

Department of Hospitality and Hotel Administration

B.Sc in Hospitality and Hotel Administration Effective from 2018-2019

			SEMESTER-1				
Sl. No.	Type	Course No.	Course Name- BSC IN H &HA	L	T	P	Credits
THE	ORY						
1		XHH1001	3	0	0	3	
2		XHH1002	Food & Beverage Service -I	3	0	0	3
3		XHH1003	Front Office Operations	2	0	0	2
4		XHH1004	Accommodation Operations	2	0	0	2
5		XHH1005	Computer Fundamentals	1	0	0	1
6		XHH1006	Nutrition & Food Science	2	0	0	2
7		XHH1007	English	2	0	0	2
PRA	CTICAL						
8		XHH1101	Food Production Lab	0	0	3	3
9		XHH1102	Food & Beverage Service Lab	0	0	3	3
10		XHH1103	Front Office Operation Lab	0	0	2	2
11		XHH1104	Accommodation Operation Lab	0	0	2	2
12		XHH1105	Computer Lab	0	0	2	2
13		XHH1501	Skill development	0	0	0	1
14		XHH1502	Project & seminar	0	0	0	1
			TOTAL	15	0	12	29

	SEMESTER-2											
Sl. No.	Type	Course No.	Course Name- BSC IN H &HA	L	Т	P	Credits					
THEORY												
1		XHH2001	Food Production & Patisserie-II	3	0	0	3					
2		XHH2002	Food & Beverage Service - II	2	0	0	2					
3		XHH2003	Front Office Operations	2	0	0	2					
4		XHH2004	Accommodation Operations	2	0	0	2					

5		XHH2005	Computer Application	1	0	0	1
6		XHH2006	Nutrition & Food Science	2	0	0	2
7		XHH2007	Introduction to Accounting	2	0	0	2
8		XHH2008	Environmental science	1	0	0	1
PRA	CTICAL						
9		XHH2101	Food Production Lab	0	0	3	3
10		XHH2102	Food & Beverage Service Lab	0	0	3	3
11		XHH2103	Front Office Op Lab	0	0	2	2
12		XHH2104	Accommodation Operation Lab	0	0	3	3
13		XHH2105	Computer Lab	0	0	2	2
14		XHH2502	Project & seminar	0	0	0	1
15		XHH2501	Skill development	0	0	0	1
			TOTAL	15	0	13	30

	SEMESTER-3											
Sl. No.	Type	Course No.	Course Name- BSC IN H & HA	L	Т	P	Credits					
SES	SESSIONAL INDUSTRIAL TRAINING											
1			Log Book	0	0	0	3					
2			Project Work	0	0	0	12					
3			Attendance	0	0	0	2					
4			0	0	0	11						
			TOTAL				28					

	SEMESTER-4											
Sl.	Type	Course No.		L	Т	P	Credits					
No			BSC IN H &HA									

THE	ГНЕОRY										
1			Log Book	0		0	0	3			
2			Project Work	C		0	0	12			
3			Attendance	0		0	0	2			
4	4 Presentation & viva					0	0	11			
			TOTAL					28			

			SEMESTER-5				
Sl. No.	Type	Course No.	Course Name- BSC IN H &HA	L	T	P	Credits
THEOF	RY						
1		XHH5001	Advanced Food Production & Patisserie	3	0	0	3
2		XHH5002	Food & Beverage Service		0	0	
3		XHH5003	Front Office Operations	3	0	0	3
4		XHH5004	Accommodation Operations	2	0	0	2
5	5 XHH5005				0	0	
			H R Management & Hotel Laws	2			2
6		ХНН5006	Values & Ethics	2	0	0	2
7		XHH5007	Facility Planning	2	0	0	2
8		хнн5008	F & B Management	2	0	0	2
PRACT	'ICAL						
9		ХНН5101	Food Production Lab – Advance Production Training	0	0	3	3
10		XHH5102	Food & Beverage Lab	0	0	3	3
11		XHH5103	Front Office Lab	0	0	2	2
12		XHH5104	Accommodation Operation Lab	0	0	2	2
13	5		Skill Development	0	0	0	1
14			Project & seminar	0	0	0	1
			TOTAL	18	0	10	30

			SEMESTER-6					
Sl. No.	Type	Course No.	Course Name- BSC IN H &HA	L	T	P	Credits	
THE	ORY							
1		ХНН6001	Advanced Food Production & Patisserie					
2		XHH6002	Advanced Food & Beverage Service 3 0 0				3	
3		XHH6003	Front Office Operations	2	0	0	2	
4		XHH6004	Accommodation Operations	2	0	0	2	
5		XHH6005	Entrepreneurial skill	2	0	0	2	
6		ХНН6006	Marketing & Sales	2 0 0		0	2	
7		XHH6007	Principles of Management	0	2			
8		XHH6008	Food Costing	2	0	0	2	
PRA	CTICAL							
9		ХНН6101	Advanced Food Production Lab & Patisserie	0	0	3	3	
10		ХНН6102	Advanced Food & Beverage Service Lab	0	0	3	3	
11		XHH6103	Front Office Operations Lab	0	0	2	2	
12		XHH6104	Accommodation Operations Lab	0	0	2	2	
13			Project & seminar	0	0	0	1	
14			Skill development	0	0	0	1	
			TOTAL	18	0	10	30	

			SEMESTER-1				
Sl. No.	Type	Course No.	Course Name	L	T	P	Credits
THE	ORY						
1 XHH1001 Food Production & Patisserie-I 3 0 0							3
2		XHH1002	Food & Beverage Service -I	3	0	0	3
3		XHH1003	Front Office Operations	2	0	0	2
4		XHH1004	Accommodation Operations	2	0	0	2
5		XHH1005	Computer Fundamentals	0	1		
6		XHH1006	Nutrition & Food Science	0	0	2	
7		XHH1007	English Communication	2	0	0	2
PRA	CTICAL						
8		XHH1101	Food Production Lab	0	0	3	3
9		XHH1102	Food & Beverage Service Lab	0	0	3	3
10		XHH1103	Front Office Operation Lab	0	0	2	2
11		XHH1104	Accommodation Operation Lab	0	0	2	2
12		XHH1105	Computer Lab	0	0	2	2
13		XHH1501	Skill development	0	0	0	1
14		XHH1502	Project & seminar	0	0	0	1
			TOTAL	17		12	29

Course Code	XHH1001						
Course Title	Food	l Prod	uction	& Patisserie-I			
Category	B.SC IN H&HA						
LTP & Credits	L	Т	P	Credits			
	3	0	0	3			
Total Contact Hours	36						
Pre-requisites	Non	e					

Learning Objective:Providing an in-depth knowledge pertinent to the evolution of the industry.

- Educating on the various operational areas, equipment used, technical terms and operations.
- Introducing of cuisine.
- Learning how to prepare different dishes.

Course Outcome:

XHH 1001.1	Student will able to evaluate the different standards of profesionalism required and will apply the same in the industry
XHH 1001.2	Student will able to create design of different kitchen sections by planing out using different types of layouts.
XHH 1001.3	Student will able to define role of the chefs of different level and relate inter – departmental co-operations
XHH 1001.4	Student will able to recognise the heavy equipments, small equipments and apply them as per uses.
XHH 1001.5	Student will able to evaluate food materials and apply it with parallel study with nutrition.
XHH 1001.6	Student will able to define different cooking principals and implement the same in the proffesional career
XHH 1001.7	Student will able to produce standard recipes and plan out its costing
XHH 1001.8	Student will able to explain the basics aspects of bakery in writing

Course Content:

2.0 STANDARD OF PROFESSIONALISM

Levels of skill, Attitude towards work, Behavior in the kitchen, Personal hygiene, Organization of practical work

3.0 KITCHEN ORGANIZATION

Structure of a kitchen lay out, Various sections

4.0 THE CLASSICAL KITCHEN BRIGADE

Role of the chef, Inter – departmental co-operation, Daily routine & systems

5.0 EQUIPMENTS & TOOLS

Heavy equipments, Small equipments, Cleaning & maintenance

6.0 COMMODITIES

Professional knowledge of food material, Parallel study with nutrition.

7.0 BASIC COOKERY PRINCIPLES

Aims & objective of cooking, Preparation of ingredients, Texture, Methods of cooking, Principles of invalid cookery, Principles of food storage, Menu planning, Work methods in food production

Western culinary terms, Hindi equivalents of some English food name, Reheating of food – rechauffe cooking, Accompaniments & garnishes.

8.0 FOUNDATION OF CONTINENTAL COOKERY

Stock, Soup, Sauce, Fish, Poultry, Meat, Vegetables, Egg.

9.0 MENU BRIEFING

Standard recipes, Working & costing

10.0 BAKERY EQUIPMENTS

Selection Criteria, Maintenance

11.0 FUNDAMENTALS OF BAKERY

Methods of cake making, Methods of pastry making, Basic cream, Cookies and biscuits

Text / Reference Books:

- 1. D.D. Riley and K. A. Hunt, "Computational Thinking for the Modern Problem Solver", CRC Press.
- 2. P. Ferragina Luccio, "Computational Thinking: First Algorithms, then Code", Springer.
- 3. S. S. Sastry, "Introductory Methods of Numerical Analysis", Prentice-Hall of India.
- 4. R. G. Dromey, "How to Solve it by Computer?", Prentice-Hall.

		Programme Outcomes (PO)											
	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	PO12	
CO1	3	-	-	-	-	-	-	-	1	1	3	-	

CO2	ı	2	2	ı	ı	1	ı	ı	ı	ı	1	-
CO3	2	ı	ı	ı	1	1	ı	ı	3	ı	-	-
CO4	1	1	-	3	-	1	1	-	1	1	-	-
CO5	1	1	ı	İ	1	2	1	ı	1	1	ı	-
CO6	3	-	-	i	-	1	-	-	1	1	2	-
CO7	1	2	-	1	1	1	-	1	1	1	3	-
CO8	3	-	-	-	-	_	-	2	-	-	-	

Course Code	XHH1101					
Course Title	Food Production Lab					
Category	BSC IN H&HA					
LTP & Credits	L	Т	P	Credits		
	0	0	3	3		
Total Contact Hours	36					
Pre-requisites	None					

Learning Objective: The Student will get knowledge about the world of Food & Beverage:

- Providing an in-depth knowledge pertinent to the evolution of the industry.
- Educating on the various operational areas, equipment used, technical terms and operations.
- Introducing of cuisine.
- Learning how to prepare different dishes.

Course Outcome:

XHH 1101.1	Students will able to develop an early stage skill and interest in preparing continental and Indian style cookery to perfect basic skills acquired in preparation of various stocks, soups, sauces and plan their application in menus
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XHH 1101.2	Students will able to apply an early stage skill in cutting the fish and using them in preparing continental and Indian style cookery to perfect basic skills acquired in preparation of various fish dishes and plan their application in menus
XHH 1101.3	Students will able to apply an early stage skill in cutting the poultry and using them in preparing continental and Indian style cookery to perfect basic skills acquired in preparation of various poultry and meat dishes and plan their application in menus
XHH 1101.4	Students will able to apply an early stage skill in cutting the different vegetables and using them in preparing continental and Indian style cookery to perfect basic skills acquired in preparation of various vegetable based dishes and plan their application in menus
XHH 1101.5	Students will able to develop an early stage skill and interest in preparing continental and Indian style cookery to perfect basic skills acquired in preparation of various egg based dishes and plan their application in menus
XHH 1101.6	Students will able to develop an early stage skill and interest in preparing different cream and cakes to perfect basic skills acquired in preparation of various products and plan their application in menus

Suggestive List of Experiments:

FOOD PRODUCTION

Stock, Soup, Sauce, Fish, Poultry, Meat, Vegetables, Egg

* BAKERY

Cream, Cake

Text / Reference Books:

- 1. J. Millman, C. Halkias and C. D. Parikh, "Integrated Electronics", McGraw-Hill Education.
- **2.** D. A. Bell, "Electronic Devices and Circuits", Oxford University Press.
- 3. D. P. Kothari and I. J. Nagrath, "Basic Electronics", McGraw-Hill Education.
- 4. J. D. Ryder, "Electronic Fundamentals and Applications", Prentice-Hall of India.

		Programme Outcomes (PO)										
	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	PO12
CO1	2	ı	2	-	ı	1	ı	ı	ı	-	1	-
CO2	2	1	2	-	1	1	1	-	-	-	-	-

CO3	2	ı	2	ı	1	1	ı	1	1	-	-	ı
CO4	2	-	2	1	-	1	-	i	-	-	-	-
CO5	2	-	2	1	-	1	-	1	-	-	-	-
C06	2	ı	2	1	-	1	1	ı	-	-	-	-

Course Code	XHH1002					
Course Title	Food & Beverage Service -I					
Category	B.SC IN H&HA					
LTP & Credits	L	Т	P	Credits		
	3	0	0	3		
Total Contact Hours	36					
Pre-requisites	None					

Learning Objective: The Student will get knowledge about the world of Food & Beverage:

- Providing an in-depth knowledge pertinent to the evolution of the industry.
- Educating on the various operational areas, equipment used, technical terms and operations.
- Introducing to the world of Alcoholic and Non-Alcoholic Beverage.
- Learning how to prepare KOT, BOT, billing methods, sales summary.

Course Outcome:

XHH 1002.1	Develop an insight on growth & career opportunities in the Hotel and catering Industry
XHH 1002.2	Implement the Professional attributes of F & B staff.
XHH 1002.3	Evaluate the role of F & B department its functions and staffing
XHH 1002.4	Construct the role of Ancillary deportment in F&B.
XHH 1002.5	Examine & classify various services eg. American, Russian, English & French Service.
XHH 1002.6	Identify and use the different types of restaurant equipment.
XHH 1002.7	Interpret & describe the various types of standard Menus used in star hotels

Course Content:

Introduction to the Hotel Industry: The growth of the catering industry in India. Career opportunities in the Hotel and catering Industry . Different types of Catering establishments.

Attributes of a Waiter; personal hygiene and appearance attitudes . Job satisfaction . Salesmanship.

Departmental Organization: Various hotel departments and their personnel. Relationship between the Food and Beverage Department and other departments. Principal staff of various types of restaurants, their duties and responsibilities.

Restaurant Organization : Food Service areas and ancillary departments- Room Services; Still Room, Stores; Linen Room; Kitchen Stewarding, Hot Sections.

Restaurant Service: Mise-en-place; Laying Tables; Forms and Methods of Service; Receiving the Guest; Service at Table; Social Skills.

Restaurant Equipment: Crockery cutlery- silverware and stainless steel; Glassware and linen .

Variety of Menus: Types of Meals and Menu, Fixed menu and a la carte, classical French menu terms; Indian Food and accompaniments; planning a simple menu; breakfast menus.

Text / Reference Books:

- Food & Beverage Service Dennis R.Lillicrap. & John A. Cousines. Publisher:ELBS
- Food & Beverage Service Management Brian Varghes
- The Waiter Handbook By Grahm Brown
- Food & Beverage Service by R. Singaravelavan

		Programme Outcomes (PO)										
	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	PO12
CO1	3	1	1	1	-	-	-	-	ı	ı	2	1

CO2	-	ı	2	3	ı	ı	ı	ı	1	ı	-	-
CO3	-	ı	ı	ı	1	3	1	ı	ı	ı	-	-
CO4	1	-	3	-	-	1	-	2	-	-	-	
CO5	3	2	ı	İ	1	1	1	1	1	1	ı	-
CO6	3	2	-	i	-	1	-	-	1	1	-	-
CO7	3	-	-	-	-	-	-	-	-	-	2	1

Course Code	ХНН1102						
Course Title	Food & Beverage Service Lab						
Category	B.SC IN H&HA						
LTP & Credits	L T P Credit						
	0	0	3	3			
Total Contact Hours	36						
Pre-requisites	None						

Learning Objective: The Student will get knowledge about:

- Familiarising, upkeep of the equipments and sideboards used in restaurants,
- Introducing the concept of table and cover setup and relevant service.
- Learning the various cover setups for food and beverage service.
- Understanding the procedure of taking a guest's order and service of food and beverages.

Course Outcome:

XHH 1102.1	Identify the different equipments & furniture used in food and beverage service
XHH 1102.2	Recognize the method of cleaning and upkeep of silver
XHH 1102.3	Organizing and upkeep of side stations
XHH 1102.4	Demonstrate & prepare different table cover for a la carte and table d'hôte
XHH 1102.5	Illustrate laying of table linen procedure
XHH 1102.6	Compose various design of napkin folds
XHH 1102.7	Develop the techniques of greeting, seating & order taking procedures for guest
XHH 1102.8	Implement the standard of service for food according to the order from guests
XHH 1102.9	Outline the various types of breakfast setup and service

Suggestive List of Experiments:

Familiarization of Restaurant Equipment Method of cleaning and upkeep of silver Arrangement of Sideboards Laying of Table Linen Lay-out for various meals Folding serviettes in various designs Receiving guests and taking orders Service of Food Service of Breakfast

Text / Reference Books:

- Food & Beverage Service Dennis R.Lillicrap. & John A. Cousines. Publisher: ELBS
- Food & Beverage Service Management Brian Varghes
- The Waiter Handbook By Grahm Brown,
- Food & Beverage Service by R. Singaravelavan

		Programme Outcomes (PO)											
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012	
CO1	3	-	-	-	-	-	-	-	-	-	2	1	
CO2	-	1	2	3	1	1	1	1	1	1	-	-	
CO3	-	1	1	1	1	3	1	1	1	1	ı	1	
CO4	1	1	3	1	-	1	1	2	1	1	-		
CO5	3	2	ı	1	ı	1	1	1	1	1	1	1	
CO6	3	2	1	ı	1	ı	ı	1	1	ı	ı	ı	
CO7	3	ı	ı	ı	ı	ı	ı	1	. 1	ı	2	1	
CO8	-	-	2	3	-	-	-	-	1	-	-	-	
CO9	-		-		1	3	1	-	-	-	-	-	

Course Code	XHH1003					
Course Title	Front Office Operations					
Category	B.SC IN H&HA					
LTP & Credits	L	L T P Credits				
	2	0	0	2		
Total Contact Hours	36					
Pre-requisites	No	ne				

Learning Objective: The Student will get knowledge about:

- Familiarising, upkeep of classifications of hotels and room types
- Introducing the different characteristics, modes and sources of reservations
- Learning the requirements for an effective reservation system
- Understanding the tariff structures, room rates and meal plans

Course Outcome:

XHH 1003.1	Compile the different classifications of hotels & types of rooms
XHH 1003.2	Implement the different tariff structures, room rates & plans
XHH 1003.3	Plan front office staff organization, functions, duties & responsibilities
XHH 1003.4	Evaluate the requirements, functions & importance of an effective reservations system
XHH 1003.5	Incorporate different characteristics, modes, sources, methods, enquiries & requests of reservations
XHH 1003.6	Apply Diary & Whitney System of reservation

Suggestive List of Experiments:

- Classifications of hotels
- Types of rooms
- Tariff structure, rates & plans
- Organization of hotels
- Front Office staff organization
- Functional staff organization of front office

- Staff organization, duties and responsibilities.
- Functions & importance of reservation
- Furniture & equipment of reservation section
- Requirements of an efficient reservation system
- Dealing with reservation enquiries & requests
- Characteristics, modes, sources & methods of reservation
- Diary system of reservation
- Whitney system of reservation.

Text / Reference Books:

- Front Office Management by S.K.Bhatnagar
- Front Office Procedures by Kasanava / Brooks

		Programme Outcomes (PO)										
	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	P012
CO1	3	1	1	1	1	-	-	-	-	-	2	1
CO2	-	1	2	3	1	-	-	1	1	-	1	-
CO3	-	-	-	-	1	3	1	-	-	-	-	-
CO4	1	-	3	-	-	-	ı	2	ı	-	-	
CO5	3	2	-	-	-	-	-	1		-	-	-
C06	3	2	-	-	-		ı	-	1	-	-	-

Course Code		XHH1103						
Course Title	Froi	Front Office Operations Lab						
Category	B.S0	B.SC IN H&HA						
LTP & Credits	L	Т	P	Credits				
	0	0	2	2				
Total Contact Hours	36							

Pre-requisites	None
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Learning Objective: The Student will get knowledge about:

- Familiarising, upkeep of the front office equipments
- Introducing the designs of various forms and formats
- Learning how to handle reservations
- Recognising how to fill-in the various reservation

forms Course Outcome:

XHH 1103.1	Identify different Front Office equipment, forms and formats
XHH 1103.2	Design tariff card with rates for different room types
XHH 1103.3	Handle reservation enquiries over phone
XHH 1103.4	Fill-in and process reservation forms
XHH 1103.5	Handle diary and Whitney system of reservations

Suggestive List of Experiments:

- Classifications of hotels
- Types of rooms
- Tariff structure, rates & plans
- Organization of hotels
- Front Office staff organization
- · Functional staff organization of front office
- Staff organization, duties and responsibilities.
- Functions & importance of reservation
- Furniture & equipment of reservation section
- Requirements of an efficient reservation system
- Dealing with reservation enquiries & requests
- Characteristics, modes, sources & methods of reservation
- Diary system of reservation
- Whitney system of reservation.

Text / Reference Books:

- Front Office Management by S.K.Bhatnagar
- Front Office Procedures by Kasanava / Brooks

CO-PO Mapping:

		Programme Outcomes (PO)										
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
CO1	3	1	1	2	1	-	1	1	1	ı	ı	-
CO2	2	-	3	-	-	-	-	-	1	-	-	-
CO3	3	1	-	-	-	-	-	2	-	-	-	-
CO4	3	ı	ı	ı	ı	2	ı	-	ı	-	-	-
CO5	3	-	-	-	-	2	-	-	-	-	-	-

Course Code		ХНН1004						
Course Title	Acc	Accommodation Operations						
Category	B.S0	B.SC IN H&HA						
LTP & Credits	L T P Credits			Credits				
	2	0	0	2				
Total Contact Hours	36							
Pre-requisites	Non	ie						

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Course Outcome:

VUU 1004 5	Able to appreciate the importance of maintaining different
АПП 1004.3	surfaces, such as metals, glass, plastics.

Suggestive List of Experiments:

Role Of House Keeping

In the hotel, In guest satisfaction

- 2. Function of house keeping department
- 3. Services and facilities offered by various hotels
- 4. Types of room
- 5. Organizational structure of house keeping DEPARTMENT

Small hotel

Medium hotel

Large hotel

6. Duties & Responsibilities Of Housekeeping Staff

7. Cleaning Equipments

General consideration for selection, Classification & types of equipments, Methods of use and mechanism for each type, Care and maintenance

8. Cleaning Agents

Classification, General criteria for selection, Use care & storage, Distribution and control.

9. Composition Care & Cleaning Of

Metal brass copper, silver, EPNS, bronze, chromium, aluminum, pewter, stainless still and protective finish of various kinds.

Glass, various types

Leather, leatherettes,

Rexene Plastic Ceramic-

various types

Wood- various types& their protective finish

Text / Reference Books:

		Programme Outcomes (PO)										
	P01	PO2	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
CO1	3	ı	ı	ı	ı	ı	1	ı	-	1	1	-
CO2	3	2	-	-	-	1	-	-	-	-	-	-
CO3	-	-	2	3	-	-	-	-	-	1	-	-
CO4	3	ı	ı	ı	ı	ı	ı	ı	-	2	1	-
CO5	-	-	2	-	-	-	-	-	-	2	1	-
CO6	2	-	_	-	-	-	-	-	-	-	1	-

Course Code		XHH1104					
Course Title	Acco	Accommodation Operation Lab					
Category	B.SC IN H&HA						
LTP & Credits	L T P Credits						
	0	0	2	2			
Total Contact Hours	36						
Pre-requisites	Non	None					

Learning Objective:

Course Outcome:

XHH 1104.1	Identify the different types of manual and mechanical cleaning equipments.
XHH 1104.2	Demonstrate the use of different cleaning agents on various surfaces like metal, glass, floor and wood.
XHH 1104.3	Apply techniques of how to use housekeeping equipment and machines used in different areas of hotel.
XHH 1104.4	Perform various cleaning activities.

Suggestive List of Experiments:

Bed making

Brass, silver, e.p.n.s., wood, glass, leather

Text / Reference Books:

- Hotel, Hostel & Housekeeping by Branson & Lennox.
- Professional Housekeeper by Jeorgina Tuccker
- AHMA Book
- Principles of Interior Decoration by Dorothy

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	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	P012
CO1	2	1	1	3	1	1	1	1	1	-	1	1
CO2	2	1	ı	ı	ı	1	ı	ı	1	1	ı	ı
CO3	2	,	1	3	1	1	1	1	,	-	-	-
CO4	-	-	2	-	-	-	-	-	2	-	1	-

Course Code	ourse Code XHH1005					
Course Title	Coı	Computer Fundamentals				
Category	B.SC IN H&HA					
LTP & Credits	L	Т	P	Credits		
	1	0	0	1		
Total Contact Hours	36					
Pre-requisites	No	ne				

Learning Objective:

Course Outcome

XHH 1005.5	Students will able to learn the difference between an operating system and an application program, and their functions.
XHH 1005.6	Students will able to evaluate the important features of the Web and Web browser software and evaluate e-mail software and Web-based e-mail services.

Suggestive List of Experiments:

- 1.0 Automation in the hospitality industry
 - 1 Data processing
 - 2 Electronic data processing Advantages of electronic data processing, Types of data, Binary coding
 - 3 Types of computers Mainframe computers, Mini computers, Microcomputers, Portable computers
 - 4 Computer & its application in the hospitality industry
 - 5 The internet & the hospitality industry
 Internet application, World wide web

6 Networks & networked computers 7 Internet hardware components

2.0 Essential of computer systems

2.1 Input/output units
Keyboards, Touch screen terminals, Other input devices, Monitors, Printers, Common

i/o units in the hospitality industry

- 2.2 The central processing unit Read only memory (ROM), Random access memory (RAM)
- 2.3 External storage devicesMagnetic tapes, Floppy disks, Hard drives, CD technology
- 2.4 Anatomy of a microcomputer Microprocessor characteristics, CPU speed, Bus system, System architecture, Computer add-ons

3.0 Software its classifications

- 3.1 Generic application software part-1
 Word processing software
 Working with soft copy, On-screen editing techniques, Formatting documents,
 Special features, Desktop publishing
- 3.2 The operating system Electronic spreadsheet software

Spreadsheet design, Creating a spreadsheet, Updating data a & recalculations, Common spreadsheet commands, Graphics capability Special features

Text / Reference Books:

- 1. Computers in Hotels By Seal Partho Pratim
- 2. Textbook of Computers for Hotel Management by S. Sharma
- 3. Computer Application by Soumya Ranjan Behera

		Programme Outcomes (PO)										
	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	P012
CO1	2	-	-	1	-	-	-	-	-	-	1	-
CO2	1	-	-	-	1	1	1	1	-	-	1	-
соз	2	-	-	-	-	2	-	-	-	-	1	-

CO4	1	1	-	-	-	1	-	-	1	-	1	-
CO5	1	1	1	ı	1	1	1	1	1	1	1	1
CO6	3	-	-	-	-	2	-	-	-	-	2	-

Course Code	XHH 1105
Course Title	Computer Lab

Category	B.SC IN H&HA				
LTP & Credits	L	Т	P	Credits	
	0	0	2	2	
Total Contact Hours	36)			
Pre-requisites	No	ne			

Learning Objective:

Course Outcome

XHH 1105.1	Students will able to create Microsoft Office programs to create personal, academic and business documents following current professional and/or industry standards.
XHH 1105.2	Students will able to create Microsoft Office programs to create personal, academic and business documents following current professional and/or industry standards.
XHH 1105.3	Students will able to create Microsoft Office programs to create personal, academic and business documents following current professional and/or industry standards.

Suggestive List of Experiments:

- 1.1 Automation in the hospitality industry
 - 1 Data processing
 - 2 Electronic data processing Advantages of electronic data processing, Types of data, Binary coding
 - 3 Types of computers Mainframe computers, Mini computers, Microcomputers, Portable computers
 - 4 Computer & its application in the hospitality industry
 - 5 The internet & the hospitality industry Internet application, World wide web

6 Networks & networked computers 7 Internet hardware components

Essential of computer systems 2.1

2.1 Input/output units Keyboards, Touch screen terminals, Other input devices, Monitors, Printers, Common i/o units in the hospitality industry

- 2.5 The central processing unit Read only memory (ROM), Random access memory (RAM)
- 2.6 External storage devicesMagnetic tapes, Floppy disks, Hard drives, CD technology
- 2.7 Anatomy of a microcomputer Microprocessor characteristics, CPU speed, Bus system, System architecture, Computer add-ons
- 3.1 Software its classifications
 - 3.1 Generic application software part-1 Word processing software

 Working with soft copy, On-screen editing techniques, Formatting documents, Special features, Desktop publishing
 - 3.2 The operating system Electronic spreadsheet software

Spreadsheet design, Creating a spreadsheet, Updating data a & recalculations, Common spreadsheet commands, Graphics capability Special features

Text / Reference Books:

- 1. Mastering MS Office nu Kumar Bittu
- 2. Master Book Of Computer by Mangesh Bhuvad

		Programme Outcomes (PO)										
	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	PO12
CO1	3	1	1	-	1	-	1	1	1	-	2	-
CO2	3	1	1	-	1	-	1	1	-	-	2	-
CO3	3	1	1	-	1	-	1	1	-	-	1	-

Course Code	ХНН 1006					
Course Title	Nutrition & Food Science					
Category	B.SC IN H&HA					
LTP & Credits	L	Т	P	Credits		
	2	0	0	2		
Total Contact Hours	36					
Pre-requisites	Noi	ne				

Learning Objective:

- 1. Knowledge of nutrients will help students to prepare healthy foods.
- 2. Knowledge of microorganisms will help students to preserve the foods from contamination and different techniques of food preservation can be practised by them.
- 3. Knowledge of sanitation and hygiene will help students to maintain compact sanitation in the kitchen and kitchen premises during preparation and handling of foods.
- 4. Knowledge of adulteration will help students to identify adulterated foods.

Course Outcome

XHH 1006.1	Describe the sources, functions, effect of using calorie, carbohydrate, protein, fat, vitamins and minerals in daily diet.
XHH 1006.2	Explain the good and bad effect of microorganisms in food preparation.
XHH 1006.3	Classify types of microorganisms affecting food.
XHH 1006.4	Illustrate preservation methods of food.
XHH 1006.5	Compare and contrast adulterated and non-adulterated foods.
XHH 1006.6	Prioritize the maintenance of personal hygiene, kitchen hygiene and workstation hygiene.

Suggestive List of Experiments:

NUTRITION

- I. Definition of calories: Calories used in Nutrition as against those in physics, standard measures, daily requirements, factors that affect requirements.
- II. Carbohydrates: composition, classification, sources, functions, daily requirements, excess & deficiency.
- III. Proteins: composition, classification, importance, sources, daily requirements based on age groups, excess &

deficiency, protein quality and supplementation of amino acids.

IV. Fats: classification according to sources, fatty acids, difference between animal and vegetable fat, functions, daily requirements, excess and deficiency.

V. Water: Minerals:

- a. major -calcium, phosphorus, iron, iodine, sodium chloride (deficiency) and daily potassium magnesium sulpher requirements.
- b. Minor manganese, cobalt, zinc, flurine & copper.
- VI. Vitamins in diet-fat soluble A, B, E & K water soluble, B complex & C, sources, functions, daily requirements, excess and deficiency.

FOOD SCIENCE

- I. Introduction to Food Microbiology its importance in relation to food handling, preparation and service.
- II. Bacteria, Yeast, Mould characteristics, factors for growth. The harmful and beneficial effects of these as related to food preparation, storage and consumption.
- III. Use of disinfectants sterilization & pasteurization of food and food handling equipment as related to the Catering Industry.
- IV. Preservation of fresh food products, canned and frozen foods, by application of high temperatures, low temperatures, irradiation and chemical preservatives.
- V. Food Adulteration as a public health hazard, prevailing food standards in India, prevention of adulteration, simple tests to detect common food adulterates in milk, cereals, beverages, pulses, masala powders, etc.
- VI. Personal hygiene.
- VII. Hygiene and sanitation of premises, kitchen area, Garbage area, etc.

Text / Reference Books:

- 1. "FOOD SCIENCE" by B. Srilakshmi, "New Age Publications"
- 2. "FOOD SCIENCE AND NUTRITION" by Sunetra Roday, "Oxford Publications
- 3. "SANITATION AND HYGIENE" by Sunetra Roday, "Oxford Publications
- 4. "NUTRITION SCIENCE" by B. Srilakshmi, "New Age

Publications CO-PO Mapping:

Course Code	XHH 1007				
Course Title	English Communication				
Category	B.SC IN H&HA				
LTP & Credits	L	Т	P	Credits	
	2	0	0	2	
Total Contact Hours	36	ó			
Pre-requisites	None				

Learning Objective:

- To teach grammar for communicative purposes.
- Develop speech.
- Enable the students to know the importance and role of efficient communication skills in both the professional and personal world.

Course Outcome:

After the completion of the course, students will:

XHH 1007.1	Understand English grammar, syntax and construct sentences.
XHH 1007.2	Identify English synonyms and antonyms and enhance vocabulary.
XHH 1007.3	Read passages and newspaper reports out loud confidently to improve speech and pronunciation.
XHH 1007.4	Write essays and letters.
XHH 1007.5	Converse fluently in terms of role playing and in group discussions.

Suggestive List of Experiments:

ENGLISH COMMUNICATION

English grammar: sentence making, preposition, synonyms, antonyms, essay writing, phonetics

Oral: reading aloud (from the newspaper), speech, role playing in the

reception, station, market, as a tourist guide; brainstorming.

Group Discussion: importance, do's and don'ts of Group Discussion.

Text / Reference Books:

Oxford Modern English Grammar (Author: Bas Aarts)

Communication for Professionals and Students (Dr. Amitabh Dwivedi)

Communication Skills (Author: Sanjay Kumar and Pushp Lata); (Publisher: Oxford University Press)

Personality Development and Soft Skills (Author: Barun K Mitra); (Publisher: Oxford University Press)

Business Correspondence and Report Writing (Author: RC Sharma and Krishna Mohan)

		Programme Outcomes (PO)										
	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	PO12
CO1	1	1	-	-	1	1	1	2	2	1	1	-
CO2	1	1	-	-	-	-	-	2	-	-	1	-
CO3	-	-	-	2	ı	ı	ı	ı	-	-	1	-
CO4	-	-	1	-	-	2	-	-	-	-	1	-
CO5	2	2	-	2	2	1	1	3	2	2	1	-

<u>Detail Syllabus BSC IN H</u> <u>& HA Semester-2</u>

			SEMESTER-2					
Sl. No.	Туре	Course No.	Course Name- BSC IN H &HA	L	Т	P	Credits	
THE	HEORY							
1		XHH2001	Food Production & Patisserie-II	3	0	0	3	
2		XHH2002	Food & Beverage Service - II	2	0	0	2	
3		XHH2003	Front Office Operations	2	0	0	2	
4		XHH2004	Accommodation Operations	2	0	0	2	
5		XHH2005	Computer Application	1	0	0	1	
6		XHH2006	Nutrition & Food Science	2	0	0	2	
7		XHH2007	Introduction to Accounting	2	0	0	2	
8		XHH2008	Environmental science	1	0	0	1	
PRA	CTICAL							
9		XHH2101	Food Production Lab	0	0	3	3	
10		XHH2102	Food & Beverage Service Lab	0	0	3	3	
11		XHH2103	Front Office Op Lab	0	0	2	2	
12		XHH2104	Accommodation Operation Lab	0	0	3	3	
13		XHH2105	Computer Lab	0	0	2	2	
14			Project & seminar	0	0	0	1	
15			Skill development	0	0	0	1	
			TOTAL	15	0	13	30	

Course Code	ХНН2001						
Course Title	Food Production & Patisserie-II						
Category	B.SC IN H&HA						
LTP & Credits	L	Т	P	Credits			
	3	0	0	3			
Total Contact Hours	36						
Pre-requisites	None						

Learning Objective:

Course Outcome

XHH 2001.1	Students will able to adapt a discriminating appreciation of the qualities and standards of different commodities better available in the market like cerelas, pulses, pastas, fats & oils, herbs, spices, condiments etc. and will able to apply their suitability for different purposes in culinary world.
XHH 2001.2	Students will able to analyze different types of dairy poducts like milk, cheese, butter, in respect to their manufacturing and availability in the market and apply their suitability for different purposes in the culinry world.
XHH 2001.3	Students will able to define different types of raising agents constituents, market brand names in respect to their manufacturing and availability in the market and their suitability for different purposes in the culinry world in writing.
XHH 2001.4	Students will able to define different types, rolls and uses of convenience food and apply their uses in culianry world.
XHH 2001.5	Students will able to define Tea, Coffee, Cocoa in terms of manufacturing process and types available and will able to apply the same in the culinary world.

XHH 2001.6	Students will able to acquire knowledge in different aspects of quantity food preparation in terms of different aspects of menu planning and recipe building and will able to comprehend planning and organizing regardig the same.
XHH 2001.7	Students will able to define the basic principles of bakery and will able to apply the same in the culinary world.

Suggestive List of Experiments:

FOOD PRODUCTION & PATISSERIE - II

Commodities

To develop an intelligent interest in basic commodities, both raw and processed, generally used in catering. Including the production and distribution by a systematic and practical study of the market. The students will have a discriminating appreciation of the qualities and standards of commodities better available in the market and their suitability for different purposes.

Cereals

Growth & cultivation of different types, Methods of processing, Forms in which the products are available in the market, Their vernacular and English names & uses

Pulses

Growth & cultivation of different types, Methods of processing, Forms in which the products are available in the market, Their vernacular and English names & uses

Elementary Pastas

Method of manufacturing, Range available in the market

Milk

Forms in which available & processing

Cheese

Range of cheese – an economic study of quality and use

Butter

Types and form in which available

Raising Agents

Types, constituents, market brand names

Fats & Oils Sources & Processing Vanaspati, Margarine, Refined, Double Refined, unrefined & uses

Herbs, Spices & Condiments Classification, identification, vernacular & English names

Convenience Food Rolls: Types & Advantages

Tea, Coffee, Cocoa cultivation, processing Types & forms in which available in the market & the uses Quantity Food Production – Introduction to Industrial and Institutional Catering, Staff Organization Kitchen Lay-Out, preparation , Cooking, Processing, holding and storage problems and adjustments.

Specific equipment used in Quantity Food- including food transportation equipment.

Adapting Recipes- Standardizing, Cooking Times . Indenting and Costing.

Mass Purchasing- Convenience products. Meat & Fish markets. Butchery Study of carcasses.

Basic Principles of Bakery Organization duties & responsibilities Identifying and handling raw materials

Text / Reference

Books: CO-PO Mapping:

Course Code	XHH2101					
Course Title	Food Production Lab					
Category	B.SC IN H&HA					
LTP & Credits	L T P Credit					
	0 0 3 3					
Total Contact Hours	36					
Pre-requisites	No	ne				

Course Outcome

XHH 2101.1	Students will able to demonstrate the preparation of basic three course Indian, Continutal, Chinese, Italian menu
XHH 2101.2	Students will able to demonstrate the preparation of basic bakery products like cake, bread, biscuits, tarts, etc.
XHH 2101.3	Students will able to prepare various meat, fish, egg, vegetables based dishes by applying different methods of cooking

Suggestive List of Experiments:

FOOD PRODUCTION & PATISSERIE (Lab)

- Preparation of three course menu
- Preparation of various types of desserts
- Pastry, Pie & Tart
- Cookies & Biscuits

Bread rolls & Bread Methods of cooking meat and poultry

Skewered - roast and spit-Minced

Stewed

Methods of cooking fish

Roast on spil-Stewed-Fried

Eggs-curried

Vegetables accompaniments

- Text / Reference Books:
- •
- CO-PO Mapping:

		Programme Outcomes (PO)												
	P01 P02 P03 P04 P05 P06 P07 P08 P09 P010 P011 P01										PO12			
CO1	2	-	-	1	-	-	-	-	1	-	-	-		
CO2	2	-	-	1	-	-	-	-	1	1	1	-		
CO3	2	-	-	1	-	-	-	-	1	-	-	-		

Course Code	ХНН2002						
Course Title	Food & Beverage Service - II						
Category	B.SC IN H&HA						
LTP & Credits	L T P Credits						
	2 0 0 2						
Total Contact Hours	36						
Pre-requisites	Non	e					

Learning Objective: After completion of this module, the student will be able to:

- differentiate between: infused, fermented, and distilled beverages
- know the difference between: table or still, sparkling, fortified and aromatic wines
- know how to properly store wine
- know exciting world of wines and to recognize various new and old world wines
- identify, suggest and serve different kinds of wine in a professional manner
- identify, suggest.and serve distilled spirits
- identify and serve beer
- identify Food and wine pairing technique
- perform coffee and tea service

Course Outcome

XHH 2002.1	Restate different non-alcoholic beverages with their preparation and services.
XHH 2002.2	Gain insight into the manufacturing, styles, storage and service of beer
XHH 2002.3	Develop & interpret the concepts & role of Spirits as Alcoholic Beverages in hospitality industry.
XHH 2002.4	Differentiate & compile the various liqueurs and bitters for hotel Industry effectiveness.
XHH 2002.5	Interrelate and evaluate the intricate process of growing grapes and producing still and sparkling wines around the globe.

COURSE CONTENT:

Objectives: To give the student an extensive understanding of the various alcoholic beverages available in India, and its common use throughout the Hotel Industry- the history, manufacture, classification, storage and service.

Non-alcoholic Beverages; Tea; Coffee; milk based drinks; juices, soft drinks

. Beer : History, manufacture, types, storage, service, Brand Names.

Spirits: Different types whisky, Gin, Brandy, Rum, Vodka, Tequila, Methods of manufacture other spirit.

Liqueurs & Bitters: History, Classification, methods of production, uses.

Cocktails and Mixed Drinks: History, Definition, Methods of mixing drinks, Devoloping a drink recipe, Bar measures, Mixed Drinks, Names of Classic Cocktails.

Tobacco & Cigars

Wines--- Introduction to wines, History of viticulture, Vines, Needs of wine, composition of grapes & effect of nature of wine. Wine makers calendar

Vinification--- Harvesting, destalking, crushing, pressing, fermentation, care of wine, racking, fining, flittering, ageing, bottles and bottling, corking.

--- table, fortified, &sparkling, Wine colour--- red, white,

Definition of wines --- Wine categories

rose, characteristic

of

wines still, natural, sweet, vintage & non—vintage.

Principle wine producing countries France, Italy, Germany, Portugal, Spain, Australia, U.S.A., India.Sherry, port & Madeira to be dealt with.

Champagne.

--- Origin, areas of production, grape varieties, method of production, types, label language, size of bottles, champagne shippers.

Text / Reference Books:

- Food & Beverage Service Dennis R.Lillicrap. & John A. Cousines. Publisher: ELBS
- Food & Beverage Service Management Brian Varghes
- The Waiter Handbook By Grahm Brown
- Food & Beverage Service by R. Singaravelavan

	Programme Outcomes (PO)												
	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	PO12	
CO1	3	-	-	-	-	-	-	-	-	-	2	1	
CO2	-	-	2	3	-	-	-	-	1	-	-	-	
CO3		-	-	-	1	3	1	-	-	-	-	-	
CO4	1	-	3	-	-	-	-	2	-	-	-		
CO5	3	2	-	- 1	-	-	-	1	- 1	-	-	-	

Course Code	XHH2102						
Course Title	Food & Beverage Service Lab						
Category	B.SC IN H&HA						
LTP & Credits	L	Т	P	Credits			
	0 0 3 3						
Total Contact Hours	36						
Pre-requisites	Non	e					

Learning Objective: AFTER COMPLETION OF THE COURSE, THE STUDENTS WILL GET:

- To understand the development of the food service industry
- To identify various types of restaurants and understand their features.
- To comprehend various equipment used in the restaurant
- To learn and create various napkin folds
- To learn the various cover setup for food and beverage service.
- To understand the procedure of taking a guest's order and service of water
- To understand the service skills involved using Service Spoon and Fork

Course Outcome

XHH 2102.1	Demonstrate & prepare different table cover for a la carte and table d'hôte
XHH 2102.2	Implement the standard of service for food according to the order from guests
XHH 2102.3	Develop the techniques of greeting, seating & Beverage order taking procedures for guest
XHH 2102.4	Implement the standard of service for beverage according to the order from guests

Suggestive List of Experiments:

FOOD & BEVERAGE SERVICE LAB

Objectives: To develop skills and techniques in the operational activities of food and beverage service, particularly in relation to beers and spirits, and other alcoholic and non-alcoholic beverages and the service of continental and Indian

regional dishes. Table Laying Food Service Taking order for alcoholic beverages

Service of spirits, aperitifs, liqueurs and beers Preparation and service of cocktails and mixed drinks Service of Regional dishes

Room Service tray set up

Text / Reference Books:

- Food & Beverage Service Dennis R.Lillicrap. & John A. Cousines. Publisher:ELBS
- Food & Beverage Service Management Brian Varghes
- The Waiter Handbook By Grahm Brown
- Food & Beverage Service by R. Singaravelavan

		Programme Outcomes (PO)											
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	PO12	
CO1	3	-	-	-	-	-	-	-	-	-	2	1	
CO2	-	-	2	3	-	-	-	-	1	-	-	-	
CO3	-	-	-	-	1	3	1	-	-	-	-	-	
CO4	1	-	3	-	-	-	-	2	-	-	-		
CO5	3	2	-	-	-	-	-	1	-	-	-	-	
CO6	3	2	-	ı	1	1	ı	ı	1	-	-	-	

Course Code	ХНН2003					
Course Title	Front Office Operations					
Category	B.SC IN H&HA					
LTP & Credits	L T P Credits					
	2	0	0	2		
Total Contact Hours	36					
Pre-requisites	None					

Learning Objective: The Student will get knowledge about:

- Familiarising front office layout and importance of lobby
- Introducing the concept registration and pre-registration process.
- Learning how to make group reservations
- Understanding the various compiled reports

Course Outcome

XHH 2003.1	Plan the front desk layout, it's location in the lobby, importance, design & material used
XHH 2003.2	Incorporate handling special situations, cancellations & amendments
XHH 2003.3	Compile different reports & statistics, organization structure of reception area, duties, responsibilities, work schedule & duty roster of all front desk staff
XHH 2003.4	Apply pre-registration procedures, registration/on-arrival procedures, departure procedures, guest room assignments & reservation terminologies
XHH 2003.5	Create group reservations
XHH 2003.6	Evaluate importance of effective co-operation with other departments & particularly Housekeeping

Suggestive List of Experiments:

FRONT OFFICE OPERATION (THEORY & PRACTICAL)

Front desk layout : Reception & Staff , Preparation of guest arrival & receiving & registration of guests , methods of room assignments , luggage handling and arrival records

- Handling Special situations: group arrival & Departures, Room changes, VIP's over booking, complains
- Departure Procedures
- Cooperation with other departments & particularly Housekeeping
- Cancellation & amendments
- Reservation terminology and Over booking.
- Group reservation
- Reports & statistics
- Recapitulation of reservation systems & procedures
- Front desk lay out, its location in the lobby & its importance, its design, material used, various section of front desk including bell desk, equipments

- Organization section of reception section. Duties & responsibilities, qualifications of front desk staff, work schedule & duty roster of all front desk staff member.
- Pre registration- procedures for VIP, SPATT& groups etc.
- On arrival procedures---receiving, greeting, welcoming a guest, assessing the guest requirements, product knowledge of receptionists, selling techniques & tips
- Room assignment to a guest--- to individuals, group, walk in, guests with reservations
- Registration of a guest

Text / Reference Books:

- Front Office Management by S.K.Bhatnagar
- Front Office Procedures by Kasanava / Brooks

• CO-PO Mapping:

	Programme Outcomes (PO)												
	P01	P02	PO 3	P04	P05	P0 6	P07	P08	P09	PO1 0	P01 1	P01 2	
CO1	3	-	-	1	-	ı	-	ı	2	-	-	-	
CO2	2	3	-	-	-	-	-	1	-	-	-	-	
CO3	-	-	3	2	-	ı	-	ı	ı	1	-	-	
CO4	2	1	1	-	-	-	-	2	-	_	-	-	

Course Code	ХНН2103						
Course Title	Front Office Op Lab						
Category	B.SC IN H&HA						
LTP & Credits	L	L T P Credit					
	0 0 2 2						
Total Contact Hours	36						
Pre-requisites	No	ne					

Learning Objective: The Student will get knowledge about:

- Handling FIT and group reservations
- Solving overbooking problems and reservation situations
- Understanding the soft skills required in handling

reservations Course Outcome

Suggestive List of Experiments:

FRONT OFFICE OPERATION (THEORY & PRACTICAL)

Front desk layout : Reception & Staff , Preparation of guest arrival & receiving & registration of guests , methods of room assignments , luggage handling and arrival records

- Handling Special situations : group arrival & Departures, Room changes , VIP's over booking , complains
- Departure Procedures
- · Cooperation with other departments & particularly Housekeeping
- Cancellation & amendments
- Reservation terminology and Over booking.
- Group reservation
- Reports & statistics
- Recapitulation of reservation systems & procedures
- Front desk lay out, its location in the lobby & its importance, its design, material used, various section of front desk including bell desk, equipments
- Organization section of reception section. Duties & responsibilities, qualifications of front desk staff, work schedule & duty roster of all front desk staff member.
- Pre registration- procedures for VIP, SPATT& groups etc.
- On arrival procedures---receiving, greeting, welcoming a guest, assessing the guest requirements, product knowledge of receptionists, selling techniques & tips
- Room assignment to a guest--- to individuals, group, walk in, guests with reservations
- Registration of a guest

Text / Reference Books:

- Front Office Management by S.K.Bhatnagar
- Front Office Procedures by Kasanava / Brooks

CO-PO Mapping:

		Programme Outcomes (PO)											
	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	PO12	
CO1	3	-1	-	1	-	-	-	-	2	-	-	-	
CO2	2	3	-	-	-	-	-	1	-	-	-	-	
CO3	-	-	3	2	-	-	-	-	-	1	-	-	
CO4	2	1	-	-	-	-	-	2	-	-	-	-	

Course Code	XHH2004						
Course Title	Accommodation Operations						
Category	B.SC IN H&HA						
LTP & Credits	L	T	Credits				
	2	0	0	2			
Total Contact Hours	36						
Pre-requisites	Non	e					

Learning Objective:

Course Outcome

XHH 2004.4	Able to describe the systematic method of guestroom supervision with inspection checklist in guestrooms and public areas
XHH 2004.5	Able to determine the types, selection and maintenance of floor finishes and wall coverings

Suggestive List of Experiments:

ACCOMODATION OPERATION

1.0 FLOOR FINISHES Types Maintenance & care Selection

2.0 WALL FINISHES & WALL COVERING

Types

Maintenance & care

Selection

3.0 CHAMBER MAID'S SERVICE ROOM

Location

Lay out & essentials features

Chamber maids trolley.

4.0 DAILY ROUTINE & SYSTEM OF THE HOUSE KEEPING DEPARTMENT

5. CLERICAL AND OFFICE

ROUTINES Key control

Maids and house keepers report

Check list

Work card

CLEANING ROUTINE Daily cleaning routine Weekly cleaning routine

PUBLIC AREAS:

Cleaning of lobbies (nightly, weekly and monthly), Elevators, Restaurant, Food service areas, and employees areas.

Special cleaning routine

Public area cleaning

Various types of machinery, their use & care

Room inspection

7.0 CLEANING OF DIFFERENT SURFACE

Flooring & floor covers , Wood, Marbles, Glass, Carpet

8.0 HIGH STANDARDS OF CLEANLINESS

Public area, lobby, Pest control, Back area

9.0 INTER/INTRA DEPARTMENTAL RELATIONSHIP

Text / Reference Books:

		Programme Outcomes (PO)										
	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	PO12
CO1	2	-	-	-	2	-	-	-	1	-	-	-
CO2	2	2	-	-	-	-	-	-	2	-	-	-
CO3	-	2	-	2	-	-	-	-	-	-	1	-
CO4	ı	2	-	-	1	-	-	-	1	-	-	-
CO5	2	-	-	-	-	-	-	-	-	1	-	-
CO6	-	-	-	-	-	-	-	-	-	2	1	-

Course Code	XHH2104
Course Title	Accommodation Operation Lab
Category	B.SC IN H&HA

LTP & Credits	L	Т	P	Credits
	0	0	3	3
Total Contact Hours	36			
Pre-requisites	None	е		

Course Outcome

XHH 2104.1	Implement the stain removal procedures with proper chemical
XHH 2104.2	Make different styles of flower arrangement
XHH 2104.3	Perform different methods of bed making
XHH 2104.4	Demonstrate the method of Dry cleaning

Suggestive List of Experiments:

ACCOMODATION OPERATION PRACTICAL

Floral arrangements Dry cleaning Stain removal Bed making

Text / Reference Books:

		Programme Outcomes (PO)											
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	PO12	
CO1	-	2	ı	ı	ı	ı	ı	ı	ı	1	1	-	
CO2	2	-	-	2	-	-	-	-	-	-	-	-	
CO3	3	-	-	-	-	2	-	-	1	-	-	-	
CO4	3	-	-	2	-	-	-	-	1	-	-	-	

Course Code	ХНН2005						
Course Title	Computer Application						
Category	B.SC IN H&HA						
LTP & Credits	L T P Credits						
	1 0 0 1						
Total Contact Hours	36						
Pre-requisites	No	ne					

Learning Obje	ective
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Course Outcome

Suggestive List of Experiments:

COMPUTER APPLICATION

Objectives: To introduce the student to the computer keyboard and basic computer systems and how they function.

- Basic Principles of the Computer: structures of Computer Systems, Data processing functions
- Accounting in hospitality business transaction (use spreadsheet)
- Use of word processors in preparing simple forms, Use of spreadsheet in maintaining & balancing accounts, Mechanics of double-entry accounting, General ledgers & journals, Recording changes in assets, liabilities & owners equity, Recording changes in revenue & expenses, Trial balance [Students should exclusively use spreadsheet for sec 3.3]
- Generic application software part-2
- Database management software use of ms-access
- Files, records & fields, Database structures Input criteria & output specifications Common database management commands

Text / Reference Books:

• CO-PO Mapping:

		Programme Outcomes (PO)											
	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	P012	
CO1													
CO2													
CO3													
CO4													

Course Code	ХНН2105					
Course Title	Computer Lab					
Category	B.SC IN H&HA L T P Credits					
LTP & Credits	L	L T P Cred				
	0	0	2	2		
Total Contact Hours	36					
Pre-requisites	No	one				

•		α 1 ·	
Lea	irning	t ()hie	ective:

Course Outcome

??????

Suggestive List of Experiments:

COMPUTER APPLICATIONS LAB

MS-OFFICE

- Word
- Excel
- Outlook
- Access

Text / Reference Books:

		Programme Outcomes (PO)										
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	P012
CO1												
CO2												
CO3												
CO4												

Course Code		Y	KHH2	2006
Course Title	Nut	rition	1 & F	ood Science
Category	B.S	CIN	Н&Н	A
LTP & Credits	L	Т	P	Credits

	2	0	0	2			
Total Contact Hours	36						
Pre-requisites	None						

- 1. Knowledge of the effect of heat on nutrients will help students to minimize nutrient loss during food preparation.
- 2. Knowledge of chemicals present in foods will help students to utilize them in the best possible ways.
- 3. Knowledge of various nutrients will help students to incorporate good food practice and combat malnutrition.
- 4. Knowledge of proper sanitation and hygiene will help to prevent food contamination.

Course Outcome

XHH 2006.1	Explain the effects of cooking on carbohydrate, protein, fat, vitamins and minerals.
XHH 2006.2	Outline a daily menu based on balanced diet.
XHH 2006.3	Discuss the types of vegetable pigments and the effect of food processing and cooking on them.
XHH 2006.4	Identify the causes of malnutrition
XHH 2006.5	Plan a hygienic way to handle foods, related equipment and proper garbage disposal methods to prevent contamination.
XHH 2006.6	List the percentage composition of commonly used foodstuffs.

Suggestive List of Experiments:

NUTRITION & FOOD SCIENCE

NUTRITION

- I. Effect of cooking on vitamins.
- II. Vitamin losses due to storage/processing etc.
- III. Percentage composition of the more commonly used foodstuffs.
- IV. Balanced Diet: Quality and Quantity depending on age, sex, occupation and climate, importance of a balanced diet, daily requirements.
- V. Menu Planning: Factors affecting meal planning, balanced diet, acceptability and providing of diet for various ethnic and cultural groups, calculation of calorie value.
- VI. Malnutrition and sub nutrition Effects-Negative effects of dietary insufficiency.

FOOD SCIENCE

I. Carbohydrates in foods – Changes in Carbohydrates during cooking, factors affecting stiffness of starch gels in

food preparation.

- II. Fats type of fats and oils and their use. Factors causing deterioration and methods to prevent it.
- III. Proteins their role in food preparation, use of proteins in gel formation, foam formation, effects of heat treatment of proteins.
- IV. Vegetable Pigments: Types, effects of cooking and processing on pigments.
- V. Garbage Disposal
- VI. Safe Food Handling
- VII. Cleaning of crockery, cutlery and utensils

Text / Reference Books:

- 1. "FOOD SCIENCE" by B. Srilaksmi, "New Age Publications
- 2. "FOOD SCIENCE AND NUTRITION" by Sunetra Roday, "Oxford Publications
- 3. "NUTRITION SCIENCE" by B. Srilakhsmi," New Age Publications"
- 4. "SANITATION AND HYGIENE" by Sunetra Roday, "New Age Publications"

		Programme Outcomes (PO)											
	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	PO12	
CO1	-	-	-	-	-	-	-	-	-	2	1	-	
CO2	2	1	-	-	-	-	-	-	-	-	-	-	
CO3	2	-	-	-	-	-	-	-	-	2	-	-	
CO4	-	2	2	1	-	-	1	1	1	-	-	-	
CO5	-	2	-	2	-	-	-	-	-	-	1	-	
CO6	2	ı	-	ı	1	1	ı	ı	ı	-	1	-	

Course Code	ХНН2007						
Course Title	Introduction to Accounting						
Category	B.SC IN H&HA						
LTP & Credits	L	Т	P	Credits			
	2	0	0	2			
Total Contact Hours	36						
Pre-requisites	Non	ie					

Course Outcome

Suggestive List of Experiments:

INTRODUCTION TO ACCOUNTING

- Introduction
- Double entry system -meanings & advantages
- Concepts & illustration
- Journal Concepts & Illustration
- Ledger Explanation & Illustration
- Trial balance Explanation & Illustration
- Subsidiary books Explanation & Illustration
- Cash book Explanation & Illustration
- Petty cash book Explanation & Illustration

Text / Reference Books:

- 1) Problems on Accounting: Basu and Basu
- 2) Accounting 1: Hanif Mukherjee
- 3) Book keeping: T.S Grewal
- 4) Accounting Problems : Sultan Chand

		Programme Outcomes (PO)											
	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	P012	
CO1	2	-	-	-	-	-	-	-	-	-	1	-	
CO2	2	-	-	-	-	-	-	-	-	-	1	-	
CO3	-	-	2	-	-	1	-	-	-	-	-	-	
CO4	2	-	-	-	-	-	-	-	1	-	-	-	
CO5	1	1	-	-	-	-	-	-	-	-	-	-	
C06	2	2	-	-	-	-	_	_	-	-	-	-	

Course Code	ХНН2008
Course Title	Environmental science

Category	B.SC IN H&HA					
LTP & Credits	L	Т	P	Credits		
	1	0	0	1		
Total Contact Hours	36					
Pre-requisites	No	ne				

Course Outcome

???????

Suggestive List of Experiments:

Text / Reference Books:

		Programme Outcomes (PO)											
	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	PO12	
CO1													
CO2													
CO3													
CO4													
CO5													
CO6													

<u>Detail Syllabus BSC IN H</u> <u>& HA Semester-5</u>

	SEMESTER-5									
Sl. No.	Type	Course No.	Course Name- BSC IN H &HA	L	T	P	Credits			
THEOF	RY									
1		XHH5001	Advanced Food Production & Patisserie	3	0	0	3			
2		XHH5002	Food & Beverage Service	3	0	0	3			
3		XHH5003	Front Office Operations	3	0	0	3			
4		XHH5004	XHH5004 Accommodation Operations		0	0	2			
5		XHH5005	H R Management & Hotel Laws	2	0	0	2			
6		XHH5006	Values & Ethics	2	0	0	2			
7		XHH5007	Facility Planning	2	0	0	2			
8		XHH5008	F & B Management	2	0	0	2			
PRACT	'ICAL									
9		XHH5101	Food Production Lab – Advance Production Training	0	0	3	3			
10		XHH5102	Food & Beverage Lab	0	0	3	3			
11		XHH5103	Front Office Lab 0 0 2		2	2				
12		XHH5104	Accommodation Operation Lab 0 0 2		2					
13			Skill Development 0 0 0		0	1				

14			Project & seminar	0	0	0	1
	TOTAL				0	10	30

Course Code	хнн5001					
Course Title	Advanced Food Production & Patiss			uction & Patisserie		
Category	BSC IN H & HA					
LTP & Credits	L	Т	P	Credits		
	3	0	0	3		
Total Contact Hours	36					
Pre-requisites	None					

Course Outcome:

XHH 5001.1	Students will able to gather knowledge and attitudes required to plan, organize, produce and cost Indian (regional), Continental and Chinese food in any type of food production operation (table d'hole buffet or a la cartle).
XHH 5001.2	Students will able to evaluate different aspets of a cold kitchen like equipmets used, sections, products and will able to aply the same in the culinary world.
XHH 5001.3	Students will able to organize different products of bakery, pastry, frozen desserts bakeshop production and will able to apply the same in any type of culinary operations.
XHH 5001.4	Students will able to construct professional competence in quantity food, preparation of reipes at medium level from planning to operating and costing and apply the same in the professional culinary fields.
XHH 5001.5	Students will able to construct recipes used in breakfast cookery, snacks, eEthnic eating, Indian pastry and confectionery and will able to apply the the same in the professional culinary fields.

Course Content:

Organization and miseen place for extended meal service, buffet and banqueting. Menu planning will be covered by the Food and Beverage Service programme.

Larder Work- Cold food presentation. Aspics and chaud froid-sandwiches and canapés- Cold starters- Charcuterie (Terrines, galantines, pate, etc.)

Hot Cookery- Regional Indian cookery (according to location)- principles of Chinese cookery-classical and modern garnishes in continental cookery-cooking using left-overs-hot starters.

Pastry & Bakery- Ice cream and sorbets. Frozen desserts Bakeshop production – faults in making rolled in doughs-cake formulas & cake making Icings-sugar and chocolate basic work

To induce in the student professional competence in quantity food, preparation at medium level from planning to operating and costing .

Classical Indian National Cookery and modern development study of main parts of Indian staple foods + Indian spices

Main recipes used in Breakfast cookery, main meals and snacks Ethnic eating. Traditions (Muslim, traditional vegetarians).

Indian Pastry and Confectionery

Text / Reference

Books: CO-PO Mapping:

Course Code	ХНН5101						
Course Title	Food Pro	Food Production Lab – Advance Production Training					
Category	BSC IN H & HA						
LTP & Credits	L	Т	P	Credits			
	0	0	3	3			
Total Contact Hours	36						
Pre-requisites	None						

Course Outcome:

XHH 5101.1	Students will able to produce perfect skills in the preparation of regional Indian foods of different types and adapt supervisory responsibilities to apply in the culinary fields.
XHH 5101.2	Students will able to produce perfect skills in the preparation of Chinese foods of different types and adapt supervisory responsibilities to apply in the culinary fields.
XHH 5101.3	Students will able to produce perfect skills in the preparation of Continental foods of different types and adapt supervisory responsibilities to apply in the culinary fields.

Suggestive List of Experiments:

Objectives: To impart perfect skills in the preparation of regional Indian, National, Chinese and advanced Continental cookery.

To develop perfect skills & technique for formal banquet service, functions, gueridon and flambé work and induce supervisory responsibilities in the students.

Some international specialties will be introduced in continental Cooking specially during Buffets. The F & B service syllabus will follow this programme for various types of services corresponding to the type of menu.

Text / Reference

Books: CO-PO Mapping:

CO1	3	-	-	-	-	1	-	-	2	-	-	-
CO2	3	ı	1	ı	ı	1	ı	1	2	1	-	-
CO3	3	-	-	-	-	1	-	-	2	-	-	-

Course Code	XHI	H500)2	
Course Title	Foo	od & !	Beve	rage Service
Category	BSC IN H & HA			
LTP & Credits	L	Т	P	Credits
	3	0	0	3
Total Contact Hours	36			
Pre-requisites	Noi	ne		

Learning Objective: AFTER COMPLETION OF LEARNING THE STUDENTS WILL GET TO KNOW ABOUT:

- importance of restaurant layout in context with service operations
- reinstate the specialized forms of service in fine dinning such as gueridon and flambe
- conceptulized buffet setups for multipurpose occasions
- evaluate bar operations for day, monthly and yearly transactions.

Course Outcome:

XHH 5002.1	Design and utilize floor area in formulating aesthetic appeal of the restaurant.
XHH 5002.2	Identify skill and techniques in Gueridon, Flambé services.
XHH 5002.3	Explain and organize different types of Buffet as per the guest requirements.
XHH 5002.4	Formulate and indentify various bar parts, types, equipments and intricacies of operations.

Course Content:

Restaurant Layout--- Staff Requirement, Duty Roaster, Restaurant Etiquettes.

Gueridon Service--- History, Defination, Various types, Advantages and Disadvantages of Gueridon Service, General points to be remembered during Gueridon service, Gueridon Equipments, Gueridon Ingredients, and Staffing.

Buffets--- Introduction, Space Requirements, Aspect affecting a successful Buffet--- number of guests, aspiration of host, depth of hosts pocket, planning and organizing, sequence of food, principles of Merchandising.

Types of Buffets--- Display, Breakfast, Full / Sit down, Fork Buffet, Finger Buffet, Cold Buffet. Essential Equipments for Buffet

Buffet Menu Planning Buffet Check list. Food & wine harmony

Bar—The Bar, Types of Bar, Clientele, Researching, Customer's Taste, defining your identity, Atmosphere Decor Layout, Parts of the Bar, Equipments, Staffing a Bar

Text / Reference Books:

- 1. Food & Beverage Service- Lillicrap& Cousins
- 2. Modern Restaurant Service- John Fuller
- 3. Beverage Book- Andrew, Dunkin & Cousins
- 4. Bar & Beverage Book- Mary Porter &Kostagris
- 5. Alcoholic Beverages- Lipinski & Lipinski

		Programme Outcomes (PO)										
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	PO12
CO1					2	1			3			
CO2			3	2					1			
CO3			3	2							1	
CO4			2		3				1			
CO5	2							3				
C06			1	2	3							
CO7					2	1			3			

Course Code	XH	H51	02	
Course Title	Fo	od &	z Be	verage Lab
Category	BSC IN H & HA			
LTP & Credits	L	Т	P	Credits
	0	0	3	3
Total Contact Hours	36			
Pre-requisites	No	ne		

Learning Objective: AFTER COMPLETION OF LEARNING THE STUDENTS WILL GET TO KNOW ABOUT:

- importance of bar service operations
- reinstate the various forms of mixing drinks
- conceptulized buffet setups for occasions, convocations and theme dining
- formulate various gueridon and flambe dishes from the trolley

Course Outcome:

XHH 5102.1	Prepare and demonstrate skills in the field of flambé service.
XHH 5102.2	Enumerate and apply the acquired skills in the field of supervisory aspect of meal service.
XHH 5102.3	Illustrate and recognize various bar setups and upkeep of bar records.
XHH 5102.4	Enhancing professional skills through preparation of various mixed drinks as per formulated recipes.
XHH 5102.5	Categorized and implement the various types of buffet setups and operations as per the theme of the event.
XHH 5102.6	Outline the various types of service techniques for regional dishes.
XHH 5102.7	Enhancing professional ability through silver service techniques.

Suggestive List of Experiments:

Objectives--- To develop perfect skill and techniques in Gueridon and Flambe services and induce supervisory responsibilities in the students.

Preparing of Flambe dishes.

Silver service

Supervision of meal service

Setting up and operating Bar.

Demonstration of Cocktail and Mock tail preparations Buffet Service, Service of Regional Dishes. Silver Service.

Text / Reference Books:

- 1. Food & Beverage Service- Lillicrap& Cousins
- 2. Modern Restaurant Service- John Fuller
- 3. Beverage Book- Andrew, Dunkin & Cousins
- 4. Bar & Beverage Book- Mary Porter & Kostagris
- 5. Alcoholic Beverages- Lipinski & Lipinski

		Programme Outcomes (PO)										
	P01	PO2	P03	P04	P05	P06	P07	P08	P09	PO10	P011	PO12
CO1					2	1			3			
CO2			3	2					1			
соз			3	2							1	
CO4			2		3				1			
CO5	2							3				
CO6			1	2	3							
CO7					2	1			3			

Course Code	хнн5003				
Course Title	Front Office Operations				
Category	ategory BSC IN H & HA				
LTP & Credits	L	Т	P	Credits	
	3	0	0	3	
Total Contact Hours	36				
Pre-requisites	None				

Learning Objective: The Student will get knowledge about:

- Familiarising upkeep of front office services and management procedure
- Understanding the procedures for luggage and message handling
- Learning telephone etiquettes and applications of yield management
- Recognising functions on PMS for room management

Course Outcome:

XHH 5003.1	Evaluate the role & function of the front office supporting services for an effective front office management procedure
XHH 5003.2	Create proper luggage handling procedures, information services, paging & car-parking services
XHH 5003.3	Implement computerized Room Management System/Property Management System (PMS)
XHH 5003.4	Compile different reports, statistics, budget & monthly expenditures
XHH 5003.5	Incorporate professional telephone etiquettes/manners
XHH 5003.6	Apply Yield Management

Course Content:

Information Service: Bell Captain, area layout and staff, luggage handling procedures, paging, door and car parking

services.

- Computerised room management system (should be called Property management system)
- Compilation of reports & statistics

Budgeting and monthly expenditure reports.

Telephone Operating: Telephone, procedure, Telephone

manners. Yield Management.

Text / Reference Books:

- Front Office Management by S.K.Bhatnagar
- Front Office Procedures by Kasanava / Brooks

		Programme Outcomes (PO)										
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	PO12
CO1	-	-	-	-	2	1	-	-	3	-	-	-
CO2	-	-	3	2	-	-	-	-	1	-	-	-
CO3	-	-	3	2	-	-	-	-	-	-	1	-
CO4	-	-	2	-	3	-	-	-	1	-	-	-
CO5	2	-	-	_	-	_	-	3	_	-	-	-
CO6	_	-	1	2	3	-	-	-	-	-	-	-

Course Code	XHH5103					
Course Title	Front Office Lab					
Category	BSC IN H & HA					
LTP & Credits	L T P Credit					
	0	0	2	2		
Total Contact Hours	24					
Pre-requisites	None					

Learning Objective: The Student will get knowledge about:

- Familiarising upkeep of revenue management strategies
- Introducing the concept of PMS in room management
- Learning soft skills for handling telephone calls

Course Outcome:

XHH 5103.1	The students will be able to
XHH 5103.2	Demonstrate skills for handling bell desk operations and relevant formats
XHH 5103.3	Make use of PMS for reservations, registration and room management
XHH 5103.4	Show the soft skills required for handling telephone calls
XHH 5103.5	Develop revenue management strategies according to demand situations
XHH 5103.6	Solve revenue management problems by applying different formulas

Suggestive List of Experiments:

Information Service: Bell Captain, area layout and staff, luggage handling procedures, paging, door and car parking services.

- Computerised room management system (should be called Property management system)
- Compilation of reports & statistics

Budgeting and monthly expenditure reports.

Telephone Operating: Telephone, procedure, Telephone

manners. Yield Management.

Text / Reference Books:

- Front Office Management by S.K.Bhatnagar
- Front Office Procedures by Kasanava / Brooks

	F10·											
		Programme Outcomes (PO)										
	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	P012
CO1	-	-	-	-	_	-	-	-	-	-	_	-
CO2	3	-	-	2	-	-	-	-	1	-	-	-
CO3	2	1		3		1	-	-	1	1	1	1
CO4	2	-	-	-	-	-	-	3	-	-	-	-
CO5	-	2	3	1	-	-	-	_	-	-	-	-

CO6 2 3 - - - - - - - -

Course Code	ХНН5004					
Course Title	Accommodation Operation					
Category	BSC IN H & HA					
LTP & Credits	L	Т	P	Credits		
	2	0	0	2		
Total Contact Hours	24					
Pre-requisites	None					

Course Outcome:

XHH 5004.1	Able to determine the processes of recruitment, selection, hiring, orientation, training and various aspects of scheduling housekeeping staff
XHH 5004.2	Able to design the steps in the planning process and plan the work of a
71111 300 1.2	housekeeping department on paper, using the various planning documents
XHH 5004.3	Able to design budget and purchasing of housekeeping expenses
XHH 5004.4	Able to determine the importance of safety and security in hotels with regard to fire, first-aid, key control, lost and found.
XHH 5004.5	Able to describe the list of activities carried out in the linen room and laundry based on the usage of different equipment, aids and materials.

Course Content:

- Training and hiring of staff
- Job description, Rotas and manuals
- Induction programmes
- Purchasing and Budgeting

- Contract cleaning
- Emergencies, fire prevention & fire fighting
- · Safety awareness, procedures concerning first aid boxes
- Dealing with sick guests & sanitation
- Special arrangements & facilities for Handicapped guests (physically challenged guests)

• LAUNDRY:

• Use of laundry agents and equipments. Detergents, Effects of detergents on materials, washing machine and its principles, care and precautions.

•

- STAIN REMOVAL:
- Identifying stains, identifying fabrics, preparing fabrics, Applying stain removal techniques.

•

• LINEN CONTROL:

Selection and buying linen, receiving, inspecting, counting, checking and recording for damages, sending used linen to laundry, Inspecting, counting and recording cleaned linen received from laundry . Recording discrepancies. Coring and rotating linen. Condemning linen, stock taking .

Text / Reference

Course Code	ХНН5104							
Course Title	Acco	Accommodation Operation La						
Category	BSC IN H & HA							
LTP & Credits	L	Т	P	Credits				
	0	0	2	2				
Total Contact Hours	24							
Pre-requisites	None							

Course Outcome:

XHH 5104.1	The students will be able to
XHH 5104.2	Identifies the technical equipment and materials of laundry room.
XHH 5104.3	Demonstrate the technical skill for handling different laundry equipments.
XHH 5104.4	Taking physical inventory and implementing effective inventory control procedures
XHH 5104.5	Exhibiting the techniques which includes establishing par levels for different types of inventories

Suggestive List of Experiments:

Bed making
Brass, silver, e.p.n.s., wood, glass, leather
Floral arrangements
Dry cleaning
Stain removal
Bed making

Text / Reference

Course Code	ХНН5005					
Course Title	H R Management & Hotel Laws					
Category	BSC IN H & HA					

LTP & Credits	L	Т	P	Credits			
	2	0	0	2			
Total Contact Hours	24						
Pre-requisites	None						

Course Outcome:

XHH 5005.1	To acquaint// familiarize the learners with HRM (Human Resource Management)
XHH 5005.2	To invoke curiosity regarding HR concepts
XHH 5005.3	To apply HRM concepts in handling practical situations.
XHH 5005.4	To develop necessary skill sets for application of various HR issues.
XHH 5005.5	To analyse the strategic issues involving ManPower development
XHH 5005.6	To produce legal prudence regarding Hotel Specific Laws
XHH 5005.7	To enable students to effectively contribute to dynamic organizations.
XHH 5005.8	To demonstrate competence in development and problem solving in the area of Hotel HR related ssues.
XHH 5005.9	Be able to identify and appreciate the significance of the Ethical issues in HR
XHH 5005.10	To critically assess existing theory and practice in the field of HR management.
XHH 5005.11	To be able to evaluate HRM related social, cultural, ethical responsibilities.
XHH 5005.12	To be able to apply the set of Laws applicable to Hotel Business.

Course Content:

- 1. Introduction to personnel department and role of personnel manager.
- 2. Definition and role of HRD.

Introduction: Need for Law, Sources of Indian Law, Types and Application of Law in Hotel Operations, Basic Principals of Criminal and Civil Liberties, Understanding of Indian Evidence Act.

Licenses and Permits: Procedure for procurement bye-laws of hotels and restaurants under Municipal Corporation, renewal, suspension and termination of licenses.

Mercantile Law: Importance of industrial Law, Shops and Establishments Act, Factories Act, Effective procedure for employment, discharge and dismissal of an employee, employer-employee relation role of the State.

Manpower planning: Definition, Systems - Manning ratio, personal record, personal dossier, employment requisition, engagement form, strength returns, payroll analysis. Staff/ labour turnover analysis, age and service analysis, manpower audit. Other forms like E.S.I., medical leave, gratuity, provident fund etc.

Organising manpower through:- market technology, organisational objectives, size and diversity, span of control, product services.

4. Job Design – Job Analysis, job Description, job enlargement/ rotation, job enrichment

- 5. Job Specification: Definition, and formats.
- 6. Job evaluation:- Meaning, types and uses.
- 7. Recruitment:- sources of recruitment.
- 8. Selection:- Application, interviews:- types, tests types, group selection procedures, references.
- 9. Induction and training:- Meaning and advantages, purpose of training, types and methods of training, aids used while training.
- 10. Performance Appraisal:- Definition and importance, types of performance appraisal formats.
- 11. Promotion: Promotion policy, essentials of sound promotion policies, Merit vs. seniority.
- 12. Industrial Relations Trade unionism definition, role of trade union in the Indian scenario,

collective bargaining, concept of collective bargaining, concept of collective bargaining and barriers, grievance handling (procedures), employee participation in management in relation to good industrial relation, labour welfare measures, disciplinary procedures.

FOOD LEGISLATION:

Introduction. The Central Committee for Food Standards. Central Food Laboratory. Food Inspectors, their powers and duties. Procedures to be followed by Food Inspectors.

Report of public analyst. Notification of Food poisoning and penalties. Purchaser's Right-Guarantee and Warranty.

INDUSTRIAL LAW

Workman's Compensation Act 1923-Nature and scope of the Act. Partial Disablement. Total Disablement. Employee's liability in case of partial and total disablement arising out of and in the course of the employment.

Trade Union Act 1926-Scope. Eligibility. Fund. Register. Rights on the part of the employer and employees.

Disciplinary Action-Offenses. Show cause notice. Charge sheet. Domestic inquiry. Discharge and dismissal of employees.

Text / Reference

CO8	2					2		
CO9	2			2				
CO10				2				
CO11			2					
CO12			2		2			

Course Code	ХНН5006						
Course Title	Values & Ethics						
Category	BSC IN H & HA						
LTP & Credits	L	Т	P	Credits			
	2	0	0	2			
Total Contact Hours	24						
Pre-requisites	None						

Learning Objective:	
Course Outcome:	
Course Content:	

Text / Reference

Doors.	co i o Mapping.
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	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	PO12
CO1												
CO2												
CO3												
CO4												
CO5												

Course Code	XHH5007						
Course Title	Fa	Facility Planning					
Category	BSC IN H & HA						
LTP & Credits	L	Credits					
	2	0	0	2			
Total Contact Hours	24						
Pre-requisites	None						

Course Outcome:

Course Content:

- 1. Hotel Design:
 - A. Design Consideration
 - o Attractive Appearance
 - o Efficient plan
 - Good location
 - o Suitable material
 - Good workmanship
 - Sound financing
 - o Competent Management
 - B. Evaluation of accomodational needs thumb rules
 - C. Ensuring that the hotel must combine the integrated function of housing feeding, entertainment, rentals, services, maintenance and light manufacturers

2. Facilities Planning

- The systematic layout planning pattern (SLP); Planning consideration
- Flow Process & Flow diagram
- Procedure for determining space, ways of determining space requirements space relationship
- Architectural consideration
- Difference between carpet area and plinth area
- Approximate cost of construction estimation
- Approximate operating areas in budget type/ 5 star type hotel. Approximate other operating areas per guest room
- Approximate water / electrical load requirement estimation
- 3. Star Classification of Hotel
 - Criteria for star classification of hotel

BUILDING

- I. Paints and their uses.
- II. Repairs and redecoration programmes.
- III. Dampness Causes and water proofing.

FIRE

I. Classification of fires – Uses of fire extinguishers.

Text / Reference

		Programme Outcomes (PO)											
	P01	PO2	P03	P04	P05	P06	P07	P08	P09	PO10	P011	PO12	
CO1													
CO2													
CO3													

Course Code	XHH5008				
Course Title	F & B Management				
Category	BSC IN H & HA				
LTP & Credits	L	Т	P	Credits	
	2	0	0	2	
Total Contact Hours	24				
Pre-requisites	None				

Course Outcome:

Course Content:

Food and beverage Management--- Definition, Different stages of management process, Factors effecting F&B Management, Problems and solutions.

Controls Food and Beverage control definition, Necessity of control, Problems and their solution, Limitation of controls, Reality of controls, Different phases of controls, Control

techniques. Pricing Definition & Types

Budgeting Definition, types, Outline of Revenue & Expenditure.

Text / Reference

CO4						
CO5						

<u>Detail Syllabus BSC IN H</u> <u>& HA Semester-6</u>

			SEMESTER-6						
Sl. No.	Type	Course No.	Course Name- BSC IN H &HA	L	Т	P	Credits		
THE	ORY								
1		ХНН6001	Advanced Food Production & Patisserie	3	0	0	3		
2		XHH6002	Advanced Food & Beverage Service	3	0	0	3		
3		XHH6003	Front Office Operations	2	0	0	2		
4		XHH6004	Accommodation Operations	2	0	0	2		
5		XHH6005	Entrepreneurial skill	2	0	0	2		
6		ХНН6006	Marketing & Sales	2	0	0	2		
7		XHH6007	Principles of Management	2	0	0	2		
8		ХНН6008	Food Costing	2	0	0	2		
PRA	PRACTICAL								
9		ХНН6101	Advanced Food Production Lab & Patisserie	0	0	3	3		

10		XHH6102	Advanced Food & Beverage Service	0	0		
			Lab			3	3
11		XHH6103	Front Office Operations Lab	0	0	2	2
12		XHH6104	Accommodation Operations Lab	0	0	2	2
13			Project & seminar	0	0	0	1
14			Skill development	0	0	0	1
	TOTAL			18	0	10	30

Course Code	ХНН6001						
Course Title	Advanced Food Production & Patisserie						
Category	B.SC IN H&HA						
LTP & Credits	L	Т	P	Credits			
	3	0	0	3			
Total Contact Hours	36						
Pre-requisites	None						

Course Outcome

XHH 6001.1	Students will able to gather knowledge and attitudes required to plan, organize, produce and cost Indian, Continental and Chinese food in any type of food production operation and apply the same in culinary world.
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XHH 6001.2	Students will able to evaluate different Food Production Control related jobs like Establishing purchase specification, Dealing with supplier, receiving methods-stores organization and stock control-stock levels and rotation speed, yield testing, meat tags and will implement the same in the culinary world.
XHH 6001.3	Students will able to evaluate Establishing and evaluation of standard recipe cards, Developing, Testing and assessing new recipes, Sales monitoring, Portion Control implementation-,Flash Food cost control-,Stock taking methods and will implement the same in the culinary world.

Suggestive List of Experiments:

Objectives: To impart to the students skills, knowledge and attitudes required to plan, organize, produce and cost Indian (regional), Continental and Chinese food in any type of food production operation (table d'hole buffet or a la cartle).

Food Production Cost Control- Establishing purchase specification- Dealing with supplier-receiving methods-stores organization and stock control-stock levels and rotation speed- yield testing for meat-fish and poultry-meat tags.

Establishing and evaluation of standard recipe cards- Developing, Testing and assessing new recipes- Sales monitoring-Portion Control implementation- Flash Food cost control- Stock taking method.

Food Cost Reconciliation Sheet- Establishing purchase specification- Dealing with supplier- receiving methods- stores organization and stock control – stock levels and rotation speed-yield testing for meat-fish and poultry –meat tags.

Establishing and evaluation of standard recipe cards- Developing, Testing and assessing new recipes- Sales monitoring-Portion Control implementation- Flash Food cost control- Stock taking method.

Food Cost Reconciliation Sheet- Food cost percentage

Analysis of result with Study of causes and remedies.

Text / Reference Books:

•	CO-PO	mapping:	

Programme Outcomes	(PO)
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	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	P012
CO1	1	-	-	1	-	2	-	-	-	-	-	-
CO2	1	1	1	1	1	2	1	1	1	-	-	ı
CO3	1	-	-	1	-	2	-	-	-	-	-	-

Course Code	ХНН6101						
Course Title	Advanced Food Production Lab & Patisserie						
Category	B.SC IN H&HA						
LTP & Credits	L	Т	P	Credits			
	0	0	3	3			
Total Contact Hours	36						
Pre-requisites	None						

Course Outcome

XHH 6101. 1	Student will able to produce advance level dishes of table d'hote, buffet and A la carte menus by using different advanced equipments of Indian regional cuisne and apply the same in proffesional fields.
XHH 6101. 2	Student will able to produce advance level dishes of table d'hote, buffet and A la carte menus by using different advanced equipments of Chinese cuisne and apply the same in proffesional fields.
XHH 6101. 3	Student will able to produce advance level dishes of table d'hote, buffet and A la carte menus by using different advanced equipments of Continental and International cuisne and apply the same in proffesional fields.

Suggestive List of Experiments:

Preparation and service of 20 Table d'hote , 4 buffets and 3 A La Carte menus with an overall proportion of 40% continental dishes, 40% Indian regional dishes and 20% Chinese dishes.

Some international specialities will be introduced in Continental cookery specially during BUFFETS. The F & B Service syllabus will follow this programme for various types of services corresponding to the type of menu.

Text / Reference Books:

	Programme Outcomes (PO)											
P	201	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	PO12

CO1	3	-	-	-	-	-	-	2	-	-	-	-
CO2	3	1	ı	ı	ı	ı	ı	2	ı	ı	ı	ı
CO3	-	2	-	-	-	-	-	2	-	-	-	-

Course Code	ХНН6002							
Course Title	Advanced Food & Beverage Service							
Category	B.SC IN H&HA							
LTP & Credits	L	Т	P	Credits				
	3	0	0	3				
Total Contact Hours	36							
Pre-requisites	None	!						

Learning Objective: AFTER FINISHING THE MODULE THE STUDENTS WILL:

- gain insight on the various banquet setup for supervising the flow of events
- identify, organize and construct Physical layout of a restaurant

Course Outcome

XHH 6002.1	Develop an insight on the various banquet setup for supervising the flow of events
XHH 6002.2	Identify, organize and construct Physical layout of a restaurant

Suggestive List of Experiments:

Function Catering—History of Banquets, Types of banquets, (Formal & Informal), Organizational structure, Duties and Responsibilities of staffs, Seating plans, Booking procedures, Table plans, Menu Planning, Protocol.

Restaurant Planning

Text / Reference Books:

- 1. Food & Beverage Service- Lillicrap& Cousins
- 2. Modern Restaurant Service- John Fuller
- 3. Beverage Book- Andrew, Dunkin & Cousins

4. Bar & Beverage Book- Mary Porter &Kostagris

• CO-PO Mapping:

		Programme Outcomes (PO)												
	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	PO12		
CO1	-	-	-	-	-	2	-	1	3	-	ı	-		
CO2	3	-	2	-	1	1	1	1	1	-	-	-		

Course Code	ХНН6102							
Course Title	Advanced Food & Beverage Service Lab							
Category	B.SC IN H&HA							
LTP & Credits	L	Т	P	Credits				
	0	0	3	3				
Total Contact Hours	36							
Pre-requisites	None							

Learning Objective: AFTER COMPLETION OF LEARNING THE STUDENTS WILL GET TO KNOW ABOUT:

- Preparing Banquet Equipment and Setups
- implementing various supervisory skills at service operations.
- Identifing of upcoming events and conferences.
- Handling the smooth banquet operations

Course Outcome

XHH 6102.1	Prepare and demonstrate skills in the field of flambé service.
XHH 6102.2	Enhancing professional ability through silver service techniques.
XHH 6102.3	Enumerate and apply the acquired skills in the field of supervisory aspect of meal service.

Suggestive List of Experiments:

Objectives--- To develop perfect skill and techniques in Gueridon and Flambe services and induce supervisory responsibilities in the students.

Preparing of Flambe dishes.

Silver service

Supervision of meal service.

Text / Reference Books:

- 1. Food & Beverage Service- Lillicrap& Cousins
- 2. Modern Restaurant Service- John Fuller
- 3. Beverage Book- Andrew, Dunkin & Cousins
- 4. Bar & Beverage Book- Mary Porter & Kostagris
- 5. Alcoholic Beverages- Lipinski & Lipinski

		Programme Outcomes (PO)												
	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	P012		
CO1	ı	ı	ı	ı	ı	2	ı	1	3	-	-	ı		
CO2	3	-	2	-	-	1	-	-	-	-	-	1		

CO3	1	-	-	-	-	-	-	-	2	-	-	-	Ī
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Course Code	хнн6003						
Course Title	Front Office Operations						
Category	B.SC IN H&HA						
LTP & Credits	L T P Credit						
	2 0 0 2						
Total Contact Hours	36						
Pre-requisites	No	ne					

Learning Objective: The Student will get knowledge about:

- Familiarising, upkeep of front office services and management procedures
- Introducing the methods of settling guest account upon departure
- Learning the safety policies on foreign exchange regulations.
- Understanding the procedure of applying different front office accounting

procedures Course Outcome

Suggestive List of Experiments:

Objectives: That the student understands the role and function of the Front Office supporting services for a complete understanding of the Front Office management procedures.

Front Office Cashiering: Charges and credit, cashiers' report, methods of setting guest accounts, safety deposit facilities, foreign exchange regulations.

Computer system in hotel.

Text / Reference Books:

- Front Office Management by S.K.Bhatnagar
- Front Office Procedures by Kasanava / Brooks

CO-PO Mapping:

	Упарр	Programme Outcomes (PO)										
	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	PO12
CO1	-	-	1	-	1	2	-	1	3	-	-	1
CO2	3	-	2	-	-	1	-	-	-	-	-	-
CO3	1	-	-	-	-	-	-	-	2	-	-	-
CO4	2	ı	2	ı	ı	ı	1	ı	ı	-	ı	ı
CO5	1	-	3	2	-	-	-	-	-	-	-	-
CO6	1	2	-	-	-	-	-	-	-	-	-	-

Course Code	ХНН6103				
Course Title	Front Office Operations Lab				
Category	B.SC IN H&HA				
LTP & Credits	L	Т	P	Credits	
	0	0	2	2	
Total Contact Hours	36				
Pre-requisites	Non	ie			

Learning Objective: The Student will get knowledge about:

- Familiarising skills needed for handling FIT and group departures
- Introducing the concept cashiering and foriegn currency handling
- Learning the various formats and forms of safe deposit facilities
- Understanding technical skills for handling computers for room management

Course Outcome

XHH 6103.1	Demonstrate skills for handling check-outs for FITs and groups
XHH 6103.2	Demonstrate Front Office cashiering and foreign currency handling skills
XHH 6103.3	Evaluate different types of payment methods in hotels
XHH 6103.4	Design forms and formats related to safe deposit facilities
XHH 6103.5	Demonstrate technical skills for handling computer in hotel operations

Suggestive List of Experiments:

Objectives: That the student understands the role and function of the Front Office supporting services for a complete understanding of the Front Office management procedures.

Front Office Cashiering: Charges and credit, cashiers' report, methods of setting guest accounts, safety deposit facilities, foreign exchange regulations.

Computer system in hotel.

Text / Reference Books:

- Front Office Management by S.K.Bhatnagar
- Front Office Procedures by Kasanava / Brooks

		Programme Outcomes (PO)										
	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	PO12
CO1	3	-	-	-	-	-	-	-	2	-	-	-
CO2	3	2	-	-	-	-	-	-	-	-	-	-
CO3	3	-	-	2	-	-	-	-	-	-	-	-
CO4	2	-	3	-	-	-	-	-	-	-	-	-
CO5	2	-	1	3	-	-	_	-	-	-	-	-

Course Code	ХНН6004					
Course Title	Accommodation Operations					
Category	B.SC IN H&HA					
LTP & Credits	L	Т	P	Credits		
	2	0	0	2		
Total Contact Hours	36					
Pre-requisites	Non	ıe				

Course Outcome

XHH 6004.1	Able to determine the importance of successful integration of beauty, expressiveness and functionalism in interior design
XHH 6004.2	Able to determine the significant role played by colour, lighting, floor finishes and wall covering in interior decoration
XHH 6004.3	Able to describe the importance of flower arrangement in enhancing the beauty of a hotel's interiors based on principles and different styles
XHH 6004.4	Able to enumerate the tasks involved in setting up a housekeeping department in a soon-to-be-opened property based on planning and organizing
XHH 6004.5	Able to determine the scope of housekeeping in establishments other than hotels.

Suggestive List of Experiments:

Objectives: For the student to view the housekeeping department through a management perspective.

The importance of decor, colour, lighting, floor and wall coverings, flower arrangement, accessories layout of rooms and suites and how the physical layout affects systems need careful consideration.

Personal qualities of Housekeeping Management Personnel must be covered along with case studies relevant to the department. .

Housekeeping as a department in other institutions must be investigated using the previously gained

knowledge to apply it to a slightly different set of circumstances.

The variable of opening a new hotel should be included.

Text / Reference Books:

		Programme Outcomes (PO)										
	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	PO12
CO1	2	-	3	-	-	-	-	-	-	-	1	-
CO2	2	-	3	-	-	-	-	-	-	-	1	-
CO3	3	-	-	-	-	-	-	-	-	-	1	-
CO4	1	-	3	2	-	-	-	-	-	-	-	-
CO5	-	-	1	-	-	-	-	-	-	2	3	-

Course Code	ХНН6104						
Course Title	Accommodation Operations Lab						
Category	B.SC IN H&HA						
LTP & Credits	L	Т	P	Credits			
	0	0	2	2			
Total Contact Hours	36						
Pre-requisites	None						

Course Outcome

XHH 6104.1	Identification of different colour schemes.
XHH 6104.2	Study the layout and preparation of different types of Model Guest rooms.
XHH 6104.3	Maintain different types of formats and registers used in the housekeeping department.
XHH 6104.4	Select and design the different types of uniforms used in the hotel.

Suggestive List of Experiments:

Objectives: For the student to view the housekeeping department through a management perspective.

The importance of decor, colour, lighting, floor and wall coverings, flower arrangement, accessories layout of rooms and suites and how the physical layout affects systems need careful consideration.

Personal qualities of Housekeeping Management Personnel must be covered along with case studies relevant to the department. .

Housekeeping as a department in other institutions must be investigated using the previously gained knowledge to apply it to a slightly different set of circumstances.

The variable of opening a new hotel should be included.

Text / Reference Books:

• CO-PO Mapping:

		Programme Outcomes (PO)										
	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010	P011	PO12
CO1	2	-	2		-	-	-	-	-	-	-	-
CO2	1	-	3	2	-	-	-	-	-	-	-	-
CO3	1	-	2	3	-	-	-	-	-	-	-	-
CO4	-	-	-	-	-	3	-	-	-	2	-	-

Course Code	de XHH6005					
Course Title	Entrepreneurial skill					
Category	B.SC IN H&HA					
LTP & Credits	L T P Credit			Credits		
	2	0	0	2		
Total Contact Hours	36					
Pre-requisites	None					

Learning Objective:

Course Outcome

XHH 6005.6	Produce RESPONSIBLE CITIZENS
XHH 6005.7	Define DUTIES & RESPONSIBILITIES
XHH 6005.8	Create ATTITUDE which matches with the HOSPITALITY SERVICES
XHH 6005.9	Implement CRITICAL THINKING on VALUES & ETHICS.

Suggestive List of Experiments:

Text / Reference Books:

	1	CO-1 O Mapping.											
		Programme Outcomes (PO)											
	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	PO12	
CO1	-	-	-	-	-	-	3	-	-	-	-	-	
CO2	-	3	-	-	-	-	ı	-	-	-	-	ı	
CO3	-	-	-	-	-	-	3	-	3	-	ı	-	
CO4	3	ı	-	ı	ı	ı	ı	ı	-	ı	ı	ı	
CO5	-	-	-	-	-	3	ı	-	-	-	-	-	
CO6	-	-	-	-	-	-	3	-	-	-	-	-	
CO7	-	-	-	-	-	-	-	-	-	-	-	-	
CO8	-	-	-	-	-	-	3	-	-	-	-	-	
CO9	-	2	-	-	-	-	-	-	-	-	1	-	

Course Code	ХНН6006				
Course Title	Marketing & Sales				
Category	B.SC IN H&HA				

LTP & Credits	L	Т	P	Credits		
	2	0	0	2		
Total Contact Hours	36					
Pre-requisites	None					

Course Outcome

Suggestive List of Experiments:

Objectives: That the student has a good idea of marketing and various marketing and sales techniques.

Marketing Management: Definition and Role of Marketing, Product-Price-Place and Promotion, Product Analysis, Identification of markets and market segment, market analysis and research target setting.

Human Factors in Marketing. Seller and buyer behaviour.

Sales Methods: Salesmanship, Sales Promotion, Publicity and Advertising, Evaluation of Customer satisfaction, marketing planning, budgeting, timing and pricing in marketing and marketing control.

Innovation and accurate marketing. .

Text / Reference Books:

		Programme Outcomes (PO)											
	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	PO12	
CO1													
CO2													
CO3													
CO4													

LUD						

Course Code	хнн6007						
Course Title	Principles of Management						
Category	B.SC IN H&HA						
LTP & Credits	L T P C			Credits			
	2	0	0	2			
Total Contact Hours	36						
Pre-requisites	None						

Course Outcome

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Suggestive List of Experiments:

Objectives: To identify basic management functions and techniques which lead to staff motivation and the creation of conductive working environment.

Concept of Management: Management as a profession, need for principles of management, external and internal factors that affect management.

Organization: Co-ordination of authority, delegation of responsibility.

Direction: Theories and Techniques of motivation and its effects on productivity.

Leadership: Role, types style, importance and qualities.

Communications: Channels of communication, conditions for effective communications, barriers in communications. Concept of Control: Control as a management tool, case studies on a situational basis.

Text / Reference Books:

	_	_
]	P

	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	PO12
CO1												
CO2												
CO3												
CO4												

Course Code	ХНН6008					
Course Title	Food Costing					
Category	B.SC IN H&HA					
LTP & Credits	L	Т	P	Credits		
	2	0	0	2		
Total Contact Hours	36					
Pre-requisites	None					

Course Outcome ???????

Suggestive List of Experiments:

- Introduction of Food Costing
- Budgeting & Budgetary Controls
- Standard Purchase Specification
- Standard Recipe / Standard Yield / Standard cost / Relevance of closing stock

- Standard Portion Control
- Recipe Calculations
- Daily Food Costing Exercises

Text / Reference Books:

		Programme Outcomes (PO)										
	P01	P02	P03	P04	P05	P06	P07	P08	P09	PO10	P011	PO12
CO1												
CO2												
CO3												
CO4												