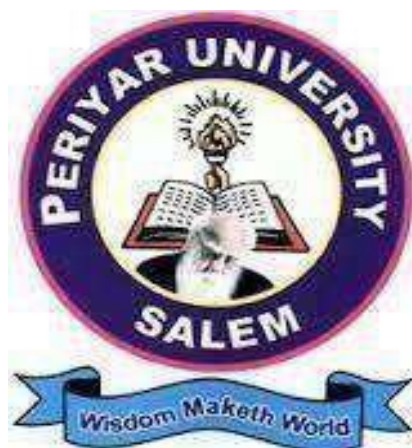


**PERIYAR
UNIVERSITY**
PERIYAR PALKALAI NAGAR
SALEM – 636011



**CHOICE BASED CREDIT SYSTEM
SYLLABUS**

**Bachelor of Science in Hotel Management and
Catering Science**

[Candidates admitted from 2026-2029 onwards]

DEGREE OF BACHELOR OF SCIENCE IN HOTEL MANAGEMENT AND
CATERING SCIENCE

CBCS –CHOICE BASED CREDIT SYSTEM (B.Sc., HM & CS)

SEMESTER SYSTEM Regulation & Syllabus

1. Eligibility for Admission:

Candidates seeking admission to the First Year of the Bachelor of Science (B.Sc.) Degree Programme in Hotel Management and Catering Science shall have passed the Higher Secondary Examination conducted by the Government of Tamil Nadu or any other examination accepted as equivalent by the Syndicate of Periyar University, subject to the conditions prescribed by the University.

Candidates who have completed a Two-Year or Three-Year Diploma in Hotel Management are eligible for Lateral Entry admission directly into the Second Year of the programme.

2. Eligibility for award of degree:

A Candidate shall be eligible for the award of degree only if he/she has undergone, the prescribed course of study in a college affiliated to the University for a period not less than three academic years, comprising six Semester and passed the examination prescribed and full filled such condition as have been prescribed there for

3. Course of Study

- a. Objective of the Programme:
 - To provide the basic and essential knowledge regarding various activities undertaken and necessary to run socially responsible business organization
 - To impart certain basic skills and aptitude that will be useful in taking up any particular useful in taking up any particular activity in Hospitality Industry.
 - To develop the personality so as to become responsible citizen with greater awareness about the Indian society and its culture.
 - To provide a global view of several multinational hotel and their functions which Support hotel systems.
- b. The Programme of study shall consist of foundation courses; skill based elective courses (SEC) and non-major elective course.
- c. The non major elective courses (NMEC) offered by a department is meant for students studying other Programme (i.e.) HM & CS students have to study NMEC offered by other departments.

The course of study shall comprise instruction in the following subjects according to syllabus and books prescribed from time to time.

Course of Study									
Semester	Part	Course Code	Course	Title of the Paper	Hrs / Week	Credit	Marks		
							CIA	EA	Total
I	Part I		Paper - I	Tamil / Other Language	6	3	25	75	100
	Part II		Paper - I	English	6	3	25	75	100
	Part-III		Core Paper - I	Food Production & Patisserie - I	3	4	25	75	100
			Core Paper - II	Food & Beverage Service – I	3	4	25	75	100
			Core Paper Practical - I	Food Production & Patisserie Practical - I	3	3	40	60	100
			Allied-I	Principles of Tourism	2	3	25	75	100
	Part - IV		NME-I	Culinary Life Skills And Food Safety	2	2	25	75	100
			Value Education	Value Education	1	1	25	75	100
			Total	08	26	23			
II	Part I		Paper – II	Tamil / Other Language	6	3	25	75	100
	Part II		Paper – II	English	6	3	25	75	100
	Part - III		Core Paper - III	Accommodation Operation – I	2	4	25	75	100
			Core Paper Practical – II	Accommodation Operation Practical – I	2	2	40	60	100
			Core Paper Practical – III	Food & Beverage Service Practical – I	3	3	40	60	100
			Allied-II	Front Office Operation - I	2	3	25	75	100
			Allied Practical - I	Front Office Operation Practical - I	2	2	40	60	100
	Part - IV		NME-II	Bakery & Confectionery	2	2	25	75	100
				Disaster Management	2	1	25	75	100
				NMSDC	2	2			
			Total	9+1	27+2	23+2			

Course of Study									
Semester	Part	Course Code	Course	Title of the Paper	Hrs / Week	Credit	Marks		
							CIA	EA	Total
	Part-I		Paper-III	Tamil/Other Language	6	3	25	75	100
	Part-II		Paper-III	English	6	3	25	75	100
III	Part – III		Core Paper -IV	Food & Beverage Service – II	2	4	25	75	100
			Core Paper Practical – IV	Food & Beverage Service Practical – II	2	2	40	60	100
			Allied - III	Food Science & Nutrition	2	3	25	75	100
			Elective-I	(A) Bakery & Confectionery	2	3	25	75	100
				(B) Hotel Administration & Entrepreneurship			25	75	100
	Part - IV		SEC-I	Industrial Exposure Training Report & Viva Voce – I	1	2	-	-	100
				Health & Wellness	1	1	25	75	100
				NMSDC	2	2			
			Total	8+1	22+2	21+2			
IV	Part I		Paper – IV	Tamil / Other Language	6	3	25	75	100
	Part II		Paper – IV	English	6	3	25	75	100
	Part - III		Core Paper – V	Food Production & Patisserie – II	3	5	25	75	100
			Core Practical – V	Food Production & Patisserie Practical - II	3	4	40	60	100
			Allied -IV	Front Office Operation - II	2	3	25	75	100
			Allied Practical - II	Front Office Operation Practical - II	2	2	40	60	100
			Elective-II	(A) Hotel Engineering	2	3	25	75	100
				(B) Hotel Business Law			25	75	100
	Part - IV		SEC –II	Hospitality Skills and Communication	2	2	25	75	100
				NMSDC	2	2			
			Total	8+1	26+2	25+2			

Course of Study									
Semester	Part	Course Code	Course	Title of the Paper	Hrs / Week	Credit	Marks		
							CIA	EA	Total
V	Part - III		Core Paper – VI	Food Production & Patisserie – III	2	5	25	75	100
			Core Paper Practical – VI	Food Production & Patisserie Practical - III	3	3	40	60	100
			Core Paper – VII	Accommodation Operation – II	2	4	25	75	100
			Core Paper Practical - VII	Accommodation Operation Practical – II	2	3	40	60	100
			Elective - III	(A) Hotel Accounts	2	3	25	75	100
				(B) Hotel French			25	75	100
	Part - IV		SEC –III	Event Management	2	2	25	75	100
			Summer Internship / Industrial Training	Industrial Exposure Training Report & Viva Voce – II	1	2	-	-	100
			EVS	EVS	2	2	25	75	100
				NMSDC	2	2			
			Total	8+1	16+2	24+2			
VI	Part - III		Core Paper – VIII	Food & Beverage Service – III	3	5	25	75	100
			Core Paper Practical - VIII	Food & Beverage Service Practical – III	3	4	40	60	100
			Core Paper - IX	Computer application with AI in Hospitality industry	3	5	25	75	100
			Core Paper Practical – IX	Computer application with AI in Hospitality industry -Practical	3	3	40	60	100
			Core Paper - X	Human Resource Management	2	4	25	75	100
			Core Paper - XI	Travel and Tourism Management	2	4	25	75	100
	Part - IV	23UHMxE01	Extension Activity			1	25	75	100
			NMSDC		2	2	25	75	100
			Total	1	16+2	26+2			

Total Credit – 152(142+10NM)

Total Hours – 143(133+10NM)

Naan Mudhalvan (arrear) Replacement Paper:

Semester	Subject	Credit	Hrs	CIA	EA	Total
II	Basics of Tourism	2	2	25	75	100
III	Business communication	2	2	25	75	100
IV	Principles of Marketing	2	2	25	75	100
V	Tourism Resources in india	2	2	25	75	100
VI	Medical Tourism	2	2	25	75	100

Scheme of Examination										
Semester	Part	Course Code	Course	Title of the Paper	Exam Hrs	Max Marks	Marks			
							CIA	Passing	EA	Passing
I	Part I		Paper – I	Tamil / Other Language	3	100	25	10	75	30
	Part II		Paper – I	English	3	100	25	10	75	30
	Part-III		Core Paper – I	Food Production & Patisserie - I	3	100	25	10	75	30
			Core Paper – II	Food & Beverage Service – I	3	100	25	10	75	30
			Core Paper Practical - I	Food Production & Patisserie Practical - I	6	100	40	16	60	24
			Allied-I	Principles of Tourism	3	100	25	10	75	30
	Part-IV		NME-I	Culinary Life Skills And Food Safety	3	100	25	10	75	30
			Value Education	Value Education						
II	Part I		Paper – II	Tamil / Other Language	3	100	25	10	75	30
	Part II		Paper – II	English	3	100	25	10	75	30
	Part-III		Core Paper - III	Accommodation Operation – I	3	100	25	10	75	30
			Core Paper Practical – II	Accommodation Operation Practical – I	6	100	40	16	60	24
			Core Paper Practical – III	Food & Beverage Service Practical – I	6	100	40	16	60	24
			Allied-II	Front Office Operation - I	3	100	25	10	75	30
			Allied Practical - I	Front Office Operation Practical - I	6	100	40	16	60	24
	Part-IV		NME-II	Bakery & Confectionery	3	100	25	10	75	30
				Disaster Management	3	100	25	10	75	30
III	Part I		Paper – III	Tamil / Other Language	3	100	25	10	75	30
	Part II		Paper – III	English	3	100	25	10	75	30
	Part-III		Core Paper -IV	Food & Beverage Service – II	3	100	25	10	75	30
			Core Paper Practical – IV	Food & Beverage Service Practical – II	6	100	40	16	60	24
			Allied- III	Food Science & Nutrition	3	100	25	10	75	30
			Elective-I	(A) Bakery & Confectionery	3	100	25	10	75	30

				(B) Entrepreneurship Development	3	100	25	10	75	30
	Part- IV		SEC-I	Industrial Exposure Training Report & Viva Voce – I	6	100	100	-	-	40
				Health&Wellness	3	100	25	10	75	30

Semester	Part	Course Code	Course	Title of the Paper	Exam Hrs	Max Marks	Marks			
							CIA	Passing	EA	Passing
IV	Part I		Paper – IV	Tamil / Other Language	3	100	25	10	75	30
	Part II		Paper – IV	English	3	100	25	10	75	30
	Part-III		Core Paper – V	Food Production & Patisserie – II	3	100	25	10	75	30
			Core Paper Practical – V	Food Production & Patisserie Practical - II	6	100	40	16	60	24
			Allied -IV	Front Office Operation - II	3	100	25	10	75	30
			Allied Practical - II	Front Office Operation Practical - II	6	100	40	16	60	24
			Elective-II	(A)Hotel Engineering	3	100	25	10	75	30
				(B)Hotel Business Law	3	100	25	10	75	30
	Part- IV		SEC –II	Soft Skills and Communication-I	3	100	25	10	75	30
V	Part-III		Core Paper – VI	Food Production & Patisserie – III	3	100	25	10	75	30
			Core Paper Practical – VI	Food Production & Patisserie Practical - III	6	100	40	16	60	24
			Core Paper – VII	Accommodation Operation – II	3	100	25	10	75	30
			Core Paper Practical - VII	Accommodation Operation Practical – II	6	100	40	16	60	24
			Elective -III	(A) Hotel Accounts	3	100	25	10	75	30
				(B) Hotel French	3	100	25	10	75	30
			SEC –III	Event Management	3	100	25	10	75	30

	Part- IV		Summer Internship / Industrial Training	Industrial Exposure Training Report & Viva Voce – II	6	100	-	-	-	40
			EVS	EVS	3	100	25	10	75	30
VI	Part-III		Core Paper – VIII	Food& Beverage Service – III	3	100	25	10	75	30
			Core Paper Practical - VIII	Food & Beverage Service Practical – III	6	100	40	16	60	24
			Core Paper –IX	Computer application with AI in Hospitality industry	3	100	25	10	75	30
			Core Paper Practical – IX	Computer application with AI in Hospitality industry -Practical	6	100	40	16	60	24
			Core Paper - X	Human Resource Management	3	100	25	10	75	30
			Core Paper - XI	Travel and Tourism Management	3	100	25	10	75	30
	Part-IV	23UHMXE01	Extension Activity							
			NMSDC							

4. OTHER REQUIREMENTS

Industrial Visit:

As a part of the curriculum, a minimum of two Hotels visit per year must be arranged for the students.

Industrial Training:

Objective:

It is a mandatory that a student must undergo industrial training in any of the reputed Hotels of Star category or a Restaurant for a period of 180 days which is split up in to two times. I.e. at the end of second semester for 90 days and at the end of fourth semester 90 days, the students are expected to have practical training to enable them to acquaint him / her with procedure, practice and operation of hotels.

Student may make their own arrangement in fixing the hotels for training. Students should submit two reports in not less than 30 typed written pages, during the first week of third and fifth semester, students should submit the training certificate from the hotels for having attended the training for 180 days cumulatively.

Industrial training report shall be prepared by students under the Supervision of the faculty of the department.

Industrial training report must contain the following:

- ✓ Cover page
- ✓ Copy of Training Certificate
- ✓ Profile of business unit
- ✓ Report about the work undertaken by them during the tenure of Training
- ✓ Observation about the concern
- ✓ Findings

The candidate shall be required to produce two certificates of successful completion from the hotels concerned and to submit two copies of training report which will be evaluated at the end of third and fifth semester by the Internal and External examiners appointed by the University and the marks will be forwarded to the University.

Note: Students should submit training Report and make a brief oral presentation. The **internal** and **external** will see the demonstration and put some questions, based on these, marks will be awarded as follows

Dissertation –75 marks

Viva-Voce –25 marks

5. REQUIREMENT FOR PROCEEDINGS TO NEXT SEMESTER

Candidates shall be eligible to go to next semester, only if they satisfy the condition Prescribed by the syndicate from time to time.

6. PASSING MINIMUM

A candidate shall be declared to have passed in each paper; if He/ She secure not less than 40% of the Marks prescribed for the examination. He/ She shall be declared to have passed the whole examination if he /she pass in all the papers as per the scheme of Examination eligible to go to next semester only if they satisfy the condition prescribed by the syndicate from time to time.

7. CLASSIFICATION OF SUCCESSFUL CANDIDATES

Successful candidates, passing all the examinations securing the marks prescribed for, core, Allied, SBEC and NMEC course together shall be declared to have passed the examination in First / Second / Third class.

Candidates who obtained 75% of marks and above shall be deemed to have passed the Programme with distinction, provided they passed the examination at the **First appearance**

8. RANKING

Candidate who passes all examination prescribed for the course in the **first appearance** only is eligible for ranking.

9. MAXIMUM DURATION FOR THE COMPLETION OF THE UG PROGRAMME

The maximum duration for completion of UG programme shall not exceed twelve semesters.

10. COMMENCEMENT OF THE REGULATION

The regulation shall take effect from the academic year 2023-2024, i.e. for students who are admitted to the first year of the programme, during the academic year 2023-2024 and thereafter.

11. TRANSITORY PROVISION

Candidates who were admitted to the UG Programme of study before 2023 -2024 shall be permitted to appear for the examination under those regulations for the period of three years i.e. up to and inclusive of the examination of April / May 2023. Thereafter they may permit to appear for the examination only under the regulation there in force.

PROGRAMME OUTCOMES (POs):

On completion of the programme, the students will be able to

PO1: Graduates will acquire dynamic skills through proper perception of the course objectives that leads to scientific and analytical comprehension of the concepts;

PO2: Graduates will focus on sustainable goals that might bring about spherical developments

PO3: Graduates will infuse a spirit converging on bricking a team work, interpersonal and administrative skills to think critically and execute effectively

PO4: Graduates will apply reasoning appropriately to scale the humps in learning and solute them to the core.

PO5: Graduates will engage the skills obtained in independent and collaborative learning as a perennial process.

PROGRAMME SPECIFIC OUTCOMES (PSOs):

On completion of the programme, the students will be able to

PSO1: Acquire technical skills in the core areas of the hotel and other hospitality sectors

PSO2: Ability to understand professional techniques and use tools competently in the preparation, presentation and service of quality foods

PSO3: Endorse sustainable environment and corporate social responsibility initiatives as well as ethical practices in the hospitality business

PSO4: Apply the knowledge of Hotel Management and Catering Science in the domain Hospitality Industry.

PSO5: Unique Industrial Exposure Training cum Placement will engage the student in perennial process.

CORE PAPER – I

FOOD PRODUCTION AND PATISSERIE –I

Objectives:

The Main Objectives of this course are to:

- To impart basic Knowledge on various technical skills required in food production department.
- Improve the basic aspects of Kitchen Operations in the Hotel Industry.

Course out Come:

- ❖ CO 1: Students can remember aims & objectives of cooking food
- ❖ CO 2: Ability to understand and use cooking materials and their techniques
- ❖ CO 3: Apply the knowledge on preparing different types of Salad, Sauces, and Soups for continental cuisine.
- ❖ CO 4: Analyze the skills on knife and meat cuts.

Unit – I: Introduction to Cookery & Kitchen Organization

- Aims and objectives of cooking food
- Importance of personal hygiene and Safety procedure in handling kitchen equipments
- Types of fuels used in Food production .
- Kitchen Organization chart in large Hotel.
- Duites and responsabilités of chef de cuisine, sous-chef, Chef-de-partie and commis
- Inter relationship with other department

Unit – II: Preparation of Ingredients – Different styles of preparation

- Characteristics of raw materials-salt liquid, Sweetening agents, Raising agents, fats and oils, Thickening agent, Flavouring and seasoning
- Various Techniques used in the preparation of Ingredients.
- Methods of cooking – Boiling, Steaming, Stewing, Roasting, Grilling, Frying, baking

Unit – III:

- Texture - Definition and Types
- Salads – Types of Salads - Composition of salads
- Salad dressings – Types – preparation and uses
- Vegetable cookery – Classification of Vegetables, Cuts of vegetables, Storage and Selection, fruits, Selection and Storage

Unit – IV:

- Stock - Definition of stock – Types of Stocks and Uses.
- Soup - Definition of soup, Classification of soups.
- Sauces - Meaning - Types of sauces.

Unit – V:

- Egg Cookery - Selection of Egg, Uses and storage.
- Poultry– Classification of chicken, Selection and cuts of chicken.

- Meat cookery - Selection and cuts of Lamb - Mutton – Beef, Cooking of meat
- Fish Cookery - Classification of fish , Selection and Storage of Fish, cuts of Fish.

PO-CO MAPING

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Understand kitchen organization, hierarchy, and basic culinary terminology	Remember, Understand	PO1, PO2
CO2	Apply principles of hygiene, safety, and sanitation in food production areas	Apply	PO1, PO5
CO3	Analyze various cooking methods, fuels, and heat transfer techniques used in kitchens	Analyze	PO2, PO3
CO4	Evaluate quality of raw materials, ingredients, and food commodities used in production	Evaluate	PO2, PO4
CO5	Prepare basic stocks, soups, sauces, and simple bakery products using standard recipes	Apply, Create	PO3, PO5
CO6	Develop professional work habits, discipline, and teamwork in kitchen operations	Apply, Evaluate	PO4, PO5

Reference Books:

1. Krishna Arora – Theory of catering – Frank bros and publication limited
2. ThangamE.Philip – Modern cookery for teaching and trade V1– Macmillians publication
3. R.Kilton Cesarani- Theory of catering – ELBS Publication
4. Parvinder.S.Bali – Oxford Publication

CORE PAPER - II

FOOD & BEVERAGE SERVICE – I

Objectives:

The Main Objectives of this course are to:

- To impart knowledge on Food and Beverage Service industry and its operations
- To acquire fundamental skills required for F & B Service Personnel.

Course out Come:

- ❖ CO 1: Remember about the sectors and Functions of Food and Beverage industry
- ❖ CO 2: Ability to understand Food and beverage service equipment
- ❖ CO 3: Apply the knowledge on types of Services
- ❖ CO 4: Ability to compile menu of different types of Breakfast.
- ❖ CO 5: Categorize the non alcoholic beverage.

UNIT I: Introduction to Food & Beverage Service:

- Introduction and Evolution of Hotel Industry
- Different Types of Catering Establishments A) Commercial B) Non-commercial
- Different Outlets of F & B Service
- Staff Hierarchy of F & B Outlets With Duties and responsibilities of each level of staff
- Attributes of service personnel & Safety, hygiene, and attitudes (positive & negative)
- Inter Departmental Relation Ship

UNIT II: Food & Beverage Service Equipments:

- Furniture: Tables, chairs, booster chairs, sideboards, reception desk.
- Linen: description and uses of Table cloth, Napkins, slip cloth, waiter's cloth, Tray cloth, and buffet Cloth.
- Crockery: Meaning, uses and dimensions of crockery used, selection criteria.
- Glassware: Various types of glasses used and their dimensions, selection criteria
- Table ware: Cutlery and flatware, examples for cutleries, and their uses Special, equipment used in the restaurant and their uses. Mise-En-Place & Mise-En-Scène

UNIT III: Ancillary Departments:

- Still Room: still room functions, still room equipment, and still room control
- Silver room/ plate room: function, silver cleaning methods
- Pantry and Hot plate

Types of Service

- Waiter Service: English, American, French, Russian, Gueridon, tray service explanation of each.
- Self-service: cafeteria service, counter service, and vending- explanation of each.
- Assisted service: Buffet, car very- explanation of each

UNIT IV: Menu – Meaning

- Types Of Menu - Ala carte, Table d' hote, Banquet menu

- Types Of Meals - Breakfast, brunch, lunch, hi-tea, dinner, supper.
- French Classical Menu: courses and its accompaniments, cover, service.
- Menu Planning: Points to be considered while planning a menu

UNIT V: Non-Alcoholic Beverages

- Categories of non alcoholic beverage
- Method of taking food order: Check and Bill system, Service with order, Duplicate system, Triplicate checking system, Circumstantial K.O.T, Alcoholic Beverages Order
- Billing: Bill as a separate check, Separate Bill, Bill with order, Prepaid, Voucher, Deferred account.

PO-CO MAPING

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Identify the structure, organization, and functions of food and beverage service departments	Remember, Understand	PO1, PO2
CO2	Apply service principles, table laying, and restaurant mise-en-place procedures	Apply	PO1, PO3
CO3	Analyze different types of meal services and service methods used in hotels	Analyze	PO2, PO4
CO4	Evaluate restaurant equipment, service tools, and operational standards	Evaluate	PO2, PO5
CO5	Demonstrate guest handling, communication, and service etiquette in restaurant operations	Apply, Create	PO3, PO5
CO6	Build teamwork and professional attitude required in food service environments	Apply, Evaluate	PO4, PO5

Reference Books:

1. Food and Beverage Service - R.Singaravelavan- Oxford University Press Reference
2. Food & Beverage Service – Dennis R.Lillicrap, John A Cousins
3. Food & Beverage Service Training Manual – Sudhir Andrews (Tata Mc. Graw Hill. Publications)

CORE PAPER PRACTICAL – I

FOOD PRODUCTION AND PATISSERIE PRACTICAL – I

Objectives:

The Main Objectives of this course are to:

- To make them to understand the basic skills required to work in Hotel Kitchen.
- Make them to practice knife handling & kitchen equipment's in Hotel Kitchen

Course out Come:

- ❖ CO 1: Ability to identify and use the kitchen equipment
- ❖ CO 2: Ability to Understand and apply methods used in preparation of stocks, sauces
- ❖ CO 3: Display the knowledge of various knife cuts and be well versed in different in different method of cooking
- ❖ CO 4: Analyze the skills on preparation of various dishes
- ❖ CO 5: Create the quality of menu in the hot and cold dessert

1. Proper usage of a Kitchen Knife and Hand Tools.
2. Understanding the usage of small equipment.
3. Basic Hygiene practices to be observed in the Kitchen.
4. Safety practices to be observed in the kitchen: First Aid for cuts and burns.
5. Identification of Raw Materials.

A- Basic Indian Cuisine-Individual practical for students-10 sets of menus.

- I. Rice, cereals & pulses-(minimum of 10 varieties)
- II. Various simple dal preparations (minimum of 10 varieties)
- III. Wheat products like, chapattis, parathas, phulkas, pooris

B-Indian Masalas- Composition of basic Indian masalas

- I. Green. White. Masala. Kadhai
- II. Preparation of these and incorporation in simple dishes such as Vindaloo, korma, tikka, safed mas, navrattan korma. (Minimum of 10 varieties)
- III. Thickening, coloring and souring agents. C-Indian sweets (minimum of 10 varieties)

INTRODUCTION TO COOKERY:

1. Individual practical for students-10 sets of menu
2. Demonstration classes & simple application by students Basic
3. Western Cuisine

I. Vegetables

- A. Varieties of Vegetables
- B. Classification
- C. Cuts of Vegetables: • Julienne •Jardinière •Mignonette •Dices •Cubes

- Macedoine •Paysanne •Shred •Concasse •Mirepoix
- D. Blanching of Tomatoes & Capsicum
- E. Methods of Cooking Vegetables
 - Boiling (Potatoes, Beans, Cauliflower) Frying (Aubergine, Potatoes)
 - Steaming (cabbage) Baking (potatoes, turnip) Braising (onion, leaks, cabbage)
- II. **Stocks**
 - Demonstration and preparation of: White stock .Brown stock .Fish stock
- III. **Sauces**
 - Demonstration & preparation of basic mother sauces and 2-3 derivatives of each
 - Béchamel (+ cheese sauce, Mornay, mustard sauce, parsley sauce)
 - Espagnole (+ lyonnaise Madeira, charcutière) Tomât (+ Créole, Italienne, piquant)
 - Veloute (+suprême, allemande, normande)
 - Hollandaise (+ paloise, beamaise)
 - Mayonnaise (tartare, cocktail)
- IV. **Soups**
 - Classification of soups
 - Preparation of basic soups Consommé, (royale, Carmen, Clermont, ambassadrice, julienne), Cream (tomato, spinach, vegetables), Puree (lentil, peas, carrot), Cut vegetables (Scotch broth, Minestrone), Veloute (crème de volaille princesses, veloute dame Blanche / Marie-Louise), National soup (mulligatawny, French onion, ox tail), Bisque (Prawn, Shrimp)
- V. **Egg Cookery**
 - Preparation of varieties of egg dishes Boiled (soft & hard), Fried (sunny side up, double fried), Poaches, Scrambled, Rolette (plain, stuffed), En cocotte (eggs Benedict), Starch (rice, pasta, potato)
- VI. **Fish Cookery**
 - Identification & classification of fish
 - Cuts of Fish e.g., Fillet, Dame, Tronçon, Paupiette, Goujons
 - Preparation of simple fish Dishes
- VII. **Poultry**
 - 1. Types of poultry or classification of poultry
 - 2. Cuts of Poultry
 - 3. Preparation and jointing of Chicken
 - 4. Preparation of Simple dishes
- VIII. **Meat**
 - 1. Identification of various cuts
 - 2. Preparation of Basic Cuts such as Lamb Roast leg of Lamb Stew

PO-CO MAPING

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Perform basic knife skills, cuts of vegetables, and kitchen preparation techniques	Apply	PO1, PO3
CO2	Prepare stocks, soups, sauces, and simple Indian and continental dishes	Apply, Create	PO2, PO3
CO3	Analyze food texture, flavor balance, and presentation standards in prepared dishes	Analyze	PO2, PO4
CO4	Evaluate hygiene, safety, and waste management practices during food preparation	Evaluate	PO1, PO5
CO5	Demonstrate teamwork, timing, and coordination during practical kitchen sessions	Apply, Evaluate	PO4, PO5
CO6	Create simple bakery and confectionery products with proper methods and standards	Create	PO3, PO5

Reference Books:

1. Practical cookery - Ronald Kinton & Victor Ceserani - Hodder Starghton.
2. Theory of Catering - Ronald Kinton & Victor Cese rani - Hodder Starghton.
3. Modern cookery vol I & II for teaching and trade - Thangam E.Philip – Orient Longman.
4. Theory of Catering, Mrs. K.Arora, Frank Brothers
5. Herrings Dictionary of Classical & Modern Cookery, Walter Bickel
6. Chef Manual of Kitchen Management, Fuller, John
7. The Book of Ingredients, Jane Grigson
8. The Professional Chef [4th edition], Le Rol A.Polso

ALLIED PAPER-I

PRINCIPLES OF TOURISM

Objectives:

The Main Objectives of this course are to:

- To know the basic operations in Tourism Department
- To know about the Indian Cultural Heritage & job performance in Tourism Sector

Course out Come:

- ❖ CO 1: Able to know Important Tourist place in India
- ❖ CO 2: Ability to understand Indian cultural heritage
- ❖ CO 3: Gathered knowledge about Indian fairs & Festivals
- ❖ CO 4: To handle Various job positions in Tourism Sector
- ❖ CO 5: Analyzing the Job description of tourism sector

Unit - I

Introduction to tourism

Classification of travelers

Factors influencing the growth of Tourism Types of tourism

Basic components of tourism

Unit - II

Positive and Negative impacts of tourism

Activities of Department of tourism

Economic impact of tourism

Geographical Components of Tourism

Unit - III

Indian cultural Heritage - Religions, Belief and their Practices

Music's in India & Dances in India - Classical and Folk Dances

Fairs and Festivals in India

Population status and Regional Languages in India

Unit - IV

Tourism Planning & Importance in planning, Steps in planning

The role of Manager, Forms of Organization

Unit –V

International Co-operation and Collaboration

Organization chart of the department of tourism in India

PO-CO MAPING

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Understand the concept, history, and significance of tourism in hospitality industries	Remember, Understand	PO1, PO2
CO2	Identify various components, types, and forms of tourism	Remember, Apply	PO1, PO2
CO3	Analyze the role of transport, travel agencies, and tourism organizations	Analyze	PO2, PO3
CO4	Evaluate the economic, social, and cultural impacts of tourism development	Evaluate	PO2, PO4
CO5	Develop awareness of sustainable tourism practices and destination management	Apply, Create	PO3, PO5
CO6	Demonstrate professional understanding of tourism trends and career opportunities	Apply, Evaluate	PO4, PO5

Reference Books

1. Akshay Kumar –Tourism Management
2. P.N.Seth –Tourism Management
3. Gun Clare –Tourism Planning
4. Kishore –Dance of India
5. Chitralkh Singh –Hindus Festivals and Fairs and Fasts

NME-I
**Culinary Life Skills and Food
Safety**

Objectives:

- To understand the basic concepts of food, nutrition, and kitchen organization.
- To develop practical cooking skills useful for daily life and professional awareness.

Course out Come:

- ❖ CO 1. Understand food basics, kitchen safety, and nutrition principles.
- ❖ CO 2: Apply simple cooking methods for daily life.
- ❖ CO 3: Prepare basic dishes, snacks, and beverages independently.
- ❖ CO 4: Demonstrate elementary bakery and dessert preparation skills.
- ❖ CO 5: Develop awareness of food entrepreneurship and hospitality careers.

UNIT I: Kitchen Basics

- Meaning and importance of food
- Kitchen tools and equipment
- Measuring ingredients and standard recipes
- Personal hygiene and kitchen safety
- Introduction to kitchen organization

UNIT II: Cooking Methods

- Basics of vegetable and fruits Selection & processing
- Basic cuts of Vegetables
- Selection and cuts of Meat – Chicken, Fish & Lamb.
- Techniques of cooking
- Methods of cooking
- Importance of temperature control

UNIT III: Basic Preparation

- Preparation of breakfast dishes
- Salads and sandwiches
- Soups and simple snacks
- Rice and basic curry preparation

UNIT IV: Food Safety, Adulteration and Contamination

- Meaning and importance of food safety
- Food adulteration: definition, causes, and common examples
- Food contamination, causes and prevention
- Safe food handling practices and storage methods
- Basic food safety awareness and consumer protection

UNIT V: Food Entrepreneurship and Life Skills

- Home-based food business ideas

- Costing basics for simple food items- Margins, profit and loss management
- Meal Planning
- Food presentation and customer service
- Career opportunities in food and hospitality

PO-CO MAPING

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Understand the basic concepts of food, nutrition, kitchen organization, and personal hygiene	Remember, Understand	PO1, PO2
CO2	Apply basic cooking methods and use kitchen tools safely for simple food preparation	Apply	PO1, PO3
CO3	Prepare simple dishes such as breakfast items, salads, soups, snacks, and beverages independently	Apply, Create	PO2, PO3
CO4	Analyze food adulteration, contamination, cross contamination, and safe food handling practices	Analyze	PO2, PO4
CO5	Evaluate food costing, menu planning, and small-scale food business opportunities	Evaluate	PO2, PO5
CO6	Develop confidence, creativity, and practical life skills through culinary activities and food entrepreneurship awareness	Apply, Create	PO4, PO5

Reference Books:

1. Theory of Cookery – Krishna Arora
2. Modern Cookery – Thangam E. Philip
3. Food Production Operations – S. R. Bali
4. Professional Chef – Parvinder S. Bali
5. Food Science and Nutrition – Sunetra Roday
6. Food Hygiene and Sanitation – S. Roday
7. Essentials of Food and Nutrition – M. Swaminatha

re Paper III
ACCOMMODATION OPERATION I

Objectives :

- To provide comprehensive knowledge of housekeeping department
- To provide understanding of linen and familiarize about cleaning agent and equipment

Course out Come:

- ❖ CO 1: Students can remember importance and function of Housekeeping
- ❖ CO 2: Ability to understand housekeeping desk control procedure
- ❖ CO 3: Apply the procedure of bed making and guest room cleaning procedure
- ❖ CO 4: Apply the cleaning agents for various works.
- ❖ CO 5: Analyze the Linen exchange procedure

Unit – I

- Introduction: Meaning and Importance/Role of Housekeeping.
- Duties and Responsibilities of the Housekeeping Staff.
- Housekeeping Department: Organizational Structure (Large/Medium/Small Hotel),
- Staff Hierarchy and their duties.
- Coordination within & another Department

Unit – II

- Cleaning Equipment: Types of Equipment, Operating Principles of Equipment.
- Selection, storage and Maintenance of equipment's (Mechanical/Manual)
- Cleaning agents: types of cleaning agents, selection storage

Unit – III

- Hotel Guest Room: Layout of guest room (Type), Layout of corridor and floor pantry, Types of guest rooms
- Guest Room Furniture, guest room supplies Items classified as Bed, Bath Linen and their sizes - Selection criteria for Linen items (Bed sheet, pillow slip, towels, bathmats, table cloth, and serviette)
- Cleaning guest rooms: - Type of soil - Standard of cleaning - Cleaning procedure – Manual and Mechanized - Frequency of cleaning - The cleaning process - Bed making - Daily cleaning of guest room – occupied room – VIP room – Check out room blocked for arrival– Checkout room – occupied room with “Please make up my room” sign hang-up - Turn down service

Unit – IV

- Linen/ Uniform: Types of Linen, sizes and Linen exchange procedure, Selection of linen, Storage Facilities and conditions,
- Maids Service Room: - Layout & Essential Features - Floor pantry – Uses - Organizing maids’ trolley - Keys – types – key Control

Unit – V

- Cleaning of Public Areas: Cleaning Process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/ bar/ banquet Halls/ Administration offices/ Lifts and Elevators/ Staircase/ back areas/ Front areas/ Corridor)
- House Keeping Control Desk - Role of control desk - Forms Records and register used in Control Desk.

PO-CO MAPING

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Perform bed making and guest room cleaning according to hotel standards	Apply	PO1, PO3
CO2	Demonstrate use of cleaning tools, agents, and safety procedures during housekeeping operations	Apply	PO1, PO5
CO3	Analyze quality standards in room servicing and public area maintenance	Analyze	PO2, PO4
CO4	Evaluate linen handling, laundry procedures, and stock maintenance practices	Evaluate	PO2, PO4
CO5	Develop teamwork, discipline, and time management during practical sessions	Apply, Evaluate	PO4, PO5
CO6	Create professional guest room presentation with attention to detail and service quality	Create	PO3, PO5

Reference Books:

1. Sudhir Andrews – Hotel Housekeeping Training Manual – TMH publications
2. Margaret Lennox- hotel, Hostel and Hospital House Keeping – ELBS Publications
3. G. Raghubalan and SmriteeRaghubalan – Hotel Keeping operation and Management – Oxford Publication

CORE PAPER PRACTICAL – II

ACCOMMODATION OPERATION PRACTICAL – I

Objectives:

The Main Objectives of this course are to:

- To impart knowledge basic housekeeping procedure and practices
- To impart knowledge of cleaning equipment and cleaning agents

Course out Come:

- ❖ CO 1: Ability to identify and use different types of housekeeping equipment
- ❖ CO 2: Ability to Understand bed making procedure
- ❖ CO 3: Apply various polishing methods
- ❖ CO 4: Analyze the maid's trolley settings procedure
- ❖ CO 5: Evaluate Guest Room inspection

1. Identification of cleaning equipment: selection, use, mechanism, care and Maintenance, Use of different Brushes, brooms, mops,
2. Identification of cleaning agents – classification, use and care
3. Standard guest room supplies. (Amenities)
4. Maids Trolley: Set Up, Stocking and usage.
5. Identifying of linen, Classified as Bed, Bath Linen and their sizes.
6. Step by step procedure for making bed/ Turn down services.
7. Guest room layout drawing.
8. Cleaning guestrooms
9. Room and public area inspection
10. Duty Rota preparation for housekeeping department.

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Perform bed making and guest room cleaning according to hotel standards	Apply	PO1, PO3
CO2	Demonstrate use of cleaning tools, agents, and safety procedures during housekeeping operations	Apply	PO1, PO5
CO3	Analyze quality standards in room servicing and public area maintenance	Analyze	PO2, PO4
CO4	Evaluate linen handling, laundry procedures, and stock maintenance practices	Evaluate	PO2, PO4
CO5	Develop teamwork, discipline, and time management during practical sessions	Apply, Evaluate	PO4, PO5
CO6	Create professional guest room presentation with attention to detail and service quality	Create	PO3, PO5

Reference Books:

1. Sudhir Andrews – Hotel Housekeeping Training Manual – TMH publications
2. Margaret Lennox- hotel, Hostel and Hospital House Keeping – ELBS Publications

CORE PAPER PRACTICAL – III

FOOD & BEVERAGE SERVICE PRACTICAL – I

Objectives:

The Main Objectives of this course are to:

- To impart knowledge on Food & Beverage Service industry and its operation
- To train students in the correct method of handling food and beverage service equipment.

Course out Come:

- ❖ CO 1: Ability to identify the different types of food and beverage service equipment
- ❖ CO 2: Ability to understand the service procedure of various menus
- ❖ CO 3: To compile different types of breakfast menu
- ❖ CO 4: Handle food order from guest
- ❖ CO 5: Compare and Create napkin folds for different occasion

Enumeration of food service equipment (cutlery, crockery, miscellaneous equipment)

1. Napkin folding
2. Carrying light and heavy tray
3. Cleaning of glassware, cutlery and crockery
4. Setting up the side board
5. Laying the table cloth and relaying the table cloth
6. Carrying glassware, Bowls and cups, saucers and fresh plates
7. Placing of plates on table and Clearance of Soiled plates
8. Manipulating of service spoon and fork for various foods
9. Service of water, Coffee and Tea
10. Continental and English breakfast Menu planning
11. Laying the continental breakfast cover & English breakfast Cover
12. Order taking for Breakfast in the restaurant
13. Service procedure for Continental and English breakfast in the Restaurant
14. Continental Breakfast tray set Up and English breakfast Tray set up
15. Luncheon and Dinner table d'hôte menu planning
16. A la carte menu planning and A la carte Cover Laying
17. Table d'hôte Cover Laying
18. Presenting the A la carte menu and taking order
19. Service of appetizers and soups
20. Service of Fish and Main course
21. Service of Sweets, savory and cheese, Dessert
22. Preparing finger bowl and presenting
23. Service of Coffee after the meal

24. Making of bill and presenting
25. Handling of various situations. (Role play)

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Perform restaurant mise-en-place, table laying, and service setup procedures	Apply	PO1, PO3
CO2	Demonstrate various styles of service such as American, French, and buffet service	Apply	PO2, PO3
CO3	Analyze guest expectations and service quality standards in restaurant operations	Analyze	PO2, PO4
CO4	Evaluate restaurant equipment handling and hygiene standards during service	Evaluate	PO1, PO5
CO5	Demonstrate communication skills and guest interaction during food service operations	Apply, Create	PO3, PO5
CO6	Demonstrate communication skills and guest interaction during food service operations	Apply, Create	PO3, PO5

Reference Books:

1. Food and beverage service: Dennis R. Lillicrap, John a cousins
2. Modern restaurant service, a manual for students & practitioners - John fuller Hutchinson
3. Food & beverage service training manual- Sudhir Andrews - Tata McGraw-Hill

ALLIED PAPER-II

FRONT OFFICE OPERATION – I

Objectives:

The Main Objectives of this course are to:

- To give an overall view of the types of hotels, rooms, room rates and guests
- Manage the daily operations and strong front desk team, through ongoing training and performance management.

Course out Come:

- ❖ CO 1: To identify types of hotels, rooms, room rates and guests
- ❖ CO 2: Ability to understand the Organization Structure of Front office Department
- ❖ CO 3: Ability to apply the Procedure for reservation of rooms through computer-based Reservation system
- ❖ CO 4: Ability to apply the knowledge on check-in and check- out procedure
- ❖ CO 5: Analyze the left luggage handling procedure

UNIT I: Introduction to Hotel Industry

- Defining hotel, Introduction of Front Office
- Classification of Hotels – (Size, star, location)
- Types of Rooms
- Tariff Structure
- Lay out&-Equipment used

UNIT II: Front Office Organization

- Organization Structure
- Duties and responsibilities of front office personnel
- Front office coordination with other department
- Types of guest (FIT, GIT, SIT, Business Traveler, Domestic, and Foreigners etc.)
- Types of Meal plan

UNIT III: Reservations

- Modes of reservation/Sources of reservation
- Systems and procedures of recording reservations--Check -in and check -out procedure
- Registration formalities-C 'Form for Foreigners--Currency regulations

UNIT IV: Registration

- Introduction to the Registration.
- Section Steps of registration with or without reservation.
- Pre- registration activities.
- Registration [non automatic, semi, automatic]

- Processing VIP, Foreigners & group registration.

UNIT V: Information and Bell Desk Operation

- Introduction of Bell desk Equipment used in Bell desk -Luggage handling, Paging, Scanty / Left Luggage procedure.
 - Luggage handling, Mail and Message handling, Change of room etc.
- Forms and Format - Telephone manners and Etiquettes, Key Control

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Understand front office organization, staff responsibilities, and guest cycle operations	Remember, Understand	PO1, PO2
CO2	Apply reservation systems, check-in, check-out, and guest accounting procedures	Apply	PO1, PO3
CO3	Analyze coordination between front office and other hotel departments	Analyze	PO2, PO4
CO4	Evaluate guest complaints, service recovery, and customer satisfaction methods	Evaluate	PO2, PO5
CO5	Demonstrate communication, grooming, and etiquette required in front office operations	Apply, Create	PO3, PO5
CO6	Develop customer handling skills and adaptability in hospitality service situations	Apply, Evaluate	PO4, PO5

Reference Books:

1. Sudhir Andrews – Hotel Front Office Training Manual – TMH PUB
2. Paul.B. White and Helan Beckley – Hotel reception – Arnold Heinman Publication
3. Dr. Jagmohan NEGI – Grading and classification of hotel, tourism and restaurant principles and practices – Kanishka publications.

ALLIED PRACTICAL -I

FRONT OFFICE OPERATION PRACTICAL – I

Objectives:

The Main Objectives of this course are to:

- To know the basic operations in Front office Department
- To handle Reservation & Registration Process

Course out Come:

- ❖ CO 1: Recall Important Tourist place in India
 - ❖ CO 2: Ability to understand telephone handling procedure
 - ❖ CO 3: Calculate and prepare various front office records and reports
 - ❖ CO 4: To handle emergencies situation
 - ❖ CO 5: Analyzing the arrival and departure lists
-
1. Telephone handling procedures
 2. Check –in and check- out procedures
 3. Receiving and registering the Guest.
 4. Baggage handling procedures 1
 5. Front office cashiering procedure.
 6. Handling guest complaints and solving problems.
 7. Knowledge of the City and surrounds
 8. Knowledge of Tariff
 9. Dealing with guest mail and messages, hotel mail, staff mail.
 10. Modes of bill settlement.
 11. Basis of charging, Rack Rates.
 12. Tariff fixations.
 13. Rates offered
 14. Maintain and Use of the Guest Information Directory. Using the guest History System, Taking Messages
 15. Knowledge of Source Modes and types of Reservation
 16. Cancellation and amendments.
 17. Pre-registration activity.
 18. Preparation of Arrival and Departure Lists
 19. General awareness of capitals, currencies and airlines of countries.
 20. Cash less transactions

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Perform guest registration, check-in, and check-out procedures using standard formats	Apply	PO1, PO3
CO2	Demonstrate handling of reservations, room allotment, and front desk records	Apply	PO2, PO3
CO3	Analyze guest service quality and front office communication standards	Analyze	PO2, PO4
CO4	Evaluate complaint handling and service recovery practices in hotel reception	Evaluate	PO2, PO5
CO5	Develop professional appearance, telephone etiquette, and interpersonal communication skills	Apply, Create	PO3, PO5
CO6	Build confidence and teamwork for efficient front office operations	Apply, Evaluate	PO4, PO5

Reference Books:

1. Front Office training Manual - Sudhir Andrews

NME-II
BAKERY & CONFECTIONERY

Objectives:

The Main Objectives of this course are to:

- To impart knowledge on equipment and ingredients used in bakery
- To obtain basic knowledge on Bread and cake making techniques

Course out Come:

- ❖ CO 1: Ability to identify and use the bakery equipment and tools
- ❖ CO 2: Understand the role of ingredients used in bread making
- ❖ CO 3: Perform to prepare different types of Cakes
- ❖ CO 4: Exhibit skills and techniques applied in chocolate preparation
- ❖ CO 5: Analyze the different types of Pastry

UNIT - I

- Introduction, Bakery equipment and Tools
- Identification and handling of Raw Materials
- Type of flours
- Sugar – Types of sugar
- Raising agent – types, role of raising agents

UNIT - II

- Bread - Types of Bread, Preparation of bread, Role of Ingredients in Bread making, Faults and reason in making bread, Characteristics of good bread
- Bread Rolls - Soft and hard rolls, Breakfast rolls, Croissants, Brioche, Vienna, Danish

UNIT - III

- Sponges - Types of Cake Making, Preparation of different types of Cakes, Role of Ingredients in Cake making, Faults and reason in making Cakes, Fatless Sponge Recipes, Characteristic as good sponge
- Icing - Uses of Icings, Equipment used for Icing, Varieties of Icings – Recipes

UNIT - IV

- Milk and Milk Product: Milk – Types of milk – uses of milk, Cheese – Classification – uses of cheese, Cream – types – uses of cream
- Frozen Desserts: Types and classification, Methods of preparation of various ice creams, Additives and preservatives used in ice cream
- Chocolate Work: Types of chocolate, Tempering of chocolate, Decorative work and display

UNIT - V

- Pastry - Types of Pastry, Faults and Reason for each Pastries, Names of Products made from each pastries, Recipes for each pastries

CO – CODE	Course Outcome	Blooms Level	Related POs
CO1	Understand baking principles, ingredients, and functions used in bakery production	Remember, Understand	PO1, PO2
CO2	Apply standard methods for preparing breads, cakes, pastries, and cookies	Apply	PO1, PO3
CO3	Analyze faults in bakery products and identify corrective measures	Analyze	PO2, PO4
CO4	Evaluate quality standards, storage, and presentation of baked products	Evaluate	PO2, PO5
CO5	Create simple confectionery items, desserts, and decorative bakery products	Create	PO3, PO5
CO6	Develop precision, hygiene, and professional discipline required in bakery operations	Apply, Evaluate	PO4, PO5

Reference books:

1. Ronald Kinton & Victor Cesarani – Practical – Cookery – Holderstargntion
2. Ronald Kinton & Victor Cesarani – Theory of Catering – Hodder Starghton
3. K. Arora – theory of Cookery – Frank Brothers
4. Parvinders Bali – food Production – Operations – Oxford Publication

BASICS OF TOURISM

OBJECTIVES:

- To learn about the fundamentals of mobility of Mankind from a place to another.
- To let the students aware of the various Nature and Forms of Travel/Tourism.

COURSE OUTCOMES

- ❖ Learn about the fundamentals of mobility of Tourism
- ❖ Understand the Concepts and Definitions, Domestic and International Tourism etc.,
- ❖ Realize the role of the various Nature and Forms of Travel & Tourism

UNIT-I

Tourism: Concepts, Definitions and Historical Development; Types of Tourists: Tourists, Travelers and Excursionists; Forms of Tourism: Inbound, Outbound, Domestic and International.

UNIT-II

Nature and Forms of Travel/Tourism, Tourism System: Nature, Characteristics and Components of Tourism Industry. Push-pull factors in Tourism.

UNIT-III

Motivation for Travel: Basic travel motivators, Early travel motivators. Tourism Demand, Motivation of Tourism Demand: Measuring Tourism Demand. Pattern and Characteristic of Tourism supply; Factors influencing Tourism demand and Supply.

UNIT-IV

Organizations in Tourism: Need and Factors, National Tourist Organizations, Role and Functions of Important Tourism Organizations: WTO, IATA, PATA, TAAI, WTTC. Seasonality & Tourism

UNIT-V

Impacts of Tourism at the Destination: It's Impact: Socio-Cultural, Environmental and Economic Factors affecting the future of Tourism business, Sociology and Tourism.

REFERENCE BOOK

- Successful Tourism Management: Pran Nath Seth
- Burkharot and Medt, Tourist Past, Present and Future”, Butterworth Heinemann,
- Gilbert Sigaux, History of Tourism

CORE PAPER – IV

FOOD & BEVERAGE SERVICE – II

Objectives:

The Main Objectives of this course are to:

- To impart the knowledge on various types of wines and their production
- To impart knowledge on sparkling wine services

Course out Come:

- ❖ CO 1: Ability to identify different types of wines
- ❖ CO 2: Ability to understand sparkling wine procedure
- ❖ CO 3: Ability to apply the procedure involved in production of Beer.
- ❖ CO 4: Demonstrate steps involved in production of Spirits
- ❖ CO 5: Analyze the different type of Spirit coffee

Unit I

- Introduction to beverages: Definition & Classification of beverage
- **Wines** – Definition, Classification, Grape varieties, Production of table wine, Service and storage, Wines Of France, Italy & Germany - Classification, Wine producing regions - other wine producing countries
- Table wine service procedure

Unit II

- Sparkling Wines - Methods of Preparation - Service and storage
- Fortified Wines - Production, Types, and brand names
- Vermouth And Bitters - Production, types, and brand names of Vermouth - Meaning and uses of bitters, examples for bitters
- Wine & food paring: Suggestions for food & wines combination
- Beer – Definition, Production, Types of beer, Service and storage

Unit III

- Cider And Perry - Production, types, and brands of Cider and Perry

Unit IV

- Spirits – Definition, Distillation - Pot still & Patent still
- Different spirits – Brandy, Whisky, Gin, Vodka, Rum, Tequila - Production, Types, Service and Storage
- Liqueurs: Meaning, color, flavor & country of origin. Production of liqueurs

Unit-V

- Cocktail - Meaning, Methods of mixing, points to be observed while making cocktails, Recipes of cocktails; Mock tails - Meaning and recipes of famous mock tails Spirit coffee - Meaning, Preparation and examples
- Dispense bar: Meaning, Glassware & equipment, Garnishes, Stocking of alcoholic beverages

And bar control, Bar: types of bar, bar frauds, bar routine.

- Tobacco - Important tobacco producing countries, production of tobacco, parts of cigar, strength, size of cigars, service method, storage & International brand names of cigars

CO – CODE	Course Outcome	Blooms Level	Related POs
CO1	Understand advanced restaurant operations, bar organization, and beverage service principles	Remember, Understand	PO1, PO2
CO2	Apply service techniques for wines, spirits, cocktails, and non-alcoholic beverages	Apply	PO1, PO3
CO3	Analyze menu planning, banquet operations, and restaurant control systems	Analyze	PO2, PO4
CO4	Evaluate service quality, customer satisfaction, and beverage management standards	Evaluate	PO2, PO5
CO5	Demonstrate professional beverage service and guest interaction skills	Apply, Create	PO3, PO5
CO6	Develop leadership and teamwork required for restaurant and bar operations	Apply, Evaluate	PO4, PO5

Reference Books

1. Food & Beverage service – Lillicrap & Johncousins
2. Food & Beverage Service training manual- Sudhir Andrews
3. Professional guide to alcoholic beverages- Lipinski
4. Beer- Michael Jackson
5. Public house & Beverage management – Michael flynn
6. The world encyclopedia of wine- Stuart Walton
7. Food and beverage service – R. Singaravelan-oxford

CORE PAPER PRACTICAL – IV
FOOD & BEVERAGE SERVICE PRACTICAL – II

Objectives:

The Main Objectives of this course are to:

- To impart knowledge on bar
- To train students in order taking and service procedure of various alcoholic beverage

Course out Come:

- ❖ CO 1: Remembering and use the food and beverage service equipment
- ❖ CO 2: Classify the different types wine
- ❖ CO 3: Demonstrate the service procedure of alcoholic beverages.
- ❖ CO 4: Demonstrate the service procedure of cigar and cigarettes
- ❖ CO 5: Analyze the operations of bar

1. Beverage order taking procedure
2. Service of red wine, white wine and rose wine
3. Service of Champagne, Sherry, Port, Madeira and Marsala
4. Service of vermouth and Bitters
5. Compiling a wine list and Compiling a menu with wine suggestions
6. Service of Brandy and Whisky
7. Service of Rum and Gin
8. Service of Vodka and Tequila
9. Service of Liqueur
10. Service of bottled beer, canned beer and draught beer
11. Service of Cigars and Cigarettes
12. Preparation of Cocktails – Whisky, Brandy
13. Preparation of Cocktails – Rum, Gin and Vodka
14. Preparation of Mocktails

CO – CODE	Course Outcome	Blooms Level	Related POs
CO1	Perform advanced restaurant service, buffet setup, and banquet arrangements	Apply	PO1, PO3
CO2	Demonstrate service of wines, cocktails, mocktails, and specialty beverages	Apply	PO2, PO3
CO3	Analyze guest expectations and service standards in fine dining and banquet operations	Analyze	PO2, PO4
CO4	Evaluate hygiene, equipment handling, and beverage presentation standards	Evaluate	PO1, PO5
CO5	Develop guest communication, suggestive selling, and service professionalism	Apply, Create	PO3, PO5
CO6	Build teamwork and confidence for advanced F&B service operations	Apply, Evaluate	PO4, PO5

Reference Books:

1. Food and Beverage Service: R.Singaravelan- Oxford University Press
2. Food and beverage Service: Dennis R. Lillicrap, John A Cousins
3. Modern Restaurant Service, A manual for students & Practitioners - John Fuller – Hutchinso
4. Food & Beverage Service Training Manual- Sudhir Andrews - Tata McGraw-Hill.

ALLIED PAPER-III
FOOD SCIENCE AND NUTRITION

Objectives:

Main Objectives of this course are to:

- Practice general procedures regarding personal hygiene
- To know about different types of Micro Macro Nutrients

Course out Come:

- ❖ CO 1: Ability to identify the food groups
- ❖ CO 2: Ability to understand the functions of Carbohydrate
- ❖ CO 3: Ability to understand the right kind of amounts of minerals and water intake for good health
- ❖ CO4: Ability to apply the food Adulteration
- ❖ COS: Analyze the preservation method

Unit - I

- Concepts of Food and Nutrition
- Definition of Food, Nutrition and Nutrients, Food groups, Functions of food to man. Balanced diet: Definition, meaning and importance
- Meal planning: Factors affecting, Meal planning Personal Hygiene, Kitchen hygiene and Food Hygiene

Unit - II

- Water: Importance, Water balance, deficiency of oral dehydrations
- Carbohydrates, Proteins and fat composition, classification, sources, functions and requirements, digestion and absorption, excess and deficiency.

Unit - III

- Minerals: Calcium, Iron, sodium, Iodine-Functions, sources, daily requirements, excess and deficiency, digestion and absorption.
- Vitamins: Classifications, function, sources, daily requirements, excess and deficiency of vitamins A, D, E, K, C & B vitamins.
- Nutritional losses during cooking.

Unit - IV

- Food Quality: Definition, quality attributes and its measurements.
- Colors: Natural and Synthetic colors used in foods
- Flavor: Types of flavor and synthetic flavor intensifier
- Food adulteration and common food adulterants.

Unit - V

- Role of Micro-organism in food industry and food spoilage,
- Beneficial and harmful effects of microbial activity - Food poisoning and food inspections, Food standards in India.
- Preservation methods: Low temperature, High temperature

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Identify food groups, nutrients, and the importance of balanced diet and meal planning	Remember, Understand	PO1, PO2
CO2	Understand the functions of carbohydrates, proteins, fats, vitamins, minerals, and water	Understand	PO1, PO2
CO3	Apply nutritional knowledge for healthy food choices and food hygiene practices	Apply	PO1, PO3
CO4	Analyze food adulteration, food quality, and common food safety issues	Analyze	PO2, PO4
CO5	Evaluate food preservation methods, microbial spoilage, and food standards in India	Evaluate	PO2, PO5
CO6	Develop awareness of nutrition and health management in hospitality operations	Apply, Evaluate	PO4, PO5

Reference Books:

1. Sri Lakshmi,B, Nutrition Science, New Age International Publishing Company Limited, 2002
2. Frezier, W.C, Food Microbiology, Mc Graw Hill Publications, New York, 4th Edition, 1998.
3. Mahindra, S.N, Food Safety a techno legal analysis, Tata McGraw Company Publications, 2000.
4. Swaminathan, M, Advanced Text Book of Food and Nutrition, Vo1. I & II, Bappes Publishing Company, 1996

ELECTIVE-I
(A) BAKERY & CONFECTIONERY

Objectives:

The Main Objectives of this course are to:

- To impart knowledge on equipment and ingredients used in bakery
- To obtain basic knowledge on Bread and cake making techniques

Course out Come:

- ❖ CO 1: Ability to identify and use the bakery equipment and tools
- ❖ CO 2: Understand the role of ingredients used in bread making
- ❖ CO 3: Perform to prepare different types of Cakes
- ❖ CO 4: Exhibit skills and techniques applied in chocolate preparation
- ❖ CO 5: Analyze the different types of Pastry

UNIT - I

- Introduction, Layout of Bakery and Bakery equipment and Tools
- Identification and handling of Raw Materials
- Flour – Type of flour – uses
- Shortenings – types, meaning and characteristics of good shortenings
- Sugar – Types of sugar – their cooking of sugar at different temperatures
- Raising agent – types of Raising agent – role of raising agents

UNIT - II

- Bread - Types of Bread making, Preparation of bread, Role of Ingredients in Bread making, Faults and reason in making bread, Characteristics of good bread
- Bread Rolls - Soft and hard rolls, Breakfast rolls, Croissants, Brioche, Vienna, Danish pastry

UNIT - III

- Sponges - Types of Cake Making, Preparation of different types of Cakes, Role of Ingredients in Cake making, Faults and reason in making Cakes, Genoese sponge, Fatless Sponge Recipes, Characteristic as good sponge
- Icing - Uses of Icings, Equipment used for Icing, Varieties of Icings – Recipes

UNIT - IV

- Milk and Milk Product: Milk – Types of milk – uses of milk, Cheese – Classification – uses of cheese, Cream – types – uses of cream
- Frozen Desserts: Types and classification, Methods of preparation of various ice creams, Additives and preservatives used in ice cream
- Chocolate Work: Types of chocolate, Tempering of chocolate, Decorative work and

Display

UNIT - V

- Pastry - Types of Pastry, Faults and Reason for each Pastries, Names of Products made from each pastries, Recipes for each pastries
- Marzipan - Equipment used for Marzipan, Introduction of the Marzipan, Preparation of Marzipan
- Meringue - Making of Meringue, Types and uses of Meringue
- Pastillage - Equipment used for Pastillage, Introduction of the Pastillage

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Identify bakery equipment, tools, and ingredients used in bakery production	Remember, Understand	PO1, PO2
CO2	Understand the role of ingredients and methods used in bread making	Understand	PO1, PO2
CO3	Prepare different types of cakes, breads, rolls, and sponge products	Apply, Create	PO1, PO3
CO4	Demonstrate chocolate work, icing techniques, and frozen dessert preparation	Apply	PO2, PO3
CO5	Analyze pastry types, faults, and preparation methods of marzipan and meringue	Analyze	PO2, PO4
CO6	Develop precision, hygiene, and professional baking discipline	Apply, Evaluate	PO4, PO5

Reference books:

1. Ronald Kinton & Victor Cesarani – Practical – Cookery – Holderstargntion
2. Ronald Kinton & Victor Cesarani – Theory of Catering – Hodder Starghton
3. K.Arora – theory of Cookery – Frank Brothers
4. Parvinders Bali – food Production – Operations – Oxford Publication

ELECTIVE-I
(B) HOTEL ADMINISTRATION & ENTREPRENEURSHIP

Objectives

The Main Objectives of this course are to:

- To understand the fundamentals of entrepreneurship, including its importance, types, and the skills required to become a successful entrepreneur.
- To develop the ability to analyze business opportunities and prepare a business plan for starting and managing a venture effectively.

Course out Come:

- ❖ CO1: Understand the concept of entrepreneurship, its importance
- ❖ CO2 : Explain the role of entrepreneurship in the tourism and hospitality industry
- ❖ CO3: Analyze and evaluate business ideas and products using tools like market research and SWOT analysis.
- ❖ CO4 : Demonstrate knowledge of starting and managing a business
- ❖ CO5 : Develop and present a comprehensive business plan

UNIT – I Entrepreneurship

Meaning and importance of entrepreneur, Entrepreneurship - Factors influencing entrepreneurship, Pros and Cons of being an entrepreneur, Women entrepreneurs problems and promotion, Types of Entrepreneurs, Characteristics of a successful entrepreneur, Competency requirement for entrepreneurs - Awareness of self-competency and its development.

UNIT – II Entrepreneurship in Tourism and Hospitality industry

Event Management - Scope of Event Management - Conventions, Exhibitions, Meetings - Event planning, Key characteristics, Activities conceptualizing and designing events – event planning, five Cs of events - Key steps to successful events - Characteristics and complexities of events – Emerging areas of entrepreneurship in Travel sector, Tour operations and Hospitality - Home stays

UNIT – III Product

Product - Definition, types, criteria in the selection of a product.
Market research- definition, techniques.
SWOT Analysis- definition, scope, importance.

UNIT – IV Business concept

Business enterprise – definition, steps involved in starting a business venture – formalities, licensing and

Registration procedures- Financial, technical and social feasibility of the project.

Small Scale Industries- definition, Importance and role played by SSI in the development of the Indian economy - Problems faced by SSI and the steps taken to solve the problems - Policies governing SSIs.

Sickness in SSI's- definition of a sick industry - Causes of industrial sickness Preventive and remedial measures for sick industries. Industrial estates – role and types

UNIT – V Business Plan

Definition of Business Plan- its importance- Preparing Business Plan - Financial aspects of the Business Plan -Marketing aspects of the Business Plan - Human Resource aspects of the Business Plan - Technical aspects of the Business Plan - Social aspects of the Business Plan - Problems and prospects of Business Plan

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Understand entrepreneurship concepts, importance, and types of entrepreneurs	Remember, Understand	PO1, PO2
CO2	Explain the role of entrepreneurship in tourism and hospitality industries	Understand, Apply	PO1, PO3
CO3	Analyze business ideas using market research and SWOT analysis	Analyze	PO2, PO4
CO4	Demonstrate knowledge of starting, managing, and registering a business venture	Apply	PO1, PO3
CO5	Develop and present a comprehensive business plan for hospitality enterprises	Create	PO3, PO5
CO6	Build entrepreneurial confidence and decision-making ability for self-employment	Apply, Evaluate	PO4, PO5

Reference books:

1. Bharusal- Entrepreneur Development
2. Desai, Vasanth- Management of Small-Scale Industry
3. Desai, Vasanth- Problems and prospects of Small-Scale Industry
4. Desai, Vasanth, et.al, Entrepreneurial Development, Himalaya Publishing House, 2006.
5. Dollinger, Max J - Entrepreneurship- Strategies and Resources, Pearson Edition
6. Gupta, Sunil - Entrepreneurial Development, the ICFAI University Press, 2004.
7. Gaur, Sanjaya Singh, Event marketing and management
8. Gelz, Event management and event tourism
9. Hoyle, L.H., TJA Jones (1995) “Managing Conventions and Group Business”,
10. Khanka, S.S - Entrepreneurial Development, S. Chand @ Company Ltd., 1999. Murthy, C.S.V- Entrepreneurial Development.
11. Pareek, Udai and Rao, T.V - Developing Entrepreneurship.
12. Sharma, S.V.S - Developing Entrepreneurship: Issues and problems

SKILL ENHANCEMENT COURSE (SEC) - I
INDUSTRIAL EXPOSURE TRAINING REPORT AND VIVA VOCE –I

Duration of Exposure: 90 DAYS Training

Academic Credits for training shall be based on following

Log books and attendance, Appraisals, Report and presentation, as applicable

All trainees must ensure that the log books and appraisals are signed by the departmental/sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report in all four departments in III semester on completion of training in that respective department. A PowerPoint presentation (based on the report) should be making. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed. (Refer to What to Observe Sheets for more details.)

The Training Report will be submitted in the form specified as under:

- a) The typing should be done on both sides of the paper (instead of single side printing)
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5-line spacing.
- d) The paper should be A-4 size.
- e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook
2. Appraisal
3. A copy of the training certificate
4. IT Report in all four Departments
5. Power Point presentation on a CD, based on the training report.
6. Attendance sheet
7. Leave card

For distribution of marks refer to details on Course structure/ Credit Distribution during the tenure of Industrial Exposure, apart from carrying out the assigned jobs,

The learners are suggested to make the following observations in the departments of internship:

Food Production Operations Industry Exposure – WHAT TO OBSERVE FOODPRODUCTION

1. Area & Layout of the Kitchen
2. Study of Standard Recipes
3. Indenting, Receiving & Storing
4. Preparing of batters, marinating and seasonings
5. All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)
6. Daily procedure of handover from shift to shift
7. Recipes and methods of preparation of all sauces
8. Quantities of preparation, weekly preparations and time scheduling
9. Stock preparation and cooking time involved
10. Cutting of all garnishes
11. Temperatures and proper usage of all equipment
12. Plate presentations for all room service and a la cart orders
13. Cleaning and proper upkeep of hot range
14. Cleanliness and proper upkeep of the kitchen area and all equipment
15. Yield of fresh juice from sweet lime / oranges
16. Storage of different MISE-en-place – (Raw, Semi-Processed)
17. Bulk preparations
18. Finishing of buffet dishes
19. Recipes of at least 10 fast moving dishes
20. MISE-en-place for: A la Carte Kitchen & Banquet Kitchen
21. Réchauffé/ Leftover Cooking

Food and Beverage Service Operations Industry Exposure -I Food & Beverage Service

BANQUETS

1. What is banqueting – the need to have banquet facilities, scope purpose, menus and price structures
2. Types of banquet layouts
3. Types of banquet equipment, furniture and fixtures
4. Types of menus and promotional material maintained
5. Types of functions and services
6. To study staffing i.e. number of service personnel required for various functions.
7. Safety practices built into departmental working
8. Cost control by reducing breakage, spoilage and pilferage
9. To study different promotional ideas carried out to maximize business
10. Types of chafing dish used- their different makes sizes

RESTAURANTS

1. Taking orders, placing orders, service and clearing
2. Taking handover form the previous shift
3. Laying covers, preparation of MISE-en-place and arrangement and setting up of 20 stations

4. Par stocks maintained at each side station
5. Functions performed while holding a station
6. Method and procedure of taking a guest order
7. Service of wines, champagnes and especially food items
8. Service equipment used and its maintenance
9. Coordination with housekeeping for soil linen exchange
10. Physical inventory monthly of crockery, cutlery, linen etc.
11. Equipment, furniture and fixtures used in the restaurant and their use and maintenance
12. Method of folding napkins
13. Note proprietary sauces, cutlery, crockery and the timely pickup

BAR

1. Bar setup, MISE-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles
2. Types of glasses used in bar service and types of drinks served in each glass
3. Liaison with f & b controls for daily inventory
4. Spoilage and breakage procedures
5. Handling of empty bottles
6. Requisitioning procedures
7. Recipes of different cocktails and mixed drinks
8. Provisions of different types of garnish with different drinks
9. Dry days and handling of customers during the same
10. Handling of complimentary drinks
11. Bar cleaning and closing
12. Guest relations and managing of drunk guests
13. Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens
14. Types of garnishes and service accessories maintained, and preparation of the same before the bar opens
15. To know the different brands of imported and local alcoholic and non-alcoholic beverages
16. Bar salesmanship
17. KOT/BOT control
18. Coordination with kitchen for warm snacks
19. Using of draught beer machine
20. Innovative drink made by the bar tender

ROOM SERVICE/IN ROOM DINNING

1. Identifying Room Service Equipment
2. Importance of Menu Knowledge for Order-taking (RSOT functions/procedures)
3. Food Pickup Procedure
4. Room service Layout Knowledge
5. Laying of trays for various orders

6. Pantry Elevator Operations
7. Clearance Procedure in Dishwashing area
8. Room service Inventories and storerequisitions
9. Floor Plan of the guest floors
10. Serving Food and Beverages in rooms
11. Operating dispense Bars

Accommodation and Front Office Operations Industry Exposure -I

WHAT TO OBSERVE ACCOMMODATION OPERATIONS ROOMS

1. Number of rooms cleaned in a shift
2. Time taken in making bed
3. Thoroughly observe the cleaning equipment and detergents / any other cleaning supplies used
4. Observe all guest supplies kept in guestroom bathroom. Understand the procedure for procurement and replenishment of guest supplies.
5. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guest facilities e.g. telephone, channel music, A/C, T.V.etc
6. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency
7. Observe how woodwork, brass work are kept spotlessly clean and polished
8. Observe procedure for handling soiled linen & Procurement of fresh linen
9. Observe the procedure for Freshen up and turn down service
10. Observe room layout, color themes and furnishings used in various categories and types
11. Carpet brushing and vacuum-cleaning procedure
12. Windowpanes and glass cleaning procedure and frequency
13. Observe maintenance of cleaning procedure and frequency
14. Understand policy and procedure for day-to-day cleaning
15. Observe methods of stain removal
16. Understand the room attendant's checklist and other formats used
17. Observe handling of guest laundry & other service (like shoe shine etc.)

1. Observe the handing of work during peak hours
2. Observe the formats used by department and study various records

maintained

PUBLIC AREA

1. Observe the duty and staff allocation, scheduling of work and daily briefing
2. What to look for while inspecting and checking Public Area
3. Importance of Banquets function prospectus
4. Observes tasks carried out by the carpet crew, window cleaners and polishers
5. Note Maintenance Order procedure
6. Study the fire prevention and safety systems built into the department
7. Observe coordination with Lobby Manager, Security and other departments
8. Observe the pest control procedure and its frequency
9. Study the equipment and operating supplies used the procedure for its procurement
10. Observe Policy and procedures followed for various cleaning

WHAT TO OBSERVE FRONT OFFICE

1. Greeting, meeting & escorting the guest
2. Total capacity and tariffs of the rooms
3. Location and role of status board, different types of status's maintained
4. Special rates and discounts applicable to groups, business houses, airlines, VIP's etc.
5. Identification of kind, mode and type of reservation
6. Filing systems and follow-up on reservations
7. Types of plans and packages on offer
8. Forms and formats used in the department
9. Meaning of guaranteed, confirmed and waitlisted reservations
10. Reports taken out in the reservations department
11. Procedure of taking a reservation
12. Group reservations, discounts and correspondence
13. How to receive and room a guest
14. Room blockings
15. Size, situations and general colour schemes of rooms and suites
16. Discounts available to travel agents, tour operators, FHRAI members etc
17. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones
18. Guest registration, types of guest folios, arrival slips, c-forms and their purpose
19. How to take check-ins and check-outs on the computer
20. Various reports prepared by

reception BELL DISK / CONCIERGE

FUNCTIONS:

Luggage handling during check-in & check-out, left luggage procedures, wake-up call

Procedure, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.

TRAVEL DESK:

Coordination, booking, transfers etc

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Understand research objectives and project structure in hospitality studies	Understand	PO1, PO2
CO2	Apply research methods, data collection, and analysis for project completion	Apply	PO1, PO3
CO3	Analyze findings and interpret practical implications for hospitality operations	Analyze	PO2, PO4
CO4	Evaluate project outcomes and justify recommendations during viva voce	Evaluate	PO2, PO5
CO5	Prepare professional project reports and academic presentations	Apply, Create	PO3, PO5
CO6	Develop confidence, presentation skills, and research orientation for future careers	Apply, Evaluate	PO4, PO5

BUSINESS COMMUNICATION

OBJECTIVES:

- To learn Basics of communication
- To introduce the skills of Business communication

COURSE OUTCOMES:

1. Understand the nuances of business communication skills
2. Demonstrate various skills and effective verbal and non-verbal
3. Communication ability

UNIT I

Communication as Skill – Principles of Communication – Types of Communication - Verbal and Non Verbal Communication– Interpersonal Communication – Questioning – Reflecting – Explaining – The Process of Listening – Reading Styles

UNIT II

Skills in Communication – Effective Verbal Communication – The Importance of Listening – Reading Body Language – Communicating Confidently – Public Speaking

UNIT III

Business Communication – Interacting in Task Groups – Negotiation and Bargaining – Relational Communication – Organizing Interview – Facing Interview –

UNIT IV

Organizational Communication – Cross Cultural Communication – Communication and Social Media – Communication and Audio Visual Presentation – Communication for Conflict Management

UNIT V

Art of Writing – Types of Writing – Stages of Writing – Business Letters, Memos, minutes, and Emails – Composing Business Reports

REFERENCE BOOKS

1. Sri Jin Kushal, Business Communication Skills. VK Publications, 2014
2. Asha Kaul, Effective Business Communication. PHI Learning Pvt. ltd, Delhi, 2015
3. K K Ramachandran, Business Communication. Vikas Publications, Delhi, 2014
4. Prasad P. The Functional Aspects of Communication Skills. New Delhi

CORE PAPER – V
FOOD PRODUCTION & PATISSERIE – II

Objectives:

The Main Objectives of this course are to:

- To impart the knowledge on Indian regional cooking
- To impart knowledge on tandoor, Indian bread, sweets

Course out Come:

- ❖ CO 1: Remembering Spices masalas and condiments
- ❖ CO 2: Ability to Understand heritage of Indian cuisine
- ❖ CO 3: Apply the knowledge on process of making Indian Cuisine
- ❖ CO 4: Exhibit skills in the preparation of Indian Sweets
- ❖ CO 5: Analyze the food cost control

UNIT – I: Indian Masala

- Indian cookery – Spices masalas and Condiments – Thickening agents.
- Tandoori – Tandoori preparation – Marination, Indian Breads, Tikkas, Kababs, Equipments and tools.
- Composition and Preparation of different Masala used in Indian cooking - Garam Masala, Chat, Sambar, Rasam, Channa, Goda and Kolhapuri Masala etc.
- Indian gravies – Basic gravies – Yellow, Green, Red, Brown, White Gravy
Examples of dishes made from these gravies

UNIT – II: Indian Cuisine

- Introduction of Regional Cuisines
- Geographic Location and Historical background of Indian Cuisines
- Availability Raw Material & Factors affecting the eating habits
- Indian festivals and their dishes, Indian Snacks and Indian Sweets and main dishes from Tamilnadu, Kerala, Andrapradesh, Karnataka, Goa

UNIT – III: Indenting - Costing - Purchasing

- Principles of Indenting, Quantities and portions for bulk production
- Food costing and Food cost control, Importance and relevance of food costing
- Purchasing system with Purchasing specification and Storage

UNIT - IV: International Cuisine Chinese Cuisine

- Introduction to Chinese cuisine with Geographical Features of china
- Historic Moments of china and Ingredient & Equipments Used

- Chinese Regions & their styles of cooking with Chinese Dishes

UNIT – V: Thai & Italian Cuisine

- Introduction to Thai Cuisine with Spices and herbs used in Thai Cuisine
- Fair and Festival in Thai, Ingredient & Equipments Used with Some Recipes of Thai
- Introduction to Italian cuisine with Geographical Features of Italian cuisine
- Various types Sauces, Pasta and Cheese used in Italian cuisine, Fair and Festival in Italian Cuisine, Ingredient & Equipments Used with Some Recipes of Italian

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Understand advanced kitchen operations, international cuisine basics, and menu planning principles	Remember, Understand	PO1, PO2
CO2	Apply principles of quantity food production and standard recipe usage in professional kitchens	Apply	PO1, PO3
CO3	Analyze regional and international cooking styles, ingredients, and preparation methods	Analyze	PO2, PO4
CO4	Evaluate quality standards, costing, and portion control in food production	Evaluate	PO2, PO5
CO5	Prepare advanced dishes, bakery products, and desserts with professional presentation	Apply, Create	PO3, PO5
CO6	Develop leadership, teamwork, and time management skills in kitchen operations	Apply, Evaluate	PO4, PO5

Reference Books:

1. Thangam.E.Philip – Modern cookery for teaching and trade – Macmillan Publication
2. R.Kinton & Cesarani – Theory of catering – ELBS Edition
3. MJLETO & WKH BODE – The larder Chef – Butter worth Heinmanth.
4. Parvinders.Bali – Food Production operation – Oxford publication. 5 V.C
Crusius – Quantive Food Management – surjeet Publication
5. Indersingh Kolaras Pradeep das Gupta – Cooking with Indian Masters – Allied Publishers

CORE PAPER PRACTICAL – V
FOOD PRODUCTION & PATISSERIE PRACTICAL – II

Objectives:

The Main Objectives of this course are to:

- To train the students in quantity food production of Indian regional cuisine
- To train the students in preparation of Indian regional cuisine

Course out Come:

- ❖ CO 1: Identify the fabricated meat cut and equipment for Tandoor dishes
- ❖ CO 2: Ability to understand the familiar dishes different regions in India
- ❖ CO 3: Demonstrate the skills in the preparation of Indian regional dishes
- ❖ CO 4: Analyze the regional cuisine dishes in popular
- ❖ CO 5: Evaluate the recipes and preparation method in popular Indian regional dishes

I. Demonstration on

1. Indian rice and Gravy preparations
2. Indian breakfast and snacks preparations
3. Indian breads - naan, rotis, parathas, phulkas with variations
4. Indian Pulaos and Biryani
5. Indian Dal varieties
6. Tandoori marinating
7. Indian Chats and sweets

II. To Formulate 22 sets of menu consisting of 5 dishes from the following regions:

1. Andhra Pradesh.
2. Bengal
3. Chettinadu
4. Goa
5. Gujarat
6. Kashmir
7. Kerala
8. Maharashtra
9. Punjab
10. Rajasthan
11. Tamil Nadu.
12. The menu can be compiled by the respective colleges.

III. Chinese Practical Demonstration

1. Chinese rice and noodles preparations
2. Chinese meat & fish preparations

IV. Dishes prepared in the following styles

1. Shanghai, Cantonese, Peking, Szechwan

V. Sri Lankan

1. Basic Sri Lankan gravies
2. Sri Lankan rice preparations
3. Sri Lankan curries
4. Sri Lankan Biryani

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Prepare Indian, continental, and international dishes using standard professional methods	Apply	PO1, PO3
CO2	Demonstrate quantity food production and menu execution in practical kitchen sessions	Apply	PO2, PO3
CO3	Analyze flavor balance, plating standards, and food presentation techniques	Analyze	PO2, PO4
CO4	Evaluate hygiene, kitchen workflow, and waste control during production	Evaluate	PO1, PO5
CO5	Create desserts, advanced bakery items, and complete meal presentations	Create	PO3, PO5
CO6	Build coordination, leadership, and teamwork in practical food production operations	Apply, Evaluate	PO4, PO5

Reference Books:

1. Thangam. Philip – Modern cookery for Teaching and Trade / Volume-I – Macmillan Publication
2. Indersingh, Pradeep Das Gupta – Cooking with Indian Masters – Allied publication.

ALLIED PAPER – IV
FRONT OFFICE OPERATION – II

Objectives:

The Main Objectives of this course are to:

- To impart the knowledge on duties and responsibilities night auditing
- To impart the knowledge on computer application in front office

Course out Come:

- ❖ CO 1: List out the mode of settlement of bills
- ❖ CO 2: Discuss Night Auditing procedure
- ❖ CO 3: Ability to prepare Front Office Accounting reports
- ❖ CO 4: Ability to use different property management system
- ❖ CO 5: Calculate and compare occupancy percentage

UNIT I: The Lobby Manager's Desk

- Functions of the Lobby Manager
- Forms and Registers required
- Handling of any unusual event like theft, fire, accident, death, skippers, scanty luggage guests etc,
- Handling of Master keys, duplicate and original keys
- Handling guest complaints and problems

UNIT II: Guest Accounting

- Job description of a front office cashier
- Guest Accounts-Folios-Vouchers-Ledgers
- Creation & Maintenance of Accounts Record keeping system: Manual, Semi - Automated, dully automated
- Credit monitoring - Floor limit, House limit, part settlement of in house guests
- Account Maintenance:-Charge purchase, - Account Correction, - Accounts allowance, Account transfer, -Cash advance.

UNIT III: Night Auditing

- Functions of the night auditor
- The role of the night auditor and Cross - referencing
- Guest credit monitoring and Daily & supplementary transcripts
- The night audit process

UNIT- IV: Check Out Settlement Process

- Mode of settlement of bills - Cash and credit settlement
- Foreign exchange, credit card, Travelers cheque, Personal cheque, Debit card, Credit card Payment, Travel agent voucher, Corporate billing.

UNIT- V: Computer Application with AI in Front Office

- Property Management Systems
- Property Management systems in Front Office
- Reservation Module and Front desk module
- Cashier module and Night Audit module

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Understand advanced housekeeping operations, supervision, and management functions	Remember, Understand	PO1, PO2
CO2	Apply procedures for flower arrangement, interior decoration, and public area maintenance	Apply	PO1, PO3
CO3	Analyze linen control, laundry management, and inventory systems in accommodation operations	Analyze	PO2, PO4
CO4	Evaluate budgeting, cost control, and quality assurance in housekeeping departments	Evaluate	PO2, PO5
CO5	Demonstrate supervisory skills and guest handling in accommodation services	Apply, Create	PO3, PO5
CO6	Develop leadership, teamwork, and professional discipline in housekeeping management	Apply, Evaluate	PO4, PO5

Reference Books:

1. Jaiashankar.R. Tewari – Hotel Front Office – Operation and Management – Oxford Publication
2. Sudhir Andrews – Hotel Front Office Training Manual – TMH Publication.
3. Dr.JagmohanNegi – Grading and Classification of Hotel, Tourism and Restaurant – Principles and practices – Kanishka Publication

ALLIED PRACTICAL-II

FRONT OFFICE OPERATION PRACTICAL-II

Objectives:

The Main Objectives of this course are to:

- To impart knowledge on the procedure and practices adopted between guest and hotel
- To impart skills in front office department

Course out Come:

- ❖ CO 1: Remembering Countries and their Capitals
 - ❖ CO 2: Ability to understand check-in and checkout procedure
 - ❖ CO 3: To handle the situation of left luggage
 - ❖ CO 4: Analyzing the Guest Departure Procedure
 - ❖ CO 5: Analyzing the Suggestive selling procedure
-
1. Receiving Guest
 2. Guest registration Procedures (F.I.T, Groups. V.I.P, V.V.I.P)
 3. Knowledge of Check in and Checkout
 4. Registration records and procedures
 5. Responding to questions about service and events
 6. Making Booking (Airlines, Bus, Train, Theatres etc.)
 7. Bell Desk
 8. Errand cards
 9. Handing Guests Baggage
 10. Handling left luggage (Procedure and records maintaining)
 11. Valet Service
 12. Valet Parking (Procedure and Record maintaining)
 13. Guest departure procedure
 14. Encasing - foreign currency, Travelers Cheque, Handling debit and Credit Cards
 15. Safety locker (Procedure and record maintained)
 16. Study of countries, capitals, currencies, Airways.
 17. Front office terminologies.

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Perform advanced room servicing, public area cleaning, and supervisory inspections	Apply	PO1, PO3
CO2	Demonstrate flower arrangement and interior décor practices for hospitality spaces	Apply	PO2, PO3
CO3	Analyze standards of cleanliness, guest satisfaction, and presentation quality	Analyze	PO2, PO4
CO4	Evaluate linen room practices and laundry workflow efficiency	Evaluate	PO2, PO5
CO5	Create professional guest room ambiance with attention to aesthetics and comfort	Create	PO3, PO5
CO6	Build coordination, discipline, and leadership during housekeeping practical sessions	Apply, Evaluate	PO4, PO5

Reference Books:

1. Principles of Hotel Front Office Operations- Sue Baker- Pam Bradley and Jeremy Huyton London-Cassell Publishers- 2nd Edition- 2001.
2. Front Office Operations and Management- Ahmed Ismail Delmar- Thomson Publishers- 1st Reprint- 2002

ELECTIVE PAPER-II

(A) HOTEL ENGINEERING

Objectives:

The Main Objectives of this course are to:

- To address repair needs and completing Work Orders
- To get basic idea of repairs on electrical, Plumbing, Heating, Ventilation and air conditioning system

Course out Come:

- ❖ CO 1: Consider the impact of facility design on Facility Management
- ❖ CO 2: Analyzing Maintenance management system
- ❖ CO 3: Justify Personnel management in Maintenance
- ❖ CO 4: Compare and Justify costs associated with hospitality facility
- ❖ CO 5: Able to fire fight in case of emergencies

UNIT - I

- Role and importance of Maintenance Department in hotel industry with emphasis on its relation with other departments of the hotel, Organizational chart of maintenance department, Duties and responsibilities of maintenance department
- Maintenance - Preventive and break-down maintenance
- Fuels used in catering industry: Types of fuel used in catering industry; calorific value; comparative study of different fuels, calculation of amount of fuel required and cost.

UNIT - II

- Gas: Heat terms and units method of transfer, LPG and its properties; precaution to be taken while handling gas; low and high pressure burners, corresponding heat output, care and service of gas equipment, gas meter reading
- Electricity: Importance and its uses. Meaning of ampere, volt, ohms and their relations, ohms law, AC & DC their difference, Importance of NEC (National Electric Code), Earthing: Meaning and its importance and method of earthing

UNIT - III

- Water system management: Sources of water and its quality, distribution of water supply system and its storage. Hardness in water and its removal methods.
- Sanitary systems: Sink, basins, WC, inspection chambers, soiled pipes, water taps.
- Waste disposal: Solid and liquid waste, sullage and sewage, disposal of solid waste, sewage treatment

UNIT - IV

- Refrigeration: Principles and uses of refrigeration in catering industry. Basic scientific principles of different types of refrigeration systems and refrigerants, Walk-in coolers and

Freezers. Care and maintenance of refrigeration system and Conditions for comfort: Air movement, humidity control, ventilation methods, ventilation rates for different rooms.

- Air-conditioning: Types Energy conservation: Energy conservation' barriers; methods of conserving electrical and water energy.

UNIT - V

- Transportation systems: Passenger elevators, freight elevators, dumb waiters, escalators, side- walks -Operations and their maintenance.
- Fire prevention and fire protection: Meaning of fire; different types of fire, fire hazards, fire extinguishers, fire alarm systems.
- Pollution control: Water pollution, thermal pollution and sewage pollution.

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Understand the basic concepts of hotel engineering systems, maintenance, and utility management in hospitality operations	Remember, Understand	PO1, PO2
CO2	Identify and apply knowledge of electrical systems, water supply, drainage, and sewage systems used in hotels	Understand, Apply	PO1, PO3
CO3	Analyze refrigeration, air conditioning, ventilation, and fire safety systems in hotel buildings	Analyze	PO2, PO4
CO4	Evaluate energy conservation methods, preventive maintenance practices, and engineering cost control measures	Evaluate	PO2, PO5
CO5	Demonstrate awareness of safety standards, equipment handling, and engineering support for hotel operations	Apply, Create	PO3, PO5
CO6	Develop managerial understanding of facility maintenance and sustainable hotel engineering practices	Apply, Evaluate	PO4, PO5

Reference books:

1. Hotel Engineering & Maintenance in Hospitality Industry - Frank M. Borsenik Van Nostrand Reinhold.
2. Principles of Hospitality Engineering - John D.Palmer - Van Nostrand Reinhold.

ELECTIVE PAPER-II
(B) HOTEL BUSINESS LAW

UNIT - I

Legislation of Catering Industry

Introduction - Salient features of catering establishment Act, 1958 - Interval for rest payment of wages act applicable to catering establishment - Notice of discharge or dismissal - penalties - Grant of registration certificates - procedures of death of a holder of the registration certificate changes of the festival specified display of statement by the catering establishment Maintenance of registers and records - Medical examination of persons prior to employment - Medical examination of employees - Scale of dress to be supplied to the employees, servers, cleaners, kitchen staff. Fire extinguishers and first aid boxes - Lien of Inn keeper - Features of Tamilnadu Tax on Luxury Act, 1981.

UNIT - II

Law Relating to Hotel Guest Relationship Hotel and Lodging rate control

Definition - Fair rates - Hotel and Lodging house - manager of a Hotel - Owner of a lodging house - Paying guest - premises - tenant - tenement - appointment of controller - fixation of fair rate - Refusal of accommodation - Eviction of guest from hotel room duties, rights and responsibilities of Inn keeper towards guest - Inn keeper lien.

Hotel and Restaurant Licenses

Licenses - Permits - procedure for obtaining - Renewing licenses - Suspension and termination - Licenses required to open and operate Hotel and Restaurant

UNIT - III

Food-Legislation, Prevention of Food Adulteration Act, 1954

Definition - Adulterant - Adulterated food - public analyst - Central food laboratory The central committee for Food Laboratory - The central committee for food standards Food Inspector - their powers and duties - procedure to be followed by food inspector Report to public analyst Notification of food poisoning. Consumer Protection Act, 1986.

Consumer Protection Council - Consumer dispute Redressal agencies - Appeal and Jurisdiction of state and National commission.⁷⁷

UNIT - IV

Factories Act, 1948

Definition - Factory - Manufacturing process Adult, Adolescent, Child, young person Calendar Year, Week, Provisions regarding health, Safety and Welfare - Non - Fringe benefits - Pension P.F.

UNIT - V

Contract of Insurance

Nature of Contract of Insurance - Principles of contract of insurance - Reinsurance. Double insurance subrogation and contribution General insurance practices

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Understand legal principles, hospitality laws, and regulatory requirements in hotels	Remember, Understand	PO1, PO2
CO2	Apply legal procedures related to contracts, licensing, and guest safety	Apply	PO1, PO3
CO3	Apply legal procedures related to contracts, licensing, and guest safety	Apply	PO1, PO3
CO4	Evaluate compliance measures and legal risk management in hospitality services	Evaluate	PO2, PO5
CO5	Demonstrate ethical and lawful decision-making in operational situations	Apply, Create	PO3, PO5
CO6	Develop awareness of legal accountability in hospitality management	Apply, Evaluate	PO4, PO5

REFERENCE BOOKS

1. E. Dharmaraj - Food and Hotel Legislation and policies - New Age International publishers
2. P.L. Malik - The Industrial Law - Eastern Book & Co, Luck now
3. B.K. Chakraborti - Labour Laws of India - International Law book center, Calcutta
4. Dr. A.N. Sharma - Aspect of Labour Welfare and Social Security – Himalaya Publishing house Mumbai

SKILL ENHANCEMENT COURSE (SEC) - II

HOSPITALITY SKILLS&COMMUNICATION

Objectives:

- To help learners understand the nature of attitudes
- To enhance verbal and non-verbal communication
- To build self-awareness through personality analysis, strengthen emotional intelligence

Course out Come:

- ❖ CO 1: Develop positive attitude
- ❖ CO 2: Set smart goal
- ❖ CO 3: Communicate effectively
- ❖ CO 4: Analyze personality
- ❖ CO 5: Practice Business etiquette

UNIT I: Foundations

Positive Attitude&Goal Setting

Features and formation of attitudes, psychological factors influencing attitude,
Benefits of positive attitude & overcoming negativity
Importance of career and personal goals, SMART goals framework
Tips for effective goal setting

UNIT II: Communication Skills

Communication Process: Verbal and non-verbal communication, Barriers to effective communication
Listening skills, tone of voice, clarity, Oral presentation techniques

UNIT III: Personality & Professional Development

Types of personality, SWOT analysis, Creativity, human values, emotional intelligence
Interpersonal Skills
Empathy vs. sympathy, Conflict resolution and teamwork, Building professional relationships

UNIT IV: Leadership Skills & Time Management

Traits of effective leaders, Difference between manager and leader, Leadership styles and responsibilities
Importance of managing time, Tools and techniques for productivity
Resume Writing & Interview Skills
Structure of a professional resume, Common interview questions and strategies

UNIT V: Business Etiquette

Greetings, farewells, and professional conduct
Voice modulation and conversation skills

CO-CODE	Course Outcome	Bloom's Level(s)	Related POs
CO1	Communication skills	Apply	PO1, PO5
CO2	Vocabulary & presentation	Remember, Apply	PO1, PO2
CO3	Personality development & EI	Analyze	PO2, PO6
CO4	Leadership & teamwork	Evaluate	PO2, PO3, PO4
CO5	Resume & interview readiness	Create	PO5
CO6	Business etiquette & adaptability	Apply, Evaluate	PO1, PO2, PO6

REFERENCE BOOKS

1. The Ace of Soft Skills: Attitude, Communication and Etiquette for Success, **Gopalaswamy, Ramesh**
2. Text Book of Soft Skill, **Paul Martin, Kavita Krishnamurthi**
3. Effective Communication and Soft Skills, **Nitin Bhatnagar, Mamta**

PRINCIPLES OF MARKETING

OBJECTIVES

- To acquaint the principles in marketing both at micro and macro levels
- To understand the concepts and techniques of marketing

COURSE OUTCOMES:

1. To recognize the importance of marketing in tourism industry
2. To describe the basic understanding of marketing concepts
3. To discuss the way of marketing to get an edge over others

UNIT I

Introduction to Marketing Concepts - Understanding Marketing: Marketing Concepts, Nature and Scope of Marketing, Marketing Mix, Marketing Management Philosophies, Strategic Planning and Marketing Process - Marketing Environment

UNIT II

Market targeting: Concept of market segmentation; targeting and positioning - Types of segmentation - Marketing mix.

UNIT III

Product issues: Types of products - product mix dimensions - product strategies - product life cycle.

UNIT IV

Pricing; Concept of price - factor influencing tourism pricing - method of price fixation - pricing strategies - Distribution channels- Nature and importance of distribution system – Marketing intermediaries.

UNIT V

Promotion: Concept of Promotion and Communication - objectives and importance of marketing promotion and communication - promotion mix - components of promotion mix - factor affecting promotion mix - types of marketing promotion and communication tools.

Reference Books:

- Middleton, Victor (2001). Marketing in Travel and Tourism, B-HL, New Delhi
- Philip Kotler, Jon Bower, James Maken,(2017)‘Marketing for Hospitality and Tourism’, Pearson
- J. Christopher Holloway &Chris Robinson, (1995) ,‘Marketing for Tourism’ Longman

CORE PAPER – VI
FOOD PRODUCTION & PATISSERIE – III

Objectives:

The Main Objectives of this course are to:

- To impart knowledge on the unique features of Larder Kitchen
- To give an overall view of equipments and ingredients used in Cold Kitchen.
- To impart knowledge on popular dishes and preparation methods in Cold Kitchen

Course out Come:

- ❖ CO 1: Outline about larder kitchen.
- ❖ CO 2: Describing the preparation method and types of larder by products
- ❖ CO 3: Applying knowledge of ingredients used in the Cold Kitchen
- ❖ CO 4: Able to know all about sandwiches
- ❖ CO 5: Analyzing the kitchen stewarding department and its various job performance

UNIT – I:

- Larder - I n t r o d u c t i o n of Larder work – Layout – Functions - Organization chart of Larder department - Duties and Responsibilities of Larder Chef - Equipment and tools used in Larder
- Force meat - Meaning - Types of Force meat - Styles of Force meat - Preparation of each type and uses, Sausages - Types and Varieties - Preparation method
- Brine, Cures & Marinades - Types and preparation of Brine, Methods of Curing - Types and uses of Marinades

UNIT - II

- Galantines - Preparation of Galantine - Types of Galantine - Recipes for Chicken or Duck Galantine, Pates and Terrine - Types of Pate - Preparation of Pate and Terrine
- Mousse & Mousseline - Types of Mousse - Preparation of Mousse & Mousseline - Quenelles – Preparation of Quenelle

UNIT – III

- Cold Sauces - Chaud Froid – Meaning - Types & Preparation of Chaud Froid - Uses of Chaud Froid - Aspic and Jelly preparation - Uses of Aspic and Jelly
- Appetizer - Classification of Appetizer - Types of appetizer – Example for each - Garnishes – garnishes used with fish, beef, veal poultry and game.

UNIT – IV

- Sandwiches – parts of sandwich - Types of breads used for sandwich - Types of spread and garnishes

- Types of fillings - Types of sandwich - Sandwich preparation – Presentation - Storage of sandwich

UNIT – V

- Kitchen Stewarding - Importance of kitchen stewarding - Organization of Kitchen stewarding department - Functions of kitchen stewarding department - Equipments used in kitchen stewarding - Garbage disposal- Sanitation
- Non –Edible Display - Ice carving –Equipment used –precaution to be taken - Tallow sculpture - Fruit and vegetable carving - Thermo coal display - Jelly logo

CO CODE	Course Outcome	Blooms Level	Related POs
CO1	Understand advanced culinary production, menu planning, and kitchen supervision principles	Remember, Understand	PO1, PO2
CO2	Apply standard recipes and production planning for large-scale food preparation	Apply	PO1, PO3
CO3	Analyze international cuisine preparation methods and presentation standards	Analyze	PO2, PO4
CO4	Evaluate food quality, portion control, and production cost efficiency	Evaluate	PO2, PO5
CO5	Create complete professional menus with balanced courses and plating standards	Create	PO3, PO5
CO6	Develop leadership and coordination skills in advanced kitchen operations	Apply, Evaluate	PO4, PO5

Reference Books:

1. Cesarani and kinton – Practical cookery and Stoughton, London
2. Dantel R. Stephenson – Professional cookery – The process and approach – Stanly Horn publication limited
3. MJLETO & WKHBODE – The larder chef food preparation and presentation – Butterworth – Heinmann publication.

CORE PRACTICAL – VI

FOOD PRODUCTION & PATISSERIE PRACTICAL – III

Objectives:

The Main Objectives of this course are to:

- To train the students in preparation of International cuisine for food trail
- To train the students perform different types of carving

Course out Come:

- ❖ CO 1: Identify the equipment for different types of carving
- ❖ CO 2: Discuss different types of menu
- ❖ CO 3: Perform different types of menu
- ❖ CO 4: To prepare and present plate garnish, vegetable and fruit carving
- ❖ CO 5: Analyze the different types of menu

Demonstration on the Following:

- Ice carving Vegetable carving Butter carving
- Aspic Jelly preparation and presentation Forcemeat Panades
- Galantine Ballotine Pate terrine

Continental Cuisine (Individual)

To formulate 20 sets of menu consisting of 6 dishes from the following courses mentioned below:

- Hors-d-oeuvre - Simple or Compound Soup Egg Pasta/rice Fish
- Mutton/Veal/Beef/Pork Poultry/Furred game/Feathered game Potatoes Vegetables/Salads
Sweet Savory

International cuisine Menu

Sri Lankan	- 2 set
Malaysian	- 1 set
Japanese	- 1 set
Italian	- 2 set
Spanish	- 1 set
Mexican	- 1 set
Mediterranean	-1 set
American	- 1 set

CO CODE	Course Outcome	Blooms Level	Related POs
CO1	Prepare appetizer, soup, main course, bread, rice, salad, and desserts professionally	Apply	PO1, PO3
CO2	Demonstrate complete course meal preparation with timing and coordination	Apply	PO2, PO3
CO3	Analyze flavor balance, texture, and plate presentation standards	Analyze	PO2, PO4
CO4	Evaluate hygiene, waste control, and workflow efficiency in practical production	Evaluate	PO1, PO5
CO5	Create attractive food presentation with professional finishing standards	Create	PO3, PO5
CO6	Build teamwork and confidence in advanced food production practical sessions	Apply, Evaluate	PO4, PO5

Reference Books:

1. Practical cookery - Ronald Kinton & Victor Ceserani - 'Hodder Starghton.
2. The Professional Chef (IV Edition) - Le Roi A. Pdlson.
3. Larousse Gastronomique - Cookery Encyclopedia - Paul Hamlyn.
4. Professional Cooking - Wayne Gisslen
5. The Complete Guide to Art of Modern Cookery - Escoffier.
6. The Cookery Year - Readers Digest Association Ltd.
7. Practical Professional Cookery -. Cracknell & Kaullmann.
8. Contemporary Cookery - Caserani & Kinton and Foskett

CORE PAPER- VII

ACCOMMODATION OPERATION – II

Objectives:

The Main Objectives of this course are to:

- To gain knowledge on linen and laundry operations
- To obtain technical knowledge on uniform room and sewing room

Course out Come:

- ❖ CO 1: List out the types of stain
- ❖ CO 2: Ability to understand the steps involved in uniform and sewing room activity
- ❖ CO 3: Calculate and prepare the budget
- ❖ CO 4: Apply safety measures and First aid techniques
- ❖ CO 5: Categorize the style of flower arrangement

UNIT-I: Textiles

- Classification and characteristics of Textile fibers
- Laundry Operation –Types of Laundry – Laundry equipment's - Laundry agent - Laundering process
- Stains - Types of stains – removal of stains - Dry cleaning - Handling of Guest Laundry - Preparation of Hot and Cold Towels

UNIT-II: Uniform, Sewing Room & Pest Control

- Importance of Uniform - Advantages to Management and employees - Uniform items - Selection and designing - Duties and Responsibilities of uniform room staff
- Sewing Room - Activities in Sewing Room - Duties and Responsibilities & Seamstress and Tailors - Sewing Room equipment used
- Pest Control - Common pest found in hotels - Area of infestation - Prevention and Control - Responsibility of housekeeping in pest control

UNIT – III: Flower Arrangement

- Flower arrangement in Hotels – Purpose - Equipment and material required - Different styles of flower arrangement
- Principles of Flower arrangement - Containers used for Flower arrangement
- Theme decoration – suspended, floor and wall

UNIT – IV: Planning and Organization of House Keeping Department

- Process of Job analysis -Job Description –Job specification -Duty Rosters -Induction Procedures- Training Programs- Capital & Operational Budgets
- Planning a H/K budget -Methods of buying -Guidelines for purchasing -Stores & stock control

UNIT – V: Emergency situations

Fire Prevention -Fire Fighting- Safety Awards- Accident prevention -First aid procedures -Administering first aid

- Dealing With Emergencies- Dealing with bomb threat, terrorism – fire etc. - Guest and employee theft prevention measures - Lost and found procedure

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Understand advanced housekeeping operations, supervision, and management functions	Remember, Understand	PO1, PO2
CO2	Apply procedures for flower arrangement, interior decoration, and public area maintenance	Apply	PO1, PO3
CO3	Analyze linen control, laundry management, and inventory systems in accommodation operations	Analyze	PO2, PO4
CO4	Evaluate budgeting, cost control, and quality assurance in housekeeping departments	Evaluate	PO2, PO5
CO5	Demonstrate supervisory skills and guest handling in accommodation services	Apply, Create	PO3, PO5
CO6	Develop leadership, teamwork, and professional discipline in housekeeping management	Apply, Evaluate	PO4, PO5

Reference Books:

1. Sudhir Andrews – Hotel Housekeeping Training Manual – TMH publications
2. Margaret Lennox- hotel, Hostel and Hospital House Keeping – ELBS Publications
3. G.Raghubalan and Smritee Raghubalan – Hotel Keeping operation and Management – Oxford Publication.

CORE PRACTICAL-VII

ACCOMMODATION OPERATION PRACTICAL– II

Objectives:

The Main Objectives of this course are to:

- To gain knowledge on linen room and laundry operations
- To obtain technical knowledge on flower arrangement

Course out Come:

- ❖ CO 1: Ability to identify and select the laundry equipment
 - ❖ CO 2: Comprehend the functions of Cleaning agents used for removal of stains
 - ❖ CO 3: Ability to select the stain and apply proper chemical
 - ❖ CO 4: Categorize the Styles of flower arrangement
 - ❖ CO 5: Develop skill and create flower arrangement
1. Identification of Table linen, Room linen and Bath linen - Selection use, care and maintenance
 2. Procedure for exchange of linen from linen store - Floor pantry - Laundry.
 3. Laundry- Basic Principles, In - house Laundry service procedure
 4. Stain removal- Identification of stains
 5. Cleaning agents used for removal of stains - practice on removal of stains selection of cleaning agent-General-principles.
 6. Flower arrangement-Basic principles. - Conditioning of plant materials - Styles of flower arrangement - Theme decorations
 7. Pest control- Identification of various pests
 8. Areas of infestation
 9. Prevention and control procedure

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Perform advanced room servicing, public area cleaning, and supervisory inspections	Apply	PO1, PO3
CO2	Demonstrate flower arrangement and interior décor practices for hospitality spaces	Apply	PO2, PO3
CO3	Analyze standards of cleanliness, guest satisfaction, and presentation quality	Analyze	PO2, PO4
CO4	Evaluate linen room practices and laundry workflow efficiency	Evaluate	PO2, PO5
CO5	Create professional guest room ambiance with attention to aesthetics and comfort	Create	PO3, PO5
CO6	Build coordination, discipline, and leadership during housekeeping practical sessions	Apply, Evaluate	PO4, PO5

Reference Books:

1. Professional Management of Housekeeping Operations-Thomas J. A. Jones-John Wiley and sons, inc-V Edition
2. Hotel- Hostel and Hospital House Keeping - Margaret Lennox – ELBS Publications

ELECTIVE-III

(A) HOTEL ACCOUNTS

UNIT - I

Accounting - Definition of Accounting and Book keeping - Concept and conventions - Preparation of trading, profit and loss account and balance sheet (simple problems only).

UNIT - II

Financial Statement: Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem,

UNIT – III

Costing – Definition and Preparation, Advantages and Limitations of Cost Accounting. Preparation of Stores Ledgers – FIFO, LIFO, Weighted and Simple Average Methods. **UNIT - IV**

Budget and Budgetary control principles - methods types of budget (problems).

UNIT - V

Food and Beverage Accounts cost concept - Nature of food and beverage business Recipe costing - Menu costing and cost sheet. Classification of department based on revenue sales, Records and control of revenue producing department. Uniform system of accounting operation ratios.

Room occupancy percentage - Bed occupancy percentage - Double occupancy percentage - Percentage of food & beverage sales - Room sales percentage of other income to room sales, seat turnover and average spending power average, Rate/per guest.

CO CODE	Course Outcome	Blooms Level	Related POs
CO1	Understand accounting concepts and departmental accounting systems in hotels	Remember, Understand	PO1, PO2
CO2	Understand accounting concepts and departmental accounting systems in hotels	Remember, Understand	PO1, PO2
CO3	Analyze departmental revenue, expenditure, and financial statements	Analyze	PO2, PO4
CO4	Evaluate budgeting, cash control, and cost efficiency in hotel operations	Evaluate	PO2, PO5
CO5	Prepare financial summaries and accounting reports for hospitality businesses	Apply, Create	PO3, PO5
CO6	Develop financial discipline and responsibility in hotel administration	Apply, Evaluate	PO4, PO5

REFERENCE BOOKS

1. R.L. Gupta - Advance Accounting
2. R.K. Sharma - Management Accounting - Sultan and Sons publication
Ramachandran and Srinivasan - Management Accounting
3. Hospitality Management Accounting, Michael M Coltman
4. Hotel Accountancy & Finance – S.P. Jain & K.L. Narang, Kalyani Publisher Ludhiana

ELECTIVE-III
(B) HOTEL FRENCH

Objectives:

The Main Objectives of this course are to:

- To learn basics in French Language
- To comprehend culinary terms in French

Course out Come:

- ❖ CO 1: Remembering French language basics.
- ❖ CO 2: Ability to understand the culinary terms.
- ❖ CO 3: Ability to understand the French numerical
- ❖ CO 4: Demonstrate the conversation related to restaurant
- ❖ CO 5: Analyze the different types of Menu items in French term

UNIT - I

- Introduction to the languages
- The letter of alphabet and their pronunciation
- Different accents used in written French
- Self-introduction - Name, Age, Nationality, Profession, etc
- Presenting and introducing another person, Greeting - How to reply to greetings.

UNIT - II

- Countries and their nationalities
- Fruits, Vegetables, Meat, Egg, Fish, Etc.
- Utensils used in Kitchen and Restaurant
- Name of the Personnel's in Hotel, Restaurant and Kitchen (Specialization from English to French term)

UNIT - III

- Members of the family Numerical from 1 to 100
- The time of the day

UNIT – IV

- Conversation related to Restaurant –Simple conversation asking for menu card, placing Order for food, asking for wine, Beer, Coffee, Tea.
- Conversation related to Front Office – Asking for room –enquiring for facilities, asking for rates of room –checkout time –No of Days.

UNIT – V

- Menu items in French term for Breakfast, Lunch and Dinner
- Compilation of French menu for Breakfast, Lunch and Dinner
- Culinary terms in French - French to English - English to French.

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Understand basic French terminology used in hospitality operations	Remember, Understand	PO1, PO2
CO2	Apply simple French expressions in guest interaction and service communication	Apply	PO1, PO3
CO3	Analyze hospitality situations requiring foreign language communication	Analyze	PO2, PO4
CO4	Evaluate the importance of multilingual communication in guest satisfaction	Evaluate	PO2, PO5
CO5	Demonstrate basic spoken and written French used in hotels and restaurants	Apply, Create	PO3, PO5
CO6	Develop confidence in international guest handling and communication skills	Apply, Evaluate	PO4, PO5

Reference Books:

1. Rajeswari Chandrasekar, Rekha Hangal, Chitra Krishnan - A Votre Service 1- General Book Depot, 1691, Delhi
2. S.Bhattacharya - French for Hotel Management and Tourism - Frank Bros and Co. publishers limited

(SEC) - III EVENT MANAGEMENT

Objectives:

- To provide students with comprehensive knowledge of event planning, organizing, marketing, and execution for corporate, social, and special events.
- To develop practical skills in venue management, budgeting, vendor coordination, leadership, communication, and successful event delivery.

Course out Come:

- ❖ CO1: Understand the fundamentals, scope, and importance of event management in hospitality and service industries.
- ❖ CO2: Apply event planning techniques for organizing corporate, social, and wedding events effectively.
- ❖ CO3: Demonstrate skills in venue selection, budgeting, vendor management, marketing, and event execution.
- ❖ CO4: Develop professional competence in leadership, communication, teamwork, and post-event evaluation.
- ❖ CO5: Analyze and manage challenges related to event operations, including risk management, crisis handling, legal compliance, and ensuring successful customer satisfaction.

UNIT – I Introduction to Event Management

- Meaning and scope of Event Management
- Growth and future of Event Industry
- Relationship with hospitality, tourism, media, and business industries
- Indian approach to event management

UNIT – II Event Planning and Venue Management

- Understanding client requirements
- Strategic planning and event proposal preparation
- Seating arrangements and stage planning

UNIT – III Corporate and Social Event Management

- Team-building events
- Corporate culture and client servicing
- Social events and special celebrations
- SWOT analysis and market research
- Contracts and legal aspects

UNIT – IV Event Marketing and Promotion

- Principles of marketing in events
- Marketing concepts and customer relationship management
- Market segmentation and target audience
- Event life cycle and product development

UNIT – V Weddings and Special Events Management

- Wedding planning process
- Types of weddings and special events

- Budgeting and scheduling
- Entertainment and post-event evaluation

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Understand the concepts, scope, and types of events in hospitality and tourism industries	Remember, Understand	PO1, PO2
CO2	Apply event planning processes including budgeting, scheduling, and logistics management	Apply	PO1, PO3
CO3	Analyze venue selection, risk management, and client requirements for successful event execution	Analyze	PO2, PO4
CO4	Evaluate marketing strategies, sponsorship opportunities, and event performance outcomes	Evaluate	PO2, PO5
CO5	Demonstrate leadership and coordination skills in organizing professional events	Apply, Create	PO3, PO5
CO6	Demonstrate leadership and coordination skills in organizing professional events	Apply, Create	PO3, PO5

REFERENCE BOOKS

1. D. Sharma, Event Planning and Management, Deep & Deep Publications Pvt. Ltd., 2005.
2. S. R. Singh, Event Management, APH Publishing, 2009.
3. Judy Allen, Event Planning: The Ultimate Guide to Successful Meetings, Corporate Events, Fundraising Galas, Conferences and Special Events, John Wiley & Sons, 2009.
4. Anton Shone & Bryn Parry, Successful Event Management, Cengage Learning.
5. Razaq Raj, Paul Walters & Tahir Rashid, Event Management: An Integrated and Practical Approach.
6. Ashutosh Chaturvedi, Event Management: A Professional Approach.

INDUSTRIAL EXPOSURE TRAINING REPORT AND VIVA VOCE –II

Duration of Exposure: 90 DAYS Training

Academic Credits for training shall be based on following

Log books and attendance, Appraisals, Report and presentation, as applicable

All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report in all four departments in III semester on completion of training in that respective department. A PowerPoint presentation (based on the report) should be making. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed. (Refer to What to Observe Sheets for more details.)

The Training Report will be submitted in the form specified as under:

- a) The typing should be done on both sides of the paper (instead of single side printing)
- b) The font size should be 12 with Times New Roman font.
- c) The Training Report may be typed in 1.5 line spacing.
- d) The paper should be A-4 size.
- e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:

1. Logbook
2. Appraisal
3. A copy of the training certificate
4. IT Report in all four Departments
5. Power Point presentation on a CD, based on the training report.
6. Attendance sheet
7. Leave card

For distribution of marks refer to details on Course structure/ Credit Distribution during the tenure of Industrial Exposure, apart from carrying out the assigned jobs,

The learners are suggested to make the following observations in the departments of internship:

Food Production Operations Industry Exposure – WHAT TO OBSERVE FOOD PRODUCTION

1. Area & Layout of the Kitchen
2. Study of Standard Recipes
3. Indenting, Receiving & Storing
4. Preparing of batters, marinating and seasonings
5. All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.)
6. Daily procedure of handover from shift to shift
7. Recipes and methods of preparation of all sauces
8. Quantities of preparation, weekly preparations and time scheduling
9. Stock preparation and cooking time involved
10. Cutting of all garnishes
11. Temperatures and proper usage of all equipment
12. Plate presentations for all room service and a la cart orders
13. Cleaning and proper upkeep of hot range
14. Cleanliness and proper upkeep of the kitchen area and all equipment
15. Yield of fresh juice from sweet lime / oranges
16. Storage of different MISE-en-place – (Raw, Semi-Processed)
17. Bulk preparations
18. Finishing of buffet dishes
19. Recipes of at least 10 fast moving dishes
20. MISE-en-place for: A la Carte Kitchen & Banquet Kitchen
21. Réchauffe/ Leftover Cooking

Food and Beverage Service Operations Industry Exposure -I Food & Beverage Service

BANQUETS

1. What is banqueting – the need to have banquet facilities, scope purpose, menus and price structures
2. Types of banquet layouts
3. Types of banquet equipment, furniture and fixtures
4. Types of menus and promotional material maintained
5. Types of functions and services
6. To study staffing i.e. number of service personnel required for various functions.
7. Safety practices built into departmental working
8. Cost control by reducing breakage, spoilage and pilferage
9. To study different promotional ideas carried out to maximize business
10. Types of chafing dish used- their different makes sizes

RESTAURANTS

1. Taking orders, placing orders, service and clearing
2. Taking handover from the previous shift
3. Laying covers, preparation of MISE-en-place and arrangement and setting up of 20 stations
4. Par stocks maintained at each side station

5. Functions performed while holding a station
6. Method and procedure of taking a guest order
7. Service of wines, champagnes and especially food items
8. Service equipment used and its maintenance
9. Coordination with housekeeping for soil linen exchange
10. Physical inventory monthly of crockery, cutlery, linen etc.
11. Equipment, furniture and fixtures used in the restaurant and their use and maintenance
12. Method of folding napkins
13. Note proprietary sauces, cutlery, crockery and the timely pickup

BAR

1. Bar setup, MISE-en-place preparation, Storage facilities inside the bar, Decorative arrangement to liquor bottles
2. Types of glasses used in bar service and types of drinks served in each glass
3. Liaison with f & b controls for daily inventory
4. Spoilage and breakage procedures
5. Handling of empty bottles
6. Requisitioning procedures
7. Recipes of different cocktails and mixed drinks
8. Provisions of different types of garnishes with different drinks
9. Dry days and handling of customers during the same
10. Handling of complimentary drinks
11. Bar cleaning and closing
12. Guest relations and managing of drunk guests
13. Inter bar transfer and service accessories maintained, and preparation of the same before the bar opens
14. Types of garnishes and service accessories maintained, and preparation of the same before the bar opens
15. To know the different brands of imported and local alcoholic and non-alcoholic beverages
16. Bar salesmanship
17. KOT/BOT control
18. Coordination with kitchen for warm snacks
19. Using of draught beer machine
20. Innovative drink made by the bar tender

ROOM SERVICE/IN ROOM DINNING

1. Identifying Room Service Equipment
2. Importance of Menu Knowledge for Order-taking (RSOT functions/procedures)
3. Food Pickup Procedure
4. Room service Layout Knowledge
5. Laying of trays for various orders

Accommodation and Front Office Operations Industry Exposure -II

WHAT TO OBSERVE ACCOMMODATION OPERATIONS ROOMS

1. Number of rooms cleaned in a shift
2. Time taken in making bed
3. Thoroughly observe the cleaning equipment and detergents / any other cleaning supplies used
4. Observe all guest supplies kept in guestroom bathroom. Understand the procedure for procurement and replenishment of guest supplies.
5. Study the systematic approach in cleaning a room and bathroom and the various checks made of all guest facilities e.g. telephone, channel music, A/C, T.V.etc
6. Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and efficiency
7. Observe how woodwork, brass work are kept spotlessly clean and polished
8. Observe procedure for handling soiled linen & Procurement of fresh linen
9. Observe the procedure for Freshen up and turn down service
10. Observe room layout, color themes and furnishings used in various categories and types
11. Carpet brushing and vacuum-cleaning procedure
12. Windowpanes and glass cleaning procedure and frequency
13. Observe maintenance of cleaning procedure and frequency
14. Understand policy and procedure for day-to-day cleaning
15. Observe methods of stain removal
16. Understand the room attendant's checklist and other formats used
17. Observe handling of guest laundry & other service (like shoe shine etc.)

THE CONTROL DESK

1. Maintenance of Log Book
2. Understand the functions in different shifts
3. Observe the coordination with other departments
4. Observe the area & span of control
5. Observe the handing of work during peak hours
6. Observe the formats used by department and study various records maintained

PUBLIC AREA

1. Observe the duty and staff allocation, scheduling of work and daily briefing
2. What to look for while inspecting and checking Public Area
3. Importance of Banquets function prospectus
4. Observe tasks carried out by the carpet crew, window cleaners and polishers
5. Note Maintenance Order procedure
6. Study the fire prevention and safety systems built into the department
7. Observe coordination with Lobby Manager, Security and other departments

8. Observe the pest control procedure and its frequency
9. Study the equipment and operating supplies used the procedure for its procurement
10. Observe Policy and procedures followed for various cleaning

WHAT TO OBSERVE FRONT OFFICE

1. Greeting, meeting & escorting the guest
2. Total capacity and tariffs of the rooms
3. Location and role of status board, different types of status's maintained
4. Special rates and discounts applicable to groups, business houses, airlines, VIP's etc.
5. Identification of kind, mode and type of reservation
6. Filing systems and follow-up on reservations
7. Types of plans and packages on offer
8. Forms and formats used in the department
9. Meaning of guaranteed, confirmed and waitlisted reservations
10. Reports taken out in the reservations department
11. Procedure of taking a reservation
12. Group reservations, discounts and correspondence
13. How to receive and room a guest
14. Room blockings
15. Size, situations and general colour schemes of rooms and suites
16. Discounts available to travel agents, tour operators, FHRAI members etc
17. Co-ordination of reception with lobby, front office cash, information, room service, housekeeping and telephones
18. Guest registration, types of guest folios, arrival slips, c-forms and their purpose
19. How to take check-ins and check-outs on the computer
20. Various reports prepared by reception

BELL DESK / CONCIERGE FUNCTIONS:

Luggage handling during check-in & check-out, left luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group baggage, maintenance of records, Errands made, briefings etc.

TRAVEL DESK:

Coordination, booking, transfers etc.

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Understand departmental operations through industrial exposure in hotel departments	Understand	PO1, PO2
CO2	Apply practical hospitality knowledge during professional industrial training	Apply	PO1, PO3
CO3	Analyze workflow, guest service systems, and operational standards in hotels	Analyze	PO2, PO4
CO4	Evaluate industry practices and compare them with academic learning	Evaluate	PO2, PO5
CO5	Prepare professional training reports and effective PowerPoint presentations	Apply, Create	PO3, PO5
CO6	Develop confidence, discipline, and industry readiness for hospitality careers	Apply, Evaluate	PO4, PO5

TOURISM RESOURCES IN INDIA

- Understand the rich heritage of India.
- Analyze the role of Tourism as a means of social education.
- Enhance their interest during the specialization at the post graduate level.

COURSE OUTCOME:

1. To impart knowledge on tourism resources in India.
2. To acquire fundamental skills required for managing resources available in India

UNIT I

The people of India – Arts & Crafts – Fairs & Festivals

UNIT II

India's world heritage sites – Ajanta – Elephanta – Ellora – Qutab Minar – Taj Mahal –
Fatehpur Sikri – Mamallapuram – Konark Sun Temple – Brahadeeswarar Temple –
Goan Churches – Saint Cathedral

UNIT III

Famous museums & Art Galleries – National Museum (New Delhi) The National Gallery of Modern Art
(New Delhi) – Victoria Memorial Museum (Kolkata) – Hawa Mahal Museum (Jaipur) – Salar Jung
Museum (Hyderabad)

UNIT IV

Performing Arts of India – Dance – Classical – Katak – Bharat Natyam Kuchipudi – Manipuri – Odissi
– Folk – Bangra – Garba – Karagam – Music – Carnatic – Indus Valley

UNIT V

Customs & Costumes of India - Common customs in North, South, East & West India

REFERENCE BOOKS:

1. David Philips Monuments of India
2. Growther G India a Travel Survival Kit
3. Konlis, Mountaineering in India

CORE PAPER – VIII

FOOD & BEVERAGE SERVICE – III

Objectives:

The Main Objectives of this course are to:

- To impart knowledge on Gueridon & Flambé service
- To give awareness on function catering & Specialized forms of service
- To provide supervisory skills required for F & B personnel

Course out Come:

- ❖ CO 1: Remembering the different types of menu
- ❖ CO 2: Ability to understand the dishes prepared on the Guéridon
- ❖ CO 3: Use different types of equipment for Guéridon service
- ❖ CO 4: Displaying different dishes prepared on the Guéridon
- ❖ CO 5: Analyzing the order taking procedure for different menu

Unit I

Introduction - Brunch and Afternoon Tea (Full Afternoon Tea, High Tea & buffet Tea) – Menu, Cover and Service Sequence and Room Service overall procedures and Guéridon Service sequence in Restaurant.

Unit II

Introduction – Function Catering & Outdoor Catering – Staffing, Equipment's, Menu, Service

Sequence for Function Catering & Outdoor Catering - Specialized forms of service: Hospital tray service, Airline service, Railway service.

Unit III

Food Cost & Purchasing Control – Introduction, Definition of Food Cost, and Cost Control & Yield - Food Cost Cycle, SPS – Standard Purchase Specifications with different forms used in Purchase - Records maintained in the Receiving Department - Goods Received Book, Daily Receiving Report, Meat Tags, Receiving Procedure, Blind Receiving.

Unit IV

Storage of Perishable & Non-Perishable – Introduction, Function of Store keeper, Conditions of facilities and equipment, Stock Ledger, Issuing & Inventory Control, Storage and Garbage disposal waste, Methods of Garbage disposal

Unit V

Production Control and Beverage Control – Aims & Tools, Definition - Quality & Quantity, Definition - Standard Recipe and Portion Size and Portion Cost, Calculation of selling price, billing procedure

Menu – Definition, Importance & uses, Menu Merchandising, Advantages & Disadvantages, Types, Factors affecting Menu planning and Menu Engineering – Plow Horses, Star, Dog, Puzzle

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Understand advanced restaurant operations, bar organization, and beverage service principles	Remember, Understand	PO1, PO2
CO2	Apply service techniques for wines, spirits, cocktails, and non-alcoholic beverages	Apply	PO1, PO3
CO3	Analyze menu planning, banquet operations, and restaurant control systems	Analyze	PO2, PO4
CO4	Evaluate service quality, customer satisfaction, and beverage management standards	Evaluate	PO2, PO5
CO5	Demonstrate professional beverage service and guest interaction skills	Apply, Create	PO3, PO5
CO6	Develop leadership and teamwork required for restaurant and bar operations	Apply, Evaluate	PO4, PO5

Reference Books

1. Professional Food & Beverage Management - Dr. Jagmohan Negi
2. Food & Beverage Management – Bernad Daris & Sally Stone - ELBS
3. Modern Restaurant Service, A manual for students & Practitioners - John Fuller - Hutchinson.
4. Food & Beverage Service - Dennis R. Lillicrap & John A. Cousins - ELBS.
5. Food & Beverage Service: R.Singaravelavan – oxford universitypress
6. The Bar & The Beverage Book - Costas Katsigris, Mary Porter, Chris Thomson – Johnwiley & Sons INC

CORE PRACTICAL – VIII
FOOD & BEVERAGE SERVICE PRACTICAL – III

Objectives:

The Main Objectives of this course are to:

- To train the students in banquet service
- To impart knowledge on Buffets Arrangements and Guéridon Service

Course out Come:

- ❖ CO 1: Remembering and use the food and beverage service equipment
- ❖ CO 2: Students able to preparing duty routine
- ❖ CO 3: Demonstrate the different style of buffet display
- ❖ CO 4: Students able to diagram different style of buffet set up
- ❖ CO 5: Compare different style of banquet menu

1. Compiling brunch menu
2. Compiling High tea menu, laying the cover, and serving
3. Room service order taking
4. Execution of Room service order
5. Setting up of a trolley for different types of food
6. Gueridon service: Preparation of dishes on the Gueridon (dishes given in the text book)
7. Preparation of cocktails and mock tails (drinks given in the text book)
8. Service of cocktails
9. Preparing Function Prospectus
10. Attending enquiry for catering Function (Role Play)
11. Function Booking (Role Play)
12. Menu Planning for Functions
13. Various styles of table set up for various occasions
14. Top table and sprigs set up
15. Space calculations for accommodating table plan
16. Calculating Staff requirement
17. Briefing and allocation of Stations/tables to the waiters
18. Service procedure of meals during the formal function
19. Buffet Set up (Different styles)
20. Preparing check list for Outdoor catering

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Perform advanced restaurant service, buffet setup, and banquet arrangements	Apply	PO1, PO3
CO2	Demonstrate service of wines, cocktails, mocktails, and specialty beverages	Apply	PO2, PO3
CO3	Analyze guest expectations and service standards in fine dining and banquet operations	Analyze	PO2, PO4
CO4	Evaluate hygiene, equipment handling, and beverage presentation standards	Evaluate	PO1, PO5
CO5	Develop guest communication, suggestive selling, and service professionalism	Apply, Create	PO3, PO5
CO6	Build teamwork and confidence for advanced F&B service operations	Apply, Evaluate	PO4, PO5

Reference Books

1. Modern Restaurant Service. A manual for students & Practitioners – John Fuller – Hutchinson
2. The Waiter – John Fuller & A.J.Currie – Hutchinson

CORE PAPER – IX
COMPUTER APPLICATION WITH AI IN HOSPITALITY INDUSTRY

Objectives:

- To understand basic computer applications used in hotel operations
- To introduce AI tools and their relevance in hospitality services
- To develop skills in PMS, POS, and AI-driven guest service platforms

Course out Come:

- ❖ CO 1: Remembering Computer fundamentals in Hotels
- ❖ CO 2: Guest service efficiency
- ❖ CO 3: AI In guest services
- ❖ CO 4: AI for Revenue & Marketing
- ❖ CO 5: Emerging Technologies in hotels

Unit I – Basics of Computer in Hotels

Computer fundamentals, MS Office for hotels, Property Management Systems (PMS) – Opera, IDS. Front office & reservation modules.

Unit II – F&B and POS Applications

Point of Sale systems, KOT/BOT generation, Inventory & material management software, Digital menu engineering.

Unit III – Introduction to AI in Hospitality

Concept of AI & ML, Chatbots for guest queries, AI concierge – Hilton's Connie, Voice assistants in rooms.

Unit IV – AI for Revenue & Marketing

Dynamic pricing tools, AI in demand forecasting, Reputation management – sentiment analysis of reviews, personalized marketing using guest data.

Unit V – Emerging Tech in Hotels

Robotic room service, Facial recognition check-in, Ethical issues & data privacy in AI use.

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Explain the role of computers, PMS and POS in hotel departments.	Understand	PO2, PO3
CO2	Explain the role of computers, PMS and POS in hotel departments.	Apply	PO2, PO3
CO3	Operate basic modules of Property Management System and POS for front office & F&B.	Analyze	PO2, PO4
CO4	Analyze how AI tools assist in revenue management, dynamic pricing and guest feedback.	Understand	PO2, PO3
CO5	Demonstrate use of basic AI tools for reservations, marketing and guest engagement.	Apply	PO2, PO3
CO6	Evaluate ethical issues, data privacy and limitations of AI in hotel operations.	Create	PO2, PO3

Reference Books:

1. Hotel Front Office Management – James Bardi
2. Artificial Intelligence in Hospitality – S. Ivanov
3. Property Management Systems – Michael Kasavana

CORE PRACTICAL – IX
COMPUTER APPLICATION WITH AI IN HOSPITALITY INDUSTRY - PRACTICAL

PRACTICAL COMPONENT

1. PMS Operations: Create reservations, check-in, check-out, billing & night audit in Opera/IDS demo.
2. POS Training: Generate KOT, settle bills, apply discounts, shift reports using POS.
3. MS Excel for Hotels: Room statistics, occupancy %, ADR, RevPAR calculations.
4. Chatbot Design: Create basic guest query chatbot using Dialogflow/Landbot.
5. Review Analysis: Use free AI tools to do sentiment analysis of 20 TripAdvisor reviews.
6. Case Study Presentation: AI implementation in Taj/Marriott/Hilton – group presentation.

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Explain PMS, POS and computer applications in hotels	Understand	PO1, PO2
CO2	Operate PMS & POS modules for front office and F&B operations.	Apply	PO1, PO2
CO3	Apply MS Excel for hotel statistical calculations.	Apply	PO1, PO3, PO6
CO4	Demonstrate creation of basic AI chatbot for guest service.	Understand	PO2, PO3
CO5	Analyze online reviews using AI tools for service improvement.	Analyze	PO2, PO3, PO6
CO6	Evaluate ethical implications & data security in AI usage.	Evaluate	PO2, PO3, PO4, PO6

Reference Books:

1. Hotel Front Office Management – James Bardi, Wiley
2. Artificial Intelligence in Hospitality & Tourism – Stanislav Ivanov
3. Property Management Systems – Michael Kasavana, AHLEI

CORE PAPER – X
HOTEL HUMAN RESOURCE MANAGEMENT

Objectives:

- To provide knowledge of human resource management concepts and practices in the hospitality industry.
- To develop skills in managing recruitment, training, performance, and compensation of employees effectively.

Course out Come:

- ❖ CO 1: Explain the functions and importance of HRM in the hospitality industry.
- ❖ CO 2: Apply job analysis, recruitment, and selection techniques in hotel organizations.
- ❖ CO 3: Evaluate employee performance and design training programs.
- ❖ CO 4: Understand compensation management and legal aspects of HR practices.
- ❖ CO 5: Demonstrate understanding of legal and ethical responsibilities in human resource management within the hospitality industry.

UNIT-I: Introduction to Human Resource Management

- Meaning and concept of HRM
- Importance of HRM in the hospitality industry
- Functions of HRM
- Role of HR managers in hotels and tourism organizations

UNIT-II: Job Analysis and HR Planning

- Managing workflow in hospitality organizations
- Job analysis: meaning, process, and methods
- Job description and job specification
- HR planning: forecasting manpower needs

UNIT – III: Recruitment, Selection & Performance Evaluation

- Recruitment: sources and methods
- Selection process: interviews, tests, and placement
- Evaluating job performance
- Performance appraisal methods

UNIT – IV: Training and Development

- Importance of training in hospitality
- Training process and cycle
- Training methods (on-the-job and off-the-job)
- Employee development programs

UNIT – V: Compensation and Legal Aspects

- Managing compensation and rewards
- Wage and salary administration
- Incentives and benefits
- Legal aspects of HRM in hospitality industry

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Understand HR concepts, functions, and policies in hospitality organizations	Remember, Understand	PO1, PO2
CO2	Apply recruitment, training, appraisal, and employee welfare procedures in hotels	Apply	PO1, PO3
CO3	Analyze motivation, leadership, and employee performance management systems	Analyze	PO2, PO4
CO4	Evaluate labor relations and manpower planning in hospitality businesses	Evaluate	PO2, PO5
CO5	Demonstrate communication and leadership skills for effective people management	Apply, Create	PO3, PO5
CO6	Develop professional attitude and managerial confidence in HR practices	Apply, Evaluate	PO4, PO5

Reference Books:

1. Human Resource Management – Gary Dessler
2. Human Resource Management for the Hospitality and Tourism Industries – Dennis Nickson

CORE PAPER – XI
TRAVEL & TOURISM
MANAGEMENT

Objectives:

The Main Objectives of this course are to:

- To impart knowledge on concepts & types of tourism and tourism infrastructure
- To enable students to understand travel formalities and plan tour itinerary

Course out Come:

- ❖ CO 1: Recall important tourist place in India
- ❖ CO 2: Describing the Geographical Components of Tourism
- ❖ CO 3: Illustrating check in formalities procedure of domestic and International Airports
- ❖ CO 4: Applying knowledge on Indian folk dance
- ❖ CO 5: Analyzing about classical dance in India

Unit I

- Definitions: Tourism, Tourist, Foreign Tourist, Domestic Tourist
- Components of Tourism: Attractions - Accessibility and Amenities
- Motivations for Tourism and Types of Tourism

Unit II

- Elements of tourism
- Positive and Negative impacts of tourism and Activities of Department of tourism
- Economic impact of tourism and Geographical Components of Tourism

Unit III

- Indian cultural Heritage - Religions, Belief and their Practices.
- Musics in India
- Dances in India - Classical and Folk Dances.
- Fairs and Festivals in India
- Population status and Regional Languages in India

Unit IV

- International civil aviation organization (ICAO)
- Future of airline industry
- Airport authority of India (AAI)
- Computerized reservation system (CRS) - SABRE-GALILEO, WORLDSPAN ANAMADEUS

Unit V

- Government Organizations
- India Tourism Development Corporation (ITDC). Tamil Nadu Tourism Development Corporation (TTDC) and Private Organizations.

- International Air Transport Association (IATA)
- Travel Agents Associations of India (TAAI)
- Role of United Nations Organization in Tourism

CO - CODE	Course Outcome	Blooms Level	Related POs
CO1	Understand travel operations, tourism planning, and destination development concepts	Remember, Understand	PO1, PO2
CO2	Apply itinerary planning, ticketing, and travel agency operational procedures	Apply	PO1, PO3
CO3	Analyze tourism demand, destination appeal, and travel market trends	Analyze	PO2, PO4
CO4	Evaluate sustainable tourism development and destination management strategies	Evaluate	PO2, PO5
CO5	Demonstrate professional skills in travel planning and tourism promotion	Apply, Create	PO3, PO5
CO6	Develop entrepreneurial understanding in travel and tourism businesses	Apply, Evaluate	PO4, PO5

Reference Books:

1. Bhatia A.K. – Tourism Development: Principles and Practices, Sterling Publishers, New Delhi, India
2. Bhatia A.K. – International Tourism, Sterling Publishers, New Delhi India
3. Kaul R.N – Dynamics of Tourism Past, Sterling Publishers, New Delhi
4. Christopher Holoway J – The Business of Tourism Bitman Publishers Pvt. Ltd London

MEDICAL TOURISM

OBJECTIVES:

- To acquaint the students about the growth of Medical tourism and its benefits
- To provide an orientation about the types, product, package and legal aspects of Medical Tourism

COURSE OUTCOME:

- Understanding the concept of Medical tourism
- Knowledge on current trends in India and the world
- Learning the scope of Medical tourism and wellness

UNIT I

Introduction to Medical Tourism: Nature and Scope of Medical Tourism – Medical tourism: - concept, typology Genesis and growth of Medical Tourism - benefits of medical tourism, Factors responsible for growth of health and medical tourism. History, Purpose of Medical Travels – Dimensions of Medical Tourism

UNIT II

Types of Medical Tourism: - Treatment Types Natural and Indigenous System - AYUSH and Types of Ayurvedic, Yoga, Unani, Siddha and Homeopathy Therapies, Concept of Spa and Rejuvenation – Medical Tourism Business- Global medical tourism scenario, Stakeholders, countries promoting medical tourism – Health and Medical Tourism markets at global level

UNIT III

Medical tourism product and package: Factors and Steps for designing product and tour package, development, issues and considerations, Approvals and formalities, Pre-tour arrangements, tour operations and post-tour management, Health Insurance, Claiming Health Insurance – Medical Travel Services - National and International Travel Services, Visas, Hospital Logistics, Medical Record Transfer, Communications, Client Assistant, Destination Management, One Bill Transparent Pricing.

UNIT IV

Legal Aspects of Medical Tourism: Certification and Accreditation in Health and Medical Tourism, Ethical, Legal, Economic and Environmental Issues in Health and Medical Tourism. An Introduction to National Accreditation Board for Hospitals & Healthcare (NABH) and Joint Commission International (JCI). NAHT - National Association of Health Tourism

UNIT V

Medical Tourism in India: Centres / Destinations, Current and Futuristic Trends, Potentials, Issues and Challenges, Trousing the Challenges, Government Support. Factors affecting Medical Tourism in India - Case Studies: Apollo Hospitals, Global Hospitals, Sankara Nethralaya, CMC Vellore.

REFERENCE BOOKS:

-Heinemann Sonali Kulkarni, B (2008), “Spa and Health Tourism”, Publication: Book Enclave, Jaipur.

TRAINING PROJECT WORK GUIDELINES –SPECIMEN –I

TITLE OF THE PROJECT:

A project report submitted to the Periyar University in partial fulfillment of the requirements for the award of the degree of the **BACHELOR OF SCIENCE IN HOTEL MANAGEMENT AND CATERING SCIENCE.**

By

Name of the student

Reg. no.....

UNDER THE GUIDANCE OF

Name of the guide

Designation, Department

College

College Emblem

Department, College Name and Place

Month and Year of Submission

TRAINING PROJECT WORK GUIDELINES –SPECIMEN –II

DECLARATION

I hereby declare that this project work titled
..... **Submitted to**

PERIYAR UNIVERSITY, SALEM, in partial fulfillment of the requirements for the award of the degree B.Sc. (Hotel Management & Catering Science), I declare that the work is an original one and has not been submitted earlier to the university or to any other institution for the award of any Degree/Diploma.

Date:

Place:

Candidate Signature

TRAINING PROJECT WORK GUIDELINES –SPECIMEN –II

CERTIFICATE

This is to certify that the project entitled Register No.Under my supervision Partial fulfillment of and the requirements for the award of B.SC., HM & CS degree and the work is an original one and has not formed basis for the award of any degree, diploma, associate ship, fellowship or any other similar title.

(HOD signature)

(Guide signature)

Project work evaluation viva-voce examination conducted on.....

Internal examiner

External examiner

B.Sc., HOTEL MANAGEMENT & CATERING SCIENCE
Theory-Question Paper Pattern

Question Paper Pattern - 75 marks

Time: 3 Hours

Max. Marks: 75

Part-A: 15 x 1= 15

(Answer all Questions) (Three Question from each unit)

Part-B: 2 x 5=10

(Answer any Two Questions) (One question from each unit)

Part-C: 5 x 10 =50

(Answer all Questions) (One question from each unit) With internal choice

B.Sc., HOTEL MANAGEMENT & CATERING SCIENCE**Practical - Question Paper Pattern****CORE PRACTICAL-I****FOOD PRODUCTION & PATISSERIE – I**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

Record	- 10 marks
Written procedure	- 10 marks
Dress code	- 10 marks
Practical	- 30 marks

CORE**ACCOMMODATION OPERATION –I****PRACTICAL-II**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

Record	- 10 marks
Written procedure	- 10 marks
Dress code	- 10 marks
Practical	- 30 marks

CORE**FOOD & BEVERAGE SERVICE –I****PRACTICAL-III**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

Record	- 10 marks
Indent Writing	- 10 marks
Dress code	- 10 marks
Practical	- 30 marks

ALLIED**FRONT OFFICE OPERATION –I****PRACTICAL-I**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

Record	- 10 marks
Written procedure	- 10 marks
Dress code	- 10 marks
Practical	- 30 marks

**CORE
PRACTICAL-IV**

FOOD & BEVERAGE SERVICE –II

Time: 6 Hours Marks: 100

Internal marks: 40

External marks: 60

Record - 10 marks

Written procedure - 10 marks

Dress code - 10 marks

Practical - 30 marks

**CORE
PRACTICAL-V**

FOOD PRODUCTION & PATISSERIE–II

Time: 6 Hours Marks: 100

Internal marks: 40

External marks: 60

Record - 10 marks

Indent Writing - 10 marks

Dress code - 10 marks

Practical - 30 marks

**ALLIED
PRACTICAL-II**

FRONT OFFICE OPERATION –II

Time: 6 Hours Marks: 100

Internal marks: 40

External marks: 60

Record - 10 marks

Written procedure - 10 marks

Dress code - 10 marks

Practical - 30 marks

**CORE
PRACTICAL-VI**

FOOD PRODUCTION & PATISSERIE–III

Time: 6 Hours Marks: 100

Internal marks: 40

External marks: 60

Record	- 10 marks
Written procedure	- 10 marks
Dress code	- 10 marks
Practical	- 30 marks

**CORE
PRACTICAL-VII**

**APPLICATION OF COMPUTERS IN
HOSPITALITY INDUSTRY**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

Record - 10 marks

Written procedure - 10 marks

Dress code - 10 marks

Practical - 30 marks

**CORE
PRACTICAL-VIII**

FOOD & BEVERAGE SERVICE –III

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

Record - 10 marks

Written procedure - 10 marks

Dress code - 10 marks

Practical - 30 marks

**CORE
PRACTICAL-IX**

ACCOMMODATION OPERATION –II

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

Record - 10 marks

Indent Writing - 10 marks

Dress code - 10 marks

Practical - 30 marks

KEY FOR CONDUCTING PRACTICAL EXAMINATION

CORE PRACTICAL-I

FOOD PRODUCTION AND PATISSERIE PRACTICAL-I

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

1. Practical record - 10 marks
2. Written procedure - 10 marks
3. Dress code -10 marks
4. Practical - 30 marks

Preparation of Six Course Menu

- a. Rice-Any Rice Preparation - 05 Marks
- b. Indian Bread- Poori/ Parathas/ Chapattis Etc - 05 Marks
- c. N. Veg/veg .Curries-Fish/Meat/Chicken/Eggs - 05 Marks
- d. Indian Sweets - 05 Marks
- e. Presentation - 05 Marks
- f. Viva voce - 05 Marks

Note: Submission of Practical Records is Compulsory

CORE PRACTICAL-II

ACCOMMODATION OPERATION PRACTICAL –I

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

1. Practical record
2. Written procedure - 10 marks
3. Dress code - 10 marks
4. Practical -10 marks
- 30 marks
- a. Identification of cleaning agents & cleaning equipments - 05 Marks
- b. Bed Making - 10 Marks
- c. General Cleaning - 10 Marks
- d. Viva voce - 05 Marks

Note: Submission of Practical Records is Compulsory

CORE PRACTICAL-III

FOOD AND BEVERAGE SERVICE PRACTICAL-I

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

1. Practical record - 10 marks
 2. Written procedure - 10 marks
 3. Dress code -10 marks
 4. Practical - 30 marks
-
- a. Table Setting - 10 Marks
 - b. Identification of Service Equipments - 05 Marks
 - c. Table Service - 05 Marks
 - d. Clearance - 05 Marks
 - e. Viva Voce - 05 Marks

Note: Submission of Practical Records is Compulsory

ALLIED PRACTICAL-I

**FRONT OFFICE OPERATION
PRACTICAL –I**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

1. Practical record - 10 marks
 2. Written procedure - 10 marks
 3. Dress code -10 marks
 4. Practical - 30 marks
-
- a. Dealing with reservation enquiries - 10 marks
 - b. Registration procedure - 10 marks
 - c. Viva voce - 10 marks

Note: Submission of Practical Records is Compulsory

CORE PRACTICAL-IV**FOOD AND BEVERAGE SERVICE PRACTICAL-II**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

- | | |
|----------------------|------------|
| 1. Practical record | - 10 marks |
| 2. Written procedure | - 10 marks |
| 3. Dress code | -10 marks |
| 4. Practical | - 30 marks |
-
- | | |
|-------------------------------------|------------|
| a. Table Laying | - 10 Marks |
| b. Identification of bar Equipments | - 10 Marks |
| c. Service of alcoholic beverages | - 05 Marks |
| d. Viva Voce | - 05 Marks |

Note: Submission of Practical Record is Compulsory

CORE PRACTICAL-V**FOOD PRODUCTION AND PATISSERIE PRACTICAL-II**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

- | | |
|----------------------|------------|
| 1. Practical record | - 10 marks |
| 2. Written procedure | - 10 marks |
| 3. Dress code | -10 marks |
| 4. Practical | - 30 marks |

Preparation of Six Course Menu

- | | |
|--|------------|
| a. Rice-Any Rice Preparation | - 05 Marks |
| b. Indian Bread- Poori / Parathas/ Chapattis | - 05 Marks |
| c. N. Veg/veg .Curries-Fish/Meat/Chicken/ | - 05 Marks |
| d. Indian Sweets | - 05 Marks |
| e. Presentation | - 05 Marks |
| f. Viva -Voce | - 05 Marks |

Note: Submission of Practical Record is Compulsory

ALLIED PRACTICAL-II**FRONT OFFICE OPERATION PRACTICAL –II**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

1. Practical record - 10 marks
 2. Written procedure - 10 marks
 3. Dress code -10 marks
 4. Practical - 30 marks
-
- a. Dealing with reservation enquiries - 10 marks
 - b. Registration procedure - 10 marks
 - c. Viva voce - 10 marks

Note: Submission of Practical Records is Compulsory

CORE PRACTICAL-VI**FOOD PRODUCTION AND PATISSERIE PRACTICAL-III**

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

1. Practical record - 10 marks
 2. Written procedure - 10 marks
 3. Dress code -10 marks
 4. Practical - 30 marks
-
- a. Appetizer/SOUP - 05 Marks
 - b. Main Course - 05 Marks
 - c. Rice/ Bread/ Bread Rolls - 05 Marks
 - d. Vegetables/SALAD - 05 Marks
 - e. Dessert-any Hot/Cold Pudding - 05 Marks
 - f. Food Presentation - 05 Marks

Note: Submission of Practical Record is Compulsory

CORE PRACTICAL-VII ACCOMMODATION OPERATION -II

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

- a) Planning & organizing cleaning work - 10 marks
- b) Interior Decoration –Room set up - 10 marks
- c) First Aid Treatment - 05 marks
- d) Viva –voce - 05 marks

Note: Submission of Practical Records is Compulsory

CORE PRACTICAL-VIII FOOD AND BEVERAGE SERVICE PRACTICAL-III

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

- 1. Practical record - 10 marks
 - 2. Written procedure - 10 marks
 - 3. Dress code -10 marks
 - 4. Practical - 30 marks
-
- a) Table Plan/Arrangement for Setting up Buffer for Lunch - 10 Marks
(Or) Birthday Parties (Or) Conference (Or) Wedding Reception
 - b) Setting up a floating bar Mock service -10 Marks
 - c) Viva-voce -10 Marks

Note: Submission of Practical Record is Compulsory

CORE PRACTICAL – IX APPLICATION OF COMPUTER WITH AI IN HOSPITALITY INDUSTRY

Time: 6 Hours

Marks: 100

Internal marks: 40

External marks: 60

- 1. Practical record - 15 marks
- 2. Practical - 25 marks
- 3. O/P (Print out) - 20 marks

Note: Submission of Practical Record is Compulsory

GRADUATION COURSES THEORY

University Examination (USE)	Internal Assessment (IA)
75 Marks	25 Marks

Question Paper Pattern:

Maximum Marks - 75 Marks

Section A (15 X 1 = 15) (Answer all questions)

Section B (2 x 5 = 10) (Any two)

Section C (5 x 10 = 50) (Answer all questions) (Internal choice)

Classification of Internal Assessment Structure:

Marks

Test - 15

Assignment - 5

Attendance - 5

25 Marks

Passing Minimum (IA) –40 % - 10 Marks

Passing Minimum (USE) –40 % - 30 Marks

Total Passing Minimum 40 Marks

PRACTICAL

University Examination (USE)	Internal Assessment (IA)
60 Marks	40 Marks

Passing Minimum (IA) –40 % - 16 Marks

Passing Minimum (USE) –40 % - 24 Marks

Total Passing Minimum 40 Marks

No classification of Internal Marks