



School Of Hotel Management

SRI SATYA SAI UNIVERSITY OF TECHNOLOGY AND MEDICAL SCIENCES

[Established Under Section 2(F) of UGC Act. 1956]

Approved by Madhya Pradesh Private University Regulatory Commission

SH-18, Bhopal-Indore Road, Opposite Oilfed Plant, Pachama, Sehore (M.P.) Pin Code – 466001

Outcome Based Curriculum

Programme: Bachelor of Hotel Management and Catering Technology (BHMCT)

Vision :

To develop excellent and world class managers, professionals for food industries world over.

Mission :

To develop professionals at different levels possessing hospitality skills, operational exposure and strategic out comes for dealing with Food Industries.

Program Educational Objectives: (PEO,S)

PEO1: To train and develop students to be leaders in hotels and food and beverage management

PEO2: Evaluate food safety and sanitation to maintain a safe and sanitary work environment. Create an attractive and well-designed menu with consideration given to effective costing and pricing principles.

PEO3: To produce quality graduates with good knowledge, skills and industry exposure in Catering, Hotel & Management.

PEO4: To conduct researches concerning Hotel and restaurant development program.

Programme Outcome : (PO'S)

The graduate of Hospitality and Hotel Management Program will demonstrate:

PO1: Performs work activities effectively and efficiently to the standard expected in the operation required in the Tourism Industry /Hospitality sector.

PO2: To demonstrate awareness, understanding and skills necessary to live and work in diverse world.

PO3: Execute task, functions, duties and activities in the operation of the Hotels, Restaurants, Travel, Government and Non Government agencies in accordance with the competency standards.

PO4: Analyzed situation, identified problems, formulates solutions and implements corrective and action management into food and beverage services and lodging operations.

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

PO6: To develop, examine, question and explore perspectives or alternatives to problems in hospitality operations.



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PO7: Practice professional ethics, provide leadership, demonstrate personal and global responsibilities, and work effectively as a team member.

PROGRAM SPECIFIC OUTCOMES (PSOs)

PSOs1: Organised National level events at the collage helping them in workings a team.

Event Management	*	*	*	*	*	*	*	*	
HMSE-701-C									
Food Service Management	*	*	*	*	*				
HMSE-701-D									
Bakery Management	*	*	*	*		*			
HMSE-702									
Human Recourse Management	*	*	*	*	*	*		*	
HMSE-703									
Safety Security & Travel Documentation		*	*						
HMSE-704-A									
Media & Journalism in Hospitality	*	*	*	*					
HMSE-704-B									
Computer Application		*	*		*	*			
HMSE-704-C									
Web Application in Hospitality		*	*		*	*			
Eight Semester									20
HMSE-801									
Industrial Training	*	*	*	*	*	*	*	*	
On Job Training	*	*	*	*	*	*	*	*	

(08) Structure of Programme:

To fulfill the need of development of all the POs/ GAs, as per above mapping, university decided to have following semester wise programme structure.

Details of Course Under Undergraduate program (Bachelor of Hotel Management & Catering Technology)

Course	Credits
I Core Course	
Theory + Practical	8x4=32
Theory	2x2=4
Theory / Practical	6x6=36

II Elective Course	
Theory / Practical / Tutorial / Assignment /	12x6=72

Project / Training Report /
Dissertation or project work in place of one Discipline elective paper (6 credits) in 6th Semester

72

III Ability Enhancement Courses

1- **Ability Enhancement Compulsory Courses (HMAE)** 2X2=4 2X2=4

(2 Papers of 2 credits each)

Environmental Science

English Communication

2- **Skill Enhancement Courses (HMSEC)** 6X2=12 6X2=12

(6 Papers of 2 credits each)

16

Total Credits 72+72+16 = 160

Definition of Credit

1 Hr. Lecture (L) per week	1 Credit
1 Hr. Tutorial (T) per week	1 Credit
2 Hours Practical (Lab)/week	1 Credit

Scheme of Examination School Of Hotel Management (BHMCT)

Scheme Semester 1st

S. No	Course Code	Subjects	Final Examination (Maximum Marks Allotted)						Total Marks	Exam Time Duration /Hrs.		Hrs./Week			Credit
			Theory			Practical				T	P	L	T	P	
			End Sem.	Mid Sem Test	Assignment / Quiz	End Sem.	Lab Work	Assignment / Quiz							
1	HMC - 101	Food Production (Theory & Practical)	60	30	10	20	20	10	150	3	4	2	-	4	4
2	HMC -102	Food & beverage Service (Theory & Practical)	60	30	10	20	20	10	150	3	4	2	-	4	4
3	HMC -103	Hotel Housekeeping (Theory & Practical)	60	30	10	20	20	10	150	3	4	2	-	4	4
4	HMC - 104	Front Office Operations (Theory & Practical)	60	30	10	20	20	10	150	3	4	2	-	4	4
5	HMC - 105	Nutrition (Theory)	60	30	10	-	-	-	100	3	-	2	-	-	2
6	HMAE - 106 I	English Communication	60	30	10	-	-	-	100	3	-	2	-	-	2
	HMAE - 106 - II	Environmental Science													
Total			360	180	60	80	80	40	800						20

Note : - Only one subject Should be selected from HMAE -106 - I or HMAE - 106 -II (Compulsory Subject)

HMC – Hotel Management Core Subject

HMAE - (Ability Enhancement)

Th = Theory T = Tutorial P = Practical L = Lecture

Scheme Semester 2nd

S. No	Course Code	Subjects	Final Examination (Maximum Marks Allotted)						Total Marks	Exam Time Duration / Hrs.		Hrs./Week			Credit	
			Theory			Practical				T	P.	L	T	P		
			End Sem.	Mid Sem Test	Assignment / Quiz	End Sem.	Lab Work	Assignment / Quiz								
1	HMC - 201	Food Production & Patisserie (Theory & Practical)	60	30	10	20	20	10	150	3	4	2	-	4	4	
2	HMC - 202	Food & Beverage Service Advance (Theory & Practical)	60	30	10	20	20	10	150	3	4	2	-	4	4	
3	HMC- 203	Hotel Housekeeping Management (Theory & Practical)	60	30	10	20	20	10	150	3	4	2	-	4	4	
4	HMC - 204	Front Office Operations & Management (Theory & Practical)	60	30	10	20	20	10	150	3	4	2	-	4	4	
5	HMC - 205	Food Science (Theory)	60	30	10	-	-	-	100	3	-	2	-	-	2	
6	HMAE - 206 I	English Communication	60	30	10	-	-	-	100	3	-	2	-	-	2	
	HMAE - 206 II	Environmental Science														
Total			360	180	60	80	80	40	800							20

Note : - Only one subject Should be selected from HMAE -206 - I or HMAE-206 - II (Compulsory Subject)

HMAE - (Ability Enhancement)

Th = Theory T = Tutorial P = Practical L = Lecture

Scheme Semester 3rd**Semester 3rd “Industrial Training - I ”****Duration of Training 15-18 Weeks**

S. No	Course Code	Subjects	Final Examination		Marks	Hrs./Week	Credit
			Maximum Marks Allotted				
1	HMC -301	Food Production Operations – Industrial Training – 1 (Practical)	HMC-1C HMC -2C HMC -3C	Training Report / Log Book / Assignment	300	12	6
2	HMC -302	Food & beverage Service Operations – Industrial Training – 1 (Practical)	HMC-1C HMC -2C HMC -3C	Viva Voce	150	12	6
3	HMC -303	Accommodation and Front Office Operations – Industrial Training – 1 (Practical)	HMC-1C HMC -2C HMC -3C	Presentation Case	150	12	6
4	HMSEE -304	Personality skills for Hospitality Learning from Industry (Practical)	HMSEE -304	Viva Voce /Group Discussion	100	4	2
Total					700	40	20

HMSEE - 304 (Skill Enhancement Elective)

Scheme Semester 4th

S. No	Course Code	Subjects	Final Examination (Maximum Marks Allotted)						Total Marks	Exam Time Duration / Hrs.		Hrs./Week			Credit
			Theory			Practical				Th	P	L	T	P	
			End Sem.	Mid Sem Test	Assignment / Quiz	End Sem.	Lab Work	Assignment / Quiz							
1	HMC - 401	Patisseries & Food Production Management (Theory & Practical)	60	30	10	20	20	10	150	3	4	4	-	4	6
2	HMC - 402	Liquor Management (Theory & Practical)	60	30	10	20	20	10	150	3	4	4	-	4	6
3	HMC - 403	Accommodation & Front office Management (Theory & Practical)	60	30	10	20	20	10	150	3	4	4	-	4	6
4	HMSEE - 404	Hospitality Accounting (Theory)	60	30	10	-	-	-	100	3	-	2	-	-	2
Total			240	120	40	60	60	30	550						20

HMSEE - 404 (Skill Enhancement Elective)

Th = Theory T = Tutorial P = Practical L = Lecture

Scheme Semester 5th

S. No	Course Code	Subjects	Final Examination (Maximum Marks Allotted)						Total Marks	Exam Time Duration/ Hrs		Hrs./Week			Credit
			Theory			Practical				Th.	P	L	T	P	
			End Sem	Mid Sem Test	Assignment / Quiz	End Sem.	Lab Work	Assignment / Quiz							
1	HMSE - 501	A) Food Production & Management (Theory & Practical)	60	30	10	20	20	10	150	3	4	4	-	4	6
	A/B/C	B) Food & Beverage Service And Management(Theory & Practical)													
	Specific Elective Choose any one	C) Accommodation Management (Theory & Practical)													
2	HMSE - 502	Hospitality & Tourism Management (Theory)	60	30	10	-	-	-	100	3	-	6	-	-	6
3	HMSE - 503	Hospitality Laws (Theory)	60	30	10	-	-	-	100	3	-	6	-	-	6
4	HMSEE- 504 I	Foreign Language Skill- (Theory) English	60	30	10	-	-	-	100	-	-	2	-	-	2
	HMSEE- 504 II	French													
Total			120	60	20	20	20	210	450						20

Note :- Only one subject Should be selected from HMSEE -504 - I or HMSEE-504 - II

HMSE – Specific Elective

HMSEE - 504 (Skill Enhancement Elective)

Th = Theory T = Tutorial P = Practical L = Lecture

Scheme Semester 6th

S. No	Course Code	Subjects	Final Examination (Maximum Marks Allotted)						Total Marks	Exam Time Duration/ Hrs.		Hrs./Week			Credit
			Theory			Practical				Th.	P	L	T	P	
			End Sem.	Mid Sem Test	Assignment / Quiz	End Sem.	Lab Work	Assignment / Quiz/ Project Work							
1	HMSE - 601 A/B/C Choose any one	A) Food Production & Bakery Science (Theory & Practical)	60	30	10	20	20	10	150	3	4	4	-	4	6
		B) Beverage Management (Theory & Practical)													
		C) Housekeeping & Laundry Management (Theory & Practical)													
2	HM SE - 602	Hospitality Marketing	60	30	10	-	-	-	100	3	-	6	-	-	6
3	HM SE - 603	Project Work	-	-	-	-	-	150	150	-	-	-	6	-	6
4	HMSEE - 604-I	Foreign Language Skill – English	60	30	10	-	-	-	100	3	-	2	-	-	2
	HMSEE - 604-II	French													
Total			120	60	20	20	20	260	500						20

Note :- Only one subject Should be selected from HMSEE -604 - I or HMSEE-604 - II

HMSE – Specific Elective

HMSEE - 604 (Skill Enhancement Elective)

Th = Theory T = Tutorial P = Practical L = Lectu

Scheme Semester 7th

S. No	Course Code	Subjects	Final Examination (Maximum Marks Allotted)						Total Marks	Exam Time Duration /Hrs.		Hrs./Week			Credit
			Theory			Practical				T	P	L	T	P	
			End Sem.	Mid Sem Test	Assignment / Quiz	End Sem.	Lab Work	Assignment / Quiz / Presentation							
1	HM SE - 701 A/B/C/D (Theory) Choose any one	A) Retail Management	60	30	10	-	-	-	100	3	-	6	-	-	6
		B) Event Management													
		C) Food Service Management													
		D) Bakery Management													
2	HMSE - 702	Human Resource Management (Theory)	60	30	10	-	-	-	100	3	-	6	-	-	6
3	HMSE - 703	Safety Security and Travel Documentation (Theory)	60	30	10	-	-	-	100	-	-	6	-	-	6
4	HMSEE - 704 A/B/C (A- Th, B&C Practical) Choose any one	A) Media & Journalism in Hospitality (Theory)	60	30	10	-	-	-	100	3	-	2	-	-	2
		B) Computer Application (Practical)	-	-	-	40	40	20		-	4	-	-	4	
		C) Web Application In Hospitality (Practical)													
Total			240	120	40	40	40	70	400						20

HMSE – Specific Elective

HMSEE - 704 (Skill Enhancement Elective)

Th = Theory T = Tutorial P = Practical L = Lecture

Scheme Semester 8th

Semester 8th “Industrial Training - II ” On the Job Training (J.T)

Duration of Training 15-18 Weeks

S. No	Course Code	Subjects	Final Examination Maximum Marks		Hrs./Week	.Credit	
			Allotted				
1	HMSE - 801	A) Practices in Event Management B) Practices in Laundry Management C) Practices in Accommodation Management D) Practices in Foreign Cuisines Management (Industry Exposure)	HMSE - 801 - A HMSE - 801 - B HMSE - 801 - C HMSE - 801 - D	Training Report / Viva Voce	200	12	6
2	HM SE - 802	Human Resources Practices (Industry Exposure)	HMSE - 802	Record Book	150	12	6
3	HMSE - 803	Safety, Security & Travel Documentation (Industry Exposure)	HMSE - 803	Presentation / Assignment	150	12	6
4	HMSEE - 804 Choose any One	A) Writing Skill for Hospitality Industrial Report (Practical) B) Hospitality Operation software Skills (Practical) C) Trade presentation Skills (Practical)	HMSEE - 804 A/B/C	Viva Voce / Group Discussion	100	4	2
Total					600		20

HMSEE - 804 (Skill Enhancement Elective)

Th. = Theory T = Tutorial P = Practical L = Lecture

Total Credits for the course - 160

Total Subject Offered - 54

Maximum Marks offered for the Programmed - 4800

Course Content

School of Hotel Management

Semester – I

HMC- 101 FOOD PRODUCTION

HMC- 101	FOOD PRODUCTION	2L:0T:0P	2 credits	2Hrs / Week
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OBJECTIVES:

At the end of the course the students should:

1. Know the history of cooking, its modern developments and develop brief idea of various cuisines.
2. Understand the professional requirements of a kitchen personnel and the importance and maintenance of hygiene.
3. Have insight of kitchen organization, duties and responsibilities of kitchen staff, work flow, and kitchen equipments.
4. Have a thorough knowledge of methods of cooking and learn the basic skills in continental cuisine.

OUT COMES :

1. Students will be able to understand the technicalities and beauty of cooking.
2. The learners will be able to identify, classify, and purchase good quality food and ingredients.

COURSE CONTENTS:

1 INTRODUCTION TO PROFESSIONAL COOKERY: 6hrs

1. Culinary theory.
2. Origins of modern cookery.
3. Modern developments in equipments and food stuff.

STANDARDS OF PROFESSIONALISM.

1. Levels of skill.
2. Attitude towards work.
3. Personal hygiene.

KITCHEN HYGIENE.

2 KITCHEN ORGANIZATION. 6hrs

1. Classical kitchen Brigade.
 2. Apportioning of staff among sections.
-

3. Duties and responsibilities of Executive Chef.
4. Responsibilities of each section.
5. Modern kitchen brigades.
6. Co operation with other departments.

3- DESIGNING AND LAYOUT OF KITCHEN.

6hrs

1. Factor effecting kitchen layout.
2. Principles for designing kitchen.
 - Principle of flexibility and modularity.
 - Principle of simplicity.
 - Principle of work flow.
 - Principle of ease of supervision.
 - Principle of ease of sanitation.
 - Principle of space efficiency.
3. Human Engineering.
4. Determining various sections of different kitchens : main kitchen, specialty kitchen , multi cuisine kitchen etc.

4- EQUIPMENT AND TOOLS.

6hrs

1. Pre-preparation equipments;
2. Preparation equipments.
3. Storage equipments.
4. Ancillary equipments- Knives, utensils, Pots and Pans.
5. Bakery equipments.

BASIC METHODS OF COOKERY.

1. Modes of heat transfer.
2. Various method of cooking- Definitions, Rules, Associated terms.
 - Moist methods: Boiling, Poaching, Steaming, Stewing, Braising.
 - Dry methods: Frying, Grilling, Roasting, Broiling, Braising.
3. Modern methods.

5- UNDERSTANDING RAW MATERIALS.

6hrs

Understanding of common ingredients, classification and available forms. Uses and storage.

1. Salt, Liquids, Sweetening, Fats & Oils, Raising or Leavening agents. Thickening and binding agents, flavorings & seasoning.
 2. Stocks Definition. Classification and types, Rules for making stocks. Recipe of white chicken stock and vegetable stock, Brown stock, Fish stock and vegetable stock.
 3. Soups : Definitions, Use and importance of sauces. Mother sauces – recipes, Derivative sauces.
 4. Dough & Pastes.
 5. Creams : Types and uses.
 6. Assembling into finished products.
 7. Garnishes and Accompaniments.
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TEXT READINGS:

Mohini Sethi	Catering Management.
M.D. Voures	Super Cook
Ronald Kinton	The Theory of Catering
Victor Ceserani	Practical Cookery
K. Arora	Theory of cookery
Larousse Jane	Gastonomie.
Grigson Sophie	The book of ingredients.
Grigson's	Ingredients B

HMC- 101	FOOD PRODUCTION	0L:0T:4P	2 credits	4 Hrs / Week
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PRACTICALS

Four weeks of demonstration classes to make students familiarize with:

The Pre-preparation, Preparation and methods of cookery.

- Preparing and cooking vegetables.
- Preparing and cooking fish and shellfish.
- Preparing and cooking poultry.
- Preparing and cooking eggs.
- Preparing stocks, sauces, soups.

At least nine menus comprising of five dishes each to cover

- Soups.
 - Hot and cold Starters.
 - Meat dishes with vegetables and potato dishes.
 - Sauces.
 - Hot and Cold.
 - Cereals and potato dishes.
 - Creams, Savories, Charlottes, Mousses etc.
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Course Content

School of Hotel Management

Semester – I

HMC- 102 FOOD & BEVERAGE SERVICE

HMC- 102	FOOD & BEVERAGE SERVICE	2L:0T:0P	2 credits	2Hrs / Week
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OBJECTIVE:

By the end of the semester the students should be able to:

- 1) Develop an insight into the growth of catering industry in the world from medieval period till recent times.
- 2) Understand the different components of the catering components of the catering industry, the functions of various departments of a hotel – and their relationship with Food and Beverage service department, in order to acquire professional competence at basic levels in the principles of Food service and its related activities.
- 3) Understand the role of F & B department, its functions and staffing.
- 4) Understand the service of different types of meals and menus prevalent in the restaurants etc, according to the time of the day, in order to develop a comprehensive knowledge and understanding of restaurant service in the hotel and catering industry.
- 5) Identify and use the different types of restaurant equipments.
- 6) Acquire the requisite technical skills for competent service of Food & Beverage.

OUTCOMES:

- 1).Develop general knowledge on the origins and development in food service in Hotels, Restaurants and Institutions. Distinguish between commercial and institutional food service facilities.
2. Identify trends likely to affect food service in the coming years.
3. Identify a variety of Marginal, Production and service positions play in that are typical -----of the food service industry and describe the roles of these positions play in -----

COURSE CONTENTS:

- 1 INTRODUCTION TO THE CATERING INDUSTRY. 6hrs**
- 1) Introduction and growth of catering industry.
 - 2) Classification of catering establishments – Commercial, Transport, Welfare, Industrial, Institutional.
 - 3) A brief description of each type showing the career opportunities in each.
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2 DEPARTMENTAL ORGANIZATION.

6hrs

- 1) Organization of the hotel.
- 2) Where F & B department stands; A total meal experience.
- 3) Relationship between F & B service department with other departments of the hotel.
- 4) Types of F & B outlets.
- 5) Organization of staff in various F & B outlets.
- 6) Duties and responsibilities of all F & B staff.
- 7) Attributes of a waiter.
Effective communication skills. Personal hygiene.

3 RESTAURANT SERVICE.

6hrs

- 1) Forms and methods of services.
- 2) Miser-en-place. Arranging side – board.
- 3) Receiving the guests and social skills.
- 4) Service at a table.

4 TYPES OF MEALS AND MENU.1

6hrs

- 1) Types of meal: Breakfast/ lunch/ dinner/ supper/ brunch/ high tea/ afternoon tea/ elevenses.
- 2) Type of Menu: Table d’hote , A La Carte.
- 3) Courses of French Classical menu.
- 4) Menu terminology.
- 5) Fundamental of menu planning American, Continental, Indian;
- 7) High tea and afternoon tea menu.

5 RESTAURANT EQUIPMENT.

6hrs

- 1) Crockery.
- 2) Glassware.
- 3) Cutlery, Flatware, Hollow ware – Silver and stainless steel.
- 4) Linen, Furnishing and fittings, and disposable.
- 5) Care and maintenance of restaurant equipment.

TEXT READINGS

Sudhir Andrews	F&B Service Trg. Manual
Denni R. Lillcrap	F&B Service
Jhon Walleg	Professional Restaurant Service



HMC- 102	FOOD & BEVERAGE SERVICE	0L:0T:4P	2 credits	4Hrs / Week
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PRACTICALS

1. Opening and inspecting cleaning a restaurant. Routine cleaning.
Non- Routine cleaning.
2. Identification of restaurant equipment. } With Diagrams
3. Special equipments used in restaurants. }
4. Wiping Glassware.
Cutlery.
Crockery.
5. Polishing silver, Silvo method, Burnishing method, Brass.
6. Arrangement and use of side board- Check list.
7. laying a table cloth.
8. Relaying a table cloth.
9. Using a tray.
10. Procedure for laying table for various meals and menu:
 - a. Basic A La Carte
 - b. Basic Table D' hote
 - c. Continental Breakfast.
 - d. English Breakfast.
 - e. Afternoon Tea.
 - f. High Tea.
11. Receiving guests- Procedures.

Course Content

School of Hotel Management

Semester – I

HMC- 103 Hotel Housekeeping

HMC- 103	Hotel Housekeeping	2L:0T:0P	2 credits	2Hrs / Week
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OBJECTIVE:

The students will get knowledge about.

1. Organization, function of housekeeping department and its different section.
2. Different department housekeeping co-ordinates with.
3. Procedure of cleaning different status of room.
4. Cleaning equipment and cleaning agent.
5. Lost and found procedure in the hotel.
6. Pests found in hotels and their control.

OUTCOMES :

1. Gain the knowledge about housekeeping meaning and importance in Hotel.
2. To acquire the skills about Housekeeping procedures in Hotel and gain knowledge about lost and found procedure.
3. Attend knowledge about guest rooms and guest room features.
4. Students to able to understand the concept of cleaning equipment's and agents used in Hotel industry

COURSE CONTENTS:

- | | | |
|----------|--|-------------|
| 1 | HOUSEKEEPING AS A DEPARTMENT. | 6hrs |
| | 6hrs In the hotel. | |
| | . In other institutions: to be applied in a slight different set of circumstances. | |
| | . Interdepartmental co- operation & co- ordination of Housekeeping. | |
| | Different sections of housekeeping department. | |
| 2 | ORGANISATION STRUCTURE OF HOUSEKEEPING DEPARTMENT. | 6hrs |
| | Small hotels, Medium hotels, Large Hotels. | |
| | Duties & Responsibilities of Executive Housekeeper. | |
| | Duties & Responsibilities of Housekeeping Staff. | |
| 3 | FUNCTIONS OF HOUSEKEEPING DEPARTMENT | 6hrs |
| | . Area of cleaning. | |
| | Security. | |
| | . Dealing with guests. | |
| | . Brief note on lost & found. | |
| | Baby sitting. | |
| | Services and facilities offered by various hotels. | |
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ROUTINE & CLEANING OF

- Checkout room.
- Occupied room.
- Vacant room
- Evening Service.

4- CLEANING EQUIPMENT

6hrs

- . General considerations and selection.
- . Classification & Types of equipment.
- . Method of use & mechanism for each type.
- . Care & maintenance.

CLEANING AGENTS

- . General criteria for selection.
- . Classification.

6hrs

5- STANDARD SUPPLIES PROVIDED IN THE GUEST ROOMS AND BATHROOMS.

LOST AND FOUND PROCEDURE IN A HOTEL.

PEST CONTROL.

TEXT READINGS.

Sudhir Andrews	Hotel Housekeeping.
Joan C. Branson	Hotel, Hostel & Hospital Housekeeping.
Georgia Tucker	The Professional Housekeeper.

HMC- 103	Hotel Housekeeping	0L:0T:4P	2 credits	4Hrs / Week
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PRACTIAL

1. Introduction, Identification, Usage and care of hand tools, cleaning equipments and cleaning agents (Paste chart/ drawings as applicable)
 2. Basic cleaning procedure in guest room:
 - a. Check-out room.
 - b. Occupied room.
 - c. Vacant room.
 - d. Evening services.
 3. Procedure for Bed-Making.
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- a. Day Bed.
 - b. Night Bed.
4. Procedure for cleaning bathrooms.
 5. Organizing for completing the assigned task, preparing work plan.

Course Content

School of Hotel Management

Semester – I

HMC- 104 Front Office Operations

HMC- 104	Front Office Operations	2L:0T:0P	2 credits	2Hrs / Week
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OBJECTIVES

The student will be aware and get knowledge about.

- 1) Classification and categorization of Hotels and its Evolution.
- 2) Duties and responsibility of the staff in the different sections.
- 3) Identify Market segment.
- 4) Types of rooms, food plans, tariff and room rent.
- 5) Group reservation.

OUTCOMES :

- 1. Describe the history and structure of international travel, Evaluation, Categorization hospitality industry.**
- 2. Appraise the positive and negative impacts of tourist.**
- 3. Students will be aware and get knowledge about Market Segment.**

COURSE CONTENT

1- Introduction to hotel industry, evolution, Definition, Modern Hotel, Classification and Categorization.	6hrs
2- Position, Role and importance of Front office in the hotel. Organizational structure of Front Office: Functions of each sections.	6hrs
3- Duties and Responsibilities of Front Office staff. Layout of Front Office staff. Attributes of Front Office Staff. Understanding Hotel Market.	6hrs
4- Front Office terminology. Product Knowledge: Types of rooms Basis of charging room rent.	6hrs
5- Reservation Operation. The importance of reservation section. The modes of reservation; C.R.S. and I.R.S. Various tools of reservation: Room status board. Reservation form, Advance letting chart, Density control chart, Hotel Diary, Whitney system of reservation. Reservation procedure (Flow chart). Cancellation and amendment procedures. Preparation of arrival list/ movement list. Group reservation.	6hrs

TEXT READINGS

Dennis L. Foster	Back office Operation & Admin.
Dennis L. Foster	Front Office Operation & Admin.
Sudhir Andrews	Hotel Front Office.
Bruce Braham	Hotel Front Office.

HMC- 104	Front Office Operations	0L:0T:4P	2 credits	4Hrs / Week
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PRACTICAL

1. Receiving telephone calls.
2. Familiarization of reservation tools.
3. Receiving reservation requests.
4. Finding room availability on advance letting chart & updating it.
5. Finding room availability on Density Control Chart, Updating it.
6. Updating Hotel Diary and preparation of movement list.
7. Handling Cancellation and Amendments.

Course Content

School of Hotel Management

Semester – I

HMC- 102 Nutrition

HMC- 105	Nutrition	2L:0T:0P	2 credits	2Hrs / Week
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OBJECTIVES

This course is designed to acquaint the students with the basic concept of nutrition which will finally provide support to their knowledge about food and its preparation. By the end of the semester the student should be able to.

- Know the importance of food and nutrition.
- Understand the role of various nutrients in our body.
- Conceptualize the fundamental of balanced diet.
- Know the effect of storage, Pre- preparation & cooking on nutrients.
- Use the knowledge of food and during menu planning.

OUTCOMES :

1. Students know the role of various Nutrition in our body.
2. Knowledge of balanced diet.
3. Students are complete knowledge of food and nutrition.

COURSE CONTENT

1-INTRODUCTION TO NUTRITION.

6hrs

Definition of nutrition; Importance and scope; Various nutrients.

FOOD AND OUR BODY.

Role of food in our life; Recommended dietary intakes (RDI); Factors affecting RDI; Energy requirement of our body (Energy Metabolism); Calorific value of food; The five food groups; Process of Digestion & Absorption of food in human body.

2-ROLE OF NUTRIENTS IN OUR BODY 1st.

6hrs

- Carbohydrates: Classification, Functions, Deficiency & excess of carbohydrates, sources.
 - Fats: Classification of fats, functions, deficiency & excess of fat, sources
 - Proteins: Essential amino acids, Classification of protein, Functions of proteins, Symptoms of protein deficiency, Protein energy malnutrition (P.E.M.), Sources of Protein.
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3-ROLE OF NUTRIENTS IN OUR BODY 2nd.

6hrs

- Vitamins; Classification of vitamins, function, deficiency & excess and sources of all vitamins.

ROLE OF NUTRIENTS IN OUR BODY 3rd.

- Minerals: Sources and functions & Deficiency of various minerals – Iron, Calcium, Iodine, Sulphur, Potassium, Phosphorus, Sodium, Zinc, etc (Elementary study only).
- Water: Function and sources.

4-BALANCED DIET.

6hrs

Concept of balanced diet, menu planning for specific requirements viz. infants, Children, Adolescents adult man & women, nutritional requirements during Specific conditions viz. pregnancy, lactation etc, using food exchanges.

5-EFFECT ON NUTRIENTS WHILE.

6hrs

- Storage.
- Pre-preparation.
- Cooking.

TEXT READINGS

Mohini Sethi

Sumati R. Mudambi

B. Srilakshmi

M. Swaminathan

B.R. Pant

M. Raheena Begam

Catering Management.

Fundamentals of Food & Nutrition.

Dietetics.

Handbook of Food and Nutrition.

Food & Nutrition.

A text book of Foods Nutrition & Dietetics
(An Integrated Approach)

Course Content

School of Hotel Management

Semester – I

HMC- 106 - I - English Communication

HM AE- 106 I	English Communication	2L:0T:0P	2 credits	2Hrs / Week
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OUTCOMES :

English communication demonstrates knowledge and application of communication skills and the ability to write effectively in a variety of contexts.

COURSE CONTENTS:

Unit 1. Introduction:

6hrs

Theory of Communication, Types and modes of Communication.

Unit 2. Language of Communication:

6hrs

Verbal and Non-verbal (Spoken and Written) Personal, Social and Business Barriers and Strategies Intra-personal, Inter-personal and Group communication

Unit 3. Speaking Skills:

6hrs

Monologue Dialogue Group Discussion Effective Communication/ Mis- Communication Interview Public Speech

Unit 4. Reading and Understanding:

6hrs

Close Reading Comprehension Summary Paraphrasing Analysis and Interpretation Translation(from Indian language to English and vice-versa) Literary/Knowledge Texts

5. Writing Skills

6hrs

Documenting Report Writing Making notes Letter writing

Recommended Readings:

1. Fluency in English - Part II, Oxford University Press, 2006.
 2. Business English, Pearson, 2008.
 3. Language, Literature and Creativity, Orient Blackswan, 2013.
 4. Language through Literature (forthcoming) ed. Dr. Gauri Mishra, Dr Ranjana Kaul, Dr Brati Biswas
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Course Content

School of Hotel Management

Semester – I

HMC- 106 – II - Environmental Science

HM AE- 106 II	Environmental Science	2L:0T:0P	2 credits	2Hrs / Week
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OUTCOMES :

1. Ecological Literacy demonstrate an awareness, knowledge and appreciation the intrinsic values of ecological processes and communities.
2. Sustainability Demonstrate an integrative approach to Environmental issues with a focus on sustainability..

COURSE CONTENTS:

- Unit 1 : 6hrs
Introduction to environmental studies • Multidisciplinary nature of environmental studies; • Scope and importance; Concept of sustainability and sustainable development.
- Unit 2 : 6hrs
Ecosystems • What is an ecosystem? Structure and function of ecosystem; Energy flow in an ecosystem: food chains, food webs and ecological succession. Case studies of the following ecosystems : a) Forest ecosystem b) Grassland ecosystem c) Desert ecosystem d) Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries).
- Unit 3 : 6hrs
Natural Resources : Renewable and Non-renewable Resources • Land resources and landuse change; Land degradation, soil erosion and desertification. • Deforestation: Causes and impacts due to mining, dam building on environment, forests, biodiversity and tribal populations. • Water : Use and over-exploitation of surface and ground water, floods, droughts, conflicts over water (international & inter-state). • Energy resources : Renewable and non renewable energy sources, use of alternate energy sources, growing energy needs, case studies.
- Unit 4 : 6hrs
Biodiversity and Conservation • Levels of biological diversity : genetic, species and ecosystem diversity; Biogeographic zones of India; Biodiversity patterns and global biodiversity hot spots • India as a mega-biodiversity nation; Endangered and endemic species of India • Threats to biodiversity : Habitat loss, poaching of wildlife, man-wildlife conflicts, biological invasions; Conservation of biodiversity : In-situ and Ex-situ conservation of biodiversity. • Ecosystem and biodiversity services: Ecological, economic, social, ethical, aesthetic and Informational value.
- Unit 5 : 6hrs
Environmental Pollution • Environmental pollution : types, causes, effects and controls; Air, water, soil and noise pollution • Nuclear hazards and human health risks • Solid waste management : Control measures of urban and industrial waste. • Pollution case studies.
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Suggested Readings:

1. Carson, R. 2002. *Silent Spring*. Houghton Mifflin Harcourt.
2. Gadgil, M., & Guha, R. 1993. *This Fissured Land: An Ecological History of India*. Univ. of California Press.
3. Gleeson, B. and Low, N. (eds.) 1999. *Global Ethics and Environment*, London, Routledge.
4. Gleick, P. H. 1993. *Water in Crisis*. Pacific Institute for Studies in Dev., Environment & Security. Stockholm Env. Institute, Oxford Univ. Press.
5. Groom, Martha J., Gary K. Meffe, and Carl Ronald Carroll. *Principles of Conservation Biology*. Sunderland: Sinauer Associates, 2006.
6. Grumbine, R. Edward, and Pandit, M.K. 2013. Threats from India's Himalaya dams. *Science*, 339: 36-37.
7. McCully, P. 1996. *Rivers no more: the environmental effects of dams* (pp. 29-64). Zed Books.
8. McNeill, John R. 2000. *Something New Under the Sun: An Environmental History of the Twentieth Century*.
9. Odum, E.P., Odum, H.T. & Andrews, J. 1971. *Fundamentals of Ecology*. Philadelphia: Saunders.
10. Pepper, I.L., Gerba, C.P. & Brusseau, M.L. 2011. *Environmental and Pollution Science*. Academic Press.
11. Rao, M.N. & Datta, A.K. 1987. *Waste Water Treatment*. Oxford and IBH Publishing Co. Pvt. Ltd.
12. Raven, P.H., Hassenzahl, D.M. & Berg, L.R. 2012. *Environment*. 8th edition. John Wiley & Sons.
13. Rosencranz, A., Divan, S., & Noble, M. L. 2001. *Environmental law and policy in India*. Tripathi 1992.

School of Hotel Management (2nd sem)
Semester – II

HMC- 201 FOOD PRODUCTION & PATISSERIE

HMC- 201	Food Production & Patisserie	2L:0T:0P	2 credits	2Hrs / Week
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OBJECTIVE:

During the course the students should.

5. Learn about the various commodities required for food production, their market forms, selection, storage and use.
6. Understand the fundamentals of menu planning & standard recipe.
7. Enhance the basic culinary skills.
8. Learn in details

OUTCOMES :

1. A student understands various commodities required for food production, their market forms, selection, storage and use.
2. Knowledge of menu planning and standard price and basic culinary skills.

COURSE CONTENT

1.1- COMMODITIES:

6Hrs

CEREALS: General information about cereals special reference to the Structure, Processing, Types of Rice, Cooking of Rice and Rice Products.

PULSES: Composition, Type & Cooking.

1.2- COMMODITIES:

MILK & MILK PRODUCTS: Composition of milk, storage, Types of milk, Cream, Butter curd.

CHEESE : Products of cheese, Types of cheese.

EGGS: Composition uses and cooking of Egg.

2.1- COMMODITIES:

6Hrs

VEGETABLES: Classification, Selection and cooking.

FRUITS.

2.2- COMMODITIES:

FISH: Classification, Selection, Storage, Cuts of fish and cooking.

MEAT: Classification, Selection, Storage, Cuts and Cooking of Beef, Mutton / Lamb, Pork.

POULTRY: Classification, Selection, Preparation and Cooking.

3 - MENU PLANNING & RECIPE FORMULATION: 6Hrs

Menu planning: Factors affecting menu planning.

Standard recipes: Definition, writing and costing.

4- BAKERY SCIENCE: 6Hrs

Identification and handling of raw materials.

Wheat & wheat flour, Sugar, Fat, Yeast, Water, Salt, Milk etc.

Functions of ingredients in bakery products.

5- BAKERY SCIENCE: BREAD MAKING. 6Hrs

Method of bread making.

Straight dough method.

Sponge and dough method.

Salt delayed method.

Flying ferment method.

Bread faults, Diseases and remedies.

TEXT READINGS.

M.D. Voures	Super Cook (Vol. 1 to 23, A-Z)
Victor Ceserani	Practical Cookery
K. Arora	Theory of Cookery
Larousse	Gastronomique
Jane Grigson	The book of ingredients
Jane Grigson	European Cookery
Joseph Amendola	Understanding Baking
S.C. Dubey	Basic Baking
William J. Sultan	Practical Baking

HMC- 201	Food Production & Patisserie	0L:0T:4P	2 credits	4Hrs / Week
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PRACTICALS

2 At least nine menus (3 course) of basic nature comprising of:

1.Continental / European

Indian

4. Chinese

7. Bakery practical to cover the following:

2 Bread making – Straight dough method.

3 Short crust pastry and its products: Tarts, Pie etc.

4 Flaky & puff pastry and their products: Patties, Palmiers, Cheese Straw,

Vol-au-vents, Cream horns etc.

5. Choux Pastry and its products: Éclairs, Profit rolls
6. Sponge Cakes: Genois sponge, Fatless sponge.
7. Icing: Butter icing water icing.
8. Assembling cakes.
9. Heavy cake : Pound cake.
10. Cookies with basic cookie paste.

Semester – II

HMC- 202 Food & Beverage Service Advance

HMC- 202	Food & Beverage Service Advance	2L:0T:0P	2 credits	2Hrs / Week
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OBJECTIVE:

By the end of the semester the students should be able to:

6. Understand the functions of the ancillary departments of food & beverage.
7. Understand the organization and functions of the Room service department of a hotel.
8. Understand different non-alcoholic beverages with their preparation and service.
9. Develop knowledge of the restaurant control system.
10. Understand the processing, manufacturing, and service of cigar & cigarettes.
11. Acquire the requisite technical skills for competent service of food and beverage.

OUTCOMES

- 1. A student understands the function of ancillary departments of Food & Beverage.**
- 2. Understands the Hotel organization and functions, also wide knowledge of restaurant control.**

COURSE CONTENT

1- ANCILLARY DEPARTMENTS: Pantry, Still room, Platter room, Hotplate, Wash up, Linen Store, Kitchen Stewarding- a brief description.	6Hrs
2- ROOM SERVICE: Types of room service Centralized / Decentralized / Decentralized Mobile. List of equipments. Trolley and tray setup. House rules of room service waiter. Room Service menu.	6Hrs
3- NON ALCOHOLIC BEVERAGES: Tea and coffee: Types, Manufacturing, Brand, Varieties, Service. Milk Based drinks. Juices. Soft dinners	6Hrs

Mineral Water and Tonic Water.

4- RESTAURANT OPERATION CONTROL SYSTEM

6Hrs

Necessity of good control system.
Functions of control system.
Types of K.O.T.
Taking orders and presenting bills.
Duplicate and triplicate checking systems.
Inter-departmental transfer, summary sheet etc.

5- TOBACCO

6Hrs

Processing & manufacturing of Cigarettes, Cigar & Pipe.
Storage and service of Cigarettes and Cigars.

TEXT READINGS

Sudhir Andrews	F&B Service Training Manual
Denni R. Lillicrap	F&B Service
John Fuller	Modern Restaurant Service

HMC- 202	Food & Beverage Service Advance	0L:0T:4P	2 credits	4Hrs / Week
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PRACTICALS

4. Revision of F&B Practical -1.
 5. Layout of different food service areas and ancillary departments. (Drawings)
 6. Napkin folds- Lunch folds, Dinner folds, Breakfast Folds.
 7. Menu planning for different meals.
 8. Order taking of Food & Beverages, Preparation of K.O.T.
 9. Basic service methods e.g. Silver Service, American service, Russian Service, etc.
 10. Service of Non-Alcoholic Beverages.
 11. Service of Tobacco.
 12. Preparation of bill & its presentation to the guest.
 13. Room Service Tray Setup.
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Semester – II

HMC- 203 Hotel Housekeeping Management

HMC- 203	Hotel Housekeeping Management	2L:0T:0P	2 credits	2Hrs / Week
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OBJECTIVES

To complete the student's experience of all house keeping routines including.

1. Linen room procedure, care & maintenance of linen.
2. Uniform and sewing room procedure.
3. Laundry- Importance & principles, layout, floor process & finishes.
4. Stain removal- Methods and aids.
5. Knowledge about fabrics, their origin, characteristics, use in hotel industry.
9. Yarns & their types.

OUTCOMES

Students understand about Housekeeping routines that means lines room procedure, care maintenance, laundlayout, floor process and finishes. Knowledge about fabrics characteristics use in Hotel Industry.

COURSE CONTENT

1-PUBLIC AREA CLEANING. Periodical cleaning, Task, Schedule. Special Cleaning program. Redecoration & refurbishing.	6Hrs
2-FLOOR FINISHES. Types and methods of cleaning.	6Hrs
3-WALL FINISHES.	6Hrs
4.1-DAILY ROUTINES & SYSTEMS OF HOUSEKEEPING DEPARTMENT.	6Hrs
4.2-CLERICAL JOBS DONE IN THE HOUSEKEEPING DEPARTMENT.	
5.1GUEST ROOM INSPECTION.	6Hrs

Metals, Glass, Leather, Plastic, Ceramic & Wood.

TEXT READINGS.

M.A. Vagisr, Ogale
Sudhir Andrews
Joan C. Branson
Georgira Tucker

Home Management
Hotel Housekeeping
Hotel, Hostel & Hospital Housekeeping
The Professional Housekeeper

HMC- 203	Hotel Housekeeping Management	0L:0T:4P	2 credits	4Hrs / Week
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PRACTICALS

8. Basic cleaning procedure in Guest room.

- Check-out room.
- Occupied room. -
Vacant room
- Evening service
- Clerical jobs to be undertaken in the above cases.

9. Public Area cleaning Programme:

- Regular (Daily)
- Periodically (Weekly)
- Special (Spring)

3. Floor Polishing and Furnishing.

- Different stones like Granite, Marble, Sand stone & other hard surfaces.
- Wooden.
- Synthetic flooring.
- Soft flooring.

4. Cleaning and care of:

- 3) Different metals e.g. Brass, Silver & E.P.N.S., Stainless Steel, Copper, Iron etc.
- 4) Glass.
- 5) Plastic.
- 6) Leather.
- 7) Ceramic.

5. Guest room inspection check list.

Semester – II

HMC- 204 Front Office Operations & Management

HMC- 204	Front Office Operations & Management	2L:0T:0P	2 credits	2Hrs / Week
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OBJECTIVES:

The objective is to make student aware of:

- 5) Registration, its types, importance and aspect.
- 6) The components of Registration Process for Individual guest, foreigners & VIPs.
- 7) A proper systematic way of shorting a shift and hand over a shift.
- 8) The components of night audit and system in compiling a night audit.

OUTCOMES

Students understands Hotel registration its type and process in a proper systematic way.

COURSE CONTENT

1-STARTING THE WORK SHIFT	6Hrs
2-CHECK IN PROCEDURES	6Hrs
Greeting the guest. Registration : Types of registration, Importance of registration, Legal aspects of Registration. Allotment of rooms. Handing over keys Work flow chart.	
3-CHECK IN PROCEDURES FOR SPECIAL CASES	6Hrs
Foreigners. VIPs.	
4-HANDLING GROUP ARRIVALS	6Hrs
Types of groups. Rooming list. Pre arrival list. Welcoming & Handling of Check-in at the time of actual check-in. Post arrival activities with reference to group types. Flow chart.	
5-ENDING WORK SHIFT, HANDING OVER TO NEXT SHIFT.	6Hrs

NIGHT AUDIT.

Job, Duties & Responsibilities of night auditor.

Compilation of reports and statistics.

Preparation of transcript.

TEXT READINGS.

Dennis L. Foster	Back Office Operation & Admin.
Dennis L. Foster	Front Office Operation & Admin.
Sudhir Andrews	Hotel Front Office.
Bruce Braham	Hotel Front Office.

HMC- 204	Front Office Operations & Management	0L:0T:4P	2 credits	4Hrs / Week
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PRACTICALS

- 7) Recapitulation of the semester 1st practical.
- 8) Greeting & receiving the guest.
- 9) Registration procedure of guests : Walk-in, Reserved.
- 10) Allotment of room and handing over keys.
- 11) Post arrival activities at the reception.
- 12) Check-in procedures for foreigners.
- 13) Check-in procedures for VIP.
- 14) Group check-in.
- 15) Statistical methods.
Shift hand over procedure.

Semester – II

HMC- 205 Food Science

HMC- 205	Food Science	2L:0T:0P	2 credits	2Hrs / Week
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OBJECTIVES:

This course is designed to acquaint the students with the basic science of food which will finally provide support to their knowledge about food & its preparation. By the end of the semester the student should:

- 4) Understand the reasons for food spoilage.
- 5) Understand the methods of food preservative & storage.
- 6) Know about food and water borne diseases & its prevention.
- 7) Conceptualize food chemistry.

OUTCOMES

Students understands the knowledge and awareness about Hygiene, Nutrition & Balanced diet in Hotel Industry ,its also helps to understands relation between Food and Human health.

Conceptualize food chemistry.

COURSE CONTENT:

1-FOOD SPOILAGE.

6Hrs

Factors contributing to food Spoilage, Spoilage classification, Cause of food spoilage, Spoilage Agents, Enzymes, Micro organisms etc, Cross contamination.

2.1-METHODS OF FOOD PRESERVATION.

6Hrs

Refrigeration Freezing & Freezing methods; Canning; Drying & dehydration, Salting, Fermentation, Chemical Additives, Radiation.

2.2-FOOD STORAGE

Refrigerated Storage: Storage conditions, Controlled Atmosphere, Cold Storage, Mixed Storage, Product State on entering storage, Packaging, Renewable Materials.

3-FOOD AND WATER BORNE DISEASES, INTOXICANTS AND PREVENTATION Sources, Effects and prevention.

6hrs

4-FOOD ADDITIVES.

6Hrs

Definition , Classification of food additives, Types of food additives, Natural Food colours; Coal Tar Dyes; Synthetic food colours; Flavoring agents; Anti- Oxidants, Preservatives – Class 1 & Class 2; Emulsifiers.

5-CHEMICAL PROCESSES INVOLVED IN FOOD PREPARATION.

6Hrs

Oxidation and rancidity, Decomposition, Gelatinization, Coagulation, Fermentation, Emulsification, Caramalisation, Homogenization, and chemical reactions.

TEXT READINGS

Mohini Seth	Catering Management.
S.K. Kulshreshtha	Food Preservation.
Ronald Kinton	The Theory of Catering.
Norman W. Dessies	Food Preservation.
Richard Lacey	Unfit for human consumption.
Duru Jagtiani	Fruit Preservation

Semester – II

HM AE- 206 (A) English Communication

HM-AE- 206 (A)	English Communication	2L:0T:0P	2 credits	2Hrs / Week
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COURSE OBJECTIVES :

To enable the students to understand the manner of communication in English proper pronunciation
To enable to students to understand the proper intonation and accentuation while speaking. To enable the students to learn the verbal etiquette in hotel management

OUTCOMES

Students understands the manner of communication in English also learn the verbal etiquette and accentuation in Hotel Industry

- 1- Phonetics Transaction Stress Tunes in connected speech (word groups, speech rhythm) 6 Hrs
- 2- Dialogue writing Formation of Questions (using WH, How type questions) and answers (agreement / disagreement) Question Tags 6 Hrs
- 3- Verbal response to Situations Verbal etiquette / Face to Face and telephonic conversation with clients 6 Hrs
- 4- Unravelling the captions in journals Word pictures Error Identification and correction 6 Hrs
- 5- Description : location, thing, hotel reservation food, place of picnic and sight seeing – preparing speech. 6 Hrs

Reference Books :

- 3) English Course, Linguaphone Institute, London 1970.
- 4) Impact, Penguin to Functional English, Peter Watey Jones, Penguin
- 5) Middlesex, 1983. Collins Cobuild English Language Dictionary, ed., Gwyneth Fox, Rosamund Moon & Penny Stock.

Semester – II

HM AE- 206 (B) Environmental Science

HM-AE- 206 (B)	Environmental Science	2L:0T:0P	2 credits	2Hrs / Week
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COURSE OBJECTIVES :

The course is designed to enable the learner:

1 to know about origin of earth and evolution of life, and appearance of human species; 1 to develop concerns for environmental problems; 1 to understand ecological principles.; 1 to harmonize environmental concerns with technological and socio-economic issues; 1 to develop respect for nature and living beings and to help maintain ecological balance; 1 to take active part in protecting and conserving the environment and to assume the responsibilities for change of society

OUTCOMES

1. Students understands evaluation of Enviroment and its used by human .
2. Understands of Pollution and Nature Disasters .

Knowledge about Bio-Diversity and Natural Resources.

1 - Environment through Ages	6 Hrs
1.1 - Environment-Origin, Evolution of Environment and its uses by Humans	
2 - Ecological Concept and Issues	6 Hrs
2.1 - Principles of Ecology : Composition and various types of Ecosystem	
3 - Human Impact of Environment	6 Hrs
3.1 - Human Settlements and their impact on Environment	
4 - Contemporary Environmental Issues	6 Hrs
4.1 - Environmental Pollution and Natural Disasters National and Global Environmental Issues	
5 - Environmental Conservation	6 Hrs
5.1 - Conservation of Biodiversity and other Natural Resources (Soil, Land, Water, Energy etc.)	

Reference Books :

- Grumbine, R. Edward, and Pandit, M.K. 2013. Threats from India's Himalaya dams. Science, 339: 36-37.
- McCully, P. 1996. Rivers no more: the environmental effects of dams (pp. 29-64). Zed Books. 8.
- McNeill, John R. 2000. Something New Under the Sun: An Environmental History of the Twentieth Century.
- Odum, E.P., Odum, H.T. & Andrews, J. 1971. Fundamentals of Ecology. Philadelphia: Saunders.
- Pepper, I.L., Gerba, C.P. & Brusseau, M.L. 2011. Environmental and Pollution Science. Academic Press.
- Rao, M.N. & Datta, A.K. 1987. Waste Water Treatment. Oxford and IBH Publishing Co. Pvt. Ltd. 12.
- Raven, P.H., Hassenzahl, D.M. & Berg, L.R. 2012. Environment. 8th edition. John Wiley & Sons.
- Rosencranz, A., Divan, S., & Noble, M. L. 2001. Environmental law and policy in India. Tripathi 1992.
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BHMCT (semester-III)

Course code – HMC 301

Course Title- INDUSTRIAL TRAINING

Industrial Training

OBJECTIVES : The objective of this industrial training is to help the students Understand The Working Of a hotel And be able To analyze its strengths weakness opportunities and the threats.

TYPE OF REPORT

The report should be based on the compulsory 15-18 weeks/110-126 days of training to be completed

INDUSTRIAL EXPOSURE (SEMESTER – III) (Industrial training Duration of Exposure: 15-18 weeks for both(IT) Industrial training in III semester.

Leave Formalities: 1 weekly off and festivals and national holidays given by the hotel 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 90-100 working days (15 weeks x 06 days = 90 days). Students who are unable to complete a minimum of 45 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 45 days of industrial exposure but are unable to complete minimum 90 days due to reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results. The training in III semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property and. Prior written approval needs to be taken from the programme coordinator/ Convener/ H.O.D for Industrial exposure from parent Institute.

Third semester in a hotel of repute (preferable of a 3 star, 4 star or a 5 star property). A student log book should be maintained by every student during the training period. The student should note down on the daily basis the task performed/ observed, methodology involved and points to note and assessed daily by the supervisor / manager. Using the Information contained in the log book and under the guidance of faculty member of college in which the student is studying, the student should cover the entire operation of the hotel and inter - organizational SWOT (STRENGTH, WEAKNESS, OPPORTUNITIES, AND THREATS) analysis.

FORMULATION

The length of the report may be about 150 to 160 double spaced typed, printed (black and white) A-4 Size pages (excluding appendices and exhibits). 10% variation on the either side is permissible.

SUBMISSION OF REPORT

One typed (duly signed by faculty guide and principle of the college) copy of the report is to be submitted in person, by the student, to the examiner at the time of viva voce. Project submitted later than that will not be accepted. Project submitted later than that will not be accepted.

Original training certificate

University copy & student 's copy of project report (duly signed by the faculty guide and principle of the college)

Students log book (duly signed by Training Manager/HRManager OR equivalent)

Examination Hall ticket.

College identity card

Dress code : College uniform

STUDENTS WHO DO NOT CONFORM TO THE ABOVE WILL NOT BE EXAMINED

PROJECT EVALUATION

Project report will be valued by the Examiner appointed by the University

MODE OF EVALUATION

a.Log book	300 marks.
b.Viva voice	150 marks.
c. presentation	150 marks.
d. case	100 marks
TOTAL	700 marks

NOTE

Marks for the log book should be awarded by the Project guide appointed by the College.

Panel of evaluation will consist of two members. One will evaluate the Project and other will evaluate the Presentation. The project viva voce will be conducted by both members of the Panel. Total time allotted for the above should not exceed 10 minutes. The presentation could be done on OHP sheets or as a Powerpoint presentation using a computer or a laptop connected to LCD depending upon the available resources of the examiner. The students could show it in their personal laptop also.

**SRI SATYA SAI UNIVERSITY OF TECHNOLOGY
AND MEDICAL SCIENCES SEHORE M.P.**

School Of Hotel Management (CBCS) 2nd Year Scheme BHMC

Semester 3rd “Industrial Training - I”

Duration of Training 15-18 Weeks

S. No	Course Code	Subjects	Final Examination Maximum Marks Allotted	Marks	Hrs./Week	Credit
1	HMC - 301	Food Production Operations – Industrial Training – 1 (Practical)	HMC-1C HMC -2C HMC -3C	Training Report / Log Book / Assignment 300	12	6
2	HMC - 302	Food & beverage Service Operations – Industrial (Training – 1 (Practical)	HMC-1C HMC -2C HMC -3C	Viva Voce 150	12	6
3	HMC - 303	Accommodation and Front Office Operations – Industrial Training – 1 (Practical)	HMC-1C HMC -2C HMC -3C	Presentation Case 150	12	6
4	HMSEE -304	Personality skills for Hospitality Learning from Industry (Practical)	HMSEE - 304	Viva Voce /Group Discussion 100	4	2
Total				700	40	20

HMSEE - 304 (Skill Enhancement Elective)

Course Content

School of Hotel Management

Semester – IV

HMC- 401 Patisseries & Food Production Management

HMC- 401	Patisseries & Food Production Management	4L:0T:0P	4 credits	2Hrs / Week
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OBJECTIVES

At the end of the course the students will develop:

Insight into the organization and management of quality food production
An understanding of mass purchasing process
Knowledge of formula balancing of various types of cakes, cake fruits and remedies, basic pastes and other confectionery products.

OUTCOMES :

1. Students understands Industrial and Institutional catering management .
2. Knowledge about mass purchasing
3. Understands of Confectionery products & its remedies.

Unit – I

6Hrs

INTRODUCTION TO INDUSTRIAL AND INSTITUTIONAL CATERING MNGT:

Aims
Management Policy
Types of establishment and menus
Definition
Staff organization
Kitchen layout
Equipment involved in mass production and transportation
Pre preparation and preparation of food (work flow)
Holding and storing of food

Unit – II

6Hrs

QUALITY FOOD MANAGEMENT

Points to be considered while planning a menu and problem...
Study of menus for various types of quantity food outlets.
Standard sign and formulating recipes
costing of food items and cost control

Unit – III

6Hrs

Objectives
Methods of purchase
Standard purchase specification
Mass purchasing of perishables and non perishables
Convenience product

Aims

Duties and responsibilities of receiving and personnel

Procedure for receiving Pilferage control

Unit – IV

6 Hrs

FORMULA BALANCE CAKE

Batter type - Foam type - Pound

CAKE FAULTS AND REMEDIES

Unit – V

6 Hrs

VARIOUS TYPES OF BASIC PASTE

Choux paste - Flaky paste

Short crust paste - Hot water

paste Puff paste - Danish pastry

BAKE SHOP PRODUCTION AND MANAGEMENT

HMC- 401	Patisseries & Food Production Management	0L:0T:4P	2 credits	4Hrs / Week
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PRACTICAL

Quantity food production on the basic of Indian regional cosine.

Bakery practical to cover the following advance stage.

Short crust pastry and its products : Tarts, pie etc.

Flaky & Puff pastry and their products.

Choux pastry and its products, Éclairs, Profit rolls.

Advanced cookies & Biscuits.

Advanced cakes and other bakery products

REFERENCES

S.No.	Author	Title
1	Jennifer Fernandes	100 Easy to make Goan dishes
2	Madhur jaffery's	Flavors of India
3	John B Knight	Quantity food production (planning and mgmt)
4	S.C Dubey	Basic baking
5	William J Sultan	Practical baking

Semester – IV

HMC- 401 Liquor Management

HMC- 402	Liquor Management	4L:0T:0P	4 credits	2Hrs / Week
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OBJECTIVES:

By the end of the semester the students should be able to:

Under the process of distillation of spirits and the types of stills used for the same

Differentiate between various types of spirits, their source production process and brand names.

Understand the storage and appropriate service of spirits.

Understand cocktails, their preparation presentation and service.

Develop an understanding of the Aperitifs, bitters, liqueurs their characteristics classification, methods of production brand names and service

Familiarize them with the special form of restaurant disadvantages, different equipment used in it.

Work independently and prepare at least two guerdon preparations viii) Acquire the requisite technical skills for competent service of food and beverage

OUTCOMES :

1. Students understand Cocktails preparation, presentation and services.
2. Understands Liqueurs, Bitters Aperitifs their characteristics classification methods of production brand names and service.
3. Students work independently as Bar Tender

Unit – I

6Hrs

SPIRITS

Definition of spirits

Distillation process

Source production process, verities brand name and service of Rum, Brandy Gin

Whisky, Vodka

Other spirits, Tequila, absinthe, tequila, ouzo, slivovitz, aquavit, calvados, fenny, arrack etc

Unit – II

6Hrs

COCKTAILS

Common cocktails, recipe, method of preparation and presentation, precautions in preparing cocktails.

Unit – III **6Hrs**

LIQUEURS

History, Definition, Manufacture, hot method, distillation cold method, infusion, percolation, aging, base spirits and sweetening's

Unit – IV

6Hrs

APERITIFS

Classification

Knowledge of production

Varieties and service

Unit – V

6Hrs

GUERIDON SERVICE

History of Guerdon

Definition of terms guerdon

General points to be considered while doing guerdon

Advantages and disadvantages of guerdon service

Method of service of common guerdon preparations

HMC- 402	Liquor Management	0L:0T:4P	2 credits	4Hrs / Week
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PRACTICAL

Revision of 1st year practical table layout and service for different types

Beverage order taking and preparation of BOT

Feminization with the glassware, equipment's and tool required in relation to different spirits service and their sketch

Service of

spirits A Rum

B. Brandy

REFERENCES

S.No.	Author	Title
1	Jaffrey T. Clanke	Table & Bar
2	Denni R Lillicrap	F & B Service
3	Matt A. Casdo	Food & Beverage service
4	Michael M Clotman	Beverage Management

Semester – IV

HMC- 403 Accommodation & Front Office

HMC- 403	Accommodation & Front Office	4L:0T:0P	4 credits	2Hrs / Week
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OBJECTIVES:

The syllabus continues to provide in depth knowledge about planning and organization of the department with emphasis on work study duty Rota and work analysis

Safety awareness accident and first aid box

Interior decoration and horticulture which includes flower management

Purchasing procedure and stock control

OUTCOMES :

Students should gain knowledge of various sections and functions of accommodation management and their procedures. They should be able to Hand various tools and equipments of the front office.

Unit – I

6Hrs

PLANNING & ORGANIZATION HOUSE KEEPING

DEPARTMENT Physical Survey

Specification

Work study

Work schedule

Duty rotes

The philosophy of work and improvement What is work analysis

Simple question can uncover serious problem

Unit – II

6Hrs

PERSONAL QUALITIES OF HOUSE KEEPING DEPARTMENT

EMPHASIS Emergencies & dealing with them

Safety awareness and accident

prevention First aid box

Dealing with sick guest & sanitization.

INTERIOR

DECORATION Color

Light & lighting system

Floor & wall covering

Role of accessories

Unit – III

6Hrs

HORTICULTURE
 Living with flower
 Types & colors
 Simple ways of gardening
 Equipment care pesticides
 Techniques to drying flowers
 In house herb garden

Unit – IV

6Hrs

FLOWER ARRANGEMENT
 Equipment and material required
 Purpose of flower management, placement and level placement with relevant examples
 Style and principle of flower management

Unit – V

6Hrs

PURCHASING PROCEDURES

 Purchasing arrangement
 Purchasing cycle
 Store room control
 Perpetual inventory and requisition Per stock
 Inventory control

HMC- 403	Accommodation & Front Office	0L:0T:4P	2 credits	4Hrs / Week
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PRACTICAL

- 6) Dealing with emergency :
 Event of fire
 Event of fumes
 Event of gas leakage

REFERENCES

S.No.	Author	Title
1	Mohini Sethi	Catering management
2	Joan C. Branson	Hotel, Hostel & Hospital Housekeeping
3	Georgira Tucker	The Professional Housekeeper
4	Anne Effelsberg	Flower arranging
5	John Ambulan / Andrews	First aid manual

Semester – IV

HMC- 404 Hospitality Accounting

HMC- 404	Hospitality Accounting	2L:0T:0P	2 credits	2Hrs / Week
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OBJECTIVES

To acquaint the students with the basic concept of Accounting:

Double Entry system, Journal, Ledgers, Various subsidiary books, cash book and final accounts.

OUTCOMES :

This subject intends to impart students the basic knowledge of Hotel Accounting required for the Hospitality Management and to prepare them to comprehend and utilize this knowledge for the day-to-day operations of the organization.

UNIT I **6Hrs**

Introduction

Double entry system – meaning and advantage.

Accounting concepts.

UNIT II **6Hrs**

Journal.

UNIT III **6Hrs**

Ledger.

Subsidiary books.

Cash book.

Petty cash book.

UNIT IV **6Hrs**

Trial Balance ; Trial Balance errors.

UNIT V **6Hrs**

Final Accounts: Trading and profit and loss; Balance sheet; Adjustments.

REFERENCES

S.No.	Author	Title
1	G.S. Rawat	Elements of Accountancy.
2	S.A. Siddiqui	Comprehensive Accountancy.
3	J.R. Botliboi	Book-Keeping.
4	Dr. R.K. Gupta & Vardhaman	Book-Keeping and accountancy

HMSE- 501 A Food production & management

HMSE- 501A	Food production & management	4L:0T:0P	4 credits	2Hrs / Week
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OBJECTIVE:

During the course the students should:

Learn to conceptualize the management and functioning of independent F&B Establishments.

Know the concept of food cost control and its implementation.

Understand the fundamentals of Chinese cookery and larder work.

Be able to understand and manage mis- en-place for extended meal service.

OUTCOMES :

1. Student will aware of fundamentals of Chinese cookery & larder work.
2. Clear the concept of food cost control and implementation.
3. Student will complete knowledge of management and functioning of independent F&B Establishment.

COURSE CONTENT:

Unit

I -ORGANISATION AND MIS –EN –PLACE

6Hrs

- For extended meal service, buffer and banqueting.

II - LARDER

6Hrs

Layout and planning of larder department

Staff Organization

Cold food presentation

Aspic & chaud froid

Sandwiches and canapé's

Cold platters

Charcuterie

Sausages, Tarragon ,Galantines, mousse

III - PRINCIPAL OF CHINESE COOKERY

6Hrs

Layout and planning of Chinese kitchen
Staff organisation
Various regions and their characteristics
Equipments used in Chinese cookery
Chinese methods of cooking
Classical Chinese dishes

IV - MANAGEMENT OF INDEPENDENT F&B ESTABLISHMENTS

6Hrs

Fast food ; snack bar, parlors
Airline , railway and ship catering
Outdoor catering operation

V - FOOD COST CONTROL

6Hrs

Yield testing
Cost analysis and control ; food cost percentage ; analysis of food cost percentage ;
study of cost reconciliation sheet.

HMSE- 501A	Food production & management	0L:0T:4P	2 credits	4Hrs / Week
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PRACTICAL:

At least 10(ten) menus of advance/ethnic nature to cover prominent international cuisines Larder work as per theory syllabus.

REFERENCES:

S.No.	Author	Title
1	K. Arora	Theory of Cookery
2	Thargam Philip	Modern Cookery Vol. II
3	Paul R. Dittmer	Principles of Food,Beverage and labor Cost controls
4	Paul Bocuse	The new Professional Chef
5	Micahael M. Coltman	Cost Control for Hospitality Industry

HMSE- 501 B - FOOD & BEVERAGE SERVICE & MANAGEMENT

HMSE- 501B	FOOD & BEVERAGE SERVICE & MANAGEMENT	4L:0T:0P	4 credits	2Hrs / Week
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OBJECTIVE:

During the course the students should:

Understand the various function organized by the hotel.

Plan and organize independently buffets, banquets, wedding receptions , birthday parties,kitty parties , conferences, seminars, ODCs etc .

Conceptualization the control cycle, and establish its role in the management of food&beverage operations .

Acquire the requisite technical skills for competent service of food and beverage .

OUTCOMES :

1. Students to understand various functions organized by Hotel.
2. Organized independently Buffets, Banquets, Wedding receptions, Kitty parties, Birthday parties, Conferences, Seminars etc.

COURSE CONTENT:

Unit

I - INTRODUCTION OF FOOD & BEVERAGE MANAGEMENT 6Hrs

- Scope , objectives and constraints.

FOOD AND BEVERAGE CONTROL CYCLE

Characteristics of F&B operation

Stages in F&B cycle, Indenting, purchasing, Storing,Issuing , Prepration and Selling.

III - BUFFET MANAGEMENT

6 Hrs

Introduction
Type of Buffets
Table layout and Dressing of Buffet table
Display and decoration
Types of food to be served
Mise-en-polace
Service consideration
Check list and its proper supervision
Food & Beverage Control-its application in buffet management.

IV - BANQUET MANAGEMENT AND FUNCTION CATERING

6Hrs

History of banquets; Types of banquets (formal & informal)
Orgnigations of the banquet dept.
Function selling - Menus
Facilities available
Seating plans- Theater; Classrom' Formal
Booking procedures
Contract /Memorandum
Weekly and daily
Formal gatherings
Table plans / arrangements
Name Cards
Seating plan
Mis-en-place
Service
Toasting and sequence of events
Banqueting Exercises
Case studing in banqueting
Informal gathering
Reception
Cocktail parties
Seminars
TradeFairs
Wedding
Orgnigation theme functions

V- OUTDOOR CATERING MANAGEMENT

6 Hrs

-Introduction; who could be a outdoor caterer, Infrastructure; Licenses;
On sight facilities ; employees.

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- Equipments ; preparation, transportation and service equipments.
- Establishing suppliers.
- Food purchase, storage and handling
- Peripherals and special effects
- Pricing ; finding, pricing techniques
- Menu balancing
- Selling; telephonic techniques, price quotation, booking, client meeting, meeting review, Letter of agreement , follow up
- Organization and executing an event

V – I BUSINESS EVENT MANAGEMENT

6 Hrs

Type of business event ; workshop, seminar, conference sales meet , launch. Etc.

- understanding facility needs for business event
- Execution of business event plan.
- Operation and management of business event.
- follow up and retaining client

HMSE- 501B	FOOD & BEVERAGE SERVICE & MANAGEMENT	0L:0T:4P	2 credits	4Hrs / Week
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PRACTICAL:

Layout and drawing of the function prospectus and identifying its appropriate usage

Planning the layout of different types of buffet counters and setting the counter

Planning of different types of table and seating arrangements for different types of buffets.

Preparation of function check list of buffet

Assignments on buffet menu planning

Planning the table layout of different type of banquet functions .

A eating plans of different banquets preparations of charts , name cards, etc.

Food and beverage- How to service Banquet

Assignments:

Check list for conference and other parties

Menu planning for the State Banquets.

REFERENCE

S.No.	Author	Title
1	Denni R.Lillicrap	F & B Service
2	Jaffery T. Clarke	Table & Bar
3	Matt A. Casdo	Food & Beverages Service
4	John Cousins	F & B Management
5	Michael M. Coltman	Beverage Management

Semester – V

HMSE- 501 C - Accommodation Management

HMSE- 501C	Accommodation Management	4L:0T:0P	4 credits	2Hrs / Week
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OBJECTIVES :

By the end of this course the students will have knowledge about the following:

- Linen room procedure, care and maintenance of linen.
- Uniform and sewing room procedure.
- Laundry – Importance and principles, equipments, layout, floor process & finishes.
- Stain removal – methods and aids.
- Knowledge about fabric, their origin, characteristic, use in hotel industry.
- Yarns and their types.

OUTCOME

1. Student understands linen room procedure, care and maintenance of linen, uniform and sewing procedure.
2. After this students will plan to setup Laundry.

COURSE CONTENT

Unit

I- HOTEL LAW 6Hrs

- Classification.
- Selection criteria and calculating.

I – 1 LINEN ROOM

- Location.
 - Equipment.
 - Storage & Inspection: Stock taking.
 - Marketing & Monogramming.
 - Functioning.
-

II - SEWING ROOM

6 Hrs

Activities & Area provided.

Equipments.

II-1 UNIFORM ROOM

Purpose of uniform.

No of sets, issuing process & exchange of uniform.

Designing a uniform.

Layout & planning of the uniform room.

III - LAUNDRY

6 Hrs

Duties and responsibilities of laundry staff.

Importance and principles.

Flow process in Industrial Laundering.

Stages in wash cycle.

Equipment, Layout, Planning of Laundry.

Laundry agents.

Dry cleaning.

III-1 STAIN REMOVAL

Different types of stains.

Cleaning methods.

Specific reagent

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Care for colored and delicate fabrics.

IV - FIBRES AND FABRICS

6 Hrs

Definition.

Origin and classification.

Characteristics of different fibers – Cotton, Linen, Silk, Polyester, Nylon,
Nylon.

IV -1 YARNS

Types.

V - FINISHES

6 Hrs

Desizing, Sizing, Degumming, Weighting, Scouring, Calendaring,
Decatizing, Tentering, Shearing.

Flocking, Sanforisation, Mercerization, Napping.

TEXT READINGS

Joan C. Branson Hotel, Hostel & Hospital Housekeeping.

Georgina Tucker The Professional Housekeeper.

HMSE- 501C	Accommodation Management	0L:0T:4P	2 credits	4Hrs / Week
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PRACTICALS

Basic cleaning procedure in guest room :

- Check-out room.
- Occupied room.
- Vacant room.
- Evening service.

Working in linen room:

- Storage.
- Stock taking.
- Marking and monogramming.
- Practical jobs in the Linen room and uniform room.

2 Laundry:

Identification and Operation of different equipments.

Laundry cleaning agents.

Flow process in Industrial Laundry – Layout, Planning and operation.

Dry cleaning method.

3 Stain Removal: Identification and removal of the stains using the specific methods and reagents.

4 Identification of different weaves.

Identification and sampling of different Fabrics.

Sewing Room – Mending and use of sewing kit.

Semester – V

HMSE- 502 - Hospitality & Tourism Management

HMSE- 502	Hospitality & Tourism Management	6L:0T:0P	6 credits	2Hrs / Week
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OBJECTIVE:

During the course the students should:

Aware of the Indian tourist destinations, tourism infrastructure .

Current government polices and requirements

Role of travel agent .

Learn correlation between hotel and tourism industry.

OUTCOMES :

1. Understand Tourist destination and tourism infrastructure
2. Knowledge of the Government policies
3. Understand of Tourism marketing and publicity

COURSE CONTENT:

Unit

I - Introduction to Tourism, Definition, Classification &Types of Tourism.	6 Hrs
II - The Process of Tourism& Infrastructure.	6 Hrs
III - Role Of Government And Current Policies For Tourism Promotions	6 Hrs
IV- Travel Agency & Tour Operations, Tourism Marketing And Publicity	6 Hrs
V - Procedural Aspects of Tourism, India As Tourist Destination.	6 Hrs

REFERENCES:

S.No.	Author	Title
1	A.K. Bhatia	Tourism Development
2	Prem Nath Seth	An Introduction to Travel & Tourism
3	Pragati Mohanty	Hotel Industry and Tourism
4	A.K. Bhatia	International Tourism
5	Prem Nath Seth	International travel & tourism

Semester – V

HMSE- 503 - Hospitality Laws

HMSE- 503	Hospitality Laws	6L:0T:0P	6 credits	2Hrs / Week
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OBJECTIVE:

Topics to be discussed

OUTCOMES

The aim of studying this subject is to acquire the knowledge of basic laws related to the hotel industry and to understand business laws related to day –to-day working.

COURSE CONTENT

Unit		6Hrs
I -	Introduction & Legal sources. Evolution of law. Classification of law. Law of contract Definition and Introduction.	
II -	Essentials of contract. Time and place of performance. Break of contract Contract of Bailment. Contract of Pledge. Hotel Laws.	6Hrs 6Hrs
IV -	Introduction and classification of Hotels and other Establishment- norms. Licensing Acts. Food Adulteration act Adulteration, Misbranding, Inspectors, Food Analysts.	6Hrs
V -	Pollution Control Act, 1981(Air Pollution, Water Pollution , Prevention &Control Act, 1986	6Hrs

Reference Book

Tourism Travel & Hospitality Law 2nd Edition, By **Trevor Atherton, Trudie Atherton, 2010**

Hotel Law (Oxford Higher Education), by Amitabh Devendra, 2013

Semester – V

HMSE- 504 - English

HMSEE – 504 I	English	2L:0T:0P	2credits	2Hrs / Week
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COURSE OBJECTIVES:

To enable the student to understand verbal and written skill in Hotel management

OUTCOMES

English communication is an essential life skill and a professional in the hospitality industry .This course aims at enhancing listening , speaking, reading and writing skills .

COURSE CONTENT:

I – Letters	6 Hrs
Some Concepts in Communication	
Formal Letters-1	
Formal Letters-2	
II - Conversation	6 Hrs
Formal Conversation	
Face-to-Face-1	
III - Interviews	6 Hrs
Debates	
Discussions	
IV - Public Speaking	6 Hrs
Speeches	
Seminar Talks	
V - Telephone Conversation	6 Hrs

REFERENCES:

S.No.	Author	Title
1	Sinha	Mastering Effective English
2	Kleser	Exploring English Grammar

Semester – V

HMSEE- 504 - French

HMSEE – 504 II	French	2L:0T:0P	2 credits	2Hrs / Week
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OBJECTIVE:

The aim of the course is to introduce the students to the French language as it will help them to understand the much used terms in the operational subjects such as food production and F & B services and also as it is the most widely used foreign language other than English as far as hospitality industry is concerned.

At the end of the semester the students must have learnt:

- The letters and sounds in French language
- Numbers
- Basic Grammar scheduled for this semester

OUTCOMES

The aim of the course is to introduce the students to the French language as it will help them to understand the much used terms in the operational subjects such as food production and F & B services

Course Content

Unit		6 Hrs
I-	Letters and sounds: The alphabets The Accents	
II –	Numbers	6 Hrs
	Grammar Articles	
III -	Plural of Nouns	6 Hrs
	(a)Plural of Adjectives	

(b)Pronouns

IV - List of Place Names

6 Hrs

V -Les Verbs

6 Hrs

12. Verb “Etre”, ”Aboir”

13. The Principal (Main) Verbs

References:

S.Bhattacharya, French for hotel & Tourism Industry, 2009, Frank Bros & Co.Ltd

Semester – VI

HMC- 601 A - FOOD PRODUCTION & BAKERY SCIENCE

HMSE- 601 A	FOOD PRODUCTION & BAKERY SCIENCE	4L:0T:0P	4 credits	2Hrs / Week
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OBJECTIVES

- At the end of the semester the students are supposed to have developed
An insight of Indian regional cuisines and modern development.
Through knowledge of bread faults and diseases and the cake making methods.

OUTCOMES

1. Understand Indian and Regional cuisines.
2. Knowledge of all types of Bakery products like Patisseries ,Biscuits ,Bread varieties,Cakes etc

COURSE CONTENT

Unit - 1 KNOWLEDGE OF INDIAN REGIONAL STAPLE FOOD, INGREDIENTS AND SPICES.

1.1A STUDY OF VARIOUS REGIONAL CUISINES: 6 Hrs

Punjabi	- Bengali
Gujarati	- Maharashtra
Kashmiri	- Mughlai
South Indian	- Rajasthani
	-Goan

Unit - 2 A STUDY OF INDIAN BREADS. 6 Hrs

2.1A STUDY OF INDIAN SWEETMEATS.

Unit - 3 A STUDY OF INDIAN ACCOMPANIMENTS 6 Hrs

Pickles, Chutneys, Murabbas, Papads etc.
Mouth fresheners.

3.1 COMPARATIVE STUDY OF TRADITIONAL AND MODERN INDIAN COOKERY.

PATISSERIE (BAKERY SCIENCE) 6 Hrs

Unit – 4 BREAD DISEASES.

4.1 BREAD VARIETIES.

Unit – 5 FUNCTION OF INGREDIENTS IN CAKE MAKING. 6 Hrs

5.1CAKE MAKING METHODS:

Sugar batter method.	- Boiled method
Flour batter method	- Sugar water method.
Blending method.	- All in process

TEXT READINGS

- Sudhir K. Shibal - The Ashok book of Favorite Indian recipes.
Madhur Jaffery's - Cook Book.
Chandal Padmanabhan - Dakskhin Veg. Delicacies from South India.
J. Inder S. Kalara - Prasad Cooking.
Khalid Aziz - Indian Cooking.
Vimla Patil - Food Heritage of India.
Vimla Patil - Festival Cook Book.
Madhur Jaffery's - Flavours of India.
Joseph Amendola - Understanding Baking.
S.C. Dubey - Basic Baking
William J. Sultan - Practical Baking.

HMSE- 601 A	FOOD PRODUCTION & BAKERY SCIENCE	0L:0T:4P	2 credits	4Hrs / Week
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PRACTICALS

Quantity food production on the basis of Indian regional cuisine.

Bakery Practical to cover the following (Advance Level)

Bread Making.

Sponge Cake: Genois Sponge, Fatless Sponge.

Icings.

Assembling Cakes.

e) Heavy Cake: Pound Cake.

Semester – VI

HMC- 601 B - BEVERAGE MANAGEMENT

HMSE- 601 B	BEVERAGE MANAGEMENT	4L:0T:0P	4 credits	2Hrs / Week
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OBJECTIVES :

By the end of the semester the students should be able to:

Understand the History, ingredients, brewing process, types, characteristics, storage and service of Beer.

Understand the viticulture and vinification clearly.

Understand different wine types, their classifications, storage and service.

Know about the different wine producing countries, their specialty wines and the wine quality laws governing the major wine producing countries.

Understand and suggest the appropriate wines for the different types of food.

Acquire the requisite technical skills for competent service of Food and Beverage.

OUTCOMES

1. Students understand different type of Wines, classification storage and service.

2. Students will develop technical skills for competent service of food and beverage.

COURSE CONTENT

Unit -1 BEER

6 Hrs

History (A brief description of how beer came into being).

Ingredients.

Brewing process: Bottom fermentation; Top fermentation.

Storage of beer.

Types of beer (Ale, Lager, Draught, Wheat beers).

Characteristics.

Service of beer.

Unit- 2 WINES

6 Hrs

Introduction to wines. Definition of wines.

Viticulture – Seasons, soil & area of growth. Composition of grape and its effect on the nature of wine. Wine makers calendar.

Wine categories: RED, WHITE, and ROSE.

Characteristics of wines - Still, natural, sweet, dry, vintage & non – vintage.

Principal wine producing countries: France, Italy, Germany, Spain, Portugal, America, Australia.

Unit – 3 WINE QUALITY LAWS. **6 Hrs**
 France, Germany, Italy.

Unit – 4 WINES OF FRANCE **6 Hrs**
 Different regions and their Geographical composition & climate,
 grape varieties with characteristics of wines from each region.
 Special reference of Champagne; its origin, grape variety and production

Unit – 5 WINES OF OTHER COUNTRIES. **6 Hrs**
 Italy.
 Germany.
 Wine of Spain with special reference to Sherry (in details).
 Wine of Portugal with special reference to port and Madeira.
 Australian wines.
 American wines.

5.1 FOOD AND WINE HARMONY.

In relation to all course of French classical menu.
 Indian.
 Chinese.

TEXT READINGS.

Jalfrey L. Clarke	Table & bar
Denis R. Lillicrap	F&B Service
Matt. A. Casoo Tom	F&B Service
Stevenson Michael	World Wine Encyclopedia
M.Coltman	Beers of the World
	Beverage Management

HMSE- 601 B	BEVERAGE MANAGEMENT	0L:0T:4P	2 credits	4Hrs / Week
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PRACTICALS.

- Revision of 1st year practical - Table layout and service for different types of meals.
- Beverage order taking and preparation of BOT.
- Familiarization with the Glassware, equipments and tools required in relation to beer and wine service and their sketch.
- Service of bottled, canned and draught beer.
- service of Red Wine, White Wine, Champagne.

ASSIGNMENTS.

Preparing charts:
 Different regions of France and their characteristics.
 Wine regions and characteristics wines of two other countries.

Collection of labels:
 At least ten Beers. (Indian & Foreign)
 At least Five Wines. (Indian & foreign)

Semester – VI

HMC- 601 C - HOUSE KEEPING & LAUNDRY MANAGEMENT

HMSE- 601 C	HOUSE KEEPING & LAUNDRY MANAGEMENT	4L:0T:0P	4 credits	2Hrs / Week
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OBJECTIVES :

By the end of this course the students will have knowledge about the following:

Linen room procedure, care and maintenance of linen.

Uniform and sewing room procedure.

Laundry - Importance and principles, equipments, layout, floor process & finishes.

Stain removal - methods and aids.

Knowledge about fabric, their origin, characteristic, use in hotel industry.

Yarns and their types.

OUTCOMES

1. Students gain the knowledge of Laundry and laundry equipments.
2. Understands the duties and responsibilities of laundry staff.
3. Knowledge about fabrics and yarn use in Hotel Industry.

COURSE CONTENT

Unit- 1-HOTEL LAW

6 Hrs

Classification.

Selection criteria and calculating.

1.1 LINEN ROOM

Location.

Equipment.

Storage & Inspection: Stock taking.

Marketing & Monogramming.

Functioning.

Unit - 2-SEWING ROOM

6 Hrs

Activities & Area provided.

Equipments.

2.1 UNIFORM ROOM

Purpose of uniform.

No of sets, issuing process & exchange of uniform.

Designing a uniform.

Layout & planning of the uniform room.

Dry cleaning.

2.2 STAIN REMOVAL

Different types of stains.

Cleaning methods.

Specific reagents.

Care for colored and delicate fabrics.

Unit -3- LAUNDRY

6 Hrs

Duties and responsibilities of laundry staff.
 Importance and principles.
 Flow process in Industrial Laundering.
 Stages in wash cycle.
 Equipment, Layout, Planning of Laundry.
 Laundry agents.

Unit - 4- FIBRES AND FABRICS

6 Hrs

Definition.
 Origin and classification.
 Characteristics of different fibers – Cotton, Linen, Silk,
 Polyester, Nylon, Nylon.

4.1 YARNS

Types of yarns.

Unit - 5- FINISHES

6 Hrs

Desizing, Sizing, Degumming, Weighting, Scouring,
 Calendaring, Decatizing, Tentering, Shearing.
 Flocking, Sanforisation, Mercerization, Napping.

TEXT READINGS

Joan C. Branson Hotel, Hostel & Hospital Housekeeping.
 Georgina Tucker The Professional Housekeeper.

HMSE- 601 C	HOUSE KEEPING & LAUNDRY MANAGEMENT	0L:0T:4P	2 credits	4Hrs / Week
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PRACTICALS

4 Hrs

Basic cleaning procedure in guest room :
 Check-out room.
 Occupied room.
 Vacant room.
 Evening service.

Working in linen room:
 Storage.
 Stock taking.
 Marking and monogramming.
 Functioning – Clerical jobs in the Linen room and uniform room.

Laundry:
 Identification and Operation of different equipments.
 Laundry cleaning agents.
 Flow process in Industrial Laundry – Layout, Planning and operation.
 Dry cleaning method.

Stain Removal: Identification and removal of the stains using the specific methods and reagents.
 Identification of different weaves.
 Identification and sampling of different Fabrics.
 Sewing Room – Mending and use of sewing kit.

Semester – VI

HMC- 602 - Hospitality Marketing

HMSE- 602	Hospitality Marketing	6L:0T:0P	6 credits	2Hrs / Week
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Objectives :

Introduction to the fundamental concept of Marketing Management, especially in context of Services industry

OUTCOMES

1. Understand what service marketing is and how the present marketing management philosophy evolved .
2. Understands the various ways of communicating with the customers and also the role of socially responsible marketing communication in Hospitality and Tourism

Course Content

UNIT 1 - Introduction to Hospitality Marketing	6 Hrs
UNIT 2- The concept of Marketing Foundation and practices Solving Customers Problems	6 Hrs
UNIT 3 – Customer Behavior and customer Markets The package market The Business Traveler	6 Hrs
UNIT 4 – The Hospitality Presentation mix Employees Customers	6 Hrs
UNIT 5 – Channels of distribution Travel agents Franchising Tour operators	6 Hrs

Text Reading

Robert D. Raid	Hospitality Marketing Management
John Roberts	Marketing for the Hospitality industry

Semester – VI

HMC- 603 - Project

HMSE- 603	Project	0L:6T:0P	6 credits	2Hrs / Week
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OBJECTIVE:

To encourage and guide students to adopt RESEARCH as methodology tackling and solving problems related to hospitality industry. This course will also help the students to update their Knowledge about the industry
(Answering guest enquiries – case studies)

OUTCOMES

The project is intended to serve the student develop ability to apply multidisciplinary concepts, tools and techniques to deal with any subject related to hospitality industry. Emphasis should be placed on industry sponsored projects.

1

This project includes a study of the various airlines, capital, currencies of the various countries of the world. The student is required to visit airlines offices and collect the data concerning the above study. They will also have to make use of the colour photographs and pictures collected from journals and magazine for the logo of airlines etc. The student will have to make two copies of the project and submit before the final practical examinations

2

This project includes a study of any one tourist destination of world. This would include the geographic location of the place.

i-	Define a specific problem	6hrs
ii-	suitable methodology	6hrs
iii-	Set scope/ limitations	6hrs
iv-	Design and administer suitable structured and unstructured research toots.	6hrs
v-	Collect, edit and present primary and secondary data.	6hrs
vi-	Edit and present	6hrs
vii-	Do analysis and to draw definite Conclusions	6hrs

Write the report in acceptable format and language

Semester – VI

HMC- 604 - I – English

HMSE- 604 - I	English	2L:0T:0P	2 credits	2Hrs / Week
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COURSE OBJECTIVES:

To enable the students to understand the manner of communication in English proper pronunciation

OUTCOMES :

English communication is an essential life skill in Hotel Industry. and a professional pre-requisite in the hospitality industry this course provides theoretical input backed with practice sessions in order to communicate effectively. The course aims at enhancing listening, speaking, reading and writing skills

COURSE CONTENT:

Unit 1 Letters Advance	6hrs
Some Concepts in Communication	
Informal Letters-1	
Informal Letters-2	
Unit 2 Conversation	6hrs
Informal Conversation:	
Face-to-Face-1	
Unit 3 Other Forms of Official Communication	6hrs
Memoranda	
Minutes of Meetings	
Unit 4 Mass Media: Print	6hrs
Writing for Newspapers-1	
Advertising-1	
Unit 5 Writing Resume	6hrs

Semester – VI

HMC- 604 - II – FRENCH

HMSE- 604 - II	FRENCH	2L:0T:0P	2 credits	2Hrs / Week
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OBJECTIVES:

The aim of the course continues to introduce the students to the French Language as it will help them to understand the much used terms in the operational subjects such as Food Production and F&B Service and also as it is the most widely used foreign language other than English as far as hospitality industry is concerned.

At the end of the semester the students should:

- Have revised all the grammar covered in Semester 1st.
- Have learnt the grammar scheduled for this semester.
- Be able to make simple conversations in French.

OUTCOMES

The aim of the course is to introduce the students to the French language as it will help them to understand the much used terms in the operational subjects such as food production and F & B services

COURSE CONTENT:

Unit 1- Conjugation Of First Group Of Verbs In Present Tense.	6hrs
Unit 2- Conjugation Of Second Group Of Verbs In Present Tense.	6hrs
Unit 3 - Conjugation Of Third Group Of Verbs In Present Tense.	6hrs
Unit 4 - -Peculiarities Of Some Of The First Group Of Verbs.	6hrs
Unit 5 -Superlative Degrees Of Adjectives.	
Elementary Converstion.	6hrs

TEXT READINGS

Course Langue Francaise

S. Bhattacharya French for Hotel Management & Tourism Industry.

HMC- 701 A - Retail Management

HMSE- 701 A	Retail Management	6L:0T:0P	6 credits	2Hrs / Week
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OUTCOMES:

1. Apply a strategic approach to retelling issues and decisions.
2. Exhibit an in-depth awareness of national and international benchmarking and best practices and retailing
3. Demonstrate an interrogative understanding of the context and environment in which retailing takes place.
4. Utilise written and verbal skills to effectively communicate the application of Retail management knowledge to specific retail contexts.

COURSE CONTENT

Unit 1:

6 Hrs

Introduction to Retailing: Concept of retailing, Functions of retailing, Terms & Definition, Retail formats and types, Retailing Channels, Retail Industry in India, Importance of retailing, Changing trends in retailing.

Unit 2:

6 Hrs

Understanding the Retail Consumer: Retail consumer behaviour, Factors influencing the Retail consumer, Customer decision making process, Types of decision making, Market research for understanding retail consume

Unit 3:

6 Hrs

Retail Market Segmentation and Strategies: Market Segmentation and its benefits, Kinds of markets, Definition of Retail strategy, Strategy for effective market segmentation, Strategies for penetration of new markets, Growth strategies, Retail value chain.

Unit 4:

6 Hrs

Merchandise Management: Meaning of Merchandising, Factors influencing Merchandising, Functions of Merchandising Manager, Merchandise planning, Merchandise buying, Analysing Merchandise performance

Unit 5:

6 Hrs

Retail Operations and Retail Pricing: Store administration, Premises management, Inventory Management, Store Management, Receipt Management, Customer service, Retail Pricing, Factors influencing retail prices
Pricing strategies, Controlling costs

SUGGESTED READINGS:

- Levy IM. And Weitz B.A (2004), Retailing Management, 5th ed., Tata McGraw Hill.
- Berman B. Evans J. R. (2004), Retail Management, 9th Edition, Pearson Education.
- Bajaj C; Tuli R., Srivanstava N.V. (2005), Retail Management, Oxford University - Press, Delhi
- .- Dunne P.M, Lusch R.F. and David A. (2002), Retailing, 4th ed., South-Western, - Thomson Learning Inc.
- Pradhan, Swapna; Retailing Management; Tata McGraw Hill; New Delhi

Semester – VII

HMC- 701 B - Event Management

HMSE- 701 B	Event Management	6L:0T:0P	6 credits	2Hrs / Week
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OUTCOMES

1. Basic knowledge of organizing marketing running and evaluating an Event.
2. Apply the theory and skills necessary to professionally plan and organize and run a business Event.
3. Understand the importance of strategic planning for an event or festival, including monitoring and evaluating the impacts on the wider community.

COURSE CONTENT

Unit 1: Introducing Events: • Definition, Scope of Event Management. Characteristics and complexities of events Growth and development of event industry, Trade fairs and their roles Typology of planned events, Varieties & importance of events – Key steps to successful events	6 Hrs
Unit 2: Marketing Events – Marketing mix , segmentation, event tourism packaging Crisis management & Public Relation in Events Short study of ICPB , ICCA International event markets --- Germany, London, Hong Kong, Singapore etc.	6 Hrs
Unit 3: MICE Tourism: • Components of MICE Tourism –Meeting, Incentive, Conference & Exposition/ exhibition definition Nature and demand of Conference market: A brief study of MICE market in India	6 Hrs
Unit 4: Event planning - Checklist for different events, planning schedule & actions agenda Conference program designing,Pre & Post event responsibility	6 Hrs
Unit 5: Sponsorship - sponsors, organizers, customers & guests. Risk Management, Safety and Global Issues in Event Management	6 Hrs

SUGGESTED READINGS:

- Event Management in leisure & tourism – David Watt
 - . Conferences – Tomy Rogers
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Semester – VII

HMC- 701 C - Food Service Management

HMSE- 701 C	Food Service Management	6L:0T:0P	6 credits	2Hrs / Week
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OUTCOMES

1. Students to get a comprehensive knowledge and understanding of marginal functions of food & Beverage service department of Hotel and Catering Industry.
2. Students to acquire professional competence at marginal levels in the particular department.

COURSE CONTENT

Unit – 1

6Hrs

The Foundations: The Foodservice Industry, The Systems Approach, The Fundamentals, Food Safety, Cleaning, Sanitation, and Environmental Safety, The Menu

Unit – 2

6Hrs

The Operational Functions: Purchasing, Receiving, Storage, And Inventory, Production, Beverage Provision,

Unit – 3

6Hrs

Food and Beverage Service, Events Conferencing & Banqueting, Apprising Performance, Strategic Decisions,

Unit – 4

6Hrs

The Facilities: Facilities Planning And Design, Equipment And Furnishings, Environmental Management

Unit – 5

6Hrs

The Management Functions: Organizational Design, Leadership, Human Resource Management, Performance Improvement, Financial Management, Marketing

SUGGESTED READINGS:

- Food & Beverage Management 3/e John Cousins, David Foskett & Andrew Pennington, Good Fellow Publishers
- Foodservice Management: Principles and Practices by June Payne-Palacio Ph.D. RD and Monica Theis, Prentice Hall Publishers
- Foodservice Management Fundamentals by Dennis R. Reynolds; Wiley Publishers
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Semester – VII

HMC- 701 D - Bakery Management

HMSE- 701 D	Bakery Management	6L:0T:0P	6 credits	2Hrs / Week
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OUTCOMES

1. A student understands about professional Bakery equipments, tools & production factors.
2. Making of Breads & Rolls, Biscuits, Doughnuts, Pastries, Cakes and many more bakery products.

Course Content

Unit – 1

6Hrs

Bakery Introductions: Basic Ingredients: Sugars; Shortenings; Eggs; Wheat and Flours; Milk and Milk Products; Yeast; Chemical Leavening Agents; Salt, Spices, and Flavourings; Cocoa and Chocolate; Fruits. Professional Bakery Equipments & Tools, Production Factors; Staling;

Unit – 2

6Hrs

Bread and Rolls: Overview of Production; Common Problems; White Pan Bread ; Pullman, Split-top, and Round Split Breads; French and Italian Breads and Rolls; Vienna Bread; Bolillos; Pan de Agua; Egg Bread and Rolls; Hard Roll Varieties; Soft Roll Varieties; Pan de Sal; Rye Bread Varieties; Cornmeal Bread; Whole Wheat Bread; Raisin Bread; Cheese Bread; Indigenous Breads of India; Middle Eastern Pita Bread;

Unit – 3

6Hrs

Sweet Yeast Dough Products: Danish Pastry; Buns; Coffee Cake Dough Products; Specialty Rolls and Yeast-Raised Cakes; Croissants; Doughnuts and Crullers: Preparation for Frying; Finishing Doughnuts; Use of Prepared Mixes; Yeast-raised Doughnuts; Cake Doughnuts; Combination Doughnuts; Whole Wheat Doughnuts; Common Problems with Doughnuts and Crullers.

Unit – 4

6Hrs

Pastries: Short Dough Pastries; Puff Pastries; Common Problems with Puff Pastries; Eclairs and Cream Puffs; Common Problems with Eclairs and Cream Puffs; Cream Cheese Dough Products; Icings and Cream and Whipped Toppings: Icings; Cream Toppings; Whipped Toppings.

Unit – 5

6Hrs

Cakes and Cake Specialties: Cake Production; Common Problems with Cake Production; Creamed Cakes; Common Problems with Creamed Cakes; Whipped Cakes; Common Problems with Sponge Cakes;

SUGGESTED READINGS:

- Practical Baking, 5th Edition by William J. Sultan Wiley Publications ·
 - Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications ·
 - In the Hands of a Baker <http://www.ciaprochef.com>
 - Baking by Marha Dey , www.hermehouse.com
 - The Golden Book of Baking by barronsduc www.barronseduc.com
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Semester – VII

HMC- 702 - Human Resource Management

HMSE- 702	Human Resource Management	6L:0T:0P	6 credits	2Hrs / Week
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OUTCOMES:

1. Understand the role and importance of Human Resource Management in Hospitality and Tourism industry .They will also be able to recognize the challenges faced by HRM in Hospitality and Tourism industry.
2. Gain the knowledge about the selection and recruitment procedure used by companies in industry and also understand the importance of induction.
3. Knowledge about training ,development methods and importance of transfers and promotions.
4. The knowledge pertaining compensation and performance appraisal methods in the industry.

Course Content

Unit – 1

6 Hrs

Introduction to Human Resource Management: Introduction, Definition & Concept, Growth Drivers in India, Importance of HRM, Hospitality Industry Characteristics, Human Resource Roles, HR Challenges. Manpower Planning, Process, Managing Workers,

Unit – 2

6 Hrs

Recruitments, Learning & Development, Performance Appraisal: Recruitments, Introduction, Concept, Sources, What to look for in prospective candidates, Recruitments Policy and Techniques. Learning & Development, Introduction, Concept, Functions, Training Cycle, Evaluation, Methods, Organisational Culture & Training. Performance Appraisal - Introduction, Purpose, Process, Challenges, Underlying Theories, Balance Score Card, The 360 Degree Feedback System, Managing Employee Performance

Unit – 3

6 Hrs

Employee Motivation, Compensation & Benefit Management: Employee Motivation, Concept, Various Motivation Theories (Maslow's Theory, Herzberg's Theory, Adam's Equity Theory, B.F Skinners Reinforcement Theory), Motivating Employees & Measurement. Compensation & Benefits: Policy, Components, Determinants, Theories, Employee Compensation Practices in India

Unit – 4

6 Hrs

Job Satisfaction, Organisational Culture, Disciplinary Action: Introduction, Theories of Motivation, Correlates of Job Satisfaction, Importance of Job Satisfaction, Measuring Job Satisfaction.

Unit – 5

6 Hrs

Organisational Culture: Introduction, Observational Aspects, Functions, Cultural Models, Positive or Negative Organisational Cultures, Managing and Changing Organisational Cultures.
Disciplinary Action: Introduction, Principles of Natural Justice, Counselling, Disciplinary Guidelines, Disciplinary Process, Charge Sheet

SUGGESTED READINGS:

- Human Resource Development & Management in the Hotel Industry
- S.K. Bhatia, Nirmal Singh
- Principal and Techniques of Personnel Management Human Resource Management – Dr. Jagmohan Negi
- Human Resource Development Practice in Travel and Tourism – S.C. Bagri
- Human Resource Management in Hospitality – Malay Biswas

Semester – VII

HMC- 703 - Safety Security and Travel Documentation

HMSE- 703	Safety Security and Travel Documentation	6L:0T:0P	6 credits	2Hrs / Week
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OUTCOMES

1. Students has understands Safety & Security in Hotels , Tourist destinations, Airports, Railway station etc.
2. Travel and Tourism industry has witnessed a rapid growth in recent year. It includes varied constituents ranging from tourist.
3. Student has full knowledge of Travel documentation Passport, VISA, Custom regulation, Currency regulation, Insurance & Immigration.
4. Knowledge of Tourist policies & Role of Ministry of Government of India.

COURSE CONTENT:

Unit – 1

6Hrs

Safety Security and Hotels: Understanding Safety & Security, Differentiation between safety and security, Best Practices in Indian Hotels, The Case of Taj & Oberoi at Mumbai, Security Departments in Hotels, Guidelines for Security in Hotels, Dealing with Emergencies - Fire, Death, Crisis Management, Disaster Management.

Unit – 2

6Hrs

Safety Security and Tourist Destinations: Understanding the destination images from tourist perspective, the role of the media in influencing consumer perceptions of travel safety Understanding Tourist Security, its importance and impact of tourism industry,

Unit – 3

6Hrs

Role of Media in influencing tourist perceptions, consumer awareness of travel advisories and their influence on behaviour. Common problems & Challenges with hotel & tourism destinations security. Security issues at airports, railway stations, single woman travellers in India, Tourist Police & Its Role, Role of Ministry of Govt of India, UNWTO Guidelines/ Advises on Safety and Security, International Issues on Tourist Security, the role of insurance in the travel industry

Unit – 4

6Hrs

Travel Documentation: Introduction to Travel Documentation, Documentation required while leaving and entering into India. Passport its types and procedures to obtain an Indian passport, Currency Regulations and concept of Basic Travel Quota (BTQ), Custom Regulations, Health Certificates, Insurance and Immigration.

Unit – 5

6Hrs

Understanding VISA and Permits Understanding the concept of VISA its types, Categories in which India give Visa to foreign tourists. Visa Requirements and procedure to obtain tourist visa for Singapore, UK, USA and Australia. Restricts and Special area permits for foreign tourists in India and their procedures to obtain,VISA on Arrival Scheme of Govt of India.

SUGGESTED READINGS:

- **Tourism Security: Strategies for Effective Managing Travel Risk and Safety** By Peter Tarlow
- **Safety and Security in Tourism Relationships, Management and Marketing** By C. Michael Hall, Dallen J. Timothy and David Timothy Duval.
- **Tourism, Security and Safety (The Management of Hospitality and Tourism Enterprises)** - Yoel Mansfeld & Abraham Pizam

Semester – VII

HMC- 704 A - Media & Journalism in Hospitality

HMSEE- 704 A	Media & Journalism in Hospitality	2L:0T:0P	2 credits	2Hrs / Week
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COURSE CONTENT:

OUTCOMES

1. Students has understands about Journalism – Travel, Tourism and Hospitality.
2. Knowledge about hospitality Promotions Televisions, Food Channel, TLC,
3. Biography of Pioneers in Hospitality

Unit 1 : 6Hrs
Journalism, Hospitality & Tourism: Introduction to Journalism, Definition of a Journalist, Nature & Scope of Journalism, Journalism - Hospitality & Tourism: Careers & Opportunities, Familiarisation with tasks and profile of a Journalist, Ethics for Journalists, Current Issues for Journalists, Travel, Tourism & Hospitality Writing, Types of Travel Writing.

Unit 2: 6Hrs
Pioneers in Hospitality & Tourism Journalism & Media: Pioneers in Travel Writing, Great travel stories of Marcho Polo, Hiuen Tsang, Iban Batuta, Al Baruni, V.S. Naipaul, Rahul Sankratayan, William Darlympal, Today's Hospitality Pioneers – Chef Manjit Gill, Studio Food Promoters - Chef Sanjeev Kapoor, Chef Vikas Khanna, David Rocco

Unit 3: 6Hrs
Creative Travel, Tourism & Hospitality Writing: : Introduction to creative writing, information collection, writing for hospitality, tourism and travel magazines, Writing for online magazines, Studies from Hospitality Biz India, Travel Biz Monitor and Express Hospitality Magazines, Travel web searching (browsing).

Unit 4: 6Hrs
Media Applications for Hospitality: Introduction Media, Its Role in Hospitality Promotion, Televisions, Food Food Channel, TLC Channel, Food & Travel Shows,

Unit 5 : 6Hrs
Social Media Creating Pages and Profiles, Merits/Demerits of Social Media. Developing promotional Literature, Travel & Hospitality Photography, New Trends

SUGGESTED READINGS:

- Magazines of Airlines, Hotels & Tourism Organisations.
- Hand Book of Journalism & Mass Communications by V.S. Gupta, Vir Bala Aggarwal, concept Publishers, New Delhi.
- Hospitality Biz India, Travel Biz Monitor
- Hotel Promotional Literatures

Semester – VII

HMC- 704 B - Computer Application

HMSEE- 704 B	Computer Application	0L:0T:4P	2 credits	4Hrs / Week
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OUTCOMES

Students learn about: MS –DOS, WINDOWS 2007, MS-WORD, Internet & E-mail this is the basic requirement of today's education system

TOPICS TO BE COVERED :-

MS-POWERPOINT

- Slide enhancements
- Changing Defaults
- Viewing Slide shows

INTRODUCTION O INTERNET

- Identify the Internet Browser and learn how to browse
- E-mails – how to send and receive
- Download from the Net

FAMILIARIZE WITH HOTEL SOFTWARE

- How to handle any hotel software
- Bookings and Reservations through Hotel software
- Reservation of Hotels through Internet.

Semester – VII

HMC- 704 C - Web Application In Hospitality

HMSEE- 704 C	<u>Web Application In Hospitality</u>	0L:0T:4P	2 credits	4Hrs / Week
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OUTCOMES

In this course student will be leaning about software used in the used in hotel and different types of reservation by this software.

Food and beverage costing and billing will also be taught by this software

TOPICS TO BE COVERED :-

FRONT OFFICE SYSTEMS

- Reservations
- B. Reservations
- Billing
- Front office management – Information.
- Guest History Guest Relation

FOOD AND BEVERAGE COSTING

- Food costing
- Liquor Costing
- Recipe costing
- Sales analysis

BANQUET MANAGEMENT

- Reservation
 - Function Prospectus tracking
 - Reports
 - Hall Chart Maintenance
 - Challan / Bill Printing
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Sri Satya Sai University of Technology & Medical Sciences, Sehore (M.P.)

Semester 8th

“Industrial Training - II ” On the Job Training (J.T)

Duration of Training 15-18 Weeks

S. No	Course Code	Subjects	Final Examination Maximum Marks		Hrs./Week	.Credit	
			Allotted				
1	HMSE - 801	A) Practices in Event Management B) Practices in Laundry Management C) Practices in Accommodation Management D) Practices in Foreign Cuisines Management (Industry Exposure)	HMSE - 801 - A HMSE - 801 - B HMSE - 801 - C HMSE - 801 - D	Training Report / Viva Voce	200	12	6
2	HM SE - 802	Human Resources Practices (Industry Exposure)	HMSE - 802	Record Book	150	12	6
3	HMSE - 803	Safety, Security & Travel Documentation (Industry Exposure)	HMSE - 803	Presentation / Assignment	150	12	6
4	HMSEE - 804 Choose any One	A) Writing Skill for Hospitality Industrial Report (Practical) B) Hospitality Operation software Skills (Practical) C) Trade presentation Skills (Practical)	HMSEE - 804 A/B/C	Viva Voce / Group Discussion	100	4	2
Total					600		20

HMSEE - 804 (Skill Enhancement Elective)

Th. = Theory T = Tutorial P = Practical L = Lecture

Total Credits for the course - 160

Total Subject Offered - 54

Maximum Marks offered for the Programmed - 4800