

Study & Evaluation Scheme of Bachelor of Hotel Management

[Applicable for 2022-26]
Version 2022

[As per CBCS guidelines given by UGC]



Version	Approved in BOS	Approved in BOF	Approved in Academic Council
2022	5/31/2022	8/8/2022	10/20/2022

Quantum University, Roorkee
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Registrar
Quantum University



Quantum University, Roorkee
 22 KM Milestone, Dehradun-Roorkee Highway, Roorkee (Uttarakhand)
Study & Evaluation Scheme
Study Summary

Name of the Faculty	Faculty of Graduate Studies
Name of the Department	Department of Hospitality & Tourism
Program Name	Bachelor of Hotel Management
Duration	4 Years
Medium	English

Evaluation Scheme

Type of Papers	Internal Evaluation (%)	End Semester Evaluation (%)	Total (%)
Theory	40	60	100
Practical/ Dissertations/Project Report/ Viva-Voce	40	60	100
Internal Evaluation Components (Theory Papers)			
Mid Semester Examination	60 Marks		
Assignment –I	30 Marks		
Assignment-II	30 Marks		
Attendance	30 Marks		
Internal Evaluation Components (Practical Papers)			
Quiz One	30 Marks		
Quiz Two	30 Marks		
Quiz Three	30 Marks		
Lab Records/ Mini Project	30 Marks		
Attendance	30 Marks		
End Semester Evaluation (Practical Papers)			
ESE Quiz	40 Marks		
ESE Practical Examination	40 Marks		
Viva- Voce	20 Marks		



Structure of Question Paper (ESE Theory Paper)

The question paper will consist of 5 questions, one from each unit. Student has to Attempt all questions. All questions carry 20 marks each. Parts a) and b) of question Q1 to Q5 will be compulsory and each part carries 2 marks. Parts c), d) and e) of Q1 to Q5 Carry 8 marks each and the student may attempt any 2 parts.

Important Note:

- 1. The purpose of examination should be to assess the Course Outcomes (CO) that will ultimately lead to attainment of Program Specific Outcomes (PSOs). A question paper must assess the following aspects of learning: Remember Understand, Apply, Analyze, Evaluate & Create (reference to Bloom's Taxonomy). The standard of question paper will be based on mapped BL level complexity of the unit of the syllabus, which is the basis of CO attainment model adopted in the university.*
- 2. Case Study is essential in every question paper (wherever it is being taught as a part of pedagogy) for evaluating higher-order learning. Not all the courses might have case teaching method used as pedagogy.*
- 3. There shall be continuous evaluation of the student and there will be a provision of real time reporting on QUMS. All the assignments will be evaluated through module available on ERP for time and access management of the class.*



Program Structure – Bachelor of Hotel Management

INTRODUCTION OF COURSE:

Hotel Management and Tourism is a popular and rapidly-growing industry. This discipline is about hospitality management and is popular with the students. The hotel management courses cover the operational activities of hotels, restaurants, cruise ships, country clubs and more. The main responsibilities in hotel management are to coordinate all the tasks while running a hotel like maintaining an excellent standard, managing the finances, planning and organisation. Tourism deals with the development of tourism, travel industry management, marketing of tourism and more. The responsibilities in tourism management are to manage the stay of the travellers, tour programs and more. The hotel and tourism management courses include theoretical and practical classes. The students are trained in various segments like front desk operation, housekeeping, accommodation operations, event management and airline catering. The hotel and tourism management students are also taught soft skills and how to ensure guest satisfaction. The students taking these courses will find multiple career options and depending on the location of their job they may get to discover different places. The hotel management courses provide diverse specialisation and are in demand. The courses help the students enhance their communication skills, organisation skills, language skills, networking skills and more. The tourism management courses teach the students to provide the best services to their clients.

Bachelor of Hotel Management is a hybrid course that educates and trains students to acquire professional skills that would help them in getting a job in the Hospitality and Tourism industry. It is a vocational undergraduate degree that provide the complete knowledge of the field of Hospitality and Tourism industry. It is four years degree with the combination of Hospitality and Tourism management. Therefore, this course will open the door of opportunities in the Hospitality and Tourism domain worldwide. Students need to undergo is in spheres like food and beverage service, front desk operations, food production, housekeeping, accommodation operations and other tourism-related fields.

OBJECTIVES OF COURSE:

This course provides the professional career opportunities and the employability skills needed to Hospitality and Tourism sector. This course shows students how to analyze the key factors responsible for the growth and development of Hospitality and Tourism, identifying current trends and challenges faced by the Hospitality and Tourism industry, and understanding hotel classifications and the different types of hotel ownership and development.

This course will help identify possible career paths for Hospitality and Tourism graduates with emphasis on the vast opportunities open to those who possess the knowledge, skills and personal qualities expected of potential industry leaders. We will also discuss the importance of exercising effective leadership and management techniques, as well as the defining characteristics of effective leaders in the Hospitality and Tourism industry.

LEARNING OBJECTIVES OF COURSE:

1. Discuss and analyze the key factors responsible for the growth and development of Hospitality and Tourism industry
2. Describe the current hospitality industry trends and challenges faced by the Hospitality and Tourism industry, in the context of global economic, environmental, health and other social concerns



3. Discuss hotel classifications and describe the different types of hotel ownership and development, i.e. franchising and management contracts
4. Identify possible career paths for hospitality graduates with emphasis on the vast opportunities open to those who possess the knowledge, skills and personal qualities expected of potential industry leaders
5. Discuss the importance of effective service leadership and management, and the characteristics of effective leaders in the Hospitality and Tourism industry

Key Benefits

Students at Quantum School of Hospitality & Tourism are provided with excellent facilities, and an accomplished teaching staff, enabling students to hone their skills in the best possible platform. Developing an understanding of the importance of customer satisfaction in business. Our faculties possess teaching qualities that help students learn how to perform tasks in a professional and scientific manner. Our students are imbued with qualities to learn scientifically and act professionally.

1. The Course curriculum includes the latest advancements and technologies.
2. The syllabus of Course curriculum is designed to develop a general understanding of the Hospitality & Tourism industry.
3. The syllabus includes the latest in terms of breakthroughs and technologies.
4. The syllabus of courses curriculum is designed to develop a holistic understanding of the Hospitality and Tourism industry.
5. Our students are groomed in being more employable, in whichever sector they choose to enter.
6. Successful graduates are placed in various organizations in the Hospitality and Tourism sector, which includes hotels, restaurants, airlines, front office management etc.



Curriculum (Session: 2022-2026) Version 2022

Department of Hospitality & Tourism

Bachelor of Hotel Management- PC: 07-3-01

Scheme & Syllabus

BREAKUP OF COURSES

Sr. No	CATEGORY	CREDITS
1	Foundation Core (FC)	10
2	Program Core (PC)	115
3	Program Electives- I (Theory + Lab) (PE)	6
4	Program Electives- II (OJT Internship) (PE)	20
5	Industry Exposure	20
6	Open Electives (OE)	9 Minor + 9
7	Value Added Programs (VAP)	10
8	General Proficiency	7
9	Passion Programs (PROPs)*	-
10	Disaster Management*	2*
TOTAL NO. OF CREDITS		197
TOTAL NO. OF CREDITS (with minor)		204

*Non-CGPA Audit Course

SEMESTER-WISE BREAKUP OF CREDITS

Sr. No	CATEGORY	SEM 1	SEM 2	SEM 3	SEM 4	SEM 5	SEM 6	SEM 7	SEM 8	TOTAL
1	Foundation Core	-	6	-	4	-	-	-	-	10
2	Program Core	20	20	-	20	20	20	15	-	115
3	Program Electives- I (Theory + Lab)	-	-	-	-	-	-	6	-	6
4	Program Electives- II (OJT Internships)	-	-	-	-	-	-	-	20	20
5	Industry Exposure	-	-	20	-	-	-	-	-	20
6	Open Electives	-	-	-	3+(3M)	3+(3M)	3+(3M)	-	-	9+(9M)
7	VAPs	2	2	-	2	2	2	-	-	10
8	GP	1	1	1	1	1	1	1	-	7
9	PROPs*	-	-	-	-	-	-	-	-	-
10	Disaster Management	2*	-	-	-	-	-	-	-	2*
TOTAL		23	29	21	30	26	26	22	20	197

M- Minor Program *Non-CGPA Audit Course

Minimum Credit Requirements

BHM: 184 Credits

With Minor: 197 +09 = 204 Credits



Semester 1

Course Code	Course Type	Course Name	L	T	P	C	Version	Course Prerequisite
HM3110	PC	Food Production Foundation-I	3	0	0	3	1.0	Nil
HM3111	PC	Food & Beverage Service Foundation -I	3	0	0	3	1.0	Nil
HM3114	PC	Front Office Foundation-I	3	0	0	3	1.0	Nil
HM3115	PC	Housekeeping Foundation-I	3	0	0	3	1.0	Nil
HM3116	PC	Introduction to Hospitality and Tourism Industry	3	0	0	3	1.0	Nil
HM3144	PC	Food Production Foundation-I Lab	0	0	4	2	1.0	Nil
HM3145	PC	Food & Beverage Service Foundation -I Lab	0	0	2	1	1.0	Nil
HM3147	PC	Front Office Foundation-I Lab	0	0	2	1	1.0	Nil
HM3148	PC	Housekeeping Foundation-I Lab	0	0	2	1	1.0	Nil
VP3113	VAP	Communication and Managerial Skills in Hospitality Industry-I	2	0	0	2	1.0	Nil
Total			19	0	10	23		

Total Hrs:-27

Semester 2

Course Code	Course Type	Course Name	L	T	P	C	Version	Course Prerequisite
HM3212	PC	Food Production Foundation-II	4	0	0	4	1.0	Nil
HM3213	PC	Food & Beverage Service Foundation –II	4	0	0	4	1.0	Nil
HM3216	FC	Front Office Foundation-II	4	0	0	4	1.0	Nil
HM3217	PC	Housekeeping Foundation-II	2	0	0	2	1.0	Nil
HM3218	PC	Concept and Practices in Tourism	0	0	4	2	1.0	Nil
HM3244	PC	Food Production Foundation-II Lab	0	0	2	1	1.0	Nil
HM3245	PC	Food & Beverage Service Foundation –II Lab	0	0	2	1	1.0	Nil
HM3247	PC	Front Office Foundation-II Lab	2	0	0	2	1.0	Nil
HM3248	PC	Housekeeping Foundation-II Lab	2	0	0	2	1.0	Nil
VP3213	VAP	Principle of Food Science	0	0	0	1	1.0	Nil
GP3201	GP	General Proficiency	0	0	0	1		Nil
Total			20	0	10	26		

Total Hrs:-26



Semester 3

Course Code	Course Type	Course Name	L	T	P	C	Version	Course Prerequisite
Industry Exposer								
HM3375	FW	Food Production Operations - Industry Exposure	0	0	8	4	1.0	Nil
HM3376		Food & Beverage Service Operations - Industry Exposure	0	0	8	4	1.0	Nil
HM3379		Front Office Operations - Industry Exposure	0	0	8	4	1.0	Nil
HM3380		Housekeeping Operations - Industry Exposure	0	0	8	4	1.0	Nil
HM3378		Training Report & Log Book	0	0	8	4	1.0	Nil
GP3301	GP	General Proficiency	0	0	0	1		Nil
Total			0	0	40	21		

Total Hrs:-0

Semester 4

Course Code	Course Type	Course Name	L	T	P	C	Version	Course Prerequisite
HM3410	FC	Foreign Language Skills (French)	3	0	0	3	1.0	Nil
HM3411	PC	Introduction to Indian Cookery	3	0	0	3	1.0	Nil
HM3412	PC	Food & Beverage Service Operations	3	0	0	3	1.0	Nil
HM3414	PC	Front Office Operations	3	0	0	3	1.0	Nil
HM3415	PC	Housekeeping Operations	3	0	0	3	1.0	Nil
HM3416	PC	Tour Operation and Management	3	0	0	3	1.0	Nil
HM3445	PC	Introduction to Indian Cookery Lab	0	0	4	2	1.0	Nil
HM3446	PC	Food & Beverage Service Operations Lab	0	0	2	1	1.0	Nil
HM3448	PC	Front Office Operations Lab	0	0	2	1	1.0	Nil
HM3449	PC	Housekeeping Operations Lab	0	0	2	1	1.0	Nil
VP3413	VAP	Communication and Managerial Skills in Hospitality Industry-II	2	0	0	2	1.0	Nil
	OE	Open Elective- I	3	0	0	3	1.0	Nil
GP3401	GP	General Proficiency	0	0	0	1		Nil
HU3201	FC	Indian Knowledge System	1	0	0	1	1.0	Nil
Total			20	0	10	26		

Total Hrs:-34



Semester 5

Course Code	Course Type	Course Name	L	T	P	C	Version	Course Prerequisite
HM3501	PC	Regional Cuisine of India-I	3	0	0	3	1.0	Nil
HM3502	PC	Food & Beverage Service Management-I	3	0	0	3	1.0	Nil
HM3503	PC	Accommodation Management-I	3	0	0	3	1.1	Nil
HM3505	PC	Front Office Management-I	3	0	0	3	1.0	Nil
HM3506	PC	Marketing for Hospitality and Tourism	3	0	0	3	1.0	Nil
HM3540	PC	Regional Cuisine of India-I Lab	0	0	4	2	1.0	Nil
HM3541	PC	Food & Beverage Service Management-I Lab	0	0	2	1	1.0	Nil
HM3542	PC	Accommodation Management-I Lab	0	0	2	1	1.1	Nil
HM3543	PC	Front Office Management-I Lab	0	0	2	1	1.0	Nil
	OE	Open Elective- II	3	0	0	3	1.0	Nil
VP3516	VAP	Hospitality & Tourism Law	2	0	0	2	1.0	Nil
GP3501	GP	General Proficiency	0	0	0	1		Nil
Total			20	0	10	26		

Total Hrs:-30

Semester 6

Course Code	Course Type	Course Name	L	T	P	C	Version	Course Prerequisite
HM3601	PC	Regional Cuisine of India-II	3	0	0	3	1.0	Nil
HM3602	PC	Food & Beverage Service Management-II	3	0	0	3	1.0	Nil
HM3603	PC	Accommodation Management-II	3	0	0	3	1.1	Nil
HM3604	PC	Human Resource Management for Hospitality	3	0	0	3	1.0	Nil
HM3606	PC	Front Office Management-II	3	0	0	3	1.0	Nil
HM3640	PC	Regional Cuisine of India-II Lab	0	0	4	2	1.0	Nil
HM3641	PC	Food & Beverage Service Management-II Lab	0	0	2	1	1.0	Nil
HM3642	PC	Accommodation Management-II Lab	0	0	2	1	1.1	Nil
HM3643	PC	Front Office Management- II Lab	0	0	2	1	1.0	Nil
	OE	Open Elective- III	3	0	0	3	1.0	Nil
VP3613	VAP	Accounting Skills for Hospitality	2	0	0	2	1.0	Nil
GP3601	GP	General Proficiency	0	0	0	1		Nil
Total			20	0	10	26		

Total Hrs:-30



Semester 7

Course Code	Course Type	Course Name	L	T	P	C	Ver sion	Course Prerequisite
HM3701	PC	Entrepreneurship Development in Hospitality	4	0	0	4	1.0	Nil
HM3709	PC	Principles of Management in Hospitality	4	0	0	4	1.0	Nil
HM3708	PC	Organizational Behaviour in Hospitality	4	0	0	4	1.0	Nil
HM3707	PC	Applications of Computer in Hospitality	3	0	0	3	1.0	Nil
Program Elective- I (Theory)			4	0	0	4	1.0	Nil
HM3702	PE	Culinary Management						
HM3703		Food & Beverage Service Management						
HM3704		Front Office Management						
HM3705		Laundry Management in Hotels						
HM3706		Bakery Management						
Program Elective- I (Lab)			0	0	4	2	1.0	Nil
HM3740	PE	Culinary Management Lab						
HM3741		Food & Beverage Service Management Lab						
HM3742		Front Office Management Lab						
HM3743		Laundry Management in Hotels Lab						
HM3744		Bakery Management Lab						
GP3701	GP	Culinary Management Lab	0	0	0	1		Nil
Total			19	0	4	22		

Total Hrs:-23

Semester 8

Course Code	Course Type	Course Name	L	T	P	C	Version	Course Prerequisite
Program Elective- II (On Job Training Internship)								
HM3874	FW	Practices in Culinary Management (On Job Training Internship)	0	0	20	10	1.0	Nil
HM3875		Practices in Food & Beverage Service Management (On Job Training Internship)						
HM3876		Practices in Front Office Management (On Job Training Internship)						
HM3877		Practices in Accommodations Management (On Job Training Internship)						
HM3878		Practices in Bakery Management (On Job Training Internship)						
HM3879	FW	Training Report & Log Book Presentation	0	0	20	10	1.0	Nil
Total			0	0	40	20		

Total Hrs:-0



B. Choice Based Credit System (CBCS)

Choice Based Credit System (CBCS) is a versatile and flexible option for each student to achieve his target number of credits as specified by the UGC and adopted by our university.

The following is the course module designed for the Hospitality & Tourism program:

Core competency: Students will acquire core competency in Hospitality and in allied subject areas.

Value Added Course (VAC): A value added audit course is a non-credit course which is basically meant to enhance general ability of students in areas like soft skills, quantitative aptitude and reasoning ability - required for the overall development of a student and at the same time crucial for industry/corporate demands and requirements. The student possessing these skills will definitely develop acumen to perform well during the recruitment process of any premier organization and will have the desired confidence to face the interview. Moreover, these skills are also essential in day-to-day life of the corporate world. The aim is to nurture every student for making effective communication, developing aptitude and a general reasoning ability for a better performance, as desired in corporate world. There shall be four courses of Aptitude in Semester I, II, III & IV semesters and two courses of Soft Skills in III & IV Semesters and will carry no credit, however, it will be compulsory for every student to pass these courses with minimum

45% marks to be eligible for the certificate. These marks will not be included in the calculation of CGPI. Students have to specifically be registered in the specific course of the respective semesters.

Skill Enhancement Course: This course may be chosen from a pool of courses designed to provide value-based and/or skill-based knowledge.

Generic/Open Elective Course (OEC): Open Elective is an interdisciplinary additional subject that is compulsory in a program. The score of Open Elective is counted in the overall aggregate marks under Choice Based Credit System (CBCS). Each Open Elective paper will be of 3 Credits in II, III and IV semesters. Each student has to take Open/Generic Electives from department other than the parent department. Core / Discipline Specific Electives will not be offered as Open Electives.

Mandatory Course (MC): This is a compulsory course but audit that does not have any choice and will be of 3 credits. Each student of School of Hospitality & Tourism has to compulsorily pass the Disaster Management.

C. Program Outcomes of Bachelor of Hotel Management

PO-01	Hospitality Management Knowledge	Apply the knowledge of Hospitality Management, Culinary Science, Human Resource Management, Communication Skills and Marketing to the solution of Hospitality and Tourism World.
PO-02	Problem Analysis	Identification of problems of Hospitality Industry, Formulation, Research Literature, and analyze complex Hospitality Management problems reaching substantiated conclusions using Principles of Hospitality.
PO-03	Project Development and Solutions	Develop and study the project case related to Hospitality Industry and Designing and Developing Solutions.
PO-04	Modern Management Methods	Create and integrate new solutions and adopt new methods of Culinary Science and Management Practices with an understanding of the limitations.
PO-05	The Hospitality Professionals and Society	Creation and Application of Hospitality Knowledge to serve the society.
PO-06	Environment and Sustainability	Understand the impact of the Hospitality Education and Culinary Science on society and environments for Sustainable Development.
PO-07	Ethics	<ul style="list-style-type: none"> Apply the ethical principles and commit to professional ethics and responsibilities and norms of the Hospitality Management Practices. Respect of Tourists/Guests and Colleagues that encompasses



		without prejudice diversity of the background, language in culture. • An understanding of Tourist's/Guest's right particularly with regard to confidentiality.
PO-08	Individual and Team Work	Function effectively as an individual, and as a member or leader in diverse teams, and in Multidisciplinary Hospitality Settings.
PO-09	Communication	Communicate effectively with teams, leaders as well as societies such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give & receive clear instructions.
PO-10	Management & Culinary Skills	Develop management skills and learn culinary skills for a successful career as a Hospitality Management Professional.
PO-11	Innovation and Adaptability	Utilize creative thinking and adaptability to identify and implement innovative solutions in response to evolving challenges and trends within the Hospitality and Tourism industry.

D. Program Specific Outcomes:

PSO-01	Will cater to the manpower needs of companies in Food Production, Food & Beverage Service, Front office, Housekeeping and Management.
PSO-02	Will inculcate entrepreneurship and managerial skills in themselves so as to enable them to establish and manage their business effectively and to integrate knowledge, skill and attitude that will sustain an environment of learning and creativity in hospitality industry with an assurance for society & nation building.
PSO-03	Will display written & oral communication, and understand the concepts of hospitality and computer application operations.

Program Educational Objectives (PEO's)

PEO-01	Able to enrich communication, ethical values, team work, professional and leadership skill sets of students and exercising Professional skills, values, team spirit, and high leadership and to accept the challenges in the hospitality Industry and academics.
PEO-02	Able to excel in contemporary knowledge of hospitality and developing inclination towards lifelong learning and able to appear in Masters in Hotel Management Course (MHM).
PEO-03	Able to work in Food Production, housekeeping, Front office and Food & beverage Service compliance knowledge in Hotels, Restaurants and Quick serving Restaurants.
PEO-04	Able to demonstrate professional expertise in Planning, analysis, control, Decision support and professional ethics with the employees.



SEMESTER 1

HM3110	Title: Food Production Foundation- I	L T P C 3 0 0 3
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart fundamental knowledge of food production among students and to familiarize the students with day to day working atmosphere of food production dept. in hotels	
Expected Outcome	Students will be able to familiarize with day to day working atmosphere of food production dept. in hotels	Total Hrs 36
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Professional Kitchen & Cooking	8
Introduction, Definition, and its importance; Uniform, Protective clothing, Kitchen Layouts(Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade, , Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes; coordination of kitchen with other departments.		
Unit II	Kitchen Equipment, Fuels & Safety	7
Kitchen equipment, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations, Safety Procedures, Fuel – Types, Usage and Precautions. Fire - Introduction, Types and handling fires and usage of extinguishers; Basic First Aid- Burns, Scalds, Cuts		
Unit III	Stocks, Sauces	7
Stocks: Introduction, Classification, Usage, Preparation; Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, Understanding their derivatives, propriety sauces, making of good sauce, emerging trends		
Unit IV	Soups and Salads	7
Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation. Salads: Introduction, compositions, types, dressings, emerging trends.		
Unit V	Food Safety	7
Kitchen Hygiene, Personal hygiene & its importance, Food handling & storage, care, sanitation practices, Fumigation, HACCP - Practices in food handling & storage, Conversion tables: American, British measures and its equivalents.		
Text Books	1. Theory of Cookery By K Arora, Publisher: Frank Brothers 2. Food Production Operations: Parvinder S Bali, Oxford University Press 3. The Professional Chef: Le Rol A. Polsom	
Reference Books	1. M J Leto & W K H Larder Chef Bode Publisher: Butterworth-Heinemann 2. Kinton & Cessarani Theory of Catering	
Mode of Evaluation	Internal and External Examination	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	



Course Outcome for HM3110

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand working flow of professional kitchens, Hierarchy of Kitchen Department, Classical Kitchen Brigade, Duties & Responsibilities of various chefs in kitchen, their attributes.	1	S
CO2	Students will get knowledge of various kitchen equipments and Fuels used for preparing food.	1	S
CO3	Students will get knowledge of various Herbs & Spices Cereals and Pulses, Fruits and Vegetables, and Salt, Sweeteners, Fat, Milk and Milk Products used in kitchens.	2	S
CO4	Students will be able to understand the various Stocks preparations, use of Stocks and preparation of Sauces, Preparation of Mother Sauces, Understanding their derivatives.	2	S
CO5	Students will be able to understand the various Soups preparations, use of Soups and preparation of Salads, , compositions, types, dressings of salads.	3	S

CO-PO Mapping for HM3110

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate-2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	1	–	2	2	–	1	–	1	2	–	2	–	1
CO 2	1	3	2	2	2	2	2	2	2	1	1	1	–	2
CO 3	2	3	2	2	1	2	2	3	1	–	2	2	2	2
CO 4	2	2	2	2	2	2	2	2	2	2	1	1	–	2
CO 5	2	3	2	2	2	3	2	2	2	2	2	2	2	2
Avg	1.8	2.4	1.6	2	1.8	1.8	1.8	1.8	1.6	1.4	1.2	1.6	0.8	1.8



HM3111	Title: Food & Beverage Service Foundation- I	L T P C 3 0 0 3
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart an overview of entire food and beverage service department and to make students familiar with the working Procedures and skill required in managing this department.	Total Hrs 36
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing this department	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	The Food & Beverage Service Industry	8
INTRODUCTION TO THE CATERING INDUSTRY: a) History of catering Industry b) Introduction and growth of catering-industry. c) Classification of catering establishments: a) Organization of the star category hotel b) Relationship among F & B service department with other departments of the hotel; d) Types of F & B outlets e) Organization of staff in various F & B Outlets f) job description & job specification of all F & B staff g) Attributes of a waiter: Effective communication skills, Personal hygiene, physical attributes, work related attributes/professional attributes.		
Unit II	Food & Beverage Service Areas In Hotel	7
Restaurant, Coffee Shop, Room Service, Bars, Banquets, Snack Bar, Executive - Lounges, Business Centers, Discotheques & Night Clubs. -Ancillary department.		
Unit III	Restaurant Equipments	7
RESTAURANT EQUIPMENTS: a) Crockery. b) Glassware, Chinaware. c) Cutlery, Flatware, Hollow ware - Silver and stainless steel, disposable, cleaning method polivit, dry powder silver dip. Burnishing method d) Linens, Furnishing, fittings, and disposable. e) Care and maintenance of restaurant equipment. ANCILLARY DEPARTMENTS: Pantry, still room, plate room, hotplate, & kitchen stewarding a brief description		
Unit IV	Room Service/In room dining	7
ROOM SERVICE: a) Type of Room Service Introduction – Cycle of service / Centralized / Decentralized /forms to formats used in room service, order taking, thumb rules, suggestive selling, guest service Procedure in room service. b) List of Equipments c) House Rules of Room Service Waiter d) Room Service Men		
Unit V	Types Of Food Service	7
Mise-en-place & Mise-en-scene - Table Service –English / Silver, American, French, Russian - Self Service – Buffet & Cafeteria -Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc. - Single Point Service – Take Away, Vending Kiosks, Food Courts & Bars, Vending machines.		
Text Books	1. Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS 2. Food & beverage service –R.Singervallwan , Publisher: Oxford University Press 3. Food & Beverage Service Management- Brian Varghese 4. Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill.	
Reference Books	1. Professional Food & Beverage Service Management – Brian Varghese 2. The Restaurant (From Concept to Operation) 3. The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi	
Mode of Evaluation	Internal and External Examination	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	



Course Outcome for HM3111

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the concept of service of food & beverages, Hierarchy of F&B Service Department, F&B Service Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various employees in F&B Service department.	3	Em
CO2	Students will be able to get knowledge about different types of F&B equipments, , Food Service Tools and their Usage in F&B service department.	2-3	Em
CO3	Students will understand the different types of fuel used in F&B service department.	2-3	Em
CO4	Students will get knowledge of various Condiments and Sweeteners, Presenting menu to guests, Table setup and Receiving and Greeting the Guests.	2-3	Em
CO5	Students will get knowledge of various food service, Preparation for Services, Mise-en-place and Mise-en-scene, arrangement and setting up of station, Par stocks maintained at each side station, emerging trends in Food Services and salient features.	2-3	Em

CO-PO Mapping for HM3111

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	1	—	1	2	—	1	2	1	2	2	—	2	2
CO 2	2	2	2	2	2	3	2	3	2	3	2	1	3	2
CO 3	2	2	2	2	2	1	—	2	2	3	2	2	—	2
CO 4	2	1	2	2	2	2	3	2	2	2	2	—	2	2
CO 5	2	3	2	2	2	3	2	2	2	2	3	3	1	2
Avg	2	1.8	1.6	1.8	2	1.8	1.6	2.2	1.8	2.4	2.2	1.2	1.6	2

HM3114	Title: Front Office Foundation- I	L T P C 3 0 0 3
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about Hotel's Front office and its basic function.	
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing front office department	Total Hrs 36
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Introduction to the Hospitality Industry	8
Evolution & growth of Hotels Sectors in the world & in India (ITC, The Taj Group, The Oberoi Group), Foreign Hotel Chains in India – (Hilton, Marriott, Hyatt); Personalities in Hotel Industry: Classifying Hotels; India & International; Classification of Hotels; Alternative Accommodation, Scope of the Hotel Industry; Classifying Guest, Ancillary Services		
Unit II	Hotel Organization	7
Need for Organization, Vision, Mission (Mission Statement, Objectives), Hotel Organization Chart; Major departments of a Hotel, Work Shifts, Job Description, Job Specification, Types of guest Rooms; Status, Rates.		
Unit III	Classification of Hotels	7
Star classification, Classification based on size, clientele, Location, Ownership, Independent, Management Contract, Chains & Franchise/ Affiliated, Time Share & condominiums, Supplementary accommodation etc.		
Unit IV	Front Office Operation	7
The Front Desk: Functional Organization, Design Alternatives, The Guest cycle - Pre-Arrival, Arrival, Occupancy, Departure, Front Office Systems: Non-Automated, Semi-Automated, and Fully Automated FRONT OFFICE EQUIPMENTS: Room Rack, Mail, Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications equipment		
Unit V	Front Office Communications	7
Communication, Communication process, Seven Cs of Communication, Importance of Communications, Types of communications, Flow of Communications, Barrier of Communication, Interdepartmental Coordination		
Text Books	<ol style="list-style-type: none"> 1. Front Office Training manual – Sudhir Andrews. Publisher: Tata Mac Graw Hill 2. Front office Operation - S.K Bhatnagar, Publisher: FrankBrothers 3. Managing Front Office Operations”, Kasavana, M. L., & Brooks, R. M. American Hotel & Lodging Educational Institute, USA, 8th Edition, 2013 	
Reference Books	<ol style="list-style-type: none"> 1. Kasavana& Brooks Managing Front Office Operations –Educational InstitutionAHMA 2. Michael Kasavana&Cahell.-Managing Computers in HospitalityIndustry 3. Sue Baker &JermyHuyton, Principles of Hotel Front OfficeOperations, Continuum 	
Mode of Evaluation	Internal and External Examination	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3114

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	To make student remember and learn about origin, evolution importance of Tourism and hospitality Industry and the various sub sections classifications under front office department	3	Em
CO2	To make Student acquire a knowledge of classification of hotels on various factors	2-3	Em
CO3	To make student remember and learn about the Hierarchy of front office of various size of hotel. Student will also gain an insight on the tariff structure, factors, brochure of hotels and will apply this knowledge further.	2-3	Em
CO4	To make student learn about communication importance, flow of communication and its relevance in Hotel industry.	2-3	Em
CO5	Student will memorize and recollect the various activities performed by Front Office and simultaneously also understand about the stationary and equipments used in Front office department.	2-3	Em

CO-PO Mapping for HM3114

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	1	2	-	1	1	2	1	2	2	1	2	-	1	2
CO 2	1	2	2	1	2	2	1	2	1	2	2	2	2	1
CO 3	2	2	1	1	1	2	2	2	2	2	2	2	1	2
CO 4	2	1	1	2	1	2	1	2	2	1	2	1	-	2
CO 5	2	2	2	2	1	2	1	2	2	2	3	2	2	2
Avg	2	1.8	1.6	1.8	2	1.8	1.6	2.2	1.8	2.4	2.2	1.2	1.6	2

HM3115	Title: Housekeeping Foundation- I	L T P C 3 0 0 3
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about Hotel's Housekeeping department and its basic function.	
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing Housekeeping department.	Total Hrs 36
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Introduction to Hotel Housekeeping	8
Introduction, Meaning, Definition & Importance of Housekeeping department, Sections of Housekeeping, Responsibilities of the Housekeeping department. Layout of Housekeeping department, Attributes and Qualities of the Housekeeping staff, Skills of a good Housekeeper, Inter departmental Coordination with more emphasis on Front office and the Maintenance department, Housekeeping in other Institutions.		
Unit II	Housekeeping Organization	7
Organizational framework of the Department (Large/Medium/Small Hotel), Role' of Key Personnel in Housekeeping, Job Description, Job Specification, House Keeping Areas – Front-of-the-house and Back-o f-the-house areas, Guest Rooms, Public Areas, Maids Room, Indoor and Outdoor Areas.		
Unit III	The Hotel Guest Room	7
Types & Layout of Guestrooms, Importance of Guestroom to a Guest, Rules of Guest Floor, Maids Carts, Guest room status, Standard contents of a Guestrooms, Furniture/Fixtures/Fittings/Soft/Furnishings/Accessories/Guest Supplies/Amenities in a guestroom (to be dealt in brief only).		
Unit IV	Housekeeping Control Desk	7
Introduction, House-keeping control desk and its Importance, Key control, Lost and Found Procedure, Forms, Formats and Registers used in the Control Desk, Paging System & Methods, Handling of Guest queries, problem& request, General operations of control desk, Role of control desk during Emergency, Briefing & Debriefing, Gate Pass Procedure, Handling Telephone Calls.		
Unit V	Cleaning Science	7
Cleaning Equipment, Types of Equipment, Operating Principles of Equipment, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, Maintenance of equipment, Characteristics of a good cleaning agent, PH scale and cleaningagent with their application, Types of cleaning agent, cleaning products (Domestic and Industrial).		
Text Books	1. Sudhir Andrews Hotel House Keeping –Publisher: Tata McGrawHill. 2. Raghubalan Hotel Housekeeping Operations & Management –, Oxford University Press 3. Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson	
Reference Books	1. Matt A. Casado House Keeping Management; WileyPublications 2. Jones Housekeeping and FrontOffice 3. Tucker Schneider, The Professional Housekeeper; WileyPublications	
Mode of Evaluation	Internal and ExternalExamination	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3115

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	The student will come to know about the Basic concept, meaning, definition, historical evolution and development of Hospitality & Tourism industry.	3	Em
CO2	The student will be able to learn about Products and Services of Hospitality and Tourism industry.	2-3	Em
CO3	The student will be able to learn about the Types and Classification of Hotels and Ownership in Hospitality industry.	2-3	Em
CO4	The student will be able to understand Basics of Tourism Industry. Meaning, Characteristics and Components of Tourism. Tourist Typology, Tourism Resources and Tourism Products etc.	2-3	Em
CO5	The student will be able to learn about various Tourism Services and Business Distribution Channels.	2-3	Em

CO-PO Mapping for HM3115

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	1	2	-	1	-	2	1	2	2	1	2	-	1	2
CO 2	1	2	2	1	2	2	1	2	1	2	2	2	2	1
CO 3	2	2	1	1	1	2	2	2	2	2	2	2	1	2
CO 4	2	1	1	2	1	2	1	2	2	1	2	1	-	2
CO 5	2	2	2	2	1	2	1	2	2	2	3	2	2	2
Avg	2	1.8	1.6	1.8	1.2	1.8	1.6	2.2	1.8	2.4	2.2	1.2	1.6	2

Subject Code: HM3116	Introduction to Hospitality and Tourism Industry	L T P C 3 0 0 3
Course Prerequisites:	Nil	Version No: 1.0
Objectives:	This paper will thoroughly deal with the fundamentals of hospitality and tourism industry, historical evolution and contemporary developments and role of government, national and international organizations to develop hospitality and tourism sector.	Total No. of Hours: 36
Expected Outcome:	It gives understanding of main theoretical concepts with fundamental practices of hospitality and tourism as a field of study from a technical point of view for understanding hospitality and tourism in a national and global perspective.	
Unit No.	Unit Title	No. of Hours (Per Unit)
Unit I	Introduction	7
Meaning & definition, Historical evolution & development, Hospitality as an industry, Inter relation with tourism industry and its sectors, Contribution to Indian and global economy.		
Unit II	Hospitality Products & Services	8
Products and services of hospitality industry, Structured and non-structured accommodations Hotels, Resorts, Condominiums, Guest Houses, Bread and Breakfast outlets etc. Food & Beverage facilities-Structured and Non structured Ancillary services- Spa, Health Club, Recreational facilities, Shopping Arcades etc. Support services-Transport, Guides, Travel desk, Banking, Insurance etc.		
Unit III	Classification of Hotels and Ownership	7
Classification of Hotels: Norms and Standards, Procedure, Classification/Types Classifying bodies. Forms of Ownership: Franchise, Chain Concept, Time Share and Management Contract.		
Unit IV	Basics of Tourism Industry	7
Meaning, Characteristics and Components of Tourism. Traveler, Tourist, Visitor, Excursionist. Tourist Typology, Forms of Tourism, Tourism Resources and Tourism Products. Tourism Destination and Carrying Capacity. Significance and Impact of Tourism: Economic, Social, Cultural and Environmental.		
Unit V	Tourism Services and Business Distribution Channels	7
Tour & Travels Assistance, Passport and VISA Assistance, Currency Exchange Assistance, Event Management, Destination Management, Distribution Channels: Meaning and Functions, Major Distribution Channels: Travel Agents, Tour Operators and Global Distribution System (GDS).		
Text Books:	1. Bagri, S.C., Introduction to Hospitality Industry, IHC, Aman Pub. Delhi, 2008. 2. Andrew, S., Tourism and Hospitality Industry, Tata McGraw-Hill, New Delhi-2009 3. Bansal, Lalit K., Tourism and hospitality industry, Neha, Delhi, 2012.	
Reference Books:	1. Bhatia A.K. : Tourism in India 2. Negi, Jagmohan : Travel and Tourism	
Mode of Evaluation:	Internal & External Examination	
Recommendation by Board of Studies on:	5/31/2022	
Date of approval by the Academic Council:	10/20/2022	

Course Outcome for HM3116

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	The student will come to know about the Basic concept, meaning, definition, historical evolution and development of Hospitality & Tourism industry.	3	Em
CO2	The student will be able to learn about Products and Services of Hospitality and Tourism industry.	2-3	Em
CO3	The student will be able to learn about the Types and Classification of Hotels and Ownership in Hospitality industry.	2-3	Em
CO4	The student will be able to understand Basics of Tourism Industry. Meaning, Characteristics and Components of Tourism. Tourist Typology, Tourism Resources and Tourism Products etc.	2-3	Em
CO5	The student will be able to learn about various Tourism Services and Business Distribution Channels.	2-3	Em

CO-PO Mapping for HM3116

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	1	2	-	1	1	2	2	2	2	1	2	2	1	2
CO 2	1	2	2	2	2	2	1	2	1	2	2	1	2	1
CO 3	2	2	1	1	1	2	2	2	2	2	2	2	1	2
CO 4	2	1	1	2	2	2	1	2	2	1	2	1	2	2
CO 5	2	2	2	2	1	2	1	2	2	2	3	2	2	2
Avg	2	1.8	1.6	1.8	1.2	1.8	1.6	2.2	1.8	2.4	2.2	1.3	1.6	2

Course Code: HM3144	Title: Food Production Foundation-I Lab	L	T	P	C
		0	0	4	2
Version No.	1.0				
Course Prerequisites	NIL				
Objectives	To impart fundamental knowledge of food production among students and to familiarize the students with day to day working atmosphere of food production dept. in hotels				
Expected Outcome	Students will be able to familiarize with day to day working atmosphere of food production dept. in hotels	Total Hrs 40			
List of Practical					
1) Understanding Personal Hygiene & Kitchen Hygiene 2) Grooming for Professional Kitchen – Do’s & Don’ts 3) Understanding kitchen Layouts. 4) Familiarization with kitchen equipment and tools 5) Fuels –Their usage and precautions 6) Kitchen First Aid 7) Handling Fire 8) Familiarization, identification of commonly used ingredients in kitchen 9) Preparation of Stocks, Mother Sauces and at least two derivatives each. 10) Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)					
Mode of Evaluation	Internal and External Examinations				
Recommendation by Board of Studies on	5/31/2022				
Date of approval by the Academic Council	10/20/2022				

Course Outcome for HM3144

Unit-wise Course Outcome	Descriptions	BL Le vel	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand working flow of professional kitchens, Hierarchy of Kitchen Department, Classical Kitchen Brigade, Duties & Responsibilities of various chefs in kitchen, their attributes.	1	S
CO2	Students will get knowledge of various kitchen equipments and Fuels used for preparing food.	1	S
CO3	Students will get knowledge of various Herbs & Spices Cereals and Pulses, Fruits and Vegetables, and Salt, Sweeteners, Fat, Milk and Milk Products used in kitchens.	2	S
CO4	Students will be able to understand the various Stocks preparations, use of Stocks and preparation of Sauces, Preparation of Mother Sauces, Understanding their derivatives.	2	S
CO5	Students will be able to understand the various Soups preparations, use of Soups and preparation of Salads, , compositions, types, dressings of salads.	3	S

CO-PO Mapping for HM3144

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	1	—	2	2	—	1	—	1	2	—	2	—	1
CO 2	1	3	2	2	2	2	2	2	2	1	1	1	—	2
CO 3	2	3	2	2	1	2	2	3	1	—	2	2	2	2
CO 4	2	2	2	2	2	2	2	2	2	2	1	1	—	2
CO 5	2	3	2	2	2	3	2	2	2	2	2	2	2	2
Avg	1.8	2.4	1.6	2	1.8	1.8	1.8	1.8	1.6	1.4	1.2	1.6	0.8	1.8

Course Code: HM3145	Title: Food & Beverage Service Foundation-I Lab	L 0	T 0	P 2	C 1
Version No.	1.0				
Course Prerequisites	NIL				
Objectives	To impart an overview of entire food and beverage service department and to make students familiar with the working procedures and skill required in managing this department.	Total Hrs 20			
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing this department				
List of Practical's					
<ol style="list-style-type: none"> 1. Opening and inspecting cleaning a restaurant: Routine Cleaning & Non-Routine Cleaning 2. Identification of restaurant equipments. 3. Special equipments used in restaurant. 4. Wiping: - Glassware ,Cutlery, Crockery holding are using service gears, carrying plating by using trays & salver ,using service plate, carrying clearance of dirty cutleries & crockery's.. 5. Polishing silver, silvo method, burnishing method 6. Arrangement and use of side board - Check list. 7. Laying a table cloth, water service 8. Re-laying a table cloth 9. Using a tray, Salver 10. Procedure for laying table i) Procedure for Laying a la carte & Table D'hote Menu ii) Service of Breakfast- Continental, English & American. iii) Room service tray setup 					
Recommendation by Board of Studies on	5/31/2022				
Date of approval by the Academic Council	10/20/2022				

Course Outcome for HM3145

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the concept of service of food & beverages, Hierarchy of F&B Service Department, F&B Service Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various employees in F&B Service department.	3	Em
CO2	Students will be able to get knowledge about different types of F&B equipments, , Food Service Tools and their Usage in F&B service department.	2-3	Em
CO3	Students will understand the different types of fuel used in F&B service department.	2-3	Em
CO4	Students will get knowledge of various Condiments and Sweeteners, Presenting menu to guests, Table setup and Receiving and Greeting the Guests.	2-3	Em
CO5	Students will get knowledge of various food service, Preparation for Services, Mise-en-place and Mise-en-scene, arrangement and setting up of station, Par stocks maintained at each side station, emerging trends in Food Services and salient features.	2-3	Em

CO-PO Mapping for HM3145

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	1	–	1	2	–	1	2	1	2	2	–	2	2
CO 2	2	2	2	2	2	3	2	3	2	3	2	1	3	2
CO 3	2	2	2	2	2	1	–	2	2	3	2	2	–	2
CO 4	2	1	2	2	2	2	3	2	2	2	2	–	2	2
CO 5	2	3	2	2	2	3	2	2	2	2	3	3	1	2
Avg	2	1.8	1.6	1.8	2	1.8	1.6	2.2	1.8	2.4	2.2	1.2	1.6	2

Course Code: HM3147	Title: Front Office Foundation– I Lab	L 0	T 0	P 2	C 1
Version No.	1.0				
Course Prerequisites	NIL				
Objectives	This module is prescribed to appraise students about Hotel's Front office and its basic function.				
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing front office department				
List of Practicals					
<ol style="list-style-type: none"> 1. Communication skills - verbal, non verbal. 2. Preparation and study of countries, capitals, currencies, airlines and flags chart. 3. Identification of F.O. equipment. 4. Telephone handling. 5. Role plays of front office personnel. 6. Role play at Reception 7. Role play at Bell Desk 8. Role Play at Lobby 9. Role Play at Travel Desk 10. Room Key Handling. 					
Mode of Evaluation	Internal and External Examination				
Recommendation by Board of Studies on	5/31/2022				
Date of approval by the Academic Council	10/20/2022				

Course Outcome for HM3147

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the F.O. equipment , Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others in India, Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others in India.	2	Em
CO2	Students will get knowledge of Telephone handling .	2-3	Em
CO3	Students will be able to understand the basics of front office, importance of front office, Different sections of the front office department and their layout and importance – Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier.	2	Em
CO4	Students will get information of organizational structure of front office, Job Descriptions, Attributes of Front Office Personnel and standard of grooming.	3	Em
CO5	Students will get knowledge of Hotel housekeeping, Introduction, Meaning and definition Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department, a career in the Housekeeping department.	2	Em

CO-PO Mapping for HM3147

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	1	—	2	2	3	1	—	2	2	—	—	—	1
CO 2	1	3	2	2	2	2	2	2	2	2	2	2	2	2
CO 3	2	3	2	2	1	2	2	3	1	—	1	2	2	2
CO 4	2	2	2	2	2	2	2	2	2	1	2	2	2	2
CO 5	2	3	3	2	3	3	2	2	2	2	2	2	1	2
Avg	1.8	2.4	1.8	2	2	2.4	1.8	1.8	1.8	1.4	1.4	1.6	1.4	1.8

Course Code: HM3148	Title: HouseKeeping Foundation-I Lab	L 0	T 0	P 2	C 1
Version No.	1.0				
Course Prerequisites	NIL				
Objectives	This module is prescribed to appraise students about Hotel’s Housekeeping department and its basic function.				
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing Housekeeping department.	Total Hrs 20			
List of Practicals					
1. Understanding Personal Hygiene Grooming Standards. 2. Introduction to Cleaning Equipment & Cleaning Agents 3. Identification of cleaning equipment both manual and mechanical. 4. Uses of different Brushes, brooms, mops, identification of cleaning agents. 5. Maids Trolley: Set Up, Stocking and usage. 6. Display of forms and formats. 7. Process of handling guest queries. 8. Display and types of cleaning. 9. Layout of Guest Room. 10. Placing of Guest Room Supplies					
Mode of Evaluation	Internal and External Examination				
Recommendation by Board of Studies on	5/31/2022				
Date of approval by the Academic Council	10/20/2022				

Course Outcome for HM3148

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the basic introduction about Housekeeping department, Importance, Attributes and Quality of Housekeeping staff and Coordination of Housekeeping with other departments.	2	Em
CO2	Students will be able to Identify the organizational framework of the department and Front-of-the-house and Back-of-the-house areas of Housekeeping department.	2-3	Em
CO3	Students will be able to understand the hotel guestroom, Importance of guestroom to a guest, Rules on guest floors and Standard contents of a Guestroom.	2	Em
CO4	Students will be able to understand the Housekeeping control desk and its importance, lost & found procedure, Key control system and Handling guest queries and Telephone calls.	3	Em
CO5	Students will be able to Identify Cleaning equipment, operating principles of cleaning equipment, Importance of cleaning agents.	2	Em

CO-PO Mapping for HM3148

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	1	-	2	1	2	1	2	2	1	2	1	-	2
CO 2	1	2	2	1	2	2	1	2	1	2	1	2	2	1
CO 3	2	2	1	2	1	2	1	2	2	2	2	2	1	2
CO 4	2	1	1	2	1	2	1	2	2	1	2	1	1	2
CO 5	2	2	2	2	1	2	1	2	2	2	2	2	2	2
Avg	1.8	2.4	1.8	2	2	2.4	1.8	1.8	1.8	1.4	1.4	1.6	1.4	1.8

CE3102	Title: Disaster Preparedness & Management	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	Nil	
Objectives	The course is intended to provide a general concept in the dimensions of disasters caused by nature beyond the human control as well as the disasters and environmental hazards induced by human activities with emphasis on disaster preparedness, response and recovery.	
Expected Outcome	<ul style="list-style-type: none"> • Student should be able understand the concept and type of disaster • Student should be able to understand classification, causes and impact of disaster • Student should be able to understand approaches of disaster risk reduction • Student should be able to understand inter-relationship between disasters and development: • Student should be able to understand disaster risk management in India 	
Unit No.	Unit Title	No. of hours (per Unit)
Unit: 1	Introduction to Disasters:	5
Concepts, and definitions (Disaster, Hazard, Vulnerability, Resilience, Risks)		
Unit II	Disasters: Classification, Causes, Impacts	4
(including social, economic, political, environmental, health, psychosocial, etc.) Differential impacts- in terms of caste, class, gender, age, location, disability Global trends in disasters!urban disasters, pandemics, complex emergencies, Climate change		
Unit III	Approaches to Disaster Risk reduction	5
Disaster cycle - its analysis, Phases, Culture of safety, prevention, mitigation and preparedness community based DRR, Structural-nonstructural measures, roles and responsibilities of- community, Panchayati Raj Institutions/Urban Local Bodies (PRIs/ULBs), states, Centre, and other stake-holders..		
Unit IV	Inter-relationship between Disasters and Development:	5
Factors affecting Vulnerabilities, differential impacts, impact of Development projects such as dams, embankments, changes in Land-use etc. Climate Change Adaptation. Relevance of indigenous knowledge, appropriate technology and local resources		
Unit V	Disaster Risk Management in India	5
Hazard and Vulnerability profile of India Components of Disaster Relief: Water, Food, Sanitation, Shelter, Health, Waste Management Institutional arrangements (Mitigation, Response and Preparedness, DM Act and Policy, Other related policies, plans, programmes and legislation)		
Text Books	1. Bhattacharya, Disaster Science and Management, McGraw Hill Education Pvt. Ltd.	
Reference Books	1. Dr. Mrinalini Pandey, Disaster Management, Wiley India Pvt. Ltd. 2. Jagbir Singh, Disaster Management: Future Challenges and Opportunities, K W Publishers Pvt. Ltd.	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for CE3101

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	To learn about the disasters caused by nature and human activities and its types.	1	Em
CO2	To understand the concept of risk and vulnerability analysis.	2	Em
CO3	To understand about the disaster preparedness.	3	Em
CO4	To understand the concept of disaster response.	2	Em
CO5	To understand about the rehabilitation, reconstruction and recovery for disaster management.	3	Em

CO-PO Mapping for CE3101

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	3	2	1	2	—	2	3	2	—	2	3	2	2
CO 2	2	3	2	1	2	2	2	3	2	—	3	2	2	2
CO 3	2	2	2	2	2	1	2	3	2	2	3	1	2	2
CO 4	2	3	2	—	2	2	2	3	2	2	2	1	2	2
CO 5	2	2	2	2	2	1	2	3	2	2	3	2	2	2
Avg	2	2.6	2	1.2	2	1.2	2	3	2	1.2	2.6	1.8	2	2

SEMESTER 2

HM3212	Title: Food Production Foundation-II	L T P C 4 0 0 4
Version No.	1.0	
Course Prerequisites	Nil	
Objectives	To manage the entire skills and procedure of the food production. To develop certain technical skills to build up successful professionalism in the catering industry.	
Expected Outcome	Students will be able to manage the entire skills and procedure of the food production	Total Hrs 36
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Methods of Cooking	8
Introduction, Definition, and its importance; Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Poeling, Roasting, Frying, Sautéing, Braising Cooking with Microwave, Ovens, Gas, Induction Plates and other such media. HACCP Standards and Professional Kitchens.		
Unit II	Eggs, Poultry and Meat	7
Eggs – Introduction, Usage in Kitchen, Structure of Egg, Classification, Grading of Eggs, Types, Selection, Storage and preparation of breakfast dishes with eggs. Poultry and Game: Introduction, Classification, Selection Criterion, Cuts of Poultry, Yield and simple Indian preparations. Meat: Characteristics, selection and grading, Classification (Bovines, Ovines and Swines), Categories, Cuts of Meat, Storage and handling		
Unit III	Fishes in cooking	7
Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, Common cooking methods used for sea food		
Unit IV	Vegetable Cuts & Cookery	7
Introduction, Vegetables, Pigment and Cooler Changes, Effect of Heat on vegetables, Cuts of Vegetables, nutritional and hygiene aspects. Some Indian Cuts on vegetables: Broccoli, Cabbage, Potatoes, Onions, Spinach, Cucumber, Tomatoes, avocado. Beetroot, French Beans, Gourd, Bottle Gourd, Pumpkin, Okra, Colocasia, Spinach, Carrot, Turnips		
Unit V	Bakery	7
Bakery ingredients and their role, yeast, shortening (fats and oil) sugar&salt, raising agents, Principles of bread making, role of each ingredient in bread making, Bread faults and bread improvers, temperature variation, Traditional breads, Equipment and utensils used in bakery		
Text Books	1. Philip E. Thangam Modern Cookery (Vol-I-, Orient Longman Larousse Gastronomique- 2. By Philip E. Thangam Modern Cookery (Vol-II), Publisher: Orient Longman 3. Theory of Cookery By K Arora, Publisher: Frank Brothers 4. Food Production Operations: Parvinder S Bali, Oxford University Press	
Reference Books	1. Le RolA.Polsom The Professional Chef 2. Rocky Mohan, Roli Prasad Art of Indian Cookery, 3. K Arora, Theory of Cookery Publisher: Frank Brothers	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3212

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand different types of cooking methods used in kitchen for cooking various types of foods and understand the role of HACCP principles in kitchen.	3	Em
CO2	Students will be able to understand the proper methods of cooking of Egg, Meat and Poultry.	2	Em
CO3	Students will be able to understand the types of Fish and Shellfish used in kitchen, their classification, different types of fish cut used in fish cookery and classical dishes of fish prepared in hotels.	2	Em
CO4	Students will be able to understand about importance of vegetables in cooking different types of food and how the effect of heat can change food quality, taste and texture .	3	Em
CO5	Students will be able to understand different types of vegetables used in cooking, cuts of vegetables and use of vegetables in Indian food. Nutritional and Hygiene aspects of vegetables.	2	Em

CO-PO Mapping for HM3212

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	2	—	2	—	2	3	—	2	2	1	3	—	2
CO 2	3	3	—	2	2	2	3	2	3	3	2	2	2	2
CO 3	2	3	2	2	3	2	2	3	2	—	3	2	2	3
CO 4	2	2	1	1	2	2	3	3	2	2	1	1	2	2
CO 5	2	3	3	3	2	2	3	2	3	1	3	3	2	3
Avg	2.4	2.6	1.2	2	1.8	2	2.8	2	2.4	1.6	2	2.2	1.6	2.4

		C 4 0 0 4
Objectives	To develop a thorough knowledge of all food and beverage outlets and all specialized services offered in a luxury hotel.	
Expected Outcome	Students will be able to develop a thorough knowledge of all food and beverage outlets and all specialized services offered in a luxury hotel	Total Hrs 36
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Menu & Types of Meal	8
Introduction of Menu, Types of menu, French Classical Menu- 11&17 Course with Foods example & its Accompaniments with Cover. Menu Planning, considerations and constraints Introduction, Types, Service - Brunch, Lunch, Hi Tea, Dinner, Supper & Elevenses		
Unit II	Restaurant Operation Control System	7
Necessity and functions of a control system, KOTs & BOTs Duplicate & Triplicate System, Computerized K.O.T's , Billing Methods, Payment methods and Cash Handling , Cycle of service, Table Clearing Process		
Unit III	Banquets & Catering Events	7
Organization structure, duties and responsibilities of staff - Banquet functions prospects and function form, contract letter of agreement - Types of functions and buffet setup, seating arrangements - Menu planning for Banquet events - Off premises catering		
Unit IV	Tobacco	7
TOBACCO: a. Processing and manufacturing of tobacco cigarettes, cigar & pipe. b. Storage and service of cigarettes and cigar, national & international brand name of cigars & cigarettes		
Unit V	Non- Alcoholic Beverage	7
Introduction, Classification, Manufacturing process of Tea, Coffee their types and brands.		
Text Books	1. Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS 2. Food & Beverage service –R.Singervallwan , Publisher: Oxford University Press 3. Food & Beverage Service Management- Brian Varghese 4. Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill	
Reference Books	1. A.J.Curry The Waiter 2. John Fuller Modern Restaurant Service	
Mode of Evaluation	Internal and External Examination	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3213

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the type of non-alcoholic beverage used in hotels, preparations of mocktails and service techniques of non-alcoholic beverages and mocktails.	3	Em
CO2	Students will gain knowledge of Coffee shop and types of breakfast served in hotels. Students will understand the concept of coffee service and equipment used in service of breakfast.	2	Em
CO3	Students will be able to understand the Concept of Restaurant and different types of restaurants and their operations.	1	Em
CO4	Students will get the knowledge of receiving guest, taking order, providing food & beverage service to guest and will understand the concept of theme based and specialty restaurants.	1	Em
CO5	Students will be able to understand the concept of In room dining, Need and expectations of guest towards room service and Do's and Don'ts in room service.	2	Em

CO-PO Mapping for HM3213

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	1	—	2	1	—	1	—	1	2	—	2	2	1
CO 2	1	3	2	2	2	2	2	2	2	3	1	1	2	2
CO 3	2	3	2	2	2	2	2	3	2	—	3	2	2	2
CO 4	2	2	2	2	2	2	2	2	2	2	3	2	2	2
CO 5	2	3	2	2	2	3	2	2	3	3	3	3	3	2
Avg	1.8	2.4	1.6	2	1.8	1.8	1.8	1.8	2	2	2	2	2.2	1.8

HM3216	Title: Front Office Foundation-II	L T P C 4 0 0 4
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To make the students aware of different sections, equipment and procedures of Front office department.	
Expected Outcome	Students will be able to develop a thorough knowledge different sections, equipment and procedures of Front office departments of a luxury hotel.	Total Hrs 36
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Reservation:	8
Importance and Types of reservation, Channels and sources of reservation, Group reservation, Reservation reports, Cancellation, Amendments and overbooking, room retention charges.		
Unit II	Pre-Arrival and Registration:	7
Records and forms used in registration process, Procedure for VIP & FIT arrival, Procedure for group arrival, Registration process, Over-booking.		
Unit III	Guest Services	7
Various Guest services (Handling guest mail, Message handling, Custody and control of Keys, RFID keys in VICAS, Guest room Move, Left Luggage Handling, Wakeup Call, Guest complaint – types, Handling of varieties of complaint and coordination with other department, Service recovery, equipment used in front Office.		
Unit IV	Front desk Functions	7
Safe custody & control of room keys, Handling guest complaints, safe deposit locker; Paging Board, public address system, Duties of Rooms controller, Importance of Rooms Controller in allotting rooms to different categories, loyalties of guest. Arrangements prior to arrival of guest, Managing Guest Arrival Report, Guest Relation Executive.		
Unit V	Front Office Computer Operation:	7
Application of property management system, Basics of computer operations for hotels, Handling computerized reservations and registrations, Computerized cashiering, Role of Computers (IT) in hotels		
Text Books	<ol style="list-style-type: none"> 1. Sudhir Andrews Front Office Training manual. Publisher: Tata Mac Graw Hill 2. S.K Bhatnagar, Front office Operation Management Publisher: Frank Brothers 	
Reference Books	<ol style="list-style-type: none"> 1. Kasavana & Brooks Managing Front Office Operations 2. Michael Kasavana & Cahell Managing Computers in Hospitality Industry 	
Mode of Evaluation	Internal and External Examination	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3216

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the various Types of reservation used in hotels.	3	En
CO2	Students will gain knowledge of different types of Records and forms used in registration process.	2	En
CO3	Students will be able to understand the role of front desk, reservation system and different types of tools used in front desk of a hotel.	1	Em
CO4	Students will get the knowledge of different types of rooms and their plans, tariff fixation, understand the guest cycle, Group reservations and procedure for check-in and check-out.	2	Em
CO5	Students will be able understand the procedure for Room cleaning, Evening service, Spring cleaning and use of maid's cart trolley.	1	Em

CO-PO Mapping for HM3216

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	2	—	2	2	—	2	—	2	2	—	2	—	1
CO 2	2	3	2	2	1	2	2	2	2	1	1	1	2	2
CO 3	2	3	2	2	2	2	2	3	2	—	3	2	2	2
CO 4	2	2	2	2	2	2	2	2	2	2	3	2	2	2
CO 5	2	3	2	2	2	3	2	2	2	2	2	2	1	2
Avg	2	2.6	1.6	2	1.8	1.8	2	1.8	2	1.4	1.8	1.8	1.4	1.8

HM3217	Title: Housekeeping Foundation-II	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To make the students aware of different sections, equipment and procedures of Housekeeping department.	
Expected Outcome	Students will be able to develop a thorough knowledge different sections, equipment and procedures of Housekeeping dept.	Total Hrs 36
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Care and Cleaning of Different Surfaces	7
Introduction, Different types of Surfaces, Cleaning of Wall and floor covering, cleaning of surfaces, cleaning agents used to clean different surfaces, Cleaning equipment used to clean different surfaces		
Unit II	Cleaning and up keep of Public Areas	8
Cleaning of Public Areas: Cleaning Process, Cleaning and upkeep of Public areas, (Lobby, Cloak rooms/ Restaurant/ bar/ banquet Halls/ Administration offices/ Lifts and Elevators/ Staircase/ back areas/ Front areas/ Corridor), Pest Control: Types of pests, Control procedures, Safeguarding Assets: Concerns for safety and security in Housekeeping operations, Concept of Safeguarding assets.		
Unit III	Cleaning of Guest Rooms	7
Process & procedures (Occupied/Departure/ vacant/Under Repair/VIP rooms), Weekly cleaning and spring cleaning, Turn down service/Evening service & Second service, Forms and Formats used in cleaning process, Replenishment of guest room supplies, process closing down after cleaning.		
Unit IV	Floor Operations	7
Rules on the guest floor Key Handling Procedure – types of keys (grand master, floor master, sub master or section or pass key, emergency key, room keys, offices and store keys), computerized key cards, key control register – issuing, return, changing of lock, key belts, unusual occurrences. Lost and found reporting and their handling procedures Special services – baby-sitting, valet service and freshen up service		
Unit V	House Keeping Supervision	7
Housekeeping Supervision: Role of a supervisor, Specific functions of a supervisor, Importance of inspection, Check-list for inspection, Typical areas usually neglected where special attention is required, Self-supervision techniques for cleaning staff, Degree of discretion / delegation to Cleaning staff.		
Text Books	1. Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson 2. Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press 3. Hotel and Catering Studies – Ursula Jones 4. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS) 5. Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill	
Reference Books	1. House Keeping Management by Dr. D.K. Agarwal 2. House Keeping Management for Hostels, Rosemary Hurst, Heinemann 3. Housekeeping and Front Office – Jones 4. Housekeeping management – Margaret M. Leappa & Aleta Netschke	
Mode of Evaluation	Internal and External Examination	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3217

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the various types of cleaning agents are used in domestic and industries, various types of cleaning equipment used in cleaning, different types of wall and floor covering used in hotels.	3	En
CO2	Students will gain knowledge of different types of cleaning schedules for room cleanings, learn about key control system, understand the role of control desk in housekeeping.	2	En
CO3	Students will be able to understand the role of Key Handling Procedure , reservation system and different types of tools used in Key Handling Procedure of a hotel.	1	Em
CO4	Students will get the knowledge of different types of Housekeeping Supervision	2	Em
CO5	Students will be able understand the procedure for Room cleaning, Evening service, Spring cleaning and use of maid's cart trolley.	1	Em

CO-PO Mapping for HM3217

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	2	–	2	2	–	2	–	2	2	–	2	–	1
CO 2	2	3	2	2	1	2	2	2	2	1	1	1	2	2
CO 3	2	3	2	2	2	2	2	3	2	–	3	2	2	2
CO 4	2	2	2	2	2	2	2	2	2	2	3	2	2	2
CO 5	2	3	2	2	2	3	2	2	2	2	2	2	1	2
Avg	2	2.6	1.6	2	1.8	1.8	2	1.8	2	1.4	1.8	1.8	1.4	1.8

Subject Code: HM3218	Concept and Practices in Tourism	L T P C 0042
Course Prerequisites:	Nil	Version No: 1.0
Objectives:	This paper will thoroughly deal with the basic concept and practices of tourism as a field of study from a technical point of view for understanding tourism in a national and global perspective. Role of government, national and international organizations is also elaborated.	Total No. of Hours: 36
Expected Outcome:	It will provide the foundation of tourism studies for the new entrants. This course will give an overview of concept of tourism and the basics of tourism industry.	
Unit No.	Unit Title	No. of Hours (Per Unit)
Unit I	Introduction	8
Meaning, Nature, Characteristics of Tourism. Types of Tourism: Inbound, Outbound, Domestic and International Tourism. Tourism Terminology: Tourist, Traveller, Visitor, Excursionist, Tourism Resources, Tourism Product, Tourism Market, Tourism Destination, Destination Carrying Capacity. Types of Tourist. Typology and Forms of Tourism.		
Unit II	Tourism Components and Major Services	7
5 A's of Tourism: Attraction, Accessibility, Accommodation, Amenities, Activities. Major Services of Tourism: Transport: Land, Water and Air. Hospitality: Food and Lodging. Tour Operation. Travel Formalities: Passport, Visa, Travel Insurance and Forex.		
Unit III	Significance and Impact of Tourism	7
Significance of Tourism. Economic, Social, Cultural and Environmental impact of Tourism. Emerging Trends of Tourism & New thrust area of Tourism. Tourism Motivators. Factors of Tourism Motivators. Types of Tourism Motivators: Push and Pull factors of Motivation.		
Unit IV	Policies and Regulations	7
Study of National Tourism Policy and National Action Plan. Tourism Regulations: Custom, Currency, Health and Medical Regulations. Role of Ministry of Tourism in developing and promoting tourism in India, Role of Central and State Government in Promoting Tourism.		
Unit V	Tourism Trade Associations	7
National Tourism Trade Associations: ITDC, TAAI, IATO, FHRAI, TAFI (Travel Agents Federation of India). International Tourism Trade Associations: UNWTO, WTO, IATA, PATA, ASTA, UFTAA, ICAO, WTTC, WATA (World Association of Travel Agencies).		
Text Books	4. Bhatia A.K. : Tourism in India 5. Negi, Jagmohan : Travel and Tourism 6. Seth P.N. : Successful Tourism Management in India	
Reference Books	1. Burkart and Medlik : Tourism Past, present and Future 2. Cooper, Fletcher et al : Tourism, Principles and Practice 3. Mill and Morrison : The Tourism System : An Introductory Text	
Mode of Evaluation	Internal & External Examination	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3218

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the various types of Characteristics of Tourism	3	En
CO2	Students will gain knowledge of different types of 5 A's of Tourism	2	En
CO3	Students will be able to understand the Meaning, Concept, Definition, Components and Types of Significance of Tourism. Economic, Social, Cultural and Environmental impact of Tourism.	1	Em
CO4	Students will get the knowledge of different types Tourism Regulations	2	Em
CO5	Students will be able understand the National Tourism Trade Associations.	1	Em

CO-PO Mapping for HM3218

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	2	—	2	2	—	2	—	2	2	—	2	—	1
CO 2	2	3	2	2	1	2	2	2	2	1	1	1	2	2
CO 3	2	3	2	2	2	2	2	3	2	—	3	2	2	2
CO 4	2	2	2	2	2	2	2	2	2	2	3	2	2	2
CO 5	2	3	2	2	2	3	2	2	2	2	2	2	1	2
Avg	2	2.6	1.6	2	1.8	1.8	2	1.8	2	1.4	1.8	1.8	1.4	1.8

HM3244	Title: Food Production Foundation-II Lab	L T P C 0 0 2 1
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart knowledge of food production among students and to familiarize the students with day to day working atmosphere of food production dept. in hotels	
Expected Outcome	Students will be able to familiarize with day to day working atmosphere of food production dept. in hotels	Total Hrs 40
List of Practicals		
<ol style="list-style-type: none"> 1. Understanding Methods of Cooking & HACCP Standards 2. Cooking in Professional Kitchen – Do's & Don't's 3. Understanding Eggs and their simple Breakfast Preparations ;Preparation of: <ul style="list-style-type: none"> ○ Hard & soft boiled eggs. ○ Fried eggs. ○ Poached eggs. ○ Scrambled eggs. ○ Omelet's (Plain, Spanish, Stuffed) 4. Familiarization with, Poultry, Meats & Fishes – Their Simple Cuts and Cooking Vegetables –Their usage and cooking precautions Cuts of vegetables <ul style="list-style-type: none"> • Julienne • Jardiniere • Dices • Cubes • Macedoine • Paysanne • Shredding • Mire- poix 5. Blanching of Tomatoes and Capsicum. 6. Cooking vegetables: <ul style="list-style-type: none"> ▪ Boiling (potatoes, peas) ▪ Frying (Aubergine, Potatoes) ▪ Steaming (Cabbage) ▪ Braising (Potatoes) ▪ Braising (Onions, cabbage) 7 Simple Vegetable and Meat Cookery 8 Preparation of Breads at least 5 bread. 9 Preparation of at least 5 course menu- Indian 10 Preparation of at least 5 course menu-International 		
Mode of Evaluation	Internal and External Examination	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3244

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand different types of cooking methods used in cooking foods and standards of HACCP used in hotel kitchen & Students will be able to understand Do's and Don'ts followed in professional kitchen.	1	Em
CO2	Students will be able to prepare simple breakfast dishes (Hard & soft boiled egg, Poached egg, Fried egg, Scrambled egg and omelets) & Students will be able to understand about meat, poultry and fish, different types of cuts, cooking of vegetables and cuts of vegetables.	2	Em
CO3	Students will be able to understand the term blanching and process of blanching used for Tomatoes and Capsicum & Students will be able to cook vegetable dishes using different methods of cooking (Boiling, Frying, Steaming and Braising)	3	Em
CO4	Students will be able to cook various vegetable and meat dishes & Students will be able to identify various varieties of rice and pulses.	3	Em
CO5	Students will be able to prepare simple dishes of Rice and understand the concept of boiling and absorption of rice dishes & Students will be able to prepare various Indian food like Rice, Dal, Chapattis, Parathas, Phulkas and simple breakfast dishes	2	Em

CO-PO Mapping for HM3244

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0)											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	2	—	2	—	2	3	—	2	2	1	3	—	2
CO 2	3	3	2	2	2	2	3	2	3	3	2	2	2	2
CO 3	2	3	3	2	3	2	2	3	2	—	3	3	2	3
CO 4	2	2	3	2	2	2	3	3	2	2	2	3	2	2
CO 5	2	3	3	3	2	2	3	2	3	1	3	3	2	3
Avg	2.4	2.6	2.2	2.2	1.8	2	2.8	2	2.4	1.6	2.2	2.8	1.6	2.4

Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart an overview of entire food and beverage service department and to make students familiar with the working procedures	
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing this department	Total Hrs 20
List of Practicals		
<ol style="list-style-type: none"> 1. Revision of F&B Practical – I. 2. Layout of different food service areas and ancillary departments (Drawing). 3. Various types of napkin folding. 4. Receiving guests. 5. Order taking for food & beverages, preparation for K.O.T. 6. Basic service methods e.g. silver service, American service, Russian service etc. 7. Service of Water & non-alcoholic beverages. 8. Service of cigar & cigarettes. 9. Arrangement & use of side board practice of mise-en place & mise-en –scene 10. Menu Compilation - 03 Course,05 Course, 07 Course & 09 Course 		
Mode of Evaluation	Internal and External Examination	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3245

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand different types of Non-alcoholic beverage prepared and serve according to their service techniques & Students will be able to understand the Do's and Don'ts while interacting with guest.	1	Em
CO2	Students will be able to prepare different types of mock tails and will be able to serve mock tails according to hotel standards & Students will be able to set-up breakfast layout, understand different types of breakfast services.	2	Em
CO3	Students will be able to understand Food service in restaurant and will be able to receive guest, present menu, set-up tables and Dealing with in-house guests & Students will be able to understand Restaurant service, Food pickup procedure and will be able to receive guest, present menu, set-up tables, Clearance and Dishwashing procedure.	3	Em
CO4	Students will be able to do room service, taking orders from guest rooms and serving food according to guest demand & Students will be able to understand different types of room service equipment used in room service and food pickup procedure for room service.	2	Em
CO5	Students will be able to understand different Layout Knowledge & Students will be able to understand Dishwashing area FOR Food & Beverage service area.	1	Em

CO-PO Mapping for HM3245

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO 11	PSO 1	PSO 2	PSO 3
CO 1	2	1	—	2	1	—	1	—	2	2	—	2	2	1
CO 2	1	3	2	2	2	2	2	2	2	2	2	2	2	2
CO 3	2	3	2	2	2	2	2	3	2	—	2	1	3	2
CO 4	2	2	2	2	2	2	2	2	2	2	2	2	2	2
CO 5	2	3	2	2	2	3	2	2	2	2	2	2	1	2
Avg	1.8	2.4	1.6	2	1.8	1.8	1.8	1.8	2	1.6	1.6	1.8	2	1.8

HM3247	Title: Front Office Foundation-II Lab	L	T	P	C
		0	0	2	1
Version No.	1.0				
Course Prerequisites	NIL				
Objectives	This module is prescribed to appraise students about Hotel’s Front office and its basic function.				
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing front office department	Total Hrs 20			
List of Practicals					
1. Registration of Guest: 2. Pre-registration procedure 3. Filling up a guest registration card 4. Step to step Taking Room Reservation On Telephone: 5. Practical of computer application on software, students should be able to: 6. Register- in a reservation, Amend a reservation, Cancel a reservation, Make a group reservation 7. Register an arrival Post a charge Make a folio Make a room change Show a departure/ checkout Print a folio Print reports such as expected arrivals and departures for the day. 8. Role Play of Guest check in 9. Role Play check-out of guest 10. Role Play for Guest Preferences					
Mode of Evaluation	Internal and External Examinations				
Recommendation by Board of Studies on	5/31/2022				
Date of approval by the Academic Council	10/20/2022				

Course Outcome for HM3247

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the various Types of reservation used in hotels.	3	En
CO2	Students will gain knowledge of different types of Records and forms used in registration process.	2	En
CO3	Students will be able to understand the role of front desk, reservation system and different types of tools used in front desk of a hotel.	1	Em
CO4	Students will get the knowledge of different types of rooms and their plans, tariff fixation, understand the guest cycle, Group reservations and procedure for check-in and check-out.	2	Em
CO5	Students will be able understand the procedure for Room cleaning, Evening service, Spring cleaning and use of maid's cart trolley.	1	Em

CO-PO Mapping for HM3247

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	2	—	2	2	—	2	—	2	2	—	2	—	1
CO 2	2	3	2	2	1	2	2	2	2	1	1	1	2	2
CO 3	2	3	2	2	2	2	2	3	2	—	3	2	2	2
CO 4	2	2	2	2	2	2	2	2	2	2	3	2	2	2
CO 5	2	3	2	2	2	3	2	2	2	2	2	2	1	2
Avg	2	2.6	1.6	2	1.8	1.8	2	1.8	2	1.4	1.8	1.8	1.4	1.8

HM3248	Title: Housekeeping Foundation-II Lab	L	T	P	C
		2	0	0	2
Version No.	1.0				
Course Prerequisites	NIL				
Objectives	This module is prescribed to appraise students about Hotel’s Housekeeping department and its basic function.				
Expected Outcome	Students will be able to familiarize with the working procedures and skill required in managing Housekeeping department.	Total Hrs 20			
List of Practicals					
<div>1. Basic cleaning procedure in guest room.</div> <div>2. Bed Making – Day / Evening</div> <div>3. Daily Cleaning of Guest rooms – Departure, occupied and vacant</div> <div>4. Weekly / Spring Cleaning</div> <div>5. Daily cleaning of Public Areas (Corridors)</div> <div>6. Weekly Cleaning of Public Areas</div> <div>7. Cleaning routine Restaurants / Admin. Offices / Staircases & Elevators / Exterior areas.</div> <div>8. Inspection records – Checklist</div> <div>9. Procedure of Cleaning of different surfaces e.g. windows, tabletops, and picture</div> <div>10. Procedure of Cleaning frames, Under Beds, carpet, metal surfaces, tiles, marble and granite tops</div>					
Mode of Evaluation	Internal and External Examinations				
Recommendation by Board of Studies on	5/31/2022				
Date of approval by the Academic Council	10/20/2022				

Course Outcome for HM3248

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the various types of cleaning agents are used in domestic and industries, various types of cleaning equipment used in cleaning, different types of wall and floor covering used in hotels.	3	En
CO2	Students will gain knowledge of different types of cleaning schedules for room cleanings, learn about key control system, understand the role of control desk in housekeeping.	2	En
CO3	Students will be able to understand the role of Key Handling Procedure , reservation system and different types of tools used in Key Handling Procedure of a hotel.	1	Em
CO4	Students will get the knowledge of different types of Housekeeping Supervision	2	Em
CO5	Students will be able understand the procedure for Room cleaning, Evening service, Spring cleaning and use of maid's cart trolley.	1	Em

CO-PO Mapping for HM3248

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	2	—	2	2	—	2	—	2	2	—	2	—	1
CO 2	2	3	2	2	1	2	2	2	2	1	1	1	2	2
CO 3	2	3	2	2	2	2	2	3	2	—	3	2	2	2
CO 4	2	2	2	2	2	2	2	2	2	2	3	2	2	2
CO 5	2	3	2	2	2	3	2	2	2	2	2	2	1	2
Avg	2	2.6	1.6	2	1.8	1.8	2	1.8	2	1.4	1.8	1.8	1.4	1.8

CY3205	Title: Environmental Studies	L T P C 2 0 0 2
Version No.	1.0	
Course Prerequisites	Nil	
Objectives	Creating awareness among engineering students about the importance of environment, the effect of technology on the environment and ecological balance is the prime aim of the course.	
Expected Outcome	Students will understand the transnational character of environmental problems and ways of addressing them, including interactions across local to global scales.	Total Hrs 20
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Introduction to Environmental studies & Ecosystems	5
Multidisciplinary nature of environmental studies, Scope and importance, Need for public awareness. Concept, Structure and function of an ecosystem, Energy flow in an ecosystem: food chains, food webs and ecological pyramids. Examples of various ecosystems such as: Forest, Grassland, Desert, Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)		
Unit II	Natural Resources: Renewable & Non- renewable resources	5
Land as a resource, land degradation, landslides (natural & man-induced), soil erosion and desertification. Forests & forest resources: Use and over-exploitation, deforestation. Impacts of deforestation, mining, dam building on environment and forests. Resettlement and rehabilitation of project affected persons; problems and concerns with examples. Water resources: Use and over-exploitation of surface and ground water, floods, drought, conflicts over water (international & inter-state). Food resources: World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer- pesticide problems with examples. Energy resources: Renewable and non renewable energy sources, use of alternate energy sources, growing energy needs.		
Unit III	Biodiversity & Conservation	5
Levels of biological diversity: genetic, species and ecosystem diversity. Bio geographic zones of India. Ecosystem and biodiversity services. Biodiversity patterns and global biodiversity hot spots, India as a mega-biodiversity nation; Endangered and endemic species of India. Threats to biodiversity: Habitat loss, poaching of wildlife, man-wildlife conflicts, biological invasions. Conservation of biodiversity: In-situ and Ex-situ conservation.		
Unit IV	Environmental Pollution	4
Environmental pollution and its types. Causes, effects and control measures of :a) Air pollution b) Water pollution – freshwater and marine c) Soil pollution d) Noise pollution e) Thermal pollution Nuclear hazards and human health risks, Solid waste management: Control measures of urban and industrial waste.		
Unit V	Environmental Policies & Practices	5
Concept of sustainability and sustainable development. Water conservation & watershed management. Climate change, global warming, acid rain, ozone layer depletion. Disaster management: floods, earthquake, cyclones and landslides. Wasteland reclamation. Environment Protection Act. Air (Prevention and Control of Pollution) Act. Water (Prevention and control of Pollution) Act, Wildlife Protection Act, Forest Conservation Act, Issues involved in enforcement of environmental legislation. Environment: rights and duties. Population growth. Field work Visit to a local polluted site-Urban/Rural/Industrial/Agricultural , Study of simple ecosystems-pond, river, hill slopes, etc.		
Text Books	1. Bharucha. E, <u>Textbook of Environmental Studies for Undergraduate Courses</u> .	
Reference Books	1. Kaushik Anubha, Kaushik C P, Perspectives in Environmental Studies New Age Publication	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for CY3205

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the multidisciplinary nature of environment and Ecosystem, Scope and importance of Ecosystem and energy flow in an Ecosystem.	3	Em
CO2	Students will be able to understand the importance of Natural resources, renewable and non-renewable resources.	2	Em
CO3	Students will be able to understand the levels of biological diversity, bio geographic zones of India and different threats to biodiversity.	3	Em
CO4	Students will be able to understand the environmental pollution and its types a) Air pollution b) Water pollution – freshwater and marine c) Soil pollution d) Noise pollution e) Thermal pollution and Solid waste management	1	Em
CO5	Students will identify the discarded procedure followed by housekeeping & Students will be able to understand the Linen Inventory system.	2	Em

CO-PO Mapping for CY3205

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0)											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	1	–	2	1	–	2	–	1	2	–	2	–	1
CO 2	1	3	2	2	2	2	2	2	2	2	1	1	2	2
CO 3	2	3	2	2	2	2	2	3	2	–	2	2	–	2
CO 4	2	2	2	3	1	2	2	2	1	2	1	1	2	2
CO 5	2	3	2	3	2	3	2	2	3	2	2	3	2	2
Avg	1.8	2.4	1.6	2.4	1.6	1.8	2	1.8	1.8	1.6	1.2	1.8	1.2	1.8

HU3202	Title: United Nations Development Programme	L T P C 1 0 0 1
Version No.	1.0	
Course Prerequisites	Nil	
Objectives		
Unit Nos.	Unit Title	Number of hours (Per Unit)
Unit 1	Introduction	2
Introduction to UNDP, Mission and Vision of UNDP, Goals of UNDP, Structure of UNDP Executive Board and function of UNDP Board members, Expertise of UNDP, UNDP in India: Projects of UNDP in India.		
Unit 2	Sustainable Livelihoods	3
Vision and Strategy for Sustainable Livelihoods: Hill Agriculture / Horticulture, Tourism and Other avenues for generating Sustainable Livelihoods. Strategies for End of hunger, achieve food security and improved nutrition and promote sustainable agriculture Promote Sustained, Inclusive and Sustainable Economic Growth, Full and Productive Employment and Decent Work for All. Build Resilient Infrastructure, Promote Inclusive and Sustainable Industrialization and Foster Innovation		
Unit 3	Human Development	2
Access and explore human development data for 191 countries and territories worldwide. Ensure healthy lives and promote well-being for all at all ages, Ensure Inclusive and Equitable Quality Education and Promote Lifelong Learning Opportunities, Ensure availability and sustainable management of water and sanitation.		
Unit 4	Social Development	2
Achieve Gender Equality and Empower All Women and Girls, Reduce Inequality within and Among Countries, Promote Peaceful and Inclusive Societies for Sustainable Development, Provide Access to Justice to All and Build Effective, Accountable and Inclusive Institutions at All Levels		
Unit 5	Environmental Sustainability	3
Ensure access to affordable, reliable, sustainable and modern energy, Make Cities and Human Settlements Inclusive, Safe, Resilient and Sustainable, Ensure Sustainable Consumption and Production Patterns, Urgent Action to Combat Climate Change and its Impacts, Protect, Restore and Promote Sustainable Use of Terrestrial Ecosystems, Sustainably Manage Forests, Combat Desertification, and Halt and Reverse Land Degradation and Halt Biodiversity Loss.		
Text Books		
Reference Books	http://web.undp.org/evaluation/documents/Books/Evaluation_for_Agenda_2030.pdf Digambar Bhouraskar, 2014, United Nations Development Aid: A History of Undp, Academic Foundation Publisher, 230	
Mode of Evaluation	Internal and External Examination	
Recommended by the Board of Studies on	5/31/2022	
Date of approval by the Academic Council on	10/20/2022	

Course Outcome for HU3202

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Emp.)/ Skill(S)/ Entrepreneurship (Ent.)/ None (Use , for more than One)
CO1	Students will learn about the Structure, Mission, Vision and Goals of UNDP	2	S
CO2	Equip the students with the knowledge of sustainable livelihoods for inclusive economic growth.	2	S
CO3	Students will learn and explore about the Human Development index to promote well being at all ages.	2	S
CO4	To impart better education on SDGs goals focusing on Gender Equality and Provide Access to Justice to All and Build Effective.	3	N
CO5	Students will develop knowledge regarding environment sustainability.	3	N

CO-PO Mapping for HU3202

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	1	—	2	2	3	1	—	2	2	—	2	—	1
CO 2	2	3	2	2	2	2	2	2	2	2	2	2	2	2
CO 3	2	3	2	2	1	2	2	3	2	—	1	2	2	2
CO 4	2	2	2	2	2	2	2	2	2	1	2	2	2	2
CO 5	2	3	3	2	3	3	2	2	2	2	2	2	2	2
Avg	2	2.4	1.8	2	2	2.4	1.8	1.8	2	1.4	1.4	2	1.6	1.8

SEMESTER-3

Course Code:HM3375, 3376, 3379, 3380	Title: INDUSTRY EXPOSURE	L 0	T 0	P 32	C 16
		Duration of Exposure: 22 Weeks			
<p style="text-align: center;"><u>INDUSTRY EXPOSURE: III Semester</u></p> <p>The training in III semester necessarily needs to be in an approved hotel equivalent to three star of above/ Heritage or other such good property. Prior written approval needs to be taken from the programme coordinator/ Convenor/ H.O.D for Industrial exposure. Leave Formalities: Weekly off and festivals and national holidays given by the hotel 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 132 working days (22 weeks x 06 days =132 days). Students who are unable to complete a minimum of 114 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete less than 114 days of industrial Training such students will be treated as ‘absent’ in industrial training and results.</p> <p>III Semester Training Schedule:</p> <p>Housekeeping: 5 weeks; Front Office: 5 weeks; Food and Beverage Service:6 weeks Food Production: 6 weeks; others (In the areas of Interest) Floating weeks may be availed. Total weeks: 22. The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade. It may please be noted that for this semester the number of credits assigned is 25. Being practical oriented the number of hours input per week comes as 48 hours per week. Academic Credits for training shall be based on following Log books and attendance, Appraisals, Report and presentation, as applicable. All trainees must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. Trainees are also advised to make a report in all four departments in III semester on completion of training in that respective department. A PowerPoint presentation (based on the report) should be made. It should be made for duration of 10 minutes. Marks will be awarded on this jointly by a panel of one internal and one external examiner. The presentation should express the student’s experiences in the department and what has he learned/ observed. The Training Report will be submitted in the form specified as under:</p> <p>a) The typing should be done on both sides of the paper (instead of single side printing) b) The font size should be 12 with Times New Roman font. c) The Training Report may be typed in 1.5 line spacing. d) The paper should be A-4 size. e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.</p> <p>Students have to submit the following documents on completion of Industrial Training to the faculty coordinator at the institute:</p> <p>1. A Copy of the Offer Letter from Industry 2. Industry Exposure/ Industrial Training Certificate</p>					
Mode of Evaluation	Internal and External Examination				
Recommendation by Board of Studies on	5/31/2022				
Date of approval by the Academic Council	10/20/2022				

Course Code: HM3378	Title: TRAINING REPORT & LOG BOOK	L T P C 0 0 8 4
		Duration of Exposure: 22 Weeks
<p style="text-align: center;"><u>INDUSTRIAL TRAINING EXPOSURE: III Semester</u></p> <p>The Industry Exposure in III semester necessarily needs to be in an approved hotel equivalent to three star of above/ Heritage or other such good property related to Hospitality, Travel, Tourism, Recreation, Leisure or other such organization. Prior written approval needs to be taken from the program coordinator/ Convener/ H.O.D for Industrial exposure from parent Institute.</p> <p>Students have to submit the following documents on completion of Industrial Training to the faculty coordinator at the institute for the evaluation of III Semester examination:</p> <ol style="list-style-type: none"> 1. Logbook.; 2. Appraisal; 3. A copy of the training certificate. 4. IT Report in all four Departments. 5. Power Point presentation on a CD, based on the training report. 		
Mode of Evaluation	Internal and External Examination	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

SEMESTER-4

HM3410	Title: Foreign Language Skills (French)	L T P C 3 0 0 3
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about basics of French terminology used in Hotels	
Expected Outcome	Students will be able to familiarize with French terminology.	Total Hrs 24
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Alphabet, Accents and Numbers	5
Pronunciation - The Alphabet - The Accents; 'Formules de politesse'; The numbers: Cardinal – Ordinal; Time (only 24 hr clock); Weights & Measures; The subjective pronouns; Auxiliary verbs : etre and avoir		
Unit II	Self introduction	4
Self-introduction; presenting and introducing other person; Name of vegetables and fruits; Conjugation of first group of verbs; Days of the week; Months of the year; Date; The definite and indefinite articles		
Unit III	Countries and their Nationalities	5
Name of the Countries and their Nationalities; Conjugation of second group of verbs; Adjectives of place; Preposition of place; Describing a place (your city/ tourist place)		
Unit IV	Vocabulary & Conjugation of irregular verbs	5
Vocabulary describing family; Describe your family; Name of dairy products and Cereals; Negation; Conjugation of irregular verbs : venir, aller; Demonstrative Adjectives Simple translation		
Unit V	Restaurant Brigade & Kitchen Brigade	5
Restaurant Brigade; Hotplate language and terminology; Name of herbs and spices. Kitchen Brigade; Name of Meat, Poultry and Game; Name of French wines , French cheese, The French Classical Menu with classic - examples of each course		
Text Books	1. French for Hotel and Tourism Industry by S.Bhattacharya 2. French for Hospitality by R.Sudha, Jayant Balan 3. Basic French Course for The Hotel Industry by Catherine Lobo & Sonali Jadhav	
Reference Books	1. Larousse compact Dictionary: French-English/ English-French 2. Larousse French Grammar 3. Parlez à l'hôtel by A. Talukdar	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3410

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the basics of French language i.e. The Alphabet, The Accents, The numbers Cardinal & Ordinal and Time (only 24 hr. clock); Weights & Measures	1	Em
CO2	Introduce themselves, Presenting and Introducing others. Also learn about the names of vegetables & fruits, Days of the week and Name of the months in French.	1	Em
CO3	Understand the name of the Countries and their Nationalities, Conjugation of second group of verbs, Adjective of place and also be able to describe their own place or any tourist place in French.	2	Em
CO4	Understand the Vocabulary & Conjugation of irregular verbs. They will be able to describe their family members, Name of dairy products and use of various verbs in French.	2	Em
CO5	Understand the Restaurant brigade, name of herbs & spices used in kitchen, name of French Wines, French Classical Menu with classic - examples of each course	3	Em

CO-PO Mapping for HM3410

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	1	—	1	2	—	1	1	1	2	2	—	2	2
CO 2	2	2	2	2	2	1	2	3	2	3	2	1	3	2
CO 3	2	2	2	2	2	1	—	2	2	3	2	2	—	2
CO 4	2	1	2	2	2	1	1	2	2	2	23	—	2	2
CO 5	2	3	2	2	2	1	1	2	2	2	3	2	1	2
Avg	2	1.8	1.6	1.8	2	0.8	1	2	1.8	2.4	6.4	1	1.6	2

HM3411	Title: Introduction to Indian Cookery	L T P C 3 0 0 3
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about basics of Indian food production.	
Expected Outcome	Students will be able to familiarize with Indian Kitchen and it's working.	Total Hrs 36
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Indian Cooking	8
Introduction, Philosophy of Indian Food, The great Indian Cuisine – Key features, Regional influences on Indian Food, Popular foods of India (At least one simple three course menu from each region of India , North, East, South, Seat and Central India its salient features and cooking).		
Unit II	Condiments, Herbs and Spices Used in India Cuisine	7
Introduction, Condiments, Herbs and Spices used in Indian Cuisine (Allspice, Ajowan, Aniseed, Asafoetida, Bay leaf, Cardamom, Cinnamon, Cloves, Coriander seeds, Cumin, Chilli, Fenugreek, Mace, Nutmeg, Mustard, Pepper, Poppy Seeds, Saffron, Tamarind, Turmeric, Celery, Curry Leaf, Marjoram, Pomegranate Seeds, Stone Flowers, Basil, Betel Root, Black Salt, Red Chilli, Rock Salt) Various ways of using spices, their storage and usage tips.		
Unit III	Masalas & Pastes in Indian cooking	7
Masalas and Pastes: Introduction, Types, Blending of Spices, Concept of Dry and Wet Masalas, Pastes used in Indian Cooking, Purchasing, Storing Considerations		
Unit IV	Basic Indian Gravies	7
Introduction, Gravies and Curries, Regional Gravies, Gravy Preparations.		
Unit V	Commodities and their usage in Indian Kitchens	7
Introduction, Souring Agents, Colouring Agents, Thickening Agents, Tendering Agents, Flavouring and Aromatic Agents, Spicing Agents in Indian Kitchens		
Text Books	1. Theory of Cookery By K Arora, Publisher: Frank Brothers 2. Food Production Operations: Parvinder S Bali, Oxford University Press 3. The Professional Chef: Le Rol A. Polsom	
Reference Books	1. Modern Cookery (Vol –I) By Philip E. Thangam, Publishers: Orient Longman 2. Practical Cookery By Kinton & Cessarani	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3411

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the Indian cookery, regional influence on Indian food, various popular food of different regions of India and various characteristics and salient features of Indian Food.	1	Em
CO2	Understand the various condiments, Herbs and Spices (Allspice, Ajowain, Aniseed, Asafetida, Bay leaf, Cardamom, Cinnamon, Cloves, Coriander seeds, Cumin, Fenugreek, Mace, Nutmeg, Mustard, Pepper, Poppy Seeds, Saffron, Tamarind, Turmeric, Celery, Curry Leaf) Used in Indian Food and also get the information to use the spices in different ways and storage of spices	1	Em
CO3	Understand that various Masalas & Pastes used in Indian Cookery, concept of using wet & dry masalas in Indian food. Also learn that how to store and purchase various masalas.	2	Em
CO4	Get the knowledge of various Indian gravies used in Indian food. Like- Masala Gravy, Yellow Gravy, White Gravy, Makhani Gravy and Red gravy.	2	Em
CO5	Understand the various Commodities used in Indian Cookery also they will get the knowledge about various Souring agents, coloring agents, tendering agents, Flavoring agents, Aromatic agents and Spicing agents used in Indian food.	3	Em

CO-PO Mapping for HM3411

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	3	2	1	3	—	2	3	2	3	2	3	2	2
CO 2	3	3	2	1	3	1	2	3	2	3	3	2	2	2
CO 3	2	3	2	2	3	2	2	3	2	3	3	2	3	2
CO 4	2	3	2	1	3	3	2	3	2	3	2	1	2	2
CO 5	2	3	2	2	3	3	2	3	2	3	3	3	2	2
Avg	2.4	3	2	1.4	3	1.8	2	3	2	3	2.6	2.2	2.2	2

HM3412	Title: Food & Beverage service Operations	L T P C 3 0 0 3
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students Restaurant Planning and F&B Control and budgeting	
Expected Outcome	Students will be able to do Restaurant Planning and F&B Control and budgeting	Total Hrs 36
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Alcoholic Beverage	8
Origin, definition & classification of alcoholic beverages Definition and Production of Beer, Faults in Beer, Storage of Beer, Ingredients For Beer Production, Styles of Beer Service & International Brands Of Beer		
Unit II	Wine	7
Introduction, definition of Wines, Classification, Viticulture & Viticulture Methods, Vinification, Categories of wines – White, Red, Rose, Champagne, Sparking, Aromatized & Fortified Wines. Vine diseases.		
Unit III	Wines of the world	7
France, Italy, Spain, Portugal, Germany, New World Wines (South Australia, USA, Hungary & India) – Categories, Regions, Important Wines with their qualities,		
Unit IV	Food & Wine Harmony	7
Food & Wine Harmony, Wine glasses and equipment, Storage and service of wine.		
Unit V	Aperitifs	7
Definition - Types- Wine based & spirit based & Service		
Text Books	1. Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S. Negi 2. Food & Beverage Control By: Richard Kotas and Bernard Davis 3. Food & Beverage Service- Dennis R. Lillicrap. & John.A. Cousins. Publisher: ELBS	
Reference Books	1. Hotel & Catering Costing & Budgets, RD. Boardman, Heinemann 2. Food & Beverage Service Management- Brian Vargese	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome:- HM3412

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Student will able to understand the planning & operating concept of Food & Beverage outlets.	2	Em
CO2	Student will able to understand & apply various type of Buffet setup in Banquets	1	Em
CO3	Student will able to understand the concept of F & B Control.	1	Em
CO4	Student will able to understand the concept of Budget in F & B Service outlets.	2	Em
CO5	Student will able to understand & apply the Menu Management in Catering Operations.	3	Em

CO-PO Mapping for HM3412

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	1	—	2	2	3	1	—	2	2	—	—	—	1
CO 2	1	3	2	2	2	2	2	2	2	2	1	1	2	2
CO 3	2	3	2	2	1	2	2	3	1	—	3	2	—	2
CO 4	2	2	2	2	2	2	2	2	2	1	1	2	2	2
CO 5	2	3	3	2	3	3	2	2	2	2	3	2	1	2
Avg	1.8	2.4	1.8	2	2	2.4	1.8	1.8	1.8	1.4	1.6	1.4	1	1.8

Course Code: HM3414	Course Title: Front Office Operations	L T P C 3 0 0 3
Version No.		
Course Prerequisites		
Objectives	The objective of this course is to provide an overview of the activities involve in front office, significant role of computers, during check out payment modes in front office.	
Expected Outcome	By the end of the course, the student is capable of: 1. Comprehend about accounting in reference of front Office. 2. Remember usage of technologies and computers in Front Office. 3. Understand and learn about various modes of payment in front Office.	Total Hrs 36
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Front Office Accounting	8
Accounting Fundamentals, Types of accounts, Creation of Accounts, Maintenance of Accounts, Settlement of Accounts, Control Of cash & Credit, Folio, Ledger, Vouchers, point of sale, Tracking Transaction, Account Transfer. Front Office cashiering, Cash paid out, Traveller's cheque, VTL.		
Unit II	Computer Application in Front Office Operation	7
Role of information technology in the hospitality industry, Factors for need of a PMS in the hotel, Factors for purchase of PMS by the hotel, Introduction to Fidelio & Amadeus.		
Unit III	Control of Cash & Credit	7
Credit Control, Importance, Guest Payment methods, Crew Guest, Scanty Baggage, Walk in Guest, Credit control measures, Credit Control during stay, Protection of Hotel Funds		
Unit IV	Check out procedures	7
Guest accounts settlement, Cash and credit, Indian currency and foreign currency, Transfer of guest accounts, Express check out.		
Unit V	Safety & Security	7
Hotel security staff & System, Role of Front Office, Security and Control of keys, Fire safety, Classification of fire, Fire extinguishers, Accidents, First Aid, Handling Unusual events,		
Text Books	1. Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press 2. Managing Front Office Operations”, Kasavana, M. L., & Brooks, R. M. American Hotel & Lodging Educational Institute, USA, 8 th Edition, 2013. 3. Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill 4. Hotel Front Office Operations And Management”, Jatashankar R Tewary, Oxford University Press, New Delhi, 2012	
Reference Books	1. Managing Front Office Operations”, Kasavana, M. L., & Brooks, R. M. American Hotel & Lodging Educational Institute, USA, 8 th Edition, 2013. 2. Hotel Front Office Management”, Bardi, J. A., John Wiley & Sons, USA,	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome: for HM3414

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Student will able to understand the Front Office Accounting.	2	Em
CO2	Student will able to understand Role of information technology in the hospitality industry.	1	Em
CO3	Student will able to understand the Credit Control, Importance, Guest Payment methods.	1	Em
CO4	Student will able to understand the Guest accounts settlement, Cash and credit.	2	Em
CO5	Student will able to understand Hotel security staff & System, Role of Front Office.	3	Em

CO-PO Mapping for HM3414

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	1	—	2	2	3	1	—	2	2	—	—	—	1
CO 2	1	3	2	2	2	2	2	2	2	2	1	1	2	2
CO 3	2	3	2	2	1	2	2	3	1	—	3	2	—	2
CO 4	2	2	2	2	2	2	2	2	2	1	1	2	2	2
CO 5	2	3	3	2	3	3	2	2	2	2	3	2	1	2
Avg	1.8	2.4	1.8	2	2	2.4	1.8	1.8	1.8	1.4	1.6	1.4	1	1.8

HM3415	Title: Housekeeping Operations	L T P C 3 0 0 3
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about Housekeeping and its basic function.	
Expected Outcome	Students will be able to familiarize with the working procedure sand skill required in managing Housekeeping.	Total Hrs 36
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Linen Room	8
Layout of Linen room, Activities of the Linen Room, Layout and equipment in the Linen Room, Selection criteria for various Linen Items & fabrics suitable for this purpose, Purchase of Linen, Calculation of Linen requirements, Linen control-procedures and records, Stocktaking-procedures and records, Recycling of discarded linen, Linen Hire.		
Unit II	Uniform & Sewing Room	7
Layout and planning of the Uniform Room, Selection and designing of uniforms, Advantages of providing Uniforms to staff, Issuing and Exchange of Uniforms; Type of uniforms, Activities & Area provided for Sewing Room, Function of Sewing Room, Job Specification of Seamstress/Tailor, Equipments and Standard Operating Procedures.		
Unit III	Laundry Operation	7
Laundry layout, Types of Laundries, Functions of Laundry, Professional Laundry Set-Up, Equipments used in Laundry, Laundry Agents & Aids, Laundry process and stages in Wash cycle, Dry cleaning procedure and handling of guest laundry, Different types of stains, stain removal agents, Safety precaution while handling chemicals.		
Unit IV	Flower Arrangement	7
Basics of Flower Arrangement, Principles of Flower Arrangement, Flower arrangement in Hotels, Equipment and material required for flower arrangement, Conditioning of plant material, Styles of flower arrangements, Principles of design as applied to flower arrangement, Selection and care of Flowers.		
Unit V	Indoor Plants	7
Introduction & Importance Indoor plants, Basic elements for growth of plants, Care & Selection of Indoor plants, Placement of Indoor Plants, Popular Indoor plants, Professional maintenance of Indoor plants, Different types of Indoor plants used in Hotels.		
Text Books	<ol style="list-style-type: none"> Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press Hotel and Catering Studies – Ursula Jones Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS) Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill 	
Reference Books	<ol style="list-style-type: none"> House Keeping Management by Dr. D.K. Agarwal House Keeping Management for Hostels, Rosemary Hurst, Heinemann Housekeeping and Front Office – Jones Housekeeping management – Margaret M. Leappa & Aleta Netschke 	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3415

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	To gain Knowledge Cleaning of Public areas, Pest Control, Concerns for safety and security in Housekeeping	2	Em
CO2	Course will give the knowledge above Uniform Room, Selection.	1	Em
CO3	This course will help the students to learn about basics of Functions of Laundry.	1	Em
CO4	By this course student get of Principles of Flower Arrangement.	2	Em
CO5	Students will be able to understand about the Basic elements for growth of plants.	3	Em

CO-PO Mapping for HM3415

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	2	—	1	—	2	1	2	2	3	2	2	2	1
CO 2	3	2	2	—	2	3	2	1	2	—	1	—	2	3
CO 3	2	2	2	3	2	2	2	2	2	2	2	2	2	1
CO 4	1	2	2	2	2	3	2	3	2	2	2	2	2	2
CO 5	2	3	2	1	2	2	2	2	2	3	1	2	2	2
Avg	2	2.2	1.6	1.4	1.6	2.4	1.8	2	2	2	1.6	1.6	2	1.8

Subject Code: HM3416	Tour Operation and Management	L T P C 3 0 0 3
Course Prerequisites:	Nil	Version No: 1.0
Objectives:	The purpose of this course is to acquire practical knowledge and skill about the tour operations and the conceptual meaning of Tour operation. Further they will understand formalities and documentation needed to set up Tour Operation Business.	Total No. of Hours: 36
Expected Outcome:	It gives the understanding of theoretical concepts and management of various activities involve in Tour Operation Business Management.	
Unit No.	Unit Title	No. of Hours (Per Unit)
Unit I	Introduction	7
Meaning, Concept and Definition. Evolution of Tour Operation. Product, Suppliers and Consumer, Types of Tour Operators. Structure of Tour Operation Organization. Rules and Regulations for approval of Tour Operation Business from the Ministry of Tourism and IATA.		
Unit II	Travel Agency and Tour Operator	8
Difference between Travel Agency and Tour Operator. Sources of income for Travel Agency and Tour Operator. Functions of a Travel Agency: Travel information and counselling to the tourists, Itinerary preparation, reservation, ticketing, preparation, marketing and selling of tour packages, handling business/corporate clients including conference and conventions, Sources of income: Commission and Service Charges etc. Functions of a Tour Operator: Market research, Tour package formulation and assembling, processing and disseminating information on destinations, preparation of Itineraries, Tour operation, Pre tour and post tour Management.		
Unit III	Destination Planning and Itinerary Preparation	7
Meaning, Concept and Definition. Destination Planning in tour operation. Typology of Itinerary: GIT, FIT, Custom made Itinerary, Readymade Itinerary, Seasonal Itinerary, Product Based Itinerary, All-inclusive Itinerary. Factors to be considered while preparing an Itinerary.		
Unit IV	Travel Documents and Formalities	7
Passport, Visa, Health Certificate, Marriage Certificate, Customs Formalities, Currency Exchange, Travel Insurance, Baggage and Airport Information. Reservation and Cancellation Procedures of Hotels, Airlines, Car Rentals and Rail Travel.		
Unit V	Public and Private Sectors in Tour Operation	7
National and State level Tourism Development Corporations in India. Case study of ITDC and IRCTC. Case study of SITA, Cox & Kings, TCI, SOTC, LPTI, Make My Trip, Yatra.com and Thomas Cook Kuoni India etc. National and International Trade Associations: IATO, TAFI and TAAL. Indian Travel Agents and Tour Operators.		
Text Books	1. Foster D : Travel Agency & Tour Operations. 2. J M Negi : Travel Agency and Tour Operation	
Reference Books	1. Dellers : Conducting Tours.	
Mode of Evaluation	Internal & External Examination	
Recommendation by Board of Studies on		
Date of approval by the Academic Council		

Corse Outcome for HM3445

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	The student will come to know about Tour Operation: Meaning, Concept and Definition. Difference between Travel Agency and Tour Operation Business.	1	Em
CO2	The student will be able to understand the Functions of Travel Agency & Tour Operator, Itinerary Preparation, Reservation, Ticketing, Marketing and Selling of Tour Packages, Tour Package Formulation and Assembling, Preparation of Itineraries, Pre Tour and Post Tour Management.	2	Em
CO3	The student will be able to learn about Meaning, Concept, Definition, Components and Types of Tour Packages. Advantages and Disadvantages of Tour Packages. Liaisoning and Negotiation of Tour Packages, Travel Terminology, Current and Popular Travel Trade Abbreviations, Terms used in in Tourism industry.	3	Em
CO4	The student will be able to understand the Itinerary Preparation, Meaning, Definition and Concept. Typology of Itinerary, Factors to be considered while preparing an Itinerary.	2	Em
CO5	The student will be able to learn about Tour Operation Documentation and Travel Formalities like Passport, Visa, Health Certificate, Customs, Currency, Travel Insurance etc.	2	Em

CO-PO Mapping for HM3416

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	3	2	1	3	-	2	3	2	3	2	3	2	2
CO 2	3	3	2	1	3	1	2	3	2	3	3	2	2	2
CO 3	2	2	2	2	3	2	2	3	2	3	3	2	3	2
CO 4	2	3	2	1	3	3	2	3	2	3	2	2	2	2
CO 5	2	3	2	2	3	3	2	3	2	3	3	3	2	2
Avg	2.4	2.8	2	1.4	3	1.8	2	3	2	3	2.6	2.4	2.2	2

Course Code: HM3445	Title: Introduction to Indian Cookery Lab	L T P C 0 0 4 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart fundamental knowledge of food production.	
Expected Outcome	Students will be able to familiarize with working atmosphere of food production.	Total Hrs 40
List of Practical		
<ol style="list-style-type: none"> Understanding Indian Cooking and Preparation of simple popular foods of India (At least one simple three course menu from each region of India , North, East, South, Seat and Central India its salient features and cooking). Condiments, Herbs & Spices in Indian Kitchen – Do's & Don't's Understanding Preparations of Masalas, Pastes and Gravies in Indian Kitchen Preparation of: <ol style="list-style-type: none"> Makhni Gravy Green Gravy White Gravy Lababdar Gravy Kadhai Gravy Achari Gravy Malai Kofta Gravy Yakhni Gravy Yellow Gravy Korma Gravy Familiarization with, commodities and their usage in Indian Kitchens with the help of simple dishes preparations indicating their usage. 		
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3445

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the Indian cookery, Cooking and Preparation of simple popular foods & Understand the three course menu from each region of India.	1	Em
CO2	Understand that various Masalas used in Indian Cookery, concept of using wet & dry masalas in Indian food. Also learn that how to store and purchase various masalas Do's & Don'ts & Get the knowledge of various Indian gravies used in Indian food. Like- Masala Gravy.	3	Em
CO3	Understand the various Commodities used in Indian Cookery also they will get the knowledge about various Souring agents, coloring agents, tendering agents, Flavoring agents, Aromatic agents and Spicing agents used in Indian food & Get the knowledge of various Indian gravies used in Indian food. Like- Yellow Gravy.	1	Em
CO4	Get the knowledge of various Indian gravies used in Indian food. Like- White Gravy & Get the knowledge of various Indian gravies used in Indian food. Like- Makhani Gravy.	2	Em
CO5	Get the knowledge of various Indian gravies used in Indian food. Like and Red gravy & Understand the commodities and their usage in Indian Kitchens.	3	Em

CO-PO Mapping for HM3445

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	3	2	1	3	—	2	3	2	3	2	3	2	2
CO 2	3	3	2	1	3	1	2	3	2	3	3	2	2	2
CO 3	2	2	2	2	3	2	2	3	2	3	3	2	3	2
CO 4	2	3	2	1	3	3	2	3	2	3	2	2	2	2
CO 5	2	3	2	2	3	3	2	3	2	3	3	3	2	2
Avg	2.4	2.8	2	1.4	3	1.8	2	3	2	3	2.6	2.4	2.2	2

Course Code: HM3446	Title: Food & Beverage service Operations- Lab	L T P C 0 0 2 1
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart fundamental knowledge of food & Beverage Service.	
Expected Outcome	Students will be able to familiarize with working atmosphere of food production.	Total Hrs 20
List of Practicals		
1) Conducting Briefing / De- briefing for Food and Beverage outlets. 2) Taking an order for Beverages. 3) Service of aperitifs 4) Wine bottle, Identification, Glasses, equipment, required for service 5) Reading a wine labels (French, German) 6) Types of Glasses & equipment used in the bar 7) Service of Sparkling, Aromatized, Fortified, still wine Menu compilation 8) 03 course with appropriate wine 9) 05 course with appropriate wine 10) 07 course with appropriate wine 11) 09 course with appropriate wine		
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3446

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the Restaurant Set ups and type of service & Understand the Service of Afternoon & High teas	1	Em
CO2	Understand the Buffet Lay –up, theme Buffets set up & Understand the Theme Parties.	3	Em
CO3	Understand the Role Plays & Situation handling in Restaurant & Understand the Guerdon Service	1	Em
CO4	Understand the Types of service & Understand the Service of Tea and Coffee	2	Em
CO5	Understand the Taking Reservation in Restaurant & Understand the Taking Reservation in Banquets	3	Em

CO-PO Mapping for HM3446

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	1	–	2	2	3	1	–	2	2	–	2	–	1
CO 2	2	3	2	2	2	2	2	2	2	2	2	2	2	2
CO 3	2	3	2	2	1	2	2	3	2	–	1	2	2	2
CO 4	2	2	2	2	2	2	2	2	2	1	2	2	2	2
CO 5	2	3	3	2	3	3	2	2	2	2	2	2	2	2
Avg	2	2.4	1.8	2	2	2.4	1.8	1.8	2	1.4	1.4	2	1.6	1.8

Course Code: HM3448	Title: Front Office Operations-Lab	L T P C 0 0 2 1
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To inculcate and learn about technical terminology of front office, hone their skills in usage of PMS software to run daily operation carried out in front office department.	
Expected Outcome	By the end of the course, the student is capable of: 1.Learn about module used in software 2. Understand procedure of daily operation in Software 3. Practice of various modules in front office.	Total Hrs 20
List of Practicals		
<ol style="list-style-type: none"> Hot function keys Identification of Icons - Identification of Hotelogix Icons on system and their uses Reservation - How to make a Reservation on system Modification, Cancellation and Reinstating of Reservation Registration - How to register a guest on system by assigning the inspected room, entering messages for reserved guests prior to check-in and showing check in on system Filling all the Guest details in the system for a reserved guest, walk in guest Mid semester assessment Posting in guest folio from front office, modifying the posting Give paid outs, posting room rate and printing bill Check out Procedure 		
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3448

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the Restaurant Set ups and type of Hot function keys	1	Em
CO2	Understand the Buffet Identification of Icons.	3	Em
CO3	Understand the Registration.	1	Em
CO4	Understand the Filling all the Guest details in the system for a reserved guest.	2	Em
CO5	Understand the Posting in guest folio from front office, modifying the posting.	3	Em

CO-PO Mapping for HM3448

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	1	—	2	2	3	1	—	2	2	—	2	—	1
CO 2	2	3	2	2	2	2	2	2	2	2	2	2	2	2
CO 3	2	3	2	2	1	2	2	3	2	—	1	2	2	2
CO 4	2	2	2	2	2	2	2	2	2	1	2	2	2	2
CO 5	2	3	3	2	3	3	2	2	2	2	2	2	2	2
Avg	2	2.4	1.8	2	2	2.4	1.8	1.8	2	1.4	1.4	2	1.6	1.8

Course Code: HM3449	Title: Housekeeping Operations Lab	L T P C 0 0 2 1
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about Housekeeping and its basic function.	
Expected Outcome	Students will be able to familiarize with the working procedure sand skill required in managing Housekeeping.	Total Hrs 20
List of Practical		
11. Layout of Linen Room &Linen Inventory system 12. Layout of Uniform Room & Layout of Laundry 13. Selection and Designing of Uniforms 14. Laundering Procedure – Starching / Blueing / Ironing 15. Use of Laundry Machinery and Equipment 16. Stain Removal 17. Procedure for Dry Cleaning 18. Valet Service 19. Flower Arrangement 20. Selection of Indoor plants for Hotels.		
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3449

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	To be familiar and gain knowledge about cleaning of public areas in Hotels & Course will give an understanding about requisite of different types of guest.	2	Em
CO2	This course will give an understanding about guest check in By this course student get a knowledge about facilities to be required for hotel guest.	3	Em
CO3	Students will learn about Layout of Linen Room & Linen Inventory system.	1	Em
CO4	Student will seek the importance of Selection and Designing of Uniforms.	1	Em
CO5	Students will gain knowledge about Use of Laundry Machinery and Equipment.	3	Em

CO-PO Mapping for HM3449

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0)											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	2	—	1	—	2	1	2	2	3	2	2	2	1
CO 2	3	2	2	—	2	3	2	1	2	—	1	—	2	3
CO 3	2	2	2	3	2	2	2	2	2	2	2	2	2	1
CO 4	1	2	2	2	2	3	2	3	2	2	2	2	2	2
CO 5	2	3	2	1	2	2	2	2	2	3	2	2	2	2
Avg	2	2.2	1.6	1.4	1.6	2.4	1.8	2	2	2	1.8	1.6	2	1.8

HU3201	Title: Indian Knowledge System	L T P C 1 0 0 1
Version No.	1.0	
Course Prerequisites	Nil	
Objectives		
Unit Nos.	Unit Title	Number of hours (Per Unit)
Unit 1	Overview of IKS	2
Survey of IKS Domains: A broad overview of disciplines included in the IKS, and historical developments. Sources of IKS knowledge, classification of IKS texts, a survey of available primary texts, translated primary texts, and secondary resource materials. Differences between a sutra, bhashya, karika, and vartika texts. Fourteen/eighteen vidyasthanas, tantrayukti		
Unit 2	Vocabulary of IKS	2
Introduction to Panchamahabhutas, concept of a sutra, introduction to the concepts of non-translatable (Ex. dharma, punya, aatma, karma, yagna, shakti, varna, jaati, moksha, loka, daana, itihaasa, puraana etc.) and importance of using the proper terminology. Terms such as praja, janata, loktantra, prajatantra, ganatantra, swarjya, surajya, rashtra, desh,		
Unit 3	Philosophical foundations and Methods of IKS	3
Philosophical foundations of IKS: Introduction to Samkhya, vaisheshika and Nyaya Methods in IKS: Introduction to the concept of building and testing hypothesis using the methods of tantrayukti. Introduction to pramanas and their validity, upapatti; Standards of argumentation in the vada traditions (introduction to concepts of vaada, samvaada, vivaada, jalpa, vitanda). Concept of poorvapaksha, uttarapaksha		
Unit 4	Case Studies	2
<ul style="list-style-type: none"> Mathematics of Madhava, Nilakantha Somayaji Astronomical models of Aryabhata Wootz steel, Aranumula Mirrors, and lost wax process for bronze castings Foundational aspects of Ayurveda Foundational aspects of Ashtanga yoga Foundational aspects of Sangeeta and Natya shastra 		
Unit 5	India and the World	3
Influence of IKS on the world, knowledge exchanges with other classical civilizations, and inter-civilizational exchanges.		
Text Books		
Reference Books	<ul style="list-style-type: none"> An Introduction to Indian Knowledge Systems: Concepts and Applications, B Mahadevan, V R Bhat, and Nagendra Pavana R N; 2022 (Prentice Hall of India). Indian Knowledge Systems: Vol I and II, Kapil Kapoor and A K Singh; 2005 (D.K. Print World Ltd). The Beautiful Tree: Indigenous India Education in the Eighteenth Century, Dharampal, Biblia Impex, New Delhi, 1983. Reprinted by Keerthi Publishing House Pvt Ltd., Coimbatore, 1995. Indian Science and Technology in the Eighteenth Century, Dharampal. Delhi: Impex India, 1971. The British Journal for the History of Science. The Wonder That Was India, Arthur Llewellyn Basham, 1954, Sidgwick & Jackson. The India they saw series (foreigner visitors on India in history from 5CE to 17th century), Ed. Meenakshi Jain and Sandhya Jain, Prabhat Prakashan 	
Mode of Evaluation	Internal and External Examination	
Recommended by the Board of Studies on	5/31/2022	
Date of approval by the Academic Council on	10/20/2022	

Course Outcome for HU3201

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Emp.)/ Skill(S)/ Entrepreneurship (Ent.)/ None (Use , for more than One)
CO1	The students will be able to understand the Indian Knowledge System such as historical development, sources and scope.	2	S
CO2	The students will be able to understand the vocabulary system of Indian knowledge system.	2	S
CO3	The students will be able to understand and apply the philosophical foundations and methods of IKS.	3	N
CO4	The students will be able to execute the case studies based on the Indian knowledge system.	3	N
CO5	The students will be able to understand the influence of Indian Knowledge System on world.	2	S

CO-PO Mapping for HU3201

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0)											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	2	—	2	—	2	3	—	2	2	2	3	—	2
CO 2	3	3	2	2	2	2	3	2	3	3	2	2	2	2
CO 3	2	3	2	2	3	2	2	3	2	—	3	2	2	3
CO 4	2	2	2	1	2	2	3	3	2	2	1	2	2	2
CO 5	2	3	2	3	2	2	3	2	3	2	3	2	2	3
Avg	2.4	2.6	1.6	2	1.8	2	2.8	2	2.4	1.8	2.2	2.2	1.6	2.4

SEMESTER 5

HM3501	Title: Regional Cuisines of India -I	L T P C 3 0 0 3
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about Regional Cuisines of India	
Expected Outcome	Students will be able to familiarize with Regional Cuisines of India	Total Hrs 36
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Cuisines of Kashmir, Himachal & Uttarakhand	8
Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special equipment, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods.		
Unit II	Cuisines of Punjab, Haryana & Delhi	7
Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special equipment, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods.		
Unit III	Cuisines of Rajasthan	7
Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special equipment, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods		
Unit IV	Cuisines of Gujarat	7
Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special equipment, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods		
Unit V	Cuisines of Maharashtra & Goa	7
Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special equipment, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods		
Text Books	<ol style="list-style-type: none"> 1. Quantity Food Production Op. and Indian Cuisine – Provender S Bali, Oxford University Press 2. A Taste of India By Madhur Jafferey - John Wiley & Sons 3. Food of Haryana: The Great Chutneys – Dr Ashish Dahiya, University Press, MDU 4. Indian Gastronomy – Manjit Gill, DK Publishers 5. Food of Haryana: The Great Desserts – Dr Ashish Dahiya, University Press, MDU, Punjabi Cuisine – Manjit Gill 6. My Great India Cook Book – Vikas Khanna 	
Reference Books	<ol style="list-style-type: none"> 1. Modern Cookery (Vol –I) By Philip E. Thangam, Publishers: Orient Longman 2. Practical Cookery By Kinton & Cessarani 3. Theory of Cookery By K Arora, Publisher: Frank Brothers 	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3501

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the brief history of Kashmiri, Himanchali and Uttarakhand Cuisines, staple food of the state and special dishes prepared during festivals and special occasions.	2	Em
CO2	Students will be able to understand the brief history of Punjabi cuisine, Haryana and Delhi Cuisines, staple food of the state and special dishes prepared during festivals and special occasions.	3	Em
CO3	Students will be able to understand the brief history of Rajasthani cuisine, staple food or special ingredients grown and used in the cuisine of the state and special dishes prepared during festivals and special occasions.	2	Em
CO4	Students will be able to understand the brief history of Gujrati cuisine, staple food or special ingredients grown and used in the cuisine of the state and special dishes prepared during festivals and special occasions.	1	Em
CO5	Students will be able to understand the brief history of Maharashtrian cuisine and Goa, staple food of the state and special equipments used for preparing food, special dishes prepared during festivals and special occasions.	2	Em

CO-PO Mapping for HM3501

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	1	2	3	1	1	2	3	3	2	1	3	2	1
CO 2	2	3	3	1	3	2	1	1	2	1	2	1	1	3
CO 3	3	2	2	3	1	1	3	3	3	2	1	3	2	2
CO 4	1	3	3	2	2	3	1	2	2	3	3	2	3	3
CO 5	3	1	1	3	1	1	2	3	3	2	1	3	3	1
Avg	2.4	2	2.2	2.4	1.6	1.6	1.8	2.4	2.6	2	1.6	2.4	2.2	2

HM3502	Title: Food & Beverage Service Management- I	L T P C 3 0 0 3
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about distilled sprits	
Expected Outcome	Students will be able to familiarize with distilled sprits	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Spirits , Whisky	8
Introduction to Spirits, Whisky - Types, Production, Brands Indian and International & Service.		
Unit II	Brandy & Rum	7
Types, Production, Brands Indian and International & Service		
Unit III	Vodka, Gin	7
Types, Production, Brands Indian and International & Service		
Unit IV	Tequila & Other Spirits	7
Types, Production, Brands Indian and International & Service		
Other spirits – Tequila, Absinthe, Tequila, ouzo, slivovitz, aquavit, Calvados, Fenny, arrack etc.		
Unit V	Liqueurs	7
Types, Production, Brands & Service – Indian and International		
Text Books	<ol style="list-style-type: none"> Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS Food & Beverage Service Management- Brian Varghese Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill. Introduction F& B Service – Brown, Heppner & Deegan 	
Reference Books	<ol style="list-style-type: none"> Menu Planning – Jaksa Kivela, Hospitality Press Modern Restaurant Service – John Fuller, Hutchinson Professional Food & Beverage Service Management – Brian Varghese The Restaurant (From Concept to Opertion) The Waiter Handbook By Grahm Brown, Publisher: Global Books & Subscription Services New Delhi 	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3502

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to understand the importance of Spirits & Whisky, types of spirits and brands of Indian & International spirits.	1	Em
CO2	Students will get the knowledge of Brandy & Rum, types of Rum & Brandy, brands of Indian & International Rum and Brandy.	2	Em
CO3	Students will get the knowledge of Vodka & Gin, types of Vodka & Gin, brands of Indian & International Vodka & Gin.	2	Em
CO4	Students will gain knowledge of Tequila, Production of Tequila, Indian & International Brands of Tequila and service of Tequila	1	Em
CO5	Students will get information about various liqueurs, Indian & International brands of liqueurs, service of Liqueurs.	3	Em

CO-PO Mapping for HM3502

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	1	3	1	3	1	2	1	2	3	1	3	2	3	1
CO 2	3	2	2	2	3	1	2	3	2	2	1	3	2	1
CO 3	2	3	3	3	2	2	1	1	3	1	3	1	3	3
CO 4	3	1	3	1	2	3	2	3	1	2	2	2	1	2
CO 5	2	3	2	3	1	3	1	1	3	3	1	2	3	3
Avg	2.2	2.4	2.2	2.4	1.8	2.2	1.4	2	2.4	1.8	2	2	2.4	2

HM3503	Title: Accommodation Management -I	L T P C 3 0 0 3
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about Planning of housekeeping, budgeting Safety & Security Procedure and Contract Services of Housekeeping.	
Expected Outcome	Students will be able to familiarize with Various housekeeping operation.	Total Hrs 36
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Planning in Housekeeping	8
Planning Guest rooms, Bathrooms, Suites, Lounges, landscaping, planning for the provision of Leisure facilities for the guest, Boutique hotel concept. Planning and Organizing in the House Keeping, Standard Operating Procedures & Manuals, Job Allocation, Manpower Planning, Planning duty roster.		
Unit II	Budget & Budgetary Control	7
Definition of Budget, Types of budget - Capital and Operational Expenditure Budget and Pre-opening Budget, Budget and Budgetary controls, Purchase & selection criteria, Guest Supplies, Selection of Cleaning Equipment & Cleaning Agents, Importance of Budgetary Control, Controlling systems, Stock records – issuing and control.		
Unit III	Inventory Control	7
Inventory Control, Storage, Inventory & stock taking, Registers & records maintained, Concept of safeguarding assets. Environmental Control: Waste water treatment & disposal, Environmental Service, Environmental Pollution.		
Unit IV	Contract Services	7
Contract Cleaning, Contract Service in Housekeeping, Types of contract services, Guidelines for hiring contract services, Contract Specification, Advantages & disadvantages of contract services.		
Unit V	Safety & Security in Hotels	7
Importance of Security system, Monitoring of Activities in Public Areas, Guest Floor, Lobby & Rooms, Staff Utility and Back of the House Areas, Safety of Guest Property, Hotel Property, Handling emergency situations, Prevention of accidents, First Aid, Different kinds of security equipment used in Hotel Operation.		
Text Books	6. Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson 7. Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press 8. Hotel and Catering Studies – Ursula Jones 9. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS) 10. Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill	
Reference Books	5. House Keeping Management by Dr. D.K. Agarwal 6. House Keeping Management for Hostels, Rosemary Hurst, Heinemann 7. Housekeeping and Front Office – Jones 8. Housekeeping management – Margaret M. Leappa & Aleta Netschke	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3503

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will understand about the supervision of various Housekeeping operations.	1	Em
CO2	Students will be able to understand the Planning of Housekeeping operations, Planning for Manpower, SOPs, planning duty rosters etc.	3	Em
CO3	Students will get knowledge about Housekeeping budget, Types of budget, purchasing system & stock records.	2	Em
CO4	Students will get knowledge about Hubbart formula used for planning and evaluating various front office operations, about forecasting and Thumb rules for various rates.	3	Em
CO5	Students will gain knowledge of Contract services used in Housekeeping operations.	2	Em

CO-PO Mapping for HM3503

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	3	2	2	1	1	1	2	2	1	2	1	3	2
CO 2	2	2	1	1	2	2	2	1	2	2	1	3	2	1
CO 3	3	1	3	2	1	1	1	2	1	1	3	1	1	2
CO 4	1	3	2	1	3	3	3	1	2	1	1	1	2	1
CO 5	3	2	1	2	1	1	2	3	1	3	2	2	1	3
Avg	2.4	2.2	1.8	1.6	1.6	1.6	1.8	1.8	1.6	1.6	1.8	1.6	1.8	1.8

Course Code: HM3505	Course Title: Front Office Management-I	L T P C 3 0 0 3
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	The objective of this course is to provide an overview of the need of Night Auditing, Settlement of guest, Non-Guest Account, Room Selling techniques, need & role of planning in Front office.	
Expected Outcome	By the end of the course, the student is capable of: 1. Learn about Night Auditing and its Process. 2. Remember the tactics of Hotel's Product Selling 3. Learn the role of Planning in Front Office.	Total Hrs 36
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Night Auditing	8
Night Audit, night Auditor, Duties & Responsibilities of Night Auditor, Night Auditing Process (Establishing the end of day, Complete outstanding posting, verifying transactions, Complete Outstanding postings so on) System Update, Centralized Night audit Process, Importance of Night audit and when it is required to be done and why.		
Unit II	Check out & Settlement	7
Process of check out & settlement, Departure procedures, Check out Options, Unpaid account Balances, Account Collection, Front Office records.		
Unit III	Room Selling Techniques-I	7
Introduction, Elements of Marketing, Marketing strategies, Organizational behaviors, Client Behavior Buying Decision, Pricing strategy, pricing Influences, Market demand, Personal Selling, recognize customer Motive for buying, Product knowledge, understanding what you are selling, Features, Benefits, Close.		
Unit IV	Room Selling Techniques-II	7
Marketing communications, Target the Market, Distribution Analysis, selling tips for the product, Sales & Marketing team, the service Pyramid, Market places, Upsell, Downsell.		
Unit V	Front Office Planning & Operation	7
Management functions (Planning, Organizing, Coordination, Staffing, Leading, Controlling, Evaluating), forecasting room availability (Forecasting data, Forecast Formula, sample forecast forms), Planning for disasters,		
Text Books	1. Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press 2. Managing Front Office Operations”, Kasavana, M. L., & Brooks, R. M. American Hotel & Lodging Educational Institute, USA, 8 th Edition, 2013. 3. Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill 4. Hotel Front Office Operations And Management”, Jatashankar R Tewary, Oxford University Press, New Delhi, 2012	
Reference Books	1. Managing Front Office Operations”, Kasavana, M. L., & Brooks, R. M. American Hotel & Lodging Educational Institute, USA, 8 th Edition, 2013. 2. Hotel Front Office Management”, Bardi, J. A., John Wiley & Sons, USA,	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3505

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Student will know about the Knight Audit and his work into Hospitality Industry.	2	Em
CO2	Student will know about the Room Revenue Analysis and his work into Hospitality Industry.	1	Em
CO3	Student will know about of discounted rate and his work into Hospitality Industry.	3	Em
CO4	Student will know about the Human services vs Artificial Intelligence Services and his work into Hospitality Industry.	2	Em
CO5	Student will know about the Room Revenue analysis and his work into Hospitality Industry.	2	Em

CO-PO Mapping for HM3505

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	1	-	2	2	1	1	1	2	2	1	2	1	3	2
CO 2	2	2	1	1	2	2	2	1	2	2	1	3	2	1
CO 3	2	1	3	2	1	1	1	2	1	1	3	1	1	2
CO 4	1	3	2	1	3	1	3	1	2	1	1	1	2	1
CO 5	3	2	1	2	1	3	2	3	1	3	2	2	1	3
Avg	2.4	2.2	1.8	1.6	1.6	1.6	1.8	1.8	1.6	1.6	1.8	1.6	1.8	1.8

Subject Code: HM3506	Marketing for Hospitality and Tourism	L T P C 3 0 0 3
Course Prerequisites:	Nil	Version No: 1.0
Objectives:	The purpose of this course is to appraise students about marketing in Hospitality and Tourism industry.	Total No. of Hours: 36
Expected Outcome:	Students will be able to familiarize with marketing practices in Hospitality and Tourism industry.	
Unit No.	Unit Title	No. of Hours (Per Unit)
Unit I	Basics of Marketing	8
Meaning, Concept and Definition of Marketing. Concept of exchange: Needs, Wants and Demand. Evolution of marketing: Production era, Sales era and Marketing era. Hospitality Marketing: Difference between goods and services marketing. Features of Hospitality marketing. Customer expectation from Hospitality services. Value chain linkage in hotel industry. Marketing Mix in services marketing (7 Ps).		
Unit II	Market Segmentation	7
Meaning, Concept and Definition of Market Segmentation. Need for segmentation, market segmentation level: segment marketing, individual marketing, niche marketing and local marketing. Selection of segmentation variables: criteria for segmenting consumer market, criteria for segmenting organizational market, Effective segmentation measurable, sustainable and accessible.		
Unit III	Product and Price	7
Meaning, Concept and Definition of Product. Product Life Cycle. Hospitality products: Rooms, Food and Beverage and Value-Added Products like Recreation & Health, Shops, Car rental service, Gymnasium etc. Travel agency and Tour Operator's Products. New service product development, levels of product. Brand name, quality, safety and packaging. Meaning, Concept and Definition of Price. Services pricing policy, Approaches, Methods, Factors influencing pricing policy.		
Unit IV	Promotion and Place(Distribution)	7
Meaning, Concept and Definition of Promotion. Marketing communication mix, Advertising, sales promotion, personal selling, Negotiation, publicity, Public relations in hotel industry. Meaning. Concept and Definition of Place: Channels of distribution, Selection criterion of channel, Channel members: Agents, brokers, etc. Order processing, transportation and Reverse logistics.		
Unit V	People and Physical Evidence	7
Meaning, Concept and Definition of People: Role of employees in service delivery; Recruitment, selection and training of employees; Relationship marketing. Meaning, Concept and Definition of Physical Evidence: Elements of Physical evidence, Maintenance of physical evidence, Role of Physical Evidence. Process: Service blueprint, Benefits of service blueprint, Building a blue print; Process and steps in service delivery, Level of customer involvement.		
Text Books	<ol style="list-style-type: none"> 1. Marketing for Hospitality & Tourism, Philip Kotler, Pearson India Publications. 2. Marketing for Hospitality and Tourism Services, Prasanna Kumar, Tata McGraw Hill Publications. 	
Reference Books	<ol style="list-style-type: none"> 1. Hospitality Marketing, Manjula Chaudhary, Oxford Publications. 2. Tourism Marketing, Devashish Dasgupta, Pearson India Publications. 3. Services Marketing, Govind Apte, Oxford Publications. 	
Mode of Evaluation	Internal & External Examination	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3506

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Student will know about the basic of Marketing and his work into Tourism Industry		Em
CO2	Student will know about the Market Segmentation and his work into Tourism Industry		Em
CO3	Student will know about the Product Life Cycle and his work into Tourism.		Em
CO4	Student will know about the Marketing communication and his work into Industry		Em
CO5	Student will know about the Role of employees in service delivery and his work into Tourism.		Em

CO-PO Mapping for HM3506

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	3	2	1	3	—	2	3	2	3	2	3	2	3
CO 2	2	3	2	1	3	1	2	3	2	3	3	1	2	1
CO 3	2	3	2	2	3	3	2	3	2	3	3	3	3	3
CO 4	3	3	2	1	3	3	2	3	2	3	2	2	2	2
CO 5	2	3	2	2	3	3	2	3	2	3	3	3	3	3
Avg	2.2	3	2	1.4	3	2	2	3	2	3	2.6	2.4	2.4	2.4

Course Code: HM3540	Title: Regional Cuisines of India I Lab	L T P C 0 0 4 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart fundamental knowledge of regional foods of India.	
Expected Outcome	Students will be able to familiarize with day to day working atmosphere of food production dept. in hotels	Total Hrs 40
List of Practicals		
<p>1. Cuisines of Kashmir. Two Menus about 3-5 dishes per menu per state.</p> <p>2.Cuisines of Himachal Two Menus about 3-5 dishes per menu per state.</p> <p>3.Cuisines of Uttarakhand Two Menus about 3-5 dishes per menu per state.</p> <p>4.Cuisines of Punjab Two Menus about 3-5 dishes per menu per state.</p> <p>5.Cuisines of Haryana Two Menus about 3-5 dishes per menu per state</p> <p>6.Cuisines of Delhi Two Menus about 3-5 dishes per menu per state</p> <p>7.Cuisines of Rajasthan Two Menus about 3-5 dishes per menu per state</p> <p>8.Cuisines of Gujarat Two Menus about 3-5 dishes per menu per state</p> <p>9.Cuisines of Maharashtra Two Menus about 3-5 dishes per menu per state</p> <p>10.Cuisines of Goa Two Menus about 3-5 dishes per menu per state</p>		
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3540

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to prepare a complete menu of 4-5 dishes of Kashmiri Cuisine & Students will be able to prepare a complete menu of 4-5 dishes of Himachali Cuisine	2	Em
CO2	Students will be able to prepare a complete menu of 4-5 dishes of Uttarakhand Cuisine & Students will be able to prepare a complete menu of 4-5 dishes of Punjabi Cuisine.	2	Em
CO3	Students will be able to prepare a complete menu of 4-5 dishes of Haryana Cuisine & Students will be able to prepare a complete menu of 4-5 dishes of Delhi Cuisine	3	Em
CO4	Students will be able to prepare a complete menu of 4-5 dishes of Rajasthani Cuisine & Students will be able to prepare a complete menu of 4-5 dishes of Gujarati Cuisine	2	Em
CO5	Students will be able to prepare a complete menu of 4-5 dishes of Maharashtrian Cuisine & Students will be able to prepare a complete menu of 4-5 dishes of Goa Cuisine	3	Em

CO-PO Mapping for HM3540

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO9	PO 10	PO11	PS O1	PSO 2	PSO3
CO 1	2	1	—	2	2	2	1	—	2	2	2	2	2	3
CO 2	1	3	2	2	2	2	2	2	2	2	3	3	3	2
CO 3	2	3	2	2	1	2	2	3	1	3	2	1	1	3
CO 4	2	2	2	2	2	2	—	2	2	3	2	2	3	1
CO 5	2	3	2	2	2	3	2	3	2	3	3	3	2	3
Avg	1.8	2.4	1.6	2	1.8	2.2	1.4	2	1.8	2.6	2.4	2.2	2.2	2.4

Course Code: HM3541	Title: Food & Beverage Service Management I Lab	L T P C 0 0 2 1
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about distilled sprits	
Expected Outcome	Students will be able to familiarize with day to day working atmosphere of food production dept. in hotels	Total Hrs 20
List of Practical's		
<ol style="list-style-type: none"> 1. Service of Spirits & Liqueurs 2. Bar setup and operations 3. Cocktail & Mock tail Preparation, presentation and service 4. Whiskey based cocktail 5. Rum based cocktail 6. Tequila based cocktail 7. Vodka based cocktail 8. Rum based cocktail 9. Brandy based cocktail 10. Gin based cocktail 		
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3541

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to serve Alcoholic beverages : Wines and Spirits & Students will understand how to open the corks of wine Botteles	2	Em
CO2	Students will be able to do service of Spirits & Liqueurs & Studets will be able to setup Bar.	1	Em
CO3	Students will be able to make cocktails & mocktails and Present the cocktails or mocktails to guest & Students will be able to serve Cigarettes & Cigars	2	Em
CO4	Students will conduct Briefing & Debriefing in F&B outlets & Students will get knowledge of service of Beer and Brewed beverages.	2	Em
CO5	Students will have knowledge of servicing of Sparkling, Fortified, Aromatized and Still wines & Students will be able to setup table with prepared menu and wines.	3	Em

CO-PO Mapping for HM3541

Course Outcome s	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0)											Program Specific Outcomes		
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO1 0	PO1 1	PSO 1	PSO 2	PSO 3
CO 1	3	1	2	3	2	3	2	3	3	3	3	1	3	3
CO 2	1	3	3	1	3	3	2	1	2	3	1	3	1	2
CO 3	3	2	1	1	1	2	3	3	3	2	3	2	3	3
CO 4	2	2	3	2	3	3	1	2	1	1	2	3	2	1
CO 5	3	1	1	3	1	2	1	3	3	3	3	3	3	3
Avg	2.4	1.8	2	2	2	2.6	1.8	2.4	2.4	2.4	2.4	2.4	2.4	2.4

Course Code: HM3542	Title: Accommodation Management –I Lab	L T P C 0 0 2 1
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about Planning of housekeeping, budgeting Safety & Security Procedure and Contract Services of Housekeeping.	
Expected Outcome	Students will be able to familiarize with Various housekeeping operation.	Total Hrs 20
List of Practical		
<ol style="list-style-type: none"> 1. Planning layouts of guestrooms/bathrooms 2. Planning layout of suites/lounges 3. Understanding various Housekeeping SOPs 4. Preparing Duty Roaster 5. Calculating staff requirement 6. Prepare operating budget for Housekeeping Department 7. Prepare capital budget for Housekeeping Department 8. Flower arrangement – Japanese, Western, Traditional, Free style 9. Flower Theme Decorations for different area of a hotel 10. Inventory control procedure 		
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3542

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to prepare guestrooms & Students will be able to check public area checklist.	1	Em
CO2	Students will get to know about preparing Duty Roaster & Students will get to know about Planning guestroom layouts.	2	Em
CO3	Students will know about the Boutique Hotels & Students will know about Power points on silent features in respect to accommodations in hotels	3	Em
CO4	Students will understand the Hotel budgeting & Students will get information about facing professional interviews.	2	Em
CO5	Students will get to know the completion of guest cycle in software & Students will be able to do Night auditing process.	3	Em

CO-PO Mapping for HM3542

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO10	PO11	PSO 1	PSO 2	PSO 3
CO 1	2	3	2	1	3	—	2	3	2	3	2	1	3	3
CO 2	2	3	2	1	3	1	2	3	2	3	3	3	1	2
CO 3	2	3	2	2	3	2	2	3	2	3	3	2	3	3
CO 4	2	3	2	1	3	1	2	3	2	3	2	3	2	1
CO 5	2	3	2	2	3	2	2	3	2	3	3	3	3	3
Avg	2	3	2	1.4	3	1.2	2	3	2	3	2.6	2.4	2.4	2.4

Course Code: HM3543	Course Title: Front Office Management-I Lab	L T P C 0 0 2 1
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To identify various activities performed during the Guest cycle in the software.	
Expected Outcome	By the end of the course, the student is capable of: 1. Hands on practice of various activities performed in Front Office. 2. Learn about Guest cycle as a whole procedure. 3. Learn the strategy to upsell hotel product i.e Rooms.	Total Hrs 20
	Practical's	
1. Understand and learn about different types of Amenities & supplies in Guest room. 2. Complete Guest Cycle process in the software. 3. Power point on different types of Heritage Hotels 4. PowerPoint presentation on different types of guest room. 5. Case study on Front Office Operations. 6. Understand and perform whole procedure beginning from Check in -Check out. 7. Point Of Sale - How to make a KOT on system, Modification of the KOT, Table transfer and Post the Restaurant and Bar bill on the system. 8. Give discounts, spilt quantity, spilt bill, print bill & settlement. 9. Role play on upselling & down selling strategy.		
Text Books		
Reference Books		
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3543

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to prepare guestrooms & Students will be able to check public area checklist.	1	Em
CO2	Students will get to know about preparing Duty Roaster & Students will get to know about Planning guestroom layouts.	2	Em
CO3	Students will know about the Boutique Hotels & Students will know about Power points on silent features in respect to accommodations in hotels	3	Em
CO4	Students will understand the Hotel budgeting & Students will get information about facing professional interviews.	2	Em
CO5	Students will get to know the completion of guest cycle in software & Students will be able to do Night auditing process.	3	Em

CO-PO Mapping for HM3543

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO10	PO11	PSO 1	PSO 2	PSO 3
CO 1	2	3	2	1	3	—	2	3	2	3	2	1	3	3
CO 2	2	3	2	1	3	1	2	3	2	3	3	3	1	2
CO 3	2	3	2	2	3	2	2	3	2	3	3	2	3	3
CO 4	2	3	2	1	3	1	2	3	2	3	2	3	2	1
CO 5	2	3	2	2	3	2	2	3	2	3	3	3	3	3
Avg	2	3	2	1.4	3	1.2	2	3	2	3	2.6	2.4	2.4	2.4

SEMESTER 6

HM3601	Title: Regional Cuisines of India -II	L T P C 3 0 0 3
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about Regional Cuisines of India	
Expected Outcome	Students will be able to familiarize with Regional Cuisines of India	Total Hrs 36
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Cuisines of Andhra Pradesh, Tamil Nadu & Kerala	8
Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods.		
Unit II	Cuisines of Awadh	7
Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods.		
Unit III	Cuisines of Bengal & Odisha	7
Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features of Cuisine , Key Ingredients, Popular Foods, Seasonal Foods, Special Equipments, Staple Diets, Specialties during Festivals and Other Occasions, Community Foods		
Unit IV	Indian Sweets & Desserts	7
Introduction, Geographical Perspectives, Brief Historical Background, Characteristics & Salient Features , Key Ingredients, Popular Sweets, Seasonal Sweets, Special Equipments, Specialities during Festivals and Other Occasions.		
Unit V	Food of India	7
Jain Food, Parsi Food, Home Style Cooking, Tandoori Foods, Dum Style of Cooking, Traditional Cooking Delights, North Eastern Indian Foods, Food of Madhya Pradesh		
Text Books	1. Quantity Food Production Op. and Indian Cuisine – Parvinder S Bali, Oxford University Press 2. A Taste of India By Madhur Jafferey - John Wiley & Sons 3. Indian Gastronomy – Manjit Gill, DK Publishers 4. Food of Haryana: The Great Desserts – Dr Ashish Dahiya, University Press, MDU	
Reference Books	1. The Essential Kerala Cookbook Paperback by Vijayan Kannampill 2. My Great India Cook Book – Vikas Khanna 3. Modern Cookery (Vol –I) By Philip E. Thangam, Publishers: Orient Longman 4. Practical Cookery By Kinton & Cessarani	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3601

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the cuisine of Andhra Pradesh, Tamil Nadu & Kerala. They will learn and get knowledge of different types of food preparations and various traditional equipment used in cuisine.	2	Em
CO2	Understand the cuisine of Awadh. They will learn and get knowledge of different types of food preparations, Geographical prospective of the region and traditional equipment used for cuisine. They will be informed about the staple diet, community foods or foods prepared during special occasions.	1	Em
CO3	Understand the cuisine of Bengal and Odisha. They will learn and get knowledge of different types of food preparations, Geographical prospective of the region and traditional equipment used for cuisine. They will be informed about the staple diet, community foods or foods prepared during special occasions.	1	Em
CO4	Get the knowledge of various Sweets & Desserts of India. Students will learn about the famous sweets and desserts of different regions of India and also able to prepare the popular sweets and desserts.	2	Em
CO5	Understand the food of India, various community food and its importance in Indian Cuisine, various style of cooking Indian food	2	Em

CO-PO Mapping for HM3601

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	3	1	3	1	1	1	1	2	2	3	1	2	3
CO 2	2	1	2	1	3	2	1	2	1	3	1	3	1	1
CO 3	3	3	2	3	1	3	2	2	2	1	3	1	2	2
CO 4	1	1	3	3	2	2	1	3	1	3	3	2	3	1
CO 5	2	2	2	1	2	1	2	2	2	1	2	1	2	2
Avg	2.2	2	2	2.2	1.8	1.8	1.4	2	1.6	2	2.4	1.6	2	1.8

HM3602	Title: Food & Beverage Service Management II	L T P C 3 0 0 3
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about bar management and control of Food & Beverage in hospitality sectors.	
Expected Outcome	Students will be able to familiarize with bar management and control of food and beverage.	Total Hrs 36
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	The Beverage Industry	8
Introduction, Yesterday & Today, Responsible Alcohol Service, Creating and Maintaining a Bar Business, Sanitation and Bar Setup, Legal Aspects, Professional Services		
Unit II	Bar Management	7
Introduction, Purchasing, Storing, Receiving, Issuing; Controlling, marketing Beverage Products Responsibly, Employee Management, Art of Mixology, Planning for Profits, Bar Menus		
Unit III	Food & Beverage Control	7
Definition of control, Objectives of F & B control, F & B control cycle, Problems in F & B control, Methodology of F & B control, Personnel management in F & B control		
Unit IV	Cost Concept	7
cost concept, controllable and non-controllable cost, sales concept, cost to sales ratio, classification of cost, cost/volume/profit relationship, break even point,		
Unit V	Budgeting	7
budgeting, objectives, types of budget, advantages of budgeting, disadvantages of budgeting, budgetary control process, budgeting for food & beverage operations, development of sales budget, budgeted profit & loss account, labour cost budget, factors considered in preparation of labour cost budget		
Text Books	1. Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S. Negi 2. Food & Beverage Control By: Richard Kotas and Bernard Davis 3. Food & Beverage Cost Control- Lea R Dopson, Wiley Publishers. 4. Food & Beverage Management By: Bernard Davis & Stone 5. Food & Beverage Service- Dennis R. Lillicrap. & John.A. Cousins. Publisher: ELBS	
Reference Books	1. Food & Beverage Service Management- Brian Vargese 2. Food & Beverage Service Training Manual- Sudhir Andrews, Tata Mc Graw Hill. 3. Hotel & Catering Costing & Budgets, RD. Boardman, Heinemann 4. Introduction F & B Service- Brown, Heppner & Deegan	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3602

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the role of Food Beverage Service and his importance for Hospitality	1	Em
CO2	Identify and use the different types of Bar Management, bar menu etc and importance.	2	Em
CO3	Students will be able to know about the concepts of Food & Beverage Control and how to importance for F&B Service Department.	3	Em
CO4	Student will gain knowledge about the Cost Concept and his importance for Bar and Food & Beverage Service department.	2	Em
CO5	Students will be aware with the Budget and his importance for F&B Service Department.	2	Em

CO-PO Mapping for HM3602

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	1	3	1	3	3	3	3	1	1	1	2	3	3	1
CO 2	3	2	3	2	1	2	1	3	2	3	2	3	1	3
CO 3	2	3	2	3	3	3	3	2	3	2	3	1	3	3
CO 4	3	1	3	1	2	2	2	3	1	1	1	2	1	2
CO 5	1	3	1	3	3	3	3	3	3	3	3	3	3	3
Avg	2	2.4	2	2.4	2.4	2.6	2.4	2.4	2	2	2.2	2.4	2.2	2.4

HM3603	Title: Accommodation Management-II	L T P C 3 0 0 3
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise student the importance of Interior decoration in Hotels.	
Expected Outcome	Students will be able to familiarize with various Interior decorations Activities used in Hotels.	Total Hrs 36
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Interior Decoration	8
Introduction to Interior Decoration, Elements of design, Line, form, texture and color (basic elements), principles of design, Harmony, Balance, Scale and Proportion, Rhythm, Emphasis, The Color wheel, Properties of color –Warm /Cool, Advancing/Receding Heavy/Light, Earthy /Acid.		
Unit II	Floor & Wall Covering	7
FLOOR FINISHES : Ceramic, Marble Terrazzo, Granite, Concrete, Wood, Resilient (Vinyl, Asphalt, Rubber, Linoleum) Floor Polishes and Seals WALL FINISHES : Paint, Wallpaper, Fabric, Laminates Wood paneling, Ceramic Tiles, Glass, Textured.		
Unit III	Lighting, Furniture & Accessories	7
Introduction to lighting, Lighting Levels- Lux and Lumen, Importance of a good lighting system, Artificial lighting -Tungsten, Fluorescent, Discharge, CFL, Halogen, Lighting in various areas of the hotels, The functional aspect & decorative aspects of Furniture, Various types of accessories and their guidelines, Flower Arrangement and Indoor plants as an accessory.		
Unit IV	Carpets	7
The components of carpets-face, primary & secondary backing, Types of carpets their construction & uses (woven, tufted, bonded, electro statically flocked), Carpet Dyeing, Laying a carpet, The decorative value of a carpet, The functional value of a carpet, Criteria for selection of carpet.		
Unit V	Window & Window Treatment	7
The purpose of a window, Types of windows, The importance of suitable window treatments, Selecting fabrics for curtains, Curtain headings, Types of window treatments.		
Text Books	11. Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson 12. Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press 13. Hotel and Catering Studies – Ursula Jones 14. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS) 15. Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill	
Reference Books	9. House Keeping Management by Dr. D.K. Agarwal 10. House Keeping Management for Hostels, Rosemary Hurst, Heinemann 11. Housekeeping and Front Office – Jones 12. Housekeeping management – Margaret M. Leappa & Aleta Netschke	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3603

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the Interior Decoration and its importance for Housekeeping.	2	Em
CO2	Identify and use the different types of Color and his importance for Accommodation Operation.	3	Em
CO3	Students will be able to know about the concepts of Floor & Wall covering and why is nursery for hospitality industry.	1	Em
CO4	Student will gain knowledge about the computer and his importance. And also information about the type of application use into Hotel management for room ready.	2	Em
CO5	Students will be aware with the Planning & Evaluating front office work and night audit etc.	2	Em

CO-PO Mapping for HM3603

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO10	PO11	PSO 1	PSO 2	PSO 3
CO 1	1	2	3	1	1	1	1	1	3	3	3	3	3	2
CO 2	3	3	2	2	2	3	3	2	3	3	2	1	2	2
CO 3	3	1	3	3	1	3	3	1	2	2	3	3	3	3
CO 4	2	3	1	2	3	2	1	2	3	1	2	1	2	1
CO 5	3	1	3	3	3	3	3	3	2	3	3	3	3	3
Avg	2.4	2	2.4	2.4	2	2.2	2.2	1.8	2.6	2.4	2.6	2.2	2.6	2.2

Subject Code: HM3604	Human Resource Management for Hospitality	Version No: 1.0
Course Prerequisites:	Nil	L T P C 3 0 0 3
Objectives:	The aim of this course is to enrich students with the knowledge of a human resource management functionary in an establishment, and to identify attributes of a successful Human Resource Manager in relation to Hospitality Industry.	Total No. of Hours: 36
Expected Outcome:	Students will be able to learn the procedures, methods and techniques of Human Resource Management in the field of Hospitality.	
Unit No.	Unit Title	No. of Hours (Per Unit)
Unit I	Basics of Human Resource Management	7
Meaning, Definition and Concept of Human Resource Management. Importance of Human Resource Management in service industries. Functions of Human Resource Management. Objectives of Human Resource Management.		
Unit II	Man Power Planning and of Recruitment Process	7
Concept of Man Power Planning. Process of Man Power Planning. Job Analysis: Process of Job analysis, Job Description, Job Specification, Job Design, Job Enlargement, Job Enrichments. Sources of Recruitment: Internal Sources: Promotion, Transfer, Ex-employee, Present Temporary Employee, HR information system/Data Bank. External Sources: Advertisement, Campus Recruitment, Referrals, Employment Agencies, Job Portals. Techniques of Recruitment: Direct Recruitment, Indirect Recruitment.		
Unit III	Selection, Test and Interview Process	8
Selection Process. Selection Test: Aptitude Test, Psychometric Test, Achievement Test, Personality Test, Interest & Assessment Test. Selection Interviews: Structured Interviews, Unstructured Interviews, Stress Interviews, Exit Interviews, Appraisal Interviews, Situational Interviews, Behavioral and Psychological Interviews. Placement, Orientation and Induction.		
Unit IV	Training and Development	7
Training Methods: On the Job training methods, Off the job training methods, Instruction method, Position Rotation method, Classroom Training methods. Distinction between Training and Development. Self-development and Organizational development. Evaluation of training effectiveness.		
Unit V	Performance Appraisal and Organizational Conflict Management	7
Concepts of Performance Appraisal. Methods of Performance Appraisal, Barriers of effective appraisal Methods, Job Evaluation, Methods of job evaluation. Promotion and Transfer: Bases for promotion, Types of Transfer: Departmental, Geographical and Product Base. Organizational Conflict, Types of Conflict, Measures undertaken to minimize the organizational conflict: Communication, Committee, Counseling and Fair Organizational Infrastructure.		
Text Books	3. Human Resource Management in Hospitality – Malay Biswas – Oxford Publications. 4. Human Resource Management in the Hospitality Industry – A Guide to Best Practice – By Michael J. Boella and Steven Goss-Turner.	
Reference Books	4. Human Resource Management in the Hospitality Industry – Frank M/Mary L Monochello. 5. Personnel Management - Edwin B. Flippo – McGraw Hill.	
Mode of Evaluation	Internal & External Examination	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3604

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the HRM and its importance for Hospitality and tourism management.	1	Em
CO2	Identify and use the different types of Requirements, concept & also informational about the Training Cycle, Organizational Culture & Training.	2	Em
CO3	Students will be able to know about the concepts of Employee Performance & also information about the challenges comes to HRM.	1	Em
CO4	Student will gain knowledge about the computer and his importance. And also information about the Theories & Employee management.	3	Em
CO5	Students will be aware about the job satisfaction, Organization culture and action.	3	Em

CO-PO Mapping for HM3604

Course Outcome s	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0)											Program Specific Outcomes		
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO10	PO11	PSO 1	PSO 2	PSO 3
CO 1	2	3	3	3	3	3	3	3	3	1	2	1	2	3
CO 2	3	1	1	2	3	1	1	1	2	1	3	3	3	2
CO 3	1	3	3	3	3	2	1	3	3	1	2	2	3	3
CO 4	3	3	1	2	3	3	3	2	2	3	3	3	3	3
CO 5	2	2	2	3	3	1	1	3	3	1	3	2	3	2
Avg	2.2	2.4	2	2.6	3	2	1.8	2.4	2.6	1.4	2.6	2.2	2.8	2.6

Course Code: HM3606	Course Title: Front Office Management-II	L T P C 3 0 0 3
Version No.		
Course Prerequisites		
Objectives	The objective of this course is to provide an overview of Budgeting, various technical terms, formulas, calculation, and the relevance of evaluation of operations in front office.	
Expected Outcome	By the end of the course, the student is capable of: 1. Learn about budgeting concept to run the operations in front office efficiently. 2. Understand and remember how to solve occupancy ratios and its calculation. 3. Understand about evaluation of operations in front office.	Total No. of Hours: 36
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Budgeting	8
Definition, Types of budget, Capital Budget, Operational Budget, Budget Cycle, Merits/Demerits of Budgets, Making Front Office Budget, Operating expenses Budget, cost of sales budget, Refining Budget plans, Budgetary Control, Forecasting Room revenue, Estimating expenses, Sample Forecast Form, 10 day forecast, 3 day forecast, Annual Forecast and their importance, Forecast formula.		
Unit II	Operating Ratios	7
Introduction, Calculating Occupancy Percentage, Multiple occupancy ratio, Average daily Rate, Revenue Per available rate, revenue per available rate, RevPAC, Room Revenue Analysis, Yield Statistics, Percentage of walking, Percentage of Overstay, Percentage of Understay		
Unit III	Transactional Analysis in Front Office	7
Conflicts and conflict management, Johari window, Transactional analysis: Ego states, Life Positions, Rules of Communication, Karp man's triangle, Types of discounted rate, 7 Functions of Management, Human Resource management – Recruiting, Selecting, Hiring, Orienting, Training, Scheduling, Motivation.		
Unit IV	Hospitality Technology System	7
Latest Technology in Front Office, Need of the technology in Front Office, Property management system, Rooms management module, Guest Accounting Module, AI need in Front Office, Human services vs Artificial Intelligence Services.		
Unit V	Evaluating Front Office Operations	7
The daily operation report, Occupancy ratios, Room Revenue analysis, The Hotel Income statement, room revenue analysis, The rooms schedule, Room division budget report, Ratio Standards, Market condition approach, Room revenue Analysis.		
Text Books	1. Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press 2. Managing Front Office Operations”, Kasavana, M. L., & Brooks, R. M. American Hotel & Lodging Educational Institute, USA, 8 th Edition, 2013. 3. Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill 4. Hotel Front Office Operations and Management”, Jatashankar R Tewary, Oxford University Press, New Delhi, 2012	
Reference Books	1. Managing Front Office Operations”, Kasavana, M. L., & Brooks, R. M. American Hotel & Lodging Educational Institute, USA, 8 th Edition, 2013. 2. Hotel Front Office Management”, Bardi, J. A., John Wiley & Sons, USA,	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3606

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the Operational Budget and its importance for Hospitality and tourism management.	1	Em
CO2	Identify and use the different types of Multiple occupancy ratio	2	Em
CO3	Students will be able to know about the Conflicts and conflict management	1	Em
CO4	Student will gain knowledge about the Need of the technology in Front Office	3	Em
CO5	Students will be aware about the Room Revenue analysis	3	Em

CO-PO Mapping for HM3606

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0)											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	2	3	2	2	3	1	2	3	2	3	3	1	3	2
CO 2	3	3	2	1	3	—	2	3	2	3	2	3	2	2
CO 3	3	3	2	1	3	1	2	3	2	3	3	2	2	2
CO 4	2	3	2	2	3	1	2	3	2	3	3	1	3	2
CO 5	2	3	2	1	3	1	2	3	2	3	2	3	2	2
Avg	2	3	2	2	3	1	2	3	2	3	3	3	2	2

Course Code: HM3640	Title: Regional Cuisines of India II Lab	L T P C 0 0 4 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart fundamental knowledge of regional foods of India.	
Expected Outcome	Students will be able to familiarize with day to day working atmosphere of food production dept. in hotels	Total Hrs 40
List of Practicals		
<p>1. Cuisines of Andhra Pradesh. Two Menus about 3-5 dishes per menu per state.</p> <p>2.Cuisines of Tamil Nadu Two Menus about 3-5 dishes per menu per state.</p> <p>3.Cuisines of Awadh Two Menus about 3-5 dishes per menu per state.</p> <p>4.Cuisines of Bangal Two Menus about 3-5 dishes per menu per state.</p> <p>5.Cuisines of odisha Two Menus about 3-5 dishes per menu per state</p> <p>6.Cuisines of North East Two Menus about 3-5 dishes per menu per state</p> <p>7.Cuisines of Madhya Pradesh Two Menus about 3-5 dishes per menu per state</p> <p>8.Tandoori Foods Two Menus about 3-5 dishes per menu</p> <p>9.Sweet of Different States Two Menus about 3-5 dishes per menu</p> <p>10.Parsi Food Two Menus about 3-5 dishes per menu</p>		
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3640

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the menu of Cuisines of Andhra Pradesh and his importance for food production department & Students will be able to know about the Cuisines of Tamil Nadu & also information about the cooking methods use in to cuisine if they are cook the food.	3	Em
CO2	Students will be able to know about the Cuisines of Awadh also information about the how to cook the food this cuisine and his importance & Student will gain knowledge about the Cuisines of Bengal and also information about the Recipe for Cuisines of Bengal	3	Em
CO3	Student will gain knowledge about the Cuisines of Odisha and also information about the Recipe for Cuisines of Odisha & Students will be able to know about the Cuisines of North East & also information about the cooking methods use in to Cuisines of North East	2	Em
CO4	Students will be able to know about the Cuisines of Madhya Pradesh & also information about the cooking methods use in to cuisine if they are cooking the food & Students will be able to know about the Tandoori Foods & also information about the cooking methods use in to Tandoori Foods if they are cooking the food.	3	Em
CO5	Students will be able to know about the Sweet Dishes & also information about the cooking methods Sweet Dishes if they are cooks the Sweet Dishes & Student will gain knowledge about the Making Indian Chutneys & also information about the type of Chutney	2	Em

CO-PO Mapping for HM3640

Course Outcome	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	3	2	1	3	—	2	3	2	3	2	3	2	2
CO 2	3	3	2	1	3	1	2	3	2	3	3	2	2	2
CO 3	2	3	2	2	3	1	2	3	2	3	3	1	3	2
CO 4	2	3	2	1	3	1	2	3	2	3	2	3	2	2
CO 5	2	3	2	2	3	1	2	3	2	3	3	3	2	2
Avg	2.4	3	2	1.4	3	0.8	2	3	2	3	2.6	2.4	2.2	2

Course Code: HM3641	Title: Food & Beverage Service Management II Lab	L T P C 0 0 2 1
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart fundamental knowledge of regional foods of India.	
Expected Outcome	Students will be able to familiarize with day to day working atmosphere of food production dept. in hotels	Total Hrs 20
List of Practical's		
<ol style="list-style-type: none"> 1. Making bills, cash handling, theft control system. 2. F&B control records and formats. 3. Up selling, telephone selling. 4. Suggestive selling, 5. Sales Promotion 6. Checklist, Documentation & Standard operating procedures (SOPs) 7. Food Menu Design 8. Beverage Menu Design 9. Booking Procedure, Function planning, Organizing & Control 10. Function Prospectus 		
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3641

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the Bar's and his Documents use into bars & his importance for Bars & Identify and use the different types of Liquor and his brands in these worlds which are used into Bars now days	3	Em
CO2	Students will be able to know about the Role Plays & Situation handling in Bar Whiskey , Vodka, Rum , Gin based cocktail & Student will gain knowledge about the Bar Setups of different types & services, Service of Wines & Bar Menus	3	Em
CO3	Students will be aware about the Reading Wine Labels, Cocktail parties & Students will be able to prepare whisky based cocktails and service the cocktails.	2	Em
CO4	Students will be able to prepare Vodka based cocktails and service the cocktails & Students will be able to prepare Rum based cocktails and service the cocktails..	3	Em
CO5	Students will be able to prepare Gin based cocktails and service the cocktails & Students will be able to prepare Brandy based cocktails and service the cocktails.	2	Em

CO-PO Mapping for HM3641

Course Outcome	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0)											Program Specific Outcomes		
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO 11	PSO 1	PSO 2	PSO 3
CO 1	2	2	—	1	—	2	1	2	2	3	2	2	2	1
CO 2	3	2	1	—	2	3	2	1	2	—	1	—	2	3
CO 3	2	2	2	3	2	2	2	—	2	2	2	1	2	1
CO 4	1	2	2	2	2	3	2	3	1	2	2	2	2	2
CO 5	2	3	2	1	—	2	2	2	2	1	1	2	2	2
Avg	2	2.2	1.4	1.4	1.2	2.4	1.8	1.6	1.8	1.6	1.6	1.4	2	1.8

Course Code: HM3642	Title: Accommodation Management-II Lab	L T P C 0 0 2 1
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise student the importance of Interior decoration in Hotels.	
Expected Outcome	Students will be able to familiarize with various Interior decorations activities used in Hotels.	Total Hrs 20
List of Practical		
21. Model guestroom designing. 22. Making and display of different miniature of Wall Covering & floor covering. 23. Understanding Concept of Lighting for Interior decoration. 24. Light arrangements using in Hotels. 25. Furniture arrangement in different rooms. 26. Sitting of interiors and placements of accessories. 27. Understanding the Importance of Carpets in Hotels. 28. Carpet Shampooing. 29. Understanding the concept of Window Treatment. 30. Flower arrangements in different areas and occasions- Banquets, buffets parties, lounges, bedrooms.		
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3642

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be able to learn, understand computer application (Hotel Management System & Software) related to Rooms Division & Students will be able to understand and learn about the presentations on Interior Decorations and different styles of flower arrangements used in Hotels.	2	Em
CO2	Students will be able to learn and understand about the guest reservation process in the guest management module in the Hotelogix Software and perform it efficiently & Students will get the knowledge and hands on practice on guest reservation in the software.	1	Em
CO3	Students will learn about the splitting of bills of various point of sale used in hotel by the guest & Students will learn about the creation of registration card with the folio and helps to trace the guest transaction through it.	2	Em
CO4	Students will be enable to perform various operations during the stay of the guest in the hotels & Students will also learn about the opening and closing of folio since the arrival, stay of guest and departure of guest.	3	Em
CO5	Students will gain an insight about the check out and departure procedure to be carried on by the hotel staff & Students will gain an insight on guest account settlement by various modes of payment during the check out and post departure cycle.	2	Em

CO-PO Mapping for HM3642

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	-	3	2	1	3	-	2	3	2	3	2	3	2	2
CO 2	3	3	2	1	3	1	2	3	2	3	3	2	2	2
CO 3	2	3	-	2	3	1	2	3	2	3	3	1	3	2
CO 4	2	3	2	1	3	3	2	3	2	3	2	2	2	2
CO 5	2	3	2	2	3	3	2	3	2	3	3	2	2	2
Avg	2.4	3	2	1.4	3	1.6	2	3	2	3	2.6	2	2.2	2

Course Code: HM3643	Course Title: Front Office Management- II Lab	L T P C 0 0 2 1
Version No.		
Course Prerequisites		
Objectives	To learn and inculcate the skills of Group discussion, learn the way of speaking, handling various situations in Front Office.	
Expected Outcome	By the end of the course, the student is capable of: <ol style="list-style-type: none"> 1. Learn the confidence to appear in Hotel Professional interviews 2. Hands on practice of Upselling skills, promotion strategies in front Office 3. Understand various situation handling in front office. 	Total Hrs 20
	Practicals	
<ol style="list-style-type: none"> 1. Mock Interview Session 2. Letter writing – Welcome letter, Apology letter, Request Letter. 3. Service Recovery – Online & in person 4. Public speaking skills 5. Communication activities – Group discussion ,Extempore, Expressing yourself 6. Sales techniques – Team activity 7. Upselling skills 8. Various incidents in Front Office – Role play 9. Preparing Front Office Budget 10. Practice in Hotel logix Software 		
Mode of Evaluation		
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3643

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Student will understand about the Letter writing.	2	Em
CO2	Student will understand about the Service Recovery	1	Em
CO3	Student will understand about the Communication activities	2	Em
CO4	Student will understand about the Upselling skills	3	Em
CO5	Student will understand about the Preparing Front Office Budget	2	Em

CO-PO Mapping for HM3643

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO10	PO11	PSO 1	PSO 2	PSO 3
CO 1	-	3	2	1	3	-	2	3	2	3	2	3	2	2
CO 2	3	3	2	1	3	1	2	3	2	3	3	2	2	2
CO 3	2	3	-	2	3	1	2	3	2	3	3	1	3	2
CO 4	2	3	2	1	3	3	2	3	2	3	2	2	2	2
CO 5	2	3	2	2	3	3	2	3	2	3	3	2	2	2
Avg	2.4	3	2	1.4	3	1.6	2	3	2	3	2.6	2	2.2	2

SEMESTER 7

Subject Code: HM3701	Entrepreneurship Development in Hospitality	L T P C 4 0 0 4
Course Prerequisites:	Nil	Version No: 1.0
Objectives:	The aim of this course is to enrich students with knowledge of entrepreneurship skills, especially in relation to Hospitality and Tourism Industry.	Total No. of Hours: 48
Expected Outcome:	Students will be able to learn the procedures for starting a business venture and set up their own enterprises in the field of Hospitality and Tourism.	
Unit No.	Unit Title	No. of Hours (Per Unit)
Unit I	Basics of Entrepreneurship	10
Meaning, Definition and concept of Enterprise, Entrepreneurship and Entrepreneurship Development, Evolution of Entrepreneurship, Theories of Entrepreneurship. Characteristics and Skills of Entrepreneurship, Concepts of Intrapreneurship, Entrepreneur v/s Intrapreneur, Entrepreneur Vs. Entrepreneurship, Entrepreneur Vs. Manager, Role of Entrepreneurship in Economic Development, Factors affecting Entrepreneurship, Problems of Entrepreneurship.		
Unit II	Entrepreneurial Competency and Entrepreneurship Development Program (EDPs)	9
Meaning and concept of Entrepreneurial Competency, Developing Entrepreneurial Competencies, Entrepreneurial Culture, Entrepreneurial Mobility, Factors affecting Entrepreneurial mobility, Types of Entrepreneurial mobility. Entrepreneurial Motivation: Meaning and concept of Motivation, Motivation theories, Entrepreneurship Development Program: Needs and Objectives of EDPs, Phases of EDPs, Evaluation of EDPs.		
Unit III	Types of Entrepreneurship	10
Concept of Social Enterprise and Social Entrepreneurship, Social Entrepreneurs, Sustainability Issues in Social Entrepreneurship, Rural Entrepreneurship, Family Business Entrepreneurship, Women Entrepreneurship: Meaning, Characteristic features, Problems of Women Entrepreneurship in India, Developing Women Entrepreneurship in India, Concepts of Entrepreneurship Failure, Issues of Entrepreneurial failure, Fading of Entrepreneurial success among once leading corporate groups, Entrepreneurial resurgence, Reasons of Entrepreneurial Failure, Essentials to Avoid Unsuccessful Entrepreneurship.		
Unit IV	Role of Government in Promoting Entrepreneurship	10
MSME policy in India, Agencies for Policy Formulation and Implementation: District Industries Centers (DIC), Small Industries Service Institute (SISI), Entrepreneurship Development Institute of India (EDII), National Institute of Entrepreneurship & Small Business Development (NIESBUD), National Entrepreneurship Development Board (NEDB), Financial Support System: Forms of Financial support, Long term and Short term financial support, Sources of Financial support, Development Financial Institutions, Investment Institutions.		
Unit V	Ownership, Business Plan and Project Management	9
Forms of Business Ownership, Issues in selecting forms of ownership, Environmental Analysis, Identifying problems and opportunities, Defining Business Idea, Planning Business Process, Project Management: Concept, Features, Classification of projects, Issues in Project Management, Project Identification, Project Formulation, Project Design and Network Analysis, Project Evaluation, Project Appraisal, Project Report Preparation, Specimen of a Project Report		
Text Books	1. Kakkar D N - Entrepreneurship Development(Wiley Dreamtech) 2. A.K.Rai – Entrepreneurship Development, (Vikas Publishing)	
Reference Books	1. Sehgal & Chaturvedi-Entrepreneurship Development(UDH Publishing edition 2013) 2. R.V. Badi & N.V. Badi- Entrepreneurship (Vrinda Publications, 2nd Edition)	
Mode of Evaluation	Internal & External Examination	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3701

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the Entrepreneur & Entrepreneurship and his importance for New Business.	1	S
CO2	Identify and use the different types of Entrepreneurship also information about the Tourism and women entrepreneurs emerging challenges, We also information about the scope and problems.	3	S
CO3	Students will be able to know about the concepts of EDP and his importance of training target group. Also information about the factors affecting tourism entrepreneurial growth.	2	S
CO4	Student will gain knowledge about the Venture promotion steps for prospective business ideas or opportunities.	3	S
CO5	Students will be aware with the study of Entrepreneur & Entrepreneurship. And make project of different type of field.	3	S

CO-PO Mapping for HM3701

Course Outcome s	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO1 0	PO1 1	PSO 1	PSO 2	PSO 3
CO 1	1	1	3	1	1	2	3	1	1	1	3	1	1	1
CO 2	2	1	1	3	1	1	2	1	1	2	1	1	2	1
CO 3	1	2	1	1	3	1	2	2	1	1	3	2	1	1
CO 4	3	1	2	2	1	2	1	1	1	2	1	1	2	1
CO 5	1	2	1	1	1	3	3	3	3	1	2	2	1	1
Avg	1.6	1.4	1.6	1.6	1.4	1.8	2.2	1.6	1.4	1.4	2	1.4	1.4	1

Subject Code: HM3702	Title: Culinary Management	L T P C 4 0 0 4
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	The aim of this course is to enrich students with entrepreneurial styles and challenges in Culinary & Bakery Management.	
Expected Outcome	Students will be able to know about entrepreneurial styles and challenges in Culinary & Bakery Management.	
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Cooking Methods of Meat	8
Cooking Methods for Meat, Poultry, and Fish, Understanding Meats and Game, Cooking Meats and Game, Understanding Poultry and Game Birds their cooking, Understanding Fish and Shellfish, their cooking techniques		
Unit II	Salads and Cold Cuts	8
Salad Dressings and Salads, Preservation of Food, Sandwiches, Breakfast Preparation, Dairy and Beverages, Cooking for Vegetarian Diets, Health foods, Sausages and Cured Foods, Pâtés, Terrines, and Other Cold Foods, Food Presentation		
Unit III	LARDER	8
Introduction of Larder Work, Definition, and Equipment found in the larder, Layout of a typical larder with equipment and various section.		
Unit IV	DUTIES AND RESPONSIBILITIES OF THE LARDER CHEF	7
Functions of the Larder, Hierarchy of Larder Staff, Sections of the Larder, Duties & Responsibilities of larder Chef.		
Unit V	CHARCUTERIE, FORCEMEATS AND BRINES, CURES & MARINADES	9
SAUSAGE:- Introduction to charcuterie , Sausage – Types & Varieties, Casings – Types & Varieties, Fillings – Types & Varieties, Additives & Preservatives. Types of forcemeats, Preparation of forcemeats, Uses of forcemeats. Types of Brines, Preparation of Brines, Methods of Curing, Types of Marinades, Uses of Marinades, Difference between Brines, Cures & Marinades		
Text Books	1. Menu Planning – The Chefs Role 2. Professional Kitchen Layout & Organisations 3. Culinary Operations : Menu Preparations to supplement theory syllabus 4. Practical Baking, 5th Edition by William J. Sultan Wiley Publications 5. Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications	
Reference Books	13. Professional Cooking by Wayne Gisslen, Wiley Publications 14. In the Hands of a Baker http://www.ciaprochef.com/ · 15. Baking by Marha Dey , www.hermehouse.com · 16. The Golden Book of Baking by barronsduc www.barronseduc.com	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3702

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand the Meat and His Cooking Methods use during cooking food.	2	Em
CO2	Identify and use the different types of Cut into Vegetable and also understand about the salad and cold cut for Kitchen Department.	1	Em
CO3	Students will be able to know about the concepts of bakery Kitchen and different type of Breads making by Bakery section.	1	Em
CO4	Student will gain knowledge about the Yeast and his Process of food items during cooking or Baking food.	3	Em
CO5	Students will be aware with the study of Presses of Cake & Pasties making and Baking Methods.	3	Em

CO-PO Mapping for HM3702

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO 11	PSO 1	PSO 2	PSO 3
CO 1	3	3	1	2	3	1	3	3	2	1	1	1	1	3
CO 2	2	1	3	3	1	3	2	3	3	1	3	3	3	2
CO 3	3	3	2	1	3	1	3	1	1	3	3	2	2	3
CO 4	1	1	3	3	2	3	1	3	3	2	2	3	3	2
CO 5	3	1	1	2	3	2	2	3	1	3	3	1	1	3
Avg	2.4	1.8	2	2.2	2.4	2	2.2	2.6	2	2	2.4	2	2	2.6

HM3703	Title: Food & Beverage Service Management	L T P C 4 0 0 4
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about managerial functions of F&B personnel	
Expected Outcome	Students will be able to familiarize with managerial functions of F&B personnel.	Total Hrs 48
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	The Foundations	10
The Foodservice Industry, The Systems Approach, The Fundamentals, Food Safety, Cleaning, Sanitation, and Environmental Safety, The Menu		
Unit II	The Operational Functions	9
Purchasing, Receiving, Storage, And Inventory, Production, Beverage Provision, Food and Beverage Service, Events Conferencing & Banqueting, Apprising Performance, Strategic Decisions,		
Unit III	The Facilities	10
Facilities Planning And Design, Equipment And Furnishings, Environmental Management		
Unit IV	The Management Functions	9
Organizational Design, Leadership, Human Resource Management, Performance Improvement, Financial Management, Marketing		
Unit V	Menu Management	10
Introduction, Types of Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as a In- House Marketing, Tool.		
Text Books	1. Food & Beverage Management 3/e John Cousins, David Foskett & Andrew Pennington, Good Fellow Publishers 2. Foodservice Management: Principles and Practices by June Payne-Palacio Ph.D. RD and Monica Theis, Prentice Hall Publishers	
Reference Books	3. Foodservice Management Fundamentals by Dennis R. Reynolds; Wiley Publishers	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3703

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand about the Foodservice Industry, Food Safety & also information about the Cleaning, Sanitation and food safety.	2	Em
CO2	Students will be able to know about the concepts of Purchasing, Receiving, Storage and also information about the Beverage and his importance for Hospitality industry.	3	Em
CO3	Students will be able to know about the Facilities Planning And Design, Equipment And Furnishings and what are the importance for Food & Beverage Service department.	2	Em
CO4	Student will gain knowledge about the Staffing Challenges, Performance Improvement, HRM, and Financial Management & Marketing Management.	1	Em
CO5	Students will be aware with the Menu Planning and his importance for Hospitality Industry.	2	Em

CO-PO Mapping for HM3703

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	3	3	2	3	1	1	2	3	2	3	1	3	3
CO 2	2	1	1	3	3	3	2	3	3	1	3	3	3	3
CO 3	3	3	2	3	2	2	1	1	1	3	1	2	2	1
CO 4	1	1	2	1	3	1	2	3	1	2	3	3	1	3
Avg	1.8	1.6	1.6	1.8	2.2	1.4	1.2	1.8	1.6	1.6	2	1.8	1.8	2

Course Title: HM3704	Course Title: Front Office Management	L T P C 4 0 0 4
Version No.		
Course Prerequisites		
Objectives	The objective of this course is to learn about the skills of manager, team building, motivational concept, hiring and honing the skills through training, yield management and TQM in front office.	
Expected Outcome	By the end of the course, the student is capable of: 1. Learn about the concepts of Human resource, selection, performance appraisal. 2. Understand the significant of revenue management and learn about big data role in today's hospitality market. 3. Identify report and how to analyze it for forecasting. 4. Understand the importance of Sales & Marketing in front Office.	Total Hrs 48
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Measuring Yield	10
Formula 1: Potential Average Single rate, Formula 2: Potential average double rate, Formula 3: Multiple occupancy percentage, Formula 4: rate Spread, Formula 5: Potential Average Rate, Formula 6: Room Rate Achievement Factor, Formula 6: Room rate Achievement Factor, Formula 7: Yield Statistics, Formula 8: RevPAR, Formula 9: Equivalent Occupancy, Formula 10: Required Non-Room revenue per guest.		
Unit II	Using Revenue Management	10
The Revenue Meeting, Potential High and Low demand tactics, Implementing room strategies, daily Operation Report, Occupancy ratios, Room Division budget Report, Daily Operational report, Room revenue Analysis, The Room Schedule, Estimating Expenses.		
Unit III	Selling Skills	10
Communication Skills, Sales Presentation, Negotiation Skills, Retail Communication: Sales Displays, Personal Selling, Sales Process, Ppt on Selling a Hotel Inventory, Upselling, Downselling, telephone Etiquettes, Networking with Purpose		
Unit IV	Guest Handling	9
Complaints, Types of complaints, Guest Delight bank, Process of Handling complaints, closing it, Understand Guest behavior, Handling Different Categories of guest, GREs, Role Of GRE, Duties and Responsibilities of GRE, Merits and demerits of Guest Relations.		
Unit V	Case Studies	9
Learn about various Case studies related to various Topic to gain deep understanding of front office, Role Play of Rooming Procedure, Studying about Ecotel Hotel (Emerging concept in India), Analyzing STR report		
Text Books	1. Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press 2. Managing Front Office Operations”, Kasavana, M. L., & Brooks, R. M. American Hotel & Lodging Educational Institute, USA, 8 th Edition, 2013. 3. Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill 4. “Hotel Front Office Operations and Management”, Jatashankar R Tewary, Oxford University Press, New Delhi, 2012	
Reference Books	1. Managing Front Office Operations”, Kasavana, M. L., & Brooks, R. M. American Hotel & Lodging Educational Institute, USA, 8 th Edition, 2013. 2. Hotel Front Office Management”, Bardi, J. A., John Wiley & Sons, USA,	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3704

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand about the Hotel Revenue Generations, Service, also information about the role of F/O Department.	3	S
CO2	Identify and use the different types of process of check in or check out also information about the how to make good relations with the guest for long time.	2	S
CO3	Students will be able to know about the concepts of Revenue Management and also information about the Internal Assessment & Principles and Demand Forecasting.	1	Em
CO4	Student will gain knowledge about the Staffing Challenges, Recruitments & Training & also information about the role of Supervisor and Managers Responsibilities.	3	Em
CO5	Students will be aware with the Safety and security of guest and also information about the Environmental and Sustainability Issues.	2	Em

CO-PO Mapping for RD3604

Course Outcome	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO1	3	3	—	2	2	2	1	—	3	2	2	2	2	2
CO2	2	3	2	2	3	2	3	2	2	2	1	2	2	—
CO3	3	3	1	—	3	2	3	1	2	2	2	1	2	2
CO4	3	3	2	—	2	2	2	2	2	1	2	2	2	2
CO5	2	3	1	—	2	2	2	2	2	2	1	2	2	2
Avg	2.6	3	1.2	0.8	2.4	2	2.2	1.4	2.2	1.8	1.6	1.8	2	1.6

HM3705	Title: Laundry Management in Hotels	L T P C 4 0 0 4
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about laundry Management	
Expected Outcome	Students will be able to familiarize with operational and managing functions of laundry	Total Hrs 48
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Laundry	10
Concept & Importance of Laundry in Hotels, Functions of a Laundry, Professional Laundry Set Up, Equipment used in laundry & their Salient Features, Laundry Chemicals, Laundry Do's and Don'ts.		
Unit II	Types of laundry	9
On Premises Laundry, Off Premises Laundry, Commencing the Day's Work - Briefing, De Briefing, Day Schedules The Concept, Importance, Organization Structure, Key Roles & People,		
Unit III	Laundry Planning & Operations	10
The Space, Requirements, Water and Energy Supply & provisions, Financial Aspects, Staff Patterns, Target Clientele, Location, Design, The Laundry Cycle: The collection of linen, sorting, tagging, washing, drying, ironing, storing, mending, discarding, process and precautions. Hotel Laundry Services, Records & Registers		
Unit IV	Managing Guest Laundry	10
Valet Services: Collecting Guest laundry and returns, Do's and Don'ts; Handling guests Linens, Stains & Removals, Wash Care Instructions, Ironing and Dry Cleaning Instructions & Practices, Mending and Repairs, Damages and Color Bleedings, Pricing, Guest Communication & interactions, Promotional Strategy, Effective Customer Service.		
Unit V	Emerging Trends in laundry	9
Best Practices, Environmental Aspects, Energy Conservation, Ergonomics, Effective Communications & Coordination, Applications of Technology Out Sourcing, New Techniques, Information Systems, Inventories and Audits, Global Practices, Legal and Ethical Issues in Laundry Services, Quality Assurance.		
Text Books	1. Accommodation & Cleaning Services, Vol. I & II, David, Allen, Hutchinson 2. Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press 3. Hotel and Catering Studies – Ursula Jones 4. Hotel Hostel and Hospital Housekeeping – Joan C Branson & Margaret Lennox (ELBS) 5. Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill	
Reference Books	1. House Keeping Management by Dr. D.K. Agarwal 2. House Keeping Management for Hostels, Rosemary Hurst, Heinemann 3. Housekeeping and Front Office – Jones 4. Housekeeping management – Margaret M. Leappa & Aleta Netschke	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3705

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will understand the concept and importance of a laundry in a hotel; also they will get knowledge of various functions, professional setup, equipment and chemicals used in hotel laundry.	2	Em
CO2	Students will understand the types of laundry used by hotels and understand their functions.	2	Em
CO3	Students will get the knowledge of planning a hotel laundry and various operations of a professional laundry.	3	Em
CO4	Students will understand that how to manage various operations of a laundry like- valet's service, collection of guest laundry, laundry cycle and maintaining records & registers.	2	Em
CO5	Students will understand various emerging trends in laundry like- Environmental aspects, Energy conservation, various new techniques, and Information technology and quality assurance.	2	Em

CO-PO Mapping for HM3705

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	2	2	1	3	3	3	2	3	3	3	3	2	1
CO 2	2	3	2	3	1	2	2	3	2	1	2	1	2	3
CO 3	1	1	1	2	3	3	3	2	3	2	3	3	3	2
CO 4	3	3	2	3	2	1	1	1	2	1	1	2	1	3
CO 5	2	2	3	1	3	3	3	2	3	3	3	3	3	1
Avg	2.2	2.2	2	2	2.4	2.4	2.4	2	2.6	2	2.4	2.4	2.2	2

HM3706	Title: Bakery Management	L T P C 4 0 0 4
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	This module is prescribed to appraise students about Bakery Management	
Expected Outcome	Students will be able to familiarize with operational and managing functions of Bakery	Total No. of Hours: 48
Unit No.	Unit Title	No. of hours (per Unit)
Unit I	Bakery	8
Introduction & scope of Bakery & Confectionery, Bakery terms. Organization chart of Bakery, Structure of wheat grain, Milling of wheat and role of bran and germ.		
Unit II	Bakery Planning & Operations	9
The Space, Requirements, Water and Energy Supply & provisions, Financial Aspects, Staff Patterns, Target Clientele, Location, Design,		
Unit III	Bread Making and Required Materials	12
Overview of Production; Common Problems. Role of flour, water, yeast, salt, Sugar, milk and fats and also his type use for bakery. Types of Breads: White Pan Bread; Pullman, Split-top, and Round Split Breads; French and Italian Breads and Rolls; Vienna Bread; Bolillos; Pan de Agua; Egg Bread and Rolls; Hard Roll Varieties; Soft Roll Varieties; Pan de Sal; Rye Bread Varieties; Cornmeal Bread; Whole Wheat Bread; Raisin Bread; Cheese Bread; Indigenous Breads of India; Middle Eastern Pita Bread. Bread diseases Rope and mold-causes and prevention, Bread improvers improving physical quality. The Bakery Process: Selecting the bread Flour, water adsorption power of flour, gluten, diastasis capacity of flour, grade of flour.		
Unit IV	Cake and Pastry Making	10
Cakes and Cake Specialties: Cake Production; Common Problems with Cake Production; Creamed Cakes; Common Problems with Creamed Cakes; Whipped Cakes; Common Problems with Sponge Cakes. Types of Pastry: (Puff Pastries; Common Problems with Puff Pastries) Icings and Cream and Whipped Toppings: Icings; Cream Toppings; Whipped Toppings.		
Unit V	Oven & Baking	9
Knowledge and working of various types of oven, Baking temperatures for bread confectionery goods. Eclairs and Cream Puffs; Common Problems with Eclairs and Cream Puffs; Cream Cheese Dough Products.		
Text Books	1. Menu Planning – The Chefs Role 2. Professional Kitchen Layout & Organisations 3. Culinary Operations : Menu Preparations to supplement theory syllabus 4. Practical Baking, 5th Edition by William J. Sultan Wiley Publications Baking and Pastry: Mastering the Art by The Culinary Institute of America, Wiley Publications	
Reference Books	1. Professional Cooking by Wayne Gisslen, Wiley Publications 2. In the Hands of a Baker http://www.ciaprochef.com/ 3. Baking by Marha Dey , www.hermehouse.com The Golden Book of Baking by barronsduc www.barronseduc.com	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3706

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will understand the concept and importance of a Bakery & Confectionery in a hotel; also they will get knowledge of various functions, professional setup, equipment and Food used in hotel Bakery.	1	Em
CO2	Students will understand the types of Bakery used by hotels and understand their functions.	3	Em
CO3	Students will get the knowledge of planning a hotel Bakery and various operations of a professional Kitchen.	2	Em
CO4	Students will understand that how to manage various operations of a Bakery like- valet's service.	1	Em
CO5	Students will understand various emerging trends in Bakery and his importance for Hospitality & Tourism.	2	Em

CO-PO Mapping for HM3706

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	1	1	3	2	1	3	3	2	2	1	3	3	2	1
CO 2	3	3	1	2	3	2	2	3	2	3	1	1	2	3
CO 3	2	2	3	3	2	3	3	2	1	2	3	3	3	2
CO 4	3	3	2	1	3	1	1	1	2	3	2	2	1	3
CO 5	1	2	3	3	1	3	3	2	3	1	3	3	3	1
Avg	2	2.4	2.4	2.2	2	2.4	2.4	2	2	2	2.4	2.4	2.2	2



HM3707	Title: Application of Computers in Hospitality	BHM IV 2022 3 0 0 3
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart basic knowledge about computers, types of software, internet and their uses in hospitality industry.	
Expected Outcome	Students will be able to familiarize with computers, types of hotels software, internet and their uses in hospitality industry.	Total No. of hours: 36
Unit No.	Unit Title	No. of hours
Unit I	Introduction to Computers	8
What is a computer, Block Diagram?, Components of a computer system, Generation of computers, Storage devices, CD ROM's etc, Programming languages.		
Unit II	Introduction to Software and Hardware	7
Definition of software and hardware, Classification of software programmers, Types and Functions of software programmers, Classification of hardware devices, Input and output devices.		
Unit III	Role of Computers in Hospitality Industry	7
Fundamentals of Computers in Hospitality industry, Role of computers in hospitality industry (CRS, GDS,PMS), Reservation through the internet, POS- Definition and importance, Touch screen terminals		
Unit IV	Word Processing Spread Sheets and Presentations	7
Word Processing and Features of MS – WORD, Spreadsheet, Features, Preparing PowerPoint presentation, Preparing graphs, Preparing organization chart.		
Unit V	Introduction to Internet	7
What is Internet? Internet Protocol, Types of topologies, Types of networks (LAN, WAN, MAN), WWW, Search Engines, e-mail, websites.		
Text Books	1. Michael Kasavana and Cahell Managing computers in hospitality industry 2. Hooder&Stoughton Small business computer systems 3. V Rajaraman Fundamental of Computers, Publisher: Prentice Hall India	
Reference Books	1. Lonnie E. Moseley & David M Boodey Mastering Microsoft Office, , BPB Publication 2. Peter O' Conner Using computers in Hospitality, Third Edition,	
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3707

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be understand the basics of computer and importance of computer.	1	Em
CO2	Students will be understand the basics of softwares and Hardware systems of computer.	2	Em
CO3	Students will be able to understand the role of computer in Hotel & Hospitality industry.	3	Em
CO4	Students will be able to do word processing and featuring of MS Word, Preparing PPTs and preparing graphs.	2	Em
CO5	Students will be able to understand the basics of Internet, importance of Internet and types of networks (LAN, WAN & MAN).	3	Em

CO-PO Mapping for HM3707

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	1	3	1	1	1	2	1	1	2	1	1	2	2	1
CO 2	2	1	2	3	2	3	1	3	1	3	3	1	1	2
CO 3	1	2	1	1	1	1	2	1	1	1	1	2	1	1
CO 4	1	1	3	1	2	1	1	1	2	2	3	1	3	1
CO 5	3	2	1	2	1	2	2	2	1	1	1	2	1	3
Avg	1.6	1.8	1.6	1.6	1.4	1.8	1.4	1.6	1.4	1.6	1.8	1.6	1.6	1.6

Subject Code: HM3708	Organizational Behaviour in Hospitality	L T P C 4 0 0 4
Course Prerequisites:	Nil	Version No: 1.0
Objectives:	This paper expose the students to the fundamentals of Organizational Behaviour such as working with people, nature of organizations, communication, leadership and motivation of people in the field of Hospitality Management.	Total No. of Hours: 48
Expected Outcome:	Students will be able to know and understand the dynamics of individual and organizational behaviour and relationships. - To understand the importance of organizational behaviour in managerial functions in the field of Hospitality Management.	
Unit No.	Unit Title	No. of Hours (Per Unit)
Unit I	Introduction	10
Meaning and Definition of Organizational Behavior. Focus and Purpose of Organizational Behavior. Nature of Organizational Behavior. Scope of Organizational Behavior. Development of Organizational Behavior. Organisational Behavioural Models.		
Unit II	Personality and Perception:	9
Personality. Determinants of Personality. Theories of Personality. Individual Difference. Matching Personality and Jobs. Personality and Organizational Behaviour. Perception: Meaning, Perceptual Process, Perceptual Grouping. Perception and Organizational Behaviour.		
Unit III	Learning and Attitude	10
Meaning of Learning. Learning Process. Theories of Learning. Attitude: Characteristics and Components. Attitude and Behaviour. Attitude Formation. Measurement of Attitude. Attitude and Productivity.		
Unit IV	Organizational Conflicts and Motivation	10
Organizational Conflict: Types of Conflict; Traditional and modern approaches to conflict; Functional and dysfunctional Organizational conflicts; Resolution of conflict. Motivation: Definition, Classification of Motivation. Nature of Motivation, Motivation Process. Theories of Motivation, Achievement Motivation Theory. Need Priority Theory. Theory X and Theory. Herzberg's Motivation Hygiene Theory. Alderfer ERG Theory. William Ouchi's Theory Z. Organizational Stress and its Management.		
Unit V	Leadership and Communication	9
Leadership: Importance of Leadership, Functions, Leader vs. Manager, Leadership Styles, Leadership Theories, Communication: Meaning, Importance of Communication, Communication Process, Barriers to Communication, Steps for Improving Communication, Transactional Analysis.		
Text Books:	7. Kavita Singh, Organizational Behavior, Vikas Publications. 8. Aswathappa, K., Organisational Behaviour– Text and Problem, Himalaya publication. 9. Pardeshi, P. C., Organizational Behaviour & Principles & Practice of Management, Nirali publication.	
Reference Books:	3. John Newstrom and Keith Davis, Organizational Behavior, Tata McGraw Hill.	
Mode of Evaluation:	Internal & External Examination	
Recommendation by Board of Studies on:	5/31/2022	
Date of approval by the Academic Council:	10/20/2022	

Course Outcome for HM3708

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Students will be understand the basics of Organizational Behavior.	1	Em
CO2	Students will be understand the basics of Theories of Personality.	2	Em
CO3	Students will be able to understand the Theories of Learning.	3	Em
CO4	Students will be able to Traditional and modern approaches to conflict	2	Em
CO5	Students will be able to understand the basics of Leadership.	3	Em

CO-PO Mapping for HM3708

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	1	3	1	1	1	2	1	1	2	1	1	2	2	1
CO 2	2	1	2	3	2	3	1	3	1	3	3	1	1	2
CO 3	1	2	1	1	1	1	2	1	1	1	1	2	1	1
CO 4	1	1	3	1	2	1	1	1	2	2	3	1	3	1
CO 5	3	2	1	2	1	2	2	2	1	1	1	2	1	3
Avg	1.6	1.8	1.6	1.6	1.4	1.8	1.4	1.6	1.4	1.6	1.8	1.6	1.6	1.6

Subject Code: HM3709	Principles of Management in Hospitality	L T P C 4 0 0 4
Course Prerequisites:	Nil	Version No: 1.0
Objectives:	This paper will thoroughly deal with the fundamentals of The purpose of this paper is to impart to the student an understanding of state of the art of the management with the developments in the concept, theories and practices in the field of Hospitality Management.	Total No. of Hours: 48
Expected Outcome:	Students will be able to know the management practices. Students will be able to develop decision making ability regarding different functions performed by managers in the field of Hospitality Management.	
Unit No.	Unit Title	No. of Hours (Per Unit)
Unit I	Introduction	10
Introduction to Management: Management History, Functions of Managers, Approaches to Management: Classical, Quantitative, Behavioural and Contemporary. Organizational Culture and Environment.		
Unit II	Planning	9
Managers as Decision Makers. Decision-Making Process, Types of Decisions and Decision Making Conditions. Foundations of Planning. Types of Plans, Process of Planning.		
Unit III	Organizing and Staffing	10
Concept of Organization. Types of Organization Structure. Formal and informal organization Group, Delegation of Authority. Centralization and Decentralization of Authority. Span of Management. Accountability, Delegation, Formation and Role of Groups in organization. Staffing: Concept, and Process of Staffing. Recruitment: Meaning, Sources and Selection Process, Types of Interviews, Training Concept.		
Unit IV	Motivation and Coordination	10
Theories of Motivation: Abraham Maslow, Fredric Herzberg, Douglas McGregor and William Ouchi. Leadership: Concept, Significance and Types of Leaders. Style of Leadership. Coordination: Concept and Techniques. Communication: Concept, Process and Barriers to Communication.		
Unit V	Directing and Controlling	9
Directing: Meaning, Elements and Significance of Directing. Principles of Directing. Adaptability to Change, Resistance to Change. Emerging Challenges for the Managers. Controlling: Meaning and Process of Controlling. Techniques of Controlling.		
Text Books:	1. Chhabra, T.N. Principles and Practice of Management. Dhanpat Rai and Co., Delhi 2. Prasad, Lallan and S.S. Gulshan. Management Principles and Practice. S. Chand and Co. Ltd, New Delhi 3. Basu. Business Organization and Management. Tata McGraw Hill, New Delhi. 4. Gupta, C.B. Modern Business Organization. Mayur Paper Backs, New Delhi.	
Reference Books:	1. L M Prasad, Principles and Practices of Management, Himalaya Publishing, New Delhi.	
Mode of Evaluation:	Internal & External Examination	
Recommendation by Board of Studies on:	5/31/2022	
Date of approval by the Academic Council:	10/20/2022	

Course Outcome for HM3709

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Student will Understand about the Management History.	1	Em
CO2	Student will Understand about the Decision-Making Process.	2	Em
CO3	Student will Understand about the Types of Organization Structure.	3	Em
CO4	Student will Understand about the Theories of Motivation: Abraham Maslow, Fredric Herzberg.	2	Em
CO5	Student will Understand about the Elements and Significance of Directing. Principles of Directing.	2	Em

CO-PO Mapping for HM3709

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PSO1	PSO2	PSO3
CO 1	3	3	2	2	2	2	1	—	3	2	2	2	2	2
CO 2	2	3	—	2	3	2	3	1	2	2	1	2	2	2
CO 3	3	3	2	2	3	2	3	1	2	2	2	1	2	2
CO 4	3	3	3	3	2	2	2	2	2	2	1	1	2	2
CO 5	2	3	2	3	2	2	2	2	2	2	2	1	2	2
Avg	2.6	3	1.8	2.4	2.4	2	2.2	1.2	2.2	2	1.6	1.4	2	2

Course Code: HM3740	Title: Culinary Management Lab	L T P C 0 0 4 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	The aim of this course is to enrich students with entrepreneurial styles and challenges in Culinary & Bakery Management.	
Expected Outcome	Students will be able to know about entrepreneurial styles and challenges in Culinary & Bakery Management.	Total No. of Hours: 40
List of Practical		
<p><u>MENU01 :</u> Consommé Carmen, Poulet Sauté Chasseur, Pommes Loretta, Haricots Verts</p> <p><u>MENU02 :</u> Bisque D' écrevisse, Escalope De Veauviennoise, Pommes Batailles, Epinardsau Gratin</p> <p><u>MENU03 :</u> Crème Du Barry, Darne De Saumon Grille, Saucepaloise, Pommes Fondant, Petits Pois Ala Flamande</p> <p><u>MENU04 :</u> Kromeskies, Filet De Sols Walweska, Pommes Lyonnaise, Funghi Marirati</p> <p><u>MENU 05:</u> Barquettes Assortis, Stroganoff De Boeuf, Pommes Persilles, Riz Pilaf</p> <p><u>MENU 06:</u> Quiche Lorraine, Roast Lamb, Crêpe Suzette</p> <p><u>MENU 07:</u> Duchesse Nantua, Poulet Maryland, Croquette Potatoes, Banana fritters, Corn gallets</p> <p>MENU 08: Kromeskies, Filet De Sols Walweska, Pommes Lyonnaise, Funghi Marirati</p> <p>MENU 09: Vol-Au-Vent De Volaille Et Jambon, Poulet a la kiev, Creamy Mashed Potatoes, Butter tossed green peas</p> <p>MENU 10: Plus 5 Buffets, Cold Buffet, Hot Continental, Hot Indian, Buffet Desserts, Bread Displays</p>		
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3740

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Student will Understand about the Menu According to Cuisine.(Consommé Carmen, Poulet Sauté Chasseur, Pommes Loretta, Haricots Verts) & Student will Understand about the Menu According to Cuisine.(Bisque D'écrevisse , Escalope De Veau viennoise, Pommes Batailles, Epinards au Gratin)	1	Em
CO2	Student will Understand about the Menu According to Cuisine.(Crème Du Barry , Darne De Saumon Grille, Sauce paloise, Pommes Fondant, Petits Pois A La Flamande) & Student will Understand about the Menu According to Cuisine.(Kromeskies , Filet De Sols Walweska, Pommes Lyonnaise, Funghi Marirati)	2	Em
CO3	Student will Understand about the Menu According to Cuisine.(Soft Rolls , Chocolate Parfait) & Student will Understand about the Menu According to Cuisine.(Garlic Rolls , Crêpe Suzette)	3	Em
CO4	Student will Understand about the Menu According to Cuisine.(Ciabatta , Chocolate Brownie) & Student will Understand about the Menu According to Cuisine.(Herb & Potato Loaf , Doughnuts)	2	Em
CO5	Student will Understand about the Menu According to Cuisine.(Choux pastry : Chocolate eclair , profitroll suchard; cream buns) & Student will Understand about the Menu According to Cuisine.(Short crust pastry : Lemon curd tart; jaw tart)	2	Em

CO-PO Mapping for HM3740

Course Outcome s	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0)											Program Specific Outcomes		
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO 11	PSO 1	PSO 2	PSO 3
CO 1	3	3	2	2	2	2	1	—	3	2	2	2	2	2
CO 2	2	3	—	2	3	2	3	1	2	2	1	2	2	2
CO 3	3	3	2	2	3	2	3	1	2	2	2	1	2	2
CO 4	3	3	3	3	2	2	2	2	2	2	1	1	2	2
CO 5	2	3	2	3	2	2	2	2	2	2	2	1	2	2
Avg	2.6	3	1.8	2.4	2.4	2	2.2	1.2	2.2	2	1.6	1.4	2	2

Course Code: HM3741	Title Food & Beverage Service Management Lab	L T P C 0 0 4 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To impart knowledge of Food service operations	
Expected Outcome	Students will have knowledge of Various Food Service Operations.	Total No. of Hours: 40
List of Practical		
<ol style="list-style-type: none"> 1. Food Service Operations 2. Conferencing & Banqueting 3. Environmental Management in Food Service Operations 4. Visit to a professional Food Service Outlet 5. Inventory 6. Banquet function selling-menus 7. Pricing technique, Menu Balancing for outdoor catering 8. Planning for equipments and manpower, Menu planning & SOPs 9. To visit fast food outlets of the city and the domestic airport for understanding the catering aspects 10. Planning of different types of buffet counters and setting the counters. 		
Text Books:- <ol style="list-style-type: none"> 1. Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS 2. Food & beverage service –R.Singervallwan , Publisher: Oxford University Press 3. Food & Beverage Service Management- Brian Varghese 4. Food & Beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill 		
Reference Books:- <ol style="list-style-type: none"> 1. Professional Food & Beverage Service Management – Brian Varghese 2. The Restaurant (From Concept to Operation) 3. The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription Services New Delhi 		
Mode of Evaluation:- Internal and External Examination Recommendation by Board of Studies on:- 5/31/2022 Date of approval by:- the Academic Council:- 10/20/2022		

Course Outcome for HM3741

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Student will Understand about the Layout of Food Service Outlets & Organizations & Student will Understand about the Food Service Operations	2	Em
CO2	Student will Understand about the Conferencing & Banqueting & Student will Understand about the Equipment and Furnishings	2	Em
CO3	Student will Understand about the Environmental Management in Food Service Operations & Student will Understand about the Visit to a professional Food Service Outlet	2	Em
CO4	Student will Understand about the Inventory & Student will Understand about the Preparation of Cocktails	1	Em
CO5	Student will Understand about the Preparation of Mocktails & Student will Understand about the Wines-Services	1	Em

CO-PO Mapping for HM3741

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO 11	PSO 1	PSO 2	PSO 3
CO 1	3	3	2	2	2	2	1	—	3	2	2	2	2	2
CO 2	2	3	—	2	3	2	3	1	2	1	1	2	2	—
CO 3	3	3	1	2	3	2	3	1	2	2	1	1	2	2
CO 4	3	3	2	2	2	2	2	2	2	1	1	1	2	2
CO 5	2	3	1	2	2	2	2	2	2	1	1	1	2	2
Avg	2.6	3	1.2	2	2.4	2	2.2	1.2	2.2	1.4	1.2	1.4	2	1.6

Course Code: HM3742	Title Front Office Management Lab	L T P C 0 0 4 2
Version No.	1.0	
Course Prerequisites	NIL	
Objectives	To foster the skills of GD, Presentation, Role play, PMs in front office, Rooming Procedure and emergency situation Handling	
Expected Outcome	By the end of the course, the student will be capable of: 1. Understand about the skills for appearing in interviews. 2. Gain Hands on practice on Software, situation handling. 3. Understand and analyze the activities performed in front office Gain confidence in performing check out in software, Rooming Procedure.	Total Hrs 40
List of Practical		
<ol style="list-style-type: none"> 1 Prepare for interview 2 Extempore 3 Group discussions 4 Role play on various situations in front office 5 Hands on Practice on Hotel Logix software 6 Role play on upselling 7 Calculation of Revenue management questions 8 Presentation skills 9 Rooming Procedure 10 Casetudy on emergency situations in Hotel 		
Mode of Evaluation	Internal and External Examinations	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	

Course Outcome for HM3742

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Student will Understand about the Prepare for interview & Student will Understand about the Extempore.	1	Em
CO2	Student will Understand about the Group discussions & Student will Understand about the Role play on various situations in front office	2	Em
CO3	Student will Understand about the Hands on Practice on Hotel Logic software & Student will Understand about the Role play on upwelling.	3	Em
CO4	Student will Understand about the Calculation of Revenue management questions & Student will Understand about the Presentation skills.	2	Em
CO5	Student will Understand about the Rooming Procedure & Student will Understand about the Custody on emergency situations in Hotel	2	Em

CO-PO Mapping for HM3742

Course Outcomes	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO 11	PSO 1	PSO 2	PSO 3
CO 1	2	1	—	2	1	—	1	—	1	2	2	2	2	1
CO 2	1	3	2	2	2	2	2	2	2	2	1	1	—	2
CO 3	2	3	2	2	2	2	2	3	2	—	2	2	—	2
CO 4	2	2	2	2	1	2	2	2	1	2	1	1	—	2
CO 5	2	3	2	2	2	3	2	2	1	1	2	2	1	2
Avg	1.8	2.4	1.6	2	1.6	1.8	1.8	1.8	1.4	1.4	1.6	1.6	0.6	1.8

Course Code: HM3743	Title: Laundry Management in Hotels Lab	L 0	T 0	P 4	C 2
Version No.	1.0				
Course Prerequisites	NIL				
Objectives	To impart fundamental knowledge laundry among students and to familiarize the students with day to day working atmosphere of laundry. in hotels	Total Hrs 40			
Expected Outcome	Students will be able to familiarize with day to day working atmosphere of laundry in hotels				
List of Practicals					
<ol style="list-style-type: none"> 1. Layout of Linen and Uniform Room/Laundry 2. Laundry Machinery and Equipment 3. Stain Removal 4. Selection and Designing of Uniforms 5. Visit to a professional Laundry 6. Laundry equipment 7. Chemicals used in laundry 8. Coordination with other department 9. Forms & formats 10. Process of linen exchange. 					
Mode of Evaluation	Internal and External Examinations				
Recommendation by Board of Studies on	5/31/2022				
Date of approval by the Academic Council	10/20/2022				

Course Outcome for HM3743

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Student will Understand about the Layout of Laundry & Student will Understand about the Laundry Machinery and Equipment	2	Em
CO2	Student will Understand about the Stain Removal & Student will Understand about the Visit to a professional Laundry	2	Em
CO3	Student will Understand about the Chemicals used in laundry & Student will Understand about the Coordination with other department.	2	Em
CO4	Student will Understand about the Process of linen exchange & Student will Understand about the Planning for Laundry.	1	Em
CO5	Student will Understand about the Valet Service & Student will Understand about the Forms & Formats maintained in Laundry	1	Em

CO-PO Mapping for HM3743

Course Outcome	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0))											Program Specific Outcomes		
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO 11	PSO 1	PSO 2	PSO 3
CO 1	3	3	2	2	2	2	1	—	3	2	2	2	2	2
CO 2	2	3	—	2	3	2	3	1	2	1	1	2	2	—
CO 3	3	3	1	2	3	2	3	1	2	2	1	1	2	2
CO 4	3	3	2	2	2	2	2	2	2	1	1	1	2	2
CO 5	2	3	1	2	2	2	2	2	2	1	1	1	2	2
Avg	2.6	3	1.2	2	2.4	2	2.2	1.2	2.2	1.4	1.2	1.4	2	1.6

Course Code:HM3744	Title: Bakery Management Lab	L	T	P	C
Version No.	1.0	0	0	4	2
Course Prerequisites	NIL				
Objectives	This module is prescribed to appraise students about Bakery Management				
Expected Outcome	Students will be able to familiarize with operational and managing functions of Bakery	Total Hrs 40			
List of Practicals					
1 Bread rolls; Bread sticks & softs rolls. 2 Buns; Hot Cross Buns, Fruit Buns. 3 Danish; Pastry 4 Fermented dough nuts 5 Russian stollen Basic bun dough 6 Biscuits & Cookies: Plain biscuits, coconut biscuit, chocolate biscuits. 7 Choux pastry:- Chocolate eclaire; profitroll suchard; cream buns. 8 Short crust pastry:- Lemon curd tart; jaw tart 9 Icing:- Fondant; American frosting; Butter cream icing; Royal icing; gum paste; marzipan; marshmallow; lemon meringue; fudge; almond paste; glaze icing. 10 Cakes:- Queen cakes, fruits cake; birthday cake, cheese cakes; black forest etc.					
Mode of Evaluation	Internal and External Examinations				
Recommendation by Board of Studies on	5/31/2022				
Date of approval by the Academic Council	10/20/2022				

Course Outcome for HM3744

Unit-wise Course Outcome	Descriptions	BL Level	Employability (Em)/ Skill(S)/ Entrepreneurship (En)/ None (Use, for more than one)
CO1	Understand about the Bread rolls.	1	Em
CO2	Students will be able to know about the Types of Danish; Pastry.	2	Em
CO3	Students will be able to know about the Importance of Presentation Skills, Russian stolen Basic bun dough.	3	Em
CO4	Student will gain knowledge about the Biscuits & Cookies	1	Em
CO5	Students will be aware with the Short crust pastry.	1	Em

CO-PO Mapping for HM3744

Course Outcome	Program Outcomes (Course Articulation Matrix (Highly Mapped- 3, Moderate- 2, Low-1, Not related-0)											Program Specific Outcomes		
	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO10	PO11	PSO 1	PSO 2	PSO 3
CO 1	2	3	2	1	3	—	2	3	2	3	2	3	2	2
CO 2	2	3	2	1	3	1	2	3	2	3	3	2	2	2
CO 3	2	2	2	2	3	1	2	3	2	3	3	1	3	2
CO 4	2	3	2	1	3	2	2	3	2	3	2	2	2	2
CO 5	2	2	2	2	3	2	2	3	2	3	3	1	2	2
Avg	2	2.6	2	1.4	3	1.2	2	3	2	3	2.6	1.8	2.2	2

SEMESTER 8

Course Code: HM3874-3878	Title: ON JOB TRAINING EXPOSURE	L 0	T 0	P 20	C 10
Duration of Exposure: 22 Weeks <p style="text-align: center;"><u>Industry Exposure: VIII Semester</u></p> <p>Leave Formalities: 1 weekly off and festivals and national holidays given by the hotel 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated on the basis of Certificate issued by Training Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of 90-100 working days (22 weeks x 06 days = 132 days). Students who are unable to complete a minimum of 110 days of industrial training would be disallowed from appearing in the term and examinations. Students who complete more than 60 days of industrial exposure but are unable to complete minimum 110 days due to medical reasons may make good during the vacations. Such students will be treated as 'absent' in industrial training and results. The Industry Exposure in VIII semester necessarily needs to be in an approved hotel equivalent to three star or above/ Heritage or other such good property related to Hospitality, Travel, Tourism, Recreation, Leisure or other such organization. Prior written approval needs to be taken from the programme coordinator/ Convener/ H.O.D for Industrial exposure from parent Institute.</p> <p>Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:</p> <ol style="list-style-type: none"> 1. A Copy of the Offer Letter from Industry 2. Industry Exposure/On Job Training Certificate 					
Mode of Evaluation	Internal and External Examination				
Recommendation by Board of Studies on	5/31/2022				
Date of approval by the Academic Council	10/20/2022				

Course Code: HM3879	Title: TRAINING REPORT & LOG BOOK PRESENTATION	L T P C 0 0 20 10
Duration of Exposure: 22 Weeks <p style="text-align: center;"><u>Log Book and Training Report Schedule: VIII Semester</u></p> <p>The VIII Semester shall be supplemented by on the job training in any one of the major department Total weeks: 22 weeks. It may please be noted that for this semester the number of credits assigned is 10. Being practical oriented the number of hours input per week comes as 40 hours per week. Academic Credits for training shall be based on following Log books and attendance, Appraisals, Report and presentation, as applicable All candidates must ensure that the log books and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed. They are also advised to make a report in accordance to their curricula for VIII Semester. A PowerPoint presentation (based on the report) Should be made. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed. The Report will be submitted in the form specified as under: a) The typing should be done on both sides of the paper (instead of single side printing) b) The font size should be 12 with Times New Roman font. c) The Training Report may be typed in 1.5 line spacing. d) The paper should be A-4 size. e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority. Students have to submit the following on completion of industrial training to the faculty coordinator at the institute:</p> <ol style="list-style-type: none"> 1. Logbook for the Evaluation of VIII Semester. 2. Appraisal Letter 3. Training Report for the Evaluation of VIII Semester. 4. Power Point presentation on a CD, based on the Training Report. 5. Attendance Sheet of Training. 6. Leave Card. 		
Mode of Evaluation	Internal and External Examination	
Recommendation by Board of Studies on	5/31/2022	
Date of approval by the Academic Council	10/20/2022	