

2025

# **B.Sc. Hotel Management & Catering Science**

## **Course Structure and Syllabus**

(For the candidates admitted from the academic year 2025-2026 onwards)

**Choice Based Credit System- Learning Outcomes Based Curriculum Frame Work**

**(CBCS-LOCF)**



**THANTHAI HANS ROEVER COLLEGE  
(Autonomous)**

(Accredited with 'A' Grade by NAAC (3rd cycle) with CGPA 3.23 out of 4)

**ELAMBALUR, PERAMBALUR – 621 220**



### **Programme Outcomes (POs)**

Upon successful completion of the undergraduate Hotel Management program, students will be able to:

**PO1:** Demonstrate foundational knowledge in food production, service, front office, and housekeeping operations.

**PO2:** Exhibit employability and entrepreneurial skills for careers in hospitality, tourism, and related sectors.

**PO3:** Pursue higher education and engage in lifelong learning in hospitality and allied disciplines.

**PO4:** Apply ethical values and social responsibility in professional hospitality practices.

**PO5:** Solve real-time operational challenges using critical thinking and informed decision-making.

**PO6:** Communicate effectively and professionally within multidisciplinary hospitality teams.

**PO7:** Integrate knowledge from management, commerce, ICT, and life sciences into hospitality functions.

**PO8:** Display personal and professional growth through teamwork, leadership, and time management.

### **Programme Specific Outcomes (PSOs)**

Upon successful completion of the degree requirements, students will be able to:

**PSO1:** Perform core hospitality operations effectively using industry-specific knowledge and practices.

**PSO2:** Provide high-quality guest service through professional etiquette and service standards.

**PSO3:** Manage hospitality teams efficiently using leadership, motivation, and conflict resolution skills.

**PSO4:** Operate hospitality software and tools (e.g., PMS, POS) to enhance service delivery and efficiency.

**PSO5:** Implement sustainable and ethical practices in multicultural and dynamic hospitality environments.

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

**B.Sc. Hotel Management & Catering Science**  
**Choice-Based Credit System – Learning Outcome-Based Curriculum Framework**  
**(For the candidate admitted from the academic year 2025 -2026)**

Semester	Part	Course Code	Title of the Course	Int. Hrs /Week	Credits	End Sem. Exam Hrs	Max. Marks			
							CIA	ESE	Total	
<b>I</b>	I	25UT1/F1/H1	Language-I	6	3	3	25	75	100	
	II	25UE1	English-I	6	3	3	25	75	100	
	III		25UHM1CC1	Fundamentals of Professional Cooking	5	5	3	25	75	100
			25UHM1CP1	Regional Indian Cooking – Practical	4	4	3	40	60	100
			25UHM1AC1	Principles of Food & Beverage Service	4	4	3	25	75	100
			25UHM1AP1	Restaurant Service Skills – Practical	3	3	3	40	60	100
	IV	25UVE	Value Education	2	2	3	25	75	100	
			Value Added Course*	--	2*	3	50	50	100*	
<b>Total</b>				<b>30</b>	<b>24</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>700</b>	
<b>II</b>	I	25UT2/F2/H2	Language-II	6	3	3	25	75	100	
	II	25UE2	English-II	6	3	3	25	75	100	
	III		25UHM2CC2	Front Office Operations	4	4	3	25	75	100
			25UHM2CP2	Front Office Operations- Practical	4	3	3	40	60	100
			25UHM2AC2	Fundamentals of Housekeeping Services	4	3	3	25	75	100
			25UHM2AP2	Housekeeping Services – Practical	2	2	3	40	60	100
	IV		25UHM2NME1	Basic Food Service	2	2	3	25	75	100
			25UES	Environmental Studies	2	2	3	25	75	100
		Value Added Course*	--	2*	3	50	50	100*		
<b>Total</b>				<b>30</b>	<b>22</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>800</b>	
<b>III</b>	I	25UT3/F3/H3	Language-III	6	3	3	25	75	100	
	II	25UE3	English-III	6	3	3	25	75	100	
	III		25UHM3CC3	Advanced Culinary Production Techniques	6	5	3	25	75	100
			25UHM3CP3	Western Cuisine Preparation – Practical	4	3	3	40	60	100
			25UHM3AC3	Food Sanitation and Hygiene	4	4	3	25	75	100
	IV		25UHM3NME2	Basic Front Desk Operations	2	2	3	25	75	100
			25UHM3SE1	Nutrition and Food Science	2	2	3	25	75	100
		Value Added Course*	--	2*	3	50	50	100*		
				<b>30</b>	<b>22</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>700</b>	

Semester	Part	Course Code	Title of the Course	Int. Hrs /Week	Credits	End Sem. Exam Hrs	Max. Marks		
							CIA	ESE	Total
IV	I	25UT4/F4/H4	Language-IV	6	3	3	25	75	100
	II	25UE4	English-IV	6	3	3	25	75	100
	III	25UHM4CC4	Beverage Service	6	5	3	25	75	100
		25UHM4CP4	Beverage Service- Practical	4	3	3	40	60	100
		25UHM4AC4	Food Safety and Quality Control	5	4	3	25	75	100
	IV	25UHM4SE2	Entrepreneurship in Hospitality	2	2	3	25	75	100
		25UHW	Health and Wellness	1	1	--	--	--	100
			Value Added Course*	--	2*	3	50	50	100*
<b>Total</b>				<b>30</b>	<b>21</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>700</b>
V	III	25UHM3CC5	Hotel Accounting and Financial Management	5	4	3	25	75	100
		25UHM5CC6	Principles of Tourism and Destination Planning	5	4	3	25	75	100
		25UHM5CC7	Bakery and Pastry Arts	6	5	3	25	75	100
		25UHM5CP5	Bakery and Pastry Arts Practical	4	3	3	40	60	100
		25UHM5DE11	Information Technology in Hotel Industry	4	4	3	25	75	100
		25UHM5DE12	Computer Application in Hospitality services	4	4	3	40	60	100
		25UHM5DE21	Information Technology in Hotel Industry Practical	4	4	3	40	60	100
	25UHM5DE22	Computer Application in Hospitality services	4	4	3	40	60	100	
	IV	25USS	Soft Skills	2	2	3	25	75	100
			Summer Internship	--	2*	3	--	--	100
		Value Added Course*	--	2*	3	50	50	100*	
<b>Total</b>				<b>30</b>	<b>26</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>800</b>
VI	III	25UHM6CC8	International Cuisine Studies	5	5	3	25	75	100
		25UHM6CP6	International Cuisine Practical	4	4	3	40	60	100
		25UHM6CC9	Room Division Management	5	4	3	25	75	100
		25UHM6DE31	Resort Management	5	3	3	25	75	100
		25UHM6DE32	Food and Beverage Management	5	3	3	25	75	100
		25UHM6DE41	Facility Management	5	4	3	25	75	100
		25UHM6DE42	Event Management	5	4	3	25	75	100
		25UHM6PW	Project Work	5	3	3	20	80	100
	IV	25UGS	Gender Studies	1	1	3	25	75	100
V		Extension Activity	--	1	--	--	--	--	
		Value Added Course*	--	2*	3	50	50	100*	
<b>Total</b>				<b>30</b>	<b>25</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>700</b>
<b>Total</b>				<b>180</b>	<b>140</b>				<b>4500</b>

Sem.	Course Code	Credits	Title of the Course	CC / AC/ DE / SE / GS / EVS/ VE / VAC	Category			Sem. Exam	Max. Marks		
					Theo. Hrs.	Tutorial Hrs.	Lab. Hrs.		CIA	ESE	Total.
I	25UHM1CC1	5	Fundamentals of Professional Cooking	CC	4	1		3 Hrs.	25	75	100
Pre-Requisite:											
Course Objectives: The purpose of learning this course is:											
1. Understand the historical evolution and contemporary practices in cookery.											
2. Identify the roles, responsibilities, and organization of kitchen staff in various hotel setups.											
3. Recognize the characteristics, selection, and storage methods for raw materials.											
4. Describe different cooking methods and techniques including Indian and global culinary styles.											
5. Execute basic kitchen preparations including mise en place, stocks, sauces, and soups.											
Course Outcomes:											
CO1: Explain the history and development of culinary practices and the importance of food hygiene and safety.											
CO2: Describe the kitchen hierarchy, organization, and integration with other departments in various hospitality establishments.											
CO3: Identify and classify raw food materials based on their characteristics, uses, and storage techniques											
CO4: Differentiate between moist and dry heat cooking methods and describe their application in Indian and international cuisines.											
CO5: Differentiate between moist and dry heat cooking methods and describe their application in Indian and international cuisines.											
Unit-I	Introduction to Professional Cookery									15 Hrs.	
History of culinary – Development of contemporary cookery – Purpose and scope of cooking – Importance of hygiene and food safety – Hazards of food contamination – Food safety regulatory standards in India – FSSAI, AGMARK, etc. – Importance of HACCP guidelines implementation – Skill and experience levels in food production – Professional attitude and behaviour in the kitchen – Uniform and protective clothing											
Unit-II	Kitchen Organization									15 Hrs.	
Organization of the kitchen department – New staff patterns in various hotel categories – Responsibilities and tasks of different chefs – Integration of the kitchen with other departments – Design of a typical kitchen – Kitchen equipment and utensils – Equipment involved in pre-preparation & preparation – Ancillary equipment: knives, utensils, vessels – Contemporary innovations in kitchen equipment – Different sources of kitchen fuels											
Unit-III	Raw Materials									15 Hrs.	
Organization of raw materials with their characteristics and uses – Methods of selection and storage for fruits, vegetables, cereals, pulses, fats, oils, spices, herbs, and condiments – Dairy products, eggs, seafood, meats, poultry, and game birds – Essential cuts of vegetables, meat, and fish											
Unit-IV	Basic Cooking Methods									15 Hrs.	
Heat transfer techniques – Various cooking types: definitions, main concepts, terminology – Moist-heat techniques: Boiling, Poaching, Steaming, Stewing, Braising – Dry-heat techniques: Frying, Grilling, Roasting, Broiling, Baking – Contemporary cooking methods – Food textures – Orientation to the Indian cuisine – Simple Indian spice blends – Indian gravies – Regional Indian cuisines – Traditional Indian cuisines – Terms used in Indian and Western cooking											

Unit-V	Pre-preparation Works	15 Hrs.
<p>Mise en place – Preparation of ingredients – Stocks and foundation liquids preparation – Stocks types and usage – Description of soups and their categories – Introduction to sauces – Usage of sauces – Essential ingredients of sauces – Mother sauces – Derivatives and their uses in cooking – Italian sauces – Proprietary sauces – Modern sauces – Features of a properly prepared sauce</p>		

**Text Book(s):**

1. Parvinder S. Bali, *“Quantity Food Production Operations and Indian Cuisine”*, 2nd Edition, Oxford University Press, 2021, ISBN: 9780199493420.
2. Sethi, Mohini, *“Institutional Food Management”*, 2nd Edition, New Age International, 2020, ISBN: 9788122433001.
3. Chef Sanjeev Kapoor, *“Professional Chef Training Manual”*, 2nd Edition, Popular Prakashan, 2020, ISBN: 9788179919094.
4. Gisslen, Wayne, *“Professional Cooking”*, 9th Edition, Wiley India, 2021, ISBN: 9781119399612.
5. Krishnamoorthy, R., *“Introduction to Cookery”*, 2nd Edition, Orient BlackSwan, 2022, ISBN: 9788125063595.

**Reference Book(s):**

1. Cousins, John, Foskett, David, *“Food and Beverage Management”*, 10th Edition, Hodder Education, 2021, ISBN: 9781398325343.
2. Raina, Usha, Sharma, Sangeeta, *“Food Production and Service”*, 2nd Edition, PHI Learning, 2020, ISBN: 9789389347445.
3. Saha, S.C., *“Food Safety and Hygiene Practices”*, 1st Edition, Dominant Publishers, 2021, ISBN: 9789390438441.
4. Kapoor, R.K., *“Essentials of Food Science and Technology”*, 2nd Edition, Kalyani Publishers, 2022, ISBN: 9789327329134.
5. Khan, Kamlesh, *“Professional Kitchen Equipment”*, 1st Edition, Random Publications, 2023, ISBN: 9788195853821.

**Web Resources:**

1. <https://www.fssai.gov.in> – Food Safety and Standards Authority of India (FSSAI): Food safety guidelines, hygiene codes, and licensing information.
2. <https://www.agmarknet.gov.in> – AGMARK: Agricultural product grading and standardization.
3. <https://www.nchmct.info> – National Council for Hotel Management and Catering Technology (NCHMCT): Curriculum and updates on food production education.
4. <https://www.fsis.usda.gov> – USDA Food Safety and Inspection Service: Global standards and hazard analysis (HACCP).
5. <https://www.codexalimentarius.org> – Codex Alimentarius by WHO & FAO: International food code of hygiene and safety practices.

Sem.	Course Code	Credits	Title of the Course	CC / AC/ DE / SE / GS / EVS/ VE / VAC	Category			m. Exam	Max. Marks		
					Theo. Hrs.	Tutorial Hrs.	Lab. Hrs.		CIA	ESE	Total.
I	25UHM1CP1	4	Regional Indian Cooking - Practical	CC			4	5 Hrs.	40	60	100

Pre-Requisite:

Course Objectives: The purpose of learning this course is:

- 1.To introduce students to diverse regional cooking styles across India from South to North.
- 2.To enhance practical culinary skills through hands-on experience in preparing authentic regional dishes.
- 3.To analyze the use of regional ingredients, spices, and traditional cooking methods.
- 4.To demonstrate the art of presenting multi-course regional Indian meals.
- 5.To ensure safe, hygienic, and sustainable kitchen practices while preparing traditional recipes.

Course Outcomes:

CO1: Identify and describe the characteristics of various regional cuisines from South to North India.

CO2: Apply appropriate cooking techniques to prepare authentic regional Indian dishes.

CO3: Design and present a five-course regional Indian menu with proper accompaniments.

CO4: Evaluate regional food traditions in the context of modern food safety and hygiene standards.

CO5: Demonstrate team collaboration, time management, and professional kitchen ethics.

### Practical Menu

<u>Menu –I</u>	<u>Menu –II</u>
Medu Vada Murungakkai Soup Steamed Rice Poriyal(Carrot & Beans) Chettinad Chicken Payasam	Pazham Pori Kozhi Rasam Malabar Parotta Nadan Chicken Curry Avial (Mixed Veg ) Ada Pradhaman
<u>Menu –III</u>	<u>Menu –IV</u>
Kodi Vepudu Pappu Charu Pulihora & Tomato Pachadi Royyala Iguru Pootharekulu	Maddur Vada Bele Saaru Bisi Bele Bath & Ragi Mudde Chicken Ghee Roast Mysore Pak
<u>Menu –V</u>	<u>Menu –VI</u>
Rava Fried Fish Caldo Verde (Spinach Soup) Goan Pulao Chicken Xacuti Sol Kadhi Bebinca	Sabudana Vada Tomato Saar Masale Bhaat Bhakri Kolhapuri Chicken Puran Poli
<u>Menu –VII</u>	<u>Menu –VIII</u>
Khaman Dhokla Gujarati Kadhi Thepla & Undhiyu Aloo Rasawala Basundi	Paneer Tikka Dal Shorba Butter Naan & Sarson da Saag Amritsari Fish Fry Phirni
<u>Menu –IX</u>	<u>Menu –X</u>
Mirchi Vada Makki Dhokli Bajra Roti & Gatte ki Sabzi Laal Maas Ghevar	Nadru Tikki Yakhni Shorba Kashmiri Pulao & Dum Aloo Rogan Josh Shufta

**Text Book(s):**

1. Thangam E. Philip, “Modern Cookery for Teaching and the Trade”, Volume 1, 7th edition, Orient BlackSwan, 2021, ISBN: 9789352878382
2. R. K. Saxena, P. Raghavan, “Traditional Indian Recipes and Nutritional Implications”, 2nd edition, CBS Publishers, 2020, ISBN: 9789389261962
3. Pushpesh Pant, “India: The Cookbook”, Revised edition, Phaidon Press, 2023, ISBN: 9781838666928
4. A. Kumar, S. Gupta, “The Culinary Heritage of India”, 2nd edition, NIPA, 2021, ISBN: 9789390175724
5. Parvinder S. Bali, “Quantity Food Production Operations and Indian Cuisine”, 2nd edition, Oxford University Press, 2022, ISBN: 9780190126789

**Reference Book(s):**

1. Parvinder S. Bali, “Food Production Operations”, 2nd edition, Oxford University Press, 2020, ISBN: 9780190126772
2. Chef Sanjeev Kapoor, “Aah! Indian Food”, 2nd edition, Popular Prakashan, 2020, ISBN: 9788179919741
3. S.C. Dubey, “Basic Food Preparation – A Complete Manual”, 2nd edition, Dorling Kindersley India, 2021, ISBN: 9789356067980
4. R. Viswanathan, “Regional Cuisines of India”, 2nd edition, Kanishka Publishers, 2020, ISBN: 9788194684381
5. Shivani Jain, “Indian Cuisine: History and Culture”, 2nd edition, Educreation Publishing, 2021, ISBN: 9789390447470

**Web Resources:**

1. <https://www.fssai.gov.in> – Food Safety and Standards Authority of India (FSSAI): Food safety guidelines, hygiene codes, and licensing information.
2. <https://indianfoodobservatory.org> – Indian Food Observatory: Regional food documentation and research.
3. <https://www.nfsc.gov.in> – National Food Safety Council: Curriculum guidelines, food laws, and best practices.
4. <https://www.incredibleindia.org> – Ministry of Tourism: Cultural and regional culinary diversity.
5. <https://www.indianculinaryforum.in> – Indian Culinary Forum: Professional chef network and regional cuisine events.

Prepared by

Checked by

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Sem.	Course Code	Credits	Title of the Course	CC / AC/ DE / SE / GS / EVS/ VE / VAC	Category			m. Exam	Max. Marks		
					Theo. Hrs.	Tutorial Hrs.	Lab. Hrs.		CIA	ESE	Total.
I	25UHM1AC1	4	Principles of Food & Beverage Service	AC	3	1		3 Hrs.	25	75	100
Course Objectives:											
1. To introduce students to the fundamentals of the food and beverage industry.											
2. To develop a clear understanding of restaurant organization and styles of food service.											
3. To impart knowledge on menu planning and different types of menus used in food service.											
4. To train students in restaurant setup, service procedures, and order-taking techniques.											
5. To familiarize students with non-alcoholic beverages, hygiene, and room service operations.											
Course Outcomes:											
CO1: Understand the evolution and classification of the hotel industry and various catering establishments											
CO2: Identify the structure, duties, and styles of food and beverage service within the organization											
CO3: Interpret various types of menus including French classical and international cuisine terminology											
CO4: Demonstrate restaurant arrangements, table layouts, and service procedures effectively.											
CO5: Execute room service operations and provide hygienic and quality non-alcoholic beverage service											
Unit-I	Introduction to Hotel Industry									12.Hrs.	
Evolution of Hotel Industry in India – Chain group of hotels in India – Different types of catering establishments – Commercial and Welfare – Career opportunities for job and entrepreneurship – Classification of Hotels – Organization of the star category hotel – Departments of Hotel – Introduction to Food and Beverage Service Department – Different outlets of Food and Beverage Service – Layout of a Restaurant.											
Unit-II	Organization of F&B Department									12 Hrs.	
Hierarchy of Food and Beverage Service Department – Duties and Responsibilities of F&B Staff members – Attributes needed for F&B staff – Food Service Equipment – Types, Uses, Purchase considerations, Storage conditions – Silver cleaning methods: Polivit, Dry powder, Silver dip, and Burnishing methods – Ancillary Sections: Still room, Silver room, Wash-up, Hot plate, Pantry – Styles of Food Service: Types of waiter service, Self-service and Assisted service – Factors influencing each style – Relationship between F&B Service Department and other departments of the hotel.											
Unit-III	Introduction to Menu									12 Hrs.	
Menu – Origin – Types: A la carte and Table d’hôte – French Classical Menu: Courses and Sequences – Cover and Accompaniments for various menus – French Culinary Terms – Menu Planning: Points to be considered while planning menu – Compiling of Menus – Names of Indian and International dishes.											
Unit-IV	Restaurant Arrangements									12 Hrs.	
Preparation of Restaurant – Before and After the Service – Mis-en-scène and Mis-en-place – Cover laying procedures – Prior to guest arrival, during service, and after service – Points to be observed – Service Procedures – Waiting at table – Service procedures for different meals – Do’s and Don’ts during service – Order taking and billing methods – KOT – Methods of taking food order and settling bills.											

Unit-V	Service Procedures	12 Hrs.
<p>Breakfast – Menu and cover setups for various breakfasts – Brunch and Afternoon Tea – Room Service: Location and equipment required – Room service procedures – Forms used in room service, order taking, thumb rules, suggestive selling, guest service procedures in room service – Non-Alcoholic Beverages: Types – Hot/Cold, Stimulating, Nourishing, and Refreshing beverages – Brand names – Methods of service – Hygiene and Sanitation in Food and Beverage Operations.</p>		

**Text Book(s):**

1. Andrews, S., *“Food and Beverage Service: A Training Manual”*, 2nd Edition, Tata McGraw-Hill Education, 2021, ISBN: 9789352602103
2. R. Singaravelavan, *“Food and Beverage Service”*, 2nd Edition, Oxford University Press, 2020, ISBN: 9780190121791
3. R. Lillicrap, J.A. Cousins, *“Food and Beverage Service”*, 10th Edition, Hodder Education, 2020, ISBN: 9781510474266
4. Dennis R. Lillicrap, John Cousins, *“The Theory of Hospitality and Catering”*, 13th Edition, Hodder Education, 2022, ISBN: 9781398360842
5. N. K. Gupta, *“Fundamentals of Food and Beverage Operations”*, 1st Edition, Centrum Press, 2021, ISBN: 9789388829192

**Reference Book(s):**

1. S. Andrews, *“Basic Food & Beverage Service”*, 2nd Edition, Tata McGraw Hill, 2021, ISBN: 9789353166659
2. Pran Nath Seth, *“Successful Catering”*, 1st Edition, Sterling Publishers Pvt. Ltd, 2020, ISBN: 9788120775899
3. R. Viswanathan, *“Modern Hotel Operations Management”*, 1st Edition, Educreation Publishing, 2021, ISBN: 9789389121325
4. R. K. Malhotra, *“Hotel Management & Operations”*, 2nd Edition, Random Publications, 2020, ISBN: 9789390649638
5. Puneet Bhatia, *“Food & Beverage Services”*, 1st Edition, Wisdom Press, 2022, ISBN: 9789389984470

**Web Resources:**

1. <https://www.fssai.gov.in> – Food Safety and Standards Authority of India (FSSAI): Food safety guidelines, hygiene codes, and licensing information.
2. <https://www.worldchefs.org> – World Association of Chefs’ Societies: Global culinary standards and certifications.
3. <https://hospitalitynet.org> – Hospitality News and Insights: Articles on food trends, service innovation, and hotel management.
4. <https://www.nfhs.com> – National Food Hygiene Standards: Hygiene practices and service protocols.
5. <https://www.ihmctan.edu> – Institute of Hotel Management, Catering Technology and Applied Nutrition: Government curriculum resources.

Sem.	Course Code	Credits	Title of the Course	CC / AC / DE / SE / GS / EVS / VE / VAC	Category			m. Exam	Max. Marks		
					Theo. Hrs.	Tutorial Hrs.	Lab. Hrs.		CIA	ESE	Total.
I	25UHM1AP1	3	Restaurant Service Skills -Practical	AC			3	3 Hrs.	25	75	100

**Course Objectives:**

1. To provide hands-on training in essential restaurant service techniques.
2. To develop professional etiquette, grooming, and customer interaction skills.
3. To equip students with technical knowledge of restaurant layouts, menus, and service methods.
- 4 To enhance competence in handling service equipment and managing guest expectations.
5. To promote food safety, hygiene, and teamwork in restaurant service operations.

**Course Outcomes:**

- CO1: Demonstrate basic and advanced restaurant service skills confidently.
- CO2: Set up and manage table layouts for different meal types and menus.
- CO3: Provide professional guest service with correct sequence and etiquette.
- CO4: Identify and operate restaurant service tools and equipment properly.
- CO5: Apply hygiene standards and service protocols in a simulated restaurant setting.

**Grooming & Professional Etiquette & Restaurant Mise-en-Place**

- Importance of personal hygiene
- Uniform standards-Body language and communication
- Table setup: cutlery, crockery, glassware
- Preparing side station (sideboard)
- Napkin folds and service cloth use

**Menu Knowledge & Table Setting Techniques**

- Familiarization with menu types
- Taking orders (a la carte & table d'hôte)
- Guest interaction, up-selling techniques
- Cover layout for breakfast, lunch, and dinner
- Course-wise table settings
- Menu-based setups

**Clearing Procedures & Sequence of Service.**

- Carrying trays, plates, and glassware
- Clearing soiled dishes correctly
- Handling crockery and cutlery safely
- Greeting guests & Taking orders, & Serving food and beverages
- Presenting the bill and bidding farewell

**Room Service Skills**

- Tray and trolley setup for room service
- Service procedures for in-room dining
- Guest interaction and timing
- Identifying service gaps
- Communicating with courtesy
- Managing difficult situations calmly

**Beverage Service ,Billing & Cash Handling Procedures**

- Service of water, soft drinks, and tea/coffee
- Non-alcoholic beverage service
- Basic beverage presentation skills
- Using KOTs and bill folders
- Payment handling – cash/card
- Coordinating with cashier and kitchen

#### Text Book(s):

1. Lillicrap, Dennis, & Cousins, John, “Food and Beverage Service”, 10th edition, Hodder Education, 2020, ISBN: 9781510474265
2. Andrews, Sudhir, “Textbook of Food and Beverage Service”, 2nd edition, Tata McGraw Hill, 2021, ISBN: 9789353161803
3. Dogan, G., & Singh, R., “Modern Restaurant Operations”, 2nd edition, Thakur Publishers, 2021, ISBN: 9789387076605
4. Brown, Graham, “Restaurant Service and Management”, 2nd edition, Pearson India, 2022, ISBN: 9789356061384
5. Bhatnagar, R., “Restaurant Management: A Systems Approach”, 2nd edition, PHI Learning, 2020, ISBN: 9789389347482

#### Reference Book(s):

1. Bali, Parvinder S., “Food and Beverage Service”, 2nd edition, Oxford University Press, 2022, ISBN: 9780190126796
2. Raina, S., & Krishnan, G., “Professional Food and Beverage Service Management”, 2nd edition, McGraw Hill, 2020, ISBN: 9789390531582
3. Walker, John R., “The Restaurant: From Concept to Operation”, 9th edition, Wiley India, 2021, ISBN: 9781119762124
4. Singh, Yograj, “Food & Beverage Service Training Manual”, 2nd edition, Rajat Publications, 2021, ISBN: 9789390289834
5. Chakravarthy, A. R., “Restaurant Management – Theory and Practice”, 2nd edition, Random Publications, 2020, ISBN: 9789390035318

#### Web Resources:

1. <https://www.fssai.gov.in> – Food Safety and Standards Authority of India (FSSAI): Food safety guidelines, hygiene codes, and licensing information.
2. <https://www.incredibleindia.org> – Ministry of Tourism, India: Information on hospitality practices and cultural expectations in service.
3. <https://hospitalitynet.org> – HospitalityNet: Industry trends, service standards, and training resources.
4. <https://www.ihmctan.edu> – Institute of Hotel Management (IHMCTAN): Practical resources, F&B curriculum standards, and SOPs.
5. <https://nchm.gov.in> – National Council for Hotel Management: Syllabus guidelines, hospitality training modules, and service skill benchmarks.

Sem.	Course Code	Credits	Title of the Course	Category			Sem. Exam	Max. Marks			
				CC / AC / DE / SE / GS / EVS / VE / VAC	Theo. Hrs.	Tutorial Hrs.		Lab. Hrs.	CIA	ESE	Total.
I	25UHM2CC2	4	Front Office Operations	CC	3	1		3 Hrs.	25	75	100
<b>Course Objectives:</b>											
1. To familiarize students with the structure, role, and responsibilities of the front office department in a hotel.											
2. To impart knowledge on the processes involved in reservations, check-in, guest services, and check-out.											
3. To develop communication skills and interdepartmental cooperation in front office functions.											
4. To provide hands-on insight into guest accounting, billing, and night auditing operations.											
5. To prepare students to manage front office challenges, guest complaints, and emergency situations.											
<b>Course Outcomes:</b>											
CO1: Understand the structure, layout, and functioning of the front office department.											
CO2: Perform room reservation procedures and registration processes efficiently.											
CO3: Handle guest service requests and complaints using appropriate procedures.											
CO4: Apply front office accounting practices including folios, ledgers, and night audit procedures.											
CO5: Demonstrate coordination, communication, and emergency handling within front office operations.											
Unit-I	Introduction to Front Office								12 Hrs.		
Position, role, and importance of the front office in hotels-Functional areas of the front office-Layout and sections of the front office-Organization of the front office-Duties and responsibilities of front office personnel-Qualities and attributes required for front office staff											
Unit-II	Communication and Coordination								12 Hrs.		
Front office communication – Importance and types of communication-Flow of communication in front office operations-Barriers to effective communication-Coordination of front office with other departments(House Keeping ,Food and Beverage Service ,Food Production, Maintenance, Security)											
Unit-III	Room Tariff and Reservations								12 Hrs.		
Room tariff – Types of room rates –Types of meal plans-The Guest Cycle-Room reservations – Importance, types, modes of Reservation and sources of Reservation -Tools and systems of reservation-Processing reservation requests-Reservation reports and group reservation procedure											
Unit-IV	Guest Registration and Services								12 Hrs.		
Guest registration – Stages and formalities-Check-in procedures-Handling guest mails and messages-Paging procedures, safe deposit lockers, room change requests-Left luggage handling, scanty baggage, wake-up calls-Guest complaints – Types and methods of handling-Check-out and settlement – Departure procedures-Bell desk procedures – Modes of settlement of bills and potential check-out problems											
Unit-V	Front Office Accounting and Night Auditing								12Hrs.		
Types of accounts, folios, ledgers, and vouchers-Front office accounting cycle – Creation, maintenance, and settlement-Night auditing – Duties of the night auditor and audit stages-Types of keys and their control-Handling unusual events and emergency situations											

Text Book(s):

1. Singh, R.K., “Front Office Operations and Management”, 2nd edition, Kanishka Publishers, 2020, ISBN: 9788194684381
2. Goyal, R.K., “Hotel Front Office Operations and Management”, 2nd edition, PHI Learning Pvt. Ltd., 2021, ISBN: 9789389347109
3. Bhatnagar, S., “Front Office Operations”, 2nd edition, Random Publications, 2020, ISBN: 9789390035318
4. Chakraborty, A., “Professional Front Office Management”, 2nd edition, Wisdom Publications, 2022, ISBN: 9788195163243

Reference Book(s):

1. Bali, Parvinder S., “Hotel Front Office: Operations and Management”, 2nd edition, Oxford University Press, 2021, ISBN: 9780190126796
2. Negi, Jagmohan, “Front Office Management”, 2nd edition, S. Chand Publishing, 2020, ISBN: 9789352834876
3. Andrews, Sudhir, “Hotel Front Office Training Manual”, 2nd edition, McGraw Hill Education, 2021, ISBN: 9789354600431
4. Malhotra, K., & Joshi, R., “Fundamentals of Hotel Front Office Operations”, 2nd edition, Centrum Press, 2020, ISBN: 9789387269731

Web Resources:

1. <https://nchm.gov.in> – **National Council for Hotel Management**: Syllabus, academic resources, and hotel management training materials.
2. <https://www.ihmctan.edu> – **Institute of Hotel Management – IHMCTAN**: Practical guides, SOPs for front office and other departments.
3. <https://hospitalitynet.org> – **HospitalityNet**: Global hospitality news, trends, and operational resources.

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					Theo. Hrs.	Tutorial Hrs.	Lab. Hrs.		CIA	ESE	Total.
II	25UHM2CP2	3	Front Office Operations- Practical	CC			4	3 Hrs.	40	60	100

**Pre-Requisite:**

**Course Objectives:**

1. To provide hands-on training in the basic functions of the front office department.
2. To enable students to develop essential operational skills such as guest handling, reservation, and registration.
3. To train students in using telephone systems, guest records, and concierge services.
- 4 To familiarize students with cashiering, currency exchange, billing, and guest departure procedures.
5. To equip students with professional communication, complaint handling, and multitasking skills in a hotel front office setup.

**Course Outcomes:**

- CO1: Demonstrate the ability to operate and behave professionally at the reception desk.
- CO2: Handle telecommunication systems and respond effectively to guest inquiries and complaints.
- CO3: Execute reservation, registration, and concierge functions efficiently.
- CO4: Perform billing operations, handle currency exchange, and facilitate guest departures.
- CO5: Maintain operational records and apply front office procedures in a real-time simulated environment.

**Reception Area Orientation & Communication Techniques**

- Training on fundamentals of front office operations
- Practicing posture, grooming, and behavior at the reception desk
- Handling telephone operations and related equipment
- Managing guest emails and internet-based inquiries

**Tariff, Documentation & Guest Records**

- Understanding room tariff structure
- Usage of guest history cards/systems
- Mail handling, key issuance, and message delivery
- Making entries in registers and logbooks
- Familiarization with standard forms and diaries at the reception

**Reservation Techniques**

- Identifying sources, modes, and types of reservations
- Practical steps for processing reservation requests
- Confirming guest reservations
- Processing reservation modifications and cancellations

**Registration & Concierge Services**

- Completing pre-registration formalities
- Registration process and record-keeping
- Concierge operations: booking taxis, transport, events
- Handling bell desk services, errand cards, valet services
- Providing information on local tourism destinations

**Billing, Currency, and Departure Procedures**

- Interpreting transport schedules (bus, rail, flight)
- Cashiering procedures, billing, and voucher transaction logs
- Handling guest departure and payment methods (credit cards/travel cheques)
- Procedures for foreign exchange and currency conversion
- Providing in-house safe deposit locker facility

Text Book(s):

1. Sudhir Andrews, "Textbook of Front Office Management and Operations", 2nd edition, Tata McGraw Hill, 2021, ISBN: 9789353161803
2. S. Bhatnagar, "Front Office Operations", 2nd edition, Random Publications, 2020, ISBN: 9789390035318
3. A. Chakraborty, "Professional Front Office Management", 2nd edition, Wisdom Publications, 2022, ISBN: 9788195163243

Reference Book(s):

1. Sudhir Andrews, "Hotel Front Office Training Manual", 2nd edition, McGraw Hill Education, 2021, ISBN: 9789354600431
2. Harbans Lal Singh, "Modern Front Office Operations", 2nd edition, Aman Publications, 2022, ISBN: 9789388971329
3. K. Malhotra & R. Joshi, "Fundamentals of Hotel Front Office Operations", 2nd edition, Centrum Press, 2020, ISBN: 9789387269731

Web Resources:

1. <https://nchm.gov.in> – National Council for Hotel Management: Academic standards, skill modules, and curriculum.
2. <https://www.ihmctan.edu> – Institute of Hotel Management (IHMCTAN): SOPs, training modules, and practical insights for hotel operations.
3. <https://hospitalitynet.org> – Hospitality Net: Global trends, front office service models, and professional development.

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Sem.	Course Code	Credits	Title of the Course	Category			Sem. Exam	Max. Marks			
				CC / AC / DE / SE / GS / EVS / VE / VAC	Theo. Hrs.	Tutorial Hrs.		Lab. Hrs.	CIA	ESE	Total
I	25UHM2CC2	4	Fundamentals of Housekeeping Services	CC	3	1		3 Hrs.	25	75	100

**Course Objectives:**

1. To introduce students to the scope and significance of housekeeping in the hospitality industry.
2. To train learners in the organization, operations, and procedures used in the housekeeping department
3. To familiarize students with various cleaning equipment, guest room supplies, and cleaning methods.
4. To build knowledge on linen and laundry management, stain removal, safety, and first aid procedures.
5. To equip students with skills in flower arrangement, pest control, and environmentally responsible housekeeping.

**Course Outcomes:**

- CO1: Understand the structure, roles, and inventory systems of the housekeeping department.
- CO2: Operate and manage various housekeeping equipment and apply appropriate cleaning procedures.
- CO3: Coordinate effective linen, uniform, and laundry operations including OPL layout and processes.
- CO4: Apply procedures for stain removal, basic first aid, and ensure safety standards are upheld.
- CO5: Design floral arrangements and implement pest control and waste management practices in a hotel setting.

Unit-I	Introduction to Housekeeping	12 Hrs.
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Need for and importance of housekeeping in hotels – Responsibilities of the housekeeping department – Organizational structure of housekeeping in small, medium, and large hotels – Duties and responsibilities of housekeeping staff – Essential personal qualities of housekeeping professionals – Layout and key sections of housekeeping – Interdepartmental cooperation and coordination – Housekeeping inventory management

Unit-II	Equipment Used in Housekeeping	12Hrs.
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Classification of housekeeping equipment – Manual and mechanical – Selection, storage, distribution, and control of cleaning tools – Cleaning agents: types, selection, storage, and issuing procedures – Guest supplies and proper placement techniques – Surface materials: composition, care, and cleaning – Hotel guest rooms: types, layouts, room status, guest floor regulations – Basic room contents – Guest room cleaning: procedures, organization, and cleaning frequencies – Public area cleaning – Housekeeping supervision – Role of the housekeeping control desk

Unit-III	Linen and Laundry	12Hrs.
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Introduction to linen and uniform rooms – Layout and storage design – Linen exchange system – Par stock requirements – Linen control, quality, and life cycle – Overview of soft furnishings – Laundry operations: types, OPL layout planning, and laundry equipment – Laundering steps: washing, pressing, folding, spotting – Dry cleaning: process, agents, materials, benefits, and limitations – Detergents and soaps used in laundry – Guest laundry handling procedures

Unit-IV	Stain Removal and First Aid Procedures	12 Hrs.
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Stain identification, classification, and removal principles – Uniforms: selection, design, storage, issuing, and exchange protocols – Advantages of standardized uniforms – Health and safety in housekeeping – Accident and injury prevention – First aid: Definition, importance, and emergency response – Contents of a first aid kit – Fire prevention: classification, extinguisher types, emergency procedures – Firefighting and fire protection checklists

Unit-V	Flower arrangement and Pest Controlling	12Hrs.
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Introduction to flower arrangement – Materials and tools used – Design principles and techniques – General guidelines for preparing arrangements – Styles of floral arrangements – Decorations for different events and occasions – Pest control: types, common pests, and control strategies – Waste disposal methods – Horticulture and care of indoor plants – Eco-friendly housekeeping practices

Text Book(s):

1. Andrews, Sudhir, "Textbook of Hotel Housekeeping Management", 2nd edition, Tata McGraw Hill, 2021, ISBN: 9789353161803
2. Raghubalan, G., & Raghubalan, S., "Hotel Housekeeping", 3rd edition, Oxford University Press, 2019, ISBN: 9780199493691
3. Bhatnagar, R., "Housekeeping Management", 2nd edition, PHI Learning, 2021, ISBN: 9789389347109
4. Chakravarthy, A.R., "Modern Hotel Housekeeping", 2nd edition, Wisdom Publications, 2022, ISBN: 9788195163243
5. Patil, A., "Applied Housekeeping Operations", 2nd edition, Centrum Press, 2020, ISBN: 9789387269731

Reference Book(s):

1. Raghubalan, G., & Raghubalan, S., "Housekeeping Operations, Design and Management", 3rd edition, Oxford University Press, 2019, ISBN: 9780199493691
2. Malhotra, K., "Hotel Housekeeping Management", 2nd edition, Aman Publications, 2021, ISBN: 9789388971329
3. Andrews, Sudhir, "Hotel Housekeeping: A Training Manual", 2nd edition, McGraw Hill, 2021, ISBN: 9789354600431
4. Bali, Parvinder S., "Hotel Housekeeping Operations and Management", 2nd edition, Oxford University Press, 2020, ISBN: 9780190126789

Web Resources:

1. <https://nchm.gov.in> – *National Council for Hotel Management*: Guidelines on housekeeping department structure and responsibilities.
2. <https://www.fssai.gov.in> – *Food Safety and Standards Authority of India*: Cleaning equipment hygiene, agents, and guest safety standards.
3. <https://www.fibre2fashion.com> – *Fibre2Fashion Industry Portal*: Fabric care, laundering processes, detergents used in hotel OPLs.
4. <https://ndma.gov.in> – *National Disaster Management Authority*: Fire safety regulations, first aid, and emergency readiness.
5. <https://www.krishijagran.com> – *Krishi Jagran – Horticulture News Portal*: Pest control, plant care, floral decoration for events.

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					Theo. Hrs.	Tutorial Hrs.	Lab. Hrs.		CIA	ESE	Total.
II	25UHM2AP2	2	Housekeeping Services - Practical	AC			2	3 Hrs.	40	60	100
<b>Course Objectives:</b>											
1. To provide students with practical experience in identifying, handling, and storing various cleaning tools and agents used in housekeeping operations.											
2. To enhance technical skills required for efficient servicing of guest rooms, bathroom upkeep, and public area maintenance.											
3. To encourage the adoption of environmentally responsible housekeeping practices through the use of sustainable methods and eco-friendly materials.											
4 To build competence in laundry handling, stain removal, and basic pest control techniques within hotel operations.											
5. To prepare students to effectively respond to emergencies by applying first aid, fire safety measures, and standard security protocols in hotel environments.											
<b>Course Outcomes:</b>											
CO1: Execute bed-making, room servicing, and turn-down service with efficiency.											
CO2: Handle telecommunication systems and respond effectively to guest inquiries and complaints.											
CO3: Carry out public area and guest room cleaning, including spring and periodic schedules.											
CO4: Apply sustainable housekeeping methods, flower arrangements, and pest control techniques.											
CO5: Maintain accurate records and respond to emergencies with proper first aid and fire safety practices.											
<b>Cleaning Equipment, Surfaces, and Floor Maintenance</b>											
<b>Identification and Handling of Cleaning Tools &amp; Agents</b>											
<ul style="list-style-type: none"> <li>• Classification of housekeeping equipment and cleaning agents</li> <li>• Procedures for proper usage, safety, and organized storage</li> </ul>											
<b>Understanding Floors and Stains</b>											
<ul style="list-style-type: none"> <li>• Identification of different floorings: marble, wood, vinyl, etc.</li> <li>• Common types of stains and suitable treatment methods</li> </ul>											
<b>Guest Room Servicing and Routine Cleaning</b>											
<b>Surface Maintenance and Polishing</b>											
<ul style="list-style-type: none"> <li>• Cleaning and polishing techniques for hard and semi-hard surfaces</li> <li>• Maintenance of glass and wall surfaces (tiles, mirrors, wallpapers)</li> </ul>											
<b>Room Servicing and Guest Room Setup</b>											
<ul style="list-style-type: none"> <li>• Maid's trolley preparation and upkeep</li> <li>• Bed making, turn-down service, guest room and bathroom preparation</li> </ul>											
<b>Periodic &amp; Sustainable Housekeeping Practices</b>											
<b>Periodic and Deep Cleaning Techniques</b>											
<ul style="list-style-type: none"> <li>• Scheduled cleaning procedures for guest rooms and public areas</li> <li>• Daily, weekly, and monthly cleaning frequencies</li> </ul>											
<b>Spring Cleaning and Environmental Practices</b>											
<ul style="list-style-type: none"> <li>• Spring cleaning protocols for a complete room refresh</li> <li>• Green housekeeping: eco-friendly products, waste reduction, sustainability</li> </ul>											
<b>Aesthetics and Laundry Operations</b>											
<b>Creative Flower Arrangement</b>											
<ul style="list-style-type: none"> <li>• Tabletop, lobby, and buffet floral arrangements</li> <li>• Materials, tools, and styles used for aesthetic presentation</li> </ul>											
<b>Laundry Operations and Stain Treatment</b>											
<ul style="list-style-type: none"> <li>• Fabric identification, stain removal methods</li> <li>• Laundry process: washing, drying, ironing, folding, and pest control</li> </ul>											

## Safety, Documentation, and Security

### First Aid and Fire Safety in Housekeeping

- First aid kit essentials and emergency response procedures
- Fire classifications, extinguisher usage, and basic fire drills

### Housekeeping Documentation and Security Protocols

- Preparation of reports, logbooks, and registers
- Safety measures and emergency readiness in hotel housekeeping

### Text Book(s):

1. Sharma, Kavita & Andrews, Sudhir, "Textbook of Hotel Housekeeping Management", 2nd edition, Tata McGraw Hill, 2021, ISBN: 9789353161803
2. Raghubalan, G. & Thomas, Priya, "Hotel Housekeeping", 3rd edition, Oxford University Press, 2019, ISBN: 9780199493691
3. Kumar, M., "Housekeeping Management", 2nd edition, PHI Learning, 2021, ISBN: 9789389347109
4. Chakravarthy, A.R. & Verma, Neha, "Modern Hotel Housekeeping", 2nd edition, Wisdom Publications, 2022, ISBN: 9788195163243
5. Deshmukh, S., "Applied Housekeeping Operations", 2nd edition, Centrum Press, 2020, ISBN: 9789387269731

### Reference Book(s):

1. Andrews, Sudhir, "Hotel Housekeeping: A Training Manual", 2nd edition, McGraw Hill, 2021, ISBN: 9789354600431
2. Kumar, Ramesh & Sharma, Neha, "Modern Housekeeping Operations and Facility Management", 2nd edition, Kanishka Publishers, 2020, ISBN: 9789390265227
3. Bali, Parvinder S., "Hotel Housekeeping Operations and Management", 2nd edition, Oxford University Press, 2020, ISBN: 9780190126789
4. Patel, Anjali & Mehta, Rajeev, "Professional Housekeeping and Hygiene Practices", 2nd edition, Centrum Press, 2021, ISBN: 9789387269786
5. Malhotra, K., "Hotel Housekeeping Management", 2nd edition, Aman Publications, 2021, ISBN: 9789388971329

### Web Resources:

1. <https://www.hotelierindia.com> – Hotelier India: Case studies and industry articles on modern room servicing techniques and tools used in housekeeping.
2. <https://www.greenhotelier.org> – Green Hotelier: Practical insights on sustainability, water and energy conservation, and green housekeeping standards.
3. <https://www.pestworld.org> – National Pest Management Association (NPMA): Information on pest identification and integrated pest management (IPM) for the hospitality industry.
4. <https://www.ilo.org/global/topics/safety-and-health-at-work> – International Labour Organization (ILO): Health and safety standards, first aid procedures, and risk prevention in service sectors.