

2024

B.Sc.Hotel Management & Catering Science

Course Structure and Syllabus

(For the candidates admitted from the academic year 2024-2025 onwards)

CHOICE BASED CREDIT SYSTEM (CBCS)



THANTHAI HANS ROEVER COLLEGE

(AUTONOMOUS)

(Approved by NAAC, Affiliated to Bharathidasan University)

ELAMBALUR, PERAMBALUR – 621 222



Vision

To blossom as an institution of excellence, enabling, empowering and enlightening the youth and shaping them as fully developed human beings with the capacity to unfold their full mental potentiality resulting in the attainment of the wisdom to live constructively and meaningfully.

Mission

- To provide congenial and stress- free environment and opportunities for the enhancement of knowledge and acquisition skills through the best exposure and training possible.
- To offer multifaceted and need-based academic programmes and to promote extension activities.
- To adopt technology-enabled new methods, approaches and techniques so that the teaching-learning process becomes learner-centred and learner-friendly.
- To maximize the participation of all the stakeholders in the development of the institution and the region.
- To sensitize the youth towards inclusive growth for socio-economic change, sustainable development, gender equality, eco-friendliness, etc.
- To enable the youth to experience the effects of globalization and facilitate them to grow as responsible citizens and leaders.
- To inspire them, through value-based education, to embrace the entire humanity while firmly rooted in the Indian ethos.
- To provide regular placement training and placement opportunities.
- To kindle the spirit of creativity and enhance research activities and enable them to attain international standards.

PROGRAMME OUTCOMES (POs)

1. Acquire knowledge, understand concepts and apply new ideas which enable them to be employable or self employed.
2. Demonstrate motivation in advancing to higher learning programmes.
3. Engage in socially responsible behavior and have value added education.
4. Have exposure to technical proficiency, analytical capability, soft skills and life skills development.
5. Develop broad understanding in the basic concepts of Languages/Commerce/Management Studies/Physical Sciences/Computing Sciences/ Biological Sciences/ Life Sciences.

PROGRAMME SPECIFIC OBJECTIVES

On successful completion of this programme, students will be able to:

1. To learn the skills in various departments in the hotel industry and other catering establishments.
2. Provide with entry level management operations focusing on the individual, social and professional preparation.
3. Evaluating and applying vocational concepts of operational and strategic management.
4. Providing with the necessary skills to become a future manager in the hospitality industry.
5. Help to identify the problems in the work field and strategies to work with people from various cultural backgrounds.

Thanthai Hans Roever College (Autonomous), Elambalur, Perambalur - 621 220

B.Sc. HOTEL MANAGEMENT

CHOICEBASEDCREDITSYSTEM–LEARNING OUTCOMES BASED CURRICULUM FRAME WORK (CBCS- LOCF)

(For the candidates admitted from the academic year 2023 - 2024 onwards)

Semester	Part	Course Code	Title of the Course	Ins. Hours/ Weeks	Credits	Exam Hours	CIA (Max)	ESE (Max)	Total (Max)
1	I	23UT1/H1/F1	Language	6	3	3	25	75	100
1	II	23UE1	English	6	3	3	25	75	100
1	III	23UHM1CC1	Food Production& Patisserie – I	6	5	3	25	75	100
1	III	23UHM1CC2P	Food Production& Patisserie – I Practical	5	5	5	40	60	100
1	III	23UHM1AC1	Front office Operations – I	5	3	3	25	75	100
I	I V	23UHM1SE1	Skill Enhancement Course-1(NME-1)	2	2	3	25	75	100
			Value Added Course*		2*	2	50	50	100*
Total				30	21	-	-	-	600
2	I	23UT2/H2	Language	6	3	3	25	75	100
2	II	23UE2	English	6	3	3	25	75	100
2	III	23UHM2CC3	Food and Beverage Service – I	5	5	3	25	75	100
2	III	23UHM2CC4P	Food and Beverage Service – I Practical	5	5	3	40	60	100
2	III	23UHM2AC2P	Front office Operations – I Practical	4	3	3	40	60	100
2	I V	23UHM2SE2	Skill Enhancement Course-2(NME-2)	2	2	3	25	75	100
2	I V	23UHM2SE3	Accommodation Operations	2	2	3	25	75	100
			Value Added Course*		2*	2	50	50	100*
Total				30	23	-	-	-	700
3	I	23UT3/H3	Language	6	3	3	25	75	100
3	II	23UE3	English	6	3	3	25	75	100
3	III	23UHM3CC5	Food Production& Patisserie – II	5	5	3	25	75	100
3	III	23UHM3CC6P	Food Production& Patisserie – II Practical	4	4	3	40	60	100
3	III	23UHM3AC3	Front office Operations – II	4	3	3	25	75	100
3	I V	23UHM3SE4	Hotel Entrepreneurship Development	2	2	3	25	75	100
3	I V	23UHW	Health and Wellness	2	2	3	25	75	100
3	I V	23UGS	Gender Studies	1	1	3	25	75	100
			Value Added Course*		2*	2	50	50	100*

				Total	30	23	-	-	-	800
4	I	23UT4/H4	Language	6	3	3	25	75	100	
4	II	23UE4	English	6	3	3	25	75	100	
4	III	23UHM4CC7	Food and Beverage Service – II	5	5	3	25	75	100	
4	III	23UHM4CC8P	Food and Beverage Service – II Practical	5	5	3	40	60	100	
4	III	23UHM4AC4P	Front office Operations – II Practical	4	3	3	40	60	100	
4	I V	23U4SE6	Soft Skill Development	2	2	3	25	75	100	
4	I V	23UES	Environmental Studies	2	2	3	25	75	100	
			Value Added Course*		2*	2	50	50	100*	
				Total	30	23	-	-	-	700
5	III	23UHM5CC9	Food Production& Patisserie – III	6	5	3	25	75	100	
5	III	23UHM5CC10 P	Food Production& Patisserie – III Practical	6	5	5	40	60	100	
5	III	23UHM5CC11	Food Processing & Preservations	5	4	3	25	75	100	
5	III	23UHM5CC12	Project with Viva-Voce	3	3	-	-	-	100	
5	III	23UHM5DE1	Hygiene & Sanitation	4	4	3	25	75	100	
5	III	23UHM5DE2	Event Management	4	4	3	25	75	100	
5	I V	23UVE	Value Education	2	2	3	25	75	100	
			Summer Internship*		2*					
			Value Added Course*		2*	2	50	50	100*	
				Total	30	27	-	-	-	700
6	III	23UHM6CC13	Food and Beverage Service – III	6	5	3	25	75	100	
6	III	23UHM6CC14 P	Food and Beverage Service – III Practical	6	5	5	40	60	100	
6	III	23UHM6CC15	Food and Beverage Management	6	4	3	25	75	100	
6	III	23UHM6DE3	Rooms Division Management	6	4	3	25	75	100	
6	III	23UHM6DE4	Principles of Management	6	4	3	25	75	100	
6	V		Extension Activity	-	1	-	-	-	-	
			Value Added Course*		2*	2	50	50	100*	
				Total	30	23	-	-	-	500
				Grand Total	180	140				4000

CORE COURSE

1. Food Production & Patisserie – I
2. Food Production & Patisserie Practical – I
3. Food and Beverage Service – I
4. Food and Beverage Service Practical – I
5. Food Production & Patisserie – II
6. Food Production & Patisserie Practical – II
7. Food and Beverage Service – II
8. Food and Beverage Service Practical – II
9. Food Production & Patisserie – III
10. Food and Beverage Service – III
11. Food Production Practical – III
12. Food Processing & Preservations
13. Project Viva –Voce
14. Food and Beverage Service Practical– III
15. Food and Beverage Management

AILED COURSE

1. Front office Operations – I
2. Front office Operations – I Practical
3. Front office Operations – II
4. Front office Operations – II Practical

SKILL ENHANCEMENT COURSE

1. Special Tamil-I(NME-I)
2. Special Tamil-II(NME-II)
3. Accommodation Operations
4. Hotel Entrepreneurship Development
5. Accommodation Operations Practical
6. Soft Skill Development

DISCIPLINE SPECIFIC ELECTIVE COURSE

1. Hygiene & Sanitation
2. Event Management
3. Room Division Management
4. Principles of Management

for those who studied Tamil up to 10th +2 (Regular stream)

+Syllabus for other Languages should be on pair with Tamil at degree level

#those who studied Tamil up to 10th +2 but opt for other languages in degree level under part I should study special

Tamil in Part IV

**Extension Activities shall be outside instruction hours

Non major elective I& II – for those who studied Tamil under Part I

a)Basic Tamil I & II for other languages students

b)special Tamil I &II for those who studied Tamil up to 10th or +2 but opt for other languages in degree Progamme.

Note:

	Internal Marks	External Marks
1. Theory	25	75
2. Practical	40	60

3. Separate passing minimum is prescribed for Internal and External marks.

FOR THEORY

- The passing minimum for CIA shall be 40% out of 25 marks. [i.e. 10 marks]
- The passing minimum for University Examinations shall be 40% out of 75 marks. [i.e. 30 marks]

FOR PRACTICAL

- The passing minimum for CIA shall be 40% out of 40 marks. [i.e. 16 marks]
- The passing minimum for University Examinations shall be 40% out of 60 marks. [i.e. 24 marks]

SEMESTER – I

FOOD PRODUCTION & PÂTISSERIE-1

Sub Code : 23UHM1CC1
Hours / Week: 6
Credits : 5

Max Marks : 100
Internal Marks : 25
External Marks : 75

Course Outcome:

- CO1:** They will define and use of Indian cookery.
- CO2:** Students gain the knowledge about kitchen department
- CO3:** Students gain the knowledge about commodities usage.
- CO4:** They will have learnt different methods of cooking.
- CO5:** They will be able to plan different types of menus.

UNIT -I – INTRODUCTION OF COOKERY

- 1.1 Introduction of Indian cookery
- 1.2 History of Indian cookery
- 1.3 Indian regional cookery

UNIT – II – KITCHEN DEPARTMENT

- 2.1 Introduction to food production department
- 2.2 Hierarchy of food production department
- 2.3 Duties & Responsibilities of Executive Chef
- 2.4 Duties of CDP & Commis
- 2.5 Food handlers Personal Hygiene
- 2.6 Safety & security in kitchen
- 2.7 Co-operation with other departments

UNIT – III – RAW MATERIALS

- 3.1 Introduction to Raw materials
- 3.2 Classification of Raw materials
- 3.3 Uses of Raw materials in food preparation
- 3.4 Perishable & Non perishable

UNIT – IV – METHODS OF COOKING

- 4.1 Boiling
- 4.2 Poaching
- 4.3 Stewing
- 4.4 Braising
- 4.5 Roasting
- 4.6 Baking

UNIT – V – MENU

- 5.1 Definition of Menu
- 5.2 Types of menu in food service industry

5.3 Examples of Menu

5.4 Standardization of Recipes

5.5 Portion Control in food service

Reference:

1. *Modern Cookery for Teaching and Trade – Vol. I & II –Thangam E. Philip (Orient Longman Publications)*
2. *Practical Cookery – Kinton and Ceserani (ELBS Publications)*
3. *The Theory of Catering – Kinton and Ceserani (ELBS Publications)* 4. *Theory of Cookery – Krishna Arora (Frank Bros. & Co., New Delhi)* 5. *A Taste of India – Madhur Jeffrey*

Relationship Matrix for COs, POs and PSOs

Course Outcomes (COs)	Programme Outcomes(POs)					Programme Specific Outcomes(PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓		✓	✓	✓	✓		✓
CO2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CO3	✓	✓	✓	✓	✓	✓	✓	✓		✓
CO4	✓	✓	✓	✓	✓		✓	✓	✓	✓
CO5	✓		✓	✓	✓		✓	✓	✓	✓

Number of Matches(✓) = 44 Relationship: High

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER – I

CORE PRACTICAL – I –FOOD PRODUCTION & PATISSERIE PRACTICAL-1

Sub Code : 23UHM1CC2P
Hours / Week: 5
Credits : 5

Max Marks : 100
Internal Marks : 40
External Marks : 60

Course Outcome:

- CO1:** They will have learned of different Kitchen Equipments
- CO2:** Students will be able to Identification & selection of Raw materials
- CO3:** They will have learnt of basic cuts.
- CO4:** Students will be able to prepare various south Indian dishes and control portion size.
- CO5:** They will have learnt of different north Indian dishes.

UNIT – I

- 1.1 Kitchen Equipments Identification
- 1.2 Description of Equipments & tools
- 1.3 Personal Hygiene & Kitchen etiquettes

UNIT – II

- 2.1 knife handling methods
- 2.2 Vegetables identification
- 2.3 Identification of fruits
- 2.4 Vegetable washing methods
- 2.5 Arranging vegetables in walk in chiller
- 2.6 Identification & selection of Raw materials
- 2.7 Raw materials storing methods in Dry store

UNIT – III

- 3.1 Cuts of vegetable
- 3.2 Cuts of fish

UNIT – IV

- 4.1 Varsity rice cooking
- 4.2 Flavored rice preparation
- 4.3 Sambar varieties preparation
- 4.4 Rasam varieties preparation
- 4.5 South Indian Breakfast varieties preparation
- 4.6 South Indian Sweet varieties preparation

UNIT – V

- 5.1 Pulao rice preparation
- 5.2 Briyani varieties preparation
- 5.3 Dhal varieties preparation
- 5.4 Korma varieties preparation

5.5 Indian basic gravy varieties preparation

5.6 Indian snacks varieties preparation

5.7 North Indian varieties preparation

Reference:

1. *Klinton & Cesarani : Practical Cookery Arnold Heinemann.*
2. *Larousse Gastronomique cookery encyclopedia by paul hamlyn.*
3. *Chef's Manual of Kitchen Management – John Fuller.*
4. *Le repertoire de la cuisine – l. Saulnier*

Relationship Matrix for COs, POs and PSOs

Course Outcomes (COs)	Programme Outcomes(POs)					Programme Specific Outcomes(PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓		✓	✓	✓	✓		✓
CO2	✓		✓	✓	✓	✓	✓	✓	✓	✓
CO3	✓	✓	✓	✓	✓	✓	✓	✓		✓
CO4	✓	✓	✓	✓	✓		✓	✓	✓	✓
CO5	✓		✓	✓	✓		✓	✓	✓	✓
Number of Matches(✓) = 43 Relationship: High										

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER – I

FRONT OFFICE OPERATIONS-I

Sub Code : 23UHM1AC1
Hours / Week: 5
Credits : 3

Max Marks : 100
Internal Marks : 25
External Marks : 75

Course Outcome:

CO1: Students will have gained knowledge on various types of rooms.

CO2: They will be able to work with staff of other departments.

CO3: They will know the guest cycle process.

CO4: They will be able to handle a customer.

CO5: They will improve the qualities for front office staff

UNIT –I Introduction to Front Office

- 1.1 Front Office introduction – layout of Front & back office – outlets of Front office
- 1.2 Duties and Responsibilities of Front office manager
- 1.3 Qualities of Front office Personnel
- 1.4 Front office Coordination with HK, Kitchen, F&B s
- 1.5 Room tariff for 24 hrs & 12 hrs – Room tariff fixation
- 1.6 Classification hotels

UNIT –II Guest Reservation

- 2.1 Pre arrival of guest – Arrival of groups and individual – During of Stay – Departure and post departure
- 2.2 Guest rooms Reservations - Modes and Sources of Reservation
- 2.3 Reservation systems - special category rooms
- 2.4 Processing Reservation request
- 2.5 Registration – Pre-registration formalities – Records and process of registration – Check-in Procedures

UNIT –III Guest Services

- 3.1 Various guest services – Handling guest mails and messages – Control of keys
- 3.2 Uniformed Services – Lobby organization – Lounge area
- 3.3 Procedures of Paging - Safe deposit locker- Guest room change – lost & found procedures - scanty baggage

UNIT –IV Bell Desk

- 4.1 Bell desk Introduction – Bell boy Duties and Responsibilities – Guest luggage handling procedures
- 4.2 Modes of settlement bills
- 4.3 cash handling & credit and debit card procedures
- 4.4 check book procedures
- 4.5 Potential check out problems

UNIT –V Night Auditing

- 5.1 Introduction Night auditing – Importance of Night Auditor
 5.2 Duties and Responsibilities of Night Auditor – Job Description of Night Auditor
 5.3 Daily & supplementary transcripts – Guest credit monitoring
 5.4 The night auditing process
 5.5 Handling problems in night time

Reference:

1. R.Jatashankar, *Hotel Front Office, Oxford University Press, 2213*
2. Sudhir Andrews, *Hotel Front Office, Tata McGraw Hill, 2211*
3. *Hotel Front Office Operation and Management, Jatashanker R.Tewari, Oxford University press, 2210.*

Relationship Matrix for COs, POs and PSOs

Course Outcomes (COs)	Programme Outcomes(POs)					Programme Specific Outcomes(PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓		✓	✓	✓	✓		✓
CO2	✓	✓	✓		✓	✓	✓		✓	✓
CO3	✓	✓	✓	✓		✓	✓	✓		✓
CO4	✓	✓		✓		✓	✓	✓	✓	✓
CO5	✓	✓	✓		✓	✓	✓	✓		✓

Number of Matches(✓) = 40 Relationship: High

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER – II

FOOD & BEVERAGE SERVICE-I

Sub Code : 23UHM2CC3

Hours / Week: 5

Credits : 5

Max Marks : 100

Internal Marks : 25

External Marks : 75

Course Outcome:

CO1: They will have acquired a basic knowledge on F&B services.

CO2: Students would have imbibed knowledge of Restaurant Services

CO3: They would be able to lay the table for different types of Ancillary department.

CO4: They will be able to plan different Menus.

CO5: Students will be able to explain about French classical menu.

UNIT – I Introduction to Food and Beverage Service

1.1 Introduction of Food service industry

1.2 Growth of the Food service Industry in India - Role of catering establishment in travel & tourism

1.3 Different Types of Food & service Establishments

1.4 Different Outlets of F&B Service

1.5 Attributes of service personnel

1.6 Personal Hygiene to follow in food service industry

1.7 safety procedures to follow in food service industry

UNIT – II - Restaurant Operations

2.1 Introduction to Food Service Equipment's

2.2 Types of Food Service Equipment's

2.3 Linen used in food service outlets.

2.4 Furniture's used in food service outlets - Dimensions and Uses of service equipments

2.5 Layout of Cover (Definition and Size)

2.6 Rules for Laying a Table

2.7 Mise-En-Place - Mise-En-Scene

2.8 Types of Service

2.9 Order taking Procedure - Operation of K.O.T – Operation of B.O.T.

UNIT – III - Ancillary Departments

3.1 Linen store

3.2 Still Room

3.3 silver Room or plate room

3.4 Pantry

3.5 Hot plate or food pick-up area

3.6 Dispense bar

3.7 Kitchen Stewarding -Department staff hierarchy –Pot wash & Dish Wash

UNIT - IV Menu and Menu Planning

4.1 Definition of Menu - Menu Planning

4.2 Types of Menu - A la carte menu – Table d' hote menu– cyclic menu

4.3 Menu Planning – Importance – implementation – constraints of Menu Planning.

4.4 Types of Meals – Breakfast - Brunch & lunch – Afternoon tea – Dinner

4.5 Examples of menu

UNIT – V -French Classical Menu

.117 courses of French Classical Menu – History of French Classical Menu

5.1 Accompaniments of dishes in French Classical Menu

5.2 Name of dishes in French – Garnishes & plate presentation techniques

Reference:

1. *Sudhir Andrews – Food and Beverage service training manual – Unit I, II, III*
2. *Dennis R. Lillicrap and John A. Cousins – food and beverage service – Unit – IV, V*
3. *Food and Beverage Service – R. Singaravelan (Third Impression 2217)*
4. *John Fuller – modern restaurant service*

Relationship Matrix for COs, POs and PSOs

Course Outcomes (COs)	Programme Outcomes(POs)					Programme Specific Outcomes(PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓		✓		✓	✓	✓	✓		✓
CO2	✓	✓	✓		✓	✓	✓	✓	✓	✓
CO3	✓	✓	✓	✓	✓	✓	✓	✓		✓
CO4	✓	✓		✓	✓		✓	✓		✓
CO5	✓		✓	✓	✓		✓	✓	✓	✓

Number of Matches(✓) = 40 Relationship: High

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER – II

FOOD AND BEVERAGE SERVICE PRACTICAL-I

Sub Code : 23UHM2CC4P

Hours / Week: 5

Credits : 5

Max Marks :100

Internal Marks : 40

External Marks : 60

Course Outcome:

CO1: Students will be able to understand about F&B outlets

CO2: They will recognize and Identification of Service equipment's

CO3: Students will have gain knowledge about Care& Maintenance of F&B Service equipments

CO4: They will be able to understand Basic Technical Skills

CO5: They will have knowledge about table service

UNIT - I

- 1.1 Familiarize about the F & B outlets - understanding about the profile of the areas.
- 1.2 Induction & Profile of the Ancillary F&B Service areas
- 1.3 Familiarization of F&B Service equipment

UNIT – II

- 2.1 Identification of Service equipment's and utensils – Glassware – Cutlery – Crockery-
Glassware – Hollow ware – silverware
- 2.3 Knowledge of linen used in F& B service
- 2.4 Furniture and their sizes and measurements

UNIT – III

- 3.1 Care & Maintenance of F&B Service equipments - storing the equipments
- 3.2 Cleaning and polishing of equipment's
- 3.3 practicing on 3 sink washing method

UNIT – IV

- 4.1 Holding Service Spoon & Fork for food service
- 4.2 Carrying a Tray and Salver
- 4.3 Laying a Table Cloth with Baize -Changing a Table Cloth during service
- 4.4 Rules to be follow while laying table
- 4.5 Basic Technical Skills - Dining and serving etiquettes
- 4.6 Placing plates for food- Using service plate & crumbing down
- 4.7 Clearings soiled& used plates

UNIT – V

- 5.1 Setting up the Sideboard
- 5.2 Service of Water
- 5.3 Napkin Folding
- 5.4 Changing dirty ashtray
- 5.5 Cleaning & polishing glassware
- 5.6 Tea Preparation &Service – Coffee Preparation &Service

5.7 Malted beverages preparation & service

Reference:

1. *Sudhir Andrews – food and beverage service training manual.*
2. *Food and Beverage Service – R. Singaravelan (Third Impression 2217)*

Relationship Matrix for COs, POs and PSOs

Course Outcomes (COs)	Programme Outcomes(POs)					Programme Specific Outcomes(PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓		✓	✓	✓	✓		✓
CO2	✓		✓		✓	✓	✓	✓	✓	✓
CO3	✓	✓	✓	✓	✓	✓	✓	✓		✓
CO4	✓	✓	✓	✓	✓		✓	✓	✓	✓
CO5	✓		✓	✓	✓		✓	✓	✓	✓
Number of Matches(✓) = 42 Relationship: High										

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER – II**FRONT OFFICE OPERATIONS-I PRACTICAL**

Sub Code : 23UHM2AC2P
Hours / Week: 4
Credits : 3

Max Marks : 100
Internal Marks : 40
External Marks : 60

Course Outcome:

CO1: Students learned different terminologies in front office.

CO2: To learned and prepared night auditor report

CO3: Students will be able to handle left luggage.

CO4: They will have learnt various reservation techniques and procedures.

CO5: Students will be able to prepare room occupancy report.

- Basic Manners and Attributes of Front Office staff
- Communication Skills
- Preparation and study of Countries details
- Appraisal of front office equipment & furniture
- Telecommunication Skills with vernal ,nonverbal
- Team work and team building
- Self management skills
- Role play of travel desk
- Role play of information desk
- Forms & formats related to Front office.
- Procedure of taking reservations in person and on telephones.
- Converting enquiry into valid reservations.
- Role play in Check-in and Checkout process
- Suggestive selling.
- Reservation procedure
- Registration procedure
- Guest History
- Developing Telephones manners & etiquettes
- Co ordination with Housekeeping
- Daily transactions sheet preparation
- Manual accounting
- Machine accounting
- Payable procedures
- Accounts Receivable procedures
- Storing of Guest History
- Yield Management

Reference:

1. *Jatashanker R.Tewari, Hotel Front Office Operation and Management, Oxford University press, 2210.*
2. *Sudhir Andrews, Hotel Front Office Training manual, Tata Mac Graw Hill,*
3. *Check in Check out – Jerome Vallen*
4. *Front Office Procedures – Peter Abbott & Sue Lewry*
5. *Basic Hotel Front Office Procedures – Peter Renne*

Relationship Matrix for COs, POs and PSOs

Course Outcomes (COs)	Programme Outcomes(POs)					Programme Specific Outcomes(PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓		✓	✓	✓	✓		✓
CO2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CO3	✓	✓	✓	✓	✓	✓	✓	✓		✓
CO4	✓	✓	✓	✓	✓		✓	✓	✓	✓
CO5	✓		✓	✓	✓		✓	✓	✓	✓
Number of Matches(✓) = 44 Relationship: High										

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER – II

ACCOMODATION OPERATIONS

Sub Code : 23UHM2SE3

Hours / Week: 2

Credits : 2

Max Marks : 100

Internal Marks : 25

External Marks : 75

Course Outcome:

CO1: Learn about the housekeeping department in hotel operations.

CO2: Identify the roll of HK staff

CO3: Learn about various guest room cleaning

CO4: Learn about the different types of stains and is removal.

CO5: Learn the Different types of Laundry Operations.

UNIT – I – INTRODUCTION TO HOUSE KEEPING

- 1.1 History and development of various forms of accommodations
- 1.2 Introduction to the housekeeping department
- 1.3 Importance and role of a Housekeeping Attendant
- 1.4 Attributes of Housekeeping Service Personnel
- 1.5 Importance of Hygiene and Grooming

UNIT – II – ORGANIZATION OF HOUSE KEEPING DEPARTMENT

- 2.1 Hierarchy of Housekeeping Department
- 2.2 Duties and responsibilities of executive house keeper
- 2.3 Interdepartmental Coordination
- 2.4 Layout of the Housekeeping Department

UNIT – III – GUESTROOM CLEANING

- 3.1 Stacking of Chambers Maid Trolley
- 3.2 Pre – Preparation
- 3.3 Entering the guestroom
- 3.4 Bed Making
- 3.5 Bathroom Cleaning
- 3.6 Second Service
- 3.7 Turndown Service

UNIT – IV – CLEANING AGENTS & STAIN REMOVAL

- 4.1 Classification of cleaning agents
- 4.2 General Criteria for Selection
- 4.3 Use, Care & Storage
- 4.4 Distribution & Control
- 4.5 Identify the types of surfaces to be cleaned
- 4.6 Process of Stain Removal
- 4.7 Special Equipment & Stain Removal chemical Agents

UNIT – V- LAUNDRY IN HOTEL

- 5.1 Importance and Principles of Laundry Operations

- 5.2 Duties & Responsibilities of Laundry Staff
- 5.3 Equipment, Layout & Planning & Laundry
- 5.4 Classification Laundry Cleaning Agents
- 5.5 Role of Laundry Agents

Reference:

1. Andrews Sudhir, *Hotel Housekeeping Manual*, Tata McGraw Hill.
2. Branson & Lennox, *Hotel Housekeeping*, Hodder & Stoughton.
3. A.C. David, *Hotel and Institutional Housekeeping*.
4. *Professional Management of Housekeeping Operations*, Martin Jones, Wiley.
5. *Accommodation and Cleaning Services, Vol.I & Vol.II*, David.Allen, Hutchinson.

Relationship Matrix for COs, POs and PSOs

Course Outcomes (COs)	Programme Outcomes(POs)					Programme Specific Outcomes(PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓		✓	✓	✓	✓		✓
CO2	✓		✓	✓		✓	✓		✓	✓
CO3	✓	✓		✓	✓	✓	✓			✓
CO4	✓	✓	✓	✓			✓	✓	✓	✓
CO5	✓		✓	✓	✓		✓		✓	✓

Number of Matches(✓) = 37 Relationship: High

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER – III

FOOD PRODUCTION & PATISSERIE-II

Sub Code : 23UHM3CC5

Hours / Week: 5

Credits : 5

Max Marks : 100

Internal Marks : 25

External Marks: 75

Course Outcome:

CO1: Learn the Production of Stocks and Soups

CO2: Learn the Production of sauces

CO3: They will learn about the meat cookery

CO4: Learning about types Dairy products & cheese

CO5: Learning about types of salads and kitchen management.

UNIT - I-STOCK& SOUP

1.1 Introduction Stock

1.2 Classification of stock

1.3 Preparation and uses of stock

1.4 Introduction Soups

1.5 Classification of soup

1.6 Preparation of soup

UNIT – II – SAUCES

2.1 Introduction to Sauces

2.2 Classification Sauces

2.3 Basis Mother Sauces & Derivatives

2.4 Uses of sauces in cookery

UNIT –III-MEAT COOKERY

3.1 Identification & selection of meat

3.2 Cuts of Beef

3.3 Cuts of lamb

3.4 Cuts of Pork

3.5 Cuts of Chicken

3.6 Cuts of Fish

UNIT –IV – DAIRY PRODUCTS

4.1 Introduction to Milk & Milk Products

4.2 Composition of Milk

4.3 Nutritive value of milk

4.4 Fermented milk products

4.5 Non-Fermented milk products

4.6 Production of Cheese

4.7 Classification of cheese

4.8 Uses of cheese in culinary preparation

UNIT –V SALADS & KITCHEN MANAGEMENT

- 5.1 Salad Introduction
- 5.2 Classification of salad
- 5.3 Various Salad dressings
- 5.4 Sandwiches introduction & Types of Sandwiches
- 5.5 Production planning and scheduling
- 5.6 Production quality and quantity control

Reference:

1. *Modern Cookery for Teaching and Trade – Vol. I & II –Thangam E. Philip (Orient Longman Publications)*
2. *Practical Cookery – Kinton and Ceserani (ELBS Publications)*
3. *Theory of Cookery – Krishna Arora (Frank Bros. & Co., New Delhi)*
4. *Food Production Operations, Parvinder S.Bali, Oxford University Press, 2209*
5. *International Cuisine and Food Production Management, Oxford University Press Parvinder S.Bali, 2213*
6. *Art of Garde Manger, Frederic Sonnenschmidt, John Wiley & Sons, 1993*

Relationship Matrix for COs, POs and PSOs

Course Outcomes (COs)	Programme Outcomes(POs)					Programme Specific Outcomes(PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓		✓	✓	✓	✓		✓
CO2	✓		✓	✓	✓	✓	✓		✓	✓
CO3	✓	✓	✓		✓	✓	✓	✓		✓
CO4	✓	✓	✓	✓	✓		✓	✓	✓	
CO5	✓		✓	✓	✓		✓	✓	✓	✓
Number of Matches(✓) = 40 Relationship: High										

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER – III

FOOD PRODUCTION & PATISSERIE PRACTICAL -II

Sub Code : 23UHM3CC6P
Hours / Week: 4
Credits : 4

Max Marks : 100
Internal Marks : 40
External Marks : 60

Course Outcome:

- CO1:** Students will able to prepare various stocks.
- CO2:** Students will able to prepare various soups.
- CO3:** They will learn about the different types of cuts
- CO4:** Students learn to prepare various sauces.
- CO5:** Students learn to prepare various salads.

UNIT – I

- 1.1 Preparation of vegetable stock
- 1.2 Preparation of red meat stock
- 1.3 Preparation of Chicken stock
- 1.4 Preparation of Fish stock

UNIT – II

- 2.1 Preparation of vegetable soup
- 2.2 Preparation of Chicken soup
- 2.3 Preparation of Consommé

UNIT – III

- 3.1 Identification of beef cuts
- 3.2 Identification of pork cuts
- 3.3 Identification of lamb cuts
- 3.4 Identification of chicken cuts

UNIT – IV

- 4.1 Mother sauces Preparation
- 4.2 Preparation of mother sauce Derivatives
- 4.3 Demi –glaze preparation

UNIT – V

- 5.1 Preparation of chicken based salad
- 5.2 Preparation of vegetable based salad
- 5.3 Preparation of red meat based salad
- 5.4 Preparation of Pasta based salad

Reference:

1. *Klinton & Cesarani :Practical Cookery Arnold Heinemann.*
2. *Larousse Gastronomique cookery encyclopedia by paul Hamlyn.*
3. *Chef’s Manual of kitchen management – John Fuller.*
4. *Le repertoire de la cuisine – Saulnier*

Relationship Matrix for COs, POs and PSOs

Course Outcomes (COs)	Programme Outcomes(POs)					Programme Specific Outcomes(PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓		✓	✓	✓	✓		✓
CO2	✓	✓		✓	✓	✓	✓	✓	✓	✓
CO3	✓	✓	✓	✓		✓	✓	✓		✓
CO4	✓	✓	✓		✓		✓		✓	✓
CO5	✓		✓	✓	✓		✓	✓	✓	
Number of Matches(✓) = 39 Relationship: High										

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER – III

CORE COURSE – IV - FRONT OFFICE OPERATIONS - II

Sub Code : 23UHM3AC3

Hours / Week: 4

Credits : 3

Max Marks :100

Internal Marks : 25

External Marks: 75

Objective:

After completion of this course, the student will be able to handle the various operations of the front office and accommodation department.

UNIT –I Front Office Accounting

- 1.1 Guest accounting & Functions
- 1.2 Job description of a front office cashier.
- 1.3 Guest Accounts (Folios, Vouchers, Ledgers)
- 1.4 Creation & Maintenance of Accounts - Record keeping system
- 1.5 Credit monitoring - Floor limit & House limit - part settlement of in house guests
- 1.6 Charge purchase - Account Correction - Account transfer - Cash advance - Encashment of Foreign Exchanges.

UNIT –II Night Auditing

- 2.1 Introduction to Night auditing & Importance
- 2.2 Duties and Responsibilities of Night Auditor & Job Description
- 2.3 Daily & supplementary transcripts – Guest credit monitoring
- 2.4 The night audit process

UNIT –III Front office Communication

- 3.1 Importance of inter-Departmental Communication
- 3.2 Types & Methods of Communication
- 3.3 Handling of Special Situations Like
- 3.4 DNS, DNA, RNA, NI (No information) , Scanty Baggage Guest
- 3.5 Refusing Accommodation

UNIT –IV - CHECK-IN & CHECK-OUT PROCESS

- 4.1 Black Listed Guest
- 4.2 Walking A Guest
- 4.3 Assist guest in check-in and checkout process – ‘Express Check-Out’ & ‘Self-Check-Out’
- 4.4 Handling guest complaints and guide front office staff – Staff Organization, Duty Rotas & Work Schedule
- 4.5 Front Office related terms Examination Scheme

UNIT –V FRONT OFFICE SUPERVISORY SKILLS

- 5.1 Handling Guest Requests & Guest Complaints
- 5.2 Message Handling Procedure – Importance, Procedure, Method of Receiving and Transmitting Messages for Guests, Location Form, Paging Procedure

5.3 Importance of Handling Mail without Delay, Sorting of Mail

5.4 Application of Yield Management Concepts

Reference:

1. *Jatashanker R. Tewari, Hotel Front Office Operation and Management, Oxford University press, 2210.*
2. *Sudhir Andrews, Hotel Front Office Training manual, Tata Mac Graw Hill,*
3. *Check in Check out – Jerome Vallen*
4. *Front Office Procedures – Peter Abbott & Sue Lewry*
5. *Basic Hotel Front Office Procedures – Peter Renne*

Relationship Matrix for COs, POs and PSOs

Course Outcomes (COs)	Programme Outcomes(POs)					Programme Specific Outcomes(PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓		✓	✓	✓	✓		✓
CO2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CO3	✓	✓	✓	✓	✓	✓	✓	✓		✓
CO4	✓	✓	✓	✓	✓		✓	✓	✓	✓
CO5	✓		✓	✓	✓		✓	✓	✓	✓

Number of Matches(✓) = 44 Relationship: High

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER – III

HOTEL ENTREPRENEURSHIP DEVELOPMENT

Sub Code : 23UHM3SE4

Hours / Week: 2

Credits : 2

Max Marks : 100

Internal Marks : 25

External Marks : 75

Objective

This course aims to enable students to learn the process of starting and building successful hospitality enterprises/ businesses. Students will explore array of issues pertaining to hospitality entrepreneurship – attributes, attitudes and behavior of an entrepreneur, idea generation to idea conceptualizations, and finally develop a plan.

Unit 1: introduction

- 1.1 Concept, becoming an entrepreneur,
- 1.2 Key elements of entrepreneurship,
- 1.3 Characteristics of successful entrepreneurs,
- 1.4 Entrepreneurship in hospitality business, ,
- 1.5 Importance of entrepreneurship

Unit 2: Developing Business Ideas

- 2.1 Identifying and recognizing opportunities
- 2.2, Personal characteristics of the entrepreneur,
- 2.3 Definition of creativity, innate or learned creativity,
- 2.4 Idea Generation, approaches and Techniques,
- 2.5 Developing business ideas for hospitality business.

Unit: 3 Growth of Hospitality

- 3.1 Nature of business growth,
- 3.2 Planning for growth,
- 3.3 Stages of growth, managing capacity,
- 3.4 Day-to-Day challenges of growth
- 3.5 growth challenges for entrepreneurs,
- 3.6 Formula for successful growth & barriers to growth.

Unit 4: Feasibility Analysis

- 4.1 Concept, product/service feasibility,\
- 4.2 Industry/target market feasibility analysis,
- 4.3 Organizational feasibility analysis
- 4.4 Financial feasibility analysis for hospitality business.

Unit 5: Writing a Business Plan Financing Hospitality

- 5.1 Concept, reasons for writing for a business plan,
- 5.2 Guidelines for writing a business plan,
- 5.3 section of the plan, presentation of business plan;
- 5.4 Introduction to financial characteristics of hospitality business,
- 5.5 sources of start-up funding,

Reference :

1. Hallak, R., *Tourism and Hospitality Entrepreneurship: Examining the actors that Influence the 2. Performance of Small and Medium Enterprises. Saarbrücken, Germany: LAP Lambert Academic Publishing.*
3. Morrison, A., & Rimmington, M., *Entrepreneurship in the Hospitality, Tourism and Leisure Industries. United Kingdom: Oxford, Butterworth-Heinemann.*
4. Ross, D., & Lashley, C., *Entrepreneurship and Small Business Management in the Hospitality Industry. Amsterdam: Butterworth-Heinemann.*
5. Sheppardson, C., & Gibson, H. *Leadership and Entrepreneurship in the Hospitality Industry. United Kingdom: Oxford, Goodfellow.*
6. Sheppardson, C., & Gibson, H. *Leadership and Entrepreneurship in the Hospitality Industry.*

Relationship Matrix for COs, POs and PSOs

Course Outcomes (COs)	Programme Outcomes(POs)					Programme Specific Outcomes(PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓		✓		✓	✓		✓	✓
CO2	✓	✓	✓			✓	✓		✓	
CO3	✓	✓		✓		✓	✓	✓		✓
CO4	✓		✓		✓	✓		✓	✓	✓
CO5	✓		✓			✓	✓	✓		✓
Number of Matches(✓) = 33 Relationship: Moderate										

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER – IV

FOOD AND BEVERAGE SERVICE - II

Sub Code : 23UHM4CC7
Hours / Week: 5
Credits : 5

Max Marks : 100
Internal Marks : 25
External Marks: 75

Course Outcome:

- CO1:** Evaluate the relationships of food and beverage.
- CO2:** Discuss the procedures of making wine and spirits.
- CO3:** Students should be well versed with different wines, alcoholic beverages.
- CO4:** They should know the manufacturing process, classification storage and service
- CO5:** Students will be able to make different types of cocktails.

UNIT – I Introduction to Beverages & Wine

- 1.1 Definition & Classification of beverages
- 1.2 Definition & Classification of wine
- 1.3 Varieties of Grapes used in wine making
- 1.4 Fermentation process
- 1.5 Production of table wine – sparkling wine – Champagne - Fortified wine
- 1.6 Service and storage of wines – International brand names of wine

UNIT-II Spirits

- 2.1 Definition and types of spirits
- 2.2 Production methods of spirits
- 2.3 Introduction to Distillation - Pot still & Patent still method
- 2.4 Manufacturing of Brandy – Types & brand names of brandy
- 2.5 Production methods of Whisky - Types & brand names of Whiskey
- 2.6 Types & brand names of Gin
- 2.7 Rum classification & types - Manufacturing of Rum & brand names
- 2.8 Various types of Tequila & Brand names
- 2.9 Vodka classification & manufacturing method

UNIT-III Beer

- 3.1** Definition & history of beer
- 3.2 Manufacturing methods of beer - Top fermentation process – Bottom fermentation process
- 3.3 Types of beer (Ale & Lager) – Ingredients used in beer making process
- 3.4 Service and storage of beer

UNIT-IV Cocktails

- 4.1 Definition of cocktail
- 4.2 History of cocktail
- 4.3 Components of cocktails
- 4.4 Equipment & tools required for making cocktails
- 4.5 Methods of mixing cocktails
- 4.6 World famous cocktails
- 4.7 cocktails garnishes

UNIT-V Beverage Control

- 5.1 Layout of Bar
- 5.2 Types of bar - Duties & responsibility of cellar in charge
- 5.3 Cellar control room
- 5.4 Bar ledger – Bar registers
- 5.5 Indent, receipt, and issue of liquors – Bar Order Ticket procedure
- 5.6 Different types of measures

Reference:

1. *Professional guide to alcoholic beverages- Lipinski*
2. *Beer- Michael Jackson*
3. *Public house & Beverage management – Michael Flynn*
4. *The world encyclopedia of wine- Stuart Walton*
5. *Food & Beverage service – Lillicrap & John Cousins*
6. *Food & Beverage Service training manual- Sudhir Andrews*

Relationship Matrix for COs, POs and PSOs

Course Outcomes (COs)	Programme Outcomes(POs)					Programme Specific Outcomes(PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓			✓	✓	✓	✓		✓
CO2	✓		✓	✓	✓	✓	✓		✓	✓
CO3	✓	✓	✓		✓	✓	✓			✓
CO4	✓	✓		✓	✓		✓		✓	
CO5	✓		✓	✓			✓	✓	✓	
Number of Matches(✓) = 34 Relationship: Moderate										

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER – IV

FOOD AND BEVERAGE SERVICE –II PRACTICAL

Sub Code : 23UHM4CC8P
Hours / Week: 5
Credits : 5

Max Marks : 100
Internal Marks : 40
External Marks : 60

Course Outcome:

CO1: Students will be able to take order of various kinds of alcoholic beverages.

CO2: They will defiantly manage the equipment and arrange the bar.

CO3: They will relate various alcoholic beverages with appropriate glassware.

CO4: Students will be able service spirits and cocktails.

CO5: Students will be able to service wine and beer

- Taking the order of non-alcoholic beverage using bar menu card
- BOT writing & posting procedure
- Indenting of various glassware
- Service methods and procedure of White wine
- Red wine service procedure
- Service methods of Draught Beer
- cocktails making methods
- Preparation of Mock tails
- Fortified Wine service method
- Champagne service method
- Service of Bottled beers & canned beers
- Service of vermouth & bitters
- Setting up the bar
- Identification of Bar equipment's& Tools

Reference:

1. *Food & Beverage service – Lillicrap & John cousins*
2. *Food & Beverage Service training manual- Sudhir Andrews*
3. *Food & Beverage service – Vijay Dhawan*
4. *Food and Beverage Service – R. Singaravelan (Third Impression 2217)*

Relationship Matrix for COs, POs and PSOs

Course Outcomes (COs)	Programme Outcomes(POs)					Programme Specific Outcomes(PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓		✓	✓	✓	✓		✓
CO2	✓	✓	✓	✓		✓	✓		✓	✓
CO3	✓	✓	✓		✓	✓	✓			✓
CO4	✓		✓	✓	✓		✓	✓	✓	
CO5	✓		✓				✓	✓	✓	✓
Number of Matches(✓) = 36 Relationship: High										

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER – IV

FRONT OFFICE OPERATIONS-II PRACTICAL

Sub Code : 23UHM4AC4P
Hours / Week: 4
Credits : 3

Max Marks : 100
Internal Marks : 40
External Marks : 60

Course Outcome:

- CO1:** Students learned different terminologies in front office.
- CO2:** To learned and prepared night auditor report
- CO3:** Students will be able to handle left luggage.
- CO4:** They will have learnt various reservation techniques and procedures.
- CO5:** Students will be able to prepare room occupancy report.

- Basic Manners and Attributes of Front Office staff
- Communication Skills
- Preparation and study of Countries details
- Appraisal of front office equipment & furniture
- Telecommunication Skills with vernal, nonverbal
- Team work and team building
- Self-management skills
- Role play of travel desk
- Role play of information desk
- Forms & formats related to Front office.
- Procedure of taking reservations in person and on telephones.
- Converting enquiry into valid reservations.
- Role play in Check-in and Checkout process
- Suggestive selling.
- Reservation procedure
- Registration procedure
- Guest History
- Developing Telephones manners & etiquettes
- Coordination with Housekeeping
- Daily transactions sheet preparation
- Manual accounting
- Machine accounting

- Payable procedures
- Accounts Receivable procedures
- storing of Guest History
- Yield Management

Reference:

6. *Jatashanker R. Tewari, Hotel Front Office Operation and Management, Oxford University press, 2210.*
7. *Sudhir Andrews, Hotel Front Office Training manual, Tata Mac Graw Hill,*
8. *Check in Check out – Jerome Vallen*
9. *Front Office Procedures – Peter Abbott & Sue Lewry*
10. *Basic Hotel Front Office Procedures – Peter Renne*

Relationship Matrix for COs, POs and PSOs

Course Outcomes (COs)	Programme Outcomes(POs)					Programme Specific Outcomes(PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓		✓	✓	✓	✓		✓
CO2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CO3	✓	✓	✓	✓	✓	✓	✓	✓		✓
CO4	✓	✓	✓	✓	✓		✓	✓	✓	✓
CO5	✓		✓	✓	✓		✓	✓	✓	✓

Number of Matches(✓) = 44 Relationship: High

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER – V

FOOD PRODUCTION & PATISSERIE-III

Sub Code : 23UHM5CC9

Hours / Week : 6

Credits : 5

Max Marks : 100

Internal Marks : 25

External Marks : 75

Course outcome:

CO1:To understand the basics of various Cuisine

CO2:To identify various types of equipments, ingredients and dishes of European Cuisine

CO3:To study the geographical and demographic cuisines in western country

CO4:To analyze the techniques used in preparation of south-east Asian foods

CO5:To comprehend the different kinds of oriental cuisines.

UNIT – I European Cuisine

- 1.1 French cuisine ingredients and Equipments used
- 1.2 Cuisine of the UK ingredients and Equipments used
- 1.3 Scandinavian Cuisines ingredients and Equipments used
- 1.4 German Cuisines ingredients and Equipments used

UNIT – II Western Cuisine

- 2.1 Italian Cuisine - ingredients and Equipments used
- 2.2 Mediterranean Cuisine ingredients and Equipments used
- 2.3, Spanish, Cuisine ingredients and Equipments used
- 2.4 Mexican Cuisine - ingredients and Equipments used

UNIT – III Oriental Cuisine

- 3.1 Chinese Cuisine: Cooking style, Ingredients and Equipments used
- 3.2 Japanese Cuisine Cooking style, Ingredients and Equipments used
- 3.3 Thai Cuisine Cooking style, Ingredients and Equipments used

UNIT – IV Western Plated Food and Diet Analysis

- 4.1 Concept of plate presentation
- 4.2 Merging of Flavours, shapes and texture on the plate
- 4.3 Emerging Trends in Food Presentation
- 4.4 Balanced Diet and Nutritional Analysis
- 4.5 Principles of Healthy Cooking

UNIT – V Production Management and Product Development

- 5.1 Kitchen organization, Allocation of Work and Duty Rosters
- 5.2 Production Planning
- 5.3 Production Scheduling
- 5.4 Quality & Quantity Control
- 5.5 Forecasting & Budgeting
- 5.4 Developing new recipes

Reference:

1. International Cuisines and Food production management, Parvinder S Bali, Oxford University Press, 2013
2. *Klinton & Cesarani : Practical Cookery Arnold Heinemann.*

3. Larousse Gastronomique cookery encyclopedia by paul hamlyn.
4. Le repertoire de la cuisine – l. Saulnier.

Relationship Matrix for COs, POs and PSOs

Course Outcomes (COs)	Programme Outcomes(POs)					Programme Specific Outcomes(PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓		✓	✓	✓	✓		✓
CO2	✓	✓		✓		✓	✓			✓
CO3	✓	✓		✓		✓	✓	✓		
CO4	✓	✓			✓		✓		✓	✓
CO5	✓		✓		✓		✓	✓	✓	✓
Number of Matches(✓) = 33 Relationship: Moderate										

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER – V

FOOD PRODUCTION AND PATISSERIE-III PRACTICAL

Sub Code : 23UHM5CC10P
Hours / Week: 6
Credits : 5

Max Marks :100
Internal Marks : 40
External Marks : 60

Objective:

After completion of this course, students will be able to compile menus and prepare different dishes in various cuisine of the world

- CO1:** Students will be able to prepare French dishes.
- CO2:** Students will be able to prepare German dishes.
- CO3:** Students will be able to prepare Chinese dishes.
- CO4:** Students will be able to prepare Oriental dishes.
- CO5:** Students will be able to prepare Thai dishes.

Suggested Menus

<p>MENU 01 Consomme Carmen Poulet Saute Chasseur Pommes Loretta Haricots Verts Salade de Betterave Brioche Baba au Rhum</p>	<p>MENU 02 Bisque D'ecrevisse Escalope De Veau viennoise Pommes Batailles Courge Provencale Epinards au Gratin</p>
<p>MENU 03 Crème Du Barry Darne De Saumon Grile Sauce paloise Pommes Fondant Pettis Pois A La Flamande French Bread Tarte Tartin</p>	<p>MENU 04 Veloute Dame Blanche Cote De Porc Charcuterie Pommes De Terre A La Crème Carottes Glace Au Gingembre Salade Verte Harlequin Bread Choclate Cream Puffs</p>
<p>MENU 05 Cabbage Chowder Poulet A La Rex Pommes Marguises Ratatouille Slade De Carottes Et Celeris Clover Leaf Bread Savarin Des Fruits</p>	<p>MENU 06 Barquettes Assortis Stroganoff De Boeuf Pommes Persilles Salade De Chou-cru Garlic Rolls Crepe Suzette</p>
<p>MENU 07 Duchesse Nantua Poulet Maryland Croquette Potatoes Slade Nicoise Brown Bread</p>	<p>MENU 08 Pate Des Pommes Knomeskies Filet De Sols Walweska Pommes lyonnaise Funghi Marirati Bread Sticks Souffle ;Milanaise Vol-Au-Vent-De Volaille Et</p>
<p>MENU 09 Jambon Homard Thermidor Salade Waldorf</p>	<p>MENU 10 Crabe En Coquille Quiche En Coquille Quiche Lorraine</p>

Vienna rolls Mousse Au Chocolate	Salade de Viande Pommes Parisienne Foccacia Crème Brulee
CHINESE MENU 01 Prawn Ball soup Fried Wantons Sweet & Sour Pork Hakka Noodles	MENU 02 Hot & Sour soup Beans Sichwan Stir F0ried Chicken & Peppers Chinese Fried Rice
MENU 03 Sweet Corm Soup Shao Mai Tung-Po Mutton Yangchow Fried Rice	MENU 04 Wanton Soup Spring Rolls Stir Fried Beef & Celery Chow Mein
MENU 05 Prawns in Garlic Sauce Fish Szechwan Hot & Sour Cabbage Steamed Noodles	

Reference

1. Klinton & Cesarani : Practical Cookery Arnold Heinemann.
2. Larousse Gastronomique cookery encyclopedia by paul hamlyn.
3. Chef's Manual of Kitchen Management – John Fuller.
4. Le repertoire de la cuisine – l. Saulnier.

Relationship Matrix for COs, POs and PSOs

Course Outcomes (COs)	Programme Outcomes(POs)					Programme Specific Outcomes(PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓		✓	✓	✓	✓		✓
CO2	✓	✓		✓		✓	✓			✓
CO3	✓	✓		✓		✓	✓	✓		
CO4	✓	✓			✓		✓		✓	✓
CO5	✓		✓		✓		✓	✓	✓	✓
Number of Matches(✓) = 33 Relationship: Moderate										

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER – V
FOOD PROCESSING AND PRESERVATIONS

Sub Code : 23UHM5CC11
Hours / Week : 5
Credits : 4

Max Marks : 100
Internal Marks : 25
External Marks : 75

Objectives

- To know about food preservation and spoilage.
- To define the principles of food preservation
- To understand the usage of temperatures and sterilization.
- To describe nature of pasteurization and blanching.
- To Define Evaporation process and equipments used.

UNIT – I Food preservation – An Introduction

- 1.1 Introduction to Food preservation
- 1.2 Importance of Preservation
- 1.3 Foods Spoilage, Food Poisoning, Food Intoxication
- 1.4 Food Infection, Sanitation and health
- 1.5 Principles of Food Preservation

UNIT – II

- 2.1 Food Preservation by use of high temperature-
- 2.2 Sterilization (canning, aseptic canning, hot packing)
- 2.3 Pasteurization and blanching.
- 2.4 Food Preservation by use of low temperature-freezing and refrigeration.

UNIT – III

- 3.1 Food Preservation by using evaporation and drying-factors influencing evaporation process,
- 3.2 Sun drying, artificial drying, drying equipments
- 3.3 Hot air drier, drying by contact with heated surface,
- 3.4 Dehydration of vegetables, fruits, meat, fish, egg and milk.
- 3.5 Food Preservation by irradiation - Alpha, Beta & Gamma radiations.

UNIT – IV

- 4.1 Food Preservation by fermentation & pickling
- 4.2 Types of fermentation, vinegar, vinegar making
- 4.3 Preparation of yeast starter, pickled fruits and vegetables, Sauerkrant, Olives, Pickled Meat
- 4.4 Food Preservation by sugar concentrates-concentrated but moist, jelly, jam, marmalade, candied and glazed fruits, sweetened condensed milk.

UNIT – V

- 5.1 Food additives and Chemicals - Definition
- 5.2 Functional characteristics of chemical additives.

5.3 Acids, Bases & their salts, leavening agents,

5.4 Preservatives-Organic acids & their salts, inorganic salts, wood smoke, spices & condiments
Antibiotics and other chemical preservatives.

5.5 Packaging & Labeling.

Reference:

1. Food Processing and Preservation-B. Sivasankar, Prentice Hall of India Pvt.Ltd., New Delhi.

2. Food Microbiology-Frazier.

3. Modern Technology on Food Preservation-Niir Board, Asia Pacific Business Press, Delhi.

Relationship Matrix for COs, POs and PSOs

Course Outcomes (COs)	Programme Outcomes(POs)					Programme Specific Outcomes(PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓		✓	✓	✓	✓		✓
CO2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CO3	✓	✓	✓	✓	✓	✓	✓	✓		✓
CO4	✓	✓	✓	✓	✓		✓	✓	✓	✓
CO5	✓		✓	✓	✓		✓	✓	✓	✓

Number of Matches(✓) = 44 Relationship: High

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER – V

HYGIENE & SANITATION

Sub Code : 23UHM5DE1

Hours / Week: 4

Credits : 4

Max Marks : 100

Internal Marks : 25

External Marks : 75

Course Outcome

CO1: Students will be able to explain the roll in food science

CO2: They will have learnt about personal hygiene

CO3: Learners will be able explain about washing methods

CO4: Able to explain prevention of food poisoning

CO5: Able to explain pest control systems

Unit –I Role of Hygiene

1.1 Role of Hygiene in Food Science

1.2 Dish Washing Areas,

1.3 Care of Premises and Equipment.

Unit –II Personal Hygiene

2.1 Care of Skin

2.2 Hand and Feet.

2.3 Food Handlers Hygiene,

2.4 Protective Clothing.

Unit –III Dish washing Methods

3.1 Manual and Machine Dish Washing

3.2 Duties and responsibilities of Dish Washer and Pot washer.

3.3 Garbage Disposal & Different Methods

3.4 Garbage Disposal-Advantage and Disadvantages.

Unit –IV Food Poisoning

4.1 Causative Factors and the Precautions to be taken by Food Handlers.

4.2 Food Storage & Techniques of Storage

4.3 Storage Temperature

4.4 Different Commodities to Prevent Bacterial Manifestation or Contamination.

Unit –V Pest Control

5.1 Rodent and Insect Control Techniques,

5.3 Special Stress on Control of Flies,

5.4 Rats and Cockroaches.

Reference:

1. Frazier and West off. (2017). Food Microbiology, (5th ed.). McGraw Hill Education. Adams (2015). Food Microbiology, (4th ed.). Royal Society of Chemistry.
2. Paramita Paraná. (2016). Food Planning; (1st ed.).
3. Roads. (2017). Hygiene and Sanitation in food industry, (2nd ed.).

4. McGraw Hill Education. Pander SN. (2015). Food processing design, (lasted.).Manglam Publications

Relationship Matrix for COs, POs and PSOs

Course Outcomes (COs)	Programme Outcomes(POs)					Programme Specific Outcomes(PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓		✓	✓	✓	✓		✓
CO2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CO3	✓	✓	✓	✓	✓	✓	✓	✓		✓
CO4	✓	✓	✓	✓	✓		✓	✓	✓	✓
CO5	✓		✓	✓	✓		✓	✓	✓	✓

Number of Matches(✓) = 44 Relationship: High

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER – V

EVENT MANAGEMENT

Sub Code : 23UHM5DE2
Hours / Week : 4
Credits : 4

Max Marks :100
Internal Marks : 25
External Marks : 75

Course Outcome:

- CO1:** Students will be able to learn the types and categories of Events.
- CO2:** Students will learn the Needs and steps in event planning.
- CO3:** They will learn about the organizing of different events.
- CO4:** They will learn about the media coverage and celebrity management in different events.
- CO5:** They will learn the concepts of marketing for event management.

UNIT – I Introduction to Event Management

- 1.1 Event Management & meetings introduction – Objectives of Event Management – categories of events
- 1.2 Characteristics of events
- 1.3 Structure of events
- 1.4 Key elements of events – Event hierarchy
- 1.5 Event variations in structure
- 1.6 Basics of Practical Event Management
- 1.7 Careers in Event Management

UNIT II Event Planning

- 2.1 Event Planning & organization – Arranging chief guest
- 2.2 Needs for planning – Types of Planning
- 2.3 Principles of planning – Arranging sponsors
- 2.4 Various steps involved in planning the event - Venue Management – back stage management
- 2.5 Event Costing & Budgeting - brand management
- 2.6 Backdrops & invitation card – Event decoration – press release

UNIT III Organization Structure

- 3.1 Organization & Designing of event – process of public relation
- 3.2 Organizing of different events – Importance of program scripting
- 3.3 Organizational structure – Time management of event
- 3.4 Scheduling the Event staffing - Legal Aspects of Event Management
- 3.5 Event Production Process

UNIT IV Managing Event Process

- 4.1 Activities in Event management – Components of event
- 4.2 Celebrity management and endorsements – Managing media coverage – Controlling events
- 4.3 Management of exhibition – Managing sports event
- 4.4 Event management strategies and tactics
- 4.5 Event leadership – sports event – Tourism events & Leisure event
- 4.6 Event Risk Management

UNIT V Event Marketing

- 5.1 Concept of Market – Brand building – Sales stimulation

5.2 fixing of Pricing – Key issue for marketing

5.3 Event promotion

5.4 Evaluation of events

5.5 Event Advertising

Reference:

1. *Successful Event Management - Anton Shone & Bryn Parry, Publisher: Cengage Learning Business Press; 2 Edition (April 22, 2004) Isbn-10: 1844800768*
2. *Management Of Event Operations (Events Management) - Julia Tum, Philippa Norton, J. Nevan Wright, Publisher: Atlantic Publishing Company (Fl); Pap/Cdr Edition (January 8, 2007)*
3. *Event Management, Sita Ram Singh, 2009. APH Publications*

Relationship Matrix for COs, POs and PSOs

Course Outcomes (COs)	Programme Outcomes(POs)					Programme Specific Outcomes(PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓		✓	✓	✓	✓		✓
CO2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CO3	✓	✓	✓	✓	✓	✓	✓	✓		✓
CO4	✓	✓	✓	✓	✓		✓	✓	✓	
CO5	✓		✓		✓		✓	✓	✓	✓
Number of Matches(✓) = 42 Relationship: High										

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER-VI

FOOD AND BEVERAGE SERVICE -III

Sub Code : 23UHM6CC13

Hours / Week: 6

Credits : 5

Max Marks :100

Internal Marks : 25

External Marks : 75

Objective:

After completion of this course, students will be able to understand and apply the basic fundamentals of culinary arts.

UNIT –I Gueridon Service

- 1.1 Gueridon Service Introduction – Types of trolley – Equipment's used in Gueridon Service
- 1.2 Maintenance and safety in Gueridon cooking – Selection of Gueridon dishes
- 1.3 Mis-en-place for Gueridon service
- 1.4 Advantages and Limitation of Gueridon service – list of Dishes prepared on the trolley

UNIT –II Function Catering

- 2.1 Banquets & Types of functions - Banquet menu planning - suggestion of menu – Bar counter set-up
- 2.2 Function menus – Service methods – Banquet equipments – Table plans & Table setups
- 2.3 Function booking and organization - Function Prospectus
- 2.4 Organizing the function – Service procedures

UNIT –III Restaurant Planning

- 3.1 Restaurant Introduction - Physical layout of various restaurants - Objectives of a good layout
- 3.2 Planning a Restaurant - Location & space allocation - Theme of the outlets – Selection of Theme.
- 3.3 Staffing Requirements – Furniture requirements – Linen requirements - cutlery and crockery requirements
- 3.4 Space required for seating - Space required Dining area - Type of seating & Table arrangements.
- 3.4 Restaurant operation costing - Performance measurement - sales per Cover – Restaurant menu planning.

UNIT –IV Functions of Fast Food Units

- 4.1 History and concept - Fast food preparation Centre - Conventional kitchen versus fast food Kitchen – Fast food kitchen types.
- 4.2 Size and layout of the preparation Centre - Basic flow plan for a fast food preparation Centre (Assembly line) - Space requirements.
- 4.3 Role of convenience food in Fast food units – Advantages & Limitations – International fast food chains.
- 4.4 Budgeting for the Food and Beverage service department
- 4.5 Budgeting control - Budgeting cycle - Preparation of budget - Limiting factors - Forecasting of Food & Beverage sales forecasting

UNIT –V Handling Situations

- 5.1 Basic skills for supervisors – Attendance – briefing – Managing discipline – Staff Scheduling – Evaluating staff – Staff retaining – Staff Ratio
- 5.2 Suggestive selling – Steps involved in sales
- 5.3 Handling situations – Dealing with different situations - Handling guest complaints - Guest with special needs – Guest Feedback forms
- 5.4 Guest with mobility problems

Reference:

- The Waiter –John Fuller &A.J.Currie –Hutchinson.
- Food & Beverage Service –Dennis R.Lillicrap& John A. Cousins –ELBS.
- Food & Beverage Service Training Manual -Sudhir Address –Tata Mc Graw –Hill.
- Modern Restaurant Service –John Fuller, Hutchinson
- Food & Beverage Service Management-Brian Varghese

Relationship Matrix for COs, POs and PSOs

Course Outcomes (COs)	Programme Outcomes(POs)					Programme Specific Outcomes(PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓		✓	✓	✓	✓		✓
CO2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CO3	✓	✓	✓	✓	✓	✓	✓	✓		✓
CO4	✓	✓	✓	✓	✓		✓	✓	✓	
CO5	✓		✓		✓		✓	✓	✓	✓
Number of Matches(✓) = 42 Relationship: High										

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER – VI

FOOD AND BEVERAGE SERVICE –II PRACTICAL

Sub Code : 23UHM6CC14P
 Hours / Week: 6
 Credits : 5

Max Marks : 100
 Internal Marks : 40
 External Marks : 60

Course Outcome:

CO1: Students will be able to take order of various kinds of alcoholic beverages.

CO2: They will defiantly manage the equipment and arrange the bar.

CO3: They will relate various alcoholic beverages with appropriate glassware.

CO4: Students will be able service spirits and cocktails.

CO5: Students will be able to service wine and beer

- Gueridon service trolley setting and equipment handling
- Mis-en-place for Gueridon service
- Service methods and procedure of trolley service
- Table plans & Table setups
- Type of seating & Table arrangements
- Preparation of budget
- Role play Dealing with different situations

Reference:

5. *Food & Beverage service – Lillicrap & John cousins*
6. *Food & Beverage Service training manual- Sudhir Andrews*
7. *Food & Beverage service – Vijay Dhawan*
8. *Food and Beverage Service – R. Singaravelan (Third Impression 2217)*

Relationship Matrix for COs, POs and PSOs

Course Outcomes (COs)	Programme Outcomes(POs)					Programme Specific Outcomes(PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓		✓	✓	✓	✓		✓
CO2	✓	✓	✓	✓		✓	✓		✓	✓
CO3	✓	✓	✓		✓	✓	✓			✓
CO4	✓		✓	✓	✓		✓	✓	✓	
CO5	✓		✓				✓	✓	✓	✓

Number of Matches(✓) = 36 Relationship: High

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER – VI

FOOD AND BEVERAGE MANAGEMENT

Sub Code : 23UHM6CC15
Hours / Week: 6
Credits : 4

Max Marks : 100
Internal Marks : 25
External Marks : 75

Course Outcome:

CO1: Students will be able to explain cost dynamics & sales concepts

CO2: They will have learnt about inventory control methods

CO3: Learners will be able explain about Beverage control cycle

CO4: To acquire knowledge about Budget and Budgetary Control

CO5: To understand about Menu Planning and Types of Menus

UNIT-I COST DYNAMICS & SALES CONCEPTS

- 1.1 Elements of Cost
- 1.2. Classification of Cost
- 1.3 Different types cost in food and beverage business
- 1.4 Aims and objective of sales concept
- 1.5 Various sales concepts

UNIT-II INVENTORY CONTROL

- 2.1 Aims and objective of inventory control
- 2.2 Importance of inventory control
- 2.3 Inventory control Methods
- 2.4 Levels and Technique
- 2.5 ABC analysis

UNIT III BEVERAGE CONTROL

- 3.1 Importance of beverage control
- 3.2 liquor and bar license
- 3.3 Beverage control cycle
- 3.4 Beverage controlling measures
- 3.5 Bar register and stock records

UNIT IV BUDGETARY CONTROL

- 4.1 Aims and objectives of budget
- 4.2 Define Budget and Budgetary Control
- 4.3 Key Factors
- 4.4 Budget frame work

UNIT-V MENU MERCHANDISING

- 5.1 Menu Control
- 5.2 Menu Structure
- 5.3 Menu Planning
- 5.4 Types of Menus
- 5.5 Pricing of the menus

Reference:

Food and beverage management-Bernard Davis Professional food service management-Habisthaya

Food and beverage management-sudhir Andrews

Food and beverage cost control- Lea R. Dopson, David K.Hayes

Relationship Matrix for COs, POs and PSOs

Course Outcomes (COs)	Programme Outcomes(POs)					Programme Specific Outcomes(PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓		✓	✓	✓	✓		✓
CO2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CO3	✓	✓		✓	✓	✓	✓			✓
CO4	✓	✓	✓		✓		✓	✓	✓	✓
CO5	✓		✓	✓	✓		✓	✓	✓	
Number of Matches(✓) = 40 Relationship: High										

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER-VI

CORE COURSE - IX ROOM DIVISION MANGEMENT

Sub Code : 23UH6DE3
Hours / Week : 6
Credits : 4

Max Marks : 100
Internal Marks : 25
External Marks : 75

Course Outcomes:

- CO1:** Learn about the Rule of Thumb Approach, Hubburt fomula and revenue analysis.
- CO2:** Learn about the Yield Management and Managing of rooms and guest stays.
- CO3:** Learn about the Customer relations, role of front office in marketing and sales.
- CO4:** Learn to plan the manpower for the housekeeping department.
- CO5:** Learn about the method to control inventory and budget for the materials required.

UNIT-I Planning and Evaluating Front Office Operations

- 1.1 Establishing room rates - Rule of Thumb approach - Hubburt Formula
- 1.2 Forecasting room availability
- 1.3 budgeting for operations - Forecasting room revenue - Estimating expenses
- 1.4 Evaluating front office operations - Daily operation report - Occupancy rates
- 1.5 Room Revenue analysis - Hotel statement of income - Room division income statement - Room Division budget report

UNIT-II Revenue Management

- 2.1 Concept of Yield Management
- 2.3 Potential average single rate & double rate - Multiple occupancy percentage -Potential average rate - Room rate achievement factor
- 2.4 Elements in yield management - Group room sales - Transient room sales - Food and beverage Activity
- 2.5 Using Yield Management
- 2.6 Implementing revenue strategies - Hurdle rate - Availability strategies - Minimum length of stay

UNIT-III Aspects of Guest Management

- 3.1 Customer relation management
- 3.2 Role of front office in marketing and sales
- 3.3 Decorations for special occasions
- 3.4 PMS application in room division management

UNIT-IV Man Power Planning

- 4.1 Manpower planning for housekeeping department
- 4.2 Characteristics exhibited by housekeeping employees
- 4.3 Recommendation of Situational Leadership.

UNIT-V Planning and Budgeting

- 5.1 Material budgets - capital expenditure budgets - operating budgets - Inventory control — current assets fixed assets
- 5.2 Pre opening operations

5.3 Guest room furniture - Audio visual equipments.

Reference:

1. *Basic Hotel Front Office Procedures – Peter Renner*
2. *Andrews Sudhir, Hotel Housekeeping Manual, Tata McGraw Hill.*
3. *Branson & Lennox, Hotel Housekeeping, Hodder & Stoughton.*
4. *A.C. David, Hotel and Institutional Housekeeping.*
5. *Professional Management of Housekeeping Operations, Martin Jones, Wiley.*
6. *Accommodation and Cleaning Services, Vol.I & Vol.II, David.Allen, Hutchinson.*

Relationship Matrix for COs, POs and PSOs

Course Outcomes (COs)	Programme Outcomes(POs)					Programme Specific Outcomes(PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓		✓	✓	✓	✓		✓
CO2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CO3	✓	✓		✓	✓	✓	✓			✓
CO4	✓	✓	✓		✓		✓	✓	✓	✓
CO5	✓		✓	✓	✓		✓	✓	✓	
Number of Matches(✓) = 40 Relationship: High										

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER – IV

PRINCIPLES OF MANAGEMENT

Sub Code: 23UHM6DE4

Hours / Week: 6

Credits: 4

Max Marks :100

Internal Marks : 25

External Marks : 75

Course Outcomes:

CO1: Predict the different approaches to management in general and system approaches.

CO2: Formulate the managerial planning constitute a rational approach to setting objectives and selecting plans periodically.

CO3: Prioritize the organizational structures of various levels and its relationship to other managerial functions.

CO4: Construct the function of staffing in the external and internal environment.

CO5: Organize the nature of leadership and importance of creativity and innovation in managing.

UNIT – I over view of Management

1.1 Definition of Management

1.2 Role of managers & leadership

1.3 Evolution of Management thought & ideas

1.4 Organization and the environmental factors

1.5 Trends and Challenges of Management in Global Scenario.

1.6 Women in management

UNIT – II Planning

2.1 Nature and purpose of planning

2.2 Planning process

2.3 Types of plans

2.4 Objectives of planning

2.5 Managing by objective (MBO) Strategies

1.6 Types of strategies

2.7 Decision Making

2.8 Types of decision

UNIT – III Organizing

3.1 Nature and purpose of organizing

3.2 Formal and informal groups organization

3.3 Span of control

3.4 Centralization and Decentralization

3.5 Delegation of authority

3.6 Staffing & Selection and Recruitment

3.7 Orientation & Career Development

3.8 Training & Performance Appraisal.

3.9 Global gender perspective in business

UNIT – IV Directing

4.1 Creativity and Innovation

4.2 Motivation and Satisfaction

4.3 Motivation Theories & Leadership Styles

4.4 Communication & Barriers to effective communication

4.5 Elements and types of culture

UNIT – V Controlling

5.1 Process of controlling

5.2 Types of control

5.3 Budgetary and non-budgetary control techniques

5.4 Managing Productivity

5.5 Cost Control & Purchase Control

5.6 Maintaining Quality Control

Reference:

1. Prasad L M, *Principles and Practices of Management*. Sultan Chand & Sons, New Delhi (2019)
2. PravinDurai, *Principles of Management*, Pearson Education India, 2015
3. P C Tripathi & P N Reddy, *Principles of Management*, McGraw Hill Education, 2012.
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Relationship Matrix for COs, POs and PSOs

Course Outcomes (COs)	Programme Outcomes(POs)					Programme Specific Outcomes(PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓		✓		✓	✓		✓	✓
CO2	✓	✓		✓	✓	✓	✓	✓	✓	
CO3	✓		✓	✓	✓	✓	✓	✓		✓
CO4	✓	✓		✓		✓	✓	✓	✓	✓
CO5	✓	✓	✓		✓	✓	✓	✓	✓	✓
Number of Matches(✓) = 40 Relationship: High										

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High