



Kavikulaguru Kalidas Sanskrit Vishvavidyalaya, Ramtek

Ramtek Office-Administrative Building, Mouda Road, Ramtek, Dist-Nagpur-441106 (M.S.)

Waranga Office-5th Floor, NIT Complex, Near Mor Bhavan, Sitabuldi, Nagpur-440012 (M.S.)

Established on 18 September, 1997 - NAAC Accredited with A+ Grade



Program Curriculum (Syllabus)

**Program Name:- Bachelor of Science (Hospitality Studies)
(NEP-2020)**

Approved by the Academic Council Meeting. 09/11/23, Item no..03.

(AS 2024-2025 onwards)

Sr.no.		
1.	NameoftheProgram	Bachelor of science (Hospitality Studies)
2.	NameoftheFaculty	Faculty of learning and other branches of learning
3.	Nameofthe Board of Study	Adhoc Board of studies for Hospitality Studies and Travel and Tourism
4.	ProgramPattern(CBCS/Annual/)	CBCS
5.	ProgramDuration	3 years 6 semester
6.	ProgramType(Master/Bachelor)	BACHELOR
7.	ProgramLevel(PG/UG/PGDiploma/Diploma/ Certificateetc.	UG
8.	Evaluationsystem(GradeSystem)Yes/No	YES
9.	FollowcreditSystem(Yes/No)	YES
10.	Programtotalcredits	132
11.	Programtotalmarks	5650
12.	ModeofLearning(Regular/Distancelearning)	Regular
13.	ExternalStudents(Yes/No)	no
14.	MediumofInstructions	English
15.	MediumofExamination	English
16.	Eligibility	12 th Pass
17.	ProgramDescription	This course will help create awareness of all fields of hotel industry like Food Production, Food n Beverage , HHK,Front Office
18.	ProgramObjectives	1)Develop an awareness of the various career opportunities and options within the hospitality industry. 2)The main goal of the program is to give you an overall, well-rounded understanding of the demands and expectations of the hospitality industry. 3) improve efficiency and operational process performance, strategies are established .4) Demonstrate self-efficacy, leadership, resourcefulness and creativity.. 5)Demonstrate the ability to recognize new opportunities.
19.	ProgramOutcome	PO1 - To Develop leadership and management skills through detailed latest inputs. PO2 - To Enforce the roles and

		<p>functions of a manager in the hospitality industry</p> <p>PO3 - To Present outstanding guest service quality, server-guest relationships.</p> <p>PO5 - To provide the students with an experiential learning opportunity at various levels of responsibility</p> <p>PO6 -To improve the core competencies of the students in all core departments of trades for industry readiness.</p>
20.	Subject(under which subject the program is included in the Faculty as per the University Notification no.131 dt 11.03.2020)	
21.	Program Code	BSCHS NEP2020
22.	Program Abbreviation	BSCHS
23.	Internship duration	5 MONTHS

Semester 1

Sr. No	Theory Sub. Code	Practica l Sub. Code	Sub Name	Teaching Scheme In Hours						Examination Scheme													
				Load Per Week			Credit			Theory						Practical							
										Maximum Theory Marks			Minimum Marks For Passing			Exam Hour	Maximum Practical Marks			Minimum Marks For Passing			
				Th	PR	Total	Th	Pr	Total	University	Int.	Total	Th	Int.	Total		Unive rsit y	Int.	Total	Universit y	Int.	Total	Pr
1	BSc HS T 101	BSc HS P 101	Foundation I of Food & Beverage Service	03	01	04	2	1	3	60	40	100	21	14	35	3	60	40	100	21	14	35	4
2	BSc HS T 102	BSc HS P 102	Foundation of Accommodation Operation	03	01	04	2	1	3	60	40	100	21	14	35	3	60	40	100	21	14	35	4
3	BSc HS T 103		Hygiene and Food Safety / Food Preservation	02	00	02	2	00	2	40	10	50	14	4	18	2	-	-	-	-	-	-	-
4	BSc HS T 104		Service quality management / QSR	02	00	02	2	00	2	40	10	50	14	4	18	2	-	-	-	-	-	-	-
5	BSc HS T 105	BSc HS P 102	Basic computing/ Digital Fluency	01	01	02	01	01	02	40	10	50	14	4	18	2	40	10	50	14	4	18	2
6	BSc HS T 106	BSc HS P 106	Basic Bakery	01	01	02	01	01	02	40	10	50	14	4	18	2	40	10	50	14	4	18	2
7	BSc HS T 107		Culinary History/ HACCP	02	00	02	2	00	2	40	10	50	14	4	18	2	-	-	-	-	-	-	-

8	BSc HS T 108		Universal Human Value	02	00	02	2	00	2	40	10	50	14	4	18	2	-	-	-	-	-	-	-
9	BSc HS T 109		Sanskrit	02	00	02	2	00	2	40	10	50	14	4	18	2	-	-	-	-	-	-	-
10	BSc HS T 110		Communication. Skills	02	00	02	2	00	2	40	10	50	14	4	18	2	-	-	-	-	-	-	-
				20	4	20	18	4	22	440	160	600	154	60	214	22	200	100	300	70	36	106	12
			Total (th + pr)									600							300				900

Semester 2

Sr. No	Theory Sub. Code	Practica l Sub. Code	Sub Name	Teaching Scheme In Hours						Examination Scheme													
				Load Per Week			Credit			Theory						Practical							
										Maximum Theory Marks			Minimum Marks For Passing			Exam Hour	Maximum Practical Marks			Minimum Marks For Passing			Exam Hours
				Th	PR	Total	Th	Pr	Total	University	Int.	Total	Th	Int.	Total		Unive rsity	Int.	Total	Universit y	Int.	Total	Pr
1	BSc HS T 201	BSc HS P 201	Food Production	03	01	04	2	1	3	60	40	100	21	14	35	3	60	40	100	21	14	35	4
2	BSc HS T 202	BSc HS P 202	Food & Beverage Service	03	01	04	2	1	3	60	40	100	21	14	35	3	60	40	100	21	14	35	4
3	BSc HS T 203	BSc HS P 203	Accommodation Operation	01	01	02	01	01	02	40	10	50	14	4	18	2	40	10	50	14	07	21	2
4	BSc HS T 204		EVS/ Hotel Maintenance	02	00	02	2	00	2	40	10	50	14	4	18	2	-	-	-	-	-	-	-
5	BSc HS T 205		Consumer behavior in hospitality Tourism/ Butler service	02	00	02	2	00	2	40	10	50	14	4	18	2	-	-	-	-	-	-	-
6	BSc HS T 206		Principles of Management / Hospitality Law	02	00	02	2	00	2	40	10	50	14	4	18	2	-	-	-	-	-	-	-
7	BSc HS T 207	BSc HS P 207	Interior Decoration(flowe r arrangement)/ Catering	01	01	02	01	01	02	40	10	50	14	4	18	2	40	10	50	14	07	21	2

			operation and Banqueting																	
8	BSc HS T 208	Food and Nutrition / Heritage Tourism	02 00 02 2 00 2 40 10 50 14 4 18 2 - - - - - - - - - -																	
9	BSc HS T 209	HID (Hotel industry development) /Organizational behavior	02 00 02 2 00 2 40 10 50 14 4 18 2 - - - - - - - - - -																	
10	BSc HS P 210	yoga	- - - - - - - - - - - - - - - 40 10 50 14 7 21 2																	
			18 22 16 4 20 400 150 550 140 56 196 20 240 110 350 84 4 133 14																	
		Total(Th+ Pr)																		900

Award of Certificate in Hospitality Studies with 42 credit after completion of First year (Semester I and II) with Four week of Industrial training.

Semester 3

SECOND YEAR III SEMESTER

Sr. No	Theory Sub. Code	Practica l Sub. Code	Sub Name	Teaching Scheme In Hours						Examination Scheme													
				Load Per Week			Credit			Theory						Practical							
										Maximum Theory Marks			Minimum Marks For Passing			Exam Hour	Maximum Practical Marks			Minimum Marks For Passing			
				Th	PR	Total	Th	Pr	Total	University	Int.	Total	Th	Int.	Total		Unive rsit y	Int.	Total	Universit y	Int.	Total	Pr
1	BSc HS T 301	BSc HS P 301	Quantity Food Production	03	02	05	2	2	4	60	40	100	21	14	35	3	60	40	100	21	14	35	4
2	BSc HS T 302	BSc HS P 302	Food & Beverage Service Operation	03	02	05	2	2	4	60	40	100	21	14	35	3	60	40	100	21	14	35	4
3	BSc HS T 303	BSc HS P303	Accommodation Operation	03	02	05	2	2	4	60	40	100	21	14	35	3	60	40	100	21	14	35	4
4	BSc HS T 304		Marketing / Laundry Operations	2	00	2	2	00	2	40	10	50	14	4	18	2							
5	BSc HS T 305	BSc HS P305	Communication Skills / Personality development	2	00	2	2	00	2	40	10	50	14	4	18	2							

6	BSc HS T 306	BSc HS P306	Advance Bakery	01	01	02	1	1	2	40	10	50	14	4	18	2	40	10	50	14	7	21	2
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7		BSc HS P307	Field Visit	00	2	2	00	2	2	-	-	-	-	-	-	-	60	40	100	21	14	35	4
8		BSc HS P308	Sports	00	2	2	00	2	2	-	-	-	-	-	-	-	40	10	50	14	7	21	2
				14	11	25	11	11	22	300	150	450	105	54	159	15	320	180	500	112	70	182	20
			Total(Th +pr)									450							500				950

Semester 4

Sr. No	Theory Sub. Code	Practica l Sub. Code	Sub Name	Teaching Scheme In Hours						Examination Scheme													
				Load Per Week			Credit			Theory						Practical							
										Maximum Theory Marks			Minimum Marks For Passing			Exam Hour	Maximum Practical Marks			Minimum Marks For Passing			
				Th	PR	Total	Th	Pr	Total	University	Int.	Total	Th	Int.	Total		Unive rsit y	Int.	Total	Universit y	Int.	Total	Pr
1	BSc HS T 401	BSc HS P 401	Advance Food Production	03	02	05	2	2	4	60	40	100	21	14	35	3	60	40	100	21	14	35	4
2	BSc HS T 402	BSc HS P 402	Food & Beverage Service Operation	03	02	05	2	2	4	60	40	100	21	14	35	3	60	40	100	21	14	35	4
3	BSc HS T 403	BSc HS P 403	Accommodation Operation	03	02	05	2	2	4	60	40	100	21	14	35	3	60	40	100	21	14	35	4
4	BSc HS T 404		Human Resources Management/ Basic Account	2	00	2	2	00	2	40	10	50	14	4	18	2	-	-	-	-	-	-	-
5	BSc HS T 405		Event Management/ Aviation	2	00	2	2	00	2	40	10	50	14	4	18	2	-	-	-	-	-	-	-
6	BSc HS T 406	BSc HS P 406	French /German /Japanese	01	01	02	1	1	2	40	10	50	14	4	18	2	40	10	50	14	7	21	2

7		BSc HS P 407	NSS	00	2	2	00	2	2	-	-	-	-	-	-	-	60	40	100	21	14	40	4
8		BSc HS p 408	Constitution of India	00	2	2	00	2	2	-	-	-	-	-	-	-	40	10	50	14	7	21	2
				14	11	25	11	11	22	300	150	450	105	54	159	15	320	180	500	91	70	147	20
			Total (th + Pr)									450							500				950

Award of Certificate in Hospitality Studies with 86 credit after completion of First year (Semester I , II, III and IV) with Four week of Industrial training.

Semester 5

THIRD YEAR SEMESTER- V

Sr. No	Theory Sub. Code	Practica l Sub. Code	Sub Name	Teaching Scheme In Hours						Examination Scheme													
				Load Per Week			Credit			Theory						Practical							
										Maximum Theory Marks			Minimum Marks For Passing			Exam Hour	Maximum Practical Marks			Minimum Marks For Passing			
				Th	PR	Total	Th	Pr	Total	University	Int.	Total	Th	Int.	Total		University	Int.	Total	University	Int.	Total	Pr
1	BSc HS T 501	BSc HS P 501	Food Production Management	03	02	05	2	2	4	60	40	100	21	14	35	3	60	40	100	21	14	35	4
2	BSc HS T 502	BSc HS P 502	Food & Beverage Service Management	03	02	05	2	2	4	60	40	100	21	14	35	3	60	40	100	21	14	35	4
3	BSc HS T 503	BSc HS P 503	Housekeeping management /Front office management	03	02	05	2	2	4	60	40	100	21	14	35	3	60	40	100	21	14	35	4
4	BSc HS T 504		Entrepreneurship Development /Facility Management	2	00	2	2	00	2	40	10	50	14	4	18	2	-	-	-	-	-	-	-
5	BSc HS T 506		Research Methodology	03	00	03	4	00	4	60	40	100	21	14	35	3							

6		BSc HS P 507	Research Project	00	2	2	00	2	2	-	-	-	-	-	-	60	40	100	21	14	35	4	
				14	8	22	12	8	20	280	170	450	98	60	158	14	180	160	400	84	56	140	16
			Total (th +pr)									450							400				850

Semester 6**THIRD YEAR SEMESTER- VI**

Sr. No	Theory Sub. Code	Practical Sub. Code	PARTICULAR	ALLOTTED MARKS	FINAL	MINIMUM PASSING MARKS	CREDIT	EXAM HOUR
1.	BSc HS P 601	internship (20 weeks)viva	INDUSTRIAL TRAINING EVALUATION OF TRAINING ON- 1. LOGBOOK & CERTIFICATE 2. PROJECT REPORT 3. APPRAISAL	200 200	700	280	16	02

			4. VIVA	100 200				
2	BSc HS P 602	Industrial tour and visits	03 INDUTRIAL VISITS / FIELD VISITS 03 REPORTS	200 200	400	160	06	02
			TOTAL		1100	440	22	04
		Total			1100			

Note: Semester six is devoted to 05 months Industrial Training.
Log Book on training should be maintained by the student and signed by
Training Co-coordinator / Head of the Department Head of Institution.
a) *Training in recognized Hotel & resorts, Travel Agency
b) *Log book to be maintain.
c) *Certificate of training to be submitted.
*On completion of training presentation is compulsory

SEMESTER 1

LEVEL	SEME STER	MAJOR		MINOR	OE(OPEN ELE)	VSC, SEC	AEC, VEC, IKS	OJT, FP, CEP, CC, RP	CUM CR/	DEGREE/CUM.CR.
		MANDATORY	ELE CTI VES							UG CERTIFICATE 44 CR
4.5	I	Foundation of Food and Beverage 2+1 cr			Hygiene and Food safety 2 cr/ Food Preservation	Basic bakery 1+1 cr	Culinary history 2 cr/HACCP	Communication 2 cr	18+4=22	
		Foundation of Accommodation 2+1 cr			Service Quality Management 2 cr/ QSR	Basic computing 1+1 cr/ Digital Fluency	UHV 2 cr			
							Sanskrit 2 cr			

SEMESTER II

LEVEL	SEMESTER	MAJOR		MINOR	OE(OPEN ELE)	VSC, SEC	AEC, VEC, IKS	OJT, FP, CEP, CC, RP	CUM CR/	DEGREE/CUM.CR.
		MANDATORY	ELE CTI VES							UG CERTIFICATE 44 CR
4.5	II	Food Production Operation 2+1 cr		Accommodation Operation 1+1 cr	EVS 2 cr/ Hotel Maintenance	Principles of Management 2 cr/ Hospitality Law	Food and nutrition 2 cr/ Heritage Tourism	Yoga 2 cr/ Sports	19+3=22	
		Food and Beverage Service Operation 2+1 cr			Consumer behaviour in hospitality tourism 2 cr/ Butler service	Interior Decoration (Flower Arrangement) 2 cr/ Catering operation and Banqueting	HID 2 cr/ Organizational Behaviour			

SEMESTER III

LEVEL	SEME STER	MAJOR		MINOR	OE(OPEN ELE)	VSC, SEC	AEC, VEC, IKS	OJT, FP, CEP, CC, RP	CUM CR/	DEGREE/CUM.CR.
		MANDATORY	ELE CTI VES							UG CERTIFICATE 44 CR
4.5	III	Quantity Food Production 2+2 cr		Accommodation Operation 2+2 cr	Marketing 2 cr/ Laundry Operations	Advance Bakery 1+1 cr	Communication 2 cr/ Personality Development	Field Visit (min 3) 2 cr	15+7=22	
		Food and Beverage Service Operation 2+2 cr						Sports 2 cr		

SEMESTER IV

LEVEL	SEME STER	MAJOR		MINOR	OE(OPEN ELE)	VSC, SEC	AEC, VEC, IKS	OJT, FP, CEP, CC, RP	CUM CR/	DEGREE/CUM.CR.
		MANDATORY	ELE CTI VES							UG CERTIFICATE 88 CR
4.5	IV	Advanced Food Production 2+2 cr		Accommodati on Operation 2+2 cr	Human Resources management 2 cr/ Basic accounts	Event Management 2 cr / Aviation	French 1+1 cr/ German / Japanese	NSS 2 cr/ Yoga	15+7=22	
		Food and Beverage Service Operation 2+2 cr						Constitution of India 2 cr		

SEMESTER V

LEVEL	SEME STER	MAJOR		MINOR	OE(OPEN ELE)	VSC, SEC	AEC, VEC, IKS	OJT, FP, CEP, CC, RP	CUM CR/	DEGREE/CUM.CR.
		MANDATORY	ELECTIVE S							UG CERTIFICATE 132 CR
4.5	V	Food Production Management 2+2 cr	Housekee ping managem ent / front office managem ent 2+2 cr	ED 2 cr		Research Methodology 4 cr		Project /Research 2 cr	16+6=22	
		Food and Beverage Service Management 2+2 cr		Facility Managem ent 2 cr						

SEMESTER VI

B.Sc HS T – I FOUNDATION OF FOOD AND BEVERAGE SERVICE

Semester I)

Lecture: 3 Hours per Week

Credit: 02

Theory – 60

Internal -40

Total – 100

UNIT	C O N T E N T	MARKS
I	<ul style="list-style-type: none"> • Introduction to Food & Beverage Service Industry. • Food and Beverage sectors. • Classification according to priority (Primary and Secondary) • Classification according to motive (Commercial, Residential / Non-residential, Welfare- (Industrial / Institutional / Transport such as air, road, rail, sea, etc.) • Classification according to market/ types of guest. • Inter- departmental relationship with other departments. <p>The Food & Beverage Service Equipments</p> <ul style="list-style-type: none"> • Types , Size , Capacities , uses , care and maintenance of Glassware ,Chinaware and Tableware. • Criteria for selection of Glassware, Chinaware and Tableware. • Type of linen & Furniture. • Side Station / Dummy waiter – importance and use. • Different types of Trolley • Information about EPNS articles. • French terms related to above. 	15
II	<p>Departmental organization and Staffing</p> <ul style="list-style-type: none"> • Organisation structure of F & B department of a hotel. • Principle, Staff of various types of F & B operations. • Duties & Responsibilities of F&B manager, Restaurant manager, Head waiter, Captain, Waiter . • Attribute of Waiter • Do's & Don'ts of Waiter (Positive & Negative Attitude) • French terms related to staffing. • Mise-en-Scène. • Mise-en-place. 	15

	<ul style="list-style-type: none"> • Receiving the Guest. • Points to be remembered while laying a Table. • Points to be observed while waiting at a table. 	
III	<p>Introduction</p> <ul style="list-style-type: none"> • Definition of cooking • Origin of modern cookery • Escoffier, Marie Antonie Careme • Nouvelle cuisine • Aims and objectives of cooking • Weight and volumes Equivalent (conversion tables)(American ; <u>British</u>) • Temperature conversion °C to °F <p>Attitude and Skill in Kitchen.</p> <p>A classification of raw materials according to their functions</p> <ul style="list-style-type: none"> • Foundation material • Salt • Liquid • Sweetening • Fats and Oils • Raising Agents • Thickening Agents • Flavors <p>Seasonings</p>	15
IV	<p>Kitchen Organization</p> <ul style="list-style-type: none"> • Classical kitchen brigade - Duties and Responsibilities • Kitchen staffing in various categories of Hotels • Inter-departmental co-ordination • Different sections of food production department • Tools and utensils used in kitchen <p>Milk and Milk Products :</p> <ul style="list-style-type: none"> • Introduction, • Processing of Milk, • Pasteurization, • Homogenization, • Milk in Various Forms e.g. Toned, Powder, Condensed and Evaporated etc., 	15

Books :-

1. Andrews, S. (2003). Food and Beverage Service (Training Manual). New Delhi : Tata Mc Graw-hill .
2. Dennis Lillicrap, J. C. (2002). Food and Beverage Service. London : Hodder and Stoughton Educational.
3. Dhawan, V. (2003). Food & Beverage Service . New Delhi : Fraank Bros & co. (Publishers) ltd.
4. Singaravelavan, R. (2011). Food and Beverage Service. New Delhi : Oxford University press.

5. Ahmed, M. (2005). Food and Beverage Services. New Delhi : Anmol Publication.
 Verghese, B. (1999). Professional Food and Beverage Service Management. Bangalore: Macmillan Indian ltd

Sr. No.	Name of Book	Volume	Author	Publication	Year	City
1	Modern Cookery -	I,II	Thangam E Philip	Oreint Longman	1988	Mumbai
2	Theory Of Cookery	I	Krishna Arora	Frank Bros & Co.	2005	New Delhi
3	Professional Charcutier -	I	John Kinsella, David Harvey,	Margaret K. Burns	1996	
4	Food Preparation and Cooking-,	II	Thornes Stanley	Ellenborough House,	1993	Wellington Street
5	Professional; Cooking	III	Wayne Gisselen	John Wiley and Sons	1995	Canada

B.Sc HS P- I FOUNDATION OF FOOD AND BEVERAGE SERVICE
Semester I)

Lecture: 2 Hours per Week
 Credit: 01

Practical – 60
 Internal -40

Total – 100

Sr. No	Content
1.	Restaurant Etiquettes
2.	Restaurant Hygiene Practices
3.	Identification of Equipments
4.	Laying and Relaying of Table Cloth
5.	Napkin Folds
6.	Carrying a Salver and Tray
7.	Service of Water
8.	Handling Of Service Gear-
9.	Carrying Plates ,Glasses
10.	Crumbing and Clearance

Sr.No	C O N T E N T
1	Cut of vegetable 1. intro to equip / Rota / Indenting
2	Indian Menus - 2 (Six Course Menu) Roties - 3 Varieties Dal - 3Varieties Vegetable 3/ Paneer 2 Varieties Meat 2/Chicken2/Fish2 Varieties Rice - 3 Varieties Sweets - 4 Varieties
3	Continental -3(Six course menu) Soup (Thick, Thin, Cream soups) Main course (Four vegetarian, Four non-vegetarian) Accompaniments(vegetables, salads, potatoes) Desserts (Sundae, Caramel Custard, Honeycomb mould, coffee mousse, college pudding, trifle pudding, fresh fruit platter, Chocolatepudding)
4	Snack Menu- 4 South Indian ,Parathas, North Indian ,Poha / Cutlets

Semester I B.Sc HS T

FOUNDATION OF ACCOMMODATION OPERATION - I

Lecture: 3 Hours per Week
Credit: 02

Theory – 60
Internal -40

Total – 100

UNIT	C O N T E N T	MARKS
I	<p>Introduction</p> <p>Introduction and Importance of Hotel House-Keeping Department • Basic layout of Housekeeping Department</p> <p>Co-ordination of accommodation department with other departments of the hotel • Responsibility of House- Keeping department</p> <p>Rules on guest floor</p> <p>Use of computers in housekeeping department</p> <p>House Keeping Department</p> <p>Organization of HK department. (Large /medium/Small)</p> <p>Job description and Job specification of staff in the House Keeping department. • Professionalism in House Keeping • Aims of professional Housekeeper • Qualities of House Keeping staff • Guest Relations and Human Relation</p> <p>Employee check in area • Gate pass</p> <p>House Keeping desk - Importance, Role, Co-ordination,.. • General operations of control desk. •</p>	15
II	<p>Briefing, Debriefing,</p> <p>Daily cleaning -(Occupied / Departure / Vacant/ Under Repair /VIP) • Weekly cleaning • Spring cleaning • Public area cleaning (Lobby/cloakroom/Restaurant/ Bar/Banquet Halls / Admin officer lifts and Elevations / staircase /Back areas / Front areas/Corridor) • Contract Cleaning • Evening service • Second service</p> <p>House Keeping Pantry - Indenting from stores, layout of floor pantry. • Handling Lost and Found - Guest articles and Hotel articles.</p>	15

III	<p>Introduction To Hotel Industry</p> <p>Definition of Hotel • Development of Hotel industry with reference to India and world • Classification of Hotel • Star classification • Locations • Size • Type of Clientele</p> <p>Staff organization of front office (small, medium, large, hotels) • Types of rooms • Food Plans • Food plans signs, • Symbols and abbreviations used operations in Front office operations.</p> <p>Hotel Brochures and Tariffs.</p> <p>Different types of room rates Basis of charging tariffs Use of brochure and tariffs</p>	15
IV	<p>Introduction to Front Office Department Importance of Front Office Department</p> <p>Different sections of front office department</p> <p>Layout of Front Office (lobby and back office) • Equipments and furniture of Front Office</p> <p>Symbols and abbreviations used operations in Front office operations</p> <p>Importance and Role of Front Office staff.</p> <p>Personality traits of front office staff</p>	15

SEMESTER 1 BScHS P
FOUNDATION OF ACCOMMODATION OPERATION
(P R A C T I C A L)

Lecture 2 Hours per

Practical-100

Week Credit 01

S no	C O N T E N T
I.	Public area cleaning
II.	Guest Room cleaning ; Guest Room supplies - Standard, Regular; VIP and VVIP,
III.	Organizing and use of maid's Trolley

IV.	Bed making (Morning and Evening)
V.	Reports, Forms ,Formats and Registers used in Housekeeping department and front office
VI.	Do's and Don'ts of I. Front desk
VII.	Handling of Brochures Handling Tariff cards , Industrial Visit to hotel :- Front Office
VIII.	Telephone handling - Telephone manners,

Assignments:

1. Project on Housekeeping Supplies, List of guest supplies and amenities kept in different categories of hotels of Nagpur city
2. Visit to local hotel to see House Keeping department and Rooms
3. Visit to three hotels of city and collect the tariff card and brochures of the hotel.
4. Tourism information of Indian States and Capital,
5. Local City Knowledge.

Books Recommended:

Sr. No.	Name of Book	Volume	Author	Publication	Year	city
1	Hotel housekeeping Operations and Management	II	G. Raghulalan Smritee	Oxford University Press	2007	New Delhi
2	Professional management of Housekeeping operations	----	Robert J. Martin	John Wiley and Sons	1986	New York
3	Hotel Hostel	----	John C.	Arnold Ltd.	----	London
	and Hospital Housekeeping		Branson/Margaret Lennox	(ELBS)		
4	Hotel Housekeeping Training manual	----	Sudhir Andrews	Tata Mc Graw Hill	2013	Delhi

5	Professional Housekeeping	IV	Tucker Schneider		1998	----
6	Housekeeping Management for Hotels and Residential Management	----	Rosemary Hurst	William Heinemann	1980	----
7	Accommodation and Cleaning Service	I,II	David / Allen	Hutchinson educ.	1983	----
8	Managing H.K. Operations	II,III	Margaret Kappa.	Educational 1st of the Amer Hotel	1997,2008	----
9	Housekeeping for Hotels, Motels, Hospitals, Clubs and Schools	----	Grace Brigham	Arnold Hienman, Indiana	----	----

(Semester I) B. ScHS T

Hygiene and Food Safety

Lecture: 2 Hours per Week

Credit 02

Theory 40
Internal 10

Total -50

UNIT	CONTENT	MARKS
I	<ul style="list-style-type: none">• The place of hygiene in the hotel and catering industry.• Types of hygiene <p>Personal hygiene</p> <p>Food hygiene</p> <p>Environmental hygiene</p> <ul style="list-style-type: none">• Relationship of right clothing to personnel comfort and as aid to efficiency. • Choice and care of protective clothing.	10
II	<ul style="list-style-type: none">• Types of food according to shelf life• Types of food storage-dry storage and cold storage with temperature• Selection of vegetables• Selection of fish	10
III	<p>Safety with equipment</p> <ul style="list-style-type: none">• Dangerous machine• Electrical equipments• Gas equipment• Dish washing types Manual and electronic• Dish washing machine- comparative merits and demerits.	10
IV	<p>Work place safety</p> <ul style="list-style-type: none">• In the bar• In the cellar• In the kitchen• In the restaurant• In housekeeping• In reception• In leisure	10

Books Recommended:

Sr. No.	Name of Book	Volume	Author	Publication	Year	City
1	Food hygiene for food handlers	2 nd	Trickett Jill	The Macmillan press Ltd.	1992.	
2	The science of catering	2 nd	J.A. Stretch and H.A. Southgate	Edward Arnold	1986	
3	Success in principles of catering	2 nd	Michael Colleer and Colin Sussams		1988	
4	Safety in Catering		Hater Roy	A guide for supervisors and managers. The Macmillon press Ltd.	1988	
5	Principles of first aid			St. John's Ambulance Brigade, Red cross society.		

(Semester I) B. ScHST

FOOD PRESERVATION

Lecture: 2 Hours per Week

Credit 02

Theory 40
Internal 10

Total -50

UNIT	CO N T E N T	MARKS
I	1. Introduction 2. Preservation principles of Food 3. Food Protection, Storage and Preparation	10
II	1. Purchasing Receiving and Storage 2. The technology of Fruits and Vegetable Processing 3. Food Safety & Quality Systems 4. Food Packaging	10
III	1. Food Processing and Preservation 2. Freeze-drying 3. Canning and cooking 4. Quality methods of food preservation	10
IV	1. Microwave processing 2. High-pressure processing 3. Cereals and pulses	10

SEMESTER 1 BScHS T
SERVICE QUALITY MANAGEMENT

Lecture: 2 Hours per Week

Credit: 02

Theory – 40

Internal -10

Total – 50

Books	I	<ul style="list-style-type: none"> • What is service quality management system • SQM and its need • Its benefits in hospitality .Purpose 	10
	II	<ul style="list-style-type: none"> • . Five elements of Service Quality • Tangibility ,reliability ,Responsiveness,assurance and empathy. • Its purpose and measurement 	10
	III	Steps in obtaining service quality Quality management system in service industry	10
	IV	Tools for Service Quality Management –Complaint management ,Audit, Document management --- ISO CERTIFICATION	10

Recommended :

- Service Quality in Leisure, Events, Tourism and Sport J. Buswell C. Williams K. Donne C. Sutton CABI 2016 978-1780645445
- Service Failures and Recovery in Tourism and Hospitality: A Practical Manual E. Koc CABI 2017 978-1786390677
- Service Quality Management in Hospitality, Tourism, and Leisure Connie Mok, Beverley Sparks, Jay Kadampully Routledge 2013 1136386564, 9781136386565

SEMESTER 1 BScHS T -
QSR Quick Service Restaurant

Lecture: 2 Hours per Week

Credit: 02

Theory - 40

Internal -10

I	Introduction to QSR Its core functions ,communication	10
II	Understanding guest and guest satisfaction Guest expectation and how to meet them	10
III	Enhancing skills in quality control ,food safety and processes related to safety and security	10
IV	Inventory management ,stock sheet preparing ,indent making food cost and controlling ,shift management	10

SEMESTER 1 BScHS T - BASIC BAKERY

Lecture: 1 Hours per Week

Credit: 01

Theory - 40

Internal -10

I	<p>Introduction Scope of Bakery & Confectionery, Bakery terms. • Organization chart of Bakery.</p> <p>Raw material required for bread making: - Role of flour, water, yeast, salt - Sugar, milk and fats Preparation of cookies and biscuits. Factors affecting the quality of biscuits / cookies.</p>	10
II	<p>Basic Baking Equipment & Uses Basic Baking Terminology Oven & Baking: Knowledge and working of various • types of oven. ,• confectionery goods.</p>	10
III	<p><u>Cookies/Brownies</u></p> <ul style="list-style-type: none"> • Types of cookies • Mixing methods • Storing different cookie dough 	10
IV	<p>Cake Making Methods Sugar butter process, • Flour butter process, • Genoise method • Blending and rubbing method.</p>	10

SEMESTER 1 BScHS P BASIC BAKERY

(PRACTICAL)

Lecture 2 Hours per
Week Credit 01

Practical-100

S no	CONTENT
	<u>Chocolate making</u> tasting, smelling, appearance
	<u>Basic Mixing Methods/Quick Breads, Cakes</u> Muffin, Creaming methods
	<u>Biscuit Method-Pie/Tart Dough</u> different types of pie/sweet tart dough
	<u>Cookies/Brownies</u> <ul style="list-style-type: none">• Types of cookies• Mixing methods
	Pies Cookies Candies Cakes Pastries

**SEMESTER 1 BScHS T -
BASIC COMPUTING**

Lecture: 1 Hours per Week

Credit: 01

Theory - 40

Internal -10

I	Introduction to Computer Systems <ol style="list-style-type: none"> 1. Computer Fundamentals <ul style="list-style-type: none"> • Features of a Computer System • Block Diagram of a Computer System 	10	SEMESTER 1 BScHS P 106 BASIC COMPUTING
II	<ol style="list-style-type: none"> 1. Microsoft Word <ul style="list-style-type: none"> • File Commands: Open, Save, Print, Page Setup • Editing: Cut, Copy, Paste, Find, Replace • Formatting Commands: Fonts, Bullets, Borders, Columns, Tabs, and Indents • Tables and AutoText • AutoCorrect and Mail Merge <p>Hyperlinks in Word Documents</p>	10	
III	Microsoft PowerPoint and Microsoft Excel <ol style="list-style-type: none"> 1. Microsoft PowerPoint <ul style="list-style-type: none"> • Introduction to PowerPoint • Slide Layout and Design 2. Microsoft Excel <ul style="list-style-type: none"> • Introduction to Excel and its Features • Data Entry and Formatting in Excel 	10	
IV	Internet and E-mail <ol style="list-style-type: none"> 1. Introduction to the Internet <ul style="list-style-type: none"> • History and Pre-requisites 2. E-mail and Communication Services <p>E-mailing: Sending and Receiving Emails</p>	10	

(PRACTICAL)

Lecture 1 Hours per
Week Credit 01

Practical-100

S no	C O N T E N T
1.	3 Practical related to Internet, E-Mail, CV writing.
2.	3 Practical related to MS-WORD
3.	3 Practical related to MS EXCEL
4.	3 Practical related to MS POWERPOINT PRESENTATION

**SEMESTER 1 BScHS T -
DIGITAL FLUENCY**

Lecture: 2 Hours per Week

Credit: 02

Theory – 40

Internal -10

I	<p>Introduction to Digital Fluency</p> <p>Definition and importance of digital fluency in the travel and tourism industry</p> <p>1. Digital Literacy Skills</p> <ul style="list-style-type: none"> • Basic computer skills required for digital fluency • Internet browsing and online search techniques • Introduction to common software applications used in the industry (e.g., Microsoft Office, G Suite) 	10
II	<p>1. Digital Communication</p> <ul style="list-style-type: none"> • Email etiquette and professional communication skills • Using social media platforms for business purposes <p>Introduction to video conferencing and virtual collaboration tools</p>	10
III	<p>1. Online Research Techniques</p> <ul style="list-style-type: none"> • Effective strategies for conducting online research • Evaluating the credibility and reliability of online sources <p>2. Introduction to Digital Marketing</p>	10

	<ul style="list-style-type: none"> • Overview of digital marketing in the travel and tourism industry 	
IV	<p>1. Online Advertising and Analytics</p> <ul style="list-style-type: none"> • Introduction to online advertising platforms (e.g., Google Ads, Facebook Ads) <p>Tracking and analysing digital marketing performance using analytics tools</p> <p>2. Cybersecurity Fundamentals</p> <ul style="list-style-type: none"> • Understanding the threats and risks in the digital landscape • Common cybersecurity best practices for individuals and organizations 	10

BSCHS T
History and Culinary art

Lecture: 2 Hours per Week
 Credit: 02

Theory – 40
 Internal -10

Total – 50

Unit	Content	Marks
Unit 1	Introduction to Culinary Arts: Definition of Culinary Arts, Culinary concepts, Evolution of culinary arts, Relation between culinary Arts and Science, Challenges and issues in culinary industry.	10
Unit II	Introduction of Indian Cuisine: Introduction to Indian Cuisine, factors influencing Indian cuisine, cultural and philosophical influence on Indian cooking,, Royal kitchens of India.	10
Unit III	The Professional Chef: Personality Traits of a Culinary Professional, Qualities of a Chef, Standards of Professionalism, Chef as a Businessperson, Time Management, Identifying personal objectives and goals, Culinary Terms.	10
Unit IV	Basic Indian gravies: Basic gravies in different region (regional and sub-regional gravies), wet masalas and pastes, Awareness on Traditional Indian Kitchen: Mise en Place: Definition, Importance, Techniques in hot and cold kitchen, various types of textures. Sensory analysis. Indian Cooking Methods: Classifications of cooking methods,	10

BSCHS –T
HAZARD ANALYSIS AND CRITICAL CONTROL POINT (HACCP)

Lecture: 2 Hours per Week

Credit: 02

Theory – 40

Internal -10

UNIT	CONTENT	MARKS	Total – 50
I	HACCP:- HACCP'S Seven Principles, Flow Chart Contents of a HACCP Plan, Definitions, Advantages of HACCP,	10	
II	Standard Operating Procedures SOP's:- SOP's to control contamination of food, purchasing, food Preparation, Facility Equipment, job lists, job breakdowns, The HACCP team.	10	
III	Hazard Analysis:- Analyzing the hazards, Hazards for the HACCP team to consider chemical hazards, food allergens, flow charts, Hazard analysis process.	10	
IV	Critical Control points:- Identifying critical control points, establish critical limits for preventive measures, monitoring critical control points, taking corrective action	10	

BSCHS –T

UHV

Universal Human Values

Lecture: 2 Hours per Week

Credit: 02

Theory – 40

Internal -10

Total – 50

UNIT	CONTENT	MARKS
I	Introduction to value education Basic human aspiration Nature acceptance	10
II	Other feelings in relationship Gratitude and love Trust Respect	10
III	Harmony in human being Harmony in self and body	10
IV	Self exploration Happiness and prosperity	10

(Semester I) B. Sc HST

SANSKRIT

Lecture: 2 Hours per Week

Credit: 02

Theory - 40

Internal - 10

Total - 50

B.Sc. (Hospitality Studies) Semester I Paper 1 Sanskrit		Theory 60 Marks
1) Selected Prakaranas from वैद्यकीय —सुभाषित —साहित्यम्		
(Author - Shri Aditya Ltd. Prakarana, Mahal Nagpur	40 Marks	
Chapter - 10 - Jala Prakaranam		
11 - Anna Prakaranam		
12 - Vividhashitpeet Prakaranam		
13 -Bhojanavidi Prakaranam		
2) Abhyaspustakam - (विश्वासः)	20 Marks	
प्रकाशन — संस्कृतभाष्यती, बैगलुरु — 85		
Module I - Jai Prakaran, Anna Prakaranam	20 Marks	
Module II -Vividhashitpeet Prakaranam, Bhojanavidi	20 Marks	
Prakaranam		
Module III - Abhyaspustakam	20 Marks	
3) Internal	40 Marks	
Semester I Paper 1 Sanskrit Paper Pattern		
		Theory 60 Marks
वैद्यकीयसुभाषित — साहित्यम्		
Q.1	a. Translation (2 out of 4)	10 Marks
	b. Reference to Context (2 out of 4)	10 Marks
	c. Short notes (2 out of 4)	10 Marks
Q2.	Long Answer question (1 out of 2)	10 Marks
अभ्यासपुस्तकम्		
Q.3	a. Match the followings	05 Marks
	b. Fill in the blanks	05 Marks
	c. Complete the Sentence	05 Marks
	d. Make the Sentence	05 Marks

(Semester I) B .Sc HS T

GENERAL ENGLISH and COMMUNICATION

Lecture: 2 Hours per Week

Credit: 02

Theory – 40

Internal -10

Total – 50

UNIT	CONTENT	MARKS
I	<p>Report Writing</p> <ul style="list-style-type: none">• Feasibility Studies • Sales Report • Report on College Gathering • Summer Training etc. <p>Writing Skills and Letters</p> <p>Complaint letter • Enquiry letter • E-mail writing • Quotation letter notices, circulars, advertisements, press notes, memos, etc</p>	10
II	<ul style="list-style-type: none">• Writing a Bio-data / Résumé or Application for a job /Précis Writing Expressing the same idea / thought in different ways / Paragraph writing.	10
III	<p>Types of communication.</p> <ul style="list-style-type: none">■ Formal-informal, verbal-non verbal, directions of communication, Importance of body language, eye contact, facial expression, etc. in verbal communication.■ Barriers of Communication■ Types of Barriers. – Their types (Physical, Mechanical, semantic, cultural, psychological), ways of overcoming barriers of communication	10
IV	<p>Aspects and Types of Communication:</p> <p>The communication Process – an introduction, its definition, sender-receiver variable, the importance of a meaningful feedback.</p> <p>Non verbal and Barriers of Communication:</p> <p>Bar chart, pie chart, organizational chart – The importance of Non Verbal Communication. Difference between verbal and non-verbal communication</p>	10

Books Recommended:-

Sr. No.	Name of Book	Volume	Author	Publication	Year	City
1	English Grammar		Wren and Martin	VIS. Soni	2014	
2	Examine your English		Margaret M. Malson	Orient Longman	1964	
3	Common Mistakes in English		T.J.Fitkies	Orient Longman	2000	
4	Developing Communication Skills		Krishna Menon and Meera Banerjee	Macmillan India Ltd.		
5	Communications in Tourism and Hospitality		Lynn Van Der Wagen	Hospitality Press.	1997	

SEMESTER II

B.Sc HS T -

FOOD PRODUCTION OPERATION

Lecture: 3 Hours per Week

Credit: 02

Theory - 60

Internal -40

Total - 100

UNIT	CONTENT	MARKS
I	Basic Methods of Cooking Heat Transfer : Conduction, Convection; Radiation Methods: Boiling, Baking; Simmering; Stewing; Braising; Broiling; Poaching; Grilling; Roasting; Frying, Steaming. Texture. Soups: Definitions; Classification, Consommé (recipe lt.), garnishes for all kinds of soups, accompaniments for soups	15
II	Foundation of continental cookery Stocks: Definitions; classification, Preparation, recipe of 1 lt. storage, uses, care, (7) golden rules of stock making.	15
III	. Vegetables, Fruits and Nuts. Classification, Selection, Storage, uses and names in vernacular names. Egg Cookery Introduction, Structure and Selection, Methods of Cooking and Uses of Eggs in Cookery.	15
IV	Foundation of continental cookery Sauces : Definition: Classification/ compositions, recipe of mother sauces - 1 lt. Derivatives- any 5 , Fumets, Glazes, Essences, Aspics,	15

(Semester II) BSC HS

FOOD PRODUCTION OPERATION

(PRACTICAL)

Lecture: 2 Hours per Week

Credit: 01

Practical - 60

Internal -40

Total - 100

Sr.No.	CONTENT
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1	Breads:-2 Basic Breads Varieties Such as French loaf, Garlic Bread, Banana Bread, Bread Rolls, Bread Sticks, Dinner Rolls.
2	Cakes :-2 Sponge cake- Fatless Sponge – Black forest Gateaux, Pineapple, Strawberry, Chocolate Mango, Eggless Sponge- Genoese Sponge
3	Pastries:-4 Short Crust- Pie, Tarts, quiche, flans Danish – Pinwheels, Puff – Palmiers, Croissant, Veg. Puff, Chicken Puff, Vol-au-vents, Cheese Straws. Choux- Profiteroles, Cho. Éclairs.
4	Egg Preparations, 1 Omelettes, poached, scrambled, mollet, en cocotte, fried, Sunny Side up, Double side up, Boiled, Baked.
5	04 Continental menus.
6	3 Indian Menus
7	1 Break Fast Menus. (Indian)

B.Sc HS T –
FOOD AND BEVERAGE SERVICE OPERATION
Semester II)

Lecture: 3 Hours per Week

Credit: 02

Theory – 60

Internal -40

Total – 100

UNIT	C O N T E N T	MARKS
I	<p>Menus and Covers Introduction</p> <ol style="list-style-type: none"> 1. Cover- definition; 2. Different types. 3. Different layouts. <p>Menu Planning, considerations and constraints, Different Menu and Terms used.</p>	15
II	<p>Classical Menu French and Indian</p> <ol style="list-style-type: none"> 1. Classical Foods and its Accompaniments with cover. 2. Indian Regional dishes and its accompaniments and service. <p>Service and classification of :-</p> <ol style="list-style-type: none"> 1. Ice-cream, 2. Cheese 3. Salads 4. Sandwiches 	15
III	<p>Non – Alcoholic Beverages</p> <ol style="list-style-type: none"> 1. Classification- 2. Stimulating, 3. Nourishing, 4. Refreshing. 5. Hot Beverages – Types, and its service method 6. Cold Beverages – Types, and their service method. 	15
IV	<p>Control Methods</p> <ol style="list-style-type: none"> 1. Necessity and functions of a control system, Billing Methods – Duplicate and Triplicate System. 	15

Books	<ol style="list-style-type: none"> 2. KOTs and BOTs uses and its types. 3. Computerized KOTs (KitchenOrder Ticket, Beverage Order Ticket) 4. Flow chart of KOT Presentation of bill. 	:-
	<ol style="list-style-type: none"> 6. Andrews, S. (2003). Food and Beverage Service (Training Manual). New Delhi : Tata Mc Graw-hill . 7. Dennis Lillicrap, J. C. (2002). Food and Beverage Service. London : Hodder and Stoughton Educational. 8. Dhawan, V. (2003). Food & Beverage Service . New Delhi : Fraank Bros & co. (Publishers) ltd. 9. Singaravelavan, R. (2011). Food and Beverage Service. New Delhi : Oxford University press. 10. Ahmed, M. (2005). Food and Beverage Services. New Delhi : Anmol Publication. 11. Verghese, B. (1999). Professional Food and Beverage Service Management. Bangalore: Macmillan Indian ltd 	

(Semester II) BSC HS

Food And Beverage Service Operation

(P R A C T I C A L)

Lecture: 2 Hours per Week

Credit: 01

Practical - 60

Internal -40

Total - 100

Sr. No	C O N T E N T
1	Planning of 13 Course French Classical menus.
2	Course wise service of food- pre plated, Silver Service.
3	Service of non alcoholic beverages.
4	Clearance of dishes from the table.
5	Service of Ice-cream, Cheese, Salads and Sandwiches and savouries.

B.Sc HS T – II SEMESTER

FOUNDATION OF ACCOMMODATION

Semester II)

Lecture: 2Hours per Week

Credit: 01

Theory – 40

Internal -10

Total – 50

UNIT	CONTENT	MARKS
I	<p>Cleaning Equipment</p> <p>Types of equipments • Operating principles of equipment • Storage, use, upkeep, Maintenance • Selection • Brand Names</p> <p>Cleaning Agents</p> <ul style="list-style-type: none">• Types of cleaning agents • Characteristics of good cleaning agent • Ph scale and cleaning with their application • Cleaning products	10
II	<p>Housekeeping Supervision</p> <ul style="list-style-type: none">• Importance of supervision• Checklist for inspection• Dirty Dozen <p>Key Control</p> <ul style="list-style-type: none">• Computerized keys• Manual keys <p>Key Control Procedures Discard Management Linen</p> <p>Uniform</p> <ul style="list-style-type: none">• Records and Formats maintained for discard Management	10
III	<p>Registration</p> <p>Handling Registration for individuals • Handling Registration for groups • Handling Registration foreigners • Notification slips • Handling of Different types of VIP's • Categories of VIP's • Room change Procedure</p> <ul style="list-style-type: none">• Knowledge of passport, VISA for registration purpose. <p>Bell Desk Operation</p> <p>Importance and base role played by the bell desk, Bell boy, control Handling of luggage, Left luggage, procedure Handling of group luggage, Bell desk and concierge, Handling of scanty baggage, Paging systems</p>	10
IV	<p>Reservations</p> <p>Importance of guest cycle (Various stages, sectional staff in contact during each stage)</p>	10

	Modes and sources of reservation. Procedure for taking reservations Computerized system (CRS, Instant reservations) Types of reservation (guaranteed, confirmed, groups, FIT) Procedure for amendments, cancellation and overbooking.	
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Books Recommended:

Sr. No.	Name of Book	Volume	Author	Publication	Year	City
1	Hotel Front Office Training Manual	III	Sudhir Andrews	Publishing Company limited	1982	
2	Accommodation Operations		D. Collins	Plymouth Macdonald Evans	1967	
3	Tourist Information Series, Publication Division			Ministry of information		New Delhi

Sr. No.	Name of Book	Volume	Author	Publication	Year	city
1	Hotel housekeeping Operations and Management	II	G. Raghulanan Smriti	Oxford University Press	2007	New Delhi
2	Professional management of Housekeeping operations		Robert J. Martin	John Wiley and Sons	1986	New York
3	Hotel Hostel and Hospital Housekeeping		John C. Branson/Margaret Lennox	Arnold Ltd. (ELBS)		London

B.Sc HS P –

ACCOMMODATION OPERATION

Semester II) (PRACTICAL)

Lecture: 2 Hours per Week
Credit: 01

PRACTICAL- 50
Internal -10
Total – 50

Sr. no	CO N T E N T
I	Work cards for Cleaning and polishing of various surfaces in hotel A) Metals: copper, Brass, silver, aluminum and steel Bronze B) Glass Laminated Surface C) Wood and allied surface D) Leather, Rexene, Rubber, E) plastic and ceramic F) Stone, Marble and Granite
II	Washing of fabric: Hand wash, Machine wash, Bleaching of fabric, starching (Rice /sago / Branded starching material) Ironing.
III	Knowledge of records and formats used in reservation Reservation Procedure Filling of reservation forms. Procedure for room change.

(Semester II) BSc HS T

DISASTER MANAGEMENT (EVS)

Lecture: 2 Hours per Week

Theory 40
Internal 10

Credit 02

Total -50

Text	UNIT	CONTENT	MARK
	I	Definition and types of disaster Hazards and Disasters, Risk and Vulnerability in Disasters, Natural and Man-made disasters, earthquakes, floods drought, landside, land subsidence, cyclones, volcanoes, tsunami, avalanches, global climate extremes..	10
	II	Man-made disasters: Terrorism, gas and radiations leaks, toxic waste disposal, oil spills, forest fires	10
	III	Training, awareness program and project on disaster management Training and drills for disaster preparedness, Awareness generation program, Mini project on disaster risk assessment and preparedness for disasters with reference to disasters in Sikkim and its surrounding areas.	10
	IV	Study of Important disasters Earthquakes and its types, Earthquakes, Landside). Social Economics and Environmental impact of disasters	10

Books: 1. Disaster Management Guidelines, GOI-UND Disaster Risk Program (2009-2012) 2. Damon, P. Copola, (2006)

Introduction to International Disaster Management, Butterworth Heineman. 3. Gupta A.K., Niar S.S and Chatterjee S. (2013)

Disaster management and Risk Reduction, Role of Environmental Knowledge, Narosa Publishing House, Delhi. 4. Murthy

D.B.N. (2012) Disaster Management, Deep and Deep Publication PVT. Ltd. New Delhi. 5. Modh S. (2010) Managing Natural

Disasters, Mac Millan publishers India LTD.

(Semester II) B. ScHST

Hotel Maintenance

Lecture: 2 Hours per Week

Credit 02

Theory 40
Internal 10

Total -50

UNIT	CONTENT	MARK
I	Maintenance and Replacement Policy Definition of maintenance, scope, objectives of maintenance, role and importance of maintenance department, Duties and responsibilities of maintenance department staff. Types of maintenance with examples of each, Advantages and disadvantages. Contract of Maintenance Definition and procedure, types. Advantages and disadvantages	10
II	Various plumbing fixtures. Types of sanitary traps and their applications. Fuels and Electricity. Importance of earthing. Safety devices such as fuse, circuits breaker. Methods of lighting (Direct, Indirect),	10
III	Energy conservation and Safety in hotel Industry Importance of energy conservation. Simple methods of Energy conservation.. Various security systems for hotel (Key control, Door, valuable guest, CCTV).	10

IV	Refrigeration and Air conditioning types, properties of good refrigerant, unit of refrigeration, Types of AC systems: Central AC, Window AC, Working of AC and its components Ventilation: its need and types.	10
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CONSUMER BEHAVIOUR IN HOSPITALITY & TOURISM

SEMESTER II BSCHS T

CREDIT; 2

LECTURE 2 PER WEEK

THEORY 40

INTERNAL 10

TOTAL 50

UNIT	CONTENT	MARKS
I	Introduction to the module & The history of tourist behaviors <ul style="list-style-type: none"> • Main Concepts in consumer behaviors & Motivators • The nature of demand in different segments of tourism market • Consumer behavior and markets in the different sectors of tourism) 	10
II	Researching tourist behavior- marketing research The marketing mix and tourist behavior The emergence of new markets and changes in tourist demand Quality and tourist satisfaction	10
III	GROUP INFLUENCES ON CONSUMER BEHAVIOUR BEHAVIOUR <ul style="list-style-type: none"> • Reference Group Influence & Group Dynamics • Family Buying Influences, Family Life-cycle and Buying Roles • Cultural and Sub-Cultural Influences 	10
IV	CONSUMER BEHAVIOUR – ISSUES AND CONCEPTS <ul style="list-style-type: none"> • Consumer Behaviour – Nature, Scope, and Application • Consumer Behaviour and Life-style Marketing • Organizational Buying behaviour 	10

Required Books

Swarbrooke,J. and Horner,S. (2006). Consumer Behaviour in Tourism. Oxford: Butterwoth Heinemann.

Additional Readings

Pizam,A and Mansfeld,Y. (2000). Consumer Behavior in Travel and Tourism. Oxford: The Howorth Hospitality Press.

Crouch,G., Perdue,R., Timmermans,H. and Uysal,M. (2004). Consumer Psychology of Tourism, Hospitality and Leisure. Wallingford: CABI Publishing.

Halloway, J. (2004). Marketing for Tourism (4th ed.). Essex: Prentice Hall.

Horner,S. and Swarbrooke,J. (2004). International Cases in Tourism Management. Oxford: Butterwoth Heinemann.

Peter,J. and Olson, J. (2002). Consumer behavior and Marketing Strategy. (6th ed.). London: McGraw-Hill.

Reisinger,Y. and Turner,L. (2003). Cross-Cultural Behaviour in Tourism. Oxford: Butterworth- Butterwoth Heinemann.

Mooij, M. (2004). Consumer Behaviour and Culture., USA: Sage Publications.

SEMESTER II B.Sc HS T

BUTLER SERVICE

Lecture: 2Hours per Week

Credit 02

Theory - 40

Internal -10

Total - 50

UNIT	CONTENT	MARKS
I	wHAT IS BUTLER SERVICE Role of butler service Room service by butler Food and beverage service by butler	10
II	Duties and responsibilities of a modern butler types of butler	10
III	Etiquettes and guidelines for butler	10
IV	Communication skill in butler service During stay -Handling guest request Guest departure Guest laundry food choice	10

SEMESTER II B.Sc HS T
PRINCIPLES OF MANAGEMENT

Lecture: 2Hours per Week

Credit 02

Theory - 40
Internal -10

Total - 50

UNIT	CONTENT	MARKS
I	CONCEPT OF MANAGEMENT Nature, management Vs administration, levels of Management, Characteristics of management, the process of management, planning, organizing, staffing, directing and controlling. Management thought journey from inception till today.	10
II	PLANNING Meaning, nature and importance of planning, type of plans, characteristics of planning advantages and disadvantages of planning, steps in planning, premises ,forecasting, components of planning: objectives, strategies, policies, procedures, methods, rules, programmes and budgets. DECISION MAKING Types of decisions, step-by-step decision making process, review of decision.	10
III	ORGANISATION Meaning, nature and importance of organization., STAFFING Meaning, manpower planning, job analysis, recruitment, selection, training, promotion, performance appraisal, job evaluation and merit rating, human resource development. LEADERSHIP Leadership theories in brief, different styles of leadership and their relevance with reference to context and conditions / situations. MOTIVATION Meaning, nature and importance of motivation, benefits of motivation, theories of motivation,	10

IV	<p>DIRECTING : Meaning, nature of directing, characteristics of directing, principles of directing, importance of directing techniques of directing orders, supervision.</p> <p>CONTROLLING Meaning, control process, need for control, control techniques, budgetary and non-budgetary control, and marketing control- production control-quality control.</p>	10
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Sr. No.	Name of Book	Volume	Author	Publication	Year	City
1	Essentials of Management		Koontz and O'donnell	Tata Mc Graw Hill	2009	
2	Management and Organisation		M. Louis Allen	Tata Mc Graw Hill		
3	Management Theory and Practice		Earnest Dale			
4	Management tasks		Peter F Drucker			
5	Fundamentals of Management		J.S. Chandran			
6	Principles of management		P.N. Reddy			
7	Essentials of Management		Chatterji			
8	Personnel Management and Industrial Relations		Verma and Agarwal			

SEMESTER II B.Sc HS T

HOSPITALITY LAW

Lecture: 2Hours per Week

Credit 02

Theory - 40
Internal -10

Total - 50

UNIT	CONTENT	MARKS
I	<p>Introduction to law: Meaning & Definition of Law Objects of Law Importance of studying Law Indian Contract Act Definition of Contract, Proposal, Agreement</p>	10
II	<p>Licenses And Permits Licenses and permits for hotels and catering Renewal suspension and termination of licenses Food Legislation Principles of food laws-acts regarding prevention of food adulteration, definition, authorities under the act, procedure of taking a sample purchase right, warranties, guest control order or food services order in force from time to time</p>	10
III	<p>Payment of Wages Act, 1936: Important Definitions under the Act Rules relating to wage TEACHING SCHEME, time & mode of wage Payment Authorized Deductions</p>	10
IV	<p>Industrial Legislation Factories Act, Payment of Wages Act, Industrial Disputes Act, Provident Fund Act,</p>	10

SEMESTER II B.Sc HS T

INTERIOR DECORATION

Lecture: 1Hours per Week

Credit 01

Theory - 40
Internal -10

Total - 50

UNIT	CONTENT	MARKS
I	Interior Designing • Objectives of Interior Design Basic types of design Elements of design Principles of design Units of design	10
II	Window treatment Types of windows Classification of window treatment Curtains headings and accessories	10
III	Flower arrangement Concept and Importance Types and shapes Principles Conditioning of plant material Tool, equipment's and Accessories Color schemes in Flower Arrangement	10
IV	Refurbishment and Redecoration Definition • Factors • Procedures and task involved • Snagging list	10

semester II B.Sc HS P

INTERIOR DECORATION

Lecture: 1Hours per Week

Credit 01

Theory - 40
Internal -10

Total - 50

Sr.no	Content
1	Colour wheel ,
2	At least 5 color schemes to be made for hotel rooms
2	At least 5 types of window treatment to be made on 5 types of windows found in hotels.

3 Western flower arrangement Ikebana – shohin type arrangement

Sr. No.	Name of Book	Volume	Author	Publication	Year	city
1	Hotel housekeeping Operations and Management	II	G. Raghubalan Smritee	Oxford University Press	2007	New Delhi
2	Professional management of Housekeeping operations		Robert J. Martin	John Wiley and Sons	1986	New York
3	Hotel Hostel and Hospital Housekeeping		John C. Branson/Margaret Lennox	Arnold Ltd. (ELBS)		London
4	Hotel Housekeeping Training manual		Sudhir Andrews	Tata Mc Graw Hill	2013	Delhi

SEMESTER II B.Sc HS T

CATERING OPERATION AND BANQUETING

Lecture: 2Hours per Week

Credit 01

Theory - 40
Internal - 10

Total – 50

UNIT	CONTENT	MARKS
I	Banquet: • Type: formal, semi-formal and informal • Seating arrangements • Table plan • Service sequence Banquet Performa • BEO- Function prospectus / function sheet • Booking of Banquet • Banqueting staff • After event responsibilities	10
II	Buffets: Types of buffet • Layout of buffet. Advantage and Disadvantage of Buffet Service.	10
III	• ODC • Outdoor catering • Staff briefing • Use of checklist • Chapter 5 Overview of Seven Functions of Catering 1. Planning, Operations, Equipment 2. Implementing & Controlling • 3. Insurance & Legal Issues	10
IV	Chapter 1 Types of Catering 1. Catering Segments 2. Exclusive Catering Rights 3. Home-based Caterers •	10

SEMESTER II B.Sc HS P

CATERING OPERATION AND BANQUETING

Lecture: 2Hours per Week

Credit 01

Theory - 40

Internal -10

Total - 50

PRACTICAL

1. Drawing of table plan Seating arrangement
2. Formal and Informal service Clearance
3. Clearance and rearranging of Buffet
4. Layout of buffet
5. Calculation of Crockery for banquets as per menu and service Use of checklist for outdoor catering.

SEMESTER II B.Sc HS T

FOOD AND NUTRITION

Lecture: 2Hours per Week

Credit 02

Theory - 40
Internal -10

Total - 50

UNIT	CONTENT	MARKS
I	<p>Introduction of food microbiology, its importance in relation food handling preparation and service.</p> <ul style="list-style-type: none"> Types of microorganism, factors affecting growth of these microorganisms. <p>Beneficial effects of microorganism.</p> <ul style="list-style-type: none"> fermented foods. • Dairy products. • Bakery products • Alcoholic beverages. •Vinegar <p>Harmful effect of microorganism</p> <ul style="list-style-type: none"> Food Poisoning & Food infection food contamination 	10
II	<p>Types of Food adulteration , Food standards in India</p> <p>Colloidal system-types of colloids in food,</p> <p>Browning reaction-types, Causes, desirable and undesirable effects in food preparation, prevention of browning.</p>	10
III	<ul style="list-style-type: none"> Definition of food, nutrients, nutrition and its relation to health, malnutrition. Functions of food, basic food groups Carbohydrates-Composition, classification, sources, functions, daily requirements, excess and deficiency Proteins - composition, classification, sources, functions, daily requirements, excess and deficiency Fats- Composition, classification, sources, functions, daily requirements, excess and deficiency 	10

IV	<ul style="list-style-type: none"> Mineral - Importance and classification of minerals, sources, functions, daily requirements, excess and deficiency of calcium, phosphorus, iron, iodine, fluorine and sodium chloride. Vitamins - Importance and classification of Vitamins, Sources, Functions, Daily requirements, Excess and Deficiency Importance, sources and deficiency of water 	10
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Books Recommended:

Sr. No.	Name of Book	Volume	Author	Publication	Year	City
1	Success in Principles of Catering	2 nd	Michael Colleer and ColineSussams		1988	
2	The Science of Catering	2 nd	J.A. Stretch and H.A. Southgate		1986	
3	Food Microbiology	3 rd	W.C. Frazier, D.D. Westhoff		1991	
4	Food Chemistry		Meyer			
5	Essentials of food and Nutrition		M. Swaminathan	Ganesh and Company		Madras.
6	Nutrition and Dietetics		Joshi Shubangini	Tata McGraw-Hill Publishing Company Limited.		New Delhi
7	Nutritive value of India Foods,		C. Gopalan, B.V. Rama Shastri and S.C. Balasubramanian	National Institute of Nutrition (ICMR)		Hyderabad

HERITAGE TOURISM

SEMESTER II BSCHS T

Lecture: 2Hours per Week

Credit 02

Theory - 40
Internal -10

Total - 50

UNIT	CONTENT	MARKS
I	Basics of Tourism Objective: This course introduces the concept of tourism, its, growth and development, motivations for travel, role of tourism as an economic intervention, global nature of tourism, tourism products and emerging trends in tourism industry	10
II	Heritage Tourism. Introduction to Indian Culture and Heritage Cultural Tourism- Concept and Significance, History of Cultural & Heritage Tourism in India- Pre and Post Vedic periods ,Buddhist epoch, Gupta Period, Early and Late Medieval period, Modern period	10
III	<ul style="list-style-type: none">Archaeological sites – Monuments – Ancient Temples of Kerala- Forts – Palaces and Museums Art & Architecture, Hill stations, pilgrimage centers,	10
IV	<ul style="list-style-type: none">. Features of Indian Cultural Heritage- Preservation and Conservation of Monuments and Culture. Cultural transition, Indian cultural heritage- Architectural Heritage	10

REFERENCE 1.P.N Seth: Successful tourism Management (Vol. 1 & 2) , Sterling Publishers,New Delhi

2. A.K Bhatia: International Tourism Management, Sterling Publishers

3. A.K Bhatia: Tourism Development: Principles and Practices, Sterling Publishers,

SEMESTER II B.Sc HS T
HOTEL INDUSTRY DEVELOPMENT

Lecture: 2Hours per Week
Credit 02

Theory - 40
Internal -10

Total – 50

UNIT	C O N T E N T	MARKS
I	Hospitality- Introduction, concept, development over the ages in context of Indian and international hospitality. HOTEL DEVELOPMENT AND GROWTH, hotel, boarding, QSR Introduction, concept, development over the ages in context of Indian and international level.	10
II	Information about Major national and international chain of hotels. History, ownership structure, Awards, Location of Notable properties. Information about different National and International Associations related to hospitality Industry. Such as FHRAI/ HRACC/ IH and RA/ global association.	10
III	Information about different National and International Associations related to travel and tourism Industry Such as IRCTC / Cruises / TAAI/IATA /PATA/	10
IV	Tourism Introduction, Concept, Evolution and development of tourism, Components of Tourism, Types of tourism, Emerging trends of tourism.	10

Books Recommended:-

Sr. No.	Name of Book	Vol	Author	Publication	Year	City

1	Practical Public Relation		Black Sam	Sir Issar Pitman and Sons Ltd.	1970	London
2	Hotel Front Office Training Manual	3 rd	Sudhir Andrews	Tata McGraw Hill	1982.	
3	Hotel Front Office Management and operation	3 rd	Dukes Peter	Jowa Prown	1970	
4	FODOR		Robert C. Fisher	India and Nepal, Hodder and stroughton	1987	London
5	Elements of Hotel Accountancy		Rawat G.S	Rawat Publication	1972	New Delhi
6	Tourist India		Kaul S.N	Tourist India International Taj Building		Bombay

ORGANIZATIONAL BEHAVIOR

SEMESTER II B.Sc HS T

Lecture: 2 Hours per Week

Credit: 02

Theory - 40

Internal -10

Total - 50

I	FOCUS AND PURPOSE <ul style="list-style-type: none">• Definition,• need and importance of organizational behaviour –• Nature and scope – Frame work – Organizational behaviour models.	10
II	INDIVIDUAL BEHAVIOUR <ul style="list-style-type: none">• Personality – types – Factors influencing personality• Misbehaviour – Types – Management Intervention.• Emotions - Emotional Labour – Emotional Intelligence .• Attitudes – Characteristics – Components• Motivation – importance – Types – Effects on work behavior.	10
III	GROUP BEHAVIOUR <ul style="list-style-type: none">• Organization structure – Formation – Groups in organizations –• Influence – Group dynamics – Emergence of informal leaders and working norms –• Group decision making techniques – Team building<ul style="list-style-type: none">- Interpersonal relations – Communication – Control.	10

IV	LEADERSHIP AND POWER <ul style="list-style-type: none"> • Meaning – Importance – Leadership styles • Leaders Vs Managers – • Sources of power – • Power centers – Power and Politics. 	10
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BOOKS

1. Stephen P. Robins, Organisational Behavior, PHI Learning / Pearson Education, 11th edition, 2008.
2. Fred Luthans, Organisational Behavior, McGraw Hill, 11th Edition, 2001.

REFERENCES

1. Schermerhorn, Hunt and Osborn, Organisational behavior, John Wiley, 9th Edition, 2008.
2. Udai Pareek, Understanding Organisational Behaviour, 2nd Edition, Oxford Higher Education, 2004.
3. Mc Shane & Von Glinov, Organisational Behaviour, 4th Edition, Tata Mc Graw Hill, 2007.
4. Hellrigal, Slocum and Woodman, Organisational Behavior, Cengage Learning, 11th Edition 2007.
5. Ivancevich, Konopaske & Maheson, Organisational Behaviour & Management, 7th edition, Tata McGraw Hill, 2008.

YOGA/SPORTS TO BE FRAMED BY UNIVERSITY

(Semester III) B. Sc HS T

Quantity Food Production

Lecture: 3 Hours per Week

Theory - 60
Internal -40

Total - 100

Credit 02

UNIT	CONTENT	MARKS
I	<p>Regional Cooking Styles</p> <p>Introduction to Regional Styles of Cooking, Factors Affecting Eating Habits, Cooking from Different States under Geographical Location, Historical Background, Seasonal Availability of Raw Materials, Special Equipment and Fuels, Staple Diet, Food Prepared for Festivals and Occasions of the following States: Hyderabadi, Bengal and North Eastern States, Goa, Gujarati / Bohri / Parsi, Kashmir, Maharashtra / Malwani, Punjab, Rajasthan, Tamilnadu / Chettinad, Awadh / Luckhnawi</p>	15
II	<p>Basic Spices and Condiments used in Indian Cookery</p> <ul style="list-style-type: none">• Blending of spices and concept of masala• Different masalas used in Indian cooking - wet and dry - Dhansak, Goda etc.• Varieties of masalas available in different regional areas -• Proprietary masala blends.• Basic Indian pastes and gravies• Red Makhani, Kadhai• Green• White• Yellow <p>Ethnic traditions of</p> <p>Muslims, Jains, Christians, Parsis, Buddhist, Hindus, Sikhs.</p> <p>■ Indian Culinary terms</p>	15
III	<p>Quantity Kitchen Principles</p> <p>Introduction</p> <ul style="list-style-type: none">• Scientific and Principles in Preparation,• Quantity Food <p>Equipments</p> <ul style="list-style-type: none">• Medium equip - 5, Small Equip - 5, Heavy Equip - 5 <p>Use and Care of equipment, Purchase of perishable, Semi perishable and Non-perishable item,</p>	15

IV	<p>Quantity Menu Planning Principles of Menu Planning for Quantity Food Production, Planning of Menu for Various Categories such as Industrial, Hospital, Institutional, Outdoors Parties, and Theme Dinners, In Flight Catering. Function Catering (outdoor Parties) Indenting • Indenting, Evaluating, Costing Principles of Indenting Qty. and portions for Bulk production Practical difficulties involves in Indenting</p>	15
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Books Recommended: -

	Modern Cookery -	I,I I	Thangam E Philip	Oreint Longman	1988	Mumbai
2	Theory Of Cookery	I	Krishna Arora	Frank Bros & Co.	2005	New Delh i
3	Professional Charcutier -	I	John Kinsella, David Harvey,	Margaret K. Burns	1996	
4	Food Preparation and Cooking,-,	II	Thornes Stanley	Ellenborou gh House,	1993	Wellington Street
5	Professional; Cooking	III	Wayne Gisselen	John Wiley and Sons	1995	Canada
6	Larousse Gastronomique	I		Octopus Publication	2001	Great Britai n
7	Basic Cookery		David Stevenson	Stanle y Throne s Ltd.	1991	
8	Prashad - Cooking with Indian masters	I	J. Indrasingh Kalra	Allied Publishes Ltd	1996	New Delh i

(P R A C T I C A L)

Quantity food production

Lecture: 3 Hours per Week

Practical- 100

Credit 02

UNIT	CONTEN T
1.	Kashmir(Min. 7 dishes)
2.	Uttar Pradesh/ Avadh (Min. 7 dishes)
3.	Punjab (Min. 7 dishes)
4.	West Bengal(Min. 7 dishes)
5.	Goa (Min. 10 dishes)
6.	Rajasthan (Min. 7 dishes)
7.	Maharashtra / Malavani (Min. 7 dishes)
8.	Gujarat / Bohri / Parsi (Min. 7 dishes)
9.	Kerala (Min. 7 dishes)
10.	Tamil Nadu (Min. 7 dishes)
11.	Andhra Pradesh / Hyderabadi (Min. 7 dishes)

Food and Beverage Service Operation

Lecture: 3 Hours per Week

Credit 02

Theory: 60

Internal 40

Total: 100

UNIT	CONTENT	MARKS
I	WINES <ul style="list-style-type: none"> • Introduction • Definition • Introduction • Structure of grapes • Viticulture and verification • Vine diseases 	15
II	WINES OF <ul style="list-style-type: none"> • France • Italy • Germany • Spain • Shippers name, famous wines. BEER <ul style="list-style-type: none"> Introduction • Ingredients • Manufacture • Types • Storage and Service 	15
III	<ul style="list-style-type: none"> • Food and Wine Harmony • Pre and Post Meal Drinks Aperitifs Liqueurs Ethnic Beverages 	15
IV	<ul style="list-style-type: none"> • Storage and Service of Wines • Wine glasses and equipment needed for Service • Reading Wine labels BAR Types of licences and permits • Drinking in licensed premises • Types of Bar • Layout and planning • Equipments • Planning and Designing Bar Menu 	15

Food and Beverage Operation

(P R A C T I C A L)

Lecture: 2 Hours per Week

Practical

Marks- 100

Credit 02

UNIT	CONTENTS
	<ul style="list-style-type: none"> • Services of Breakfast - English, Continental • Wines, Beer, Liqueur • Compilation and service of French Classical Menu with Wines • Reading Wine labels

Books Recommended:

Sr. No.	Name of Book	Volume	Author	Publication	Year	City
1	International Bartender's Guide-Bartender	1 st	Eugene F. shewmaker	Ramdom house references	1996	
2	The New York Bartender's Guide	2 nd	S.A.Berk,	Blade dog and heven PVT LIT	2006	New York
3	Wine regions of the world		David Burroughs and Norman Bezzant	William heinemann	1979	
4	Cocktail Guide			A.C.P. Publishing Pvt. Ltd.		
5	The Australian Bar attendant's handbook	5 th	G.Ellis.	Person Australia	2011	Australia
6	Sotheby's World Wine Encyclopedia		Tom Stevenson,			

BSCHS –T

Accommodations operations

Lecture: 3 Hours per Week

Credit 02

Theory - 60
Internal -40

Total - 100

UNIT	CONTENT	MARKS
I	<p>Linen Room & Uniform Room</p> <ul style="list-style-type: none"> • Types • Layout • Equipment and accessories • Organization (staffing) • Types of linen - their sizes • Storage facilities and conditions • exchange procedure • Selection and purchase of linen & Uniform • Linen Inventory; par stock - Factors affecting par stock; calculation. 	15
II	<p>Tailor Room</p> <ul style="list-style-type: none"> • Functions of tailor room, tasks in tailor room • Equipment used in serving Room • Types of sewing machine Care and maintenance of equipment's <p>Textiles</p> <p>Types of fiber, properties of fiber and fiber identification • Types of Fabric • Fabric identification • Finishes given to fabrics</p> <p>Pest Control</p> <p>Types of pest • Methods of eradication chemicals used in eradication</p>	15
III	<p>Reservation Activities</p> <ul style="list-style-type: none"> • Group booking procedure • Computerized reservation • Centralized reservation • Complete procedure of Whitney system of reservation. • Guaranteed and Non-Guaranteed reservation • Cancellation and Amendments • Overbooking • Forecasting 	15
IV	<p>Function of Reception</p> <ul style="list-style-type: none"> • Meaning and importance of Reception department • Reception as an art • Handling of mail • Handling of Hotel Mail / staff mail • Hotel Mail and key rack • Handling of guest mail • Message handling • Handling of black list and no shows Other Functions of Reception • Key handling and different types of key • Computerized keys • Importance of key control • Paging system • Wake- up calls. • Handling of emergencies • International rules for guest • Handling of guest valuables 	15

BOOK RECOMMENDATION

1.	Hotel Housekeeping Training manual		Sudhir Andrews	Tata Mc Graw Hill	2013	Delhi
2.	Professional Housekeeping	IV	Tucker Schneider		1998	
3.	Housekeeping Management for Hotels and Residential Management		Rosemary Hurst	William Heinemann	1980	
4.	Hotel Front Office Training Manual	III	Sudhir Andrews	Publishing Company limited	1982	
5.	Accommodation Operations		D. Collins	Plymouth Macdonald Evans	1967	
6.	Front Office Management		Dr. R.K Singh	Aman Publication,	2007	

(PRACTICAL)

Lecture: 2 Hours per Week

Practical- 100

Credit 02

UNIT	CONTENT
1	Mending - Darning • Patchwork
2	Monogramming.
3	Designing uniform Kitchen staff, FO, F&B Restaurant (specialty) / Room Service House keeping
4	Handling of hotel mail

SEMESTER III B.Sc HS T

MARKETING

Lecture: 2Hours per Week

Credit 02

Theory - 40
Internal -10

Total - 50

UNIT	CONTENT	MARKS
I	Market and Marketing Market- Meaning ,Definition ,Types Marketing -Meaning and Definition Origin of Marketing Marketing Concept Marketing Process	10
II	Marketing Mix -Meaning and Definition 4 P"s of Marketing mix 7 P.s of Services marketing Marketing Environment- Meaning ,Definition, Types Consumer Behaviour and Consumer Goods Consumer Behaviour Buyer Behaviour and psychology Consumer Goods -Definition, Classification of consumer	10
III	Marketing Strategy Meaning ,Definition Target Market , Developing Target Market Strategy Marketing Research Concept ,Meaning , Process, Need ,Method, Scope	10
IV	Sales Organization Introduction to sales organization Need and Importance of sales organization Functions of sales organization Types of sales organization	10

Books Recommended:

- Negi, J. (2002). *Marketing And Sales Strategies For Hotels And Travel Trade*. New Delhi: S. Chand Limited.
- R. S. N. Pillai, R. P. (1987). *Modern Marketing: Principles and Practices*. New Delhi: S. Chand Limited.
- Abbey, J. R. (2003). *Hospitality Sales and Marketing*. American Hotel & Lodging Educational Institute.
- Kotler, P. (2016). *Marketing for Hospitality and Tourism*. Pearson Education, Limited.

SEMESTER III B.Sc HS T

LAUNDRY OPERATIONS

Lecture: 2Hours per Week

Credit 02

Theory -40
Internal -10

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2 B.Sc HS T

2 ADVANCE BAKERY

1 Lecture: 1 Hours per Week

2 Credit 01

1

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2

Theory -40
Internal -10

Total – 50

UNIT	CONTENT	MARKS
I	Cakes and Cookies: Ingredients used, Method of Mixing, Formula Used, Baking Temperatures, and Baking Process. Faults and remedies <ul style="list-style-type: none">• Cake icing and decoration	10
II	Pastries: • Types, preparation, evaluation and fat to Flour ratio. Confectionery Meringues - Making, factors affecting stability cooking, types & uses.	10
III	<ul style="list-style-type: none">• Chocolate work• Fondant• Marzipan• Ice-Creams & Sorbets	10
IV	Bread Making/Yeast Dough's (Fermented Goods) Role of ingredients Types - (Rich / lean) Methods of bread making Stages in bread making Effect of over fermentation & under fermentation Bread Improvers	10

2 B.Sc HS P

2 ADVANCE BAKERY

1 Lecture: 1 Hours per Week

2 Credit 01

Theory -40
Internal -10

2

2

Total – 50

- **Mousse/ Souffles/ Bavarois** – 5 varieties each
- Pizzas- 2 varieties
- Demonstration on Marzipan-almond paste, marzipan shapes
- Demonstration on Fondant - as icing, and as filling
- Choux Pastry - Chocolate éclairs. Creams puff
- Fatless sponge - Black forest, pineapple sponge, Sponge Fruit Flan, Chocolate Pyramid, Angel Food Cake

Flaky Pastry - Palmiers, Turn overs, Vol-au-vents, cream horns

-

(Semester III) B .Sc HS T

GENERAL ENGLISH and COMMUNICATION

Lecture: 2 Hours per Week

Credit: 02

Theory – 40

Internal -10

Total – 50

UNIT	CONTENT	MARKS
I	<p>Report Writing</p> <ul style="list-style-type: none">• Feasibility Studies• Sales Report• Report on College Gathering• Summer Training etc. <p>Writing Skills and Letters</p> <p>Complaint letter • Enquiry letter • E-mail writing • Quotation letter notices, circulars, advertisements, press notes, memos, etc</p>	10
II	<ul style="list-style-type: none">• Writing a Bio-data / Résumé or Application for a job/Précis Writing Expressing the same idea / thought in different ways / Paragraph writing.	10
III	<p>Types of communication.</p> <ul style="list-style-type: none">■ Formal-informal, verbal-non verbal, directions of communication, Importance of body language, eye contact, facial expression, etc. in verbal communication.■ Barriers of Communication■ Types of Barriers. – Their types (Physical, Mechanical, semantic, cultural, psychological), ways of overcoming barriers of communication	10
IV	<p>Aspects and Types of Communication:</p> <p>The communication Process – an introduction, its definition, sender-receiver variable, the importance of a meaningful feedback.</p> <p>Non verbal and Barriers of Communication:</p> <p>Bar chart, pie chart, organizational chart – The importance of Non Verbal Communication. Difference between verbal and non-verbal communication</p>	10

Books Recommended:-

Sr. No.	Name of Book	Volume	Author	Publication	Year	City
1	English Grammar		Wren and Martin	VIS. Soni	2014	
2	Examine your English		Margaret M. Malson	Orient Longman	1964	
3	Common Mistakes in English		T.J.Fitkies	Orient Longman	2000	
4	Developing Communication Skills		Krishna Menon and Meera Banerjee	Macmillan India Ltd.		
5	Communications in Tourism and Hospitality		Lynn Van Der Wagen	Hospitality Press.	1997	

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(Semester III) B .Sc HS T

PERSONALITY DEVELOPMENT

Lecture: 2 Hours per Week

Credit: 02

Theory – 40

Internal -10

Total – 50

UNIT	CONTENT	MARKS
I	Introduction to Personality Development The concept of personality - Dimensions of personality Overcoming hurdles - Factors responsible for success – What is failure - Causes of failure. SWOT analysis.	10
II	<ul style="list-style-type: none">• Attitude & Motivation• Attitude - Concept - Significance - Factors affecting attitudes - Positive attitude – Advantages -Negative attitude- Disadvantages - Ways to develop positive attitude –• Importance of self- motivation- Factors leading to de-motivation	10
III	<ul style="list-style-type: none">■ Self-esteem■ Term self-esteem - Symptoms - Advantages - Do's and Don'ts to develop positive self-esteem	10
IV	Other Aspects of Personality Development Body language - Problem-solving - Conflict and Stress Management - Decision-making skills - Leadership and qualities of a successful leader – Character building -Team-work – Time management - Work ethics -Good manners and etiquette	10

Text Books:

Hurlock, E.B (2006). Personality Development, 28th Reprint. New Delhi: Tata McGraw Hill.

Stephen P. Robbins and Timothy A. Judge(2014), Organizational Behavior 16th Edition: Prentice Hall

Reference Books: 1

1. Andrews, Sudhir. How to Succeed at Interviews. 21st (rep.) New Delhi. Tata McGraw-Hill 1988.
2. Heller, Robert. Effective leadership. Essential Manager series. Dk Publishing, 2002
3. Hindle, Tim. Reducing Stress. Essential Manager series. Dk Publishing, 2003
4. Lucas, Stephen. Art of Public Speaking. New Delhi. Tata - Mc-Graw Hill. 2001

5. Mile, D.J Power of positive thinking. Delhi. Rohan Book Company, (2004).
6. Pravesh Kumar. All about Self- Motivation. New Delhi. Goodwill Publishing House. 2005.
7. Smith, B . Body Language. Delhi: Rohan Book Company. 2004

Field visits P

Lecture: 2 Hours per Week

Credit 02

Practical 60

Internal 40

Total -100

min 3 field visits

report writing with evidence in inference

SPORTS TO BE FRAMED BY UNIVERSITY

SEMESTER IV BSCHS -T
ADVANCE FOOD PRODUCTION –T

Lecture: 3 Hours per Week

Credit 02

Theory –60

Internal -40

Total - 100

UNIT	CONTENT	MARKS
I	Meat (Beef; Veal ; Pork) Structure, selection, storage Cuts of meat, method of preparation/ cooking ; special accompaniments	15
II	Poultry and Game Classification, selection, storage Cuts of poultry and Game, methods of preparation / cooking Special Accompaniments	15
III	Fish and Seafood Structure selection, storage Classification, cuts of fish, cooking methods; special Accompaniments - Vernacular names,	15
IV	International Cooking France, Italy, Spain, Mexican: Geographical location, historical background, staple food with regional influence, specialties, special equipment.	15

Books Recommended:-

Sr. No.	Name of Book	Volume	Author	Publication	Year	City
1	Modern Cookery -	I,II	Thangam E Philip	Orient Longman	1988	Mumbai

2	Theory Of Cookery	I	Krishna Arora	Frank Bros & Co.	2005	New Delhi
3	Professional Charcutier -	I	John Kinsella, David Harvey,	Margaret K. Burns	1996	
4	Food Preparation and Cooking-,	II	Thornes Stanley	Ellenborough House,	1993	Wellington Street
5	Professional; Cooking	III	Wayne Gisselen	John Wiley and Sons	1995	Canada
6	Larousse Gastronomique	I		Octopus Publication	2001	Great Britain
7	Basic Cookery		David Stevenson	Stanley Thrones Ltd.	1991	
8	Prashad - Cooking with Indian masters	I	J. Indrasingh Kalra	Allied Publishes Ltd	1996	New Delhi
9	Professional baking	VI	Wayne Gisselen	John Wiley and Sons	2005	USA

ADVANCE FOOD PRODUCTION –PRACTICAL

TOTAL MARKS -100

Lecture: 3Hours per Week

Credit 02

C O N T E N T	
1.	International cuisine (Six Course Menus) France - 2 menus, Italy - 2 menus, Spain - 1 menu Mexican-1
2.	Pizzas- 2 varieties
3.	Demonstration on :- Cold Buffet- 2 menus(include cold cuts , Canapes, terrinesand galantine)
4.	Ice-cream - 2varieties
5.	Sorbets - 2 varieties
6.	Choux Pastry - Chocolate éclairs. Creams puff
7.	Cookies - at least -5 varieties
8.	Fatless sponge - Black forest, pineapple sponge, Sponge Fruit Flan, Chocolate Pyramid, Angel Food Cake

SEMESTER IV BSCHS T
FOOD AND BEVERAGE SERVICE OPERATIONS –T

Lecture: 3 Hours per Week

Credit 02

Theory –60

Internal -40

Total - 100

UNIT	CONTENT	MARKS
I	SPIRITS <ul style="list-style-type: none"> • Introduction to Distillation process, Methods (Pot Still and Patent Still), Advantages and Disadvantage. Alcoholic content with reference to proof sprits. 	15
II	SPIRITS <ul style="list-style-type: none"> • Introduction to manufacturing of Spirits • Whisky • Rum Tequila Brand Names- Domestic and International 	15
III	<ul style="list-style-type: none"> • Manufacturing of Spirits • Brandy • Gin • Vodka • Brand Names- Domestic and International 	15
IV	COCKTAILS Introduction, History • Mixing • Classification • Service • Classic cocktail recipes	15

FOOD AND BEVERAGE OPERATIONS –PRACTICAL

SEMESTER IV

TOTAL MARKS -100

Lecture: 02 Hours per Week

Credit 02

UNIT	CONTENTS
	<ol style="list-style-type: none">1. Services of Spirits2. Preparation and Service of Cocktail3. Function organization of banquet4. Compiling menu for special occasion Like corporate, association, social

Books Recommended:

Sr. No.	Name of Book	Volume	Author	Publication	Year	City
1	International Bartender's Guide- Bartender	1 st	Eugene F. shewmaker	Random house references	1996	
2	Cocktail Guide			A.C.P. Publishing Pvt. Ltd.		
3	The World guide to Whisky					

4	Food and Beverage Service	7 th	Hodder Arnold/ Lillicrap	Book powerELST.		
5	Dining Room and	4 th	A. J	Delmar	2007	

SEMESTER IV BSCHS

Accommodations Operations-T

Lecture: 3 Hours per Week

THEORY 60

Credit 02

INTERNAL 40

TOTAL 100

UNIT	CONTENT	MARKS
I	Management In Housekeeping Planning Process, Division Of Work, Area Inventory Lists Frequency Schedules, Performance Standards, and Productivity Standards.	15
II	Staffing Pattern Job Allocation, Determining Staff Strength, Staffing Guide, Planning Duty Rosters, Fixed And Rotating Duty Rosters Supervision And Guest Room Inspection	15
III	Budgeting For Housekeeping Importance Of Budgeting ,Types of Budgets, Housekeeping Expenses, Budget Planning Process, Income Statement of The Rooms Division, Controlling Expenses	15
IV	Front office Accounting System Handling of credit instruments Procedure of Handling of credit cards Handling of foreign exchange Billing procedure Mechanical billing NCR Computerized Billing Cashier and Night Auditing Duties of cashier Job description of Night Auditors Duties of cashier Recapitulation Sheet Transcript Night Receptionist Report	15

Accommodations Operations

SEMESTER IV PRACTICAL

Lecture: 02 Hours per Week

TOTAL MARKS -100

Credit 02

S no	C O N T E N T
1.	Making of staffing Guide.
2.	Making of duty rosters
3.	Making of budget for housekeeping department
4.	Handling of different types of guest, Handling of VIP's, Handling a black
5.	Room change notification
6.	Baggage handling by bell desk
7.	Handling of left baggage
8.	Preparation of final bill
9.	Procedure for handling credit card
10.	Reading of Airline and Railway line table

Assignment:

1. Dances of India
2. Wild Life sanctuaries of India.

Books Recommended:

Sr. No.	Name of Book	Volume	Author	Publication	Year	City

1	Hotel Front Office Training Manual	III	Sudhir Andrews	Publishing Company limited	1982	
2	Accommodation Operations		D. Collins	Plymouth Macdonald Evans	1967	
3	Tourist Information Series, Publication Division			Ministry of information and broadcasting		New Delhi
				Government of India		
4	Tourist India		S.N.Kaul	International Taj Building		Bombay
5	India and Nepal (Hodder and Stoughton)		Robert C. Fisher		1981	Lond on
6	Front Office Management		Dr. R.K Singh	Aman Publication,	2007	
7	Hotel Organization and Front office Management		A.P.Rastogi	Anmol Publications.		
8	Hospitality Marketing, Global Books and Subscription services.		Neil Inlearne			

SEMESTER IV B.Sc HS T
HUMAN RESOURCES MANAGEMENT

Lecture: 2 Hours per Week
Credit 02

Theory - 40
Internal -10

Total - 50

UNIT	CONTENT	MARKS
I	Supervisor and supervisory Management : Who is a Supervisor, Importance of a Supervisor, Areas of responsibility of a supervisor, skills of a supervisor, human relations, administration and technical qualities of a supervisor.	10
II	Functions of Management: Interrelationship of functions of Mgt. characteristics and benefits of sound and clearly defined objectives	10
III	Role of a Manager: Finance, forecasting and budgeting, implementation of company policies and procedures, maintaining standards, fostering public relations, maintaining harmonious working relationships within the organization.	10
IV	Management of Human Resource, functions of personnel Management, Manpower planning. Introduction to Personnel Management. Recruitment and Selection Process. Interviews. Placement, Induction, Training and Development, Incentives, Promotion, demotions, transfers, absenteeism, Replacement.	10

Books Recommended:

Sr. No.	Name of Book	Volume	Author	Publication	Company	Year	City
1	MANAGEMENT	---	A.F Stoner, James,	Eaglewood Cliffs	---	1986	New Jersey
2	MANAGEMENT	---	Knoontz O'Donnell and Weirich	International students edition, McGraw hill.	----		
3	Personnel Management in the hotel and catering Industry,	---	M.J Boella,	Hutetinson	----	1983	London
4	Personnel Management	---	K.K Ahuja	Kalyani Publisher	----	2004	New Delhi
5	Hotel Industry	---	---	Frank Bros. and Co. (Publishers) Ltd	----		

SEMESTER IV B.Sc HS T

BASIC ACCOUNTING

Lecture: 2Hours per Week

Credit 02

Theory - 40
Internal -10

Total – 50

UNIT	CONTENT	MARKS
I	<p>Book – keeping and Accountancy:</p> <ol style="list-style-type: none"> 1. Meaning of Business, Profession, Employment and Charity. 2. Objectives, Features, Suitability, Reason for the survival, Finance, Advantages and Disadvantages. Points of Distinction. • Ideal form of Commercial Organizations • Sole Trade, Partnership and Joint Stock Companies. 3. Meaning, Scope (area of application), Objective, Advantages and Disadvantages of Book-Keeping and Accountancy: Meaning and their systems with features. Double Entry System: Principles, Application, Nature, Advantages and limitations. 4. Classification of Income and Expenditures as a Capital, Revenue and Deferred (Simple problems only) <p>Classification of transactions as Real, Nominal and Personal with rules of Debit and Credit.</p>	10
II	<p>Journal, Ledger, Trial Balance and Errors.</p> <ol style="list-style-type: none"> 1. Journal: Meaning of Journal and its Advantages, Format of Journal with the utility of each column. Requirement of Journalizing. Vouchers as a Proof: Preparation and filling. Class demonstration on journal entries. 2. Journal proper: meaning and its Necessity. Simple problem only. 3. Ledger: Meaning of ledger, Division of ledger. Rules of Posting. Balancing of ledgers, Kinds of Balances. Simple problem only. 4. Trial Balance: Meaning, Objectives and Advantages of Trial Balance. System of preparation / Presentation of Trial Balance. Simple problem on Preparation of Trial Balance 5. Errors: Meaning and kinds of Errors. Theoretical aspect only. 	10
III	<p>Cash Book And Petty Cash Book :</p> <ol style="list-style-type: none"> 1. Cash Book: Meaning, Special feature of a Cash Book as a Journal and a Ledger. Classification of Cash Book as Single, Double and Triple column. Simple Problems on Triple column cash Book Only. Meaning of Discount, its types and treatment with Distinction. <p>Petty Cash Book- Meaning and special feature with draft and systems. Meaning of House Bank, Cash Bank, Cash Float and Due Back. Imprest system of Petty Cash Book with its advantages (simple problems only)</p>	10

IV	<p>Uniform System of Hotel Accounting, Auditing and Hotel Statistics.</p> <ol style="list-style-type: none"> 1. Uniform System of Hotel Accounting : Meaning, Scope, Requirements, Advantages and Limitations. Preparation of Income Statement under USHA(Uniform System of Hotel Accounts) 2. House count and Hotel Statistics: Computation of ratios to find Occupancy and Covers, Average Room Rate and Collection per Guest. 3. Basis of Charging Room Rates and Mode of Payment. <p>Simple Problems Only.</p>	10
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BOOKS RECOMMENDED:

Sr. No.	Title	Author	Year of Publication and Edition	Publisher
1	Basic Financial Accounting for Management	Prakash Shah	First 2007 Reprint 2008	OXFORD University Press
2	Elements of Hotel Accountancy	G. S. Rawat Dr. JMS Negi N. Gupta	1972 / 2005	Aman Publication, New Delhi.
3	Front Office Management	S. K Bhatnagar	2002 / 2005	Frank Bros. and Co (publishers) Ltd.
4	Hotel Accountancy and Financial Control	Ozi A. D'Cunha Glesson O. D'Cuncha	2004	The Dicky's Enterprises, Mumbai.
5	Hotel Management	Jagmohan Negi	2005	Himalaya Publishing House
6	Modern Accountancy - Vol. I	A. Mukharjee M. Hanif	--	Tata – MacGraw Hill Publishing Co. Ltd. New Delhi.

SEMESTER IV B.Sc HS T

EVENT MANAGEMENT

Lecture: 2Hours per Week

Credit 02

Theory - 40
Internal -10

Total - 50

UNIT	CONTENT	MARKS
I	Event Management Historical Perspective, Introduction to event Management, Size & type of event, Event Team, Code of ethics Principles of event Management, concept & designing. Analysis of concept, Logistics of concept. Feasibility, Keys to success, SWOT Analysis	10
II	EVENT PLANNING & TEAM MANAGEMENT Aim of event, Develop a mission, Establish Objectives Preparing event proposal, Use of planning tools Protocols, Dress codes, staging, staffing Leadership, Traits and characteristics	10
III	EVENT MARKETING AND ADVERTISING Nature of Marketing, Process of marketing, Marketing mix, Sponsorship. EVENT SAFETY AND SECURITY : Security, Occupational safety, Crowd management	10
IV	CONCEPT of MICE. -Introduction of meetings, incentives, conference/conventions, and exhibitions. -Definition of conference and the components of the conference market. -The nature of conference markets and demand for conference facilities. -Role of travel Agency in the management of conferences. -The impact of conventions on local and national communities	10

Reference books :

Name of Authors	Titles of the Book	Edition	Name of the Publisher
Allen, Judy	Event planning : the ultimate guide to successful meetings, corporate events, fundraising galas, conferences, conventions, incentives		Mississauga, Ont. : John Wiley & Sons Canada, c2009
Conway, Des	The event manager's bible : how to plan and deliver an event		Oxford, 2006
Tony Rogers	Conferences: A 21st Century Industry		Pearson, 1998
Tony Rogers	Conferences and Conventions: a global industry		Elsevier, 2003
Tony Rogers & Rob Davidson	Marketing Destinations and Venues for Conferences, Conventions and Business Events		

SEMESTER IV B.Sc HS T

AVIATION

Lecture: 2Hours per Week

Credit 02

Theory - 40
Internal -10

Total - 50

UNI T	CO N T E N T	MAR KS
I	Introduction to the Aviation Industry- Aviation History - Aviation History of India - Introduction to the Aviation Industry - The Wright brothers - Types of Aircraft -Scheduled Airlines and Alliances - Civil Aviation - Military Aviation - General Aviation	10
II	Regulatory Agencies- ICAO- History of ICAO – DGCA – Functions of DGCA - Civil Aviation Authority – Functions of Civil Aviation Authority - Air Traffic Control – Airport Authority of India - History of AAI - Functions of AAI - Federal Aviation Administration Cargo Management- Customs Regulations - Explanatory Memorandum- Allowances and Entitlements - Import of Professional Equipment as Baggage - Import of Un- Accompanied Baggage-Aircraft Licensed By DGCA	10
III	Terminologies in Airline Industry- Aviation Term - Airline Term – Terminologies –Airline Codes Airport Codes - Airline Terminal Management-Flight Information Counter/Reservation and Ticketing-Check In/Issue of Boarding Pass-Customs and Immigration Formalities-Co-ordination- Security Clearance-Baggage	10
IV	Introduction to Aircraft and Aviation Familiarization- Aircraft Familiarization - Aircraft Types. - Aircraft Layout and Terminology - General Aviation and Ground and Airport- Take Off's and Landings - Handling of Unaccompanied minors and Disabled Passengers-Handling of Stretcher Passengers and Human Remains- Handling of CIP, VIP & VVIP-Co-ordination of Supporting Agencies /Departments.	10

REFERENCE BOOKS:

1. Aviation Management – Global and National perspectives by Mr. Ratandeep Singh
2. Airline Cabin Crew Training Manual by Mr. Emmy Arsonval Maniraho
3. Airline and Airport Operations by Mr. Edissa Uwayo from Go Smart Limited
4. Airline Airport &Tourism Management, Aviation Manual by Dr. Sumeet Suseelan
5. Introduction to Flight (in SI units) by John D. Anderson, Jr. Sixth Edition
6. Aviator's Handbook of Knowledge by Rajat Madaan

(Semester IV) BSc HS T

French

Lecture: 1 Hours per Week

Theory 40
Internal 10

Credit 01

Total -50

UNIT	CO N T E N T	MARKS
I	<ul style="list-style-type: none"> • The Alphabets • Accents • Numbers • Articles-Definite/ Indefinite • Self Introduction • Days of the week/months/date • Nouns/prepositions • Glossary of general food items 	10
II	<ul style="list-style-type: none"> • Auxiliary Verbs • Adjectives of profession/ nationality • Time • 1st Group Verbs • Feminine and Phralisation of nouns • Culinary terms in French 	10
III	<ul style="list-style-type: none"> • Feminine and Pluralisation of Adjectives • "Formules de Politesse" • Future and past tense • Currency/weights and measures • Negation and Interrogation 	10
IV	<ul style="list-style-type: none"> • Adverbs and Pronouns • French conversation with guests • Verbs • Translation • terms- Brigade/equipments/ingredients/ classical menus/wine <p style="text-align: right;">Basic III rd group Glossary</p>	10

Books Recommended:

Sr. No.	Name of Book	Volume	Author	Publication	Y e a r	City
1	La langue et La civilization Francaises		G. Mauger	Hachette, 79, Bou levard St. Germain		Paris.
2	I'Hotellerie et du Tourisme		Le Fran, cais de	Max DANY		
3	Hachette	Part I part II, all the conversational up to pg. 106. This book is to be used for conversation and translations	Jean Robert la lay			

(Semester IV) BSc HS PRACTICAL

French

Lecture: 1 Hours per Week

Theory 40
Internal 10

Credit 01

Total -50

Sr.	CONTENT
I	Self introduction, description of a person, speaking about time, weather, months, season, days and number, family and home colors
II	Role plays (conversation) with guest about room booking at a hotel, table reservation at a restaurant, booking ticket at cinema.
III	Read and translate – English to French and French to English. Topics – menus, recipe, French dishes, wines, cheese and vocabulary based on hôtel and restaurant.

(Semester IV) BSc HS -T

GERMAN

Lecture: 1 Hours per Week

Theory 40
Internal 10

Credit 01

Total -50

UNIT	CONTENT	MARKS
I	<ul style="list-style-type: none">• The Alphabets • Accents • Numbers • Articles-Definite/ Indefinite • Self Introduction• Days of the week/months/date • Nouns/prepositions • Glossary of general food items	10
II	<ul style="list-style-type: none">• Auxiliary Verbs • Adjectives of profession/ nationality • Time• 1st Group Verbs • Feminine and Phralisation of nouns • Culinary terms in German	10
III	<ul style="list-style-type: none">• Feminine and Pluralisation of Adjectives • Future and past tense • Currency/weights and measures• Negation and Interrogation	10
IV	<ul style="list-style-type: none">• Adverbs and Pronouns • German conversation with guests • Translation • terms- Brigade/equipments/ingredients/Basic Glossary classical menus/wine	10

(Semester IV) BSc HS PRACTICAL

GERMAN

Lecture: 1 Hours per Week

Theory 40
Internal 10

Unit	Content
I.	Self introduction, description of a person, speaking about time, weather, months, season, days and number, family and home colors
II.	Role plays (conversation) with guest about room booking at a hotel, table reservation at a restaurant, booking ticket at cinema.
III.	Read and translate – English to German and German to English. Topics – menus, recipe, Chinese dishes, wines, cheese and vocabulary based on hotel and restaurant.

(Semester IV) BSc HS -T

CHINESE

Lecture: 1 Hours per Week

Theory 40
Internal 10

Credit 01

Total -50

Unit	Content	Marks
I.	<ul style="list-style-type: none">• The Alphabets • Accents • Numbers• Articles- Definite/ Indefinite • Self IntroductionDays of the week/months/date • Nouns/prepositions •Glossary of general food items	10
II.	<ul style="list-style-type: none">• Auxiliary Verbs • Adjectives of profession/ nationality • Time1st Group Verbs • Feminine and Phralisation of nouns •Culinary terms in chinese	10
III.	<ul style="list-style-type: none">Future and past tenseFeminine and Pluralisation of Adjectives	10
IV.	<ul style="list-style-type: none">Adverbs and Pronouns • Basic chinese conversation with guests •	10

(Semester IV) BSc HS PRACTICAL

Chinese

Lecture: 1 Hours per Week

Theory 40
Internal 10

Unit	Content
I.	Self introduction, description of a person, speaking about time, weather, months, season, days and number, family and home colors
II.	Role plays (conversation) with guest about room booking at a hotel, table reservation at a restaurant, booking ticket at cinema.
III.	Read and translate – English to Chinese and Chinese vto English. Topics – menus, recipe, Chinese dishes, wines, cheese and vocabulary based on hotel and restaurant.

NSS TO BE FRAMED BY UNIVERSITY

YOGA TO BE FRAMED BY UNIVERSITY

CONSTITUTION OF INDIA TO BE FRAMED BY UNIVERSITY

FOOD PRODUCTION MANAGEMENT

(Semester V) B. Sc HS T

Lecture: 3 Hours per Week

Credit 02

Theory - 60
Internal - 40

Total - 100

UNIT	CONTENT	MARKS
I	International Cooking China, Russia, Lebanese, Thai: Geographical location, historical background, staple food with regional influence, specialties, special equipment.	15
II	Modern Techniques in preparation • Microwave, infra-red, vacuum reduction cook chill and cook freeze • Convenience foods - Role of convenience foods in fast food operations, advantages and disadvantages of Convenience foods. Labour and cost saving aspect of Convenience foods.	15
III	Larder organization • Control, liaison, Equipment, layout • Hors d'oeuvres • Salads • Sandwiches / Rolls / Burgers /Pizzas/Hot dogs / Foot longs • Cold buffet • Farcis, terrines, pates, galantines, ballotines, mousses, quenelles : Types, preparation, menu e.g. • Cold sauces, dips, chaud froid, aspics method eg. Preparations, eg. • Charcuterie, • Sausages - types, preparation, popular sausages, SPS, cooking methods, casings, storage, problems.	15

IV	<p>Confectionery</p> <ul style="list-style-type: none"> • Meringues - Making, factors affecting stability, cooking, types and uses. • Chocolate work • Fondant • Marzipan • Ice-Creams and Sorbets <p>Non-Edible Display :</p> <ul style="list-style-type: none"> • Ice-carving, Tallow sculpture, fruit and vegetable display, Pate and Terrines and Gammon, Ham, Bacon and Gammon Force meat <p>Kitchen Management:</p> <p>Placement of equipment, Flow of work, Budgeting for equipment, Hierarchy and staffing of kitchen stewarding department, Garbage disposal Kitchen Planning, Meal Production, Purchasing -stores, Food Cost Control, Portion Control, Budgetary Control Forecasting</p> <ul style="list-style-type: none"> • –Kitchen Organization and Layout, Kitchen Equipment and Maintenance, Transport Catering 	15
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Food Production Management

Practical

Theory - 60

Internal -40

Total – 100

Lecture: 3Hours per Week

Credit 02

UNIT	C O N T E N T
1.	International cuisine (Six Course Menus) China - 2 menus, Russia - 1 menu, Thai Menu- 1 menu, Greek Menu- 1 menu, Lebanese (Mediterranean)-1 menu.
2.	Microwave Menu(6 Course) 2 menus
3.	Snacks and fast Food- 2 menus
4.	Pizzas- 2 varieties
5.	Demonstration on :- Cold Buffet- 2 menus(include cold cuts , Canapés, terrinesand galantine)
6.	Demonstration on Marzipan-almond paste, marzipan shapes
7.	Demonstration on Fondant - as icing, and as filling
8.	Demonstration on Meringue - as icing and used as/in product
9.	Ice-cream - 2varieties
10.	Sorbets - 2 varieties

Books Recommended:-

Sr No	Name of Book	Volume	Author	Publication	Year	City
1	Modern Cookery -	I,II	Thanga m E Philip	Oreint Longman	1988	Mumbai
2	Theory Of Cookery	I	Krishna Arora	Frank Bros & Co.	2005	New Delhi
3	Professional Charcutier -	I	John Kinsella, David Harvey,	Margaret K. Burns	1996	

FOOD AND BEVERAGE SERVICE MANAGEMENT

(Semester V) B. Sc HS T

Lecture: 3 Hours per Week

Credit 02

Theory - 60
Internal -40

Total – 100

IV	Menu and Beverage List and Revenue Control: Basic Menu Criteria, Beverage list, Menu Content, Type of Beverage list, General Presentation, Bar Checklist, Menu Merchandising. Revenue control: Manual system, Machine system, Operating yardstick used in controlling.	15
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Books Recommended:

UNIT	CONTENT	MARKS
Sr. I	GUERIDON SERVICE	15
No. 1	A) Introduction principle and meaning • Special equipments Food Gueridon service • Complete procedure of Gueridon service • Beverage Use of liquor in Gueridon service • Advantages Service advantages of Gueridon service	
2 II	Management Beverage Production L. H. Korteshev an Food Production Control: Standard Recipe, Standard Yield, Standard operations Size, Beverage Control: Standard Drinks Recipe, Standard Yield, Standard Portion Size. Beverage Control Procedure	15
3	Beverage, Banquet and Function Keister, C. Bar System, Bar Procedures, and	
III	Control practice at the Bar. Labour cost and Costing: Donglas	15
4	Introduction Employee compensation: Direct compensation. Indirect compensation, Key / Wieland in Food and Beverage, Differed compensation, Determinant of total labour cost and labour cost percents, Labour contracts, Use of part time staff, Labour Operations control, Purpose of labour cost control Costing: Elements of cost, Cost group, Profit, Food cost report - daily, weekly, and monthly, Budgeting for FandB operations.	

FOOD AND BEVERAGE SERVICE MANAGEMENT

(Semester V) B. Sc HS PRACTICAL

UNIT	CONTENT
01	<ul style="list-style-type: none">Preparation of non flambé and flambé dishes: Banana flambé, pineapple flambé, cherry jubilee ,strawberry flambé, crepe suzette , Irish coffee, Jamaican coffee , café royal

Lecture: 3 Hours per Week

Credit 02

Theory - 60
Internal -40

Total – 100

Housekeeping management

(Semester V) B. Sc HS T

Lecture: 3 Hours per Week

Credit 02

Theory - 60
Internal - 40

Total - 100

UNIT	CONTENT	MARKS
I	. Refurbishment and Redecoration • Definition • Factors • Procedures and task involved • Snagging list	15
II	Safeguarding Assets Concern for safety and security in HK operations Concept of safeguarding assets Theft : Employee, guest, external persons Security in Hotel guest Room	15
III	New property Operations • Introduction • Starting up housekeeping • System and procedures • Countdown Energy conservation methods and eco friendly concepts in House Keeping Latest international trends and standards in leading hotels of the world	15
IV	• Training • Training employees • Steps in Planning a training programme • Benefits of training • Types of training	15

(Semester V) B.Sc HS PRACTICAL

Housekeeping Management-

Lecture: 2 Hours per Week

Credit 02

Practical: 100

UNIT	CONTENT
I	Creating three dimensional model of a guest rooms/ Public areas with interior decoration/ themes
II	Making of Schedule and routine checking Resort Hotel (Beach/hill) Commercial Hotel (400 rooms/450 rooms) Medium sized Hotel/ 3 star hotel/100-150 rooms
III	Special Decorations-(Planning, Estimating and area) • Christmas, • New Year • Anniversary of Hotel • Food Festival (at least 2 nos.)

Assignments:

- 1) Beaches of India
- 2) Hill Stations of India

Books recommended

Sr. No.	Name of Book	Volume	Author	Publication	Year	city
1	Hotel housekeeping Operations and Management	II	G. Raghulalan Smritee	Oxford University Press	2007	New Delhi
2	Professional management of Housekeeping operations		Robert J. Martin	John Wiley and Sons	1986	New York
3	Hotel Hostel and Hospital Housekeeping		John C. Branson/Margaret Lennox	Arnold Ltd. (ELBS)		London

4	Hotel Housekeeping Training manual		Sudhir Andrews	Tata Mc Graw Hill	2013	Delhi
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Front office management

(Semester V) B. Sc HS T

Lecture: 3 Hours per Week

Credit 02

Theory – 60

Sessional -40

Total – 100

UNIT	CONTENT	MARKS
I	Environmental Management Environmental and Ecology, Environmental Pollution- air, water Environmental Education and Environmental Legislations Environmental Management in Hospitality Industry Green Practices in Front Office	15
II	SELLING BY RECEPTION STAFF Reception as a sales department • Selling techniques for reception • Points for sale • Room assignment • Selling to different type of clientele	15
III	Budget Types of Budget	15

	Budgetary Factors affecting budget	
IV	Sales of Marketing of Hospitality Products Sales and marketing team Sales and marketing techniques New trends in sales	15

Books Recommended:

- Andrews, S. (1999). *Hotel front office training manual*. New Delhi: Tata Publishing Company limited.
- D.Collins. (1967). *Accomodation Operations*. New Delhi: Plymouth macdonald Evans.
- Jatashankar.R.Tiwari. (2009). *Hotel front Office Operations and Management*. New Delhi: Oxford University press.

FRONT OFFICE MANAGEMENT-

(Semester V) B.Sc HS PRACTICAL

Lecture: 2 Hours per Week

Credit 02

Practical: 100

S no	CONTENT
1	Inovative sales technique
2	Task for sales team
3	Preparing Budget
4	TQM
5	Evaluation of guest satisfaction

ENTREPRENEURSHIP DEVELOPMENT-T
SEMESTER V BSCHS

Lecture: 2 Hours per Week

THEORY 40

Credit 02

INTERNAL 10

TOTAL 50

UNIT	CONTENT	MARKS
I	<ul style="list-style-type: none"> • Meaning, • characteristics, functions and types of entrepreneur • Entrepreneurship scope, role in economical development, barriers • Factors affecting Entrepreneurship growth. 	10
II	<p>ENTREPRENEURSHIP DEVELOPMENT PROGRAMMES (EDPs)</p> <p>Need of EDPs Objectives of EDPs Franchising dealership</p>	10
III	<p>PROJECT IDENTIFICATION AND SELECTION (PIS)</p> <p>Meaning of project Project identification Project selection</p>	10
IV	<ul style="list-style-type: none"> • PROJECT FORMULATION AND PROJECT APPRAISAL • Meaning of project report • Significance of project report • Contents of a project report • Formulation of a project report • Concept of project appraisal 	10

Books Recommended

- Entrepreneurship Development- S.S. Khanka, S Chand & Company Ltd.
- Dynamics of Entrepreneurial Development and Management- Vasant Desai, Himalaya Publishing House

Entrepreneurship-Rajeev Roy, Oxford University Press

FACILITY MANAGEMENT -THEORY SEMESTER V BSCHS

Lecture: 02 Hours per Week

THEORY 40

Credit 02

INTERNAL 10

TOTAL 50

UNIT	CONTENT	MARKS
I	Definition ,Facility management process, 8 key roles of facility management	10
II	Strategic importance of managing facilities , Developing a plan and team	10
III	Outsourcing ,insourcing ,Reviewing contracts ,Contract bundling and aggregation , People management.	10
IV	Zero risk maintenance . Understanding RISK	10

RESEARCH METHODOLOGY-T

SEMESTER V BSCHS

Lecture: 3 Hours per Week

THEORY 60

Credit 04

INTERNAL 40

TOTAL 100

UNIT	CONTENT	MARKS
I	Definition and Objectives of Research, Research Purposes, Various Steps in Scientific Research, Research methods vs. Methodology, Types of Research – Descriptive vs. Analytical, Applied vs Fundamental, Quantitative vs. Qualitative, Conceptual vs. Empirical. Hypotheses & its type , Code of Research Ethics	15
II	Research Formulation- Meaning of research problem, sources of research problem, characteristics of good research problem, Defining and formulating the research problem ,Selecting the problem ,Necessity of defining the problem , Importance of literature review in defining a problem – Literature review- Primary and secondary sources – reviews, treatise, monographs-patents – web as a source – searching the web.	15
III	Research design and methods- Basic Principles ,Need of research design ,Features of good design ,Important concepts relating to research Design. Description, Diagnosis, Experimentation. Determining experimental ,Survey Research ,Case Study Research Sampling, characteristics of good sample design. Sample size, sampling unit, sample selection process, Merits and Demerits, census vs. sample Sampling Errors.	15
IV	Data Collection and analysis ,Processing of data: Editing, coding and classification of data, Methods of data collection, Meaning and importance of Data, Sources of Data, Use of Primary &Secondary Data, Tools for data collection, Types of Data, Construction of Schedules and questionnaires , Tabulation of data Interpretation and Report Writing: Meaning of interpretation, Techniques	15

	of interpretation, Precautions in Interpretation, Significance of Report writing; Different steps in Report writing; Layout of Research Project; Structure, components & language of a report, Significance , Illustrations and tables , - Bibliography, referencing and footnotes ,plagiarism ,Citations	
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Books Recommended:

Sr. No.	Name of Book	Volume	Author	Publication	Year	City
1	Research Methodology Methods and Techniques	2 nd	C.R. Kothari	Vishwa Prakashan	2006	
2	Random data: Analysis and Measurement Procedures	4 th	Bendat and Piersol	Wiley Interscience	2001	
3	Time Series Analysis and its Applications		Shumway and Stoffer	Springer	2000	
4	Spectral Analysis and its Applications		Jenkins, G.M., and Watts, D.G	Holden Day	1986	

Semester V B Sc HS P

Research project

The students should submit the Project Work of about 60 to 80 typed pages, with certificates from the Supervising teacher and Principal on or before the notified date of submission.

The Project Work will be externally and internally evaluated at the end of the Fifth Semester.

Project should be Presented in a succinct manner (precise, but in-depth) a novel research topic (worthy of a degree) pertaining to core discipline, highlighting why the topic chosen is important, status of the current knowledge in the field, methodology that would be adopted to address the perceived gaps, and the probable conclusions research may yield which can add to the current knowledge in the appropriate field; in the form of:

- (i) Technical Report
- (i) A Seminar/Presentation of not more than 10 (ten) minutes. Student need to give a seminar (an oral presentation of 10 minutes duration) .The seminar will be followed by a session of questions by the examiners.

Exceeding the page limit for the technical report and the time limit for the seminar will attract negative marks. Reports will be checked for originality. So Supervisor should make sure that student appropriately cites all the references if quoting some other work.

References can be presented on an additional page, if required. Power Point presentations should be uploaded in the respective seminar rooms on the specified dates.

- (ii) A Seminar/Presentation of not more than 10 (ten) minutes. Student need to give a seminar (an oral presentation of 10 minutes duration) .The seminar will be followed by a session of questions by the

examiners.

Exceeding the page limit for the technical report and the time limit for the seminar will attract negative marks. Reports will be checked for originality. So Supervisor should make sure that student appropriately cites all the references if quoting some other work.

References can be presented on an additional page, if required. Power Point presentations should be uploaded in the respective seminar rooms on the specified dates.

Evaluation (of the report and the seminar presentation) is based on the originality of the topic chosen, appropriate relevance to the advancement of knowledge in the chosen field of research, novelty of the approach proposed, presentation style, the feasibility of methodology as well as the technical content.

The expectations from the assignment are as follows:

- Demonstration of novelty/originality/new understanding/marshalling existing ideas in ways that provide new insights in research.
- Demonstration of suitable and systematic methods to be used to evaluate the chosen hypothesis.
- Demonstration of knowledge, understanding, and appreciation of the field. But not a 'diary' of work to be done.
- Demonstration of Style and substance of presentation.

The examination would be designed to test the students on the knowledge and skills pertaining to research methods.

Scheme Semester VI

Industrial Training /Industrial visit - 700 marks -16 CR

Industrial Tour/Field visit -400 marks -6 CR

Semester VI: Industrial Training for 5 months.

Note: Semester Six is devoted to 05 months Industrial Training.

Log Book on training
should be maintained
by the student and
signed by Training
Co-ordinator / Head
of the Department
Head of Institution.

- a) *Training in recognized Hotel & resorts, Travel Agency
- b) *Log book to be maintain.
- c) *Certificate of training to be submitted.
- d) *On completion of training presentation is compulsory.