3	3	3	3	3		3	2	2	3	1
CO-6	3	3	3		3	3	3	3	2	3		3	2	2	2	2
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		34
Demonstrations		10
1. Demonstration using Videos	06	
2. Demonstration using Physical Models / Systems	02	
3. Demonstration on a Computer	02	
Numeracy		10
1. Solving Numerical Problems	10	
Practical Work		55
1. Course Laboratory	15	
2. Computer Laboratory	20	
3. Engineering Workshop / Course Workshop / Kitchen	20	
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		41
1. Case Study Presentation	04	
2. Guest Lecture	02	
3. Industry / Field Visit	12	
4. Brain Storming Sessions	05	
5. Group Discussions	08	
6. Discussing Possible Innovations	10	
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**160**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE (SC1, SC2), COs are assessed as illustrated in the following table.

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Project			
Subcomponent ▶	Component 1: CE (60% Weightage)		Component 2: SEE (40% Weightage)
Subcomponent Type ▶	Interim Presentation, Tools of Data Collection (30% Weightage)	Data Analysis, Product Demonstration & Log Diary (30% Weightage)	Report and Presentation
Maximum Marks ▶	100	100	100
Marks Reduced to	60	60	80
CO-1	✓		✓
CO-2	✓		✓
CO-3		✓	✓
CO-4		✓	✓
CO-5		✓	✓
CO-6	✓	✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be two subcomponents of CE for 120 marks i.e. tools of data collection and analysis, log diary, product demonstration and presentation
After the two subcomponents are evaluated, the CE component marks are determined as:
CE Component Marks = 120

Component 2: SEE (40% Weightage)
After the SEE subcomponent is evaluated, the SEE component marks are determined as:
SEE Component Marks = 80

Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs

The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face to face lecture
2.	Understanding	Face to face lecture, Demonstration using videos
3.	Critical Skills	Brain storming sessions, Course Workshop, Discussing possible innovations
4.	Analytical Skills	Brain storming sessions, Course Workshop, Discussing possible innovations
5.	Problem Solving Skills	Brain storming sessions, Discussing possible innovations
6.	Practical Skills	Course Workshop, Brain storming sessions, Discussing possible innovations
7.	Group Work	Group discussions, Brain storming, Discussing possible innovations
8.	Self-Learning	Course Workshop, Discussing possible innovations
9.	Written Communication Skills	Course Workshop, Discussing possible innovations

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10.	Verbal Communication Skills	Presentations
11.	Presentation Skills	Presentations
12.	Behavioral Skills	Group discussion, Brain storming
13.	Information Management	Course Workshop, Discussing possible innovations
14.	Personal Management	Group discussion, Brain storming
15.	Leadership Skills	Group Discussion, Brain storming

9. Course Resources

a. Essential Reading

1. Course notes
2. Paul Brunt, Susan Horner, Natalie Semley (2017), Research Methods in Tourism, Hospitality and Events Management, UK ,Sage Publications.
3. Sutton, Anthea (2016), Systematic Approaches to a Successful Literature Review. Los Angeles, CA , Sage Publications.
4. Whitehead D, Schneider Z. (2016), Chp 3. Searching and reviewing the research Literature. Evolve Resources for Nursing and Midwifery. 6th Ed., Elsevier.
5. Ridley, Diana (2012), The Literature Review: A Step-by-Step Guide for Students. 2nd Ed., Los Angeles, CA, Sage Publications,
6. Kothari C. R., (2022), Research Methodology - Methods and Techniques, 4th Ed., India, New Age International Publishers.
7. Bell , J. (2005), Doing Your Own Research Project, 4th Ed., England, Open University Press.
8. Walliman, N. (2004), Your Undergraduate Dissertation, Los Angeles, CA, Sage Publication Ltd.

b. Recommended Reading

1. Research, 5th Ed., Available from https://www.researchgate.net/post/Integrative_review_VS_systematic_review
2. Stanley E. Portny (2017). Project Management For Dummies. 5th Ed., New Jersey, Wiley.
3. Müller-Bloch C, Kranz J. (2015), A Framework for Rigorously Identifying Research Gaps in Qualitative Literature Reviews. International Conference on Information Systems, Available from https://www.researchgate.net/publication/283271278
4. Research Guides (2019), Organising Your Social Sciences Research Paper: Independent and Dependent Variables. Available from https://libguides.usc.edu/writingguide/variables

c. Magazines and Journals

1. Tourism and Hospitality Research, Sage Journals
2. International Journal of Hospitality Management, Eksevier
3. Journal of Business Research, Elsevier
4. Journal of Service Research, Sage Publication
5. International Journal of Project Management, Elsevier
6. Hospitality Journal, Publishing India
7. International Journal of Hospitality & Tourism Administration
8. Food and Hospitality World - Indian Express Group

d. Websites

1. https://onlinelibrary.wiley.com/journal/19389507
2. https://www.pmi.org/learning/publications/project-management-journal
3. https://journals.sagepub.com/home/cqx - Cornell Hospitality Quaterly
4. www.hospitalitymagazine.com

e. Other Electronic Resources

1. Knimbus
2. EBSCO

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Course Specification: Hospitality French

Course Title	Hospitality French
Course Code	BHN401A
Course Type	Combination
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology (FHMCT)

1. Course Summary

The aim of the course is to familiarize students with functional French used in the hospitality industry. The students will be taught relevant grammar concepts applicable to verbal and written communication. Reading, spoken and written skills will be emphasized. It enhances communication and interpersonal skills while dealing with global customers at the workplace.

2. Course Size and Credits:

Number of Credits	04
Credit Structure (Lecture:Tutorial:Practical)	2:0:4
Total Hours of Interaction	90
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

CO-1. Explain French alphabets, numbers and grammar concepts
CO-2. Describe French culinary, hospitality terms and concepts
CO-3. Demonstrate communication skills in French
CO-4. Identify and present French culinary regions, indigenous dishes
CO-5. Classify types of tourism and tourist regions in France
CO-6. Demonstrate teamwork, professional ethics and use relevant technological applications for presentations

4. Course Contents

Unit 1 (Introduction à la Langue Français): Les Salutations, Les alphabets, Les accents, La liaison, L'élision

Unit 2 (Les Verbes au Présent) : Les nombres, l'heure, la météo, Les verbes au présent (-er, -re, -ir, pronominaux)

Unit 3 (Les Articles et Les Noms) : Article défini et indéfini, Article contractée et partitif, Le gendre et le pluriel des noms, Le lexique de la cuisine

Unit 4 (Les Régions Françaises et La Gastronomie Française) : Les régions françaises, La cuisine et vin régionale, les méthodes de cuissons

Unit 5 (Le Lexique d'Hôtellerie) : Les professions, les types de chambres, les objets.

Unit 6 (Tourisme) : Les types de tourismes français, les prépositions, L'impératif, Les directions, les instructions aux touristes.

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5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO-1	PO-2	PO-3	PO-4	PO-5	PO-6	PO-7	PO-8	PO-9	PO-10	PO-11	PO-12	PSO-1	PSO-2	PSO-3	PSO-4
CO-1	3															
CO-2	2										2		2	2		
CO-3	1					3					2		2			
CO-4	1										3		2	2		
CO-5	2										3		2		1	
CO-6	1			1					1	3	3	1	2	1	2	1
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		30
Demonstrations		10
1.Demonstration using Videos	10	
2. Demonstration using Physical Models / Systems		
3. Demonstration on a Computer		
Numeracy		
1. Solving Numerical Problems		
Practical Work		38
1. Course Laboratory	32	
2. Computer Laboratory		
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		12
1. Case Study Presentation		
2. Guest Lecture		
3. Industry / Field Visit		
4. Brain Storming Sessions	06	
5. Group Discussions	06	
6. Discussing Possible Innovations		
Term Tests, Laboratory Examination/Written Examination, Presentations		10
Total Duration in Hours		**100**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following table:

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Combination Course								
Subcomponent ▶	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent Type ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assign.1 (10 marks)	Assign.2 (10 marks)	Semester End Examination	
							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Total Marks ▶	25	10	10	25	20	20	50	50
Marks Reduced to	15	5	5	15	10	10	20	20
CO-1	✓	✓					✓	✓
CO-2	✓	✓					✓	✓
CO-3				✓			✓	✓
CO-4			✓	✓	✓		✓	✓
CO-5			✓		✓	✓	✓	✓
CO-6					✓	✓		✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE – Test, Quiz and Assignment. Each subcomponent is evaluated individually – two Tests for 25 marks each, two Quizzes for 10 marks each and two Assignments for 20 marks each (One assignment should be written and the other can be Debate, Seminar, Case Study or any other activity as per the Course requirement).

CE for 100 marks reduced to 60

Component 2: SEE (40% Weightage)
SEE for 100 marks reduced to 40

8. Achieving COs

The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face to Face Lectures, Demonstrations
2.	Understanding	Course Laboratory
3.	Critical Skills	Assignment
4.	Analytical Skills	Assignment
5.	Problem Solving Skills	Assignment
6.	Practical Skills	Course Laboratory
7.	Group Work	Group Discussions
8.	Self-Learning	Brain Storming Sessions, Group Discussions
9.	Written Communication Skills	Course Laboratory
10.	Verbal Communication Skills	Brain Storming Sessions, Group Discussions
11.	Presentation Skills	Brain Storming Sessions, Group Discussions
12.	Behavioral Skills	Group assignment
13.	Information Management	Assignment

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14.	Personal Management	Course Laboratory
15.	Leadership Skills	Brain Storming Sessions, Group Discussions

9. Course Resources

a. Essential Reading

1. Course notes
2. Bhattacharya S. (2003), French for Hotel Management and Tourism Industry, Frank Bros & Cos.

b. Recommended Reading

1. Girardet Jacky, Pécheur Jaques. (2011), Echo A1, Paris, Clé International
2. Renner H, Renner U, Tempesta G. (2002), Le Français de l'hôtellerie et de la Restauration, Paris, Cle International
3. Rajeshwari Chandrashekar, R Hangal, C Krishnan (2003), A Votre Service, Goyal Publishers, New Delhi

c. Magazines and Journals

1. Le livre blanc de la modernisation de l'Hôtelière et Tourisme
2. Comité pour la modernisation de l'hôtellerie Française, Paris

d. Websites

1. www.quotidiendutourisme.com
2. www.lhôtellerie-restauration.fr
3. www.franceculture.fr
4. www.lequotidien.fr

e. Other Electronic Resources

1. Knimbus
2. EBSCO

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Course Specifications: Hospitality Marketing

Course Title	Hospitality Marketing
Course Code	BHC404A
Course Type	Theory
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology (FHMCT)

1. Course Summary

The aim of this course is to provide students with knowledge of marketing concepts, consumer behavior and need, feedback, market segmentation strategies and elements of the marketing mix in relation to the hospitality industry. It provides students with an insight into the latest e-marketing, trends in hospitality marketing.

2. Course Size and Credits:

Number of Credits	04
Credit Structure (Lecture:Tutorial:Practical)	4:0:0
Total Hours of Interaction	60
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

CO-1. Explain the nature and role of services marketing in hospitality industry
CO-2. Discuss the marketing segmentation strategies, STP model in hospitality industry
CO-3. Illustrate the significance of people, process and physical evidence in hospitality marketing
CO-4. Examine guest feedback and recommend appropriate marketing mix strategies in hospitality industry
CO-5. Analyze the implications of changing consumer needs, behaviour, marketing trends and advanced promotional technological tools
CO-6. Demonstrate teamwork, practice professional communication skills, ethics and use relevant technological applications

4. Course Contents

Unit 1 (Market Segmentation and Consumer Behaviour): Introduction to Marketing and Market Segmentation, STP - Segmentation, Targeting, Positioning Model, Factors Affecting Consumer Behavior and Needs

Unit 2 (Hospitality Marketing Mix): Introduction to Marketing Mix, 7 Ps of Hospitality Marketing Mix, Unique Aspects of Food Service Marketing

Unit 3 (Product Mix): Introduction to Product and Service Mix, Levels of Product, Hospitality Products, Product Life Cycle

Unit 4 (Price Mix): Introduction to Price and Pricing Strategy, Hotel, Restaurant and Other Hospitality Sector Pricing Strategy

Unit 5 (Place Mix): Importance of Place-Distribution System, Intermediaries for Hospitality Industry, Franchising Model

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Unit 6 (Promotion Mix): Characteristics of Promotion Tools, Objectives of Promotion, Trends in Marketing, E-marketing, Advanced Technological Promotional Tools Used in the Hospitality Industry

Unit 7 (People, Process and Physical Evidence): Importance of People, Process and Physical Evidence Mix in Hospitality Industry

5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO-1	PO-2	PO-3	PO-4	PO-5	PO-6	PO-7	PO-8	PO-9	PO-10	PO-11	PO-12	PSO-1	PSO-2	PSO-3	PSO-4
CO-1	3															
CO-2	3															
CO-3	3	2	2							2		2				
CO-4	3	2	3		2		2	3		1		3		2		1
CO-5	3	2	2		2		2	3	2		1	3		3	2	1
CO-6	3	2	3	1		3			2	3		2	2		3	1
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		34
Demonstrations		04
1.Demonstration using Videos	04	
2. Demonstration using Physical Models / Systems	00	
3. Demonstration on a Computer	00	
Numeracy		00
1. Solving Numerical Problems	00	
Practical Work		04
1. Course Laboratory	00	
2. Computer Laboratory	04	
3. Engineering Workshop / Course/Workshop / Kitchen	00	
4. Clinical Laboratory	00	
5. Hospital	00	
6. Model Studio	00	
Others		18
1. Case Study Presentation	05	
2. Guest Lecture	02	
3. Industry / Field Visit	00	
4. Brain Storming Sessions	04	
5. Group Discussions	04	
6. Discussing Possible Innovations	05	
Term Tests,Laboratory Examination/Written Examination,Presentations		10
Total Duration in Hours		**70**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks are also presented in the Programme Specifications document.

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The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following table:

Theory Course							
Subcomponent ▶	**CE - 60% Weightage**						**SEE - 40% Weightage**
Subcomponent Type ▶	**Test 1 (15 marks)**	**Quiz 1 (5 marks)**	**Quiz 2 (5 marks)**	**Test 2 (15 marks)**	**Assign.1 (10 marks)**	**Assign.2 (10 marks)**	**Semester End Examination Theory**
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	40%
Total Marks ▶	25	10	10	25	20	20	100
Marks Reduced to	15	5	5	15	10	10	40
CO-1	✓	✓					✓
CO-2	✓	✓					✓
CO-3				✓	✓		✓
CO-4			✓	✓	✓		✓
CO-5			✓			✓	✓
CO-6					✓	✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE – Test, Quiz and Assignment. Each subcomponent is evaluated individually – two Tests for 25 marks each, two Quizzes for 10 marks each and two Assignments for 20 marks each (One assignment should be written and the other can be Debate, Seminar, Case Study or any other activity as per the Course requirement).

CE for 100 marks reduced to 60

Component 2: SEE (40% Weightage)
SEE for 100 marks reduced to 40

Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs

The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face to Face Lectures
2.	Understanding	Face to Face lectures
3.	Critical Skills	Assignment, Case Study Presentation
4.	Analytical Skills	Assignment, Case Study Presentation
5.	Problem Solving Skills	Case Study Presentation Brainstorming
6.	Practical Skills	Assignment, Case Study Presentation
7.	Group Work	Group Discussion, Brainstorming
8.	Self-Learning	Guest Lectures, Assignment
9.	Written Communication Skills	Assignment
10.	Verbal Communication Skills	Case Study Presentation
11.	Presentation Skills	Case Study Presentation

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12.	Behavioral Skills	Group Discussion
13.	Information Management	Brainstorming
14.	Personal Management	Case Study Presentation
15.	Leadership Skills	Brainstorming

9. Course Resources

a. Essential Reading

1. Course notes
2. Jha S.M.(2022), Services Marketing, Himalaya Publishing House
3. Edgar Donne (2023), Hospitality E- Marketing, ABD Publishers
4. Kotler Philip, (2012), Principles of Marketing, 14th Edition, New York Ed. Marketing Management: A South Asian Perspective, Prentice Hall
5. Negi Jagmohan (2002), Marketing & Sales Strategies for Hotels and Travel Trade, 15th Edition, Delhi, S. Chand & Co

b. Recommended Reading

1. Fyall, A., Wang, Y., Legohérel, P., Frochot, I. (2019). Marketing for Tourism and Hospitality: Collaboration, Technology and Experiences. United Kingdom: Taylor & Francis.
2. Bowie, D., Buttle, F. (2013). Hospitality Marketing. Netherlands: Taylor & Francis.
3. Chawla Romila (2006), Tourism Marketing and Communication, 1st Edition, New Delhi, Arise Publishers & Distributors
4. Kumar Prasanna. J. P (2010), Marketing of Hospitality and Tourism Services- 1st Edition, Tata McGraw Hill

c. Magazines and Journals

1. International Journal of Contemporary Hospitality Management
2. Journal of Hospitality & Leisure Marketing
3. Journal of Destination Marketing & Management
4. Journal of Services Marketing

d. Websites

1. https://www.revfine.com/hospitality-marketing/
2. https://fabrikbrands.com/hospitality-marketing/
3. https://peertopeermarketing.co/hospitality-marketing/

e. Other Electronic Resources

1. Knimbus
2. EBSCO

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Course Specifications: Organisational Behaviour

Course Title	Organisational Behaviour
Course Code	BHN402A
Course Type	AECC
Department	Hotel Management
Faculty	Faculty of Hospitality Management and Catering Technology (FHMCT)

1. Course Summary

The aim of the course is to train the students to learn the key concepts of organisational behaviour and its importance. The course is intended to familiarize students with the change in structure, culture, design, behaviour, group dynamics and psychological aspects of an organisation. Students will also gain an appreciation of the impact of perception and motivatio for managerial practices.

2. Course Size and Credits:

Number of Credits	02
Credit Structure (Lecture:Tutorial:Practical)	2:0:0
Total Hours of Interaction	30
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. Course Outcomes (COs)

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

CO-1. Explain the key terms and concepts of organisational behaviour

CO-2. Describe the factors affecting individual behavior at work place

CO-3. Discuss the importance of group dynamics in organisations

CO-4. Analyse the impact of perception and motivation on Organisational Behaviour

CO-5. Assess the impact of organisational change on the structure, design and culture of an organisation

CO-6. Demonstrate teamwork, professional communication skills, ethics and use relevant technological applications

4. Course Contents

Unit 1 (Introduction to Organisational Behaviour-OB): Nature and Scope of Organisational Behaviour, Contributing Disciplines, OB Model, Personality Framework, Determinants of Personality

Unit 2 (Attitudes): Characteristics, Components, Formation of Attitude, Relation between Attitude and Behavior, Benefits and ways of Developing Positive Attitude, Cognitive Dissonance Theory, Measuring Attitudes, Learning process, Learning Theories

Unit 3 (Perception): Need, Factors Influencing Perception, Understanding Perception and Judgment, Attribution theory, Perception Errors, Group Behavior, Types of Groups, Functions and Formation/ Stages of Groups Development and Cohesiveness, Group Decision-making techniques.

Unit 4 (Motivation and Leadership Concepts): Importance, Leader Vs Managers, Leadership style, Leadership Theories, Motivation, Theories of motivation

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Unit 5 (Organizational Change): Nature of Work Change, Organisational Change Process, Factors Influencing Change, Resistance to Change, Overcoming Resistance, Stress Management

5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO-1	PO-2	PO-3	PO-4	PO-5	PO-6	PO-7	PO-8	PO-9	PO-10	PO-11	PO-12	PSO-1	PSO-2	PSO-3	PSO-4
CO-1	3															
CO-2	3													2		
CO-3	3	3									3		2			
CO-4	3	3	3			2		3							2	
CO-5	3	3	3		3			3	3			3	2			1
CO-6	3	3	3	1	3	3		3		3		2	2	2		
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		22
Demonstrations		02
1.Demonstration using Videos	02	
2. Demonstration using Physical Models / Systems		
3. Demonstration on a Computer		
Numeracy		
1. Solving Numerical Problems		
Practical Work		
1. Course Laboratory		
2. Computer Laboratory		
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		06
1. Case Study Presentation	03	
2. Guest Lecture	01	
3. Industry / Field Visit		
4. Brain Storming Sessions	01	
5. Group Discussions	01	
6. Discussing Possible Innovations		
Term Tests,Laboratory Examination/Written Examination,Presentations		10
Total Duration in Hours		**40**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks are also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following table:

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Theory Course							
Subcomponent ▶	CE - 60% Weightage						SEE - 40% Weightage
Subcomponent Type ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assign.1 (10 marks)	Assign.2 (10 marks)	Semester End Examination Theory
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	40%
Total Marks ▶	25	10	10	25	20	20	100
Marks Reduced to	15	5	5	15	10	10	40
CO-1	✓	✓					✓
CO-2	✓	✓					✓
CO-3				✓	✓		✓
CO-4			✓	✓	✓		✓
CO-5			✓			✓	✓
CO-6					✓	✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE – Test, Quiz and Assignment. Each subcomponent is evaluated individually – two Tests for 25 marks each, two Quizzes for 10 marks each and two Assignments for 20 marks each (One assignment should be written and the other can be Debate, Seminar, Case Study or any other activity as per the Course requirement).

CE for 100 marks reduced to 60

Component 2: SEE (40% Weightage)
SEE for 100 marks reduced to 40

Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs

The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face to Face Lectures
2.	Understanding	Face to Face lectures
3.	Critical Skills	Case Study
4.	Analytical Skills	Case Study
5.	Problem Solving Skills	Case Study, Brainstorming
6.	Practical Skills	Case Study, Brainstorming
7.	Group Work	Group Discussion, Assignment
8.	Self-Learning	Guest Lectures, Group Discussion
9.	Written Communication Skills	Case Study
10.	Verbal Communication Skills	Case Study, Brainstorming

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11.	Presentation Skills	Case Study, Brainstorming
12.	Behavioral Skills	Group Discussion
13.	Information Management	Case Study, Brainstorming
14.	Personal Management	Group Discussion
15.	Leadership Skills	Case Study, Brainstorming

9. Course Resources

a. Essential Reading

1. Course notes
2. Stephen P. Robbins and Timothy A. Judge, Neharika Vohra (2016). 'Organisational Behaviour', 16th Ed., Pearson.
3. Singh, K. (2015). 'Organizational Behaviour': Text and Case. 3rd edition, Pearson.
4. Uai Pareek (2016). Understanding Organizational Behaviour. 3rd edition, Oxford University Press

b. Recommended Reading

1. Robbins, S. P., Judge, T. A., & Vohra, N. (2011). 'Organizational Behaviour', Pearson Education Asia.
2. Greenberg, J., & Baron, R. A. (2008). 'Behaviour in Organizations', Pearson Prentice Hall.
3. Nelson, D. L., & Quik, J. C. (2008). 'Organization Behaviour', Thomson South Western.
4. Fincham, Robin; Rhodes, Peter; (2010). 'Principles of Organizational Behaviour', Oxford University Press.

c. Magazines and Journals

1. Journal of Organizational Behavior (John Wiley & Sons Publishers, 8 times a year)
2. HBR Magazine (6 times a year)

d. Websites

1. www.hbr.org

e. Other Electronic Resources

1. Knimbus
2. EBSCO

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Course Specifications: Artificial Intelligence in Hospitality

Course Title	Artificial Intelligence in Hospitality
Course Code	BHM401A
Course Type	Combination Course
Department	Hotel Management
Faculty	Hospitality Management and Catering Technology

1. **Course Summary**

The aim of the course is to introduce the students to fundamental knowledge of artificial intelligence (AI) applied in the hospitality industry. It also aims to develop the skills to identify the potential and challenges of AI.

2. **Course Size and Credits:**

Number of Credits	2
Credit Structure (Lecture: Tutorial: Practical)	1:0:2
Total Hours of Interaction	45
Number of Weeks in a Semester	15
Department Responsible	Hotel Management
Total Course Marks	100
Pass Criterion	As per the Academic Regulations
Attendance Requirement	As per the Academic Regulations

3. **Course Outcomes (COs)**

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

- **CO1.** Explain the components and concepts of AI
- **CO2.** Identify types and uses of AI
- **CO3.** Demonstrate professional communication skills, uphold human values and use relevant technological applications
- **CO4.** Examine the role and impact of AI in hospitality industry
- **CO5.** Determine and explain AI ethics and characteristics
- **CO6.** Discuss and identify AI trends in hospitality

4. **Course Contents**

Unit 1 (Foundational Concepts of AI): Introduction, Evolution, Concepts, Characteristics, Types, Advantages and Disadvantages

Unit 2 (AI Components): Machine Learning, Deep Learning, Neural Network, Cognitive Computing, Natural Language Processing (NLP), Computer Vision

Unit 3 (Use of AI in Hospitality Industry): Mobile Apps, Data Analysis, Reputation Management, Interactive Experiences, Impact and Role of AI

Unit 4 (AI Ethics and Types): Introduction, Ethical Concerns, Components, AI Access, Reactive, Limited Memory, Theory of Mind, Self-Aware

Unit 5 (Innovations): Concierge Robots, Digital Assistance, Voice-Activated Services, Travel Experience Enhancers, Automatic Data Processing

Unit 6 (Future Trends): AI in Front Office, Food and Beverage, Housekeeping and other sectors

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5. Course Map (CO-PO-PSO Map)

	Programme Outcomes (POs)												Programme Specific Outcomes (PSOs)			
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12	PSO1	PSO2	PSO3	PSO4
CO1	3			2					2				2	2	2	2
CO2	2	2		2					2				2	2	2	2
CO3	2	2		2		3			2	3		3	2	2	2	2
CO4	2			2		2		2	2			3	2	2	2	2
CO5	2			2				2	2	3		3	2	2	2	2
CO6	2			2	1	2		2	2		1	3	2	2	2	2
3: Very Strong Contribution, 2: Strong Contribution, 1: Moderate Contribution																

6. Course Teaching and Learning Methods

Teaching and Learning Methods	Duration in hours	Total Duration in Hours
Face to Face Lectures		**08**
Demonstrations		**05**
1. Demonstration using Videos	5	
2. Demonstration using Physical Models / Systems		
3. Demonstration on a Computer		
Numeracy		
1. Solving Numerical Problems		
Practical Work		**10**
1. Course Laboratory	10	
2. Computer Laboratory		
3. Engineering Workshop / Course/Workshop / Kitchen		
4. Clinical Laboratory		
5. Hospital		
6. Model Studio		
Others		**22**
1. Case Study Presentation	04	
2. Guest Lecture	02	
3. Industry / Field Visit	12	
4. Brain Storming Sessions		
5. Group Discussions	04	
6. Discussing Possible Innovations		
Term Tests, Laboratory Examination/Written Examination, Presentations		**10**
Total Duration in Hours		**55**

7. Course Assessment and Reassessment

The details of the components and subcomponents of course assessment are presented in the Programme Specifications document pertaining to the B.H.M. (Hotel Management) Programme. The procedure to determine the final course marks is also presented in the Programme Specifications document.

The evaluation questions are set to measure the attainment of the COs. In either component (CE or SEE) or subcomponent of CE, COs are assessed as illustrated in the following Table:

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Combination Course								
Subcomponent ▶	CE - 60% Weightage						SEE - 40% Weightage	
Subcomponent Type ▶	Test 1 (15 marks)	Quiz 1 (5 marks)	Quiz 2 (5 marks)	Test 2 (15 marks)	Assign. 1 (10 marks)	Assign. 2 (10 marks)	Semester End Examination	
							Theory	Practical
Weightage in Percentage ▶	15%	5%	5%	15%	10%	10%	20%	20%
Marks ▶	25	10	10	25	20	20	50	50
CO1	✓	✓					✓	
CO2	✓						✓	✓
CO3				✓				✓
CO4			✓	✓			✓	✓
CO5				✓	✓		✓	
CO6						✓	✓	✓

The Course Leader assigned to the course, in consultation with the Head of the Department, shall provide the focus of COs in each component of assessment in the above template at the beginning of the semester.

Component 1: CE (60% Weightage)
There shall be three subcomponents of CE – Test, Quiz and Assignment. Each subcomponent is evaluated individually – two Tests for 25 marks each, two Quizzes for 10 marks each and two Assignments for 20 marks each (One assignment should be written and the other can be Debate, Seminar, Case Study or any other activity as per the Course requirement).

CE for 100 marks reduced to 60

Component 2: SEE (40% Weightage)
SEE for 100 marks reduced to 40

Course reassessment policies are presented in the Academic Regulations document.

8. Achieving COs

The following skills are directly or indirectly imparted to the students in the following teaching and learning methods:

S. No	Curriculum and Capabilities Skills	How imparted during the course
1.	Knowledge	Face to Face Lecture, Laboratory Sessions, Demonstration using Videos
2.	Understanding	Laboratory Sessions, Demonstration using Videos
3.	Critical Skills	-
4.	Analytical Skills	-
5.	Problem Solving Skills	Group Discussions
6.	Practical Skills	Laboratory Sessions
7.	Group Work	Group Discussions, Case Study
8.	Self-Learning	Laboratory Sessions, Case Study, Guest Lecture, Industry Visit
9.	Written Communication Skills	Assignment
10.	Verbal Communication Skills	Laboratory Sessions, Case Study
11.	Presentation Skills	Laboratory Sessions, Case Study
12.	Behavioral Skills	Laboratory Sessions, Industry Visit
13.	Information Management	Laboratory Sessions, Case Study

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14.	Personal Management	Laboratory Sessions
15.	Leadership Skills	-

9. Course Resources

a. Essential Reading

1. Class Notes

b. Recommended Reading

1. Utpal Chakraborty, Artificial Intelligence for All (2020), Bpb Publications
2. Lavika Goe, Artificial Intelligence – Concepts and Applications (2021), Wiley, ISBN-10 8126519932
3. Tom Taulli. (2019) Artificial Intelligence Basics, Apress, ISBN-9781484267165

c. Magazines and Journals

1. Hospitality Technology-Smarter Hotels and Restaurants - https://hospitalitytech.com/
2. HospitalityUpgrade - The Latest Hotel and Hospitality Technology News and Trends, Siegel Communications, Inc., Roswell, Georgia
3. Food Service and Hospitality - https://www.foodserviceandhospitality.com/

d. Websites

1. https://www.coursera.org/
2. http://nptel.ac.in/
3. https://www.revfine.com/artificial-intelligence-hospitality-
4. https://www.futurelearn.com/courses/artificial-intelligence-hospitality-challenges-and-business-opportunities
5. https://hoteltechreport.com/news/ai-in-hospitality

e. Other Electronic Resources

1. Knimbus
2. EBSCO

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