

ಮಂಗಳೂರು
MANGALORE



ವಿಶ್ವವಿದ್ಯಾನಿಲಯ
UNIVERSITY

ಕ್ರಮಾಂಕ/ No. : MU/ACC/CR.18/2022-23/A8

ಕುಲಸಚಿವರ ಕಛೇರಿ
ಮಂಗಳಗಂಗೋತ್ರಿ - 574 199
Office of the Registrar
Mangalagangothri - 574 199

ದಿನಾಂಕ/Date: 23/11/2022

NOTIFICATION

Sub:Revised Syllabus of B.H.M Degree Programme under NEP 2020-
reg.

Ref: Vice Chancellors approval Dtd: 22.11.2022

Pursuant to the above, the Revised syllabus of B.H.M Degree Programme under NEP 2020 is hereby notified for implementation with immediate effect subject to the pending approval of the Academic council.

Copy of the Syllabus should be downloaded from the Mangalore University website. www.mangaloreuniversity.ac.in

[Signature]
FOR REGISTRAR.

To:

- 1) The Principals of all the colleges offering B.H.M degree programme
- 2) The Registrar (Evaluation), Mangalore University.
- 3) Prof. Nikhilesh Nair , Chairman, UG BOS in Hotel Management, Professor, Moti Mahal College, Falnir, mangalore
- 4) The Assistant Registrar/The Superintendent, Academic Section, O/o the Registrar, Mangalore University.
- 5) The Director, DUIMS, Mangalore University - with a request to publish in the Website.
- 6) Guard File

C7. Model Programme Structure for Undergraduate Program in Bachelors of Hotel Management with Hotel Management as Core subject with Practical

Sem	Discipline core (DSC) (Credits) (L+T+P)	Discipline Elective (DSE) / Open Elective (OE) (Credits) (L+T+P)	Ability Enhancement Compulsory courses (AECC), Languages (Credits) (L+T+P)		Skill Enhancement Courses (SEC)			Total Credits
					Skill Based (Credits) (L+T+P)	Value Based (Credits) (L+T+P)		
1	HM C1 Food & Beverage Production – I (3+2) (3+0+4) HM C2 Accommodation Operations – I (3+2) (3+0+4) HM C3 Food & Beverage Service – I (3+2) (3+0+4)	OE1 / OE2 / OE3 (3) (3+0+0) For Non-BHM Students	Language 1 – 1 (3) (4+0+0) Language 2 1 (3) (4+0+0)		SEC 1: Digital Fluency (2) (2+0+0)	Yoga (1) (0+0+2)	Health & Wellness (1) (0+0+2)	25
2	HM C4 Food & Beverage Production – II (3+2) (3+0+4) HM C5 Food & Beverage Service – II (3+2) (3+0+4) HM C6 Accommodation Operations – II (3+2) (3+0+4)	OE4 / OE5 / OE6 (3) (3+0+0) For Non-BHM Students	Language 1 – 2 (3) (4+0+0) Language 2 (3) (4+0+0)	Environmental Studies (2) (2+0+0)		Sports (1) (0+0+2)	NCC / NSS / R&R (S&G) / Cultural (1) (0+0+2)	25
Exit Option with Certificate in Hotel Management with the completion of courses equal to a minimum of 48 Credits								

Course Details

COURSE DETAILS OF BACHELORS IN HOTEL MANAGEMENT PROGRAM											
Sem	Course code	Category of course	Theory/ Practical	Paper Title	Instr uctio n hrs. / Week	Durat ion of Exam (Hrs)	Scheme of Examination Evaluation			Credits	
							IA	Exa m	Total		
I	L11	AECC	Theory	Language 1	1 x 4	1 x 2	40	60	100	3	
	L2 1	AECC	Theory	Language 2	1 x 4	1 x 2	40	60	100	3	
	HM C 1 (T)	DSC	Theory	Food & Beverage Production I	1 x 3	1 x 2	40	60	100	3	
	HM C 1 (P)	DSC	Practical	Food & Beverage Production I	1 x 4	1 x 4	25	25	50	2	
	HM C 2 (T)	DSC	Theory	Accommodation Operations I	1 x 3	1 x 2	40	60	100	3	
	HM C 2 (P)	DSC	Practical	Accommodation Operations I	1 x 4	1 x 4	25	25	50	2	
	HM C 3 (T)	DSC	Theory	Food & Beverage Service I	1 x 3	1 x 2	40	60	100	3	
	HM C 3 (P)	DSC	Practical	Food & Beverage Service I	1 x 4	1 x 4	25	25	50	2	
	VB 1	VB	Practical	Physical Education Yoga	1 x 2		25	25	50	1	
	VB 2	VB	Practical	Physical Education Health & Wellness	1 x 2		25	25	50	1	
	SEC 1	SEC	Theory	Digital Fluency	1 x 2	1 x 2	20	30	50	2	
	TOTAL										25
		OE*	OE 1	Theory	Service Quality Management	1 x 3	1 x 2	40	60	100	3*
			OE 2		Housekeeping Decorations						
	OE 3		Food & Nutrition								
				*For Non BHM Students							

Sem	Course code	Category of course	Theory/ Practical	Paper Title	Instruction hrs. / Week	Duration of Exams (Hrs)	Scheme of Examination Evaluation			Credits
							IA	Exam	Total	
II	L1 2	AECC	Theory	Language 1	1 x 4	1 x 2	40	60	100	3
	L2 2	AECC	Theory	Language 2	1 x 4	1 x 2	40	60	100	3
	HM C 4 (T)	DSC	Theory	Food & Beverage Production II	1 x 3	1 x 2	40	60	100	3
	HM C 4 (P)	DSC	Practical	Food & Beverage Production II	1 x 4	1 x 4	25	25	50	2
	HM C 5 (T)	DSC	Theory	Food & Beverage Service II	1 x 3	1 x 2	40	60	100	3
	HM C 5 (P)	DSC	Practical	Food & Beverage Service II	1 x 4	1 x 4	25	25	50	2
	HM C 6 (T)	DSC	Theory	Accommodation Operations II	1 x 3	1 x 2	40	60	100	3
	HM C 6 (P)	DSC	Practical	Accommodation Operations II	1 x 4	1 x 4	25	25	50	2
	VB 3	VB	Practical	Physical Education Sports	1 x 2		25	25	50	1
	VB 4	VB	Practical	Physical Education NCC / NSS / R&R (S & G) / Cultural	1 x 2		25	25	50	1
	AECC 1	AECC	Theory	Environmental Studies	1 x 2	1 x 2	20	30	50	2
	TOTAL									25
	OE*	OE 4	Theory	Tour Operations Management	1 x 3	1 x 2	20	30	100	3*
		OE 5		Hygiene & Food Safety						
	OE 6	Tourism and Climate Change								
*For Non BHM Students										
Exit Option with Certificate in Hotel Management with the completion of courses equal to a minimum of 48 Credits										

SEMESTER - I

Name of the Program: Hotel Management Course Code: HM C1 (T) Course category: Discipline Core Course Name of the Course: Food & Beverage Production-I (Theory)		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.
Course Objectives: <ol style="list-style-type: none"> a. Elaborate on the evolution of the culinary industry b. Explain the use and characteristics of food commodities c. Evaluate the various kitchen safety and security measures d. Acquire necessary knowledge required for a career in the field of culinary 		
Course Outcomes: <ol style="list-style-type: none"> a. Explain the Origin and Evolution of Modern Cookery b. Identify various tools used for cooking c. Elaborate on the role and importance of various cooking ingredients d. Analyze the basic food nutrients and its role e. Assess the importance of kitchen safety measures f. Elucidate the importance of waste management in kitchen 		
UNIT-1: INTRODUCTION TO THE ART OF COOKERY No of Hours: 15 Hrs.		
1.1 Introduction to Culinary 1.2 Evolution of Global Food Culture 1.3 Kitchen hierarchy and Job Description & Specification 1.4 Identification of Kitchen equipment, utensils, layout 1.5 Aims, Objectives, Principles & Methods of Cooking Food 1.6 Types of Cooking Fuels 1.7 Personal Hygiene & Kitchen Ethics		
UNIT-2: FOOD COMMODITIES No of Hours: 15 Hrs.		
2.1 Classification, Origin & Cuts of fruits and vegetables 2.2 Role of Fats and Oils used in Cookery 2.3 Spices and Herbs used in Indian Cuisine 2.4 Role of Indian Grains, Pulses, Condiments, Herbs & Spices in cookery 2.5 Classification, Composition & Preparation of Eggs 2.6 Classification & Cuts of Fish, Meats (Beef, Lamb, Pork & Poultry) 2.7 Cleaning and pre-preparation of food commodities 2.8 Basics of Food Nutrition		

UNIT-3: KITCHEN SAFETY AND QUALITY CONTROL

No of Hours: 10 Hrs.

- 3.1 Introduction to FSSAI & HACCP
- 3.2 Kitchen Safety measures (Fire Safety & Handling Fire Extinguishers)
- 3.3 Anatomy, Classification & Handling of kitchen Knives
- 3.3 Food Safety & Preservation Techniques
- 3.4 Purchase Quality & Storage of Food Products – Meat, Fish, Vegetable, Fruits Etc.
- 3.5 Kitchen Waste Management
- 3.6 Basic First Aid

Suggestive Readings:

- a. Food Production Operations by Chef Parvinder S. Bali
- b. Practical Professional Cookery by Cracknell and Kaufmann
- c. Catering Management by Mohini Sethi & Surjeet Malhan
- d. Hygiene and Sanitation by S. Roday
- e. Indian Food: A Historical Companion by Achaya KT
- f. Food: A Culinary History by Jean-Louis Flandrin

Online Resources

- a. Culinary Dictionary Index
Link: <https://whatscookingamerica.net/glossary/>
- b. The Cook's Thesaurus
Link: <http://www.foodsubs.com/>
- c. Real Food Encyclopedia
Link: <https://foodprint.org/eating-sustainably/real-food-encyclopedia/>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: HM C1 (P) Course category: Discipline Core Course Name of the Course: Food & Beverage Production-I (Practical)		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	52 Hrs.
Course Learning Objectives: a. Acquire knowledge and skills in the areas of culinary operations and management b. Get familiar with the latest food preparation skills and techniques		
Course Outcomes: a. Demonstrate the basic cuts of Meats, Poultry, vegetables and fruits b. Demonstrate basic cooking techniques used in commercial kitchens c. Prepare culinary delicacies belonging to various Indian Cuisines		
WEEK1: Foundation of cooking – Identification of Kitchen Utensils, Equipments & Ingredients, Operations of Equipments and Knife Handling Procedures, Kitchen Hygiene		
WEEK2: Basic Cooking Methods and Pre-Preparations – Cuts of Vegetables (Julienne, Jardinière, Macedoine, Brunoise, Paysanne, Dices, Cubes, Shred, Mirepoix, etc.) 1) Blanching 2) Boiling 3) Sautéing		
WEEK3: Basic Cooking Methods and Pre-Preparations - Cuts of Chicken 1) Roasting 2) Braising 3) Broiling		
WEEK4: Basic Cooking Methods and Pre-Preparations - Cuts of Fish 1) Frying (Deep Frying & Sallow Frying) 2) Stewing 3) Steaming		

WEEK 5: Egg Cookery

Demonstration and Preparation of Egg dishes

- 1) Boiled Egg (Soft & Hard)
- 2) Fried Egg (Easy Over, Bull's Eye, Double fried Etc.)
- 3) Scrambled Egg
- 4) Poached Egg (Egg Benedict)
- 5) Omelette (Plain, Stuffed, Spanish)

WEEK 6: Karnataka Cuisine - 3 Course Menu with Accompaniments**WEEK 7: Chettinad Cuisine - 3 Course Menu with Accompaniments****WEEK 8: Kerala Cuisine - 3 Course Menu with Accompaniments****WEEK 9: Andhra Cuisine - 3 Course Menu with Accompaniments****WEEK 10: Goan Cuisine - 3 Course Menu with Accompaniments****WEEK11: Maharashtrian Cuisine - 3 Course with Accompaniments****WEEK12: Coastal Karnataka Cuisine (Karavali) - 3 Course Menu with Accompaniments****WEEK13: Hyderabadi Cuisine - 3 Course Menu with Accompaniments****Suggestive Readings:**

- a. Food Production Operations by Chef Parvinder S. Bali
- b. Practical Professional Cookery by Cracknell and Kaufmann
- c. Catering Management by Mohini Sethi & Surjeet Malhan
- d. Hygiene and Sanitation by S. Roday
- e. Indian Food: A Historical Companion by Achaya KT
- f. Food: A Culinary History by Jean-Louis Flandrin

Online Resources

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Link: <https://whatscookingamerica.net/glossary/>

- b. The Cook's Thesaurus

Link: <http://www.foodsubs.com/>

- c. Real Food Encyclopedia

Link: <https://foodprint.org/eating-sustainably/real-food-encyclopedia/>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: HM C2 (T) Course category: Discipline Core Course Name of the Course: Accommodation Operations - I (Theory)		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.
Course Objectives: <ol style="list-style-type: none"> a. To provide students with a systematic approach to managing accommodation operations in the hospitality industry. b. To prepare students with what it takes to direct the day-to-day operations of this vital department, from “big picture” management down to technical details. 		
Course Outcomes: <ol style="list-style-type: none"> a. Explain the meaning and evolution of Hospitality and Tourism Industry b. Compare the various types of Hotels, Guest rooms and Tariff plans c. Describe the various functional areas of the accommodations department d. Highlight the importance of intra & inter departmental coordination e. Identify various Guest services challenges faced by accommodations personnel 		
UNIT-1: INTRODUCTION TO HOSPITALITY INDUSTRY No of Hours: 13 Hrs.		
1.1 Meaning, Definition & Origin of Hospitality Industry 1.2 Importance of Travel & Tourism sector for hotels 1.3 Evolution & Growth of Global & Indian Hospitality Industry 1.4 Classification of Accommodation facilities 1.5 Types of Guests Rooms 1.6 Core and Non-Core departments of a hotel 1.7 Organizational structure of a hotel 1.8 Role of Information Technology in Accommodation operations 1.9 Careers in Accommodations department		
UNIT- 2: INTRODUCTION TO ACCOMMODATIONS DEPARTMENT (FRONT OFFICE) No of Hours: 14 Hrs.		
2.1 Functional Areas, Sections and Layouts of Hotel Front Office 2.2 Front Office Department Hierarchy 2.3 Duties and Responsibilities of Front Office Personnel 2.4 Qualities of Front Office Personnel		

2.5 Front Office Communication

2.6 Interdepartmental Coordination & Communication

2.7 Introduction to Room Tariffs

UNIT- 3: INTRODUCTION TO ACCOMMODATIONS DEPARTMENT(HOUSEKEEPING)

No of Hours: 13Hrs.

3.1 Functional Areas, Sections and Layouts of Housekeeping

3.2 Qualities of Front Office Personnel

3.3 Responsibilities and Functions of Housekeeping personnel

3.4 Role of Housekeeping in Allied Industries

3.5 Housekeeping Organizational Structure

3.6 Inter departmental Coordination

3.7 Job description and specification of housekeeping personnel

Suggestive Readings:

- a. Managing Front Office Operations – Michael L Kasavanna& Richard M.Brooks
- b. Front Office Operations and Management - Jatashankar R. Tiwari
- c. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
- d. Hotels for Tourism Development – Dr. Jagmohan Negi
- e. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George
- f. Green Housekeeping - By Christina Strutt

Online Resources

- a. Hotel Housekeeping Duties: A Day in the Life - Hotel Tech Report

Link: <https://hoteltechreport.com/news/hotel-housekeeping-duties/>

- b. Role of Housekeeping in Guest Satisfaction and Repeat Business – Himanshu Rajak

Link: <https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/>

- c. Top issues and solutions for your housekeeping department- Larry Mogelonsky

Link: <https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-your-housekeeping-department/>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel

Management Course Code:

HM C2 (P)

Course category: Discipline

Core Course

**Name of the Course: Accommodation Operations -
I (Practical)**

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	52 Hrs.

Course Objectives:

- a. To provide students with a systematic approach to managing accommodation operations in the hospitality industry.
- b. To prepare students with what it takes to direct the day-to-day operations of this vital department, from “big picture” management down to technical details.

Course Outcomes:

- a. Develop a smart personality in tune with the hospitality industry standards
- b. Efficiently handle guest requirements and complaints
- c. Perform guest reservation and registration functions

WEEK 1: Personal Hygiene, Grooming and Etiquette

WEEK 2: Positive Body language

WEEK 3: Welcoming / Greeting the guest

WEEK 4: Countries, Capitals & Currencies of the world

WEEK 5: Official Airlines of the world, Important Tourism destinations of the World

WEEK 6: Luggage handling – FIT, Walk-Ins, Corporate, Crew and Groups + Preparing Errand Cards for each

WEEK 7: Identification and usage of Cleaning Chemicals

WEEK 8: Identification of Housekeeping Equipment

WEEK 9: Bed Making Part 1

WEEK 10: Bed Making Part 2

WEEK 11: Identification and maintenance of Guest & Non-Guest Linen

WEEK 12: Glossary Terms Part 1 (Front Office)

WEEK 13: Glossary Terms Part 2 (Housekeeping)

Name of the Program: Hotel Management Course Code: HM C3 (T) Course category: Discipline core Courses Name of the Course: Food & Beverage Service - I (Theory)		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.
Course Learning Objectives: 1. To provide an insight of the Global Hospitality and Catering industry 2. To illustrate the functioning of the Food & Beverage Service Department in Hotels. 3. To familiarize the ongoing and upcoming trends in the Food & Beverage industry		
Course Outcomes: 1. To understand the importance of the Food & Beverage Service department 2. Describe a structure of the Food and Beverage Service sequence 3. Understand the scope of F & B and its role in Hotel Industry 4. Explain the various F & B Outlets in a hotel 5. Discuss the F & B Industry and its components 6. Explain the Role of F & B Service department		
UNIT-1: OVERVIEW OF HOSPITALITY & CATERING INDUSTRY No. of Hours 15 Hrs.		
1.1 Introduction to the Hospitality Industry and growth of the industry in India 1.2 Role of the Catering Establishment in the Travel and Tourism industry 1.3 History and achievements of accomplished hospitality brands/ leaders in India and abroad 1.4 Employment opportunities in Hospitality Industry 1.5 Types of Food & Beverage operations 1.6 Classification of catering operations 1.7 Organization of Food & Beverage department of a hotel 1.8 Principal staff of various types of Food & Beverage operations 1.9 Duties & responsibilities of Food & Beverage Service personnel 1.10 French terminologies related to Food & Beverage 1.11 Attributes of F&B Service personnel 1.12 Inter departmental and intra department co- ordination		
UNIT- 2: FOOD SERVICE AREAS AND EQUIPMENTS USED No of Hours: 15 Hrs.		
2.1 Specialty Restaurants 2.2 Coffee Shop 2.3 In Room Dining (IRD) 2.4 Banquet catering		

- 2.5 Live Kitchen
- 2.6 Bar & Lounge
- 2.7 Butler Service
- 2.8 Pantry, Food Pick-Up area, Stores, Linen Room, Kitchen Stewarding
- 2.9 Cutlery & Crockery
- 2.10 Glassware & Hollow ware
- 2.11 Food service Trolleys
- 2.12 French glossary related to the above

UNIT- 3: NON-ALCOHOLIC BEVERAGES

No of Hours: 10 Hrs.

- 3.1 Classification of Non-Alcoholic Beverages
- 3.2 Tea - History, Origin, Manufacture, Types and Brands
- 3.3 Coffee - History, Origin, Manufacture, Types and Brands
- 3.4 Cocoa and Malted Beverages - Origin and manufacture
- 3.5 Preparation of different types of coffee - Recipe and Ingredients
- 3.6 Juices and Aerated beverages - History, Origin, Manufacture, Types and Brands
- 3.7 Service of non-alcoholic Beverage

Suggestive Readings:

- a. Food & Beverage Service Training Manual- By Sudhir Andrews
- b. Food & Beverage Service by R Singaravelan
- c. The Steward by Peter Diaz
- d. Food & Beverage Service by Anil Sagar
- e. The World Atlas of Coffee by James Hoffman

Online Resources

- a. Top 30 mocktail ideas

Link: <https://www.bbcgoodfood.com/howto/guide/top-10-non-alcoholic-drinks>

- b. Trends Affecting Restaurant Industry

Link: <https://www.brandwatch.com/blog/the-biggest-restaurant-industry-trends/>

- c. The Key Factors Driving and Hampering F&B Sustainability

Link: <https://www.precog.co/blog/sustainability-food-and-beverage-manufacturing/>

Note: Any other Latest Edition of reference/text books can be included.

Name of the Program: Hotel Management

Course Code: HM C3 (P)

Course category: Discipline core Courses

Name of the Course: Food & Beverage Service - I (Practical)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	52 Hrs.
Course Learning Objectives: <ol style="list-style-type: none">1. To expose the students to the operational aspects of the Food & Beverage Department2. To train the students on the hard and soft skills essential for efficient food and beverage service3. To expose the students to the art of coffee making and its service		
Course Outcomes: <ol style="list-style-type: none">1. Explain the various functional areas of a restaurant2. Gain the essential skills needed in the Food and Beverage Service areas2. Understand the scope of F & B and its role in Hotel Industry4. Demonstrate the art of coffee making and service		
WEEK 1: Familiarization of F&B Service department		
WEEK 2: Food & Beverage Service Etiquette		
WEEK 3: Familiarization of F&B Service Equipment		
WEEK 4: Care & Maintenance Of Food & Beverage Service Equipment		
WEEK 5: Basic Technical Skills - Handling Service Gear, Carrying a tray or salver		
WEEK 6: Basic Technical Skills - Laying a Table Cloth, Changing a table cloth during service		
WEEK 7: Basic Technical Skills - Organizing side station, Napkin Folds, Service of water,		
WEEK 8: Basic Technical Skills - Sequence of Food Service		
WEEK 9: Basic Technical Skills - Sequence of Food Service		
WEEK 10: Tea– Preparation & Service		
WEEK 11: Coffee – Preparation & Service		
WEEK 12: Coffee – Preparation & Service		
WEEK 13: Service of other Non- alcoholic Beverages		

Suggestive Readings:

- a. Food & Beverage Service Training Manual- By Sudhir Andrews
- b. Food & Beverage Service by R Singaravelan
- c. The Steward by Peter Diaz
- d. Food & Beverage Service by Anil Sagar
- e. The World Atlas of Coffee – James Hoffman

Online Resources:

- a. Top 30 mocktail ideas

Link: <https://www.bbcgoodfood.com/howto/guide/top-10-non-alcoholic-drinks>

- b. Trends Affecting Restaurant Industry

Link: <https://www.brandwatch.com/blog/the-biggest-restaurant-industry-trends/>

- c. The Key Factors Driving and Hampering F&B Sustainability

Link: <https://www.precog.co/blog/sustainability-food-and-beverage-manufacturing/>

Note: Any other Latest Edition of reference/text books can be included.

Name of the Program: Hotel Management Course Code: OE 1 Course category: Open Elective Name of the Course: Service Quality Management		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.
Course Objectives: a. To introduce the basic principles and applications of implementing and managing service quality in organizations b. To develop & implement service quality strategies to achieve excellence and meet customer's needs c. To build strong customer relationships and improve service to internal customers as well as external customers d. To help gain an understanding of the essential skills and behavior of effective team leaders		
Course Outcomes: a. Explain the concept of Service Quality Management b. Evaluate the pros & cons of Quality Management c. Elaborate on the principles of Leadership d. Elucidate on Strategic Business Models in Service industry e. Analyze Service Quality Gaps in Service sectors f. Assess the role of people in Quality Management		
UNIT-1: INTRODUCTION TO QUALITY MANAGEMENT No of Hours: 10 Hrs.		
1.1 Introduction to the concept of Quality 1.2 Background & History 1.3 Traditional Vs Non-Traditional Approaches to Quality 1.4 Tangible Vs Intangible Benefits 1.5 Deming's 14 Points for Transformation 1.6 Customers & Quality 1.7 Role of Internal & External Customers		
UNIT- 2: LEADERSHIP IN QUALITY MANAGEMENT No of Hours: 15 Hrs.		
2.1 Principles of Leadership 2.2 Leadership Decision Making 2.3 Strategic Objectives of Businesses 2.4 Business Processes - Planning, Control & Capability 2.5 Managing Variation Reduction using SPC 2.6 The Transactional Supplier Relationship Model 2.7 Partnering beyond the Supply Chain		

UNIT- 3: PEOPLE IN QUALITY MANAGEMENT

No of Hours: 15 Hrs.

- 3.1 Respect for Individuals
- 3.2 Empowerment, Motivation, Participation and Teamwork
- 3.3 Ethics and Corporate Social Responsibility
- 3.4 Learning, Change and Process Improvement
- 3.5 Delivering and Measuring Service Quality
- 3.6 Service Quality gaps
- 3.7 Implementing Quality Management

Suggestive Readings:

- a. Quality Management by Graeme Knowles
- b. Service Quality Management in Hospitality, Tourism, and Leisure by Mok Connie
- c. Service Quality Management in Hospitality and Tourism by Metti M.C
- d. Service Quality Management in Hospitality, Tourism, and Leisure by Beverley Sparks, Connie Mok, and Jay Kandampully
- e. Quality Management: Theory and Application by Peter D. Mauch

Online Resources

- a. How to measure the 5 dimensions of service quality
Link: <https://www.getfeedback.com/resources/cx/how-to-measure-the-5-dimensions-of-service-quality/>
- b. Service Quality and Customer Satisfaction in the Post Pandemic World
Link: <https://www.frontiersin.org/articles/10.3389/fpsyg.2022.842141/full>
- c. 8 must-have qualities of an effective leader
Link: <https://www.michaelpage.co.in/advice/management-advice/leadership/8-must-have-qualities-effective-leader>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management
Course Code: OE 2
Course category: Open Elective
Name of the Course: Housekeeping Decorations

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Objectives:

- a. To familiarize the students on the planning principles for designing various interior spaces
- b. To expose the students on the fundamentals of Space designing and management
- c. To aid the students apply aesthetics and creative abilities in making attractive and functional interiors.

Course Outcomes:

- a. Explain the basic concepts of design
- b. Elaborate on the principles and elements of design
- c. Design layouts of Rooms, Restaurants, Lobby and other guest areas of a hotel
- d. Illustrate on color wheels and color combinations
- e. Explain various types of lighting
- f. Elucidate on different types of walls, furnishes and furniture

UNIT-1: INTRODUCTION TO INTERIOR DECORATION

No of Hours: 10 Hrs.

- 1.1 Concepts and definition of Design
- 1.2 Design: Structural & Decorative
- 1.3 Elements of Design
- 1.4 Principles of Design

UNIT- 2: LAYOUT OF ROOMS & COLOR SCHEMES

No of Hours: 15 Hrs.

- 2.1 Classification of Rooms
- 2.2 Basic furniture layout plan
- 2.3 Layout of rooms
- 2.4 Layouts of Food and Beverage outlets
- 2.5 Introduction to Colour
- 2.6 Colour wheel
- 2.7 Classification and importance of Colours
- 2.8 Colour Schemes

UNIT- 3: LIGHTING, FURNITURE AND FURNISHINGS

No of Hours: 15 Hrs.

- 3.1 Introduction to Light
- 3.2 Classification of Lighting
- 3.3 Use of Light in various areas of the hotel
- 3.4 Introduction to Wall coverings
- 3.5 Types of Windows
- 3.6 Types of floor finishes (hard – granite, marble, tile, semi hard – rubber linoleum, cork, Wood, Soft-carpet and types of carpets, rugs, durries)

Suggestive Readings:

- a. Hotel, hostel and hospital housekeeping, Branson and Lennox
- b. Hotel Housekeeping – Operations and Management, G. Raghubalan and Smritee Raghubalan
- c. The Professional Housekeeper – Schneider, Tucker and Scoviak
- d. Housekeeping Operations, Design and Management – Malini Singh, Jaya B George
- e. Interior Design and Decoration – P. Seetharaman and ParveenPannu, CBS Publishers

Online Resources

- a. Hotel Housekeeping Duties: A Day in the Life - Hotel Tech Report
Link: <https://hoteltechreport.com/news/hotel-housekeeping-duties>
- b. Everything You Need to Know About Hotel Interior Design
Link: <https://www.cvent.com/en/blog/hospitality/hotel-interior-design>
- c. New Trends in Hotel Guestroom Decoration
Link: <https://www.hycdesign.com/blogs/design-guides/2021-new-trends-in-hotel-guestroom-decoration>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management

Course Code: OE 3

Course category: Open Elective

Name of the Course: Food & Nutrition

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Objectives:

- a. To familiarize students with fundamentals of food, nutrients and their relationship to Health.
- b. To provides a broad overview of the concept of nutrition, along with how human health is affected by our dietary choices
- c. To examine the core principles of healthy eating, the causes and effects of eating disorders and how nutrition supports the immune system

Course Outcomes:

- a. Analyse the relation between food, nutrition, and health
- b. Elaborate on the Basic chemistry and composition of food, their role in the body and their impact on health
- c. Evaluate and predict ways in which complex interactions of components of the food system influence human health and nutrition
- d. Articulate the challenges the world is facing and will encounter in the future with respect to food and nutrition

UNIT-1: Basic concepts in food and nutrition

No of Hours: 10 Hrs.

- 1.1 Relationship between food, nutrition and health
- 1.2 Functions of Food-Physiological, Psychological and Social
- 1.3 Nutrition and Diet
- 1.4 Water as an essential nutrient
- 1.5 Health and Nutrition related Sustainable Development Goals

UNIT-2: Nutrients and Food Groups

No of Hours: 20 Hrs.

- 2.1 Carbohydrates, lipids and proteins
- 2.2 Vitamins & Minerals
- 2.3 Cereals & Pulses
- 2.4 Fruits and vegetables
- 2.5 Milk & Milk Products
- 2.6 Meat, poultry and fish
- 2.7 Fats & Oils

UNIT- 3: Methods of Cooking and Preventing Nutrient losses

No of Hours: 10 Hrs.

- 3.1 Dry, moist, frying and microwave cooking
- 3.2 Advantages, disadvantages and the effect of various methods of cooking on nutrients
- 3.3 Minimizing nutrient losses
- 3.4 Global Malnutrition Problem
- 3.5 New Trends in nutrition and diet planning

Suggestive Readings:

- a. Food Nutrition and Health by Clydesdale Fergus M
- b. Encyclopedia of Food Nutrition Dietetics & Health by Bhavana Sabarwal
- c. Food, Nutrition and Health by Beena Mathur
- d. Principles of food sanitation - Marriott hotels
- e. Essentials of food safety and sanitation - David M S Swane, Nancy R Rue, Richard Linton

Online Resources

- a. Food & Nutrition Trends
Link: <https://nutritionfornonnutritionists.com/2022/01/food-nutrition-trends-2022/>
- b. Nutrition: Tips for Improving Your Health
Link: <https://familydoctor.org/nutrition-tips-for-improving-your-health/>
- c. Malnutrition is a world health crisis
Link: <https://www.who.int/news/item/26-09-2019-malnutrition-is-a-world-health-crisis>

Note: Any other Latest Edition of reference/textbooks can be included.

SEMESTER - II

Name of the Program: Hotel Management Course Code: HM C 4 (T) Course category: Discipline Core Course Name of the Course: Food & Beverage Production-II (Theory)		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.
Course Learning Objectives: a. To elaborate the fundamentals concepts of Indian Cookery b. To introduce various types and categories of Indian Food c. To expose the students to the basics of bakery operations		
Course Outcomes: a. Explain the history of Indian food Culture b. Compare various Indian Masalas and its characteristics c. Identify the emerging trends in Indian Cuisine d. Explain the various types of Indian Breads e. Explicate on Indian Regional, Traditional & Comfort foods		
UNIT 1 -FUNDAMENTALS OF INDIAN COOKERY No of Hours: 15 Hrs.		
1.1 Introduction to Indian Food Culture 1.2 Heritage of Indian Cuisine 1.3 Role of Indian Condiments, Herbs & Spices in cookery 1.4 Different Masalas used in Indian cookery (Wet & Dry) 1.5 Blending of spices and concept of Masala Preparations 1.6 Indian Gravies & Curries 1.7 Thickening and Coloring Agents used in Indian cookery 1.8 Indian Culinary Glossary Terms and Popular dishes 1.9 Emerging Trends in Indian Cuisine		
UNIT 2– INDIAN FOOD No of Hours: 13 Hrs.		
2.1 Indian breads – Roti, Naan, kulcha, Phulka Etc 2.2 Origin and history of Indian sweets 2.3 Ingredients, Equipments, Coloring & Flavoring Agents used in Preparation of Indian Sweets 2.4 Indian Regional, Traditional & Comfort Foods 2.5 Traditional Home-style Indian cooking – Concepts, Demand & Emerging trends		

UNIT 3 -INTRODUCTION IN BAKERY

No of Hours: 12 Hrs.

3.1 Origin & History of Baking

3.2 Flours - Types, Characteristics, Importance & Uses

3.3 Raising Agents - Types, Characteristics, Importance & Uses

3.4 Equipment and tools used in Bakery

3.5 Breads- Types, Preparation & Bread Faults

Suggestive Readings:

- a. Food Production Operations by Chef Parvinder S. Bali
- b. Practical Professional Cookery by Cracknell and Kaufmann
- c. Catering Management by Mohini Sethi & Surjeet Malhan
- d. Hygiene and Sanitation by S. Roday
- e. Indian Food: A Historical Companion by Achaya KT
- f. Food: A Culinary History by Jean-Louis Flandrin

Online Resources

- a. Culinary Dictionary Index

Link: <https://whatscookingamerica.net/glossary/>

- b. The Cook's Thesaurus

Link: <http://www.foodsubs.com/>

- c. Real Food Encyclopedia

Link: <https://foodprint.org/eating-sustainably/real-food-encyclopedia/>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: HM C4 (P) Course category: Discipline Core Course Name of the Course: Food & Beverage Production-II (Practical)		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	52 Hrs.
Course Learning Objectives: a. To provide the knowledge and skills pertaining to Indian Cuisine b. To acquaint with the latest skills and techniques used in preparing Indian food c. To train the students on the basic cooking techniques used globally		
Course Outcomes: a. Prepare culinary delicacies belonging to various Indian Cuisines b. Demonstrate the preparation of various types of Breads c. Demonstrate the preparation of various types of Sponges d. Demonstrate the preparation of various types of Hot & Cold Desserts		
WEEK 1: Gujarati Cuisine - 3 Course Menu with Accompaniments		
WEEK 2: Kashmiri Cuisine - 3 Course Menu with Accompaniments		
WEEK 3: Awadhi Cuisine - 3 Course Menu with Accompaniments		
WEEK 4: Bengali Cuisine - 3 Course Menu with Accompaniments		
WEEK 5: Rajasthani Cuisine - 3 Course Menu with Accompaniments		
WEEK 6: Panjabi Cuisine - 3 Course Menu with Accompaniments		
WEEK 7: Tandoori - 3 Course Menu with Accompaniments		
WEEK 8: Indian Sweets (Any 4 Sweets)		
WEEK 9: Bread Making-1 Demonstration and Preparation of 1) Bread Loaf (2 Varieties) 2) Bread Rolls (Soft rolls and Hard rolls) 3) Bread Sticks		
WEEK 10: Bread Making -2 Demonstration and Preparation of 1) French Bread 2) Breakfast Rolls (Croissants, Danish Pastry, Doughnuts & Brioche)		

WEEK 11: Basic Sponge Cakes

Demonstration and Preparation of

- 1) Plain Fatless Sponge Cake
- 2) Swiss Rolls
- 3) Fruit Cake & Muffins

WEEK 12: Simple Cookies

Demonstration and Preparation of

- 1) Melting moments
- 2) Tri colour biscuits
- 3) Chocolate chip Cookies
- 4) Salt Cookies

WEEK 13: Hot/Cold Desserts

Demonstration and Preparation of

- 1) Caramel Custard
- 2) Bread and Butter Pudding
- 3) Hot Soufflé – (2 Flavors)
- 4) Mousse (2 Types)

Suggestive Readings:

- a. Food Production Operations by Chef Parvinder S. Bali
- b. Practical Professional Cookery by Cracknell and Kaufmann
- c. Catering Management by Mohini Sethi & Surjeet Malhan
- d. Hygiene and Sanitation by S. Roday
- e. Indian Food: A Historical Companion by Achaya KT
- f. Food: A Culinary History by Jean-Louis Flandrin

Online Resources

- a. Culinary Dictionary Index
Link: <https://whatscookingamerica.net/glossary/>
- b. The Cook's Thesaurus
Link: <http://www.foodsubs.com/>
- c. Real Food Encyclopedia
Link: <https://foodprint.org/eating-sustainably/real-food-encyclopedia/>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management
Course Code: HM C5 (T)
Course category: Discipline core Courses
Name of the Course: Food & Beverage Service - II (Theory)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Learning Objectives:

- a. To acquire theoretical knowledge pertaining to Menu Planning
- b. To understand the operations behind Food & Beverage Service operations in hotels
- c. To understand the concept of using the French Classical Menu

Course Outcomes: On successful completion of the course, the students will be able to

- a. Explain the various terminologies used in Food and Beverage operations
- b. Illustrate a flow chart for cover set up.
- c. Describe the cover layout based on the menu
- d. Explain the role of Food & Beverage Service in enhancing guest satisfaction

UNIT-1: FOOD SERVICE, MENU KNOWLEDGE AND PLANNING

No of Hours: 14 Hrs.

- 1.1 Food Service Styles - Waiter Service, Self Service, Assisted Service, etc
- 1.2 Origin, Functions & Types of Menus
- 1.3 French Classical Course
- 1.4 Dishes and their Description for French Classical Menu
- 1.5 Cover and Accompaniments
- 1.6 Factors influencing planning menu
- 1.7 Compiling A La Carte & Table D'hôte Menu
- 1.8 Menu as a Sales & Marketing tool

UNIT- 2: FOOD SERVICE OPERATIONS

No of Hours: 14 Hrs.

- 2.1 Breakfast, Lunch, Dinner - Origin & Types
- 2.2 Planning a Breakfast, Lunch, Dinner Menu
- 2.3 Service of Breakfast in Restaurants
- 2.4 Brunch & Afternoon Tea - Origin & Types
- 2.5 Room Service - Concept & Origin
- 2.6 Location & Equipments required for Room Service
- 2.7 Room Service Procedure
- 2.8 Guéridon Service - Concept & Origin
- 2.9 Types of Guéridon Trolleys
- 2.10 Equipments used in a Guéridon Trolley

- 2.11 Guéridon Food Preparation Techniques
- 2.12 Pros & Cons of Guéridon Service
- 2.13 Basic Guéridon Dishes

UNIT- 3: PERSONALIZED SERVICE / BUTLER SERVICE

No of Hours: 12 Hrs.

- 3.1 Butler service – History, Meaning and Importance
- 3.2 Core values and Skills of a Butler
- 3.3 Essential techniques of Butler service
- 3.4 Types of Butler service
- 3.5 Butler Service Operations - House management, Staff Management, Table Management , Laundry and Wardrobe Management, Valet skills
- 3.6 Standard Operating Procedures
- 3.7 F&B Situation Handling

Suggestive Readings:

- a. Food & Beverage Service Training Manual- By Sudhir Andrews
- b. Food & Beverage Service By R Singaravelan
- c. The Steward By Peter Diaz
- d. Food & Beverage Service By Anil Sagar
- e. The World Atlas of Coffee – James Hoffman
- f. A butler’s life: scenes from the other side of the silver salver – Christopher Allen

Online Resources

- a. 7 Steps for Quick and Easy Menu Planning

Link: <https://www.unlockfood.ca/en/Articles/Menu-Planning/7-Steps-for-Quick-and-Easy-Menu-Planning.aspx>

- b. The role of a Butler

Link: <https://hoteltalk.app/the-role-of-a-butler/>

- c. Sustainability is Critical in Food and Beverage Manufacturing

Link: <https://foodsafetytech.com/column/8-reasons-sustainability-is-critical-in-food-and-beverage-manufacturing/>

Note: Any other Latest Edition of reference/text books can be included.

Name of the Program: Hotel Management
Course Code: HM C 5 (P)
Course category: Discipline core Courses
Name of the Course: Food & Beverage Service - II (Practical)

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	52 Hrs.
<p>Course Learning Objectives:</p> <ul style="list-style-type: none"> a. To acquaint the students with the basics of menu engineering b. To train the students on basic food and beverage service sequence c. To expose the students on the fundamentals of Guéridon and Butler Service 		
<p>Course Outcomes: On successful completion of the course, the students will be able to</p> <ul style="list-style-type: none"> a. To understand the importance of the Food & Beverage Service department b. Describe a structure of the Food and Beverage Service sequence c. Understand the scope of F & B and its role in Hotel Industry d. Explain the various F & B Outlets in a hotel e. Discuss the F & B Industry and its components f. Explain the Role of F & B Service department 		
WEEK 1: Menu Engineering		
WEEK 2: Menu Planning		
WEEK 3: Cover Setup - All Meals		
WEEK 4: Sequence of Service		
WEEK 5: Sequence of Service		
WEEK 6: Room Service Tray Setup		
WEEK 7: Room Service Order taking Operations		
WEEK 8: Banquet functions and Board Room Set-up		
WEEK 9: Guéridon Service - Banana Flambé, Crêpe Suzette or Similar		
WEEK 10: Guéridon Service - Cocktail de Crevettes, De-boning of Grilled fish or Similar		
WEEK 11: Butler Service - Basic Butler Etiquette, Styles of Butler Service		
WEEK 12: Butler Service - House, Table & Wardrobe Management, Valet Skills		
WEEK 13: Food & Beverage Situation Handling		

Suggestive Readings:

- a. Food & Beverage Service Training Manual by Sudhir Andrews
- b. Food & Beverage Service by R Singaravelan
- c. The Steward by Peter Diaz
- d. Food & Beverage Service by Anil Sagar
- e. The World Atlas of Coffee by James Hoffman
- f. A butler's life: scenes from the other side of the silver salver by Christopher Allen

Online Resources

- a. 7 Steps for Quick and Easy Menu Planning

Link: <https://www.unlockfood.ca/en/Articles/Menu-Planning/7-Steps-for-Quick-and-Easy-Menu-Planning.aspx>

- b. The role of a Butler

Link: <https://hoteltalk.app/the-role-of-a-butler/>

- c. Sustainability is Critical in Food and Beverage Manufacturing

Link: <https://foodsafetytech.com/column/8-reasons-sustainability-is-critical-in-food-and-beverage-manufacturing/>

Name of the Program: Hotel Management Course Code: HM C 6 (T) Course category: Discipline core Courses Name of the Course: Accommodation Operations - II (Theory)		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.
Course Objectives: <ol style="list-style-type: none"> a. To understand the basic accommodation operations in hotels and identify the associated challenges. b. To acquire theoretical and practical operational knowledge of the key sub sections of accommodations department. c. To illustrate the complexities and demands of working in the industry through the scope of accommodations operations. 		
Course Outcomes: <ol style="list-style-type: none"> a. Explain the basic concepts of accommodation processes b. Explain the significance of accommodation operations in allied sectors c. Analyze the various operational processes in accommodations sector d. Evaluate the changing trends in accommodations operations e. Appreciate the role of accommodations personnel during natural & manmade disasters 		
UNIT-1: FRONT OFFICE PROCESSES IN ACCOMMODATIONS DEPARTMENT No of Hours: 13 Hrs.		
1.1 Guest Cycle 1.2 Types, Modes & Sources of Reservation 1.3 Processing Reservation Requests 1.4 Guest Registration & Check-In 1.5 Guest Services & Complaints 1.6 Guest Check-out and Settlement 1.7 Potential Check-out Problems & Solutions 1.8 Post Check-out Services		
UNIT- 2: HOUSEKEEPING PROCESSES IN ACCOMMODATIONS DEPARTMENT No of Hours: 14 Hrs.		
2.1 Guest Rooms - Types and Layouts 2.3 Cleaning Schedule - Daily, Monthly and Annually 2.4 Types of Cleaning agents & Cleaning equipment 2.5 Storage, Upkeep & Maintenance of Chemicals & Equipment 2.6 Cleaning of Guest Rooms and Public Areas 2.7 Pest control, Hygiene & sanitation 2.8 Key Operations in Housekeeping - Interdepartmental Co-ordinations		

- Communication with Guests
- Inter & Intra Departmental Communication
- Preparation of Daily routines
- Key Control & Lost & Found
- Linen & Uniform room and laundry operations

MODULE 3: SAFETY AND SECURITY IN HOTELS

No of Hours: 13 Hrs.

- 3.1 Hotel security Staff & Systems
- 3.2 OSHA Guidelines for Workplace Safety
- 3.3 Security & Control of Room Keys
- 3.4 Fire Safety – Classification of Fire, SOPs in the event of Fire
- 3.5 Accidents – Accidents in Hotels, Accident Report
- 3.6 First Aid – First Aid Box, first-aid for some common problems
- 3.7 Handling unusual events and emergencies – Terrorism, Robbery & Theft

Suggestive Readings:

- a. Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
- b. Front Office Operations and Management - Jatashankar R. Tiwari
- c. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
- d. Hotels for Tourism Development – Dr. Jagmohan Negi
- e. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George

Online Resources

- a. Hotel Housekeeping Duties: A Day in the Life by Hotel Tech Report
Link: <https://hotelttechreport.com/news/hotel-housekeeping-duties>
- b. Role of Housekeeping in Guest Satisfaction and Repeat Business by Himanshu Rajak
Link: <https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/>
- c. Top issues and solutions for your housekeeping department by Larry Mogelonsky
Link: <https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-your-housekeeping-department/>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: HM C6 (P) Course category: Discipline core Courses Name of the Course: Accommodation Operations - II (Practical)		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	52 Hrs.
Course Objectives: <ol style="list-style-type: none"> a. To understand the basic accommodation operations in hotels and identify the associated challenges. b. To acquire theoretical and practical operational knowledge of the key sub sections of accommodations department. c. To illustrate the complexities and demands of working in the industry through the scope of accommodations operations. 		
Course Outcomes: <ol style="list-style-type: none"> a. Develop a smart personality in tune with the hospitality industry standards b. Handle guest complaints and fulfill guest requirements c. Perform various housekeeping operational tasks and deliver superior quality services 		
WEEK 1: Reservations - Taking down reservations for FIT, FFIT, Corporate guests, Groups & Crews		
WEEK 2: Check In processes - Filling Registration Forms for FIT, FFIT & Corporate guests		
WEEK 3: Check In processes - Filling Registration Forms for Groups & Crews		
WEEK 4: Check-out processes - Guest Check-out and Settlement procedures		
WEEK 5: Role play: Accepting / Rejecting a Reservation, Checking-In & Checking-out a guest		
WEEK 6: Role play: Handling Special Requests, Guest Services & Complaints		
WEEK 7: Cleaning procedures – Bathroom cleaning & Glass cleaning		
WEEK 8: Cleaning procedures – Area cleaning - Rooms & Public Areas		
WEEK 9: Towel Art - Lotus flower towel design, Flower in vase towel design, Peacock towel design, Bird towel design		
WEEK 10: Towel Art - Elephant towel design, Towel flower basket design, Towel swans. Swan basket towel design		
WEEK 11: Identification of various wall covering		
WEEK 12: Identification of various floor surfaces		
WEEK 13: Forms & Formats used in Accommodations department		

Suggestive Readings:

- a. Managing Front Office Operations – Michael L Kasavanna& Richard M.Brooks
- b. Front Office Operations and Management - Jatashankar R. Tiwari
- c. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
- d. Hotels for Tourism Development – Dr. Jagmohan Negi
- e. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George

Online Resources

- a. Hotel Housekeeping Duties: A Day in the Life by Hotel Tech Report

Link: <https://hoteltechreport.com/news/hotel-housekeeping-duties>

- b. Role of Housekeeping in Guest Satisfaction and Repeat Business by Himanshu Rajak

Link: <https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/>

- c. Top issues and solutions for your housekeeping department by Larry Mogelonsky

Link: <https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-your-housekeeping-department/>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management
Course Code: OE 4
Course category: Open Elective
Name of the Course: Tour Operations Management

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Objectives:

- a. To enable students to gain an insight into the framework of various aspects of tour operations management.
- b. To provide expertise in the management of tour-operating agencies, as well as other jobs in the tourism and hospitality sector.
- c. To develop skills to analyze the current and upcoming travel and hospitality trends and plan strategies to capitalize on the same.

Course Outcomes:

- a. Explain the fundamentals of tourism from the management, marketing and financial perspectives
- b. Elaborate on the concepts of travel and tourism, the framework of the system, types and form of tourism as well as the impacts of tourism
- c. Explain the diverse nature of tourism, including culture and place, global/local perspectives, and experience design and provision

UNIT-1: INTRODUCTION TO TRAVEL AND TOURISM

No of Hours: 10 Hrs.

- 1.1 Basic Concepts of Travel and Tourism
- 1.2 Origin growth and development of Global Tourism
- 1.3 Linkage between Hospitality & Tourism
- 1.4 Travel Agencies & Tour Operators
- 1.5 Major Travel destinations of the World
- 1.6 Sustainable Tourism and its significance

UNIT- 2: TRAVEL OPERATIONS

No of Hours: 15 Hrs.

- 2.1 Transport Systems – Air, Rail, Road, Waterways
- 2.2 Traditional and Supplementary Accommodation
- 2.2 Major Travel Destinations of the World
- 2.3 Introduction to Travel Itineraries
- 2.4 Basic Components of an Itinerary
- 2.5 Challenges associated with Itineraries
- 2.6 Tour Package - Meaning and Types

- 2.7 Sources and Modes of Travel reservations
- 2.8 MICE Tourism

UNIT- 3: TOUR MANAGEMENT

No of Hours: 15 Hrs.

- 3.1 Tour Escorts and Tour Managers
- 3.2 Butler's Model and Leiper's Model of Tourism
- 3.3 Travel Behaviour
- 3.4 Marketing Travel Destinations
- 3.5 Segmenting the Travel Market
- 3.6 Passports & Visas
- 3.7 Travel Formalities

Suggestive Readings:

- a. Hotel for Tourism Development- Dr Jagmohan Negi
- b. Profiles of Indian Tourism – Shalini Singh
- c. Tourism Today – Ratnadeep Singh
- d. Dynamics of Tourism – Pushpinder S Gill
- e. Operations Management in the Travel Industry by Peter Robinson

Online Resources

- a. Tourism Trends That Will Shape the Travel Industry
Link: <https://pro.regiondo.com/tourism-trends-2018-2/>
- b. Tourism in the post-COVID world: Three steps to build better forward
Link: <https://blogs.worldbank.org/voices/tourism-post-covid-world-three-steps-build-better-forward>
- c. Sustainable Tourism
Link: <https://www.unep.org/regions/asia-and-pacific/regional-initiatives/supporting-resource-efficiency/asia-pacific-roadmap-3>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management
Course Code: OE 5
Course category: Open Elective
Name of the Course: Hygiene & Food Safety

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Objectives:

- a. To illustrate the framework of various aspects of Food Safety and Hygiene
- b. To develop skills for maintaining appropriate hygienic conditions in commercial and non-commercial catering establishments
- c. To explain the legal procedures pertaining to food safety practices, controlling hazards, food storage and overall cleanliness in catering establishments.

Course Outcomes:

- a. Discuss the various nutrients that provide the essential components for our bodies
- b. Describe the minerals required for forming essential structural components of tissues, bones and other organs
- c. Analyze the factors behind the contamination and spoilage of food
- d. Adopt and practice food hygiene practices and work safely in an environment that can prevent cross-contamination.

UNIT-1: INTRODUCTION TO FOOD HYGIENE AND SANITATION

No of Hours: 10 Hrs.

- 1.1 Importance of hygiene in catering establishments
- 1.2 Sanitation and its importance
- 1.3 Common Foodborne microorganisms
- 1.4 Role of microorganisms in food & beverage operations
- 1.5 Sustainable Development Goals
- 1.6 Water, Sanitation and Health
- 1.7 Global Scenario of Malnutrition

UNIT- 2: FOOD CONTAMINATION AND SPOILAGE

No of Hours: 15 Hrs.

- 2.1 Types of Contaminants in Foods
- 2.2 Signs of spoilage in common foods
- 2.3 Reasons for Food Spoilage
- 2.4 Source of Food contamination
- 2.5 Food-borne illnesses
- 2.6 Types of Eating Disorders and their Symptoms
- 2.7 Food Preparation and Storage

UNIT- 3: SAFE FOOD OPERATIONS

No of Hours: 15 Hrs.

- 3.1 Receiving and Inspecting Food deliveries
- 3.2 Food storage techniques
- 3.3 Minimizing microbial load
- 3.4 Common faults in food faults
- 3.5 Protective display of foods
- 3.6 Rules to be observed during food service

Suggestive Readings:

- a. Food hygiene and sanitation - S. Roday
- b. Managing food hygiene - Nicholas John
- c. Food hygiene for food handlers - Jill Trickett
- d. Essentials of food safety and sanitation - David M S Swane, Nancy R Rue, Richard Linton
- e. Fundamentals of Foods, Nutrition and Diet Therapy by Sumati R. Mudambi

Online Resources

- a. Food safety definition & why is food safety important
Link: <https://www.fooddocs.com/post/why-is-food-safety-important>
- b. Why Hygiene is Important in Maintaining High Standards for Restaurants
Link: <https://restaurant.indianretailer.com/article/Why-Hygiene-is-Important-in-Maintaining-High-Standards-For-Restaurants.10874>
- c. Food Safety Basics: A Reference Guide for Foodservice Operators
Link: <https://www.ndsu.edu/agriculture/extension/publications/food-safety-basics-reference-guide-foodservice-operators>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management

Course Code: OE 6

Course category: Open Elective

Name of the Course: Tourism and Climate Change

Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.

Course Objectives:

- a. To illustrate the relationships between the Earth's natural features and tourism, in a way that fosters environmental and cultural understanding, appreciation and conservation
- b. To elaborate on the complex relationships between geology, landscape, tourism and the environment from both spatial and temporal perspectives
- c. To develop a greater awareness of sustainable tourism practices through the context of environmental change.

Course Outcomes:

- a. Illustrate the basic processes behind global warming and climate change
- b. Evaluate the new realities of climate change with respect to tourism industry
- c. Explain the human influence on climate change
- d. Assess the impact of climate change on tourism supply
- e. Evaluate the demand implications of climate induced environmental changes on tourism
- f. Identify mitigation strategies in the tourism transport sector
- g. Analyze the pro-environmental behaviour of tourists
- h. Identify tourism and climate change related Knowledge gaps and Research needs

UNIT-1: Climate change and its implications for the Tourism

No of Hours: 08 Hrs.

- 1.1 The New Realities of Tourism in an Era of Global Climate Change
- 1.2 Distinguishing Weather, Climate, and Climate Change
- 1.3 Human Influence on Climate Change
- 1.4 Global and Regional Climate Change in the 21st Century

UNIT- 2: Impacts and Adaptation at Tourism Destinations

No of Hours: 16 Hrs.

- 2.1 Impacts on Tourism Supply
- 2.2 Adaptation to Climate Change
- 2.3 Consumer Response to a Changing Climate
- 2.4 Demand Implications of Climate-induced Environmental Change
- 2.5 Current CO₂ Emissions and Radiative Forcing from Tourism
- 2.6 Emissions Related to Individual Holiday

UNIT- 3: Mitigation Policies and Measures

No of Hours: 16 Hrs.

- 3.1 Mitigation in the transport sector - Air, Surface, Water
- 3.2 Destination Mobility Management
- 3.3 Tourism Establishments - Mitigation Options & Emissions Management
- 3.4 The Role of Tour Operators and other Organizations
- 3.5 Tourist Behaviour - Consumer Choices & Carbon Offsetting
- 3.6 Knowledge Gaps and Research Needs

Suggestive Readings:

- a. Climate Change and Tourism by Becken Susanne
- b. Tourism, Climate Change and Sustainability by Maharaj Vijay Reddy
- c. Climate Change and Tourism by Kalacas Maria Rellie B.
- d. Tourism and Climate Change by Scott Daniel
- e. Sustainable Tourism - A Global Perspective by Rob Harris, Tony Griffin & Peter Williams

Online Resources

- a. Climate Change Adaptation and Mitigation in the Tourism Sector
Link: <https://www.unep.org/resources/report/climate-change-adaptation-and-mitigation-tourism-sector-frameworks-tools-and>
- b. Combat Climate Change
Link: <https://sustainabletravel.org/our-work/climate-change/>
- c. How Tourism Contributes to Global Warming
Link: <https://ecobnb.com/blog/2020/12/tourism-contributes-global-warming/>

Note: Any other Latest Edition of reference/textbooks can be included.

**Mangalore University Question Paper Pattern of
UG Bachelor's in Hotel Management (BHM) core subjects
(NEP – 2020)**

I. GUIDELINES FOR CONTINUOUS INTERNAL EVALUATION (CIE) AND SEMESTER END EXAMINATION (SEE)

The CIE and SEE will carry 40% and 60% weightage each, to enable the course to be evaluated for a total of 100 marks irrespective of its credits. The evaluation system of the course is comprehensive & continuous during the entire period of the Semester. For a course, the CIE and SEE evaluation will be on the following parameters:

SL No	Parameters for Evaluation	Marks
	Continuous Internal Evaluation (CIE)	
A	Continuous & Comprehensive Evaluation (CCE)	20 Marks
B	Mid Semester Exam (MSE)	20 Marks
	Total of CIE	40 Marks
C	Semester End Examination (SEE)	60 Marks
	Total of CIE & SEE	100 Marks

A. Continuous & Comprehensive Evaluation (CCE):

The CCE will carry a maximum of 20% weightage (20 marks) of total marks of a course. The faculty member can select any four of the following assessment methods, Minimum of four of the following assessment methods of 5 marks each:

Individual Assignments	Practical activities/Problem Solving Exercises
Seminars/Classroom Presentations/Quizzes	Mini Projects/Capstone Projects
Group / Class Discussion/ Group Assignments	Participation in Research activities, etc.
Case studies/Case lets / Field visits	Any other academic activity.
Participatory & Industry-Integrated Learning	Practical activities/Problem Solving Exercises

B. Mid Semester Exam (MSE):

The MSE will carry a maximum of 20% weightage (20 Marks) of total marks of a course, under this component, a test will have to be conducted after 50% of the completion of the syllabus in each subject.

C. Mid Semester Examination (MSE):

The MSE will carry a maximum of 20% weightage (20 Marks) of total marks of a course, under this component, a test will have to be conducted after 50% of the completion of the syllabus in each subject.

II. PATTERN OF QUESTION PAPER**A. Mid Semester Exams**

Sections	Question Type	Mid Semester Exam
SECTION A 1. a, b, c, d, e, f	Answer any FOUR out of six Sub-questions	4 X 1 = 04 Marks
SECTION B 2, 3, 4	Answer any TWO out of three questions	2 X 3 = 06 Marks
SECTION C 5, 6	Answer any ONE out of two questions	1 X 10 = 10 Marks
TOTAL		20 Marks

B. End Semester Examination

Semester-1 (Theory)

Duration of examination : 02 hours

S.NO.	Subject with course code	Part A	Part B	Part C	Total
1	HM C1 (T) Food & Beverage Production –	5x2=10 Answer any <u>Five</u> Questions out of Eight.	4x5=20 Answer any <u>Four</u> Questions out of Six.	3x10=30 Answer any <u>Three</u> Questions out of Five..	60
2.	HM C2 (T) Accommodation Operations – I	5x2=10 Answer any <u>Five</u> Questions out of Eight.	4x5=20 Answer any <u>Four</u> Questions out of Six.	3x10=30 Answer any <u>Three</u> Questions out of Five..	60
3.	HM C3 (T) Food & Beverage Service – I	5x2=10 Answer any <u>Five</u> Questions out of Eight.	4x5=20 Answer any <u>Four</u> Questions out of Six.	3x10=30 Answer any <u>Three</u> Questions out of Five..	60
4.	OE Subjects	5x2=10 Answer any <u>Five</u> Questions out of Eight.	4x5=20 Answer any <u>Four</u> Questions out of Six.	3x10=30 Answer any <u>Three</u> Questions out of Five..	60

Scheme of Valuation-

Semester-1 (Practical Subjects)

Paper: Food Production Practical-1 HM C1 (P)

Semester-1

Total Marks: 50

No. of Hours: 3 Hours

Internal Assessment: 25 Marks

University Examination: 25 Marks

Personal Grooming	05 Marks
Journal/Record Book	05 Marks
Preparation & Presentation of Three Course Menu-any one regional cuisine with accompaniments as per syllabus	10 Marks
Viva	05 Marks

Scheme of Valuation

Paper: Accommodation Operation -1 HM C2 (P)

Semester-1

Total Marks: 50

No. of Hours: 3 Hours

Internal Assessment: 25 Marks

University Examination: 25 Marks

Personal Grooming	05 Marks
Journal/Record	05 Marks
Bed Making with Turndown service	05 Marks
Identification of housekeeping equipment and cleaning chemical	05 Marks
Viva	05 Marks

Scheme of Valuation

Paper: Food and Beverage Service Practical-1 BHM C3 (P)

Semester: 1

Total Marks: 50 Marks

Internal Assessment: 25 marks

University Examination: 25 Marks

Identification of service equipment	03 Marks
Grooming	04 Marks
Journal/Record	05 Marks
Basic Service Skills	03 Marks
Plan a Three course Indian menu with sequence of food service	05 Marks
Viva	05 Marks

**Mangalore University Question Paper Pattern of
UG Bachelor's in Hotel Management (BHM) core subjects
(NEP – 2020)**

Scheme of Valuation-

Semester-II (Theory)

Duration of examination : 02 hours

S.NO.	Subject with course code	Part A	Part B	Part C	Total
1	HM C4 (T) Food & Beverage Production – II	5x2=10 Answer any <u>Five</u> Questions out of Eight.	4x5=20 Answer any <u>Four</u> Questions out of Six.	3x10=30 Answer any <u>Three</u> Questions out of Five..	60
2.	HM C5 (T) Food & Beverage Service – II	5x2=10 Answer any <u>Five</u> Questions out of Eight.	4x5=20 Answer any <u>Four</u> Questions out of Six.	3x10=30 Answer any <u>Three</u> Questions out of Five..	60
3.	HM C3 (T) Accommodation Operations - II	5x2=10 Answer any <u>Five</u> Questions out of Eight.	4x5=20 Answer any <u>Four</u> Questions out of Six.	3x10=30 Answer any <u>Three</u> Questions out of Five..	60
4.	OE Subjects	5x2=10 Answer any <u>Five</u> Questions out of Eight.	4x5=20 Answer any <u>Four</u> Questions out of Six.	3x10=30 Answer any <u>Three</u> Questions out of Five..	60

Scheme of Valuation-

Semester- II (Practical Subjects)

Paper: Food Production Practical-2 HM C4 (P)

Semester-2

Total Marks: 50

No. of Hours: 3 Hours

Internal Assessment: 25 Marks

University Examination: 25 Marks

Personal Grooming	05 Marks
Journal/Record Book	05 Marks
Preparation & Presentation of Three Course Menu-any one regional cuisine with accompaniments as per syllabus	10 Marks
Viva	05 Marks

Scheme of Valuation

Paper: Food and Beverage Service -II HM C5 (P)

Semester- 2

Total Marks: 50

No. of Hours: 3 Hours

Internal Assessment: 25 Marks

University Examination: 25 Marks

Gueridon service; prescribed by the examiner	06 Marks
Grooming	04 Marks
Journal/Record	05 Marks
Plan a Three course menu with cover setup	05 Marks
Viva	05 Marks

Scheme of Valuation

Paper: Accommodation Operation -II HM C6 (P)

Semester- 2

Total Marks: 50

No. of Hours: 3 Hours

Internal Assessment: 25 Marks

University Examination: 25 Marks

Personal Grooming	05 Marks
Journal/Record	05 Marks
Cleaning of various surfaces with preparation of Job card	05 Marks
Forms and format used in front office and Housekeeping.	05 Marks
Viva	05 Marks

