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CRITERIA 1
1.1.2

The Programmes offered by the institution focus on employability/ entrepreneurship/ skill development and their course syllabi are adequately revised to incorporate contemporary requirements

IN THIS FILE

1. Snapshot of Percentage of Courses focusing on employability/ entrepreneurship/ skill development
2. Colour Coding used to highlight Employability/ entrepreneurship/ skill development Courses in Curriculum
3. Sample Curriculum Reflecting mapping of Employability/ entrepreneurship/ skill development in program structure and curriculum

EMPLOYABILITY/SKILLDEVELOPMENT/ENTREPRENEURSHIP OVERVIEW

Year	Total Courses in all Program	No of Courses on Employability/ Entrepreneurship/Skill Development
2021-22	1973	1637
2022-23	1637	1356
2023-24	1450	1190
Total Courses	**5060**	**4183**

CALCULATION - PERCENTAGE OF COURSES WITH EMPLOYABILITY/ ENTREPRENEURSHIP/ SKILL DEVELOPMENT

TOTAL COURSES – 5060
COURSES WITH EMP/SKILL/ENTRPRENEURSHIP – 4183

RESULT – 5060/4183*100

= 82.66 %



COLOUR CODING CHART

Courses with relevance to Employability Entrepreneurship & Skill Development

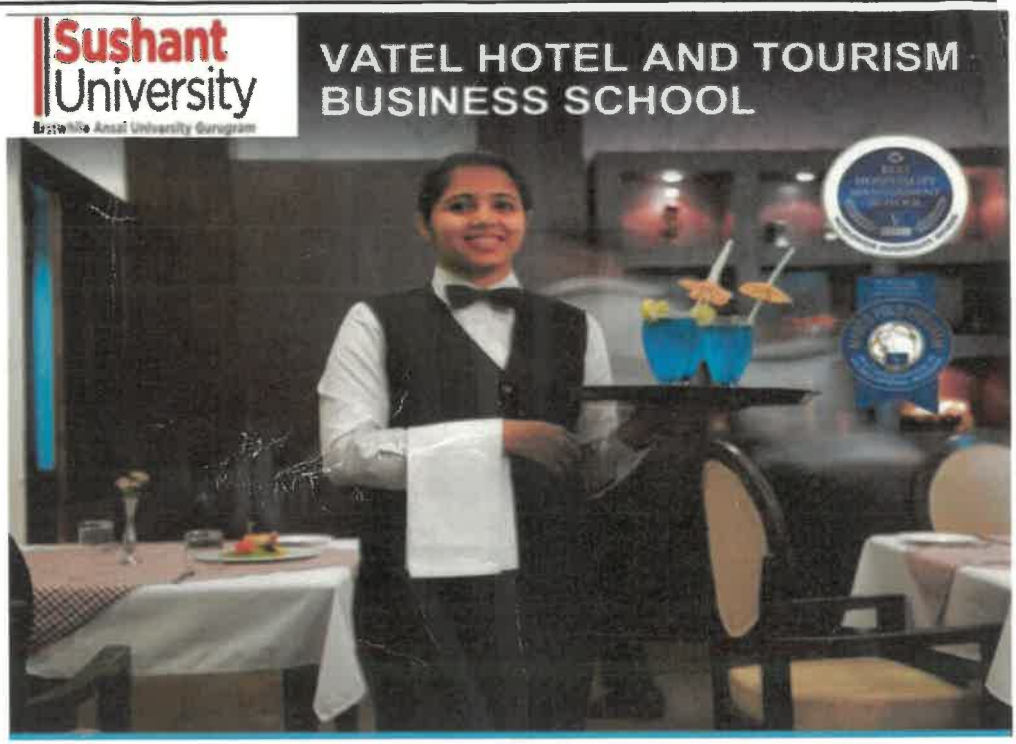
S.No	Nature	Color Code
1	*Courses with focus towards promoting Employability*	
2	*Courses with focus towards promoting Entrepreneurship*	
3	*Courses with focus towards promoting Skill Development*	
4	*Courses with focus towards promoting Employability, Entrepreneurship & Skill Development*	
5	*Courses with focus towards promoting Employability & Skill Development*	
6	*Courses with focus towards promoting Entrepreneurship & Skill Development*	
7	*Courses with focus towards promoting Entrepreneurship & Employability*	
8	*Courses with focus towards promoting Entrepreneurship & Skill Development*	

Vatel Hotel & Tourism Business School
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BACHELOR OF HOTEL MANAGEMENT



PROGRAMME STRUCTURE

BHM

YEAR- 2021-25

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MISSION – SUSHANT UNIVERSITY

- Transform lives and communities through education and research **(M1)**
- Achieve excellence through participatory governance and focus on quality research and innovation **(M2)**
- Attract talent through international partnerships and collaborations to achieve highest standards **(M3)**
- Facilitate learning through student centric and empathetic approach **(M4)**
- Develop thought leadership with industry integration **(M5)**

Program Educational Objectives (PEO's)

BHM (Bachelors of Hotel Management)

The Program Educational Objective of the (BHM) 4 Year Degree Programme in Hotel Management is to:

PEO 1 - Provide both Indian and international students with a high-quality input, ensuring a balance of academic involvements and training in various hotels and service establishments.

PEO 2 - Develop skills needed in managing activity and nature of services in Hotel Operations. In addition, a wide range of related subjects such as marketing, finance, business, product development and human resource management are also covered therein.

PEO 3 - Produce graduates that are capable to solve issues related to Hotel Operations innovatively, creatively and ethically through sustainable approach in a multi-cultural environment.

PEO4 - Produce knowledgeable and technically competent professionals in Hotel Operations in-line with industry requirement who are effective in communication and demonstrate good leadership quality in an organization.

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BACHELOR OF HOTEL MANAGEMENT

Program Specific Outcome (PSO's)

BHM (Bachelors of Hotel Management)

The Expected Outcome of the BHM Programme is foreseen that on completion of this program the students will be able to:

PSO1 - Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.

PSO2 - Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.

PSO3 - Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.

PSO4 - Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

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Program Outcome (Graduate Attributes) - (PO's) - BHM (Bachelors of Hotel Management)

Upon successful completion of this program of study, the graduates shall:

PO1	Acquire, review, analyze and apply knowledge & skills to hospitality and other related industry. (**Knowledge & Expertise of Hotel Business**)
PO2	Acquire & Apply Research techniques based on industry Requirements. (**Research**)
PO3	Understand, decode and apply the information in a right manner in the field of Hospitality. (**Information & Digital Literacy**)
PO4	Identify, formulate and provide creative, innovative and effective solution to challenges faced in Hotel industry. (**Problem Solving**)
PO5	Communicate effectively in both written and spoken form with Hotel professionals, allied industry professionals and community. (**Communication & Presentation Skills**)
PO6	Realize and demonstrate effective leadership responsibility. (**Behavioral Skills, Teamwork and Leadership**)
PO7	Assess the forces of globalization and its impact on the hospitality industry. (**Globalization**)
PO8	Apply ethical principles and commit to professional ethics, food safety, environmental responsibilities and norms of the Hospitality industry. (**Ethical, Social and professional understanding**)
PO9	Self-motivate and enhance entrepreneurship skills for career advancement and development (**Employability, Entrepreneurship**)
PO10	Recognize the need for and to engage in lifelong learning and professional development. (**Lifelong Learning**)
PO11	Demonstrate how the organizational behavior and organizational practices can aid in improving the performances and wellbeing of people at work. (**Organizational Behavior**)
PO12	Conduct investigations and apply effective Finance & marketing management practices as per Indian conditions. (**Finance & Marketing**)

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Mapping Sheet

I. University Mission with Programme Objectives

M1	Transform lives and communities through education and research
M2	Achieve excellence through participatory governance and focus on quality research and innovation
M3	Attract talent through international partnerships and collaborations to achieve highest standards
M4	Facilitate learning through student centric and empathetic approach
M5	Develop thought leadership with industry integration

PEO1	Provide both Indian and international students with a high-quality input, ensuring a balance of academic involvements and training in various hotels and service establishments.
PEO2	Develop skills needed in managing activity and nature of services in Hotel Operations. In addition, a wide range of related subjects such as marketing, finance, business, product development and human resource management are also covered therein.
PEO3	Produce graduates that are capable to solve issues related to Hotel Operations innovatively, creatively and ethically through sustainable approach in a multi-cultural environment.
PEO4	Produce knowledgeable and technically competent professionals in Hotel Operations in-line with industry requirement who are effective in communication and demonstrate good leadership quality in an organization.

PEO / M	PEO1	PEO2	PEO3	PEO4
M1	**H**	**H**	**H**	**H**
M2	**H**	**M**	**H**	**L**
M3	**H**	**L**	**L**	**M**
M4	**H**	**H**	**H**	**M**
M5	**H**	**M**	**L**	**H**

H- High
M- Medium
L-Low

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Programme Objectives with Programme Specific Outcome

PEO1	Provide both Indian and international students with a high-quality input, ensuring a balance of academic involvements and training in various hotels and service establishments.
PEO2	Develop skills needed in managing activity and nature of services in Hotel Operations. In addition, a wide range of related subjects such as marketing, finance, business, product development and human resource management are also covered therein.
PEO3	Produce graduates that are capable to solve issues related to Hotel Operations innovatively, creatively and ethically through sustainable approach in a multi-cultural environment.
PEO4	Produce knowledgeable and technically competent professionals in Hotel Operations in-line with industry requirement who are effective in communication and demonstrate good leadership quality in an organization.

PSO1	Demonstrate core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained to through Experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

PSO / PEO	PSO1	PSO2	PSO3	PSO4
PEO1	**H**	**H**	**M**	**L**
PEO2	**H**	**H**	**H**	**M**
PEO3	**H**	**H**	**H**	**H**
PEO4	**H**	**H**	**M**	**H**

H- High
M- Medium
L-Low

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Programme Specific Outcomes with Programme Outcomes

PSO1	Demonstrate core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained to through Experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

PO1	**Knowledge & Expertise of Hotel Business**
PO2	**Research**
PO3	**Information & Digital Literacy**
PO4	**Problem Solving**
PO5	**Communication & Presentation Skills**
PO6	**Behavioral Skills, Teamwork and Leadership**
PO7	**Globalization**
PO8	**Ethical, Social and professional understanding**
PO9	**Employability, Entrepreneurship**
PO10	**Lifelong Learning**
PO11	**Organizational Behavior**
PO12	**Finance & Marketing**

PO / PSO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
PSO1	H	M	M	H	M	H	M	L	M	H	H	H
PSO2	H	H	H	H	H	H	M	M	H	H	M	M
PSO3	H	L	M	M	M	H	H	H	M	M	H	H
PSO4	H	M	M	H	H	H	M	M	M	H	H	H

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

- Core Courses
- Discipline Specific Electives
- Generic Elective I (GE I)
- Generic Elective II (GE II)
- Dissertation or Internship
- Skill Enhancement Course (SEC)
- Ability Enhancement Course (AEC)
- Service Learning/Community Service Based Course

SEMESTER-I

Course Code	Course Title	Entrepreneurship, & Skill Development.	Lectures (L) Hours/ Week	Tutorial (T) Hours/ Week	Practical (P) Hours/ Week	Total Credits	Actual Percentage of Courses out of total Courses
	Core Courses						
20BHM-0FP11C	Initiation to Cooking & Hygiene Practices	Employability, Entrepreneurship, & Skill Development	2	0	4	4	**10.72%**
20BHM-0FB11C	Food and Beverage Service Fundamentals & Environment	Employability, Entrepreneurship, & Skill Development	2	0	4	4	
20BHM-0FO11C	Front Office Professional Culture – I	Employability, Entrepreneurship, & Skill Development	2	0	2	3	
20BHM-0AO11C	Professional Practices in Accommodation Operations -I	Employability, Entrepreneurship, & Skill Development	2	0	2	3	
20BHM-0CS11L	Computer Sciences – I	Employability, Entrepreneurship, & Skill Development	1	0	2	2	
20BHM-0IC11L	Industry Connect	-	0	0	4	2	
	Skill Enhancement Course (SEC)						
20BHM-0FR11L	French – I	Skill Development	1	0	2	2	**3.57%**
21BHM-0SM11T	Sales & Marketing	Skill Development	3	0	0	3	
	Ability Enhancement Course (AEC)						
EVS2111	Environmental Studies	-	2	0	0	2	**1.78%**
	TOTAL		**15**	**0**	**20**	**25**	

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BACHELOR OF HOTEL MANAGEMENT

Core Courses
Discipline Specific Electives
Generic Elective I (GE I)
Generic Elective II (GE II)
Dissertation or Internship
Skill Enhancement Course (SEC)
Ability Enhancement Course (AEC)
Service Learning/Community Service Based Course

SEMESTER-II

Course Code	Course Title	Employability, Entrepreneurship, & Skill Development	Lectures (L) Hours/ Week	Tutorial (T) Hours/ Week	Practical (P) Hours/ Week	Total Credits	Actual Percentage of Courses out of total Courses
	Core Courses						
20BHM-0FP12C	Culinary Arts & Nutrition – I	Employability, Entrepreneurship, & Skill Development	2	0	4	4	**10.72%**
20BHM-0FB12C	Food & Beverage Restaurant Practices & Wine Vintage	Employability, Entrepreneurship, & Skill Development	2	0	4	4	
20BHM-0FO12C	Front Office Professional Culture-II	Employability, Entrepreneurship, & Skill Development	2	0	2	3	
20BHM-0AO12C	Professional Practices in Accommodation Operations - II	Employability, Entrepreneurship, & Skill Development	2	0	2	3	
21BHM-0HE12T	Hotel Economics	-	2	0	0	2	
0BHM-0MG12T	Management-I	-	3	0	0	3	
	Skill Enhancement Course (SEC)						
20BHM-0FR12L	French – II	Skill Development	1	0	2	2	**1.78%**
	Ability Enhancement Course (AEC)						
21ENG11	**Communication In English**	Skill Development	**1**	**0**	**2**	**2**	**1.78%**
	Generic Elective I (GE I)						
TDCC		Trans Disciplinary Certificate Course	**1**	0	2	2	**1.78%**
		TOTAL	**16**	**0**	**18**	**25**	

BACHELOR OF HOTEL MANAGEMENT

- Core Courses
- Discipline Specific Electives
- Generic Elective I (GE I)
- Generic Elective II (GE II)
- Dissertation or Internship
- Skill Enhancement Course (SEC)
- Ability Enhancement Course (AEC)
- Service Learning/Community Service Based Course

SEMESTER III*/SEMESTER IV*

Course Code	Course Title	Employability, Entrepreneurship, & Skill Development	Lectures (L) Hours/ Week	Tutorial (T) Hours/ Week	Practical (P) Hours/ Week	Total Credits	Actual Percentage of Courses out of total Courses
20BHM-0IN21L / 20BHM-0IN22L	***Industrial Training-I**	Skill Development	0	0	20 weeks	28	1 Full semester
	Total Credits					28	

NOTE - *Batch will be divided in two groups in second year, one group will do Industry Exposure Training in semester 3 and other will do their training in Semester 4.*

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BACHELOR OF HOTEL MANAGEMENT

Core Courses
Discipline Specific Electives
Generic Elective I (GE I)
Generic Elective II (GE II)
Dissertation or Internship
Skill Enhancement Course (SEC)
Ability Enhancement Course (AEC)
Service Learning/Community Service Based Course

SEMESTER III/IV

Course Code	Course Title	Employability, Entrepreneurship, & Skill Development	Lectures (L) Hours/ Week	Tutorial (T) Hours/ Week	Practical (P) Hours/ Week	Total Credits	Actual Percentage o Courses out o total Courses
	Core Courses						
20BHM-0FP21C/ 20BHM- 0FP22C	Culinary Arts & Nutrition-II	Employability, Entrepreneurship, & Skill Development	2	0	4	4	7.14%
20BHM-0FB21C/ 20BHM-0FB22C	Beer, Spirits & Liqueurs	Employability, Entrepreneurship, & Skill Development	2	0	4	4	
20BHM-0RD21C/ 20BHM-0RD22C	Room Division Managerial Experience	Employability, Entrepreneurship, & Skill Development	2	0	2	3	
20BHM-0DM21T/ 20BHM-0DM22T	Disaster Management	--	3	0	0	3	
	Discipline Specific Electives						
20BHM-0FC21T/ 20BHM-0FC22T	Food & Beverage Control	Employability, Entrepreneurship	2	0	0	2	5.35%
21BHM-0HR21T/ 21BHM-0HR22T	Human Resource Management-I	Employability	2	0	0	2	
20BHM-0CC21T/ 20BHM-0CC22T	Introduction to Cost Control	Entrepreneurship & Employability	2	0	0	2	
	Skill Enhancement Courses (SEC)						
20BHM-0FR21L/ 20BHM-0FR22L	French – III	Skill Development	1	0	2	2	**1.78%**
	Generic Electives I (GE I)						
TDCC	**TRANS DISCIPLINARY CERTIFICATE COURSE**	-	**1**	0	2	2	1.78%
	TOTAL		**17**	**0**	**14**	**24**	

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BACHELOR OF HOTEL MANAGEMENT

Core Courses
Discipline Specific Electives
Generic Elective I (GE I)
Generic Elective II (GE II)
Dissertation or Internship
Skill Enhancement Course (SEC)
Ability Enhancement Course (AEC)
Service Learning/Community Service Based Course

SEMESTER V/VI

Course Code	Course Title	Employability, Entrepreneurship, & Skill Development	Lectures (L) Hours/ Week	Tutorial (T) Hours/ Week	Practical (P) Hours/ Week	Total Credits	Actual Percentage of Courses out of total Courses
	Core Courses						
20BHM-0ET31T/ 20BHM-0ET32T	*Environmental & Tourism Economics	Employability, Entrepreneurship	3	0	0	3	**10.72%**
20BHM-0FB31C/ 20BHM-0FB32C	*Worldwide Wine Fundamentals and Pairings	Employability, Entrepreneurship & Skill Development	2	0	4	4	
20BHM-0FS31T/ 20BHM-0FS32T	*Food Science & Nutrition	Employability, Entrepreneurship	1	0	0	1	
20BHM-0MG31T/ 20BHM-0MG32T	*Management II	--	3	0	0	3	
20BHM-0CS31L/ 20BHM-0CS32L	*Computer Science – II	Skill Development	1	0	2	2	
20BHM- 0CE31T/ 20BHM-0CE32T	*Current Events & Legal Culture in Hotel	--	3	0	0	3	
	Skill Enhancement Course (SEC)						
20BHM-0FR31L/ 20BHM-0FR32L	*French – IV	Skill Development	1	0	2	2	**3.57%**
20BHM-0MK31T/ 20BHM-0MK32T	*Marketing II	Skill Development	2	0	0	2	
	Discipline Specific Electives (DEC)						
20BHM-0HR31T/ 20BHM-0HR32T	*Human Resource Management II	Employability	2	0	0	2	**1.78%**
	Ability Enhancement Course (AEC)						
20BHM-0OC31L/ 20BHM-0OC32L	*Oral Communication	Skill Development	1	0	2	2	**1.78%**
	TOTAL		**19**	**00**	**10**	**24**	

*Note – Subject with * Are Mapped with VATEL International Curriculum*

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BACHELOR OF HOTEL MANAGEMENT

- Core Courses
- Discipline Specific Electives
- Generic Elective I (GE I)
- Generic Elective II (GE II)
- Dissertation or Internship
- Skill Enhancement Course (SEC)
- Ability Enhancement Course (AEC)
- Service Learning/Community Service Based Course

SEMESTER V/VI

Course Code	Course Title	Employability, Entrepreneurship, & Skill Development	Lectures (L) Hours/ Week	Tutorial (T) Hours/ Week	Practical (P) Hours/ Week	Total Credits	Actual Percentage of Courses out of total Courses
20BHM-0IN31L / 20BHM-0IN32L	**Industrial Training-II Specialization (F & B/ Rooms Division)**	Skill Development	0	0	20 weeks	28	1 Full semester
	Total Credits					**28**	

NOTE –

Batch will be divided in two half groups in Third year, one group will go for Industrial Training in semester 5 and other will do their training in Semester 6.

It is mandatory for the students to undergo training in their chosen specialized area of the hotel.

A student can undertake a specialized training in the following areas

1. **Food and Beverage (Production and Service)**
2. **Room Divisions (Front office and Housekeeping)**

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BACHELOR OF HOTEL MANAGEMENT

- Core Courses
- Discipline Specific Electives
- Generic Elective I (GE I)
- Generic Elective II (GE II)
- Dissertation or Internship
- Skill Enhancement Course (SEC)
- Ability Enhancement Course (AEC)
- Service Learning/Community Service Based Course

SEMESTER VII

Course Code	Course Title	Employability, Entrepreneurship, & Skill Development	Lectures (L) Hours/ Week	Tutorial (T) Hours/ Week	Practical (P) Hours/ Week	Total Credits	Actual Percentage of Courses out of total Courses
	Core Course						
20BHM-0FP41C	Advanced Culinary Operations	Employability, Entrepreneurship, & Skill Development	2	0	4	4	**8.93%**
20BHM-0FB41C	Advanced Food & Beverage Service	Employability, Entrepreneurship, & Skill Development	2	0	4	4	
20BHM-0AO41C	Accommodation Management	Employability, Entrepreneurship, & Skill Development	2	0	2	3	
21BHM-0RE41C	Research in Hospitality	Employability, Entrepreneurship, & Skill Development	3	0	0	3	
20BHM-0RM41T	Revenue and Yield Management	Employability, Entrepreneurship, & Skill Development	2	0	0	2	
	Skill Enhancement Course						
20BHM-0FR41L	*French V	Skill Development	1	0	2	2	**1.78%**
	Discipline Specific Electives (DSE)						
20BHM-0FD41T	Facility Management, Planning & Design	Entrepreneurship	2	0	0	2	**1.78%**
	Generic Elective II (GE II)						
21BHM-0EE41T	Entrepreneurship Essentials (HBS)	Entrepreneurship	2	0	0	2	**1.78%**
	Generic Elective I (GE I)						
TDCC	**TRANS DISCIPLINARY CERTIFICATE COURSE**	-	**1**	0	2	2	1.78%
	TOTAL		**17**	**0**	**14**	**24**	

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BACHELOR OF HOTEL MANAGEMENT

- Core Courses
- Discipline Specific Electives
- Generic Elective I (GE I)
- Generic Elective II (GE II)
- Dissertation or Internship
- Skill Enhancement Course (SEC)
- Ability Enhancement Course (AEC)
- Service Learning/Community Service Based Course

SEMESTER VIII

Course Code	Course Title	Employability, Entrepreneurship, & Skill Development	Lectures (L) Hours/ Week	Tutorial (T) Hours/ Week	Practical (P) Hours/ Week	Total Credits	Actual Percentage of Courses out of total Courses
	Core Course						
20BHM-0FP42L	Food Presentation and Styling	Employability, Entrepreneurship, & Skill Development	1	0	4	3	**7.14%**
20BHM-0FB42C	Food & Beverage Management	Employability, Entrepreneurship, & Skill Development	2	0	4	4	
20BHM-0TX42T	*Taxation	Employability	3	0	0	3	
21BHM-0FO42C	Hotel Front Office Management	Employability, Entrepreneurship, & Skill Development	2	0	2	3	
	Skill Enhancement Course (SEC)						
20BHM-0FR42L	*French VI	Skill Development	1	0	2	2	**1.78%**
	Service Learning/Community Service Based Course						
20BHM-0MM42T	*Multicultural Management & Geopolitics	-	2	0	0	2	**1.78%**
	Generic Elective II (GE II)						
21BHM-0NM42T	**Negotiation Mastery (HBS)**	Skill Development	3	0	0	3	**1.78%**
	Generic Elective I (GE I)s						
TDCC	**TRANS DISCIPLINARY CERTIFICATE COURSE**	**-**	**1**	0	2	2	1.78%
	Total		**15**	**00**	**14**	**22**	

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BACHELOR OF HOTEL MANAGEMENT

Curriculum Design

Bachelor of Hotel Management (BHM)

BHM Programme (4 Year) will enable student to learn & develop specific skillsets pertaining to the field of hospitality optimizing their ability to do various different jobs.

The **1st year** will acclimatize the students to the field of hospitality and impart **foundation skillset** to students pertaining to hospitality Industry. The **2nd year** develops in the students the **knowledge & operational skillsets**. The **3rd year** of bachelors of hotel management program ensures the imbibing of **managerial skills** which are the pre requisites for a flourishing career in the field of hospitality. The **4th year** of Bachelor's degree takes it a notch up to prepare the hospitality graduates for a global service industry by honing their **entrepreneurial and leadership skills**. This year prepare globally industry ready graduates to take up various service industry-based avenues in hospitality and various other allied service industries.

Vatel Hotel & Tourism Business School has imbibed a unique curriculum mapped with Vatel International Curriculum & in line with the National Education Policy 2020, UGC's Choice Based Credit System (CBCS) and NAAC's recommendations.

The foundation of this undergraduate curriculum has a major concentration **(60 - 70%)** towards the realization of the core subject's learning in the form of **Core Courses (CC),** the very purpose for which the student seeks admission in the field of Hospitality.

This aspect once having been firmly secured, the prominence of learning and understanding of the allied disciplines would not only directly or indirectly complement the student's knowledge and understanding on the core hospitality courses but would also widen his/her horizons towards their application in a broader context. For this purpose, the curriculum has **Discipline Specific Elective (DSE)** Courses, which are envisaged to be school-specific courses and contributes **9%** of the total percentage of courses in the programme includes courses like Food & Beverage Control, Introduction to cost control, Human resource management, Facility planning and design etc. which will acculturate in-depth knowledge of the areas of hospitality discipline.

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In order to re-inforce the element of trans-disciplinarily (the USP of Sushant University), the **Generic Elective-I (GE I)** courses related to social sciences, liberal arts and humanities are proposed to be instilled. In the programme curriculum it is referred to as **Trans Disciplinary Certification Courses (TDCC)** which are open to students of other schools of the university. 4 such courses form a part of the program structure of 4 Years of BHM Program.

To give value addition in the program, the programme structure of BHM features 2 courses namely **Entrepreneurship Essentials** & Negotiation **Mastery** offered only by Harvard Business School in the form of **Generic Electives II (GE II).**

Dissertation/ projects/ Internships also form an integral part of the program structure and comprise of 30% weightage of the total Programme which is in line with the latest guidelines issued by UGC.

Skill Enhancement Courses (SEC) which though may not be integral part of the core discipline, but is instrumental in adding immense value and will help in further broadening the outlook and viewpoint of students. Learning of a Foreign language, for example, in appreciation of the tremendous scope coming up in the domain of international trading and inter-change of cultures, in which our students have already shown interest is envisaged to be a welcome endeavor. Courses like French (Which is an integral part of the BHM Curriculum is being taught in all the academic semester of the program), subjects of Marketing and Negotiation Skills also form a part of the skill enhancement courses.

The scope of **Ability Enhancement Compulsory Course (ABCC)** are oriented towards the final placements of students, as has been ordained, though were already in practice at the Sushant University in the form of **Soft Skills** (taught as a credit subject across all the schools of the University) has been further broadened in the form of the addition of Environmental Science. Course of Oral communication forms an integral part of the hospitality program curriculum.
Sushant University, in its profound belief of 'giving back to the society' have courses based on **Service learning and Community service**. These are envisaged to be a part of learning across all

schools of the Sushant university. The same is a part of the BHM Program structure in the form of a course on **"Multicultural Management & Geopolitics".**

NOTE: THE LAST/5TH MODULE OF EACH COURSE OF ALL PROGRAMMES NEEDS TO HAVE A SEGMENT/SECTION RELATED TO ETHICAL ASPECT/ PRACTICE SPECIFIC TO THAT COURSE AND REFLECT IN THE COURSE SYLLABUS.

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SNAPSHOT

Name of the Program – Bachelors of Hotel Management BHM
Program Code – VHTBSU001
Duration of the Program – 04 Years
Total Semesters – 08 Semesters
Total Credits of the Program – 200 Credits

Color Code	Nature of Courses	Actual Percentage	Proposed Percentage
	Core Courses	55.37%	60-70%
	Discipline Specific Electives (DSE)	8.9%	10-15 %
	Generic Elective I (GE I)	4 Course (TDCC)	4 Courses in UG as Required
	Generic Elective II (GE II)	2 Courses	2 Courses in UG as required
	Dissertation or Internship	56 Credits	40 Credits
	Skill Enhancement Course (SEC)	8 Course (As mapped with Vatel Curriculum)	2 Courses of 2 credits each
	Ability Enhancement Course (AEC)	3 Courses	2 courses
	Service Learning/Community Service Based Course	1 Course	1 Course

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SEMESTER-I

20BHM-0FP11C	Initiation to Cooking & Hygiene Practices	L	T	P	C
Version 1.0		2	0	4	4

Course Objectives- The purpose of this course is to:

1. Familiarize students with the basics of food production and kitchen management.
2. Develop an understanding on basic operations of a professional kitchen with regards to safety procedures and hygiene.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Demonstrate Safety Procedures in handling Kitchen Equipment.
CO2 Apply Food Hygiene and Safety Practices while working in a professional Kitchen.
CO3 Carry out Different Cooking Methods and construct menus using the methods of cookery.
CO4 Demonstrate the basics of French Cooking techniques and fundamentals.
CO5 Outline food safety hazards and carry out Techniques to prevent them.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations.

Course content - **Total Lecture hours (14X2= 28)**

Unit I-Introduction to cookery & Hygiene **5 lecture Hours**

- Culinary History-Development of the culinary art from the middle ages to modern cookery
- Introduction to Nouvelle Cuisine
- Levels of skills and experiences- Attitudes and behavior in the kitchen -Personal hygiene-Uniforms & protective Clothing-Safety procedure in handling equipment.
- Classical Brigade-Modern staffing in various category Hotels-Roles of executive chef Duties and responsibilities of various Chefs-Co-operation with other departments.

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Unit II: Hygiene and Food Safety Practices — **4 lecture Hours**

- Introduction to Food safety
- Types of Contamination
- Aims and Objectives of Cooking Food

Unit III: Methods of Cooking — **3 lecture Hours**

- Classification of Cooking Methods *(Boiling-Roasting-Poaching Braising-Grilling-Baking-Roasting-Broiling-Stewing-Sautéing-Blanching-Steaming- Microwave & Modern Cooking Methods).*

Unit IV- Basics of French Cookery — **8 lecture Hours**

- Stocks, Soups, Sauces -Types & Uses, Sauces
- Classification and Importance of Soups & Sauces
- Salads- Classification, Importance
- Salads – definition, parts, types and salad dressings

Unit V-Food Safety & Prevention of Hazards — **8 lecture Hours**

- HACCP and its principles
- Prevention of Bacterial Multiplication and preservation techniques
- FSSAI

LAB- (14x4 Hours) = 56 Hours

Lab session No.	Details
1	• Equipment - Identification, Description, Uses & handling • Hygiene - Kitchen etiquettes, Practices & knife handling • Safety and security in kitchen
2	• Basic Cuts of Vegetables with French Terminology & Basic Stocks
3	**French Mother sauces preparation** • Béchamel • Espagnole • Veloute • Hollandaise • Mayonnaise • Tomato



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4	**Method of cooking** • **Boiling & Sautéing** – Minestrone Soup & Sautéed herbed Vegetables • **Grilling and Pan Searing** – Cottage cheese steak/Grilled chicken • **Practice of two sauces-** Arrabiatta and Veloute • Dark Chocolate Mousse
5	**Soup & Method of cooking** • **Pureed Soup-** Crème Dubarry & Roasted Tomato & pepper • **Batter making & Frying** – Vermicelli Fried mushrooms with tartar sauce • **Roasting** – Herb Roast Chicken with Roast potatoes and jus/Veg Lasagna • **Crepe Suzette**
6	**Introduction to Breads & Eggs** • Bread Sticks • Soft Rolls • Bread Loaf **Eggs-** • Egg omelette (half-moon Shape) • Bulls eye and Sunny Side up • Poached Egg • Scrambled Egg
7	**Practical Test for all Sauces and Breads**
8	**Basic Cookie & Cake Preparation (hi-tea menu)** • Assorted muffins • Basic Sponge • Basic Cookie
9	**Method of cooking Cont.** • Soup – Chowder Corn or Seafood • Stewing – Coq au vin/ Penne (arrabiatta and pesto) • Dessert- coffee Pannacotta
10	**Method of cooking Cont.** • Soup –Potato and Leek soup • Searing – Fish enpapilotte with Béarnaise and baked potatoes • Dessert – Lemon Tart
11	**Techniques** • Cream of spinach/Cream of Chicken

	• Mouselline stuffed chicken with dill caper butter sauce and Creamy polenta • Creamy Polenta, baby Ratatouille and pesto • Chocolate and Walnut brownie
12	**Kitchen Trial** • Preparing 3 course menu in 2.5 hours (2 members in a team) with Accompaniments
13	**Trial Test**
14	**Trial Test**

Text books

- Dodgshun, G. & Peters, M. (2004). *Cookery for the Hospitality Industry* (5th ed.). UK: Cambridge University Press.
- Montagné, P. (2001). *Larousse Gastronomique* (2nd ed.). US: Clarkson N. Potter.
- Pavesic, D. & Magnant, P. (2004). *Fundamental Principles of Restaurant Cost Control* (2nd ed.). New Jersey: Pearson Prentice Hall.
- Wright, J. & Treuille, E. (2005). *The Cooks' Bible* (3rd ed.). London: Carroll and Brown.
- Asch, A. B. (2005). *Hospitality Cost Control: A practical approach* (3rd ed.). New Jersey: Pearson Prentice Hall.

Reference books

- Le Cordon Bleu. (2006). *Kitchen Essentials* (3rd ed.). London: Carroll and Brown.
- McWilliams, M. (2006). *Food Fundamentals* (8th ed.). New Jersey: Pearson Prentice Hall.
- CSIRO (2010). *Make it safe: a guide to food safety*. Collingwood: CSIRO Publishing.
- Cracknell, H. L. & Kaufmann, R. J. (1999). *Practical Professional Cookery* (3rd ed.). London: Macmillan Education Ltd.
- Gisslen, W. (1999). *Professional Cooking* (4th ed.). New York: John Wiley and Sons Inc.

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Modes of Evaluation: Assignment/ Midterm / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)			
THEORY (25)			
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	Attendance	**Total**
10	10	5	**25**
LAB (15)			
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**	
10	5	**15**	
END SEMESTER EXAMINATION (60)			
Theory **(35)**		Lab **(25)**	

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Demonstrate safety Procedures in handling Kitchen Equipment.	PO1, PO2, PO5, PO6, PO7, PO8, PO9, PO10, PO11
CO2	Apply food Hygiene and Safety Practices while working in a professional Kitchen	PO1, PO3, PO5, PO6, PO7, PO8, PO9, PO10
CO3	Carry out Different Cooking Methods and construct menus using the methods of cookery.	PO1, PO2, PO3, PO5, PO7, PO8, PO9, PO10, PO11
CO4	Demonstrate the basics of French Cooking techniques and fundamentals	PO1, PO2, PO3, PO5, PO6, PO7, PO8, PO9, PO10, PO12
CO5	Outline food safety hazards and carry out Techniques to prevent them.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
Course Code	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	H	H			H	H	M	M	H	H	M	
CO2	H		L		M	L	L	L	H	M		
CO3	H	M	H		H		L	H	H	H	L	
CO4	H	H	H		M	L	H	L	H	H		H
CO5	H	L	M	H	M	M	L	L	H	H		

H- High
M- Medium
L-Low

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20BHM-0FB11C	Food and Beverage Service Fundamentals & Environment	L	T	P	C
Version 1.0		2	0	4	4

Course Objectives- The purpose of this course is to:

1. Familiarize students with the growth of catering and F& B organizations.
2. Develop an understanding on food service areas & equipment.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Explain the growth and role of hotel industry and catering establishment
CO2 Explain the types and organizational structure of F & B Department.
CO3 Classify F & B Outlets and Ancillary Departments.
CO4 List out different food and beverage equipment's and explain their role in food and beverage service.
CO5 Understand the difference between Alcoholic and Non-Alcoholic Beverages and state the different types of Non-Alcoholic Beverages.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content **Total Lecture hours (14X2= 28)**

Unit I: The Hotel & Catering Industry **4 lecture Hours**

- Introduction to the Hotel Industry and Growth of the hotel industry in India
- Role of catering establishment in the travel/tourism industry
- Types of F&B operations
- Classification of Commercial, Residential/Non-residential; Welfare Catering – Industrial/Institutional/Transport such as Air, Road, Rail, Sea;
- Structure of the catering industry a brief description of each

Unit II: Departmental Organization & Staffing **5 lecture Hours**

- Organization of F&B department of hotel
- Principal staff of various types of F&B operations
- French terms related to F&B staff;

- Duties & responsibilities of F&B staff
- Attributes of F&B Professionals;
- Inter-departmental relationship (Within F&B and other department)

Unit III: Food Service Areas & Ancillary Departments **5 lecture Hours**

- Specialty Restaurants
- Coffee Shop Service; Cafeteria Service
- Fast Food Service; Room Service; Banquet Service
- Bar Service; Vending Machine
- Pantry; Food pick-up area
- Store; Linen room
- Kitchen stewarding

Unit IV: F & B Service Equipment **6 lecture Hours**

- Cutlery; Crockery; Glassware; Flatware; Hollowware
- All other equipment used in F& B service
- French terms related to the above

Unit V: Non-Alcoholic Beverages **8 lecture Hours**

- Classification (Nourishing, Stimulating and Refreshing beverages)
- Tea
  - Origin & Manufacture
  - Types & Brands
- Coffee
  - Origin & Manufacture
  - Types & Brands
- Juices and Soft Drinks
- Cocoa & Malted Beverages
  - Origin & Manufacture



LAB- (14x4 Hours) =56 Hours

Lab session No.	Details
1	Food Service areas – Induction & Profile of the areas
2	Ancillary F&B Service areas – Induction & Profile of the areas
3	Familiarization of F&B Service Equipment
4	Basic Technical Skills - Holding Service Spoon & Fork, Carrying a Tray / Salver,
5	Laying a Table Cloth, Changing a Table Cloth during service,
6	Placing meal plates & Clearing soiled plates, Service Crumbing Down, Napkin Folds, Changing dirty ashtray.
7	Cleaning & polishing glassware
8	10 napkin folds and lunch service Mise en Place - Stocking Sideboard
9	Preparation & Service of different types of Tea
10	Preparation & Service of different types of Coffee
11	Preparation & Service of different types of Cocoa & Malted beverages
12	Service of Juices, Soft Drinks
13	Revision
14	Mock Test

Text books

- Singaravelavan, R. (2016). *Food and Beverage Services* (2nd ed.). New Delhi: Oxford University Publications.
- Prasad V, Krishna G(2013) Food & Beverage F & B simplified (1st ed.).:Pearson
- Fischer, J. (2006). *At your service: a practical guide for the Professional Dining Room,* (2nd ed.).New York: John Wiley and Sons Inc.
- Axler, H. Bruce et al (1990). *Food and Beverage Service* (1st ed.). US: Indiana University.
- Bagchi, S. N. (2007). *Textbook of Food and Beverage Service* (1st ed.). New Delhi: Aman Publications.
- George, B. (2008). *Food and Beverage Service and Management* (3rd ed.). UK: Jaico Publishing House.

Reference books

- Lillicrap, D. R., & Cousins, J. A. (2014). *Food and beverage service* (9th ed.). London: Hodder and Stoughton.
- Kotschevar, L. H., & Luciani, V. (1996). *Presenting service: the ultimate guide for the foodservice professional* (2nd ed.). New York: John Wiley and Sons Inc.
- Meyer, S., Schmid, E., & Spühler, C. (1990) *Professional table service* (1st ed.). New York: John Wiley and Sons Inc.

Modes of Evaluation: Assignment/ Mid-term / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)			
THEORY (25)			
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	Attendance	**Total**
10	10	5	**25**
LAB (15)			
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**	
10	5	**15**	
END SEMESTER EXAMINATION (60)			
Theory **(35)**		Lab **(25)**	

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Explain the growth and role of hotel industry and catering establishment	PO1, PO2, PO5, PO6, PO7, PO8, PO9, PO10, PO11
CO2	Explain the types and organizational structure of F & B Department.	PO1, PO2, PO3, PO5, PO8, PO9, PO10, PO11
CO3	Classify F & B Outlets and Ancillary Departments.	PO1, PO2, PO3, PO5, PO7, PO8, PO9, PO10, PO11
CO4	List out different food and beverage equipments and explain their role in food and beverage service	PO1, PO2, PO3, PO5, PO6, PO8, PO9, PO10, PO12
CO5	Understand the difference between Alcoholic and Non-Alcoholic Beverages and state the different types of Non-Alcoholic Beverages.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO12

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**			**H**	**H**	**M**	**M**	**H**	**H**	**M**	
CO2	**H**	**M**	**L**		**M**			**L**	**H**	**H**	**L**	
CO3	**H**	**M**	**H**		**H**		**L**	**H**	**H**	**H**	**L**	
CO4	**H**	**H**	**H**		**M**	**L**		**L**	**H**	**H**		**H**
CO5	**H**	**L**	**M**	**H**	**M**	**M**	**H**	**L**	**H**	**H**		**M**

H- High
M- Medium
L-Low

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20BHM-0FO11C	Front Office Professional Culture – I	L	T	P	C
Version 1.0		2	0	2	3

Course Objectives- The purpose of this course is to:

1. Develop an understanding of the basic concepts of hospitality and front office department of hotels.
2. Introduce the students to the basic functions of front office department, required skills and competencies for a successful front office professional

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand the concept of hospitality industry and hotels in detail.

CO2 Classify hotels based on different classification criteria.

CO3 Draw the layout of front office department and list the equipment used in front office.

CO4 List the duties and Responsibilities of Front office staff and explain the inter and intra departmental communication.

CO5 Explain the stages in the guest cycle and its significance.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical &practical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content **Total Lecture hours (14X2= 28)**

Unit I: Introduction to Hospitality Industry — 7 Lecture hours

- Concept of hospitality
- Evolution and growth of hotel industry worldwide and in India, Emerging concepts in hotels in the world, Hotel guest and guest relation
- Concept of hotels
- The need and the criteria for the classification of hotels.

Unit II: Classification of Hotels — 5 Lecture hours

- Need for classification

- Classification of hotels and other types of lodging
- Based on size, location, clientele, duration of stay
- Level of service, ownership.

Unit III: Introduction to Front Office **5 Lecture hours**

- An overview of the front office department
- Layout of front office department
- Various sections of the front office department
- Equipment's used in front office department.

Unit IV: Front Office Organization **5 Lecture hours**

- Organization of front office staff
- Duties and responsibilities of front office personnel
- Attributes of front office staff
- Inter and intra departmental communication

Unit V: Guest Cycle **6 Lecture hours**

- Introduction to guest cycle
- Importance of pre-arrival, arrival, during stay, check-out, post departure stages of the Guest Cycle
- Significance of the post departure stage.

LAB- (12x4 Hours) =48 Hours

Lab session No.	Details
1	Identification of front office sections.
2	Identification of Tools and Equipment's in Front Office Department
3	Identification of various Reports, Forms & Formats used in Front Office.
4	Telephone Handling & etiquettes
5	Greeting and Welcoming a guest
6	Handling Bell Desk Services
7	Handling Concierge Services
8	Making reservation on a phone call
9	Situation Handling of Fussy Guest, Drunken Guest.

10	Situation Handling- Guest with confirmed reservation but no room available.
11	Handling Check –in of the Walk-in guest.
12	Preparation and study of countries, capitals, currencies, airports and IATA airport codes, various airlines and flags chart of top 70 countries in terms of tourist arrivals.
13	Revision
14	Revision

Text books

- Ahmed, I. (2004*). Front office operations And Management*. (3rd ed.). Clifton Park, NY: Delmar Publications.
- Sue, B., Pam, B., & Jeremy, H. (1996). *Principles of Hotel Front office Operations* (3rd ed.). United Kingdom: Cassell Publications.
- Andrews, S. (1982). *Hotel Front office Training Manual*, (5th ed.). New Delhi: Tata Mc Graw Hill publishing Company Ltd.
- Malhotra, P. K. (1998). *Fundamentals of hotel management and operations* (1st ed.). New Delhi: Anmol publications Pvt Ltd.
- Dinnis, J. F. (1993). Rooms *at the inn: Front office operations and administration* New York NY: McGraw Hill publications.

Reference books

- Chankravarti, B. K. (1999). *Welcome to Hospitality – An Introduction* (2nd ed.). Clifton Park, NY: Delmar publication.
- Tarachand, D. (2000). *Hotel and Restaurant Management* (1st ed.). New Delhi: Mohit Publications.
- Bardi, J. A. (2013). *Hotel Front Office Management* (5th ed.). New york, NY: Wiley.
- Tewari, J. R. (2012). *Hotel Front Office: Operations and Management*, (5th ed.). Oxford Uni. Press.
- Kaushal S., & Gautam, S. (1994). *Accommodation Operation Management* (4th ed.). Noida: Frank Bros & Co.

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Modes of Evaluation: Assignment/ Midterm / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)			
THEORY (25)			
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	Attendance	**Total**
10	10	5	**25**
LAB (15)			
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**	
10	5	**15**	
END SEMESTER EXAMINATION (60)			
Theory **(35)**		Lab **(25)**	

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand the concept of hospitality industry and hotels in detail.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Classify hotels based on different classification criteria.	PO1, PO2, PO3, PO5, PO8, PO9, PO10, PO11
CO3	Draw the layout of front office department and list the equipment used in front office.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11
CO4	List the duties and Responsibilities of Front office staff and explain the inter and intra departmental communication.	PO1, PO2, PO3, PO4, PO5, PO6, PO8, PO9, PO10, PO11, PO12
CO5	Explain the stages in the guest cycle and its significance.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**H**	**H**	**M**	**M**
CO2	**H**	**M**	**L**		**M**			**L**	**H**	**H**	**L**	
CO3	**H**	**M**	**H**	**L**	**H**	**M**	**L**	**H**	**H**	**H**	**L**	
CO4	**H**	**H**	**L**	**H**	**H**	**L**		**L**	**H**	**H**	**H**	**L**
CO5	**H**	**L**	**M**	**H**	**M**	**M**	**M**	**H**	**H**	**H**	**L**	

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0AO11C	Professional Practices in Accommodation Operations – I	L	T	P	C
Version 1.0		2	0	2	3

Course Objectives- The purpose of this course is to:

1. Examine the various aspects of housekeeping in a lodging industry from cleanliness, hygiene and maintenance to aesthetic upkeep of the property
2. Compare the various cleaning techniques and equipment's used in cleaning in hotel operations and list the various duties and responsibilities of Housekeeping staffs in hotel operations

Course Outcomes- On completion of this course, the students will be able to:

CO1 Value housekeeping as an important support department in the organization of hotel departments.
CO2 Outline the importance of a functional layout for a housekeeping department to achieve maximum efficiency in providing guest services and enumerating personnel attributes required in housekeeping personnel and their duties and responsibilities.
CO3 Explain the role of the control desk in coordination with front office and maintenance department of the hotel.
CO4 Design a guest room with the placement of amenities
CO5 Classify the principles of cleaning various areas and categorize cleaning tasks with regard to their frequency and how cleaning may be organized in various ways in hotels.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations.

Course content - **Total Lecture hours (14X2= 28)**

Unit I: Introduction and Scope **5 Lecture hours**

- Overview- Housekeeping as a Business
- Importance of housekeeping
- Responsibilities of the Housekeeping Department
- Housekeeping for different Institutions-Airline, Hospitals, Hostels, Corporate and Industrial etc.



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Unit II: Departmental Organization — 5 Lecture hours

- Hierarchy
- Organizational Structure
- Duties and Responsibilities of Housekeeping Department.
- Personal attributes of Housekeeping Staff
- Layout of Housekeeping Department.

Unit III: Housekeeping Coordination and Control — 8 Lecture hours

- Coordination within Department and with other department (Inter and Intra)
- Housekeeping control Desk
- Forms, Formats, Records & Registers
- Guest Priorities and Handling Guest Requests

Unit IV: Hotel Guestrooms — 5 Lecture hours

- Room Types, Standard Layout of the guest room
- Importance of the guest room to a guest
- Standard Contents of a guest Room.

Unit V: Housekeeping Inventories — 5 Lecture hours

- Cleaning Equipment's Classification and types of equipment with Diagram's (Mops, dusters, pushers, mechanical squeeze, vacuum cleaner, shampooing machine) with their care and uses.
- Cleaning Agents
- Guest supplies
- Linen
- Uniform

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LAB- (14x2 Hours) =28 Hours

Lab session No.	Details
1	Familiarization with cleaning equipment used in Housekeeping Department.
2	Familiarization with Cleaning Agents
3	Housekeeping Control Desk • Activities and Operations • Key Control Procedures • Role Play
4	Sample Layout of Guest Rooms • Single • Double • Twin Room
5	Guest Room Supplies • Standard Room • Suite • VIP Room • VIP Room Special Amenities
6	Principles of dusting
7	Window Cleaning
8	Cleaning of various floor surfaces
9	Public Area Cleaning
10	Guestroom Cleaning
11	Bathroom Cleaning
12	Situation Handling
13	Revision
14	Revision

Text books

- Kaushal, S.&Gautam, S. (1994). *Accommodation Operation Management* (4th ed.). Noida: Frank Bros & Co.
- Andrews, S. (1990). *Hotel Housekeeping Management and Operations* (3rd ed.). NY: Tata McGraw Hill Companies.
- Margaret, M., Kappa, A.L., & Patricia, B. (2002). *Housekeeping Management* Educational Institute of the American Hotels & Motels Association.
- Raghubalan,G., &Raghubalan, S. (2015). *Hotel Housekeeping Operations & Management* (3rd ed.). England, UK: Oxford University Press.
- Jones,T. (2004). *Professional management of housekeeping operations* (4th ed.). New Jersey: John Wiley & Sons.

Reference books

- Huyton, J., & Baker, S. (2001). *Case studies in rooms operation and management*(3rd ed.). Frenchs Forest NSW: Pearson Hospitality Press.
- O'Shannessy, V., Haby, S., & Richmond, P. (2001). *Accommodation services* (3rd ed.). Frenchs Forest NSW: Prentice Education Australia.
- Schneider, W.M., Tucker, G., &Sloviak, M. (1999). *The professional housekeeper* (4th ed.). Milton Qld: Jacaranda Wiley.
- Casado, M.A. (2012). *Housekeeping Management*, (2nd ed.). Hoboken, New Jersey: John Wiley & Sons.
- Lindsay, N. (2009). *Good Housekeeping Cookery Book: The Cooks Classic Companion* (2nd ed.). NY: Collins & Brown.

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)			
THEORY (25)			
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	Attendance	**Total**
10	10	5	**25**
LAB (15)			
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**	
10	5	**15**	
END SEMESTER EXAMINATION (60)			
Theory **(35)**		Lab **(25)**	

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Value housekeeping as an important support department in the organization of hotel departments.	PO1, PO3, PO4, PO5, PO6, PO8, PO9, PO10, PO11, PO12
CO2	Outline the importance of a functional layout for a housekeeping department to achieve maximum efficiency in providing guest services and enumerating personnel attributes required in housekeeping personnel and their duties and responsibilities.	PO1, PO2, PO3, PO4, PO5, PO6, PO8, PO9, PO10, PO11
CO3	Explain the role of the control desk in coordination with front office and maintenance department of the hotel.	PO1, PO2, PO3, PO4, PO5, PO6, PO8, PO9, PO10, PO11
CO4	Design a guest room with the placement of amenities	PO1, PO2, PO3, PO5, PO6, PO7, PO8, PO9, PO10, PO11
CO5	Classify the principles of cleaning various areas and categorize cleaning tasks with regard to their frequency and how cleaning may be organized in various ways in hotels.	PO1, PO2, PO3, PO5, PO6, PO8, PO9, PO10, PO11

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	H		H	H	H	H		H	H	H	H	L
CO2	H	M	L	H	M	M		L	H	H	L	
CO3	H	H	H	M	H	M		L	H	H	L	
CO4	H	H	L		H	H	H	H	H	H	L	
CO5	H	L	M		M	M		H	H	H		

H- High
M- Medium
L-Low

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20BHM-0CS11L	*Computer Sciences – I	L	T	P	C
Version 1.0		1	0	2	2

Course Objectives- The purpose of this course is to:

1. Familiarize the students to the world of computers and information technology.
2. Develop the basic knowledge on fundamentals of word and Excel.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Discuss the Elements of a Computer system
CO2 Describe the Concept of Primary & secondary Storage
CO3. Outline the Importance of software concepts
CO4 Carry out different functions of Word & Excel
CO5 Prepare PowerPoint Presentation

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. aimed to equip students with skills to apply the theoretical knowledge in various situations. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course Contents **Total Lecture hours (14X1= 14)**

Unit I Computer Fundamentals **3 Lecture hours**

- Information concepts & Processing
- Data processing Concepts
- Elements of a computer System

Unit II Hardware Feature & Uses **3 Lecture hours**

- Components of a computer
- Generation of Computers
- Primary & Secondary storage concepts

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Unit III Software Concepts — 5 Lecture hours

- System software
- Application software
- Language Classification

Unit IV Operating System — 2 Lecture hours

- Basics of MS DOS
- Introduction to Word & Excel

Unit V Networks & power point — 1 Lecture hours

- Types of networks
- Network Interface card
- Overview of the software to prepare a presentation

LAB- (14x2 Hours) =28 Hours

Lab Session No.	Details
1	Make books content page or index page
2	Use smart art and create organization charts
3	Create Header & Footer
4	Create the text-based advertisement and Design that advertisement in Microsoft Word.
5	Decorate word document with page border, content border, add pattern and write beautiful text in it
6	Insert Images and Practice on Format Menu and Image options.
7	Insert template or download the new template in Microsoft Word from the Internet and edit those templates with your content.
8	Write 10 lines or 10 sentences and then change the font, style, color, and size of each sentence. Make each one different than previous and next
9	Illustrates how to create a basic spreadsheet by entering text, numbers, and formulas.
10	Introduces formatting of cells and columns.
11	illustrates how to dress up a table using special formats and how to export a table or chart into a Microsoft Word document

12	Prepare a Power point Presentation
13	Revision
14	Mock Test

Text books

- Goel,A. (2010). Computer Fundamentals, 5th Edition, Pearson Education.
- Aksoy,P. & DeNardis,L. (2006). Introduction to Information Technology, Cengage Learning.
- Sinha,P.K. & Sinha, P. (2007). Fundamentals of Computers, 6th Edition BPB Publishers.

Reference books

- Elmsasri, R. & Navathe,S. (2007). Fundamentals of Database Systems, Pearson Education, Fifth Edition.
- Steinmetz, R. & Naharstedt, K. (1996)."Multimedia: Computing, Communications Applications", Pearson.
- Balagurusamy,E. (2009). Fundamentals of computers, Mcgraw hill education, Paperback, ISBN-10: 9780070141605

Modes of Evaluation: Assignment/ Midterm Evaluation/Presentation/Journal/Viva

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Lab/ practical performed & Lab report	Assignment(s)/ Quiz (s)	Attendance	**Total**
15	10	10	5	**40**
END SEMESTER EXAMINATION (60)				
Practical **(60)**				

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Discuss the Elements of a Computer system	PO1, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10
CO2	Describe the Concept of Primary & secondary Storage	PO1, PO2, PO3, PO4, PO5, PO7, PO8, PO9, PO10
CO3	Outline The Importance of software concepts	PO1, PO2, PO3, PO4, PO5, PO6, PO8, PO9, PO10, PO12
CO4	Carry out different functions of Word & Excel	PO1, PO2, PO3, PO4, PO5, PO6, PO8, PO9, PO10
CO5	Prepare PowerPoint Presentation	PO1, PO2, PO3, PO4, PO5, PO6, PO8, PO9, PO10

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**M**		**H**	**M**	**H**	**L**	**M**	**M**	**H**	**H**		
CO2	**M**	**M**	**H**	**H**	**H**		**H**	**M**	**H**	**H**		
CO3	**M**	**H**	**H**	**M**	**H**	**M**		**M**	**H**	**H**		**L**
CO4	**M**	**M**	**H**	**M**	**H**	**H**		**M**	**H**	**H**		
CO5	**M**	**M**	**H**	**M**	**H**	**M**		**M**	**H**	**H**		

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0IC11L	Industry Connect	L	T	P	C
Version 1.0		0	0	4	2

Course Objectives- The purpose of this course is to:

1. Familiarize students with the Core departments of Hotels and gain operational Understanding of the same through experiential learning in the departments.
2. Simulate students and provide a strong base for them through Key departmental exposure.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand the Organisation structure and duties & Responsibilities of Front office personnel.
CO2 Explain the operations and Key considerations while operating a f & B outlet or a bar.
CO3 Understand the Key formats prepared by Housekeeping and its role in housekeeping department.
CO4 Understand the operations of a front office department.
CO5 List out the Responsibilities of Ancillary department in a 5-star hotel.

Pedagogy- The course will be taught through Experiential visits and familiarization tours to 5 star hotels. The concepts shall be mostly shared through slides and further reinforced through familiarization video clips & E learning modules and guest lectures. The key inputs will be imparted to the students in the form of theoretical sessions followed by a practical exposure / E-Familiarization Modules. The practical session will be for 4 hours, which will provide foundation Hospitality knowledge to the students.

Course Contents **Total Lecture hours (14X4= 56)**

- ✓ *Theory – 18 Hours*
- ✓ *Experiential Learning – 38 Hours*

Unit I: Food production **8 lecture hours**

- Organization structure (hierarchy)
- Layout
- Key forms & formats
- Duties and Responsibilities
- Familiarization with all food stores
- Sections and their roles
- Equipment (heavy & light)

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Unit II: Food & Beverage Service **12 lecture hours**

- Organization structure (hierarchy)
- Outlets and service styles, laying/setting up of a table
- Familiarization with bar
- Forms and Formats
- Familiarization with Liquor store
- Understanding menu

Unit III: Housekeeping **12 lecture hours**

- Linen and laundry procedures
- HK Control Desk
- Hierarchy
- Forms and Formats
- Guest Supplies
- HK Store/Par stock

Unit IV: Front Office **12 lecture hours**

- Hierarchy and Responsibilities
- Handling Emergency Situations
- Sections and Role
- Formats & procedures

Unit V: Ancillary Sections **12 lecture hours**

- Hierarchy/Roles
- Responsibilities

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Industry Sessions **Total Experiential hours (38 hours)**

S. No	Topic	Duration	Key Considerations
1	**Food production**	4 hours	1. Organization structure (hierarchy) 2. Layout 3. Key forms & formats 4. Duties and Responsibilities
2	**Food Production**	4 hours	1. Familiarization with all food stores 2. Sections and their roles 1. Equipment (heavy & light)
3	**Food & Beverage Service**	4 hours	1. Organization structure (hierarchy) 2. Outlets and service styles, laying/setting up of a table 3. Familiarization with bar
4	**Food & beverage Service**	4 hours	1. Forms and Formats 2. Familiarization with Liquor store 3. Understanding menu
5	**Housekeeping**	4 hours	1. Linen and laundry procedures 2. HK Control Desk 3. Hierarchy
6	**Housekeeping**	4 hours	1. Forms and Formats 2. Guest Supplies 3. HK Store/Par stock
7	**Front Office**	4 hours	1. Hierarchy and Responsibilities 2. Handling Emergency Situations
8	**Front Office**	4 hours	1. Sections and Role 2. Formats & procedures
9	**HR/Training/Finance/Sales**	3 hours	Hierarchy/Roles & responsibilities
10	**Liaison/Engineering/IT**	3 hours	Hierarchy/Roles & responsibilities

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Modes of Evaluation: Assignment/ Mid-term Evaluation/Presentation/Viva

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Lab/ practical performed & Lab report	Assignment(s)/ Quiz (s)	Attendance	**Total**
15	10	10	5	**40**
END SEMESTER EXAMINATION (60)				
Practical **(60)**				

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand the Organisation structure and duties & Responsibilities of Front office personnel.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Explain the operations and Key considerations while operating a f & B outlet or a bar.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Understand the Key formats prepared by Housekeeping and its role in housekeeping department.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Understand the operations of a front office department.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	List out the Responsibilities of Ancillary department in a 5-star hotel.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12



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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**	**M**	**H**	**H**	**M**	**H**	**H**	**H**	**H**	**M**	**L**
CO2	**H**	**H**	**M**	**H**	**H**	**M**	**H**	**H**	**H**	**H**	**M**	**L**
CO3	**H**	**H**	**M**	**H**	**H**	**M**	**H**	**H**	**H**	**H**	**M**	**L**
CO4	**H**	**H**	**M**	**H**	**H**	**M**	**H**	**H**	**H**	**H**	**M**	**L**
CO5	**H**	**H**	**M**	**H**	**H**	**M**	**H**	**H**	**H**	**H**	**M**	**L**

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0FR11L	French – I	L	T	P	C
Version 1.0		1	0	2	2

Course Objectives- The purpose of this course is to:

1. Facilitate the learner with the nuances & peculiarities of French language
2. Familiarize the students with the formation of simple sentences in the affirmative, negative and in the interrogative forms.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Demonstrate understanding of the Indefinite Articles and the types of sentences.
CO2 Discuss Definite Articles and the types of sentences
CO3 Elaborate on French prepositions
CO4 Formulate sentences on locating people and objects.
CO5 Outline the adjectives of colour

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. aimed to equip students with skills to apply the theoretical knowledge in various situations. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course Contents **Total Lecture hours (14X1 = 14)**

Unit I Basic introduction to the language **3 lecture Hours**

- Indefinite articles – masculine, feminine, singular and plural
- Definite articles - masculine, feminine, singular and plural
- Affirmative and negative sentences
- Interrogation

Unit II Definite articles **3 lecture Hours**

- Usage and vocabulary
- All combinations in affirmative and in negative

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Unit III – French Prepositions — **2 lecture Hours**

- Position of articles and human beings
- Combinations of affirmative, negative and interrogative sentences
- Visible and invisible prepositions

Unit IV – Location of people and objects — **2 lecture Hours**

- Il y a
- Il n'y a pas de d'

Unit V – Adjectives of colour — **4 lecture Hours**

- Placement of adjectives
- The singularity and plurality of adjectives

LAB- (14x2 Hours) =48 Hours

Lab Session No.	Details
1	• Introduction to the French sounds in words and in sentences. • The French alphabet, saying your name and spelling it. • Greetings and self-introduction.
2	• Introduction to the French culture and civilization - diversity of its language • Currency, touristic sites, monuments, culture and civilization.
3	• Physical attributes – names of mountains, rivers, cities and provinces of France, industry, agriculture, foods, cheese, wines, gastronomy, fashion.
4	• French accents • French liaison • French elision
5	• Role Play • Usage of the adjectives of colour, shapes and size – while describing a person or an object.
6	Project work – describing the class, the house. Objects in the classroom
7	• Location of things – where is, where are? • Using different prepositions in affirmative and negative. • Role Play
8	Role Play – Interrogative sentences on the adjectives of colour
9	Writing messages – inviting friends for a birthday party

10	Writing letters – to the principal for leave etc.
11	Essay writing – describing a home, hotel etc.
12	Project work – Preparing a collage of objects belonging to the same group.
13	Revision
14	Mock Test

Texts

- G. Mauger - Cours de langue et de Civilisation françaises

References

- G. Mauger - Cours de langue et de Civilisation françaises
- Larousse - Dictionnaire – anglais – français – anglais
- French Verbs – Robert & Nathan
- French Classified Vocabulary – Webster's

Modes of Evaluation: Assignment/ Mid-term Evaluation/Presentation/Journal/Viva

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Lab/ practical performed & Lab report	Assignment(s)/ Quiz (s)	Attendance	**Total**
15	10	10	5	**40**
END SEMESTER EXAMINATION (60)				
Practical **(60)**				

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Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Demonstrate understanding of the Indefinite Articles and the types of sentences.	PO2, PO3, PO5, PO6, PO7, PO9, PO10
CO2	Discuss Definite Articles and the types of sentences	PO2, PO3, PO5, PO6, PO7, PO9, PO10
CO3	Elaborate on French prepositions	PO2, PO3, PO5, PO6, PO7, PO9, PO10
CO4	Formulate sentences on locating people and objects.	PO2, PO3, PO5, PO6, PO7, PO9, PO10
CO5	Outline the adjectives of colour	PO1, PO2, PO3, PO5, PO6, PO7, PO9, PO10

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1		**H**	**H**		**H**	**H**	**L**		**H**	**H**		
CO2		**M**	**H**		**H**	**M**	**L**		**H**	**H**		
CO3		**H**	**H**		**H**	**M**	**L**		**H**	**H**		
CO4		**H**	**H**		**H**	**H**	**L**		**H**	**H**		
CO5	**H**	**L**	**H**		**H**	**M**	**L**		**H**	**H**		

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

21BHM-0SM11T	Sales & Marketing	L	T	P	C
Version 1.0		3	0	0	3

Course Objectives- The purpose of this course is to:

1. Introduce the basic concepts of sales and consumer behavior in the hospitality industry.
2. Develop an understanding of marketing Strategies used in Hotel Industry

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand & implement the basics of the sales.
CO2 Differentiate between various selling techniques.
CO3 Conclude the Maslow Hierarchy of needs as per the requirements in the hospitality Industry.
CO4 Outline the importance of Branding strategy in Marketing.
CO5 Appraise Marketing strategy used for optimizing Revenue

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X3= 42)**

Unit I: Introduction to Sales **10 lecture hours**

- Introduction to Sales
- Personal Selling
- Sales Process

Unit II: Selling Skills **8 lecture hours**

- Communication Skills
- Sales Presentation
- Negotiation Skills
- Retail Communication: Sales Displays

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Unit III: Consumer behavior in Hotel Industry **10 lecture hours**

- Concept of Consumer Behavior
- Factors influencing Consumer Behavior
- Maslow needs theory and consumer behavior
- Consumer Buying Behavior

Unit IV: Branding **6 lecture hours**

- Concept of Brand value
- Creating Branding & visual identity
- Rebranding

Unit V: Marketing Strategy **8 lecture hours**

- Latest marketing trends
- Optimizing Revenue
- Digital marketing

Text books

- Kotler, P., Bowen, JT., & Makens, J. C. (2010). *Marketing for Hospitality and Tourism* (5th ed.). Upper Saddle River, N.J: Prentice-Hall.

Reference books

- Greenberge, P. (2005). *CRM-Essential Customer Strategies for the 21st Century* (1st ed.). New York City, New York: Tata McGraw Hill.

Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	Attendance	**Total**
15	15	5	5	**40**
END SEMESTER EXAMINATION (60)				
Theory **(60)**				



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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand & implement the basics of the sales.	PO1, PO2, PO3, PO6, PO7, PO9, PO10, PO12
CO2	Differentiate between various selling techniques.	PO1, PO2, PO3, PO6, PO7, PO8, PO9, PO10, PO12
CO3	Conclude the Maslow Hierarchy of needs as per the requirements in the hospitality Industry.	PO1, PO2, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Outline the importance of Branding strategy in Marketing.	PO1, PO2, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Appraise Marketing strategy used for optimizing Revenue	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**M**	**M**			**M**	**L**		**M**	**H**		**H**
CO2	**H**	**M**	**M**			**M**	**L**	**M**	**M**	**H**		**H**
CO3	**H**	**M**			**H**	**M**	**L**	**M**	**M**	**H**	**M**	**H**
CO4	**H**	**M**			**H**	**M**	**L**	**M**	**M**	**H**	**M**	**H**
CO5	**H**	**M**	**H**	**H**	**H**	**M**	**L**	**M**	**M**	**H**	**M**	**H**

H- High
M- Medium
L-Low

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EVS2111	Environmental Studies	L	T	P	C
Version 1.0		2	0	0	2

Course Objectives- The broad objectives of this course are to:

- Familiarise with the concepts fundamental to environmental studies
- Understand the complexity of ecosystems and possibly how to sustain them
- Identify the relationships between humans and the environment.
- Explain major environmental problems including their causes and consequences.
- Discuss current and controversial environmental issues and possible solutions to environmental problems and their pros and cons.

Course Outcomes

Upon successful completion of the course, the students should be able to:

CO1: Gain knowledge on the importance of environmental education and ecosystem.
CO2: Discuss about environmental pollution- sources, effects and control measures of environmental pollution.
CO3: Understand the treatment of wastewater and solid waste management.
CO4: Find importance with respect to biodiversity, its threats and its conservation and appreciate the concept of interdependence.
CO5: Describe the national and international concern for environment for protecting the environment.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X2= 28)**

Unit 1: Introduction to environmental studies **(2 lectures)**

- Multidisciplinary nature of environmental studies
- Scope and importance; Concept of sustainability and sustainable development

Unit 2: Ecosystems **(4 lectures)**

What is an ecosystem?
Structure and function of ecosystem;
Energy flow in an ecosystem: food chains, food webs and ecological succession.
Case studies of the following ecosystems:
a) Forest ecosystem
b) Grassland ecosystem
c) Desert ecosystem
d) Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)

Unit 3: Natural Resources: Renewable and Non-renewable Resources **(4 lectures)**

- Land resources and land-use change; Land degradation, soil erosion and desertification.
- Deforestation: Causes and impacts due to mining, dam building on environment, forests, biodiversity and tribal populations.
- Water: Use and over – exploitation of surface and ground water, floods, droughts, conflicts over water (international & inter-state), Dams – benefits and problems.
- Food resources: World food problems, changes caused by agriculture and over-grazing, effects of modern agriculture, fertilizer-pesticide problems, waterlogging, salinity.
- Energy resources: Renewable and non-renewable energy sources, use of alternate energy sources, growing energy needs, case studies

Unit 4: Biodiversity and Conservation **(3 lectures)**

- Levels of biological diversity: genetic, species and ecosystem diversity; Bio-geographic zones of India; Biodiversity patterns and global biodiversity hotspots.
- India as a mega-biodiversity nation; Endangered and endemic species of India, threats to biodiversity: Habitat loss, poaching of wildlife, man-wildlife conflicts, biological invasions.
- Conservation of biodiversity: In-situ and Ex-situ conservation of biodiversity.
- Ecosystem and biodiversity services: Ecological, economic, social, ethical, aesthetic and Informational value.

Unit 5: Environmental Pollution **(3 lectures)**

- Environmental pollution: types, causes, effects and controls; Air, water, soil and noise pollution
- Nuclear hazards and human health risks
- Solid waste management: Control measures of urban and industrial waste.
- Pollution case studies

Unit 6: Environmental Policies & Practices **(3 lectures)**

- Climate change, global warming, ozone layer depletion, acid rain and impacts on human communities and agriculture
- Environment Laws: Environment Protection Act; Air (Prevention & Control of Pollution) Act; Water (Prevention and control of Pollution) Act; Wildlife Protection Act; Forest Conservation Act. International agreements: Montreal and Kyoto protocols and Convention on Biological Diversity (CBD).
- Nature reserves, tribal populations and rights, and human wildlife conflicts in Indian context.

Unit 7: Human Communities and the Environment **(4 lectures)**

- Human population growth: Impacts on environment, human health and welfare. Resettlement and rehabilitation of project affected persons; case studies.
- Disaster management: floods, earthquake, cyclones and landslides.
- Water conservation, rain water harvesting, watershed management.
- Wasteland reclamation.
- Environmental movements: Chipko, Silent valley, Bishnois of Rajasthan.
- Environmental ethics: Role of Indian and other religions and cultures in environmental conservation.
- Environmental communication and public awareness, case studies (e.g., CNG vehicles in Delhi).

Unit 8: Field Work **(4 lectures)**

- Visit to an area to document environmental assets: river/forest/flora/fauna, etc.
- Visit to a local polluted site – Urban/Rural/Industrial/ Agricultural.
- Study of common plants, insects, birds and basic principles of identification.
- Study of simple ecosystems – pond, river, Delhi Ridge, etc.

Course References

Text Book:

Chawla S., 2012. A Textbook of Environmental Studies, Tata Mc Graw Hill, New Delhi.

Reference Books:

1. Jadhav, H & Bhosale, V.M., 1995. Environmental Protection and Laws. Himalaya Pub. House, New Delhi.
2. Gadi R., Rattan, S., 2006. Environmental Studies, KATSON Books, New Delhi.
3. Mckinney, M.L. & School, R.M., 1996. Environmental Science Systems & Solutions, Web enhanced edition.
4. Wanger K.D., 1998. Environmental Management. W.B. Saunders Co. Philadelphia, USA

Evaluation Components

S.No	Exam	Marks	Duration	Coverage / Scope of Examination
1	Test -1 (Mid-Term)	15	1 hour	Syllabus covered up to Mid-Semester
2	Test -2 (End-Term)	60	2 hours	Entire Syllabus
3.	Tutorials / Assignments, Quizzes, Attendance/Field Work/Project	25	Entire Semester	Quiz(s)/presentation(s)/ Field Work- 15 Assignment - 5 Attendance - 5
Theory	*A student will need to get at least 40 marks out of a maximum of 100 to be considered passed.*			

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Gain knowledge on the importance of environmental education and ecosystem.	PO3, PO4, PO5, PO7, PO10
CO2	Discuss about environmental pollution- sources, effects and control measures of environmental pollution.	PO3, PO4, PO5, PO7, PO10
CO3	Understand the treatment of wastewater and solid waste management.	PO3, PO4, PO5, PO7, PO10
CO4	Find importance with respect to biodiversity, its threats and its conservation and appreciate the concept of interdependence.	PO3, PO4, PO7, PO8, PO10
CO5	Describe the national and international concern for environment for protecting the environment.	PO3, PO4, PO5, PO7, PO8, PO10

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1			**M**	**M**	**M**		**H**			**M**		
CO2			**M**	**M**	**M**		**H**			**M**		
CO3			**M**	**M**	**M**		**H**			**M**		
CO4			**M**	**M**			**H**	**M**		**M**		
CO5			**M**	**M**	**M**		**H**	**M**		**M**		

H- High
M- Medium
L-Low

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SEMESTER-II

20BHM-0FP12C	Culinary Arts & Nutrition – I	L	T	P	C
Version 1.0		2	0	4	4

Course Objectives- The purpose of this course is to:

1. Familiarize students with the kitchen Organization and Section layouts.
2. Develop an understanding on pastry, flour, Egg & Dairy Products and Storage & Control Procedures.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Differentiate between Different types of Flours and Explain the Structure of wheat.
CO2 Outline layout of a kitchen and Organizational Structure and Summarize the Duties and Responsibilities of Kitchen Personnel.
CO3 Categorize and Assess different types of Egg, Dairy Products and Farinaceous Products.
CO4 Classify and Categorize different types of Pastry.
CO5 Implement good storage and Purchasing Procedures in Commercial kitchen operation.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations.

Course content -

Total Lecture hours (14X2= 28)

Unit I-Introduction to Flour

8 lecture Hours

Flour

- Structure of wheat
- Types of Wheat
- Types of Flour
- Processing of Wheat – Flour
- Uses of Flour in Food Production

SIMPLE BREADS

- Principles of bread making
- Simple yeast breads
- Role of each ingredient in break making
- Baking temperature and its importance

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Unit II: Kitchen Organisation & Layout **5 lecture Hours**

- Layout of Kitchen
- Organizational Structure & Hierarchy
- Duties & Responsibilities

Unit III: Egg, Dairy Products and Farinaceous Products **5 lecture Hours**

- Egg- Introduction to egg cookery, Structure of an egg, Selection of egg, Uses of egg in cookery
- Dairy & Dairy Products- Milk, Cheese, Butter, Cream
- Farinaceous Products- Pasta, Potato and other starch.

Unit IV: Pastry **5 lecture hours**

a) Short crust
b) Laminated
c) Choux
d) Hot water/Rough puff
   - Recipes and methods of preparation
   - Differences
   - Uses of each pastry
   - Care to be taken while preparing pastry
   - Role of each ingredient
   - Temperature of baking pastry

Unit V-Stores & Purchases **5 lecture Hours**

- Principles of Storage, Types of Stores
- Forms & Formats
- Control Procedures and Checking pilferages

LAB- (14x4 Hours) =56 Hours

Week	Soup/ Starter	Main Course	Sides	Desserts
1 Roasting	Ceasar salad	Herb Roast Chicken with Mushroom **velouté /cannelloni Florentine**	Dauphinoise potato	Tarte Tatin
2 Baking	Corn Chowder	Tomato baked fish with béarnaise/**crepe verdure with saffron herb sauce**	Mashed potatoes and carrot vichy	Religieux

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3 Pan Searing	Crème de epinard	Chicken picatta with herb tarragon sauce/ **Spaghetti with creamy pesto**	Hasselback potatoes & herb Roast vegetables	Fondant au chocolate
4 Grilling/fried	Greek Salad	Pepper Stuffed chicken breast/**Cajun Spiced grilled cottage cheese steak with creamy mushroom sauce**	Grilled polenta with ratatouille	Tiramisu
5 Stewing	Minestrone	Morroccon lamb tajine/ **vegetable and chickpea tajine**	Traditional lemon garlic roast potatoes	Crème brulee
6 Grilling	Crème Dubary	Minced Chicken steak jus gras / **Risotto ala milanaise**	Petit Pois A La Francaise	Baba Au rhum
Week – 7 Internal Practical Exam				
7 Indian	Mulligatwny	Kadhai Chicken/**tawa miloni sabzi**	lacha parantha,raita	Double ka meetha
8 Indian	Tamatar Dhaniya shorba	Murg Makhani/paneer lababdar	Raajma masala/jeera rice	Sooji ka Halwa
9	Bread rolls	Baguette	Multigrain bread	Genoise sponge/swiss roll
10	Nan khatai	Melting moments	Choco chip	bachelors buttons
11	Danish	Palmiers	Fruit cake	
12	Revision			
13	Revision			
14	Revision			

Text books

- Dodgshun, G. & Peters, M. (2004). *Cookery for the Hospitality Industry* (5th ed.). UK: Cambridge University Press.
- Montagné, P. (2001). *Larousse Gastronomique* (2nd ed.). US: Clarkson N. Potter.
- Pavesic, D. & Magnant, P. (2004). *Fundamental Principles of Restaurant Cost Control* (2nd ed.). New Jersey: Pearson Prentice Hall.
- Wright, J. & Treuille, E. (2005). *The Cooks' Bible* (3rd ed.). London: Carroll and Brown.

- Asch, A. B. (2005). *Hospitality Cost Control: A practical approach* (3rd ed.). New Jersey: Pearson Prentice Hall.

Reference books

- Le Cordon Bleu. (2006). *Kitchen Essentials* (3rd ed.). London: Carroll and Brown.
- McWilliams, M. (2006). *Food Fundamentals* (8th ed.). New Jersey: Pearson Prentice Hall.
- CSIRO (2010). *Make it safe: a guide to food safety*. Collingwood: CSIRO Publishing.
- Cracknell, H. L. & Kaufmann, R. J. (1999). *Practical Professional Cookery* (3rd ed.). London: Macmillan Education Ltd.
- Gisslen, W. (1999). *Professional Cooking* (4th ed.). New York: John Wiley and Sons Inc.

Modes of Evaluation: Assignment/ Midterm / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)			
THEORY (25)			
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	Attendance	**Total**
10	10	5	**25**
LAB (15)			
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**	
10	5	**15**	
END SEMESTER EXAMINATION (60)			
Theory **(35)**		Lab **(25)**	

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Differentiate between Different types of Flours and Explain the Structure of wheat.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Outline layout of a kitchen and Organizational Structure and Summarize the Duties and Responsibilities of Kitchen Personnel.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Categorize and Assess different types of Egg, Dairy Products and Farinaceous Products.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Classify and Categorize different types of Pastry.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Implement good storage and Purchasing Procedures in Commercial kitchen operation.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**	**M**	**L**	**H**	**M**	**H**	**M**	**H**	**H**	**L**	**L**
CO2	**H**	**H**	**H**	**H**	**H**	**M**	**L**	**H**	**H**	**H**	**M**	**M**
CO3	**H**	**H**	**H**	**L**	**H**	**L**	**H**	**H**	**H**	**H**	**L**	**M**
CO4	**H**	**H**	**M**	**L**	**H**	**L**	**H**	**H**	**H**	**H**	**M**	**L**
CO5	**H**	**H**	**H**	**H**	**H**	**M**	**H**	**H**	**H**	**H**	**L**	**L**

H- High
M- Medium
L-Low

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20BHM-0FB12C	Food & Beverage Restaurant Practices & Wine Vintage	L	T	P	C
Version 1.0		2	0	4	4

Course Objectives- The purpose of this course is to:

1. Provide students with the knowledge and skills neccessary as food and beverage service personnel.
2. Provide an opportunity for students to apply their knowledge and skill of food and beverage service operations in an Industrial Hospitality set-up.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Elaborate the concept of menu planning and different types of meals served.
CO2 List and understand the French classical menu and sequence of each course.
CO3 Describe various types of restaurant services and their role in the food and beverage sector.
CO4 Understand KOT and the billing system with its record-keeping procedures.
CO5 Explain the service of cigars & cigarettes and the classification of wine.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content **Total Lecture hours (14X2= 28)**

Unit I: Meals and Menu Planning — 5 lecture Hours

- Origin of Menu, Objectives of Menu Planning
- Types of Menu
- Factors Affecting Menu Planning

Types of Meals

- Early morning Tea
- Breakfast (English, American Continental, Indian)
- Brunch
- Lunch
- Afternoon/High Tea
- Dinner
- Supper

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Unit II: Traditional and Modern Menu's — **6 lecture Hours**

- 17 Course French Classical Menu with examples, accompaniments and cover
- 13 Course French Classical Menu with examples, accompaniments and cover

Unit III: Methods of Service — **6 lecture Hours**

- Mise-en-place & Mise-en-scene
- Table Service- Silver/English, American, Butler / French, Russian
- Self Service - Buffet & Cafeteria
- Single Point Service - Take Away Vending, Kiosks, Food Courts & Bars, Automats

Unit IV: Simple Control System — **5 lecture Hours**

- KOT/Bill Control System
- Making Bill; Cash handling equipment
- Record keeping

Unit V: Tobacco & Wine Vintage — **5 lecture Hours**

- Introduction
- Processing for cigarettes, pipe tobacco & cigars
- Cigar – Parts and Structure of cigar, Brands of cigar
- Cigars – Shapes/sizes/colors
- Cigarette - Brands of cigarettes
- Storage of cigarettes & cigars
- Wine & its classification

LAB- (14x4 Hours) =56 Hours

Lab session No.	Details
1	Table laying for breakfast
2	Table laying for Lunch/Dinner
3	Preparation and Tray set-up for service of breakfast.
4	Preparation and Tray set-up for service of Lunch/Dinner
5	Restaurant reservation
6	Receiving and seating the guest
7	Taking the order
8	Procedure of service at table (Silver service and pre-plated

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	service)
9	Presentation & Encasing the bill
10	Room Service (tray and trolley)
11	Service of cigars
12	Service of cigarettes
13	Revision
14	Mock Test

Text books

- Singaravelavan, R. (2016). *Food and Beverage Services* (2nd ed.). New Delhi: Oxford University Publications.
- Prasad V, Krishna G(2013) Food & Beverage F & B simplified (1st ed.).:Pearson
- Fischer, J. (2006). *At your service: a practical guide for the Professional Dining Room,* (2nd ed.).New York: John Wiley and Sons Inc.
- Axler, H. Bruce et al (1990). *Food and Beverage Service* (1st ed.). US: Indiana University.
- Bagchi, S. N. (2007). *Textbook of Food and Beverage Service* (1st ed.). New Delhi: Aman Publications.
- George, B. (2008). *Food and Beverage Service and Management* (3rd ed.). UK: Jaico Publishing House.

Reference books

- Lillicrap, D. R., & Cousins, J. A. (2014). *Food and beverage service* (9th ed.). London: Hodder and Stoughton.
- Kotschevar, L. H., & Luciani, V. (1996). *Presenting service: the ultimate guide for the foodservice professional* (2nd ed.). New York: John Wiley and Sons Inc.
- Meyer, S., Schmid, E., & Spühler, C. (1990) *Professional table service* (1st ed.). New York: John Wiley and Sons Inc.



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Modes of Evaluation: Assignment/ Mid-term / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)		
THEORY (25)		
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	**Total**
15	10	**25**
LAB (15)		
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**
10	5	**15**
END SEMESTER EXAMINATION (60)		
Theory **(35)**		Lab **(25)**

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	List and understand French classical menu, sequence of each course and types of different meals served.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Explain various types of restaurant services and their role in food and beverage sector.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Explain & understand KOT and billing system with its record keeping procedures.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Explain & understand the service of cigar & cigarette.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Understand the classification of wine.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**	**M**	**L**	**H**	**H**	**H**	**H**	**H**	**H**	**L**	**H**
CO2	**H**	**H**	**H**	**L**	**H**	**M**	**L**	**H**	**H**	**H**	**L**	**L**
CO3	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**M**	**M**
CO4	**H**	**L**	**H**	**M**	**H**	**H**	**H**	**L**	**H**	**H**	**M**	**L**
CO5	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**H**	**H**	**H**	**L**	**L**

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0FO12C	Front Office Professional Culture – II	L	T	P	C
Version 1.0		2	0	2	3

Course Objectives- The purpose of this course is to:

1. Develop knowledge and understanding various front office Functions.
2. Understand forms & formats and standard operation procedures used in Front office departments

Course Outcomes- On completion of this course, the students will be able to:

CO1 Implement the functions and procedures of the reservation section.
CO2 List the functions and procedures at the arrival of the guests.
CO3 Understand the services provided to guests during their stay at the hotel.
CO4 Execute the functions and procedures to settle the guest account at the time of departure.
CO5 Evaluate and compare the hotel's performance.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations.

Course content **Total Lecture hours (14X2= 28)**

Unit I Reservation **6 lecture hours**

- Meaning and importance
- Modes of reservation
- Sources of reservation
- Types of reservation
- Amendments in reservation
- Cancellation of reservation

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Unit II: Registration- Arrivals **6 lecture hours**

- Preparing for guest arrivals at reception
- Registration procedure for individuals, Groups and VIPs and walk-in guests
- Scanty baggage guests
- Different types of passport and Visa from C

Unit III: Guest Services **6 lecture hours**

- Message handling & Mail handling
- Custody and control of keys Safe deposit facility
- Guest room change
- Bell desk and its functions Left luggage handling
- Concierge and its functions Wakeup call

Unit IV: Departure and Post departure **5 lecture hours**

- Departure procedure
- Modes of settlement of bills
- Late check outs
- Express check outs
- Importance of guest history

Unit V: Evaluation of Hotel Performance **6 lecture hours**

- Occupancy %
- ADR
- REVPAR

LAB- (14x4 Hours) =56 Hours

Lab session No.	Details
1	Role Play- Making amendments in the reservation on phone call.
2	Role Play- Making cancellation in the reservation on phone call.
3	Registration of a guest at the front desk.
4	Registration of a group at the front desk.
5	Role Play- Message Handling
6	Role Play- Mail Handling
7	Role Play- Mail Handling

8	Left luggage handling
9	Role Play- Wakeup Call Service
10	Situation Handling – Fussy Guest, Late Checkout, Errors in the bill.
11	Closing Guest folio settling bill & Presenting the bill to the guest.
12	Hotel and Guest Security- Theft, Terrorist Attack.

Texts books

- Ahmed, I. (2004*). Front office operations And Management*. (3rd ed.). Clifton Park, NY: Delmar Publications.
- Sue, B., Pam, B., & Jeremy, H. (1996). *Principles of Hotel Front office Operations* (3rd ed.). United Kingdom: Cassell Publications.
- Andrews, S. (1982). *Hotel Front office Training Manual*, (5th ed.). New Delhi: Tata Mc Graw Hill publishing Company Ltd.
- Malhotra, P. K. (1998). *Fundamentals of hotel management and operations* (1st ed.). New Delhi: Anmol publications Pvt Ltd.
- Dinnis, J. F. (1993). Rooms *at the inn: Front office operations and administration* New York NY: McGraw Hill publications.

Reference books

- Chankravarti, B. K. (1999). *Welcome to Hospitality – An Introduction* (2nd ed.). Clifton Park, NY: Delmar publication.
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- Bardi, J. A. (2013). *Hotel Front Office Management* (5th ed.). New york, NY: Wiley.
- Tewari, J. R. (2012). *Hotel Front Office: Operations And Management*, (5th ed.). Oxford Uni. Press.
- Kaushal S., & Gautam, S. (1994). *Accommodation Operation Management* (4th ed.). Noida: Frank Bros & Co.

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Modes of Evaluation: Assignment/ Mid-term / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)		
THEORY (25)		
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	**Total**
15	10	**25**
LAB (15)		
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**
10	5	**15**
END SEMESTER EXAMINATION (60)		
Theory **(35)**		Lab **(25)**

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Implement the functions and procedures of reservation section	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	List the functions and procedure at arrival of the guests	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Understand the services provided to guests during their stay at hotel	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Execute the functions and procedure to settle the guest account at the time of departure	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Create Tariff structure for the hotel.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**	**M**	**L**	**H**	**H**	**H**	**H**	**H**	**H**	**L**	**H**
CO2	**H**	**H**	**H**	**L**	**H**	**M**	**L**	**H**	**H**	**H**	**L**	**L**
CO3	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**M**	**M**
CO4	**H**	**L**	**H**	**M**	**H**	**H**	**H**	**L**	**H**	**H**	**M**	**L**
CO5	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**H**	**H**	**H**	**L**	**L**

H- High
M- Medium
L-Low

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20BHM-0AO12C	Professional Practices in Accommodation Operations - II	L	T	P	C
Version 1.0		2	0	2	3

Course Objectives- The purpose of this course is to:

1. Familiarize the students with housekeeping sub departments and their operations.
2. Outline the importance of housekeeping sections and its role in Hotel Housekeeping.

Course Outcomes- On completion of this course, the students will be able to:

CO1 List the importance of Housekeeping supervision.
CO2 Draw a layout of Uniform, Linen and tailor room.
CO3 Demonstrate the cleaning procedures followed in public area and guest room
CO4 Differentiate between routine, spring and Deep Cleaning.
CO5 Carry out the different care and cleaning methods of metals and apply the same during the cleaning process of Rooms.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations.

Course content - **Total Lecture hours (14X2= 28)**

Unit I Housekeeping Supervision — 8 lecture hours

- Role of Supervisor & specific functions of supervisor
- Importance of Inspection
- Checklist for Inspection
- Typical Areas usually neglected where special attention is required.
- Self-Supervision Techniques for Cleaning Staff
- Degree of Discretion / Delegation to Cleaning Staff

Unit II: Linen & Uniform room — 5 lecture hours

- Types of Linen, Sizes, and Linen Exchange Procedure
- Selection of Linen
- Storage Facilities and Conditions
- Par Stock: Factors affecting Par Stock, Calculation of Par Stock
- Discard Management
- Linen Inventory System



- Uniform Designing: Importance, Types, Characteristics, Selection, Par Stock
- Function of Tailor Room
- Managing Inventory
- Par level of linen, uniform, guest loan items, machines & equipment, cleaning supplies & guest supplies

Unit III: Cleaning Procedure of GUEST ROOM **5 lecture hours**

- **Standards of cleaning**
- **The science of cleaning**
- **The cleaning processes**
- Special Services - baby-sitting, second service, freshen up service, valet service

PUBLIC AREA

- Lobby, Lounge, Corridors, Pool area, Elevators, Health club, F&B outlet, Office areas

Unit IV: Special Cleaning Program & Key control **5 lecture hours**

- Daily, Weekly, Fortnightly and Monthly Cleaning
- Routine cleaning, spring cleaning, deep Cleaning.
- Key Handling Procedure - types of keys (grand master, floor master, sub master or section or pass key, emergency key, room keys, offices and store keys), computerized key cards, key control register- issuing, return, changing of lock, key belts, unusual occurrences.

Unit V: composition, Care & cleaning of different surfaces **5 lecture hours**

- Brass, Copper, Silver, EPNS, Bronze, Gun Metal, Chromium pewter, Stainless Steel,
- Types of tarnish, cleaning agents and methods used.



LAB- (14x2 Hours) =28 Hours

Lab session No.	Details
1	Identification of cleaning equipment (manual and mechanical)
2	Scrubbing – polishing – wiping – washing – rinsing - swabbing – sweeping – mopping – brushing – buffing
3	Housekeeping Supervisory Activities
4	Linen Control
5	Uniform Designing
6	Key Control Procedures
7	Room attendant trolley / maid's cart
8	Bed making
9	Turndown service
10	Cleaning of guestrooms
11	Cleaning of public area
12	Brass polishing / silver polishing
13	Revision
14	Revision

Textbooks

- Kaushal, S.&Gautam, S. (1994). *Accommodation Operation Management* (4th ed.). Noida: Frank Bros & Co.
- Andrews, S. (1990). *Hotel Housekeeping Management and Operations* (3rd ed.). NY: Tata McGraw Hill Companies.
- Margaret, M., Kappa, A.L., & Patricia, B. (2002). *Housekeeping Management* Educational Institute of the American Hotels & Motels Association.
- Raghubalan,G., &Raghubalan, S. (2015). *Hotel Housekeeping Operations & Management* (3rd ed.). England, UK: Oxford University Press.
- Jones,T. (2004). *Professional management of housekeeping operations* (4th ed.). New Jersey: John Wiley & Sons.

Reference books

- Huyton, J.,& Baker, S. (2001). *Case studies in rooms operation and management*(3rd ed.). Frenchs Forest NSW: Pearson Hospitality Press.
- O'Shannessy, V., Haby, S., & Richmond, P. (2001). *Accommodation services* (3rd ed.). Frenchs Forest NSW: Prentice Education Australia.
- Schneider, W.M., Tucker, G., &Sloviak, M. (1999). *The professional housekeeper* (4th ed.). Milton Qld: Jacaranda Wiley.



- Casado, M.A. (2012). *Housekeeping Management*, (2nd ed.). Hoboken, New Jersey: John Wiley & Sons.
- Lindsay, N. (2009). *Good Housekeeping Cookery Book: The Cooks Classic Companion* (2nd ed.). NY: Collins & Brown.

Modes of Evaluation: Assignment/ Midterm / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)			
THEORY (25)			
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	Attendance	**Total**
10	10	5	**25**
LAB (15)			
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**	
10	5	**15**	
END SEMESTER EXAMINATION (60)			
Theory **(35)**		Lab **(25)**	

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

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Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	List the importance of Housekeeping supervision.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Draw a layout of Uniform, Linen and tailor room.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Demonstrate the cleaning procedures followed in public area and guest room	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Differentiate between routine, spring and Deep Cleaning.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Carry out the different care and cleaning methods of metals and apply the same during the cleaning process of Rooms.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**M**	**L**	**M**	**H**	**H**	**L**	**M**	**H**	**H**	**L**	**L**
CO2	**H**	**H**	**H**	**L**	**H**	**M**	**L**	**H**	**H**	**H**	**L**	**L**
CO3	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**M**	**M**
CO4	**H**	**L**	**H**	**M**	**H**	**H**	**H**	**L**	**H**	**H**	**M**	**L**
CO5	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**H**	**H**	**H**	**L**	**L**

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

21BHM-0HE12T	**Hotel Economics**	**L**	**T**	**P**	**C**
Version 1.0		**2**	**0**	**0**	**2**

Course Objectives- The purpose of this course is to:

1. Understand the economic planning for tourism & hospitality in general.
2. Analyze & explore solutions to challenges faced by hotel management.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand nature, scope & role of Hotel Economics in the Hotel Industry.
CO2 Understand Demand, Supply and Market Equilibrium used in the hotel industry.
CO3 Understand market structure and the nuances of managing hotel and its environment.
CO4 Describe production & cost output functions used in the hotel industry
CO5 Understand & explain the challenges faced by the hotel industry.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content -

Total Lecture hours (14X2= 28)

Unit I: Overview of Hotel Economics — **5 lecture hours**

- Definition
- Nature & Scope
- Importance of Hotel Economics
- Responsibilities of a hospitality economist

Unit II: Demand, Supply and Market Equilibrium — **5 lecture hours**

- Analysis and Forecasting Law of demand
- Demand determinants of hospitality and tourism
- Supply, Elasticity of demand, Determinants of supply
- Market equilibrium
- Product life cycle & Destination life cycle



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Unit III: Characteristics of Hotel industry **8 lecture hours**

- Growth & Partners in the hospitality industry
- Perishability & Intangibility
- Capital requirement
- Barriers to entry & Competition
- Competitive Market Structure

Unit IV: Production & Cost Out-put functions in Hotel industry **5 lecture hours**

- Production function
- factors of production
- Break Even Analysis
- Cost control and cost reduction

Unit V: Challenges faced by the Hotel Industry **5 lecture hours**

- Being Competitive
- Hiring & Retaining staff
- Globalization and its impacts on hotel business

Text books

- Negi, J (2003). *Grading and Classification of Hotels, Tourism Resorts and Restaurants: Principles and Practices.*(1st ed.) Kanishka Publishers Distributors
- Perloff, J. M. (2004). *Microeconomics* (3rd ed.). Sydney: Pearson Addison Wesley.
- Vanhove, N. (2005). *The Economics of Tourism Destinations* (3rd ed.). New Delhi: Oxford Publications.
- Bull, A. (1995). *The Economics of Travel and Tourism* (5th ed.). Australia: Longman.
- Ahuja, H. L. (2006). *Business Economics* (3rd ed.). New Delhi: S. Chand Publications.
- Jain, T. R. (2008). *Business Economics* (5th ed.). New Delhi: V. K. Publication.

Reference books

- Sheela, A. S. (2007). *Economies of Hotel Management* (4th ed.). New Delhi: New Age Publication.
- Anderson, D. R., & Dennis, J. (2012). *Statistics For Business And Economics* (11th ed.). US: Cangage Learning.
- Mankiw, G. (2012). *Principles Of Economics* (1st ed.). US: Cengage Learning.
- Lipsey, C. (2011). *Economics* (12th ed.). New Delhi: Oxford University Press.
- Dominick, S., & Srivastava, R. (2012).*Managerial Economics: Principles and Worldwide Applications* (1st ed.). New Delhi: Oxford University Press.



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Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)			
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	**Total**
15	15	10	**40**
END SEMESTER EXAMINATION (60)			
Theory **(60)**			

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Classify or Categorize Hotels based on different classification styles.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Understand different types of hotel ownership and types of lodgings.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Understand market structure and the nuances of managing hotel and its environment.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Describe & explain characteristics of hotel industry.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Understand & explain the challenges faced by the hotel industry.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**M**	**H**
CO2	**L**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**L**	**H**
CO3	**L**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**L**	**H**
CO4	**L**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**M**	**H**
CO5	**L**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**M**	**H**

H- High
M- Medium
L-Low

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20BHM-0MG12T	Management- I	L	T	P	C
Version 1.0		3	0	0	3

Course Objectives- The purpose of this course is to:

1. Develop an understanding of the key functions and role of Human Resources.
2. Introduce the students to the knowledge and skill required to perform core management functions such as Planning, Organizing, and Decision-Making Processes in International Human Resource Management.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand basic concepts of hospitality accounting system

CO2 Construct primary and subsidiary books and post entries on the same.

CO3 Differentiate between a subsidiary books and ledger and understand the need of different accounting forms and formats.

CO4 List the advantages and disadvantages of trial balance.

CO5 Draw and prepare a trial balance report.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content

Total Lecture hours (14X3= 42)

Unit I Introduction

10 lecture hours

- **Introduction to Accounting**: Meaning, Functions and Sub fields of Accounting, Accounting Cycle, Need of accounting, Users of Accounting, Bookkeeping and accounting, Accounting Principles- Concepts & Conventions. Accounting Equation, Branches of Accounting, Ethical Practices in Accounting/Accounting Bodies: GAAP – Generally Accepted Accounting Principles.
- **International Financial Reporting standards:** Convergence from GAAP to IFRS
- **Accounting Equation:** Meaning, use and practical problems.

Unit II: Forms, Formats & ledger postings **10 lecture hours**

- **Primary Books (Journal)**
- Meaning and Definition; Format of Journal; Types of Accounts, Rules of Debit and Credit; Opening entry, simple and compound entries; Practical
- **Subsidiary Books (Ledger)**
- Meaning and Uses; Formats; Posting; Practical

Unit III: Sub division of journal **8 lecture hours**

- Introduction, Advantages of Subsidiary books, Difference between subsidiary books and ledger. Cash Book: Meaning, Advantages, Simple, Double and Three Columnar cash book, Petty Cash book with imprest system (simple and tabular forms), Practical
- Need and Use Classification of Purchase book, Sales book, Purchase returns, Sales return, Journal proper, Practical

Unit IV: Trial Balance **8 lecture hours**

- Meaning; Nature, Objects, Methods; Advantages; Limitations; Format of Trial Balance, Preparation of Trial balance.

Unit V: Preparation of Trial balance **6 lecture hours**

- Trial balance Reports

Text books

- Tulsian, P.C., (2009) Financial Accountancy, 2nd edition, Pearson Education.
- Maheshwari, S.N. and Maheshwari, S. K., (2009) An Introduction to Accountancy, Eighth Edition, Vikas Publishing House.
- Goel, D. K., Goel, R., & Goel, S. (2009). *Accountancy* (6th ed.). New Delhi: Arya Publication.
- Goyal, A., & Goyal, M. (2015). *Accounting for Managers* (3rd ed.). New Delhi: VK Global Publications Pvt. Ltd.
- Iyengar, I. (2012). *Hotel Finance* (2nd ed.). New Delhi: Oxford University.
- Jugels, M. G. (2007). *Hospitality Management Accounting* (3rd ed.). New Jersey: John Wiley& Sons.

Reference books

- Guilding C, (2002), *Financial Management for Hospitality Decision Makers,* Taylor & Francis
- Taylor & Francis(2005). Hales J, *Accounting & Financial Analysis in the Hospitality Industry*,
- Raymond Cote(1997). Understanding Hospitality Accounting. EI-AH&LA USA
- GC Maheshwari (2006). Financial Accounting. NCERT, N. Delhi
- G.S. Rawat & Dr. JM Negi(2009). Elements of Hotel Accounting by, Aman Publications,

New Delhi

- Guilding C, (2002), *Financial Management for Hospitality Decision Makers,* Taylor & Francis
- Hales J(2006), *Accounting & Financial Analysis in the Hospitality Industry*, Taylor & Francis

Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	Attendance	**Total**
15	15	5	5	**40**
END SEMESTER EXAMINATION (60)				
Theory **(60)**				

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand basic concepts of hospitality accounting system..	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Construct primary and subsidiary books and post entries on the same.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Differentiate between a subsidiary books and ledger and understand the need of different accounting forms and formats.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	List the advantages and disadvantages of trial balance.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Drawn and prepare a trial balance report	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12



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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**	**H**	**H**	**H**	**L**	**L**	**L**	**H**	**H**	**M**	**H**
CO2	**H**	**H**	**H**	**H**	**H**	**L**	**L**	**L**	**H**	**H**	**L**	**H**
CO3	**H**	**H**	**H**	**H**	**H**	**L**	**L**	**L**	**H**	**H**	**L**	**H**
CO4	**H**	**H**	**H**	**H**	**H**	**L**	**L**	**L**	**H**	**H**	**M**	**H**
CO5	**H**	**H**	**H**	**H**	**H**	**L**	**L**	**L**	**H**	**H**	**M**	**H**

H- High
M- Medium
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BACHELOR OF HOTEL MANAGEMENT

20BHM-0FR12L	French – II	L	T	P	C
Version 1.2		1	0	2	2

Course Objectives- The purpose of this course is to:

1. Facilitate the learner to learn and absorb the peculiarity of French qualifying adjectives.
2. Learn the plural forms of some special nouns.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Demonstrate the understanding of qualifying adjectives
CO2 Application of adjectives in the context of objects, humans and animals
CO3 Differentiate clearly between the single, plural, masculinity and femininity of adjectives.
CO4 Understand the plural forms of some special nouns
CO5 Enlist the counting from one to 100 in words

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. aimed to equip students with skills to apply the theoretical knowledge in various situations. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course Contents **Total Lecture hours (14X1 = 14)**

Unit I – Qualifying adjectives **3 lecture Hours**

- Peculiarity of French qualifying adjectives
- Usage in different contexts

Unit II – Application of adjectives to people, objects and animals **3 lecture Hours**

- Special use of adjectives
- Adjectives in comparative and superlative degrees

Unit III – usage of adjectives in plurals **4 lecture Hours**

- Noun and adjective becoming both plurals
- Sentence formation
- Verbal practice

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Unit IV – Plurals of special nouns **2 lecture Hours**

- Special types of nouns demanding a different treatment in their plural forms

Unit V – Counting - cardinal numbers from 1 to 70 **2 lecture Hours**

- Arithmetic sums
- Telling time

LAB- (14x2 Hours) =28 Hours

Lab Session No.	Details
1	Names of countries
2	Names of nationalities and languages
3	Names of professions -
4	Exercise on adjectives
5	Class Test on adjectives
6	Usage of Il y a, Est-ce qu'il y a? Qu'est-ce qu'il y a, qu'y a-t-il and the negative forms with il n'y a pas de/d'
7	Continuation of the practice and usage of Il y a, Est-ce qu'il y a? Qu'est-ce qu'il y a, qu'y a-t-il and the negative forms with il n'y a pas de/d'
8	Class test on names of countries, nationalities and professions
9	Role Play – demonstrative pronouns, with adjectives
10	Role Play – demonstrative pronouns with the adjective possessive
11	Role Play – Combien de, un peu de, trop de, assez de etc
12	Exercises on the use of Contracted articles.
13	Revision
14	Mock Test

Texts

- G. Mauger - Cours de langue et de Civilisation françaises

References

- G. Mauger - Cours de langue et de Civilisation françaises

Modes of Evaluation: Assignment/ Mid-term Evaluation/Presentation/Journal/Viva

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MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Lab/ practical performed & Lab report	Assignment(s)/ Quiz (s)	Attendance	**Total**
15	10	10	5	**40**
END SEMESTER EXAMINATION (60)				
Practical **(60)**				

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Demonstrate the understanding of qualifying adjectives	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11
CO2	Application of adjectives in the context of objects, humans and animals	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10
CO3	Differentiate clearly between the single, plural, masculinity and femininity of adjectives.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11
CO4	Understand the plural forms of some special nouns	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO12
CO5	Enlist the counting from one to 100 in words	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital	Problem Solving	Communication &	Behavioral Skills,	Globalization	Ethical, Social and	Employability,	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO1 0	PO1 1	PO1 2
CO1	**H**	**H**	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**H**	**M**	
CO2	**H**	**H**	**H**	**H**	**H**	**H**	**L**	**L**	**H**	**H**		
CO3	**H**	**M**	**H**	**H**	**H**	**H**	**L**	**H**	**H**	**H**	**L**	
CO4	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**L**	**H**	**H**		**H**
CO5	**H**	**L**	**H**	**H**	**H**	**H**	**L**	**L**	**H**	**H**		

H-High
M- Medium
L-Low

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21ENG11	COMMUNICATION IN ENGLISH	L	T	P	C
Version 1.0		1	0	2	2

Course Objectives- The purpose of this course is to:

1. Develop the ability to communicate effectively in English through regular practice in four language skills i.e. Reading, Listening, Speaking and Writing
2. Enhance knowledge of grammatical system of English language and explication of literary texts.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Strengthen the correct usage of English grammar and their speaking ability in terms of both fluency and comprehensibility

CO2 Develop their vocabulary skills and its contextual function.

CO3 Develop proficiency in the basics of Professional Writing

CO4 Appreciate and understand Literature through reading and analysis of literary and cultural texts in multiple genres.

CO5 Communicate confidently and appropriately by extensive practice of communication skills for any intended audience.

Pedagogy- The course will be taught in an interactive manner. The concepts will be shared through slides, video clips, and further reinforced through individual or group activities such as role-plays, exercises, games, case discussions, presentations, textbook reading and review.

Course content **Total Lecture hours - 15**

Unit I: Building vocabulary **4 Lecture hours**

- Vocabulary Extension Methods
- Antonym, Synonym, Homophones, Homonyms
- One-word substitution
- Idioms and phrases



- Words often confused
- British vs American Vocabulary

Unit II: Essentials of grammar **4 Lecture hours**

- Common Errors
- Subject-verb Agreement
- Parallel Structure
- Conditional Sentences
- Question Tags

Unit III: Writing Skills **4 Lecture hours**

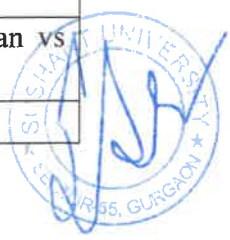
- Effective Sentence Structures
- Sentence Coherence, Use of Connectives
- Paragraph Writing and Precise Writing
- Five C's of Effective Business Writing
- Structure, layout and format of business letter
- Structure and nuances of e-mail writing

Unit IV: Reading **3 Lecture hours**

- Stopping by the Woods on a Snowy Evening-Robert Frost
- Wings of Fire by APJ Abdul Kalam- Book Review
- Of Studies- Francis Bacon

LAB- 25 Hours

Lab session No.	Details
1.	Listening to short talks lectures, speeches (scientific, commercial and general in nature)
2.	Phonetics and Phonology – vowels and consonant, Word Stress, Intonation Patterns, Developing Voice quality, Developing Correct Tone
3.	Identifying the difference between British vs American vs Neutral Accent, MTI
4.	Role plays, Declamation



5.	Theatre, Poetry recitation and reading sessions
6.	Group discussions, Debates
7.	Movie Review
8.	Creative writing- poem, short story, articles for newspaper, fantasy
9.	Tell-a-tale, rendezvous, trail blazers

Text books

Acevedo and Gower M (1999) Reading and Writing Skills. London, Longman

Swan, Michael. (1980). Practical English Usage. Oxford, OUP

Kumar, Sanjay and Pushp Lata. English for Effective Communication, Oxford

University Press, 2015.

Konar, Nira. English Language Laboratories – A Comprehensive Manual, PHI Learning Pvt. Ltd., 2011.

Stopping by the Woods on a Snowy Evening-Robert Frost

Wings of Fire, APJ Abdul Kalam

Of Studies- Francis Bacon

Reference books

Jolly, David (1984). Writing Tasks: Students' Book. Cambridge, CUP

Klippel and Swan (1984). Keep Talking. Oxford, OUP

Walter and Swan (1997). How English Works. Oxford, OUP

Eastwood, John (2008). Oxford Practice Grammar.

High School English Grammar & Composition by Wren & Martin

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Modes of Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)			
THEORY (25)			
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment/	Attendance	**Total**
10	10	5	**25**
LAB (15)			
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**	
10	5	**15**	
END SEMESTER EXAMINATION (60)			
Theory **(35)**		Lab **(25)**	

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Strengthen the correct usage of English grammar and their speaking ability in terms of both fluency and comprehensibility	PO1, PO4, PO5, PO6, PO10, PO11
CO2	Develop their vocabulary skills and its contextual function.	PO1, PO2, PO4, PO5, PO6 PO10, PO11
CO3	Develop proficiency in the basics of Professional Writing	PO1, PO2, PO4, PO5, PO6 PO10, PO11
CO4	Appreciate and understand Literature through reading and analysis of literary and cultural texts in multiple genres.	PO1, PO4, PO5, PO6 PO10, PO11
CO5	Communicate confidently and appropriately by extensive practice of communication skills for any intended audience.	PO1, PO4, PO5, PO6 PO10, PO11



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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**M**			**H**	**H**	**H**				**M**	**M**	
CO2	**M**	**H**		**L**	**H**	**M**				**H**	**M**	
CO3	**M**	**H**		**L**	**H**	**M**				**H**	**M**	
CO4	**M**			**H**	**H**	**M**				**M**	**M**	
CO5	**M**			**L**	**H**	**H**				**M**	**M**	

H-High
M- Medium
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Sushant University Erstwhile Ansal University Gurugram	School of Hospitality Management Detailed Course Plan		
Course Title: TDCC		**Course Code:**	
Term: II	**Academic Year:**	**Core/Elective: Elective**	**Credits: 1**
Course Designed by:		**Course taught by:** **e-mail:**	
Pre-requisites, if any: None			

1. Course Introduction and Objectives

This course will help participants to acquire the concept of Eco- sensitive or Green Hotels. The Participants will be exposed through diverse learning approaches of Energy, water conservation and Waste management to benefit the environment. This course will help them understand the importance & requirement of eco-friendly hotels.

Employability-level: Professional Skill

1. Foundation Core	2. Foundation Skill	3. Professional Core	4. Professional Skill	5. Premier Skill
			✓	

2. Course Learning Outcomes

By the end of the lesson, students will be able to:

CLO1: Define the concept of Eco- sensitive or Green Hotels and list the criteria for ecotel certification.

CLO2: Explain the importance of energy, Water conservation & Waste Management.

CLO3: Understand the benefits of using environment friendly guest supplies & stationary

3. Course Pedagogy

Primarily class lectures followed by question-answer sessions/ assignments/interactive sessions, reading of texts, Survey, case study would be used as an important pedagogy

4. Course Contents and Duration

The class would meet weekly for a period of 10 weeks approx.

Session No.	Session Topic / Sub-topic Description	Activity/Assignment	Required Readings/ Browsing/ Watching
1	Introduction to Ecotel	Discussion & PPT	
2	Ecotel Certification	Discussion & PPT	
3	Five Globe criteria	Discussion & PPT	
4	Identify an Eco-friendly site	Field visit	
5	Hotel Design & construction	Discussion & visit	
INTERNAL ASSESSMENT POINT I (MM=30)			
6	Energy Conservation	Discussion & videos	
7	Water Conservation	Discussion & videos	
8	Waste management	Discussion & videos	
INTERNAL ASSESSMENT POINT I (MM=30)			
9	Environment friendly Housekeeping	Visit	
10	Eco friendly products used in hotels	Visit	
FINAL ASSESSMENT POINT III (MM=40)			

6. Course Assessment

Assessment Scheme

Students would be assessed continuously at three assessment points during the course. Course assessment is based on a student's activity (records/ evidence of his/her performing and learning). While all activities are performed individually, assessment is individual.

For the final (40 marks) assessment, there will be exhibition-cum-competition of student's project, Posters & PPT on Eco- Friendly Hotels. And a panel of faculty will judge the art and marks will be allocated on the basis of that exhibition.

Course Assessment Components for a TD Course

A TD course is of 100 marks and will have the following assessment components. Final Grades will be based on the relative performance of a student in the class.

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S. No	Course Assessment Components		Marks/Weightage (%)
1	**Assessment 1**	(After Week 5)	**30**
2	**Assessment 2**	(After Week 8)	**30**
3	**(Final) Assessment 3**	(After Week 10)	**40**
		Total Marks	**100**

Guidelines for Exhibition-Cum-Competition:

Each student would make a final project and a set of jury members on the day of the final assessment (in groups of four/five/as decided by the concerned faculty) will give the grades. Students would showcase and narrate their work done through the semester, also their learnings from it.

Final Presentation (40 Marks)

Each team of students would make a final portfolio presentation in front of a set of jury members on the day of the final assessment (in groups of four/five/as decided by the concerned faculty). They would showcase and narrate their work on project activity done through the semester, any MOOCs they audited and also their learnings from it.

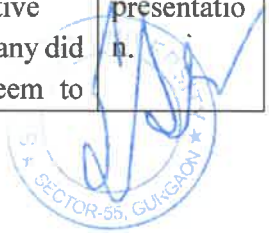
- Group presentation but individual assessment - while the students would present in teams, assessment is individual and based on each teammate's contribution and presentation.
- Each team member must present 2-3 slides each, with the total number of slides not exceeding 12-15 slides
- Total time of presentation should not exceed 15 minutes (including questions and answers)
- 4-6 questions would be asked per presentation (any member of the team could be required to answer)
- The following rubric will be used for Group Project Presentation:

	Outstanding (5)	Very Good (4)	Good (3)	Average (2)	Below Average (1)
Inter & trans-disciplinary elements	The content was outstanding and suitably incorporated and integrated multi-, inter and trans-	The content was appropriate and a good attempt was made to incorporate multi, inter and	Most content was relevant; some attempt was made to incorporate multi-, inter and trans-	Information was valid but some parts of the content needed expansion or	Information was not relevant to the audience or directly related to

	disciplinary perspectives.	trans-disciplinary perspectives.	disciplinary perspectives.	shortening to bring in different perspectives .	the projects.
Information Sources and Interpretation	Used sufficient and appropriate research and information to support the project. Methodology used successfully integrated multi-, inter and trans-disciplinary perspectives.	Detailed research done. Relevant data as per the project. Methodology was appropriate for a multi/inter/trans-disciplinary project.	Appropriate research done. Some of the data and methodology used was relevant to a multi/inter/trans-disciplinary project.	Lacks proper research. Data was scattered and methodology was not fully related to a multi/inter/trans-disciplinary project.	Research work inappropriate. Data is not fully related to the project.
Quality of content and thought					
Integration of Knowledge	Demonstrated superior integration of knowledge of different areas and domains.	Demonstrated adequate integration of knowledge of different areas and domains.	Demonstrated some integration of knowledge of different areas and domains.	Very little integration of knowledge of different areas and domains.	Little or no integration of knowledge of different areas and domains.
Organization and presentation	Excellent structure and organization of content; excellent use of voice modulation	Appropriate structure and organization; Good use of voice modulation;	Fairly good structure and organization; Clear voice while presenting, but drop in volume	Structure and organization could be much improved; Voice lacks	Poor structure and organization; soft/ monotone voice;



	while delivering; Maintaining eye contact with audience and seldom returning to notes.	fluency in presentation	at times; some use of vocal variation to show interest, maintains eye contact most of the time but frequently returns to notes.	vocal variation, shows some eye contact, but not maintained; and at least half the time, speaker reads from notes.	reads all or most of the presentation with no eye contact.
Teamwork	Demonstrated teamwork. It was evident that all the group members contributed equally to the presentation.	Demonstrated teamwork. It was evident that almost all the group members contributed to the presentation.	The teammates showed teamwork. However it seems as though certain people did not do as much work as others	Lack of teamwork visible. It seems as though only a few people worked on the presentation.	Teamwork was minimalistic. It seems as though Only one member has worked on the presentation.
Slides/ Text/ Format/ Video Quality/ Clarity of Presentation	Font formats (e.g. color, bold, italic) had been carefully planned to enhance readability. Appropriate highlighters used.	Font formats (e.g. color, bold, italic) had been used to enhance readability. All graphics were appropriate and supported the content of the presentation.	Font formatting had been carefully planned to complement the content. Appropriate highlighters not used.	Mostly font formatting had been carefully planned but in places it may be a little hard to read. All graphics were attractive but many did not seem to	No Format in the presentation. Several graphics were unattractive and diminishes the content of the presentation.



				support the content of the presentation.	
	Involved audience in presentation; held their attention throughout the presentation. Used original, clever, creative approach.	Involved audience in presentation; held their attention throughout by getting them actively involved in the speech	Presented facts in some interesting way and held attention most of the time by interacting with them.	Went off topic and lost audience. Failed to utilize method to pull the audience into the speech.	Avoided or discouraged active audience participation
Audience engagement/Question Handling	Excellent audience engagement; Answered all questions with explanation, elaboration and by integrating multi-, inter and trans-disciplinary perspectives.	Very good audience engagement; Answered all questions integrating multi-, inter and trans-disciplinary perspectives to a great extent.	Fair audience engagement; Answered most questions integrating multi-, inter and trans-disciplinary perspectives to some extent.	Mediocre audience engagement. Gave rudimentary answers to the questions with little or no integration of multi-, inter and trans-disciplinary perspective	Poor audience engagement. Has little grasp of information related to topic/project. Not able to answer most questions adequately

7. Course References

- Hotel Housekeeping Operations (Third Edition) Simrti Raghubalan ,Oxford University Press
- Clean India Journal
- Good Housekeeping
- https://beeindia.gov.in

Course Conduct Policy

A. Academic Honesty

Students are expected to uphold the standard of conduct for students relating to avoidance of academic dishonesty. Academic Dishonesty is defined as an intentional act of deception in which a student seeks to claim credit for the work or effort of another person or uses unauthorized materials or fabricated information in any academic work.

Students assume full responsibility for the content and integrity of the academic work they submit. The guiding principle of academic integrity is that a student's submitted work, examinations, reports, and projects must be that student's own work for individual assignments, and the group's own work for group assignments/ projects. Students are guilty of academic dishonesty if they:

- Use or obtain unauthorized materials or assistance in any academic work; i.e. cheating.
- Falsify or invent any information regarded as cheating by the course instructor; i.e. fabrication.
- Give unauthorized assistance to other students, i.e. assisting in dishonesty.
- Represent the work of others as their own; i.e. plagiarism.
- Modify, without facilitator approval, an examination paper, record or report for the purpose of obtaining additional credit; i.e. tampering.

The penalty for academic dishonesty is severe. Any student guilty of academic dishonesty may be subject to receive a failing grade for the examination, assignment, quiz, or class participation exercise as deemed appropriate by the instructor. In addition, the penalty could also imply that the student receives a failing grade for the course and be reported to the AU competent authority as in case of UMC during University examinations (Refer Policies on "Use of Unfair means in Examination").



B. Students with Disability/ Different-Ability

AU is committed to promoting full participation of students of all abilities in all aspects of the academic and social life of the University. We have initiated an ongoing process of reviewing and developing our policy and practices for promoting full inclusion for students and staff with disabilities and we consult regularly with them as part of this process. The main elements of our policy are listed below:

- **Environment.** We are committed to a systematic review and improvement of physical access across all of our sites. Where physical or sensory barriers limit access to services, we will endeavor to provide the service at a suitable alternative venue.
- **Access to facilities and support.** All facilities and equipment will be made as accessible as possible so that students of all abilities have access to the same range of support services.
- **Information for applicants, students and staff.** All publicity, Program details, and general information will be offered in accessible formats with sufficient time to allow for modification into alternative formats where necessary, for familiarization by students or personal support workers, and early application for support.

For Faculty Version of Course Outline Only

This section of course outline contains the Curriculum Map for this course and is not to be distributed to students.

8. Graduate Attributes

Ansal University seeks to foster the following qualities in students through its various programs and the students' broader experience at the University. The University provides opportunities for students to be

1. knowledgeable, building disciplinary and interdisciplinary knowledge through a scholarly approach incorporating global and regional perspectives,
2. creative and critical thinkers, generating original ideas and concepts, and appreciating innovation and entrepreneurship,
3. empowered, having both the capacity and confidence to pursue the attainment of full potential,
4. engaged, contributing positively to diverse communities through service and leadership,
5. ethical, acting with integrity in intellectual, professional and community pursuits, and
6. sustainability-focused, responding to ecological, social and economic imperatives

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9. Programme Educational Objectives (PEOs)

The programme is expected to achieve the following educational objectives for the students:

A. Development in their chosen profession and/ or progress towards an advanced degree in the domain
B. Earning a reputation as a source of innovative solutions to complex problems
C. Garner trust and respect of others as effective and ethical team members
D. Achieving positions of leadership in an organization and/or on teams
E. Lead a happy and aesthetic life and also promote aesthetics and happiness of others

10. Programme Learning Outcomes

Upon successful completion of the program the students will be able to:

1. Communicate, explore, network and negotiate in ways that extend representation of disciplinary ideas or perspectives.
2. Explore the relevance and test the value of concepts, frameworks, methods and theories from different fields of inquiry for gaining insights into trans-disciplinary systems and co-production of knowledge
3. Engage with and respond respectfully, generatively and analytically to different ways of knowing across community, cultural and environmental contexts to promote agency and collaboration
4. Use principled approaches for designing and developing trans-disciplinary initiatives for betterment of communities and
5. Recognize and promote the humanity of self and others and engage ethically and sensitively to the values and cultures of particular individuals, groups, organizations or communities through arts and recreation.

11. Program Education Objectives (PEOs) to Program Learning Outcomes (PLOs) Mapping Matrix

PLO/PEO	PEO 1	PEO 2	PEO 3	PEO 4	PEO 5
PL0 1	S	M	M	M	M
PL0 2	S	S	S	S	M
PL0 3	M	S	S	S	S
PL0 4	W	S	M	S	S
PL0 5	W	S	S	S	S

*S, M & W stand for the degree of association - Strong, Moderate & Weak.

12. Program Learning Outcomes (PLOs) to Course Learning Outcomes (CLOs) Mapping Matrix

Course Learning Outcomes (CLOs)	Programme Learning Outcomes (PLOs)				
	PLO-1	PLO-2	PLO-3	PLO-4	PLO-5
CLO1	S	S	S	W	W
CLO2	S	S	S	W	W
CLO3	S	S	M	M	W

13. Course Learning Outcomes to Assessment Components Mapping Matrix

(This matrix will be validated during Quality Audit by auditing the actual assessment components used during teaching and the sample grading of the submitted student work.)

Assessment/CLO	Learning Outcome 1	Learning Outcome 2	Learning Outcome 3
Relevant Session Nos.	1-3	4-7	8-10
Assessment 1:	✓		
Assessment 2 :	✓	✓	
Final Assessment	✓	✓	✓

14. Teaching Method Utilization Map

T1 - Lectures
T2 - Case Discussions
T3 - Guest Lectures
T4 - Learning Labs (Class Demo/Movie/Webinar)
T5 - Role Plays/Business Games/Simulation(s)
T6 - Student Presentation based on Team Assignment
T7 - Student-led Discussion
T8 - One-on-One Presentation/Feedback

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T9 - Integrated Learning (Collaboration with other Faculty)
T10 - Class Assignment and Discussion
T11- Tutoring/Problem Solving
T12 - Industry Visit/Field Visit
T13 - Networking Events: Conference/Conclave/Workshop

Teaching Methods/Sessions	**S1**	**S2**	**S3**	**S4**	**S5**	**S6**	**S7**	**S8**	**S9**	**S10**
Teaching Methods (Primary)	**T1**	**T1**	**T6**	**T6**	**T12**	**T10**	**T2**	**T2**	**T12**	**T12**
Teaching Method (Secondary)										

- Do you plan to take any special/extra session during the course other than the allocated sessions? **NO**
- If Yes, please mention in the appropriate box below

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Semester – III/IV

20BHM-0IN21L/ 20BHM-01N22L	Industrial Training -I	L	T	P	C
Version 1.0				**20 weeks**	**28**

Course Objectives- The purpose of this course is to:

1. Provide the opportunity to students to work in core and ancillary department of any five-star hotel in India or abroad.
2. Familiarize students with actual working environment, its associated work pressures and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence.
3. Simulate students and make them industry ready and to enhance knowledge in their key operational areas of interest.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Enable a good understanding of the working in the F&B Production department of any five star hotel in India or abroad.

CO2 Understand the daily operational functioning of different hotel sections and departments.

CO3 Develop skills and technical knowledge concerning hotel operations.

CO4 Understand the importance of punctuality, discipline and communication in hospitality industry & Ability to effectively communicate solution to problems (oral, visual, written).

CO5 Retrieve theoretical & practical knowledge gained in handling real situations in the field of hospitality.

Food Production Training-

- Undergo mis-en-place preparations and marination and will assist the commi chef in day to dap kitchen activities.
- Understand the cooking temperatures involved in cooking different meats and seafood.
- Understand the different Hygiene and sanitation procedures followed and the documents involved.
- Gain knowledge on different Items of the dry store & perishable stores.



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Food and Beverage Service Training

- List all equipment's used (including crockery, cutlery, glassware etc) and use of this equipment.
- Understand the different table layout procedures followed in different specialty restaurants.
- Understand the method of service followed in different outlets.
- List and explain the forms and formats involved in food and beverage service department.
- Understand the working of micros Software.

Front Office Management

- Meet and greet the guest according to brand standards.
- Assist front office supervisor/executive in day to day front office procedures.
- Explain the working of
    1. Reservations
    2. Reception & information
    3. Bell desk
    4. Bills and cash
    5. Guest relations
    6. Night auditing

Accommodation Management

- Understand procures involving:
    - Cleaning of room and bathroom
    - Lost and found items
    - Exchange of linen
    - Cleaning of various surfaces
    - Pest control
    - Flower arrangement procedures

Examination Scheme Examination Scheme:

Training Report:	30 marks
Log book	20 marks
Performance appraisal form by hotel	10 marks
Post training viva	20 marks
Presentation	20 marks
Total:	**100 Marks**



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ASSESSMENT SUMMARY						
S.NO.	**FORM OF ASSESSMENT**	**FORMAT**	**TIME**	**WEIGHTAGE (MARKS)**	**SUBMISSION DUE DATE**	**SUBMIT VIA**
1	***Training Report**	As Prescribed by Hospitality School	N/A	30	Date As Announced And Informed By Hospitality School	Hard Copy (2 Copies Spiral Bound+ Cd)
2	***Log Book**	As Prescribed by Hospitality School	N/A	20	Date As Announced And Informed By Hospitality School	Hard Copy
3	**Performance Appraisal Form by Hotel**	Hotel Format	N/A	10	Date As Announced And Informed By Hospitality School	Hard Copy
4	**Post Training Viva**	N/A	N/A	20	Date As Announced And Informed By Hospitality School	In Person
5	***Presentation**	N/A	10 Minutes	20	Date As Announced And Informed By Hospitality School	In Person
TOTAL MARKS- 100						

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Semester – III/IV

20BHM-0FP21C/ 20BHM-0FP22C	Culinary Arts & Nutrition – II	L	T	P	C
Version 1.0		2	0	4	4

Course Objectives- The purpose of this course is to:

1. Develop knowledge and interest in the science and art of Indian cuisine with emphasis on different regional cuisine, Indian spices, masalas, ethnic eating traditions and Indian Cooking.
2. Develop understanding on principles of menu planning and indenting.
3. Familiarize with Different Cuts of Meat, Beef, pork & Chicken.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Distinguish between different Regional cuisines of India based on historical background and Culinary Etiquettes.
CO2 Demonstrate different Cuts of Meat while preparing menus in the Food production labs.
CO3 Plan menus based on the factors affecting menu planning.
CO4 Construct recipes for volume Catering.
CO5 Create an Efficient purchasing system in a hotel through the knowledge gained on purchase specification, techniques and forms& Formats.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations.

Course content - **Total Lecture hours (14X2= 28)**

Unit I- REGIONAL INDIAN CUISINE — 6 Lecture hours

- Factors that affect eating habits in different parts of the country
- Cuisine and its highlights of different states/regions/communities to be discussed under:
  - Geographic location
  - Historical background
  - Seasonal availability
  - Special equipment
  - Staple diets
  - Specialty cuisine for festivals and special occasions STATES Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal

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Unit II: MEAT COOKERY — 6 Lecture hours

- Introduction to meat cookery
- Cuts of beef/veal
- Cuts of lamb/mutton
- Cuts of pork
- Variety meats (offal)
- Poultry

Unit III: Menu planning — 5 lecture Hours

- Basic principles of menu planning-recapitulation
- Planning menus for School/ College students, Industrial workers, Hospitals, Outdoor parties, Theme dinners, cruise lines, airlines, railways.

Unit IV: Indenting & Planning — 6 Lecture hours

Indenting

- Principles of Indenting for volume feeding
- Portion sizes of various items for different types of volume feeding
- Modifying recipes for indenting for large scale catering
- Practical difficulties while indenting for volume feeding

Planning

- Principles of planning for quantity food production with regard to Space allocation
- Equipment selection
- Staffing

Unit V- Catering & Purchasing — 5 lecture Hours

- Characteristics of Rail, Airline (Flight Kitchens and Sea Catering), Branches of Mobile Catering
- Purchasing system
- Purchase specification
- Purchasing techniques

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LAB- (14x4 Hours) =56 Hours

Week	Soup/ Starter	Main Course	Sides	Desserts
1 Punjabi	*Veg Shammi kebab*	*Kadhai paneer*	*Maa ki daal /lacha parantha*	*Gajar Halwa*
2 Awadhi	Dal kachori	Murgh mussallam/**Malai kofta**	Dal sultani/Aloo gobhi ki tehri/vegetable raita	Makhane ki kheer
3 Bengali	*Beguni*	Kosha mangsho / ***Aloo poshto***	*Luchi/Chholar dal*	*Pati shapta*
4 Goan	Goan veg chops	Kosha mangsho/ **Khatkhate goan**	Pao/Alsande	Dodol
5 Southindian	*Tomato rasam with appalam*	*Chicken Chettinad/ Beans fogath*	*sambhar/malabari parantha*	*Moong dal payasam*
6 Hyderabadi	*Achaari paneer sashlik*	***Baingan mirch ka salan/khatti dal***	*Dum Subz biryani/Dum chicken biryani/ parantha*	*Sheer khurma*
Week – 7 Internal Practical Exam				
8 Maharashtra	Sabudaana vada	Mutton rassa/ **aamti dal**	Masala bhat/puran poli	Shrikhand
9 Kerala	Thattu dosa with coconut chutney	Kerela style prawn curry/ **Avial**	Kerela parontha	payasam
10 Kashmiri	Badam Ka Shorba	Roghanjosh/ Dum aloo Kashmiri	Kashmiri pulao	Phirni
11	Trade test / basket cookery			
12	Trade test / basket cookery			

13	Trade test / basket cookery			
14	Trade test / basket cookery			

Text books

- Dodgshun, G. & Peters, M. (2004). *Cookery for the Hospitality Industry* (5th ed.). UK: Cambridge University Press.
- Montagné, P. (2001). *Larousse Gastronomique* (2nd ed.). US: Clarkson N. Potter.
- Pavesic, D. & Magnant, P. (2004). *Fundamental Principles of Restaurant Cost Control* (2nd ed.). New Jersey: Pearson Prentice Hall.
- Wright, J. & Treuille, E. (2005). *The Cooks' Bible* (3rd ed.). London: Carroll and Brown.
- Asch, A. B. (2005). *Hospitality Cost Control: A practical approach* (3rd ed.). New Jersey: Pearson Prentice Hall.

Reference books

- Le Cordon Bleu. (2006). *Kitchen Essentials* (3rd ed.). London: Carroll and Brown.
- McWilliams, M. (2006). *Food Fundamentals* (8th ed.). New Jersey: Pearson Prentice Hall.
- CSIRO (2010). *Make it safe: a guide to food safety*. Collingwood: CSIRO Publishing.
- Cracknell, H. L. & Kaufmann, R. J. (1999). *Practical Professional Cookery* (3rd ed.). London: Macmillan Education Ltd.
- Gisslen, W. (1999). *Professional Cooking* (4th ed.). New York: John Wiley and Sons Inc.

Modes of Evaluation: Assignment/ Mid-term / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)		
THEORY (25)		
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	**Total**
15	10	**25**
LAB (15)		
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**
10	5	**15**
END SEMESTER EXAMINATION (60)		
Theory **(35)**	Lab **(25)**	



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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Distinguish between Different Regional cuisines of India based on historical background and Culinary Etiquettes.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Demonstrate different Cuts of Meat while preparing menus in the Food production labs.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Plan menus based on the factors affecting menu planning.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Construct recipes for volume Catering.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Create an Efficient purchasing system in a hotel through the knowledge gained on purchase specification, techniques and forms& Formats.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**	**M**	**M**	**H**	**L**	**L**	**L**	**H**	**H**	**M**	**H**
CO2	**H**	**H**	**M**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**L**	**H**
CO3	**H**	**H**	**M**	**H**	**H**	**L**	**H**	**L**	**H**	**H**	**L**	**H**
CO4	**H**	**H**	**M**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**M**	**H**
CO5	**H**	**H**	**M**	**M**	**H**	**L**	**L**	**H**	**H**	**H**	**M**	**H**

H- High
M- Medium
L-Low

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20BHM-0FB21C/ 20BHM-0FB22C	Beer, Spirits & Liqueurs	L	T	P	C
Version 1.0		2	0	4	4

Course Objectives- The purpose of this course is to:

1. Develop knowledge and understand about Alcoholic Beverage, manufacturing techniques and the service.
2. Familiarize students with the basics of beer, spirits and liqueurs.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand the concept of alcoholic beverages

CO2 Develop understanding of different types of beers and their storage.

CO3 Classify spirits and describe various methods of preparing and manufacturing different spirits.

CO4 Differentiate between aperitifs & Bitters

CO5 Define liqueurs with their country of origins.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content **Total Lecture hours (14X2= 28)**

Unit I: Alcoholic Beverage **6 lecture Hours**

- Introduction and definition
- Production of Alcohol
- Classification of Alcohol

Unit II: Beer **6 lecture Hours**

- Introduction and Definition
- Types of beer
- Production of beer & Storage

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Unit III: Spirits — 6 lecture Hours

- Introduction and Definition
- Production of spirit: Pot-still method; Patent-still method

Production of: Whisky, Rum, Gin, Brandy/Cognac, Vodka, Tequila

- **Different proof spirits:** American Proof, Gay-Lussac, OIML Scale, British Proof (Sikes Scale)

Unit IV: Aperitifs — 6 lecture Hours

- Introduction and Definition,
- Types of Aperitifs
- Vermouth (Definition, Types & Brand names).
- Bitters (Definition, Types & Brand names).

Unit V: Liqueurs — 4 lecture Hours

- Definition,
- Production of Liqueurs
- Names of liqueurs, colour, predominant flavor & country of origin.

LAB- (14x4 Hours) = 56 Hours

Lab session No.	Details
1	Grooming and equipment identification. Restaurant set up & Service in Training restaurant
2	Classification of alcoholic beverages, bar equipment's Restaurant set up & Service in Training restaurant
3	Beer types, service of beer, Restaurant set up & Service in Training restaurant
4	Whisky, its types and service of whisky Restaurant set up & Service in Training restaurant
5	Rum, its types and service of rum Restaurant set up & Service in Training restaurant
6	Gin, its types and service of gin Restaurant set up & Service in Training restaurant
7	Vodka, service of vodka Restaurant set up & Service in Training restaurant
8	Tequila service of tequila Restaurant set up & Service in Training restaurant
9	Aperitifs, its types, service of aperitifs Restaurant set up & Service in Training restaurant

10	Liqueurs, its types and its service Restaurant set up & Service in Training restaurant
11	Brandy, its types, service of brandy Restaurant set up & Service in Training restaurant
12	Restaurant set up & Service in Training restaurant
13	Revision
14	Revision

Text books

- Walton, S., Glover, B. (2014). *The Ultimate encyclopedia of Wine, Beer, Spirits and Liqueurs* (3rd ed.). UK: Anness Publishing.
- Katsigris, C., & Thomas, C. (2011). *The Bar & Beverage Book* (5th ed.). New York: John Wiley and Sons Inc.
- Lendal, H. K., & Mary, L. (1991). Managing Bar and Beverage Operations (1st ed.). United States: Educational Institute of American Hotel & Motel Association.
- Parry, C. (2003). *Bar & Beverage Operation: Ensuring Success & Maximum Profit* (2nd ed.). New Delhi: Atlantic Publishing Company.
- Bagchi, S.N. (2007). *Textbook of Food and Beverage Service* (1st ed.). New Delhi: Aman Publications.

Reference books

- Castellon, F. (2005). *Larousse Cocktails* (1st ed.). UK: Hamlyn.
- Walton, S. (2003). *The Ultimate Book of Cocktails: How to Create Over 600 Fantastic Drinks Using Spirits, Liqueurs, Wine, Beer and Mixers* (1st ed.). UK: Anness Publishing.
- Dias, B. A. (2004). *The Complete Book of Spirit* (1st ed.). London: Harper Collins Publishers.
- Jackson, M. (2005). *Whisky The definitive world guide* (1st ed.). London, UK: DK Publishing.
- Broom, D. (2010). *The World Atlas of Whisky: More Than 350 Expressions Tasted - More Than 150 Distilleries Explored Octopus Books.* UK: Mitchell Beazley.
- Houston, J., & Glenesk, N. (1982). *The Professional Service of Food and Beverage Service* (1st ed.). Chennai: Laxmi Publications.
- Casado, A. Matt (1994). *Food and Beverage Service Manual* (2nd ed.). New York: John Wiley and Sons Inc.
- Bamaunuge, H. (2010). *Food and Beverage Service* (2nd ed.). London: Pearson Publication Oxford Heineman.
- Arduser, L. (2014).*Waiter & Waitress and Wait staff Training Handbook* (1st ed.). Florida: Lantic Publishing Group Incorporated.

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Modes of Evaluation: Assignment/ Midterm / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)		
THEORY (25)		
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	**Total**
15	10	**25**
LAB (15)		
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**
10	5	**15**
END SEMESTER EXAMINATION (60)		
Theory **(35)**		Lab **(25)**

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand the concept of alcoholic beverages	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Develop understanding of different types of beers and their storage.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Classify spirits and describe various methods of preparing and manufacturing different spirits.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Differentiate between Aperitifs & Bitters	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Define liqueurs with their country of origins.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12



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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital	Problem Solving	Communication &	Behavioral Skills,	Globalization	Ethical, Social and	Employability,	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO 1	P O2	P O3	P O4	P O5	P O6	P O7	P O8	P O9	PO 10	PO 11	PO 12
CO1	H	H	M	L	H	M	M	H	H	H	M	M
CO2	H	H	M	L	H	M	M	H	H	H	L	M
CO3	H	H	M	L	H	L	M	M	H	H	L	M
CO4	H	H	M	L	H	L	M	M	H	H	L	M
CO5	H	H	H	M	H	L	H	H	H	H	M	M

H- High
M- Medium
L-Low

Saurav Chhabra
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20BHM-0RD21C/ 20BHM-0RD22C/	Room Division Managerial Experience	L	T	P	C
Version 1.0		2	0	2	3

Course Objectives- The purpose of this course is to:

1. Explore the Concepts of Front Office organization, operational and managerial procedures in a front office.
2. Develop understanding on Interior decoration and its concept.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Plan tariff for the designated room type.
CO2 Outline the objective of guest accounting cycle.
CO3 Understand the process and formats used in laundry and its operations
CO4 Carry out flower arrangement by applying principles of design.
CO5 Design and decorate guest room based on principle and elements of design.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations.

Course content - **Total Lecture hours (14X2= 28)**

Unit I-Tariff Structure **7 lecture Hours**

- Introduction
- Importance of Tariff Structure
- Formulation of Tariff
- Types of Tariff
- Bases of Charging
- Types of Plans & Customer Profiles
- Designing Tariff Structure

Unit II-Guest Accounting **7 lecture Hours**

- Basics of Keeping Accounts
- Front Office Cashiering
- Guest Accounting System Problems
- Accounting Cycle
- Express Check Out

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Unit III: Laundry — 5 lecture Hours

- Commercial and on-site laundry
- Flow process of industrial laundering
- Stages in the wash cycle
- Laundry equipment and machines
- Layout of the laundry
- Laundry agents
- Dry cleaning
- Guest laundry/valet service
- Stain removal

Unit IV: Flower Arrangement — 5 lecture Hours

- Flower arrangement in hotels
- Equipment and material required for flower arrangement
- Conditioning of plant material
- Styles of flower arrangement
- Principles of design as applied to flower arrangement

Unit V: Interior Design — 4 lecture Hours

- Introduction
- Types of design
- Elements of design
- Principal of design
- Designing for the physically challenged

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LAB- (14x2 Hours) =28 Hours

Lab session No.	Details
1	Creating Tariff Card Activities
2	Relevant forms and formats
3	Basic Front Office Calculations
4	Hands on practice of computer application related to front office procedures Group discussions.
5	Role Play of situation handling
6	Laundry process
7	Dry cleaning
8	Stain removal
9	Handling Guest laundry
10	Flower arrangement (Different styles)
11	Elements of Designing Activities
12	Physically challenged room Designing
13	Revision
14	Revision

Texts books

- Ahmed, I. (2004). *Front office operations And Management*. (3rd ed.). Clifton Park, NY: Delmar Publications.
- Sue, B., Pam, B., & Jeremy, H. (1996). *Principles of Hotel Front office Operations* (3rd ed.). United Kingdom: Cassell Publications.
- Andrews, S. (1982). *Hotel Front office Training Manual*, (5th ed.). New Delhi: Tata Mc Graw Hill publishing Company Ltd.
- Malhotra, P. K. (1998). *Fundamentals of hotel management and operations* (1st ed.). New Delhi: Anmol publications Pvt Ltd.

Reference books

- Chankravarti, B. K. (1999). *Welcome to Hospitality – An Introduction* (2nd ed.). Clifton Park, NY: Delmar publication.
- Tarachand, D. (2000). *Hotel and Restaurant Management* (1st ed.). New Delhi: Mohit Publications.
- Bardi, J. A. (2013). *Hotel Front Office Management* (5th ed.). New york, NY: Wiley.
- Tewari, J. R. (2012). *Hotel Front Office: Operations And Management*, (5th ed.). Oxford Uni. Press.
- Kaushal S., & Gautam, S. (1994). *Accommodation Operation Management* (4th ed.). Noida: Frank Bros & Co.

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0DM21T/ 20BHM-0DM22T	Disaster Management	L	T	P	C
Version 1.0		3	0	0	3

Course Objectives- The purpose of this course is to:

1. Understand the nature and classification of Disasters
2. Analyze the role of Government and NGO in partnering for Disaster Management.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Explain the term disaster, its types and factors causing disasters.
CO2 Outline principles of Disaster management and phases involved.
CO3 Examine the approaches to reduce Disaster risk.
CO4 Execute pre disaster and post disaster plans.
CO5 Implement best practices in Disaster Risk management.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content

Total Lecture hours (14X3= 42)

Unit I: Disaster and its Classifications & Causes **7 lecture hours**

- Definition & Background
- Types of Disaster
- Factors affecting disaster

Unit II: Disaster Management & Impacts **6 lecture hours**

- Differential impacts- in terms of caste, class, gender, age, location, disability
- Global trends in disasters, urban disasters, pandemics, complex emergencies
- Climate change



Unit III: Approaches to disaster risk reduction **7 lecture hours**

- Disaster management action Teams and organizations
- Cycle of Disaster
- Implications of Disasters.
- Prevention, mitigation and preparedness community based DRR, Structural-nonstructural measures
- Roles and responsibilities of- community, Panchayati Raj Institutions/Urban Local Bodies (PRIs/ULBs), states, Centre, and other stake-holders.

Unit IV: Pre - Disaster planning and post disaster mitigations **10 lecture hours**

- Inter-relationship between Disasters and Development:
- Factors affecting Vulnerabilities
- Differential impacts
- Impact of Development projects such as dams, embankments, changes in Land-use etc.
- Climate Change Adaptation
- Relevance of indigenous knowledge
- Appropriate technology and local resources
- First Response Team

Unit V: Disaster Risk management in India & Case Study **12 lecture hour**

- Hazard and Vulnerability profile of India, Components of Disaster Relief
- Sanitation, Shelter, Health, Waste Management Institutional arrangements (Mitigation, Response and Preparedness, DM Act and Policy, Other related policies, plans, programmes and legislation)
- Suggestions to manage Disaster and mitigation plans and possible solutions.((i) Bomb threat, (ii)Earthquake, (iii) Explosion, (iv) Hazardous material spill/release, (v) Campus shooting, (vi) Terrorist incidence and (vii) Financial emergency



Text books

- Ismail, A. (2004). *Front office operations And Management* (3rd ed.). Broussard, Louisiana: Delmar Publications.
- Baker, S., Bradley, P., & Huyton, J. (1996). *Principles of Hotel Front office Operations* (3rd Ed.). London, UK: Cassell Publications.
- Andrews, S. (1982). *Hotel Front office Training Manual* (5th ed.). New Delhi, Delhi: Tata Mc Graw Hill publishing Company Ltd.

Reference books

- Chankravarti, B. K. (1999). *Welcome to Hospitality – An Introduction* (2nd ed.). Broussard, Louisiana: Delmar publication.
- Tarachand, R. (2000). *Hotel and Restaurant Management*. New Delhi, Delhi: Mohit Publications.
- Bardi, T., & James, A. (2013). *Hotel Front Office Management* (5th ed.). Hoboken, New Jersey: Wiley.
- Tewari, K., Jatashankar, R. (2012). *Hotel Front Office: Operations And Management* (5th ed.). Oxford, United Kingdom: Oxford Uni. Press.

Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)			
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	**Total**
15	15	10	**40**
END SEMESTER EXAMINATION (60)			
Theory **(60)**			

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Explain the term disaster, its types and factors causing disasters.	PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10
CO2	Outline principles of Disaster management and phases involved.	PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10
CO3	Examine the approaches to reduce Disaster risk.	PO2, PO3, PO4, PO5,PO6,PO7,PO8,PO9,PO10
CO4	Execute pre disaster and post disaster plans.	PO2,PO3,PO4,PO5,PO6,PO7, PO8,PO9,PO10
CO5	Implement best practices in Disaster Risk management	PO2,PO3,PO4,PO5,PO6,PO7, PO8,PO9,PO10

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1		**M**	**L**	**M**	**M**	**M**	**M**	**H**	**H**	**H**		
CO2		**M**	**L**	**M**	**M**	**M**	**M**	**H**	**H**	**H**		
CO3		**M**	**L**	**H**	**M**	**M**	**M**	**H**	**H**	**H**		
CO4		**M**	**L**	**H**	**M**	**M**	**M**	**H**	**H**	**H**		
CO5		**M**	**L**	**H**	**M**	**M**	**M**	**H**	**H**	**H**		

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0FC21T/ 20BHM-0FC22T	Food & Beverage Control	L	T	P	C
Version 1.0		2	0	0	2

Course Objectives- The purpose of this course is to:

1. Familiarize the students with fundamentals of Food & Beverage Control, and tools and techniques used in taking decisions in operating and controlling the Food & Beverage outlets
2. Develop knowledge and understanding on various Food and beverage outlet in hotels and their operations.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Define budget, budgetary control
CO2 Explain various sales concepts
CO3 Explain inventory control
CO4 Describe all the aspects of beverage control
CO5 Learn the concept of MIS

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content -

Total Lecture hours (14X2= 28)

Unit I: Budgetary Control

8 lecture Hours

- Define Budget
- Define Budgetary Control
- Objectives
- Key Factors
- Types of Budget & Control.



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Unit II: Sales Concepts — **5 lecture Hours**

- Various Sales Concepts
- Uses of Sales Concepts.

Unit III: Inventory Control — **5 lecture Hours**

- Importance
- Objectives
- Method
- Levels & Techniques
- Perpetual Inventory
- Monthly Inventory
- Comparison of Physical & Perpetual Inventory.

Unit IV: Beverage Control — **8 lecture Hours**

- Purchasing
- Receiving
- Storing
- Issuing
- Standard Recipes
- Standard Portion Size
- Bar Inventory
- Bar Frauds
- Books Maintained.

Unit V: MIS — **2 lecture Hours**

- Introduction
- MIS in Hotels
- Importance
- Uses
- Advantage of MIS in hotels

Text books

- Andrews, S. (2017). *Food and Beverage Management* (6th ed.). New Delhi: Tata Mc Graw Hill Education Private Limited.
- Kotas,R & Davis,B(2001). *Food and Beverage Control.* International Textbook Company Limited, Glasgow
- Dopson, L. R. & Hayes, D. K. (2002). *Food and Beverage Cost Control* (5th ed.). New York: John Wiley and Sons Inc.
- Cousins, John, Foskett, & David (2013). *Food and Beverage Management* (2nd ed.). United States: Pearson.

- Dittmer, P., R., J. Desmond Keefe (2009). *Principles of Food Beverage and Labour Cost Control* (9th ed.). New York: John Wiley and Sons Inc

Reference books

- Davis, B, Lockwood A, Alcott,P & Pantelidis, I.(2018) *Food & Beverage Management.* (6th ed.) Routledge
- Ojugo, C., & Rymer, T. (1999). *Practical Food and Beverage Cost Control* (2nd ed.). N.Y: Cengage Learning
- Cullen, P. (1998). *The Food and Beverage Manager* (2nd ed.). Butterworth-Heinemann: Oxford.
- Morrison. P., Ruys. H., & Morrison, B. (1998). *Cost Management for Profitable Food and Beverage Operations* (2nd ed.). Melbourne: Hospitality Press
- Wood, R. C. (2000). *Strategic Questions in Food and Beverage Management* (1st ed.). Butterworth-Heinemann: Oxford

Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)			
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	**Total**
15	15	10	**40**
END SEMESTER EXAMINATION (60)			
Theory **(60)**			

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Define budget, budgetary control	PO1, PO2, PO3, PO5, PO9, PO10
CO2	Explain various sales concepts	PO1, PO2, PO3, PO4, PO5 PO8, PO9, PO10, PO12
CO3	Explain inventory control	PO1, PO2, PO3, PO4, PO5 PO8, PO9, PO10, PO12
CO4	Describe all the aspects of beverage control	PO1, PO2, PO3, PO4, PO5 PO8, PO9, PO10, PO12
CO5	Learn the concept of MIS	PO1, PO2, PO3, PO5, PO9, PO10

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**M**	**H**		**M**				**M**	**H**		
CO2	**H**	**M**	**H**	**M**	**M**			**L**	**M**	**H**		**L**
CO3	**H**	**M**	**H**	**M**	**M**			**L**	**M**	**H**		**L**
CO4	**H**	**M**	**H**	**M**	**M**			**L**	**M**	**H**		**L**
CO5	**H**	**M**	**H**		**M**				**M**	**H**		

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

21BHM-0HR21T/ 21BHM-0HR22T	**Human Resource Management -I**	**L**	**T**	**P**	**C**
Version 1.0		**2**	**0**	**0**	**2**

Course Objectives- The purpose of this course is to:

1. Develop an understanding of the key functions and role of Human Resources.
2. Introduce the students to the knowledge and skill required to perform core management functions such as Planning, Organizing, and Decision-Making Processes in International Human Resource Management.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Define the concepts of Human Resource management and understand the theories related to it.

CO2 Analyze the need and process involved in manpower planning.

CO3 Explain the process of recruitment and selection and its pre-requisites.

CO4 Implement the importance of Training & development in human Resources and will be able to construct his own training and development plan.

CO5 Recognize the process of performance appraisals and Discuss the importance of the same.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content **Total Lecture hours (14X2= 28)**

Unit I Introduction to Human Resource Management **6 lecture hours**

- Definition, Nature, Scope and Functions of Management
- Levels of Management
- Management Theories – Classical and Neo Theory, Classical Theory, Modern organizational Theory

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Unit II: Manpower Planning — **6 lecture hours**

- Definitions & need of manpower Planning
- Objectives of HR Planning
- Advantages and Disadvantages of Manpower Planning
- Process/Steps

Unit III: Recruitment and Selection — **6 lecture hours**

- Definition & Sources of Recruitment
- Selection Process
- Induction & Orientation

Unit IV: Training and Development — **6 lecture hours**

- Definition & Importance of Training
- Training Methods and Evaluation

Unit V: Performance Appraisal — **4 lecture hours**

- Definition, Objectives, Process & Methods
- Introduction, Motivation, Various Motivation Theories
- Measurement of Employee Motivation, Group Motivation

Text books

- Dessler G (2005). Human Resource Management Pearson Education, India
- Aswathappa. K, (2005), Human Resource Management- Text & Cases, Tata McGraw Hill, New Delhi
- Jack D. Ninemeier, David K. Hayes Human Resources Management in the Hospitality Industry, Study Guide 1st & 2nd

Reference books

- Wendell L. Human Resources Management by , Publisher: Houghton Mifflin Company Reference books
- Mathis R L and Jackson J H (2006). Human Resource Management, Cengage Learning (Thomson Learning).
- Snell S and Bohlander G (2007). Human Resource Management, Cengage Learning (Thomson Learning).

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Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)			
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	**Total**
15	15	10	**40**
END SEMESTER EXAMINATION (60)			
Theory **(60)**			

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Define the concepts of Human Resource management and understand the theories related to it.	PO1, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Analyze the need and process involved in manpower planning	PO1,, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Explain the process of recruitment and selection and its pre-requisites	PO1, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Implement the importance of Training & development in human Resources and will be able to construct his own training and development plan.	PO1, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Recognize the process of performance appraisals and Discuss the importance of the same.	PO1, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**		**M**	**H**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**M**
CO2	**H**		**M**	**H**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**M**
CO3	**M**		**M**	**H**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**M**
CO4	**M**		**M**	**H**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**M**
CO5	**M**		**H**	**H**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**H**

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0CC21T/ 20BHM-0CC22T	Introduction to Cost Control	L	T	P	C
Version 1.0		2	0	0	2

Course Objectives- The purpose of this course is to:

1. Defend the need for management cost control directives in every department in hospitality; particularly in food & beverage, labor & operations
2. Familiarize the students with the importance of Budgets and benchmarking results in the field of hospitality.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand the concepts of production and Costs.
CO2 Apply Internal Control in the field of hospitality using cost standards.
CO3 Construct cost efficient models for hotels using techniques like menu engineering and Yield management.
CO4 Suggest cost saving pricing techniques in the field of hospitality.
CO5 Carry out cost control and suggest ways to reduce overall operating costs in the field of hospitality.

Pedagogy- The course will be taught in an interactive manner using past incidents of disasters and its mitigation. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities or case discussions, presentations etc. aimed to equip students with skills to apply the theoretical knowledge on cost controlling methods and techniques which will be applied by the students in the near future during their business operations. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content **Total Lecture hours (14X2= 28)**

Unit I: Cost and Production Analysis in Hospitality Industry **6 lecture hours**

- Cost concepts and classification
- Cost output relationship
- Production function, Cost control and cost reduction

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Unit II: Internal control in Hospitality

6 lecture hours

- What is internal control, Internal control problems in hospitality
- The principles of internal control
- Control of stock, Control of cash
- Using cost standards
- Theft and fraud.

Unit III: Pricing in the hospitality industry and Uniform system of Accounting in Hotels

6 lecture hour

- Introduction to pricing
- A bottom up approach to pricing: The concept, Restaurant pricing: An example of a bottom up approach
- Menu engineering
- Room rates for hotels & motels, Room rate discounting for hotels
- Yield management for hotels, Other pricing considerations in hospitality

Unit IV: Budgeting and cost control

8 lecture hours

- Importance of Standardization in Recipes.
- Purchasing, Vendor Selection, Receiving, Storage, Issuing,
- Labor Costs, Control of Other Direct & Indirect Labor Costs
- Budgeting in Hospitality
- Productivity Rates, Staffing & Scheduling

Unit V: Case Study

2 lecture hours

- Planning & designing for Best Practices in the Hospitality Facility

Text books

- Siddiqui, A. S., (2012). *Comprehensive Accountancy* (3rd ed.). New Delhi: Narosa Pub.
- Singhai, M. L. (2012). *Cost Accounts* (2nd ed.). Tamil Nadu: Uni. Press
- Kumar, P., & Kumar, V., (2007). *Auditing And Business Communications* (2nd ed.). New Delhi: Kalyani Publishers.

Reference books

- Food and Beverage Cost Control, 6th Edition Lea R. Dopson, David K. Hayes, ISBN : 978-1-118-98849-7, 2016

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MID SEMESTER EVALUATION (40)			
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	**Total**
15	15	10	**40**
END SEMESTER EXAMINATION (60)			
Theory **(60)**			

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand the concepts of production and Costs.	PO1, PO2, PO3, PO4, PO5, PO6,PO9, PO11,PO12
CO2	Apply internal Control in the field of hospitality using cost standards.	PO1, PO2, PO3, PO4, PO5, PO6,PO9, PO11,PO12
CO3	Construct cost efficient models for hotels using techniques like menu engineering and Yield management.	PO1, PO2, PO3, PO4, PO5, PO6,PO9, PO11,PO12
CO4	Suggest cost saving pricing techniques in the field of hospitality.	PO1, PO2, PO3, PO4, PO5, PO6,PO7,PO9, PO11,PO12
CO5	Carry out cost control and suggest ways to reduce overall operating costs in the field of hospitality.	PO1, PO2, PO3, PO4, PO5, PO6,PO7, PO9, PO11,PO12

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO 1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO 10	PO 11	PO 12
CO1	H	H	H	H	L	L			M		L	H
CO2	H	H	H	H	L	L			M		L	H
CO3	H	H	H	H	L	L			M		L	H
CO4	H	H	H	H	L	L	M		M		L	H
CO5	H	H	H	H	L	L	M		M		L	H

H- High
M- Medium
L-Low

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20BHM-0FR21L/ 20BHM-0FR22L	French – III	L	T	P	C
Version 1.0		1	0	2	2

Course Objectives- The purpose of this course is to:

1. Facilitate the learner to absorb more of the vocabulary of general daily use – seasons, months etc. vocabulary on invariable words
2. Be better equipped to use the language for conversation

Course Outcomes- On completion of this course, the students will be able to:

CO1 Highlight and identify material of different types
CO2 Understand the French Auxiliary Verbs
CO3 Elaborate on the French personal pronouns
CO4 Define a conjugation
CO5 Understand the use of the verb Etre in the affirmative, negative and interrogative forms.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. aimed to equip students with skills to apply the theoretical knowledge in various situations. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course Contents **Total Lecture hours (14X1 = 14)**

Unit I – Identifying Material **3 lecture Hours**

- Materials in wood, iron, plastic and glass
- Questions and answers

Unit II – Introduction to the French Auxiliary Verbs **3 lecture Hours**

- Differentiation between action and auxiliary verbs
- Usage of Etre in self-introduction
- Explaining classroom, college, colony and the city

Unit III – Introduction to the French personal pronouns **2 lecture Hours**

- 1st person, 2nd person and the 3rd person
- Singulars and plurals

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Unit IV – Definition of a conjugation — **2 lecture Hours**

- Connecting the verb to the personal pronoun to form conjugation
- Different forms of conjugation with the usage in sentences

Unit V – Auxiliary Etre in all three forms — **4 lecture Hours**

- Dictations
- Class tests

LAB- (14x2 Hours) =28 Hours

Lab Session No.	Details
1	Role Play – making a hotel reservation
2	Role Play – checking in to the hotel
3	Role Play - Description of the room by the bell boy
4	Role Play – experience at a restaurant
5	Using different types of materials – making sentences in the class – verbal
6	Viva Examination
7	Exercise on the french auxiliary verbs
8	Exercises on the french personal pronouns
9	Talking about the daily routine
10	Recording of the play
11	Writing of a song and the recoding of the same
12	Viva Examination
13	Revision
14	Revision

Texts

- G. Mauger - Cours de langue et de Civilisation françaises

References

- G. Mauger - Cours de langue et de Civilisation françaises
- Larousse - Dictionnaire – anglais – français – anglais
- French Verbs – Robert & Nathan
- French Classified Vocabulary – Webster's

Modes of Evaluation: Assignment/ Mid-term Evaluation/Presentation/Journal/Viva

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MID SEMESTER EVALUATION (40)			
Mid Semester Examination	Lab/ practical performed & Lab report	Assignment(s)/ Quiz (s)	**Total**
15	15	10	**40**
END SEMESTER EXAMINATION (60)			
Practical **(60)**			

Mapping between COs and POs

	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Highlight and identify material of different types	PO1, PO2, PO3, PO4, PO5, PO9, PO10
CO2	Understand the French Auxiliary Verbs	PO1, PO2, PO3, PO4, PO5, PO9, PO10, PO12
CO3	Elaborate on the French personal pronouns	PO1, PO2, PO3, PO4, PO5, PO9, PO10, PO12
CO4	Define a conjugation	PO1, PO2, PO3, PO4, PO5, PO9, PO10, PO12
CO5	Understand the use of the verb Etre in the affirmative, negative and interrogative forms.	PO1, PO2, PO3, PO4, PO5, PO9, PO10, PO12

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**M**	**H**	**L**	**H**				**M**	**H**		
CO2	**H**	**M**	**H**	**L**	**H**				**M**	**H**		**H**
CO3	**H**	**M**	**H**	**L**	**H**				**M**	**H**		**M**
CO4	**H**	**M**	**H**	**L**	**H**				**M**	**H**		**L**
CO5	**H**	**M**	**H**	**L**	**H**				**M**	**H**		**L**

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

Sushant University	School of Hospitality Management Detailed Course Plan		
Course Title: TDCC		**Course Code:**	
Term: II	**Academic Year:**	**Core/Elective: Elective**	**Credits: 1**
Course Designed by:		**Course taught by:** **e-mail:**	
Pre-requisites, if any:None			

1. Course Introduction and Objectives

This course will help participants to acquire the concept of Eco- sensitive or Green Hotels. The Participants will be exposed through diverse learning approaches of Energy, water conservation and Waste management to benefit the environment. This course will help them understand the importance & requirement of eco-friendly hotels.

Employability-level: Professional Skill

15. Foundation Core	16. Foundation Skill	17. Professional Core	18. Professional Skill	19. Premier Skill
			✓	

2. Course Learning Outcomes

By the end of the lesson, students will be able to:

CLO1: Define the concept of Eco- sensitive or Green Hotels and list the criteria for ecotel certification.

CLO2: Explain the importance of energy, Water conservation & Waste Management.

CLO3: Understand the benefits of using environment friendly guest supplies & stationary

3. Course Pedagogy

Primarily class lectures followed by question-answer sessions/ assignments/interactive sessions, reading of texts, Survey, case study would be used as an important pedagogy

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4. Course Contents and Duration

The class would meet weekly for a period of 10 weeks approx.

Session No.	Session Topic / Sub-topic Description	Activity/Assignment	Required Readings/ Browsing/ Watching
1	Introduction to Ecotel	Discussion & PPT	
2	Ecotel Certification	Discussion & PPT	
3	Five Globe criteria	Discussion & PPT	
4	Identify an Eco-friendly site	Field visit	
5	Hotel Design & construction	Discussion & visit	
INTERNAL ASSESSMENT POINT I (MM=30)			
6	Energy Conservation	Discussion & videos	
7	Water Conservation	Discussion & videos	
8	Waste management	Discussion & videos	
INTERNAL ASSESSMENT POINT I (MM=30)			
9	Environment friendly Housekeeping	Visit	
10	Eco friendly products used in hotels	Visit	
FINAL ASSESSMENT POINT III (MM=40)			

20. Course Assessment

Assessment Scheme

Students would be assessed continuously at three assessment points during the course. Course assessment is based on a student's activity (records/ evidence of his/her performing and learning). While all activities are performed individually, assessment is individual.

For the final (40 marks) assessment, there will be exhibition-cum-competition of student's project, Posters & PPT on Eco- Friendly Hotels. And a panel of faculty will judge the art and marks will be allocated on the basis of that exhibition.

Course Assessment Components for a TD Course

A TD course is of 100 marks and will have the following assessment components. Final Grades will be based on the relative performance of a student in the class.

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S. No.	Course Assessment Components		Marks/Weightage (%)
1	**Assessment 1**	(After Week 5)	**30**
2	**Assessment 2**	(After Week 8)	**30**
3	**(Final) Assessment 3**	(After Week 10)	**40**
		Total Marks	**100**

Guidelines for Exhibition-Cum-Competition:

Each student would make a final project and a set of jury members on the day of the final assessment (in groups of four/five/as decided by the concerned faculty) will give the grades. Students would showcase and narrate their work done through the semester, also their learnings from it.

Final Presentation (40 Marks)

Each team of students would make a final portfolio presentation in front of a set of jury members on the day of the final assessment (in groups of four/five/as decided by the concerned faculty). They would showcase and narrate their work on project activity done through the semester, any MOOCs they audited and also their learnings from it.

- Group presentation but individual assessment - while the students would present in teams, assessment is individual and based on each teammate's contribution and presentation.
- Each team member must present 2-3 slides each, with the total number of slides not exceeding 12-15 slides
- Total time of presentation should not exceed 15 minutes (including questions and answers)
- 4-6 questions would be asked per presentation (any member of the team could be required to answer)
- The following rubric will be used for Group Project Presentation:

	Outstanding (5)	Very Good (4)	Good (3)	Average (2)	Below Average (1)
Inter & trans-disciplinary elements	The content was outstanding and suitably incorporated and integrated multi-, inter and trans-	The content was appropriate and a good attempt was made to incorporate multi, inter and	Most content was relevant; some attempt was made to incorporate multi-, inter and trans-	Information was valid but some parts of the content needed expansion	Information was not relevant to the audience or directly related to

	disciplinary perspectives.	trans-disciplinary perspectives.	disciplinary perspectives.	or shortening to bring in different perspectives.	the projects.
Information Sources and Interpretation	Used sufficient and appropriate research and information to support the project. Methodology used successfully integrated multi-, inter and trans-disciplinary perspectives.	Detailed research done. Relevant data as per the project. Methodology was appropriate for a multi/inter/trans-disciplinary project.	Appropriate research done. Some of the data and methodology used was relevant to a multi/inter/trans-disciplinary project.	Lacks proper research. Data was scattered and methodology was not fully related to a multi/inter/trans-disciplinary project.	Research work inappropriate. Data is not fully related to the project.
Quality of content and thought					
Integration of Knowledge	Demonstrated superior integration of knowledge of different areas and domains.	Demonstrated adequate integration of knowledge of different areas and domains.	Demonstrated some integration of knowledge of different areas and domains.	Very little integration of knowledge of different areas and domains.	Little or no integration of knowledge of different areas and domains.
Organization and presentation	Excellent structure and organization of content; excellent use of voice	Appropriate structure and organization; Good use of voice modulation;	Fairly good structure and organization; Clear voice while presenting, but	Structure and organization could be much improved;	Poor structure and organization; soft/ monotone

	modulation while delivering; Maintaining eye contact with audience and seldom returning to notes.	fluency in presentation	drop in volume at times; some use of vocal variation to show interest, maintains eye contact most of the time but frequently returns to notes.	Voice lacks vocal variation, shows some eye contact, but not maintained; and at least half the time, speaker reads from notes.	voice, reads all or most of the presentation with no eye contact.
Teamwork	Demonstrated teamwork. It was evident that all the group members contributed equally to the presentation.	Demonstrated teamwork. It was evident that almost all the group members contributed to the presentation.	The teammates showed teamwork. However, it seems as though certain people did not do as much work as others	Lack of teamwork visible. It seems as though only a few people worked on the presentation.	Teamwork was minimalistic. It seems as though Only one member has worked on the presentation.
Slides/ Text/ Format/ Video Quality/ Clarity of Presentation	Font formats (e.g. color, bold, italic) had been carefully planned to enhance readability. Appropriate highlighters used.	Font formats (e.g. color, bold, italic) had been used to enhance readability. All graphics were appropriate and supported the content of the presentation.	Font formatting had been carefully planned to complement the content. Appropriate highlighters not used.	Mostly font formatting had been carefully planned but in places it may be a little hard to read. All graphics were attractive	No Format in the presentation. Several graphics were unattractive and diminishes the content of the

				but many did not seem to support the content of the presentation.	presentation.
	Involved audience in presentation; held their attention throughout the presentation. Used original, clever, creative approach.	Involved audience in presentation; held their attention throughout by getting them actively involved in the speech	Presented facts in some interesting way and held attention most of the time by interacting with them.	Went off topic and lost audience. Failed to utilize method to pull the audience into the speech.	Avoided or discouraged active audience participation
Audience engagement/Question Handling	Excellent audience engagement; Answered all questions with explanation, elaboration and by integrating multi-, inter and trans-disciplinary perspectives.	Very good audience engagement; Answered all questions integrating multi-, inter and trans-disciplinary perspectives to a great extent.	Fair audience engagement; Answered most questions integrating multi-, inter and trans-disciplinary perspectives to some extent.	Mediocre audience engagement. Gave rudimentary answers to the questions with little or no integration of multi-, inter and trans-disciplinary perspective	Poor audience engagement. Has little grasp of information related to topic/project. Not able to answer most questions adequately

21. Course References

- Hotel Housekeeping Operations (Third Edition) Simrti Raghubalan ,Oxford University Press
- Clean India Journal
- Good Housekeeping
- https://beeindia.gov.in

Course Conduct Policy

A. Academic Honesty

Students are expected to uphold the standard of conduct for students relating to avoidance of academic dishonesty. Academic Dishonesty is defined as an intentional act of deception in which a student seeks to claim credit for the work or effort of another person or uses unauthorized materials or fabricated information in any academic work.
Students assume full responsibility for the content and integrity of the academic work they submit. The guiding principle of academic integrity is that a student's submitted work, examinations, reports, and projects must be that student's own work for individual assignments, and the group's own work for group assignments/ projects. Students are guilty of academic dishonesty if they:

- Use or obtain unauthorized materials or assistance in any academic work; i.e. cheating.
- Falsify or invent any information regarded as cheating by the course instructor; i.e. fabrication.
- Give unauthorized assistance to other students, i.e. assisting in dishonesty.
- Represent the work of others as their own; i.e. plagiarism.
- Modify, without facilitator approval, an examination paper, record or report for the purpose of obtaining additional credit; i.e. tampering.

The penalty for academic dishonesty is severe. Any student guilty of academic dishonesty may be subject to receive a failing grade for the examination, assignment, quiz, or class participation exercise as deemed appropriate by the instructor. In addition, the penalty could also imply that the student receives a failing grade for the course and be reported to the AU competent authority as in case of UMC during University examinations (Refer Policies on "Use of Unfair means in Examination").

B. Students with Disability/ Different-Ability

AU is committed to promoting full participation of students of all abilities in all aspects of the academic and social life of the University. We have initiated an ongoing process of reviewing and developing our policy and practices for promoting full inclusion for students and staff with disabilities and we consult regularly with them as part of this process. The main elements of our policy are listed below:

- **Environment.** We are committed to a systematic review and improvement of physical access across all of our sites. Where physical or sensory barriers limit access to services, we will endeavor to provide the service at a suitable alternative venue.
- **Access to facilities and support.** All facilities and equipment will be made as accessible as possible so that students of all abilities have access to the same range of support services.
- **Information for applicants, students and staff.** All publicity, Program details, and general information will be offered in accessible formats with sufficient time to allow for modification into alternative formats where necessary, for familiarization by students or personal support workers, and early application for support.

For Faculty Version Of course Outline Only

This section of course outline contains the Curriculum Map for this course and is not to be distributed to students.

22. Graduate Attributes

Ansal University seeks to foster the following qualities in students through its various programs and the students' broader experience at the University. The University provides opportunities for students to be

1. knowledgeable, building disciplinary and interdisciplinary knowledge through a scholarly approach incorporating global and regional perspectives,
2. creative and critical thinkers, generating original ideas and concepts, and appreciating innovation and entrepreneurship,
3. empowered, having both the capacity and confidence to pursue the attainment of full potential,
4. engaged, contributing positively to diverse communities through service and leadership,
5. ethical, acting with integrity in intellectual, professional and community pursuits, and
6. sustainability-focused, responding to ecological, social and economic imperatives

23. Programme Educational Objectives (PEOs)

The programme is expected to achieve the following educational objectives for the students:

F. Development in their chosen profession and/ or progress towards an advanced degree in the domain
G. Earning a reputation as a source of innovative solutions to complex problems
H. Garner trust and respect of others as effective and ethical team members
I. Achieving positions of leadership in an organization and/or on teams
J. Lead a happy and aesthetic life and also promote aesthetics and happiness of others

24. Programme Learning Outcomes

Upon successful completion of the program the students will be able to:

6. Communicate, explore, network and negotiate in ways that extend representation of disciplinary ideas or perspectives.

1) Explore the relevance and test the value of concepts, frameworks, methods and theories from different fields of inquiry for gaining insights into trans-disciplinary systems and co-production of knowledge
2) Engage with and respond respectfully, generatively and analytically to different ways of knowing across community, cultural and environmental contexts to promote agency and collaboration
3) Use principled approaches for designing and developing trans-disciplinary initiatives for betterment of communities and
4) Recognize and promote the humanity of self and others and engage ethically and sensitively to the values and cultures of particular individuals, groups, organizations or communities through arts and recreation.

25. Program Education Objectives (PEOs) to Program Learning Outcomes (PLOs) Mapping Matrix

PLO/PEO	PEO 1	PEO 2	PEO 3	PEO 4	PEO 5
PL0 1	S	M	M	M	M
PL0 2	S	S	S	S	M
PL0 3	M	S	S	S	S
PL0 4	W	S	M	S	S
PL0 5	W	S	S	S	S

*S, M & W stand for the degree of association - Strong, Moderate & Weak.

26. Program Learning Outcomes (PLOs) to Course Learning Outcomes (CLOs) Mapping Matrix

Course Learning Outcomes (CLOs)	Programme Learning Outcomes (PLOs)				
	PLO-1	PLO-2	PLO-3	PLO-4	PLO-5
CLO1	S	S	S	W	W
CLO2	S	S	S	W	W
CLO3	S	S	M	M	W

27. Course Learning Outcomes to Assessment Components Mapping Matrix

(This matrix will be validated during Quality Audit by auditing the actual assessment components used during teaching and the sample grading of the submitted student work.)

Assessment/CLO	Learning Outcome 1	Learning Outcome 2	Learning Outcome 3
Relevant Session Nos.	**1-3**	**4-7**	**8-10**
Assessment 1:	✓		
Assessment 2 :	✓	✓	
Final Assessment	✓	✓	✓

28. Teaching Method Utilization Map

T1 - Lectures
T2 - Case Discussions
T3 - Guest Lectures
T4 - Learning Labs (Class Demo/Movie/Webinar)
T5 - Role Plays/Business Games/Simulation(s)
T6 - Student Presentation based on Team Assignment
T7 - Student-led Discussion
T8 - One-on-One Presentation/Feedback
T9 - Integrated Learning (Collaboration with other Faculty)
T10 - Class Assignment and Discussion
T11- Tutoring/Problem Solving
T12 - Industry Visit/Field Visit
T13 - Networking Events: Conference/Conclave/Workshop

Teaching Methods/Sessions	S1	S2	S3	S4	S5	S6	S7	S8	S9	S10
Teaching Methods (Primary)	T1	T1	T6	T6	T12	T10	T2	T2	T12	T12
Teaching Method (Secondary)										

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- Do you plan to take any special/extra session during the course other than the allocated sessions? **NO**
- If Yes, please mention in the appropriate box below

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Semester V/VI

20BHM-0ET31T/ 20BHM-0ET32T	**Environmental & Tourism Economics**	**L**	**T**	**P**	**C**
Version 1.0		**3**	**0**	**0**	**3**

Course Objectives- The purpose of this course is to:

1. Introduce the students to key principles of Tourism Economics
2. Familiarize them with tourism products, their characteristics and types.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Define and understand the concept of Liberalism & Interventionism.

CO2 Understand the relation between inflation, globalization and fluctuations in Tourist flow.

CO3 Implement the understanding of various levels at which tourism related activities are managed in relation to various tourist products.

CO4 Appraise different types of lodgings for tourists as per the flow of tourists and their preferences throughout the world.

CO5 List and differentiate between various accessibility sources used in tourism industry.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X3= 42)**

Unit I Introduction of Tourism Economics **8 lecture hours**

- Liberalism and the role of the market
- Interventionism and the role of the State
- Difference between traveler and a tourist
- Types of Tourism
- Prices and inflation
- Globalization



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Unit II The flow of tourists **8 lecture hours**

- Definition
- Key touristic basins. The financial cash flow: Evolution and breakdown, the touristic balance.
- The organization of tourism: At the State level: Managing Tourism
- At the autonomous regions level departmental tourism committees and regional tourism committees and groups.
- At the International level: Tourism committees.
- World Tourism Organization (WTO), and International Bureau of Social Tourism (BITS)

Unit III Touristic product **8 lecture hours**

- Components making up a touristic product
- Characteristics of a tourist product
- 5 A's of Tourism
- Destination Life Cycle

Unit IV Lodging for tourists **8 lecture hours**

- Introduction to lodging in tourism
- Evolution & growth of lodging industry
- Various Lodging Units
- New Trends in Lodging for a tourist.

Unit V Transportation for tourists **10 lecture hours**

- Evolution & growth of Transportation
- Different types of transportation
- Role of Travel agencies in Tourism
- Role of Tour operators in Tourism

Text books

- Tourism Economics by Mathieson Alistor & Wall Gerllliej, Physical & Social Impacts.
- The Economics, Travel & Tourism by Anil Andirous, Lengman Cheshues, Melbourne.

Reference books

- International Travel & Tourism- Principles & Concepts by Dr. JM Negi, S. Chand & Co, New Delhi
- Tourism Economics and Policy. Bristol: Channel View Publications by Dwyer, L., Forsyth, P. & Dwyer, W. (2010).
- The Economics of Recreation, Leisure and Tourism. Amsterdam: Butterworth-Heinemann by Tribe, J. (2011).

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Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)			
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	**Total**
15	15	10	**40**
END SEMESTER EXAMINATION (60)			
Theory **(60)**			

PSO1	Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

Relationship between the Course Outcomes (COs) and Program Specific Outcomes (PSOs)

PSO / CO	PSO1	PSO2	PSO3	PSO4
CO 1	**M**	**H**	**H**	**L**
CO 2	**M**	**H**	**L**	**H**
CO 3	**M**	**L**	**M**	**H**
CO 4	**H**	**M**	**H**	**L**
CO 5	**M**	**M**	**L**	**H**

H- High
M- Medium
L-Low

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Define and understand the concept of Liberalism & Interventionism.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Understand the relation between inflation, globalization and fluctuations in Tourist flow.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Implement the understanding of various levels at which tourism related activities are managed in relation to various tourist products.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Appraise different types of lodgings for tourists as per the flow of tourists and their preferences throughout the world.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	List and differentiate between various accessibility sources used in tourism industry.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO 11	PO 12
CO1	**L**	**M**	**H**	**L**	**H**	**M**	**H**	**M**	**M**	**H**	**M**	**L**
CO2	**L**	**M**	**H**	**L**	**H**	**M**	**H**	**M**	**M**	**H**	**M**	**L**
CO3	**L**	**M**	**H**	**L**	**H**	**M**	**H**	**M**	**M**	**H**	**L**	**L**
CO4	**L**	**M**	**H**	**L**	**H**	**M**	**H**	**M**	**M**	**H**	**L**	**L**
CO5	**L**	**M**	**H**	**L**	**H**	**M**	**H**	**M**	**M**	**H**	**L**	**L**

H- High
M- Medium
L-Low

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20BHM-0FB31C/ 20BHM-0FB32C	Worldwide Wine Fundamentals and Pairings	L	T	P	C
Version 1.0		2	0	4	4

Course Objectives- The purpose of this course is to:

1. Provide students with the knowledge and skills necessary to perform the daily duties required of food and beverage service professional & a wine sommelier.
2. Provide an opportunity for students to apply their knowledge and skills of Mixology by preparing cocktails and mocktails.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Categories the wine of the basis of classification
CO2 Carry out vinification process on the basis of classification of wine.
CO3 Analyze the old-world wine and new world wine for better understanding of study of wine.
CO4 Create a wine list and apply laws of food and wine pairing.
CO5 Demonstrate different types of cocktail & its preparation.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations.

Course content - **Total Lecture hours (14X2= 28)**

Unit I- Fundamentals of Wine **5 Lecture hours**

- History of Wines
- Fermentation
- Types of wine and their differentiation

Unit II: Vinification **5 Lecture hours**

- Red wine
- White wine
- Sparkling wine and Champagne
- Fortified Wine
- Sweet Wine
- Rose Wine

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Unit III: Old World and New World Wine — 8 Lecture hours

Old World Wine

- Wines of France
- Wines of Italy
- Wines of Spain
- Wines of Portugal

New World Wine

- Wines of USA
- Wines of Australia
- Wines of New Zealand
- Wines of Germany, Austria and Hungary

Unit IV-Food & Wine Harmony — 5 Lecture hours

- Wine Tasting
- Aroma of Wheel
- Food & Wine pairing

Unit V-Cocktails — 5 Lecture hours

- History
- Types of cocktail
- Parts of cocktail
- Rules of mixology
- Classic cocktails

LAB- (14x4 Hours) =56 Hours

Lab session No.	Details
1	Identification of wine bottles & Label
2	Identification of Wine service equipments & its Maintenance
3	Service of Red Wine
4	Service of White Wine
5	Service of Sparkling wine and Champagne
6	Menu Making & Wine pairing
7	Pairing menu items with wines
8	Creating a progressive wine list
9	Setting up of bar
10	Preparation of Basic cocktails & Mocktails

11	Preparation of Basic cocktails & Mocktails
12	Supervision of Restaurant Mock Service
13	Revision
14	Mock Service

Texts books

- Fischer, J. (2006). *At your service: a practical guide for the Professional Dining Room,* (2nd ed.).New York: John Wiley and Sons Inc.
- Singaravelavan, R. (2012). *Food and Beverage Services* (1st ed.). New Delhi: Oxford University Publications.
- Axler, H. Bruce et al (1990). *Food and Beverage Service* (1st ed.). US: Indiana University.
- Bagchi, S. N. (2007). *Textbook of Food and Beverage Service* (1st ed.). New Delhi: Aman Publications.
- George, B. (2008). *Food and Beverage Service and Management* (3rd ed.). UK: Jaico Publishing House.

Reference books

- Lillicrap, D. R., & Cousins, J. A. (1998). *Food and beverage service* (5th ed.). London: Hodder and Stoughton.
- Kotschevar, L. H., & Luciani, V. (1996). *Presenting service: the ultimate guide for the foodservice professional* (2nd ed.). New York: John Wiley and Sons Inc.
- Meyer, S., Schmid, E., & Spühler, C. (1990) *Professional table service* (1st ed.). New York: John Wiley and Sons Inc.
- National Restaurant Association Education Foundation (2005). *Serve Safe alcohol: fundamentals of responsible alcohol service* (1st ed.). New York: John Wiley and Sons In

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)		
THEORY (25)		
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	**Total**
15	10	**25**
LAB (15)		
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**
10	5	**15**
END SEMESTER EXAMINATION (60)		
Theory **(35)**		Lab **(25)**

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PSO1	Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

Relationship between the Course Outcomes (COs) and Program Specific Outcomes (PSOs)

PSO / CO	PSO1	PSO2	PSO3	PSO4
CO 1	M	H	H	L
CO 2	M	H	L	L
CO 3	M	L	M	H
CO 4	L	M	H	M
CO 5	M	M	L	H

H- High
M- Medium
L-Low

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Categories the wine of the basis of classification	PO1, PO2, PO4, PO5, PO6, PO8, PO9, PO10, PO12
CO2	Explain the vinification process on the basis of classification of wine.	PO1, PO2, PO4, PO5, PO6, PO8, PO9, PO10, PO12
CO3	Analyze the old world wine and new world wine for better understanding of study of wine.	PO1, PO5, PO8, PO9, PO10, PO12
CO4	To be able to create a wine list and apply laws of food a nd wine pairing	PO1, PO2, PO4, PO5, PO6, PO8, PO9, PO10
CO5	Demonstrate different types of cocktail & its preparation	PO1, PO2, PO4, PO5, PO6, PO7, PO8, PO9, PO10

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**		**H**	**M**	**M**		**H**	**H**	**H**		**H**
CO2	**H**	**H**		**H**	**M**	**M**		**H**	**H**	**H**		**H**
CO3	**H**				**M**			**H**	**H**	**H**		**H**
CO4	**H**	**H**		**H**	**M**	**M**		**H**	**H**	**H**		
CO5	**H**	**H**			**M**	**M**	**M**	**H**	**H**	**H**		

H- High
M- Medium
L-Low

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20BHM-0FS31T/ 20BHM-0FS32T	Food Science & Nutrition	L	T	P	C
Version 1.0		1	0	0	1

Course Objectives- The purpose of this course is to:

1. Develop an understanding on changes occurring in food during cooking, identify / select the suitable and specific use of Carbohydrate, Protein, Fats, Minerals and Vitamins.
2. Understand the basic concept of a balance diet, and apply the knowledge of recommendations and guidelines for the preparation or consumption of a balance meal or diet.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand functions of Foods which supply our nutritional needs
CO2 Understand the importance of nutrients.
CO3 Analyze & recognize nutritional disorders.
CO4 Prepare and plan a balanced Diet.
CO5 Explain the importance of good hygiene practices.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

VATEL HOTEL & TOURISM BUSINESS SCHOOL

Sushant University
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BACHELOR OF HOTEL MANAGEMENT

Course content - **Total Lecture hours (14X1= 14)**

Unit I: Food & Nutrition **5 lecture hours**

- Importance of Food
- Define food groups
- Energy yielding foods, Body building foods, Protective foods
- Food pyramid

Unit II: Nutrients **3 lecture hours**

- Classification of nutrients
- Carbohydrates, Fats, proteins, vitamins, minerals, water (Function & Dietary source)

Unit III: Nutritional Disorders **2 lecture hours**

- Deficiency diseases
- Obesity

Unit IV: Balanced Diet **2 lecture hours**

- Definition
- Importance of balanced diet
- Factors affecting meal planning

Unit V: Food Hygiene **2 lecture hours**

- Good Hygiene Practices
- Personnel Hygiene; Training
- Preventing Cross-contamination

Text books

- Roday,S (2018). *Food Science and Nutrition* (3rd ed.). Oxford University Press
- Mudambi, Sr., & Rajagopal, Mv. (2012). *Fundamentals Of Foods, Nutrition And Diet Therapy* (5th ed.). New Delhi: New Age International Publishers.
- Mudambi, Sr., Rao, Sm., & Rajagopal, Mv. (2006). *Food Science* (2nd ed.). New Delhi: New Age International Publishers.
- Srilakshmi, B. (2012). *Nutrition Science* (5th ed.). New Delhi: New Age International (P) Ltd.
- Bamji, Ms., Rao, N., & Reddy, V. (2009). *Text Book Of Human Nutrition* (5th ed.). New Delhi: Oxford Publishing Co. Pvt Ltd.
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Reference books

- Suri, S., & Malhotra, A. (2014). *Food Science, Nutrition & Food Safety* (6th ed.). India: Pearson India Ltd.
- Guthrie, A.H. (2013) *Introductory Nutrition*, (6th ed.).United States: The C. V. Mesby Company.
- Robinson, C. H., Lawler, M. R., Cheitoweth, W. L., & Garwick, E. (2006). *Normal And Therapeutic Nutrition* (17th ed.). New York: Mac Millan Publishing Co.
- Swaminathan, M. (2015). *Essentials Of Foods And Nutrition* (Vol -1). Chennai: Ganesh And Co. Madras.
- Charley, H. (1982). *Food Science* (2nd ed.). New Jersey: John Wiley & Sons.. .
- Potter, N., & Hotchkiss, J. H. (1996) *Food Science* (5th ed.). New Delhi: CBS Publishers and Distributors.
- Belitz, H. D., & Grosch, W. (1999). *Food Chemistry* (2nd ed.). New York: Springer.
- Cherry, R. J. (1999). *Protein Functionality In Food* (3rd ed.). Washington D.C. : American Chemical Society.
- Jain, P. et. al. (2007). *Vyawa Swasthya Ke Mool Siddhant* (Hindi). New Delhi: Acadamic Pratibha.

MID SEMESTER EVALUATION (40)			
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	**Total**
15	15	10	**40**
END SEMESTER EXAMINATION (60)			
Theory **(60)**			

BACHELOR OF HOTEL MANAGEMENT

PSO1	Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

Relationship between the Course Outcomes (COs) and Program Specific Outcomes (PSOs)

PSO / CO	PSO1	PSO2	PSO3	PSO4
CO 1	**M**	**H**	**H**	**L**
CO 2	**L**	**H**	**L**	**M**
CO 3	**M**	**L**	**M**	**H**
CO 4	**L**	**M**	**H**	**L**
CO 5	**M**	**H**	**L**	**H**

H- High
M- Medium
L-Low

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand functions of Foods which supply our nutritional needs.	PO1, PO2, PO3, PO5, PO6, PO8, PO9, PO10
CO2	Understand the importance of nutrients.	PO1, PO2, PO3, PO5, PO6, PO8, PO9, PO10
CO3	Analyze & recognize nutritional disorders.	PO1, PO2, PO3, PO5, PO6, PO8, PO9, PO10
CO4	Prepare and plan a balanced Diet.	PO1, PO2, PO3, PO5, PO6, PO8, PO9, PO10, PO12
CO5	Explain the importance of good hygiene practices.	PO1, PO2, PO3, PO5, PO6, PO8, PO9, PO10

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**	**H**		**M**	**M**		**M**	**M**	**H**		
CO2	**H**	**H**	**H**		**M**	**M**		**M**	**M**	**H**		
CO3	**H**	**H**	**H**		**M**	**M**		**M**	**M**	**H**		
CO4	**H**	**H**	**H**		**M**	**M**		**M**	**M**	**H**		**H**
CO5	**H**	**H**	**H**		**M**	**M**		**M**	**M**	**H**		

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0MG31T/ 20BHM-0MG32T	Management II	L	T	P	C
Version 1.0		3	0	0	3

Course Objectives- The purpose of this course is to:

1. Introduce the students to financial activities of a company and their relation with each other.
2. Familiarize them with concepts of management in order to estimate the financial profitability of the company.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand the concept of cost and variable models.
CO2 List and provide solutions to improve profitability.
CO3 Analyze the functional balance sheet
CO4 Carryout calculations based on storage rates and rotation rates.
CO5 Apply empirical methods such as Pareto and ABC.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X3= 42)**

Unit I: Profitability of the activity **10 Lecture hours**

- Fixed costs and variable costs
- Definitions Differentiation
- The differential profit and loss account

The profitability threshold

- In value and in quantity The break-even point
- Forward-looking management using a dashboard
- Calculations changing fixed costs and variable costs

Unit II: Forward-looking management **8 Lecture hours**

- Seeking the activity required for a given goal in turnover
- Profitability analysis
- Solutions to improve profitability

Unit III: Financial analysis: the functional balance sheet **8 Lecture hours**

Drawing it up

- Notion of cycles
- Designing and structure of the functional balance sheet
- Reclassification (detailed, concentrated)

Analysis of the functional balance sheet

- Difference between operating / non-operating
- Restatements (notes receivable discounted, leasing)
- Fundamental indicators
- Financial ratios
- How to improve indicators and ratios - Methodology for analysis?

Unit IV: Inventory management **8 Lecture hours**

Rotation of stock

- The interest in good inventory management and goals
- Calculation of storage costs
- Calculation of rotation rates
- Notions of buffer stock and stock alerts

Unit V: Empirical methods **8 Lecture hours**

- Pareto Method (80/20)
- ABC Method

Text books

- Tulsian, P.C., (2009) Financial Accountancy, 2nd edition, Pearson Education.
- Maheshwari, S.N. and Maheshwari, S. K., (2009) An Introduction to Accountancy, Eighth Edition, Vikas Publishing House.
- Goel, D. K., Goel, R., & Goel, S. (2009). *Accountancy* (6th ed.). New Delhi: Arya Publication.
- Goyal, A., & Goyal, M. (2015). *Accounting for Managers* (3rd ed.). New Delhi: VK Global Publications Pvt. Ltd.
- Iyengar, I. (2012). *Hotel Finance* (2nd ed.). New Delhi: Oxford University.
- Jugels, M. G. (2007). *Hospitality Management Accounting* (3rd ed.). New Jersey: John Wiley& Sons.

Reference books

- Guilding C, (2002), *Financial Management for Hospitality Decision Makers,* Taylor & Francis
- Taylor & Francis(2005). Hales J, *Accounting & Financial Analysis in the Hospitality Industry*,
- Raymond Cote(1997). Understanding Hospitality Accounting. EI-AH&LA USA
- GC Maheshwari (2006). Financial Accounting. NCERT, N. Delhi
- G.S. Rawat & Dr. JM Negi(2009). Elements of Hotel Accounting by, Aman Publications, New Delhi
- Guilding C, (2002), *Financial Management for Hospitality Decision Makers,* Taylor & Francis
- Hales J(2006), *Accounting & Financial Analysis in the Hospitality Industry*, Taylor & Francis

MID SEMESTER EVALUATION (40)			
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	**Total**
15	15	10	**40**
END SEMESTER EXAMINATION (60)			
Theory **(60)**			

PSO1	Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.



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Relationship between the Course Outcomes (COs) and Program Specific Outcomes (PSOs)

PSO / CO	PSO1	PSO2	PSO3	PSO4
CO 1	L	M	H	L
CO 2	M	H	L	M
CO 3	H	L	M	H
CO 4	L	M	H	L
CO 5	H	M	L	H

H- High
M- Medium
L-Low

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand the concept of cost and variable models.	PO1, PO2, PO3, PO5, PO6, PO9, PO10, PO11, PO12
CO2	List and provide solutions to improve profitability.	PO1, PO2, PO3, PO4, PO5, PO6, PO9, PO10, PO11, PO12
CO3	Analyze the functional balance sheet.	PO1, PO2, PO3, PO4, PO5, PO6, PO9, PO10, PO11, PO12
CO4	Carryout calculations based on storage rates and rotation rates.	PO1, PO2, PO3, PO4, PO5, PO6, PO9, PO10, PO11, PO12
CO5	Apply empirical methods such as Pareto and ABC.	PO1, PO2, PO3, PO5, PO6, PO9, PO10, PO11, PO12

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital	Problem Solving	Communication &	Behavioral Skills,	Globalization	Ethical, Social and	Employability,	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO10	PO11	PO12
CO1	**M**	**H**	**H**		**M**	**M**			**M**	**L**	**M**	**H**
CO2	**M**	**H**	**H**	**H**	**M**	**M**			**M**	**L**	**M**	**H**
CO3	**M**	**H**	**H**	**H**	**M**	**M**			**M**	**M**	**M**	**H**
CO4	**M**	**H**	**H**	**H**	**M**	**M**			**M**	**M**	**M**	**H**
CO5	**M**	**H**	**H**		**M**	**M**			**M**	**M**	**M**	**H**

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0CS31L/ 20BHM-0CS32L	*Computer Science – II	L	T	P	C
Version 1.0		1	0	2	2

Course Objectives- The purpose of this course is to:

1. Develop the knowledge of the basics of MS Excel.
2. Familiarize the students with the functions & additional features of MS Excel.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand MS excel and ways to navigate through it.

CO2 Operate worksheet and apply formulas to format the data.

CO3 Carry out different operations on a worksheet in order to format cells and align text.

CO4 Demonstrate main features in workbook.

CO5 Create workbook using the orientations of additional features of workbook including charts and auto content wizard.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. aimed to equip students with skills to apply the theoretical knowledge in various situations. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course Contents **Total Lecture hours (14X1= 14)**

Unit I: MS Office 07 MS- Excel **3 Lecture hours**

- How to use Excel, Starting Excel?
- Parts of Excel Screen Parts of the Worksheet Navigating in a Worksheet
- Getting to know Mouse Pointer Shapes

BACHELOR OF HOTEL MANAGEMENT

Unit II: Creating a Separate Sheet — 3 Lecture hours

- Starting a new worksheet
- Entering the three different types of data in a worksheet
- Creating simple formula Formatting data for decimal points Editing data in a worksheet
- Using Auto fill Blocking Data Saving a worksheet Exiting Excel

Unit III: Formatting the worksheet — 3 Lecture hours

- Selecting cell to format
- Trimming tables with Auto Format

Formatting cells for:

- Currency
- Comma
- Percent
- Decimal
- Date

Changing columns width and row height

Aligning text:

- Top to Bottom
- Text wrap
- Re ordering Orientation Using borders

Unit IV: Going Through Changes — 3 Lecture hours

- Opening workbook files for editing Undoing the mistakes
- Moving and copying with drag and drop
- Copying formulas
- Moving and Copying with Cut, Copy and Paste Deleting cell entries
- Deleting columns and rows from worksheet Inserting columns and rows in a worksheet Spell checking the worksheet

Unit V: Printing the Worksheet — 2 Lecture hours

- Previewing pages before printing
- Printing from the Standard Toolbar Printing a part of a worksheet Changing the orientation of the printing
- Printing the whole worksheet in a single page Adding header and Footer to a report Inserting page breaks in a report
- Printing the formulas in the worksheet

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Additional features of a Worksheet

- Splitting worksheet window into two four panes
- Freezing columns and rows on-screen for worksheet title Attaching comments to cells
- Finding and replacing data in the worksheet Protecting a worksheet
- Function commands
- Formatting the Chart's axes Adding a text book to a Chart
- Changing an orientation of 3-D Chart
- Using drawing tools to add graphics to chart and worksheet Printing a chart with printing the rest of the worksheet data

Maintaining Multiple Worksheets

- Moving from sheet in a worksheet Adding more sheets to a worksheet
- Deleting sheets from a workbook
- Naming sheet tabs other than sheet1, sheet2 and so on Copying or moving sheets from one worksheet to another

LAB- (14x2 Hours) =28 Hours

Lab Session No.	Details
1	Introduction to MS Excel files, Workbooks, Worksheets, Columns and Rows
2	Formatting Worksheet
3	AutoFill, Numeric formats, previewing worksheets
4	Number, Commas and Decimal numeric formats
5	Working with Formulas (Maximum, Minimum, Average, Count and Sum).
6	Percentage Numeric Formats.
7	Working with Sum IF and Count IF statements.
8	Inserting Charts
9	Conditional Formatting
10	Adding Graphics to Chart
11	Learn how to consolidate several worksheets into one and to link several worksheets to a master worksheet.
12	Learn how to sort data and print portions of a worksheet.
13	Revision
14	Revision

Text books

- Goel,A. (2010). Computer Fundamentals, 5th Edition, Pearson Education.
- Aksoy,P. & DeNardis,L. (2006). Introduction to Information Technology, Cengage Learning.
- Sinha,P.K. & Sinha, P. (2007). Fundamentals of Computers, 6th Edition BPB Publishers.

Reference books

- Elmsasri, R. & Navathe,S. (2007). Fundamentals of Database Systems, Pearson Education, Fifth Edition.
- Steinmetz, R. & Naharstedt, K. (1996)."Multimedia: Computing, Communications Applications", Pearson.
- Balagurusamy,E. (2009). Fundamentals of computers, Mcgraw hill education, Paperback, ISBN-10: 9780070141605

Modes of Evaluation: Assignment/ Mid-term Evaluation/Presentation/Journal/Viva

MID SEMESTER EVALUATION (40)			
Mid Semester Examination	Lab/ practical performed & Lab report	Assignment(s)/ Quiz (s)	**Total**
15	15	10	**40**
END SEMESTER EXAMINATION (60)			
Practical **(60)**			

PSO1	Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
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Relationship between the Course Outcomes (COs) and Program Specific Outcomes (PSOs)

PSO / CO	PSO1	PSO2	PSO3	PSO4
CO 1	H	M	H	L
CO 2	L	H	L	M
CO 3	H	L	H	H
CO 4	M	M	H	L
CO 5	H	M	L	H

H- High
M- Medium
L-Low

Saurav Chhabra

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SECTOR-55, GURGAON

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BACHELOR OF HOTEL MANAGEMENT

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand MS excel and ways to navigate through it.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Operate worksheet and apply formulas to format the data.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Carry out different operations on a worksheet in order to format cells and align text.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Demonstrate main features in workbook.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Create workbook using the orientations of additional features of workbook including charts and auto content wizard	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**M**	**H**	**M**	**H**	**M**	**M**	**M**	**M**	**H**	**M**	**H**
CO2	**H**	**M**	**H**	**M**	**H**	**M**	**M**	**M**	**M**	**H**	**M**	**H**
CO3	**H**	**M**	**H**	**M**	**H**	**M**	**M**	**M**	**M**	**H**	**M**	**H**
CO4	**H**	**M**	**H**	**M**	**H**	**M**	**M**	**M**	**M**	**H**	**M**	**H**
CO5	**H**	**M**	**H**	**M**	**H**	**M**	**M**	**M**	**M**	**H**	**M**	**H**

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM- 0CE31T/ 20BHM-0CE32T	Current Events & Legal Culture in Hotel	L	T	P	C
Version 1.0		3	0	0	3

Course Objectives- The purpose of this course is to:

1. Introduce the students to different acts and licenses concerning hotels.
2. Make the students understand laws pertaining to hotel operations.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand the impact of economic crises on hotel business.
CO2 List and describe various licenses required to run hotel & restaurants.
CO3 Discuss and explain Consumer & Environment Protection Act
CO4 Understand different laws related to food and liquor.
CO5 Explain the different types of labour laws.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X3= 42)**

Unit I: Current Events in Hospitality industry **6 lecture hours**

- New trends in the Hospitality Industry
- Evolutions in the Restaurant and Catering Industry
- The economic crisis and its impact on the tourism market
- The growing cruise market; A niche market

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Unit II: Hotel and Restaurant License **6 lecture hours**

- Definition of license and permit
- license required to open and operate Hotels
- license required to open and operate Restaurants
- Procedure for obtaining, renewing licenses

Unit III: Consumer & Environment Protection Act: **8 lecture hours**

- The Consumer Protection Act, 2019
- Consumer protection councils, Procedure for redressal of grievances.
- Environment Protection Act, 1986
- Prevention and control of environment pollution.

Unit IV: Law Relating to Food and Beverage **10 lecture hours**

- Introduction to Prevention of Food Adulteration Act, Adulteration and Food Poisoning, Food Additives and Food preservatives.
- Introduction to Food Safety & Standards Act 2006: Food Business Operator, Role of Food Safety Officers, Role of Food Analysts, Central Food Laboratories; Role of Adjudicating Officers.
- Introduction to Liquor Licensing: Liquor Licensing Procedures, Procedure to acquire Liquor license, Types of licenses

Unit V: Labor Laws **12 lecture hours**

- The Factories act,1948,
- Minimum Wages Act, 1948,
- Industrial Disputes Act,1947
- Provident Fund Act
- **Sexual Harassment of Women employees at Workplace Act, 2013**

Text books

- Devendra, A. (2013). *Hotel Law* (1st ed.). U.K.: Oxford University Press.
- Kapoor, N. (2014). *Elements of Mercantile law* (34th ed.). Sultan Chand & sons.
- Negi, D. J. (2007). *Hotel and Tourism Laws* (1st ed.). New Delhi: Frank Brother & Company.
- Smith, E. (2016). *Hotel Law* (1st ed.). New York: Law Journal Press
- Migdal, N. (2015). *Hotel Law: Transactions, Management and Franchising* (1st ed.). UK: Routledge
- Negi, J. M. (2001). *Food & Beverage Laws-food Safety & Hygiene* (1st ed.). Meerut: Aman Publication.

Reference books

- Negi, J. (2007). *Hotel and Tourism Law* Frank Bros. & Co.
- Bachi, J. K. (1992). *Dare to Dream: A Life of Rai Bahadur Mohan Singh Oberoi* (1st ed.). New York: Viking Press.
- Jadhav, H., & Bhosale, V. M. (1995). *Environmental Protection and Laws* (1st ed.). New Delhi: Himalaya Pub. House.
- Trivedi, R. K. (2002). *Handbook of Environmental Laws, Rules Guidelines, Compliances and Standards* (1st ed.). US: Enviro Media.
- Walker. (2008). *Introduction to Hospitality management* (1st ed.). New Delhi: Pearson Education India.
- Stephen, C. B., & David, K. H. (2005). *Hospitality Law: Managing Legal Issues in the Hospitality Industry* (1st ed.). New York: John Wiley and Sons Inc.
- Michael, B., & Pamett, A. (2009). *Principles of Hospitality Law* (1st ed.). U.K.: Thomson.

Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)			
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	**Total**
15	15	10	**40**
END SEMESTER EXAMINATION (60)			
Theory **(60)**			

PSO1	Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

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BACHELOR OF HOTEL MANAGEMENT

Relationship between the Course Outcomes (COs) and Program Specific Outcomes (PSOs)

PSO / CO	PSO1	PSO2	PSO3	PSO4
CO 1	M	L	H	L
CO 2	M	H	L	M
CO 3	L	L	H	H
CO 4	H	M	M	L
CO 5	L	M	L	H

H- High
M- Medium
L-Low

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand the impact of economic crises on hotel business.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO10, PO11
CO2	List and describe various licenses required to run hotel & restaurants.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO10, PO11
CO3	Discuss and explain Consumer & Environment Protection Act	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO10, PO11
CO4	Understand different laws related to food and liquor.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO10, PO11
CO5	Explain the different types of labour laws.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO10, PO11

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and	Globalization	Ethical, Social and professional	Employability, Entrepreneurshi	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**M**		**H**	**M**	
CO2	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**M**		**H**	**M**	
CO3	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**M**		**H**	**M**	
CO4	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**M**		**H**	**M**	
CO5	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**M**		**H**	**M**	

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0FR31L/ 20BHM-0FR32L	French – IV	L	T	P	C
Version 1.0		1	0	2	2

Course Objectives- The purpose of this course is to:

1. Facilitate the learner to enhance the usage of vocabulary – especially of the daily life
2. Understand the technicalities of the usage of adjectives

Course Outcomes- On completion of this course, the students will be able to:

CO1 Describe parts of the human body
CO2 Understand the second auxiliary verb – AVOIR
CO3 Construct sentences with the help of AVOIR in affirmative, negative and in the interrogative forms
CO4 Elaborate Special uses of the verb AVOIR
CO5 Avoir in Negative

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. aimed to equip students with skills to apply the theoretical knowledge in various situations. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course Contents **Total Lecture hours (14X1 = 14)**

Unit I – identifying humans **4 lecture Hours**

- **Describing the different parts of the body**
- With the genders
- Usage of adjectives in the description of the body

Unit II – Introduction to the auxiliary verb AVOIR **3 lecture Hours**

- Usage in affirmative
- Usage in the negative
- Special uses of the verb AVOIR

Unit III – Special uses of the verb AVOIR **3 lecture Hours**

- Explanation
- Usage in different situations

Unit IV – Interrogatory sentences with AVOIR **2 lecture Hours**

- Do I have?
- Do we have?

Unit V – usage of the verb AVOIR – Objects/humans etc. **2 lecture Hours**

- Dictations
- Class tests

LAB- (14x2 Hours) =28 Hours

Lab Session No.	Details
1	Identification of human beings
2	Demonstration of the parts of the body
3	Introduction of the adjective possessive
4	Sentences on comparison
5	Learning b heart the verb AVOIR – sentences in affirmative,negative and in the interrogative
6	Role Play – with the special uses of the verb AVOIR
7	Role Play – Interrogative sentences with the verb avoir
8	Role Play – negative sentences with the verb avoir
9	Dictation with the verb avoir
10	Essay writing with the verb avoir and Etre
11	Class test
12	Viva on AVOIR
13	Revision
14	Revision

Texts

- G. Mauger - Cours de langue et de Civilisation françaises

References

- G. Mauger - Cours de langue et de Civilisation françaises
- Larousse - Dictionnaire – anglais – français – anglais
- French Verbs – Robert & Nathan
- French Classified Vocabulary – Webster's

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MID SEMESTER EVALUATION (40)			
Mid Semester Examination	Lab/ practical performed & Lab report	Assignment(s)/ Quiz (s)	**Total**
15	15	10	**40**
END SEMESTER EXAMINATION (60)			
Practical **(60)**			

PSO1	Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

Relationship between the Course Outcomes (COs) and Program Specific Outcomes (PSOs)

PSO / CO	PSO1	PSO2	PSO3	PSO4
CO 1	**M**	**L**	**H**	**L**
CO 2	**H**	**M**	**L**	**M**
CO 3	**M**	**L**	**H**	**H**
CO 4	**H**	**M**	**L**	**L**
CO 5	**L**	**M**	**L**	**H**

H- High
M- Medium
L-Low

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Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Describe parts of the human body	PO1, PO2, PO3, PO4, PO5, PO9, PO10
CO2	Understand the second auxiliary verb – AVOIR	PO1, PO2, PO3, PO4, PO5, PO9, PO10, PO12
CO3	Construct sentences with the help of AVOIR in affirmative, negative and in the interrogative forms	PO1, PO2, PO3, PO4, PO5, PO9, PO10, PO12
CO4	Elaborate Special uses of the verb AVOIR	PO1, PO2, PO3, PO4, PO5, PO9, PO10, PO12
CO5	Avoir in Negative	PO1, PO2, PO3, PO4, PO5, PO9, PO10, PO12

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO 2	PO 3	PO 4	PO 5	PO6	PO 7	PO 8	PO9	PO1 0	PO1 1	PO1 2
CO1	**H**	**M**	**H**	**L**	**H**				**M**	**H**		
CO2	**H**	**M**	**H**	**L**	**H**				**M**	**H**		**H**
CO3	**H**	**M**	**H**	**L**	**H**				**M**	**H**		**M**
CO4	**H**	**M**	**H**	**L**	**H**				**M**	**H**		**L**
CO5	**H**	**M**	**H**	**L**	**H**				**M**	**H**		**L**

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0MK31T/ 20BHM-0MK32T	MARKETING II	L	T	P	C
Version 1.0		2	0	0	2

Course Objectives- The purpose of this course is to:

1. Introduce the students to basic concepts of marketing business environment, consumers and markets and to develop a feel of the marketplace.
2. Familiarize them with marketing strategies, environment and related concepts.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand the concept of marketing, its types and characteristics.

CO2 list down the factors affecting tourist buying and behavior.

CO3 Understand and analyze the process concerning to marketing environment.

CO4 Name and explain the golden P's of Marketing.

CO5 Plan a marketing strategy based on different resources of marketing available.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X2= 28)**

Unit I: Introduction **6 lecture hours**

- Marketing for hospitality and tourism: basic elements of marketing, different aspects of marketing (nature of marketing
- Importance of marketing, scope of marketing, benefits of marketing), marketing concept, characteristics of service marketing
- Types of marketing in service industries, process of tourism marketing, recent trends of hospitality marketing, the influence of marketing on tourism

Unit II: Understanding organization and tourism related processes **6 lecture hours**

- Understanding the behavior of Hospitality & Tourism Consumers

- Introduction, risks involved in travel purchase, tourist buying process
- Factors influencing tourist buying, tourist decision making models, consumer problem solving processes
- Consumer problem techniques, organizational buying behavior

Unit III: Marketing Environment, types and SWOT **4 lecture hours**

- Market STP & Environment: definitions of elements of stp, types and process of segmentation
- Market targeting process, product positioning (purpose and process)
- Meaning and definition of marketing environment, types of marketing environment, marketing environment scanning process
- Importance and impact of environment scanning, environment research, swot analysis of Indian tourism industry

Unit IV: Marketing Mix **4 lecture hours**

- Golden P's of marketing: Concept of marketing mix: meaning and definition of marketing mix .
- Elements of marketing mix, product mix, place mix, promotion mix, price mix, process mix, people mix
- Physical evidence mix

Unit V: Destination Promotion, Branding and Global marketing **8 lecture hours**

- Destination marketing: introduction, top ten states in India which attracts more international tourists, objectives and benefits of destination marketing
- The role of destination marketing organizations, destination branding, destination promotions, marketing events, responsible marketing in tourism, destination research methods
- Internal marketing
- Recent trends in hospitality marketing: marketing application, technology and trends in tourism marketing, role of government bodies, role of private organizations
- Role of NGO's in tourism marketing, global marketing, marketing on the web, green marketing, e-commerce, m-marketing, social media marketing, blog marketing, digital marketing

Text books

- Kotler, P., & Keller, K. L. (2009). Marketing management. Upper Saddle River, N.J: Pearson Prentice Hall.
- Ramaswamy V S and Namakumari (2017).Marketing Management. S Macmillan India Ltd.
- Saxena Rajan (2005). Marketing Management . Tata McGraw-Hill

Reference Books

- Neelamegham S (20212). Marketing in India Cases and Readings. Vikas Publishing House Pvt. Ltd.
- Stokes David (1993). Majaro-The Essence of Marketing. Prentice Hall of India
- Evans R Joel and Berman Barry (2006). Marketing in the 21st Century. Gower Publications.

Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)			
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	**Total**
15	15	10	**40**
END SEMESTER EXAMINATION (60)			
Theory **(60)**			

PSO1	Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

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Relationship between the Course Outcomes (COs) and Program Specific Outcomes (PSOs)

PSO / CO	PSO1	PSO2	PSO3	PSO4
CO 1	L	M	M	L
CO 2	M	H	L	M
CO 3	M	L	H	H
CO 4	M	L	H	L
CO 5	H	M	L	M

H- High
M- Medium
L-Low

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand the concept of marketing, its types and characteristics.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	List down the factors affecting tourist buying and behavior.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Understand and analyze the process concerning to marketing environment.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Name and explain the golden P's of Marketing.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Plan a marketing strategy based on different resources of marketing available.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital	Problem Solving	Communication &	Behavioral Skills,	Globalization	Ethical, Social and	Employability,	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO10	PO11	PO12
CO1	**M**	**M**	**M**	**H**	**H**	**H**	**M**	**M**	**H**	**H**	**M**	**H**
CO2	**M**	**M**	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**H**	**M**	**H**
CO3	**M**	**M**	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**H**	**M**	**H**
CO4	**M**	**M**	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**H**	**M**	**H**
CO5	**M**	**M**	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**H**	**M**	**H**

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0HR31T/ 20BHM-0HR32T	**Human Resource Management II**	**L**	**T**	**P**	**C**
Version 1.0		**2**	**0**	**0**	**2**

Course Objectives- The purpose of this course is to:

1. Introduce the students to the concepts, methods and processes of management.
2. Familiarize them with the training methods and importance of performance appraisal and Employee motivation.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Execute Induction Program and welcoming a multicultural team.
CO2 Construct formal agreements & Hospitality Contacts.
CO3 Assess Staff performance through performance appraisals.
CO4 Calculate compensation benefits for employees.
CO5 Carry out Human Resource activities effectively.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. Aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management & Business world news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X2= 28)**

Unit I: Welcoming and integrating new employees **6 Lecture hours**

- The importance of employee induction in a company
- Goals
- Procedures to be put in place
- Welcoming and integrating a multi-cultural team

Unit II: Contracts and Agreements **6 Lecture hours**

Types of contracts

- Common law contracts
- Specific hospitality industry contracts

Obligations

- Formalities when hiring personnel
- Complying with the contract
- Obligations

Unit III Staff assessment, Appraisals & Termination **6 Lecture hours**

Termination of the contract

- Resignation
- Dismissal

Appreciation and assessment

- Goals
- Assessment of performances

Personal skills assessment

Unit – IV Compensation **6 Lecture hours**

Components

- Elements to be included in the pay slip
- Calculation of the pay slip

Salary as a motivating factor

- Method to decide upon the compensation amount
- Negotiation

Unit – V Case Studies and Role play **4 Lecture hours**

Text books

- Dessler G (2005). Human Resource Management Pearson Education, India
- Aswathappa. K, (2005), Human Resource Management- Text & Cases, Tata McGraw Hill, New Delhi
- Jack D. Ninemeier, David K. Hayes Human Resources Management in the Hospitality Industry, Study Guide 1st & 2nd
- Biswas, L. (2012). Human Resource Management in Hospitality. Delhi: Oxford University Press
- Blyton, P., & Turnbull, P. (2004). Dynamics of Employee Relations (Management, Work and Organizations) (3rd ed.). Hampshire: Palgrave Macmillian
- Bratton, J., Callinan, M., Forshaw, C., & Corbett, M. (2007). Work and Organizational Behavior: Understanding the Workplace (2nd ed.). Hampshire: Palgrave Macmillian

Reference books

- Wendell L. Human Resources Management by , Publisher: Houghton Mifflin Company Reference books
- Mathis R L and Jackson J H (2006). Human Resource Management, Cengage Learning (Thomson Learning).
- Snell S and Bohlander G (2007). Human Resource Management, Cengage Learning (Thomson Learning).

Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)			
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	**Total**
15	15	10	**40**
END SEMESTER EXAMINATION (60)			
Theory **(60)**			

PSO1	Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.



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Relationship between the Course Outcomes (COs) and Program Specific Outcomes (PSOs)

PSO / CO	PSO1	PSO2	PSO3	PSO4
CO 1	M	H	H	L
CO 2	H	H	L	M
CO 3	M	L	H	H
CO 4	M	L	H	L
CO 5	H	M	L	M

H- High
M- Medium
L-Low

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Execute Induction Program and welcoming a multicultural team	PO1, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Construct formal agreements & Hospitality Contacts.	PO1,, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Assess Staff performance through performance appraisals.	PO1, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Calculate compensation benefits for employees.	PO1, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Carry out Human Resource activities effectively.	PO1, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO 5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**		**M**	**H**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**M**
CO2	**H**		**M**	**H**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**M**
CO3	**M**		**M**	**H**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**M**
CO4	**M**		**M**	**H**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**M**
CO5	**M**		**H**	**H**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**H**

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0OC31L/ 20BHM-0OC32L	Oral Communication	L	T	P	C
Version 1.0		1	0	2	2

Course Objectives- The purpose of this course is to:

1. Facilitate the learner with the basic mechanics of reading and writing skills and at the same time incorporating the concept of creative thinking and self-motivation.
2. Enhance the students' over all communicative and behavioral competence.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Define Communication and list their types, channels and barriers.
CO2 Implement problem solving process.
CO3 describe and use problem solving techniques to solve communication related problems.
CO4 Understand the concept of creative thinking and EQ models.
CO5 Differentiate between intrinsic and extrinsic motivation.

Pedagogy- Primarily class lectures followed by question-answer sessions/ class tests/ assignments/ interactive sessions, reading of texts, role plays, compositions, case study would be used as an important pedagogy.

Course content **Total Lecture hours (14X1= 14)**

Unit I: Communication Skills **3 Lecture hours**

- Types of communication
- Importance of communication
- Channels of communication
- Barriers

Unit II: Reading Comprehension **3 Lecture hours**

- Summarizing
- Paraphrasing

Introduction to Writing Skills

- Effective writing Skills
- Avoiding Common Errors
- Paragraph Writing
- Note Taking
- Writing Assignment

Hindrances to Problem Solving Process

- Perception
- Expression
- Emotion
- Intellect
- Work environment

Unit III: Problem Solving-I **3 Lecture hours**

- Recognizing and defining a problem
- Analyzing the problem (potential causes)
- Developing possible alternatives
- Evaluating Solutions
- Resolution of problem
- Implementation

Problem Solving-II

- Barriers to problem solving:
- Perception
- Expression
- Emotion
- Intellect
- Work environment

Unit IV: Creative Thinking **3 Lecture hours**

- Definition and meaning of creativity
- The nature of creative thinking
- Convergent and Divergent thinking
- Idea generation and evaluation (Brain Storming)
- Image generation and evaluation
- Debating

Emotional Quotient

- Types
- Models
- EQ test

Unit V: Netiquette **2 Lecture hours**

- Meaning
- Why
- How



Motivation

- Intrinsic and extrinsic motivation
- Push and pull
- Self –control

LAB- (14x2 Hours) =28 Hours

Lab Session No.	Details
1	Practical Exercise on defining means of communication. Efficacy of communication by way of a whisper game. Spoken and written communication.
2	Exercises on the communication gap in listening and hearing. The students will conduct many role plays.
3	Preparing pieces of communications with a to-the-point precision. Reading the details mentioned on the air tickets, boarding passes, railway tickets etc. reading time tables and public announcements.
4	Talking about barriers in communication and the avoidable barriers Vs unavoidable barriers
5	Describing people and situations
6	Describing events
7	Preparing newsletters and briefs
8	Preparing articles of interest – free writing as that of journalists
9	The do's and don'ts of effective communication
10	Official communications, notices and instruction boards
11	Personal communications – composition and
12	Writing E Mails and communicating on the Social Media
13	Revision
14	Revision

Text books

- Essentials of Business Communication by Rajendra Pal & J. S.Korlahalli, publisher- Sultan Chand & Sons.
- Phil Lowe Koge Page: Creativity and Problem Solving, New Delhi, 1996

Reference books

- The 7-Habits of Highly Effective People by Stephen R. Covey, Simon &Schuster Ltd.

- Business Correspondence and Report Writing by R.C. Sharma & Krishan Mohan, publisher-TMH
- Michael Steven: How to be a better problem solver, Kogan Page, New Delhi, 1999
- Geoff Petty: How to be better at creativity; Kogan Page, New
- Phil Lowe Koge Page: Creativity and Problem Solving, New Delhi, 1996

MID SEMESTER EVALUATION (40)			
Mid Semester Examination	Lab/ practical performed & Lab report	Assignment(s)/ Quiz (s)	**Total**
15	15	10	**40**
END SEMESTER EXAMINATION (60)			
Practical **(60)**			

PSO1	Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

Relationship between the Course Outcomes (COs) and Program Specific Outcomes (PSOs)

PSO / CO	PSO1	PSO2	PSO3	PSO4
CO 1	H	M	H	L
CO 2	L	H	L	M
CO 3	H	L	H	H
CO 4	M	M	H	L
CO 5	H	M	L	H

H- High
M- Medium
L-Low

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Define Communication and list their types, channels and barriers.	PO1, PO3, PO5, PO6, PO10, PO11
CO2	Implement problem solving process.	PO1, PO3, PO4, PO5, PO6, PO10, PO11
CO3	Describe and use problem solving techniques to solve communication related problems.	PO1, PO3, PO4, PO5, PO6, PO10, PO11
CO4	Understand the concept of creative thinking and EQ models.	PO1, PO3, PO4, PO5, PO6, PO10, PO11
CO5	Implement problem solving process.	PO1, PO3, PO5, PO6, PO10, PO11

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital	Problem Solving	Communication &	Behavioral Skills,	Globalization	Ethical, Social and	Employability,	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO 1	P O2	P O3	P O4	P O5	P O6	P O7	P O8	P O9	PO 10	PO 11	PO 12
CO1	**M**		**H**		**H**	**M**				**H**	**M**	
CO2	**M**		**H**	**H**	**H**	**M**				**H**	**M**	
CO3	**M**		**H**	**H**	**H**	**M**				**H**	**M**	
CO4	**M**		**H**	**H**	**H**	**M**				**H**	**M**	
CO5	**M**		**H**		**H**	**M**				**H**	**M**	

H- High
M- Medium
L-Low

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SEMESTER V/VI

20BHM-0IN31L/ 20BHM-0IN32L	Industrial Training -II	L	T	P	C
Version 1.0				20 Weeks	28

Course Objectives- The purpose of this course is to:

1. Provide an opportunity to students to do specialization in any of the core department of a hotel.
2. Familiarize students with the hand on work exposure, which will help them to be an entrepreneur and make them industry Ready at the same time.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Implement and apply the Knowledge gained during Industry Training I in the actual work scenario.

CO2 Construct advance menu for the trial test after completion of the programme.

CO3 Develop department specific skills required to grown in the specific field.

Module

- **The whole batch will be undergoing a 20-week training in the Seventh semester. It is mandatory for the students to undergo training in their chosen specialized area of the hotel.**
- **A student can undertake a specialized training in the following areas**

1. **Food and Beverage (Production and Service)**
2. **Room Divisions (Front office and Housekeeping)**

Food Production Training

- Perform daily work concerning to the department.
- Develop knowledge and skills to manage a single outlet single handedly.
- Plan & Construct different menus and get the same judged from the Executive chef.

Food and Beverage Service Training

- Carry out service in the restaurant during actual working house.
- Post and settle bills on the point of sale software.
- Understand the functioning of a restaurant.
- Gain knowledge on the daily sales and APC.



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Front Office Management

- Manage a front office section single handedly.
- Carry out night auditing and assist the night auditor in preparing forms and formats.
- Construct Duty Roasters.
- Prepare c-forms, discrepancy reports,
- Run Opera or other related softwares and book a room.

Accommodation Management

- Carry out the below mentioned procedures
  - Cleaning of room and bathroom
  - Lost and found procedures
  - Exchange of linen
  - Cleaning of various surfaces
  - Pest control
  - Flower arrangement procedures

Examination Scheme Examination Scheme:

Training Report:	30 marks
Log book	20 marks
Performance appraisal form by hotel	10 marks
Post training viva	20 marks
Presentation	20 marks
Total:	**100 Marks**



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ASSESSMENT SUMMARY						
S.NO.	**FORM OF ASSESSMENT**	**FORMAT**	**TIME**	**WEIGHTAGE (MARKS)**	**SUBMISSION DUE DATE**	**SUBMIT VIA**
1	**Training Report**	As Prescribed By Hospitality School	N/A	30	Date As Announced And Informed By Hospitality School	Hard Copy (2 Copies Spiral Bound+ Cd)
2	**Log Book**	As Prescribed By Hospitality School	N/A	20	Date As Announced And Informed By Hospitality School	Hard Copy
3	**Performance Appraisal Form By Hotel**	Hotel Format	N/A	10	Date As Announced And Informed By Hospitality School	Hard Copy
4	**Post Training Viva**	N/A	N/A	20	Date As Announced And Informed By Hospitality School	In Person
5	**Presentation**	N/A	10 Minutes	20	Date As Announced And Informed By Hospitality School	In Person
TOTAL MARKS- **100**						

Note

- **Submission of Experience certificate and log book at the time of examination is compulsory for the students. Absence of either one of the same will result in debarred status.**

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Semester VII

20BHM-0FP41C	Advanced Culinary Operations	L	T	P	C
Version 1.0		2	0	4	4

Course Objectives- The purpose of this course is to:

1. Develop knowledge and understanding on various International Cuisine and bakery and confectionary items.
2. Develop understanding on new products and research development.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Determine the working of various international cuisines & practicing the related menus.
CO2 Speculate & understand the varieties and processes involved in bakery dessert preparations.
CO3 Evaluate the various bread making methods and the faults observed during the bread making process.
CO4 Plan and forecast budgets based on budgeting needs and requirement.
CO5 Develop new recipes based on research and development of new products.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations.

Course content - **Total Lecture hours (14X2= 28)**

Unit I: International Cuisine **8 Lecture Hours**

Introduction to International cuisine: Great Britain, France, Italy, Spain & Portugal, Scandinavia, Germany, Middle East, Oriental, Mexican, Arabic, Chinese

- Geographic location
- Historical background
- Staple food with regional influences
- Specialties
- Recipes



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Unit II: Bakery & Confectionery — 8 lecture Hours

- Icings & Toppings
- Varieties Of Icings
- Using Of Icings
- Difference Between Icings & Toppings
- Recipes

Frozen Desserts

- Types and classification of frozen desserts
- Ice creams-Definitions
- Methods of preparation
- Additives and preservatives used in Ice-cream manufacture

Meringues

- Making of Meringues
- Factors affecting the stability
- Cooking Meringues
- Types of Meringues
- Uses of Meringues

Unit III: Bread Making — 5 Lecture Hours

- Role of ingredients in bread making
- Bread Faults
- Bread Improvers

Chocolate

- History
- Sources
- Manufacture & Processing of Chocolate
- Types of chocolate
- Tempering of chocolate
- Cocoa butter, white chocolate and its applications

Unit IV: Production Management — 4 Lecture Hours

- Kitchen organization
- Allocation of Work-Job Description, Duty Roasters
- Production Planning
- Production Scheduling
- Production Quality & Quantity Control
- Forecasting Budgeting
- Yield Management



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Unit V: Charcuterie **3 Lecture Hours**

- Sausages
- Forcemeat
- Chaud Froid
- Galantines & Pate
- Mousse & Mousseline
- Aspic and gelee

LAB- (14x4 Hours) =56 Hours

Week	Soup/ Starter	Main Course	Sides	Desserts
1 Spain	Gazpacho	Pollo Costa Brava	Paella Spanish pisto(vegetables) & Spanish bread	Chocolate Turrón
3 Italian	Minestrone soup	Chicken & blue cheese /spinach and ricotta ravioli	Pizza margherita	Cannoli
2 Spain	Salmorejo	One pan Spanish Chicken / Espinacas con Garbanzos (Spinach and Chickpeas)	Spanish rice & Pan de Alfacar	Churros
4 Italian	Gnocchi salad	Spinach tagliatelle/chicken and pepper tagliatelle	pomme Croquettes Foccacia	Tiramisu
5 Greek	Greek salad	Chicken Souvlaki with tatziki/veg moussakka	Feta with Pita & couscous	Revani
6 Lebanese	Tabbouleh	Mezze platter (falafel,shish tawook. Jujhe kebab, grilled zucchini ,Pita, hummus, babaganoush, tahini)		Baklawa
7 UK	Vegetable and Bean Soup Barley bread	Sunday Roast chicken with jus / Herbed Cottage Cheese Steak with tomato sauce Orange sauce Assortment of vegetables pommes Lyonnais		Pineapple upside down cake
8 Germany	Potato & leek soup Pretzels	Schnitzel with lemon caper cream, German style vegetables & sauerkraut	Potato pancakes	Schwarzwälder Kirschtorte
9 French	French Onion Soup	Hachis Parmentier/	Ratatouille	Strawberry & lemon

	Baguette	Flamiche with Spinach Soufflé		meringue tartlet
10 Oriental	Crab Rangoon / corn Rangoon	Sliced Chicken/Cottage Cheese in Black bean Sauce/ With Burnt Garlic Fried Rice	Lettuce Wrap	Custard Buns with Green Tea sauce.
11 Charcuterie & Breads	Sausages, Galantine, Pate & Aspic Assorted Breads			
12 Cakes & Icings	Sponge	Gel Cake	Pound Cake	Meringue, Whipped, Fondant & Molding Clay.
13	Trade Test			
14	Trade test			

Texts books

- Food Production and Culinary Art (2013). Maheshwari Prasad Verma
- Essentials of Asian Cuisine, Fundamentals and Favorite Recipes (2010). Corinne Trang
- Bali, P.S. (2011). International Cuisine; Oxford university press

Reference books

- Escoffier, A. (1979). The Complete Guide To The Art Of Modern Cookery: The first translation into English in its entirety of Le Guide Culinaire. London: Heinemann.
- Kinton, R., &Ceserani, V. (2005).The Theory of Catering. London: E. Arnold.
- Larousse, L. (2001). Larousse Gastronomique: The World's Greatest Cookery Encyclopedia. Hamlyn.
- Harold McGee (2015). On Food and Cooking: The Science and Lore of the Kitchen Essential

Modes of Evaluation: Assignment/ Mid term / Journal/ Viva/Practical Evaluation



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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)		
THEORY (25)		
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	**Total**
15	10	**25**
LAB (15)		
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**
10	5	**15**
END SEMESTER EXAMINATION (60)		
Theory **(35)**		Lab **(25)**

PSO1	Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.



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Relationship between the Course Outcomes (COs) and Program Specific Outcomes (PSOs)

PSO / CO	PSO1	PSO2	PSO3	PSO4
CO 1	M	M	H	L
CO 2	H	M	L	M
CO 3	H	L	H	M
CO 4	L	M	H	L
CO 5	H	M	L	H

H- High
M- Medium
L-Low

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes Z**
CO1	Determine the working of various International cuisines & practicing the related menus.	PO1,PO2,PO3,PO4,PO5,PO6,PO7,PO8,PO9,PO10,PO12
CO2	Speculate & understand the varieties and processes involved in bakery dessert preparations.	PO1,PO3,PO5,PO6,PO7,PO8,PO9, PO10
CO3	Evaluate the various bread making methods and the faults observed during the bread making process.	PO1,PO3,PO5,PO6,PO7,PO8,PO9, PO10
CO4	Plan and forecast budgets based on budgeting needs and requirement.	PO1,PO2,PO3,PO4,PO5,PO6,PO7,PO8,PO9,PO10,PO12
CO5	Develop new recipes based on research and development of new products.	PO1,PO2,PO3,PO4,PO5,PO6,PO7,PO8,PO9,PO10,PO12

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital	Problem Solving	Communication &	Behavioral Skills,	Globalization	Ethical, Social and	Employability,	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO1 0	PO1 1	PO1 2
CO1	**H**	**H**	**L**	**H**	**M**	**M**	**M**	**H**	**H**	**H**		**H**
CO2	**H**		**L**		**M**	**M**	**M**	**H**	**H**	**H**		
CO3	**H**		**L**		**M**	**M**	**M**	**H**	**H**	**H**		
CO4	**H**	**H**	**L**	**H**	**M**	**M**	**M**	**H**	**H**	**H**		**H**
CO5	**H**	**H**	**L**	**H**	**M**	**M**	**M**	**H**	**H**	**H**		**H**

H- High
M- Medium
L-Low

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20BHM-0FB41C	Advanced Food & Beverage Service	L	T	P	C
Version 1.0		2	0	4	4

Course Objectives- The purpose of this course is to:

1. Provide students with the knowledge and skills necessary to perform the daily duties required of food and beverage service personnel.
2. Provide an opportunity for students to apply their knowledge and skills of food and beverage operations in a practical training situation.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Design Job Description, Specifications & duty roaster of a Food & Beverage Service Department.
CO2 Demonstrate the different flambé recipes of guerdon service as a specialized service.
CO3 Design & supervise a Bar with all basic equipments required for smooth functioning of a Bar.
CO4 Evaluate the importance & functions of Kitchen stewarding department in a food & beverage Service department
CO5 Demonstrate supervisory skills to handle any food & beverage outlet a five star hotel or stand-alone.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations.

Course content - **Total Lecture hours (14X2= 28)**

Unit I: Food & Beverage Staff Organisation **6 Lecture hours**

- Categories of staff
- Hierarchy
- Job description and specification
- Duty roaster

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Unit II: Gueridon Service

6 Lecture hours

- History of gueridon
- Definition
- General consideration of operations
- Advantages & Dis-advantages
- Types of trolleys
- Factor to create impulse, Buying – Trolley, open kitchen
- Gueridon equipment
- Gueridon ingredients

Unit III: Bar Operations

6 Lecture hours

- Types of Bar
- Cocktail
- Dispense
- Area of Bar
- Front Bar
- Back Bar
- Under Bar (Speed Rack, Garnish Container, Ice well etc.)
- Bar Stock
- Bar Control
- Bar Staffing
- Opening and closing duties

Unit IV: Kitchen Stewarding

6 Lecture hours

- Importance
- Opportunities in kitchen stewarding
- Record maintaining
- Machine used for cleaning and polishing
- Inventory

Unit V: Managing Food & Beverage Outlet

4 Lecture hours

- Supervisory skills
- Developing efficiency
- Standard Operating Procedure



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LAB- (14x4 Hours) =56 Hours

Lab session No.	Details
1	Organizing Mise-en-place for Gueridon Service, Dishes involving work on the Gueridon
2	Gueridon service of Crepe suzette & Mock restaurant service
3	Gueridon service of banana au Rhum & Mock restaurant service
4	Gueridon service of Peach Flambé & Mock restaurant service
5	Gueridon service of Rum Omelette & Mock restaurant service
6	Designing & Setting the bar
7	Conducting Briefing & Debriefing
8	Drafting Standard Operating Systems (SOPs) for various F & B Outlets
9	Supervising Food & Beverage operations Making Duty Roster
10	Preparing Restaurant Log
11	Kitchen Stewarding • Using & operating Machines • Exercise – physical inventory
12	Mock Restaurant Service
13	Mock Restaurant Service
14	Mock Restaurant Service

Text books

- Fischer, J. (2006). *At your service: a practical guide for the Professional Dining Room,* (2nd ed.).New York: John Wiley and Sons Inc.
- Singaravelavan, R. (2012). *Food and Beverage Services* (1st ed.). New Delhi: Oxford University Publications.
- Axler, H. Bruce et al (1990). *Food and Beverage Service* (1st ed.). US: Indiana University.
- Bagchi, S. N. (2007). *Textbook of Food and Beverage Service* (1st ed.). New Delhi: Aman Publications.
- George, B. (2008). *Food and Beverage Service and Management* (3rd ed.). UK: Jaico Publishing House.

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Reference books

- Lillicrap, D. R., & Cousins, J. A. (1998). *Food and beverage service* (5th ed.). London: Hodder and Stoughton.
- Kotschevar, L. H., & Luciani, V. (1996). *Presenting service: the ultimate guide for the foodservice professional* (2nd ed.). New York: John Wiley and Sons Inc.
- Meyer, S., Schmid, E., & Spühler, C. (1990) *Professional table service* (1st ed.). New York: John Wiley and Sons Inc.
- National Restaurant Association Education Foundation (2005). *Serve Safe alcohol: fundamentals of responsible alcohol service* (1st ed.). New York: John Wiley and Sons Inc.

Modes of Evaluation: Assignment/ Mid-term / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)		
THEORY (25)		
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	**Total**
15	10	**25**
LAB (15)		
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**
10	5	**15**
END SEMESTER EXAMINATION (60)		
Theory **(35)**	Lab **(25)**	



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PSO1	Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

Relationship between the Course Outcomes (COs) and Program Specific Outcomes (PSOs)

PSO / CO	PSO1	PSO2	PSO3	PSO4
CO 1	M	L	H	L
CO 2	L	H	L	M
CO 3	H	L	H	H
CO 4	L	H	H	M
CO 5	L	M	L	H

H- High
M- Medium
L-Low

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Design a Job responsibilities & duty roaster of a Food & Beverage Service Department.	PO1, PO2, PO4, PO5, PO6, PO8, PO9, PO10, PO12
CO2	Demonstrate the different flambé recipes of guerdon service as a specialized service.	PO1, PO2, PO4, PO5, PO6, PO8, PO9, PO10, PO12
CO3	Design & supervise a Bar with all basic Equipments required for smooth functioning of a Bar.	PO1, PO5, PO8, PO9, PO10, PO12
CO4	Evaluate the importance & functions of Kitchen stewarding department in a food & beverage Service department	PO1, PO2, PO4, PO5, PO6, PO8, PO9, PO10
CO5	Demonstrate supervisory skills to handle any food & beverage outlet a five star hotel or stand-alone.	PO1, PO2, PO4, PO5, PO6, PO7, PO8, PO9, PO10

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication &	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability,	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**		**H**	**M**	**M**		**H**	**H**	**H**		**H**
CO2	**H**	**H**		**H**	**M**	**M**		**H**	**H**	**H**		**H**
CO3	**H**				**M**			**H**	**H**	**H**		**H**
CO4	**H**	**H**		**H**	**M**	**M**		**H**	**H**	**H**		
CO5	**H**	**H**			**M**	**M**	**M**	**H**	**H**	**H**		

H- High
M- Medium
L-Low

Saurav Chhabra
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20BHM-0AO41C	Accommodation Management	L	T	P	C
Version 1.0		2	0	2	3

Course Objectives- The purpose of this course is to:

1. Develop knowledge and understanding on functions and records of housekeeping department
2. Develop understanding on housekeeping budgetary controls and processes involved.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Develop the area inventory list of housekeeping and undergo a time and motion student of the department.

CO2 Decide capital and operating budget taking into consideration the expenses to run the housekeeping department.

CO3 Outline the importance of Purchasing and contracting in housekeeping department.

CO4 Develop a security and safety module for housekeeping department.

CO5 Discuss & explain the changing trends in hotel housekeeping.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations.

Course content - **Total Lecture hours (14X2= 28)**

Unit I: Planning and organizing the housekeeping department **6 Lecture hours**

- Area inventory list
- Frequency schedules
- Performance and productivity standards

Time and motion study in housekeeping operations

- Standard operating manuals – job procedures
- Job allocation and work schedules
- Calculating staff strengths & planning duty rosters, teamwork and leadership in house keeping
- Training in HKD, devising training programs for HK staff
- Inventory level for non-recycled items

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Unit II: Budget and budgetary controls — **6 Lecture hours**

- The budget process
- Planning capital budget
- Planning operation budget
- Operating budget – controlling expenses – income statement

Unit III: Purchasing in housekeeping — **6 Lecture hours**

- Purchasing systems – methods of buying
- Purchase Stock records – issuing and control
- Contract services
- Types of contract services
- Guidelines for hiring contract services
- Advantages & disadvantages of contract services

Unit IV: Safety and security — **4 Lecture hours**

- Safety awareness and accident prevention
- Fire safety and fire fighting
- Crime prevention and dealing with emergency situation
- Energy and water conservation in housekeeping operations

Unit V: New Property Operations — **6 Lecture hours**

- Housekeeper in a new property
- Division of work
- Staffing consideration
- Orientation and training
- Area responsibility plan
- Counting before the opening

Changing trends in Hospitality

- Hygiene not just cleanliness
- Training and motivation
- Trends

Eco friendly product and services

- New scientific techniques
- IT savvy housekeeping



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LAB- (14x2 Hours) =28 Hours

Lab session No.	Details
1	First Aid & First aid kit
2	Planning Duty Roster
3	Developing area Inventory list, Productivity & performance Standard
4	Devising Training Programs for Housekeeping department
5	Lost and found articles
6	Budgeting for housekeeping expense
7	Ergonomics in Housekeeping
8	Hotel Renovation
9	Eco friendly Practices(Reuse & Recycle)
10	Special Decorations
11	Prevention of accidents
12	Dealing with emergency situation
13	Revision
14	Revision

Textbooks

- Kaushal, S.&Gautam, S. (1994). *Accommodation Operation Management* (4th ed.). Noida: Frank Bros & Co.
- Andrews, S. (1990). *Hotel Housekeeping Management and Operations* (3rd ed.). NY: Tata McGraw Hill Companies.
- Margaret, M., Kappa, A.L., & Patricia, B. (2002). *Housekeeping Management* Educational Institute of the American Hotels & Motels Association.
- Raghubalan,G., &Raghubalan, S. (2015). *Hotel Housekeeping Operations & Management* (3rd ed.). England, UK: Oxford University Press.
- Jones,T. (2004). *Professional management of housekeeping operations* (4th ed.). New Jersey: John Wiley & Sons.

Reference books

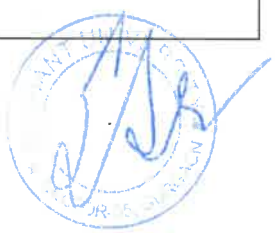
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- Schneider, W.M., Tucker, G., &Sloviak, M. (1999). *The professional housekeeper* (4th ed.). Milton Qld: Jacaranda Wiley.
- Casado, M.A. (2012). *Housekeeping Management*, (2nd ed.). Hoboken, New Jersey: John Wiley & Sons.

- Lindsay, N. (2009). *Good Housekeeping Cookery Book: The Cooks Classic Companion* (2nd ed.). NY: Collins & Brown.

Modes of Evaluation: Assignment/ Mid-term / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)		
THEORY (25)		
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	**Total**
15	10	**25**
LAB (15)		
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**
10	5	**15**
END SEMESTER EXAMINATION (60)		
Theory **(35)**	Lab **(25)**	

PSO1	Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.



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Relationship between the Course Outcomes (COs) and Program Specific Outcomes (PSOs)

PSO / CO	PSO1	PSO2	PSO3	PSO4
CO 1	H	M	H	L
CO 2	L	H	L	M
CO 3	H	L	H	H
CO 4	M	M	H	L
CO 5	H	M	L	H

H- High
M- Medium
L-Low

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Develop the area inventory list of housekeeping and undergo a time and motion student of the department.	PO1,PO2,PO4,PO5,PO6,PO7,PO8,PO9,PO10, PO12
CO2	Decide capital and operating budget taking into consideration the expenses to run the housekeeping department.	PO1,PO2,PO4,PO5,PO6,PO7,PO8,PO9,PO10 , PO12
CO3	Outline the importance of Purchasing and contracting in housekeeping department.	PO1,PO5,PO7,PO8,PO9, PO10, PO12
CO4	Develop a security and safety module for housekeeping department.	PO1,PO2,PO4,PO5,PO6,PO7,PO8,PO9,PO10
CO5	Discuss & explain the changing trends in hotel housekeeping	PO1,PO2,PO4,PO5,PO6,PO7,PO8,PO9,PO10

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**		**H**	**M**	**M**	**M**	**H**	**H**	**H**		**H**
CO2	**H**	**H**		**H**	**M**	**M**	**M**	**H**	**H**	**H**		**H**
CO3	**H**				**M**		**M**	**H**	**H**	**H**		**H**
CO4	**H**	**H**		**H**	**M**	**M**	**M**	**H**	**H**	**H**		
CO5	**H**	**H**		**H**	**M**	**M**	**M**	**H**	**H**	**H**		

H- High
M- Medium
L-Low

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21BHM-0RE41C	Research in Hospitality	L	T	P	C
Version 1.0		3	0	0	3

Course Objectives- The purpose of this course is to:

1. Equip the students with latest and necessary field techniques and to build a necessary statistical acumen among them.
2. Familiarize them with tools and forms of Research.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand & Explain the scope and purpose of doing research.
CO2 State research problem and objectives and identify the theme.
CO3 Design research and Collect data using various data collection methods.
CO4 Plan sampling and fieldwork.
CO5 Undergo Literature Review, data analysis and Report Writing.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X3= 42)**

Unit I: Introduction **8 lecture Hours**

- Meaning and definition
- Scope and purpose of doing research
- Areas of research, research procedure
- Applications of research
- Problems of conducting research

Unit II: Project Theme **8 lecture Hours**

- Identifying theme of project
- Selection of Title, Description of universe
- Executive summary
- Statement of research problem and research objectives.

Unit III: Research Design & Data Collection Method — **8 lecture Hours**

- Primary research, Secondary research
- Research approaches –Observation, Experiment
- Survey
- Research instrument –Questionnaire Design and Development

Unit IV: Sampling Plan & Field Work — **10 lecture Hours**

- Sampling Unit
- Sample Size
- Sample selection process
- **Field Work-** Planning and Organizing

Unit V: Data Analysis & Report Writing — **8 lecture Hours**

- Classification
- Tabulation
- Analysis and Interpretation
- Report format
- Executive summary
- Literature review, findings
- Conclusion and Recommendation

Text books

- Douglas, C. (2007). *Design and Analysis of Experiments* (5th ed.). New Delhi: Wiley India.
- Douglas C., Runger, D., & George, C. (2007). *Applied Statistics & probability for Engineers* (3rd ed.). New Delhi: Wiley India.
- Kumar, R. (2014). *Research Methodology: A Step-by-Step Guide for Beginners* (4th ed.). New Delhi: SAGE Publications Ltd.
- Geoffrey, R., David, D. (2005). *Essentials of Research Design and Methodology* (1st ed.). Hoboken, NJ: Wiley.
- Padma, T. (2014). *Research Methodology* (4th ed.). New Delhi: Bharat Law House Pvt. Ltd.

Reference books

- Kothari, C. R. (2004). *Research Methodology - Methods and Techniques* (2nd ed.). New Delhi: New Age International.
- Steven, G. C. (2014). *Research Methodology* (kindle ed.). UK: SGC Production.
- Graham, M. (2017). *Research Methodology: The beginners Manual* (1st ed.). Philippines: Create Space Independent Publishing Platform.
- David, L., & Jennifer, R. (2014). *Single Case Research Methodology: Applications in Special Education and Behavioral Sciences* (2nd ed.). Abingdon, United Kingdom: Routledge.

Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)		
THEORY (25)		
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	**Total**
15	10	**25**
LAB (15)		
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**
10	5	**15**
END SEMESTER EXAMINATION (60)		
Theory **(35)**		Lab **(25)**



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PSO1	Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

Relationship between the Course Outcomes (COs) and Program Specific Outcomes (PSOs)

PSO / CO	PSO1	PSO2	PSO3	PSO4
CO 1	M	L	H	L
CO 2	M	H	L	M
CO 3	M	L	H	H
CO 4	H	M	H	L
CO 5	H	L	L	H

H- High
M- Medium
L-Low

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand & Explain the scope and purpose of doing research.	PO1, PO2, PO4, PO8,PO9,PO10
CO2	Design research and Collect data using various data collection methods.	PO1, PO2, PO4, PO8,PO9,PO10
CO3	Design research and data collection methods.	PO1, PO2, PO3, PO4, PO5, PO8,PO9,PO10
CO4	Plan sampling and fieldwork.	PO1, PO2, PO3, PO4, PO5, PO8,PO9,PO10
CO5	Undergo Literature Review, data analysis and Report Writing.	PO1, PO2, PO3, PO4, PO5, PO8,PO9,PO10

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**L**	**H**		**H**				**H**	**L**	**M**		
CO2	**L**	**H**		**H**				**H**	**L**	**M**		
CO3	**L**	**H**	**H**	**H**	**H**			**H**	**L**	**M**		
CO4	**L**	**H**	**H**	**H**	**H**			**H**	**L**	**M**		
CO5	**L**	**H**	**H**	**H**	**H**			**H**	**L**	**M**		

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0RM41T	Revenue and Yield Management	L	T	P	C
Version 1.0		2	0	0	2

Course Objectives- The purpose of this course is to:

1. Requirements and conditions of revenue management and pricing
2. Approaches to demand estimation and forecasts capacity and price based revenue optimization models
3. Extending revenue management models using state of the art literature

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand key revenue management concepts.
CO2 Formulate possible solutions to solve basic problems in revenue management optimization problems.
CO3 Apply TQM techniques to forecast the perception of quality.
CO4 Apply the Time & Motion Study in the hotels.
CO5 Understand the revenue management techniques used by the hotels.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X2= 28)**

Unit I: Introduction to Revenue Management **8 Lecture Hours**

- Concept of yield management
- Benefits of yield management
- Yield Management Strategies

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Unit II: Controlling & Impact of Yield Management Process — 8 Lecture Hours

- Framework to control Hotel Yield Management
- The control Process-tracking- Checking, signalling, controlling and update.
- Role of Forecasting
- Role of Budgeting

Unit III: Total Quality Management — 5 Lecture Hours

- Introduction to TQM
- Benefits of total quality management
- Practices of TQM

Unit IV: Time & Motion — 5 Lecture Hours

- Concept of Time & Motion
- Importance
- Benefits of Time & Motion Study
- How it is used to maximize the revenue

Unit V: Automated Revenue Management System — 2 Lecture Hours

- Introduction
- MIS
- Examples of Automated Revenue Management System

Text Books-

- Introduction to Revenue Management for the Hospitality Industry: Trevor Stuart-Hill, Juston Pa Kimberly A. Tranter
- Hayes, D.K., Miller, A. (2011), Revenue Management for the Hospitality Industry, New Jersey: John Wiley & Sons Inc, ISBN: 978-0-470-39308-6.

Reference books

- Hotel Revenue Management: Factors to Consider When Pricing Your Room Nights -by Shane Lambert
- The Theory and Practice of Revenue Management, Talluri, Kalyan, van Ryzin, Garrett , 2004/1, Springer
- Pricing for Hospitality & Tourism: Pricing and Revenue Management Tips and Ideas for Hospitality & Tourism- by Bulent Kayapehlivan.
- HOTEL SALES AND REVENUE MANAGEMENT: A Guide for Small & Medium Size Hotels & Hospitality Beginners- by Ash Sarsw

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Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)			
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	**Total**
15	15	10	**40**
END SEMESTER EXAMINATION (60)			
Theory **(60)**			

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

PSO1	Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

Relationship between the Course Outcomes (COs) and Program Specific Outcomes (PSOs)

PSO / CO	PSO1	PSO2	PSO3	PSO4
CO 1	L	M	H	L
CO 2	H	H	L	M
CO 3	H	L	H	H
CO 4	L	M	H	L
CO 5	H	L	L	H

H- High
M- Medium
L-Low

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Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Program Outcomes**
CO1	Understand key revenue management concepts.	PO1,PO2, PO3,PO4, PO5,PO6, PO9, PO10, PO11,PO12
CO2	Formulate and solve basic pricing and revenue management optimization problems.	PO1,PO2, PO3,PO4, PO5,PO6, PO9, PO10, PO11,PO12
CO3	Apply TQM techniques to forecast the perception of quality.	PO1,PO2, PO3,PO4, PO5,PO6, PO9, PO10, PO11,PO12
CO4	Apply the Time & Motion Study in the hotels.	PO1,PO2, PO3,PO4, PO5,PO6, PO9, PO10, PO11,PO12
CO5	Understand the revenue management techniques used by the hotels.	PO1,PO2, PO5,PO6, PO9, PO10, PO12

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**	**L**	**H**	**M**	**M**			**M**	**M**	**M**	**H**
CO2	**H**	**H**	**L**	**H**	**M**	**M**			**M**	**M**	**M**	**H**
CO3	**H**	**H**	**L**	**H**	**H**	**H**			**H**	**M**	**M**	**H**
CO4	**H**	**H**	**L**	**H**	**M**	**M**			**M**	**M**	**M**	**H**
CO5	**H**	**H**			**M**	**M**			**M**	**M**		**H**

H- High
M- Medium
L-Low

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20BHM-0FR41L	French – V	L	T	P	C
Version 1.0		1	0	2	2

Course Objectives- This is the Second step to learning French. The purpose of this course is to:

1. Facilitate the learner to equip himself with the vocabulary of the parts of the face
2. Be better equipped to freely use this vocabulary in comprehension, expression and in composition

Course Outcomes- On completion of this course, the students will be able to:

CO1 Describe the names of the parts of the face with their matching gender
CO2 Elaborating Nouns and adjectives for the description of face
CO3 Learn the Adjective Possessive in singular forms
CO4 Learn the Adjective Possessive in plural forms
CO5 Understand ordinal numbers

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. aimed to equip students with skills to apply the theoretical knowledge in various situations. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course Contents — **Total Lecture hours (14X1 = 14)**

Unit I – Parts of the face — **3 lecture Hours**

- Usage of special expressions with face
- Describing people – preparing matrimonials
- Special attributes of the face

Unit II – Usage of adjectives for describing people — **3 lecture Hours**

- Attributes of different nationalities
- Special features of the face
- Types of skin and the deformities

Unit III – Adjective possessive – form 1 — **2 lecture Hours**

- Describing possession in the singular forms
- Negative possession
- Dealing with negative questions

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Unit IV – Adjective possessive – form 2 — **2 lecture Hours**

- Describing possession in the singular forms
- Negative possession
- Dealing with negative questions

Unit V – Ordinal numbers — **4 lecture Hours**

- Description of orders
- Classifications

LAB- (14x2 Hours) =28 Hours

Lab Session No.	Details
1	Role Play – Talking about the layout of a hot kitchen
2	Role Play – Technical description of a restaurant
3	Project work – names of countries in French
4	Names of cities in French
5	Practical use of prepositions to express 'going'
6	Practical use of prepositions to express 'coming'
7	Role Play – students expressing going and coming put together
8	Use of indéfinité adjectives – chaque, tout, tous etc.
9	Recipe of baking a cake
10	Recipe of omelette
11	Recipe of a baked dish
12	Cocktail mixing
13	Revision
14	Revision

Texts

- G. Mauger - Cours de langue et de Civilisation françaises

References

- G. Mauger - Cours de langue et de Civilisation françaises
- Larousse - Dictionnaire – anglais – français – anglais
- French Verbs – Robert & Nathan
- French Classified Vocabulary – Webster's

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Modes of Evaluation: Assignment/ Midterm Evaluation/Presentation/Journal/Viva

MID SEMESTER EVALUATION (40)			
Mid Semester Examination	Lab/ practical performed & Lab report	Assignment(s)/ Quiz (s)	**Total**
15	15	10	**40**
END SEMESTER EXAMINATION (60)			
Practical **(60)**			

PSO1	Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

Relationship between the Course Outcomes (COs) and Program Specific Outcomes (PSOs)

PSO / CO	PSO1	PSO2	PSO3	PSO4
CO 1	L	M	H	L
CO 2	H	H	L	M
CO 3	H	L	H	H
CO 4	L	M	H	L
CO 5	H	L	L	H

H- High
M- Medium
L-Low

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Mapping between COs and POs		
	Course Outcomes (Cos)	**Mapped Programme Outcomes**
CO1	Describe the names of the parts of the face with their matching gender	PO1, PO3, PO5, PO9,PO10
CO2	Elaborating Nouns and adjectives for the description of face	PO1, PO3, PO5, PO9,PO10
CO3	Learn the Adjective Possessive in singular forms	PO1, PO3, PO5, PO9,PO10
CO4	Learn the Adjective Possessive in plural forms	PO1, PO3, PO5, PO9,PO10
CO5	Understanding ordinal numbers	PO1, PO3, PO5, PO9,PO10

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO 1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO 10	PO 11	PO 12
CO1	**L**		**M**		**H**				**M**	**M**		
CO2	**L**		**M**		**H**				**M**	**M**		
CO3	**L**		**M**		**H**				**M**	**M**		
CO4	**L**		**M**		**H**				**M**	**M**		
CO5	**L**		**M**		**H**				**M**	**M**		

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0FD41T	Facility Management, Planning & Design	L	T	P	C
Version 1.0		2	0	0	2

Course Objectives- The purpose of this course is to:

1. Develop knowledge and interest in the planning phase of the Hotel Operations including designing, facilities needed, HVAC system etc.
2. Familiarize them with the procedures and planning of a 5-star hotel kitchen.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Classify hotels based on star categorization &list out the pre requisites for designing a good 5-star hotel.

CO2 Design a hotel taking into consideration the CAPEX and operating budget.

CO3 Develop & Plan specifications for various kitchen equipment.

CO4 Design their own kitchen based on ancillary sections of a kitchen department

CO5 Compare between CPM & PERT

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content -

Total Lecture hours (14X2= 28)

Unit I: Hotel Design & Star Classification of Hotel — **6 Lecture hours**

- Criteria for star classification of hotel (Five, four, three, two, one & heritage)
- Planning for Physically Challenged
- Design consideration
- Attractive Appearance
- Efficient Plan
- Good location
- Suitable material
- Good workmanship
- Sound financing
- Competent Management

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Unit II: Facilities Planning — **6 Lecture hours**

The Systematic Layout Planning pattern

Planning Considerations

- Flow process & Flow diagram
- Procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/budget hotel/5-star hotel

Architectural consideration

- Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas)
- Approximate cost of construction estimation

Unit III: Kitchen — **6 Lecture hours**

- Equipment requirement for commercial kitchen
- Developing specification for various Kitchen equipment's
- Planning of various support services (pot wash, wet grinding, chef room, larder, store & other staff facilities)

Unit IV: Kitchen Lay Out & Design — **6 Lecture hours**

- Principles of kitchen layout and design
- Areas of the various kitchens with recommended dimension
- Layout of commercial kitchen (types, drawing a layout Of Commercial kitchen

Kitchen Stewarding

- Importance of kitchen stewarding
- Equipment found in kitchen stewarding department

Energy Conservation

- Necessity for energy conservation
- Methods of conserving energy in different area of operation of a hotel
- Developing and implementing energy conservation program for a hotel

Unit V: Project Management — **4 Lecture hours**

- CPM & Pert
- Comparison of CPM & Pert



Text books

- Bihari, Dr. G. (2006). *Materials and Machine Management* (3rd ed.). India: IISE, Lucknow.
- Kotschevar, L. H., & Terrell, M. E. (1999). *Food Service Planning- Layout Equipment* (4th ed.). UK: Pearson.
- Muther, R. (1973). *Systematic Layout Planning* (2nd ed.). USA: Cahners Books.
- Pandit, S. N. (1998). *Hotel Venture Management* (2nd ed.).New Delhi: Hotex Publishers.
- Shrerlekar & Sherlekar. (1984). *Principles of Business Management* (2nd ed.). New Delhi: Himalaya Publishing House.

Reference books

- Boresenik, F., & Dalan, T. S. (1996). *The Management of Maintenance and Engineering Systems in the Hospitality Industry* (2nd ed.). New York: John Wiley and Sons Inc.
- Satyanarayan, N., & Raman, L. (2001). *Management Operations & Research* (8th ed.). New Delhi: Himalaya Publishing House.
- Spipamuk, D. M. (2015). *Hospitality Facilities Management & Design* (4th ed.).United States: American Hotel & Lodging Association.
- Swanson, B. B. (1981). *Introduction to Home Management* (1st ed.). New York: Mcmillan.

Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)			
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	**Total**
15	15	10	**40**
END SEMESTER EXAMINATION (60)			
Theory **(60)**			

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BACHELOR OF HOTEL MANAGEMENT

PSO1	Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

Relationship between the Course Outcomes (COs) and Program Specific Outcomes (PSOs)

PSO / CO	PSO1	PSO2	PSO3	PSO4
CO 1	L	M	H	L
CO 2	H	H	L	M
CO 3	H	L	H	H
CO 4	L	M	H	L
CO 5	H	L	L	H

H- High
M- Medium
L-Low

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Classify hotels based on star categorization &list out the pre requisites for designing a good 5-star hotel.	PO1,PO3, PO5, PO6,PO7,PO8, PO9,PO10, PO11
CO2	Design a hotel taking into consideration the CAPEX and operating budget.	PO1,PO2,PO3, PO4, PO5, PO6,PO7,PO8, PO9,PO10, PO11,PO12
CO3	Develop & Plan specifications for various kitchen equipment.	PO1,PO2,PO3, PO4, PO5, PO6,PO7,PO8, PO9,PO10, PO11,PO12
CO4	Design their own kitchen based on ancillary sections of a kitchen department	PO1,PO3, PO4, PO5, PO6,PO7,PO8, PO9,PO10, PO11,PO12
CO5	Compare between CPM & PERT	PO3, PO5, PO6,PO7,PO8, PO9,PO10, PO11,PO12

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**		**M**		**L**	**M**	**M**	**M**	**H**	**H**	**M**	
CO2	**H**	**H**	**M**	**M**	**L**	**M**	**M**	**M**	**H**	**H**	**M**	**H**
CO3	**H**	**H**	**M**	**M**	**L**	**M**	**M**	**M**	**H**	**H**	**M**	**H**
CO4	**H**		**M**	**M**	**L**	**M**	**M**	**M**	**H**	**H**	**M**	**H**
CO5			**M**		**L**	**M**	**M**	**M**	**H**	**H**	**M**	**H**

H- High
M- Medium
L-Low

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21BHM-0EE41T	Entrepreneurship Essentials	L	T	P	C
Version 1.0		2	0	0	2

Course Objectives- The purpose of this course is to:

1. Develop knowledge and attitude among young entrepreneurs and introduce them to the process of Starting & running their own entrepreneurial startups.
2. Familiarize them with the market strategies and ways to raise capital through extensive market surveys and case studies.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Identify a business opportunity, evaluate an idea and assess the market alongside exploring risks and rewards of entrepreneurship.
CO2 Apply the POCD (People, Opportunity, Context, Deal) framework in order to build a successful business.
CO3 Carry out key financial decisions that you must make at the early stages of a startup.
CO4 Find and implement strategies in order to raise capital and approach the investors.
CO5 Analyse the running and growth of various entrepreneurship businesses through case study.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X2= 28)**

Unit I: Ideas and Opportunities **6 Lecture hours**

- Identify an entrepreneurial idea
- Evaluate an entrepreneurial idea
- Gain comfort with twists and turns
- Sizing the market

Unit II: Building a Business **6 Lecture hours**

- Apply the POCD (People, Opportunity, Context, Deal) framework
- Manage risk and reward through experimentation
- Make decisions with the future in mind

Unit III: Financing a Business **6 Lecture hours**

- Determine how investment can help you create value for yourself and your investors
- Consider risk and reward through various forms of analysis
- Discover when to solicit investment and how much you will need to seek out

Unit IV: Sources of Investment **6 Lecture hours**

- Understand the opportunities and tradeoffs associated with different sources of financing
- Defining key financing terms
- Apply the tools of valuation to start-up ventures

Unit V: Case study – Entrepreneurial ventures **4 Lecture hours**

Text books

- Constable, K. (2015, March 30). The 5 Types of Entrepreneurs. Entrepreneur. Retrieved August 24, 2015 from http://www.entrepreneur.com/article/244210 [c]
- Citipeak Events. (2014, August 14). What are The Benefits of Entrepreneurship? - Citipeak Events Reveals All. Retrieved August 26, 2015 from https://www.youtube.com/watch?v=InO1ZFee_d8 [o]
- Fallon, N. (2015, July 7). Learning to Be an Entrepreneur: 5 Steps to Success. Business News Daily. Retrieved August 26, 2015 from http://www.businessnewsdaily.com/4959-how-to-be-an-entrepreneur.html [q]

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Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)			
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	**Total**
15	15	10	**40**
END SEMESTER EXAMINATION (60)			
Theory **(60)**			

PSO1	Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

Relationship between the Course Outcomes (COs) and Program Specific Outcomes (PSOs)

PSO / CO	PSO1	PSO2	PSO3	PSO4
CO 1	**L**	**M**	**H**	**L**
CO 2	**H**	**H**	**L**	**M**
CO 3	**H**	**L**	**H**	**H**
CO 4	**L**	**M**	**H**	**L**
CO 5	**H**	**L**	**L**	**H**

H- High
M- Medium
L-Low

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Identify a business opportunity, evaluate an idea and assess the market alongside exploring risks and rewards of entrepreneurship.	PO1,PO3, PO5, PO6,PO7,PO8, PO9,PO10, PO11
CO2	Apply the POCD (People, Opportunity, Context, Deal) framework in order to build a successful business.	PO1,PO2,PO3, PO4, PO5, PO6,PO7,PO8, PO9,PO10, PO11,PO12
CO3	Carry out key financial decisions that you must make at the early stages of a startup	PO1,PO2,PO3, PO4, PO5, PO6,PO7,PO8, PO9,PO10, PO11,PO12
CO4	Find and implement strategies in order to raise capital and approach the investors.	PO1,PO3, PO4, PO5, PO6,PO7,PO8, PO9,PO10, PO11,PO12
CO5	Analyse the running and growth of various entrepreneurship businesses through case study	PO3, PO5, PO6,PO7,PO8, PO9,PO10, PO11,PO12

PO Keywords	nowledge & Expertise of Hotel usiness	esearch	nformation & Digital Literacy	roblem Solving	ommunication & presentation kills	ehavioral Skills, Teamwork and eadership	lobalization	thical, Social and professional nderstanding	mployability, Entrepreneurship	ifelong Learning	rganizational Behavior	inance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**		**M**		**L**	**M**	**M**	**M**	**H**	**H**	**M**	
CO2	**H**	**H**	**M**	**M**	**L**	**M**	**M**	**M**	**H**	**H**	**M**	**H**
CO3	**H**	**H**	**M**	**M**	**L**	**M**	**M**	**M**	**H**	**H**	**M**	**H**
CO4	**H**		**M**	**M**	**L**	**M**	**M**	**M**	**H**	**H**	**M**	**H**
CO5			**M**		**L**	**M**	**M**	**M**	**H**	**H**	**M**	**H**

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

Sushant University	School of Hospitality Management Detailed Course Plan		
Course Title: TDCC		**Course Code:**	
Term: II	**Academic Year:**	**Core/Elective: Elective**	**Credits: 1**
Course Designed by:		**Course taught by:** **e-mail:**	
Pre-requisites, if any:None			

1. Course Introduction and Objectives

This course will help participants to acquire the concept of Eco- sensitive or Green Hotels. The Participants will be exposed through diverse learning approaches of Energy, water conservation and Waste management to benefit the environment. This course will help them understand the importance & requirement of eco-friendly hotels.

Employability-level: Professional Skill

29. Foundation Core	30. Foundation Skill	31. Professional Core	32. Professional Skill	33. Premier Skill
			✓	

2. Course Learning Outcomes

By the end of the lesson, students will be able to:

CLO1: Define the concept of Eco- sensitive or Green Hotels and list the criteria for ecotel certification.

CLO2: Explain the importance of energy, Water conservation & Waste Management.

CLO3: Understand the benefits of using environment friendly guest supplies & stationary

3. Course Pedagogy

Primarily class lectures followed by question-answer sessions/ assignments/interactive sessions, reading of texts, Survey, case study would be used as an important pedagogy

4. Course Contents and Duration

The class would meet weekly for a period of 10 weeks approx.

Session No.	Session Topic / Sub-topic Description	Activity/Assignment	Required Readings/ Browsing/ Watching
1	Introduction to Ecotel	Discussion & PPT	
2	Ecotel Certification	Discussion & PPT	

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Modes of Evaluation: Assignment/ Midterm / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)		
THEORY (25)		
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	**Total**
15	10	**25**
LAB (15)		
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**
10	5	**15**
END SEMESTER EXAMINATION (60)		
Theory **(35)**		Lab **(25)**

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Create a tariff for the designated room type.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO12
CO2	Outline the objective of guest accounting cycle.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10,PO12
CO3	Understand the process and formats used in laundry and its operations	PO1, PO3, PO4, PO5, PO6, PO8, PO9, PO10
CO4	Carry out flower arrangement by applying principles of design.	PO1, PO3; PO4, PO5, PO6, PO8, PO9, PO10
CO5	Design and decorate guest room based on principle and elements of design.	PO1, PO2, PO3, PO4, PO5, PO6, PO9, PO10

3	Five Globe criteria	Discussion & PPT	
4	Identify an Eco-friendly site	Field visit	
5	Hotel Design & construction	Discussion & visit	
INTERNAL ASSESSMENT POINT I (MM=30)			
6	Energy Conservation	Discussion & videos	
7	Water Conservation	Discussion & videos	
8	Waste management	Discussion & videos	
INTERNAL ASSESSMENT POINT I (MM=30)			
9	Environment friendly Housekeeping	Visit	
10	Eco friendly products used in hotels	Visit	
FINAL ASSESSMENT POINT III (MM=40)			

34. Course Assessment

Assessment Scheme

Students would be assessed continuously at three assessment points during the course. Course assessment is based on a student's activity (records/ evidence of his/her performing and learning). While all activities are performed individually, assessment is individual.

For the final (40 marks) assessment, there will be exhibition-cum-competition of student's project, Posters & PPT on Eco- Friendly Hotels. And a panel of faculty will judge the art and marks will be allocated on the basis of that exhibition.

Course Assessment Components for a TD Course

A TD course is of 100 marks and will have the following assessment components. Final Grades will be based on the relative performance of a student in the class.

S. No.	Course Assessment Components		Marks/Weightage (%)
1	**Assessment 1**	(After Week 5)	**30**
2	**Assessment 2**	(After Week 8)	**30**
3	**(Final) Assessment 3**	(After Week 10)	**40**
		Total Marks	**100**

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Guidelines for Exhibition-Cum-Competition:

Each student would make a final project and a set of jury members on the day of the final assessment (in groups of four/five/as decided by the concerned faculty) will give the grades. Students would showcase and narrate their work done through the semester, also their learnings from it.

Final Presentation (40 Marks)

Each team of students would make a final portfolio presentation in front of a set of jury members on the day of the final assessment (in groups of four/five/as decided by the concerned faculty). They would showcase and narrate their work on project activity done through the semester, any MOOCs they audited and also their learnings from it.

- Group presentation but individual assessment - while the students would present in teams, assessment is individual and based on each teammate's contribution and presentation.
- Each team member must present 2-3 slides each, with the total number of slides not exceeding 12-15 slides
- Total time of presentation should not exceed 15 minutes (including questions and answers)
- 4-6 questions would be asked per presentation (any member of the team could be required to answer)
- The following rubric will be used for Group Project Presentation:

	Outstanding (5)	Very Good (4)	Good (3)	Average (2)	Below Average (1)
Inter & trans-disciplinary elements	The content was outstanding and suitably incorporated and integrated multi-, inter and trans-disciplinary perspectives.	The content was appropriate and a good attempt was made to incorporate multi, inter and trans-disciplinary perspectives.	Most content was relevant; some attempt was made to incorporate multi-, inter and trans-disciplinary perspectives.	Information was valid but some parts of the content needed expansion or shortening to bring in different perspectives.	Information was not relevant to the audience or directly related to the projects.
Information Sources	Used sufficient and appropriate	Detailed research done.	Appropriate research done.	Lacks proper	Research work

and Interpretation	research and information to support the project. Methodology used successfully integrated multi-, inter and trans-disciplinary perspectives.	Relevant data as per the project. Methodology was appropriate for a multi/inter/trans-disciplinary project.	Some of the data and methodology used was relevant to a multi/inter/trans-disciplinary project.	research. Data was scattered and methodology was not fully related to a multi/inter/trans-disciplinary project.	inappropriate. Data is not fully related to the project.
Quality of content and thought					
Integration of Knowledge	Demonstrated superior integration of knowledge of different areas and domains.	Demonstrated adequate integration of knowledge of different areas and domains.	Demonstrated some integration of knowledge of different areas and domains.	Very little integration of knowledge of different areas and domains.	Little or no integration of knowledge of different areas and domains.
Organization and presentation	Excellent structure and organization of content; excellent use of voice modulation while delivering; Maintaining eye contact with audience and seldom	Appropriate structure and organization; Good use of voice modulation; fluency in presentation	Fairly good structure and organization; Clear voice while presenting, but drop in volume at times; some use of vocal variation to show interest, maintains eye contact most of the time but	Structure and organization could be much improved; Voice lacks vocal variation, shows some eye contact, but not maintained;	Poor structure and organization; soft/ monotone voice, reads all or most of the presentation with no eye contact.

	returning to notes.		frequently returns to notes.	and at least half the time, speaker reads from notes.	
Teamwork	Demonstrated teamwork. It was evident that all the group members contributed equally to the presentation.	Demonstrated teamwork. It was evident that almost all the group members contributed to the presentation.	The teammates showed teamwork. However, it seems as though certain people did not do as much work as others	Lack of teamwork visible. It seems as though only a few people worked on the presentation.	Teamwork was minimalistic. It seems as though Only one member has worked on the presentation.
Slides/ Text/ Format/ Video Quality/ Clarity of Presentation	Font formats (e.g. color, bold, italic) had been carefully planned to enhance readability. Appropriate highlighters used.	Font formats (e.g. color, bold, italic) had been used to enhance readability. All graphics were appropriate and supported the content of the presentation.	Font formatting had been carefully planned to complement the content. Appropriate highlighters not used.	Mostly font formatting had been carefully planned but in places it may be a little hard to read. All graphics were attractive but many did not seem to support the content of the presentation.	No Format in the presentation. Several graphics were unattractive and diminishes the content of the presentation.



	Involved audience in presentation; held their attention throughout the presentation. Used original, clever, creative approach.	Involved audience in presentation; held their attention throughout by getting them actively involved in the speech	Presented facts in some interesting way and held attention most of the time by interacting with them.	Went off topic and lost audience. Failed to utilize method to pull the audience into the speech.	Avoided or discouraged active audience participation
Audience engagement/Question Handling	Excellent audience engagement; Answered all questions with explanation, elaboration and by integrating multi-, inter and trans-disciplinary perspectives.	Very good audience engagement; Answered all questions integrating multi-, inter and trans-disciplinary perspectives to a great extent.	Fair audience engagement; Answered most questions integrating multi-, inter and trans-disciplinary perspectives to some extent.	Mediocre audience engagement. Gave rudimentary answers to the questions with little or no integration of multi-, inter and trans-disciplinary perspective	Poor audience engagement. Has little grasp of information related to topic/project. Not able to answer most questions adequately

35. Course References

- Hotel Housekeeping Operations (Third Edition) Simrti Raghubalan ,Oxford University Press
- Clean India Journal
- Good Housekeeping
- https://beeindia.gov.in

Course Conduct Policy

A. Academic Honesty

Students are expected to uphold the standard of conduct for students relating to avoidance of academic dishonesty. Academic Dishonesty is defined as an intentional act of deception in which a student seeks to claim credit for the work or effort of another person or uses unauthorized materials or fabricated information in any academic work.

Students assume full responsibility for the content and integrity of the academic work they submit. The guiding principle of academic integrity is that a student's submitted work, examinations, reports, and projects must be that student's own work for individual assignments, and the group's own work for group assignments/ projects. Students are guilty of academic dishonesty if they:

- Use or obtain unauthorized materials or assistance in any academic work; i.e. cheating.
- Falsify or invent any information regarded as cheating by the course instructor; i.e. fabrication.
- Give unauthorized assistance to other students, i.e. assisting in dishonesty.
- Represent the work of others as their own; i.e. plagiarism.
- Modify, without facilitator approval, an examination paper, record or report for the purpose of obtaining additional credit; i.e. tampering.

The penalty for academic dishonesty is severe. Any student guilty of academic dishonesty may be subject to receive a failing grade for the examination, assignment, quiz, or class participation exercise as deemed appropriate by the instructor. In addition, the penalty could also imply that the student receives a failing grade for the course and be reported to the AU competent authority as in case of UMC during University examinations (Refer Policies on "Use of Unfair means in Examination").

A. Students with Disability/ Different-Ability

AU is committed to promoting full participation of students of all abilities in all aspects of the academic and social life of the University. We have initiated an ongoing process of reviewing and developing our policy and practices for promoting full inclusion for students and staff with disabilities and we consult regularly with them as part of this process. The main elements of our policy are listed below:

- **Environment.** We are committed to a systematic review and improvement of physical access across all of our sites. Where physical or sensory barriers limit access to services, we will endeavor to provide the service at a suitable alternative venue.
- **Access to facilities and support.** All facilities and equipment will be made as accessible as possible so that students of all abilities have access to the same range of support services.
- **Information for applicants, students and staff.** All publicity, Program details, and general information will be offered in accessible formats with sufficient time to allow for modification into alternative formats where necessary, for familiarization by students or personal support workers, and early application for support.

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For Faculty Version of Course Outline Only

This section of course outline contains the Curriculum Map for this course and is not to be distributed to students.

36. Graduate Attributes

Ansal University seeks to foster the following qualities in students through its various programs and the students' broader experience at the University. The University provides opportunities for students to be

7. knowledgeable, building disciplinary and interdisciplinary knowledge through a scholarly approach incorporating global and regional perspectives,
8. creative and critical thinkers, generating original ideas and concepts, and appreciating innovation and entrepreneurship,
9. empowered, having both the capacity and confidence to pursue the attainment of full potential,
10. engaged, contributing positively to diverse communities through service and leadership,
11. ethical, acting with integrity in intellectual, professional and community pursuits, and
12. sustainability-focused, responding to ecological, social and economic imperatives

37. Programme Educational Objectives (PEOs)

The programme is expected to achieve the following educational objectives for the students:

B. Development in their chosen profession and/ or progress towards an advanced degree in the domain
C. Earning a reputation as a source of innovative solutions to complex problems
D. Garner trust and respect of others as effective and ethical team members
E. Achieving positions of leadership in an organization and/or on teams
F. Lead a happy and aesthetic life and also promote aesthetics and happiness of others

38. Programme Learning Outcomes

Upon successful completion of the program the students will be able to:

7. Communicate, explore, network and negotiate in ways that extend representation of disciplinary ideas or perspectives.
8. Explore the relevance and test the value of concepts, frameworks, methods and theories from different fields of inquiry for gaining insights into trans-disciplinary systems and co-production of knowledge
9. Engage with and respond respectfully, generatively and analytically to different ways of knowing across community, cultural and environmental contexts to promote agency and collaboration
10. Use principled approaches for designing and developing trans-disciplinary initiatives for betterment of communities and

11. Recognize and promote the humanity of self and others and engage ethically and sensitively to the values and cultures of particular individuals, groups, organizations or communities through arts and recreation.

39. Program Education Objectives (PEOs) to Program Learning Outcomes (PLOs) Mapping Matrix

PLO/PEO	PEO 1	PEO 2	PEO 3	PEO 4	PEO 5
PL0 1	S	M	M	M	M
PL0 2	S	S	S	S	M
PL0 3	M	S	S	S	S
PL0 4	W	S	M	S	S
PL0 5	W	S	S	S	S

*S, M & W stand for the degree of association - Strong, Moderate & Weak.

40. Program Learning Outcomes (PLOs) to Course Learning Outcomes (CLOs) Mapping Matrix

Course Learning Outcomes (CLOs)	Programme Learning Outcomes (PLOs)				
	PLO-1	PLO-2	PLO-3	PLO-4	PLO-5
CLO1	S	S	S	W	W
CLO2	S	S	S	W	W
CLO3	S	S	M	M	W

41. Course Learning Outcomes to Assessment Components Mapping Matrix

(This matrix will be validated during Quality Audit by auditing the actual assessment components used during teaching and the sample grading of the submitted student work.)

Assessment/CLO	Learning Outcome 1	Learning Outcome 2	Learning Outcome 3
Relevant Session Nos.	1-3	4-7	8-10

Assessment 1:	✔		
Assessment 2 :	✔	✔	
Final Assessment	✔	✔	✔

42. Teaching Method Utilization Map

T1 - Lectures
T2 - Case Discussions
T3 - Guest Lectures
T4 - Learning Labs (Class Demo/Movie/Webinar)
T5 - Role Plays/Business Games/Simulation(s)
T6 - Student Presentation based on Team Assignment
T7 - Student-led Discussion
T8 - One-on-One Presentation/Feedback
T9 - Integrated Learning (Collaboration with other Faculty)
T10 - Class Assignment and Discussion
T11- Tutoring/Problem Solving
T12 - Industry Visit/Field Visit
T13 - Networking Events: Conference/Conclave/Workshop

Teaching Methods/Sessions	**S1**	**S2**	**S3**	**S4**	**S5**	**S6**	**S7**	**S8**	**S9**	**S10**
Teaching Methods (Primary)	**T1**	**T1**	**T6**	**T6**	**T12**	**T10**	**T2**	**T2**	**T12**	**T12**
Teaching Method (Secondary)										

- Do you plan to take any special/extra session during the course other than the allocated sessions? **NO**
- If Yes, please mention in the appropriate box below

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SEMESTER VIII

20BHM-0FP42L	Food Presentation and Styling	L	T	P	C
Version 1.0		1	0	4	3

Course Objectives- The purpose of this course is to:

1. Introduce students to the importance of food presentation.
2. Familiarize students with latest food styling trends and presentation styles.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand the fundamentals of digital photography and apply the same in food presentation.

CO2 Describe the role of props & Elevation.

CO3 Understand the importance of Complementary sauces and textures in a single plate.

CO4 Understand color schemes and will be able to choose plates based on the color of actual food items.

CO5 Construct a 3-course menu which appeals to the eye.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Practical hours (14X4= 56)**

Experiential learning modules

Note - All Sessions will be practical based and will be conducted in the Production lab.

Unit I: Introduction into food photography and styling **14 lecture hours**

- Digital photography basics (Picture formats, Exposure (ISO, shutter speed and aperture), Lenses and focal length)
- Specifics of food photography (colour, composition and lights)

Unit II: Food styling **8 lecture hours**

- Role of Props, Elevations and presentations tools

Unit III: Complementing sauces and texture formation — **18 lecture hours**

- Plated meal Compositions

Unit IV: Plate selection and color contrasts — **8 lecture hours**

Unit V: Eating food through Eyes — **8 lecture hours**

LAB- Kitchen Trials – 3 Course menus

Text books

- Custer, D. (2010). *Food Styling: The Art of Preparing Food for the Camera* (1st ed.). US: Wiley.
- McAlpine, M. (2005). *Working in the Food Industry* (1st ed.).UK: Gareth Stevens
- Bellingham, L., & Bybee, J. (2008). *Food styling for photographers: a guide to creating your own appetizing art*. (1st ed.). UK: Oxford.

Reference books

- Manna, L. & Moss, B. (2005). *Digital Food Photography*. US, Course Technology.
- Rao, H. (2009). *Market Rebels: How Activists Make or Break Radical Innovations, The French Revolution: Collective Action and the Nouvelle Cuisine Innovation* (2nd ed.).India: Princeton University Press.

MID SEMESTER EVALUATION (40)			
Mid Semester Examination	Lab/ practical performed & Lab report	Assignment(s)/ Quiz (s)	**Total**
15	15	10	**40**
END SEMESTER EXAMINATION (60)			
Practical **(60)**			



VATEL HOTEL & TOURISM BUSINESS SCHOOL

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BACHELOR OF HOTEL MANAGEMENT

PSO1	Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

Relationship between the Course Outcomes (COs) and Program Specific Outcomes (PSOs)

PSO / CO	PSO1	PSO2	PSO3	PSO4
CO 1	M	M	H	L
CO 2	L	H	L	M
CO 3	M	L	L	H
CO 4	H	M	H	L
CO 5	M	L	L	H

H- High
M- Medium
L-Low

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand the fundamentals of digital photography and apply the same in food presentation.	PO1, PO2, PO3, PO5, PO6, PO9, PO10, PO11, PO12
CO2	Describe the role of props & Elevation.	PO1, PO2, PO3, PO5, PO6, PO9, PO10, PO11
CO3	Understand the importance of Complementary sauces and textures in a single plate.	PO1, PO2, PO3, PO5, PO6, PO9, PO10, PO11
CO4	Understand color schemes and will be able to choose plates based on the color of actual food items	PO1, PO2, PO3, PO5, PO6, PO9, PO10, PO11
CO5	Construct a 3-course menu which appeals to the eye.	PO1, PO2, PO3, PO5, PO6, PO9, PO10, PO11, PO12

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**	**H**		**M**	**M**			**L**	**M**	**M**	**H**
CO2	**H**	**H**	**H**		**M**	**M**			**M**	**M**	**M**	
CO3	**H**	**H**	**H**		**H**	**H**			**M**	**M**	**M**	
CO4	**H**	**H**	**H**		**M**	**M**			**M**	**M**	**M**	
CO5	**H**	**H**	**H**		**M**	**M**			**H**	**M**	**M**	**H**

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0FB42C	Food & Beverage Management	L	T	P	C
Version 1.0		2	0	4	4

Course Objectives- The purpose of this course is to:

1. Provide students with the knowledge and skills neccessary as food and beverage service personnel.
2. Provide an opportunity for students to apply their knowledge and skill of food and beverage service operations in an Industrial Hospitality set-up.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Plan and operate an F & B outlet
CO2 Understand and apply principles of menu management in F & B operations
CO3 Describe the procedure of planning and hosting banquet
CO4 Describe the procedure of setting up of buffet.
CO5 Understand how to manage F&B outlet

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content **Total Lecture hours (14X2= 28)**

Unit I: Planning & Operating F&B Outlet including Banquet **9 lecture Hours**

- Physical layout of functional and ancillary areas
- Objective of good layout
- Steps in planning
- Factors to be considered while planning
- Calculating space requirement
- Various set ups for seating
- Planning staff requirement
- Selecting and planning of heavy duty and light equipment
- Requirement of quantities of equipment required like crockery, glassware, steel or silver etc.
- Suppliers & manufacturers

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- Approximate cost
- Planning Décor, furnishing fixture etc.
- Case Study.

Unit II: Principles of Menu Management **5 lecture Hours**

- Menu Engineering
- Methods
- Menu Merchandising
- Menu Analysis
- Menus as a management tool
- Relationship of menu with planning, facility, layout and design
- Event menu planning

Unit III: Banquet Operation **5 lecture Hours**

- History
- Types
- Organization of Banquet department
- Duties & responsibilities
- Sales
- Booking procedure
- Banquet menus

Unit IV: Function Catering Buffets **5 lecture Hours**

- Introduction
- Factors to plan buffets
- Area requirement
- Planning and organization
- Sequence of food
- Menu planning
- Types of buffet
- Display
- Sit down
- Fork, Finger, Cold Buffet
- Breakfast Buffets
- Equipment & Supplies
- Checklist

Unit V: Safety in Food Service Operations **4 lecture Hours**

- Introduction

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- Importance
- Hazards in kitchen
- Hazards in F&B outlets
- Machinery & Equipments
- Cleaning schedules
- Handling & lifting
- Inspection checklist

LAB- (14x4 Hours) =48 Hours

Lab session No.	Details
1	Case Study on planning of Special Restaurant
2	Case Study on planning of Room Service
3	Case Study on planning of Coffee Shop
4	Case Study on Planning of Manpower of F&B department
5	Setting up of various types of Buffet
6	Supervision of F&B Service in Training Restaurant.
7	Conducting Briefing & Debriefing
8	Drafting Standard Operating Systems (SOPs) for various F & B Outlets
9	Planning & organizing various types of Buffet
10	Planning & organizing Formal Banquet
11	Planning & organizing Informal Banquet
12	Planning & organizing Outdoor caterings
13	Revision
14	Revision

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Text books

- Andrews, S. (2017). *Food and Beverage Management* (6th ed.). New Delhi: Tata Mc Graw Hill Education Private Limited.
- Kotas,R & Davis,B(2001). *Food and Beverage Control.* International Textbook Company Limited, Glasgow
- Dopson, L. R. & Hayes, D. K. (2002). *Food and Beverage Cost Control* (5th ed.). New York: John Wiley and Sons Inc.
- Cousins, John, Foskett, & David (2013). *Food and Beverage Management* (2nd ed.). United States: Pearson.
- Dittmer, P., R., J. Desmond Keefe (2009). *Principles of Food Beverage and Labour Cost Control* (9th ed.). New York: John Wiley and Sons Inc

Reference books

- Davis, B, Lockwood A, Alcott,P & Pantelidis, I.(2018) *Food & Beverage Management.* (6th ed.) Routledge
- Ojugo, C., & Rymer, T. (1999). *Practical Food and Beverage Cost Control* (2nd ed.). N.Y: Cengage Learning
- Cullen, P. (1998). *The Food and Beverage Manager* (2nd ed.). Butterworth-Heinemann: Oxford.
- Morrison. P., Ruys. H., & Morrison, B. (1998). *Cost Management for Profitable Food and Beverage Operations* (2nd ed.). Melbourne: Hospitality Press
- Wood, R. C. (2000). *Strategic Questions in Food and Beverage Management* (1st ed.). Butterworth-Heinemann: Oxford

Modes of Evaluation: Assignment/ Mid-term / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)		
THEORY (25)		
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	**Total**
15	10	**25**
LAB (15)		
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**
10	5	**15**
END SEMESTER EXAMINATION (60)		
Theory **(35)**		Lab **(25)**

PSO1	Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

Relationship between the Course Outcomes (COs) and Program Specific Outcomes (PSOs)

PSO / CO	PSO1	PSO2	PSO3	PSO4
CO 1	M	M	H	L
CO 2	H	M	L	M
CO 3	M	L	L	H
CO 4	H	M	H	L
CO 5	M	M	L	H

H- High
M- Medium
L-Low

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Plan and operate an F & B outlet	PO1, PO2, PO5, PO6, PO9, PO10, PO11
CO2	Understand and apply principles of menu management in F & B operations	PO1, PO2, PO5,PO6, PO8, PO9, PO10, PO11, PO12
CO3	Describe the procedure of planning and hosting banquet	PO1, PO2, PO5,PO6, PO8, PO9, PO10, PO11
CO4	Describe the procedure of setting up of buffet.	PO1, PO2, PO5,PO6, PO9, PO10, PO11
CO5	Understand how to manage F&B outlet	PO1, PO2, PO4, PO5,PO6, PO9, PO10, PO11

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**			**M**	**M**			**L**	**M**	**M**	
CO2	**H**	**H**			**M**	**M**		**H**	**M**	**M**	**M**	**H**
CO3	**H**	**H**			**H**	**H**		**H**	**M**	**M**	**M**	
CO4	**H**	**H**			**M**	**M**			**M**	**M**	**M**	
CO5	**H**	**H**		**H**	**M**	**M**			**H**	**M**	**M**	

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0TX42T	Taxation	L	T	P	C
Version 1.0		3	0	0	3

Course Objectives- The purpose of this course is to:

a) Develop knowledge and equip students with application of principles and provisions of Income-tax Act, 1961
b) Familiarize them with recent changes in taxation rules in respect of hospitality industry.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand the basics of taxation, tax slabs and direct and indirect taxes.
CO2 Prepare computation of income under different heads.
CO3 Understand the concept of capital gains.
CO4 Explain the rules of goods and service tax.
CO5 Differentiate between GST & VAT.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X3= 42)**

Unit I: Basic concepts **8 Lecture hours**

- Income, Direct taxes and Indirect taxes
- Person, assesse, assessment year, previous year, gross total income, total income, Tax slabs, taxation authorities in India
- Residential status; Scope of total income on the basis of residential status, Exempted income under section 10



Unit II: Computation of income under different heads **8 Lecture hours**

- Salaries (meaning, allowances, perquisites along with retirement benefits)- Income from house property (computation of gross annual value
- Taxable income from self-occupied property)- Profits and gains of business or profession

Unit III: **8 Lecture hours**

- Capital gains - Income from other sources
- Deductions from gross total income -Rebates and reliefs
- Tax saving schemes, advance payment of tax.

Unit IV: **8 Lecture hours**

- Goods and service tax-basic rules
- Difference between GST and VAT, pros and cons of GST and its impact on hospitality industry.

Unit V: Pros and cons of GST and its impact on hospitality industry **10 Lecture hours**

Text books

- Singhania, Vinod K. and Monica Singhania. Students' Guide to Income Tax, University Edition (2012). Taxmann Publications Pvt. Ltd., New Delhi.

Reference Books

- Ahuja, Girish and Ravi Gupta (2016). Systematic Approach to Income Tax. Bharat Law House, Delhi.
- Dr Vinod Singhania(2019). Taxmann's Direct Taxes ready reckoner. **Taxmann** Publication



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Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)			
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	**Total**
15	15	10	**40**
END SEMESTER EXAMINATION (60)			
Theory **(60)**			

PSO1	Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

Relationship between the Course Outcomes (COs) and Program Specific Outcomes (PSOs)

PSO / CO	PSO1	PSO2	PSO3	PSO4
CO 1	M	H	H	L
CO 2	L	H	L	M
CO 3	M	L	L	H
CO 4	L	M	H	L
CO 5	M	L	M	H

H- High
M- Medium
L-Low

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand the basics of taxation, tax slabs and direct and indirect taxes.	PO1, PO4, PO9, PO10, PO12
CO2	Prepare computation of income under different heads.	PO1, PO4, PO9, PO10, PO12
CO3	Understand the concept of capital gains.	PO1, PO4, PO9, PO10, PO12
CO4	Explain the rules of goods and service tax.	PO1, PO4, PO9, PO10, PO12
CO5	Differentiate between GST & VAT.	PO1, PO4, PO9, PO10, PO12

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**M**			**H**					**H**	**H**		**H**
CO2	**M**			**H**					**H**	**H**		**H**
CO3	**M**			**H**					**H**	**H**		**H**
CO4	**M**			**H**					**H**	**H**		**H**
CO5	**M**			**H**					**H**	**H**		**H**

H- High
M- Medium
L- Low

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BACHELOR OF HOTEL MANAGEMENT

21BHM-0FO42C	HOTEL FRONT OFFICE MANAGEMENT	L	T	P	C
Version 1.0		2	0	2	3

Course Objectives- The purpose of this course is to:

1. Explore the Concepts of Front Office organization, operational and managerial procedures in a front office.
2. Develop an understanding on Forecasting and Budgeting Concept.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Implement the understanding of night auditing process.
CO2 Differentiate the different types of budgets.
CO3 Analyze the market share index of a hotel.
CO4 Outline the objective, advantages of forecasting.
CO5 Understand the safety and security procedures of fire safety.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations.

Course content - **Total Lecture hours (14X2= 28)**

Unit I: Night Auditing **8 lecture Hours**

- Meaning
- Night audit process
- Duties and responsibilities of night auditor
- Reports generated in Night Auditing Process

Unit II: Budgeting **6 lecture Hours**

- Introduction
- Budgeting Cycle
- Types of Budgets
- Factors affecting budget planning
- Budgetary Control
- Advantages & Disadvantages of budgeting

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Unit III: Measuring Hotel Performance — **5 lecture Hours**

- Importance of measuring hotel performance
- Methods of measuring hotel performance
- Market Share Index

Unit IV: Forecasting Demand and Occupancy — **5 lecture Hours**

- Introduction
- Benefits of forecasting
- Data required for forecasting
- Records for forecasting room availability
- Types of Forecast

Unit V- Hotel and Guest Security — **4 lecture Hours**

- Introduction
- Importance of Security System
- Types of Security
- Fire Fighting Training
- Safety and Fire Precautions
- Handling Emergency Situations

LAB- (14x4 Hours) =56 Hours

Lab session No.	Details
1	Creating reports post Night Auditing Process.
2	Role Play on situation handling – Wrong Charges posted on a Guest's Bill.
3	Budget Related Activities
4	Group discussions.
5	Study of currency, capitals, countries, airlines (codes) and Flags.
6	Role Play and Situation Handling
7	Taking reservation on Property Management System.
8	Registering guest on Property Management System.
9	Forecasting Calculations of Front Office
10	Briefing related Activities
11	Role Play- Handling Emergency Situations
12	Role Play- Fire Fighting Training
13	Revision
14	Revision

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Texts books

- Ahmed, I. (2004). *Front office operations And Management*. (3rd ed.). Clifton Park, NY: Delmar Publications.
- Sue, B., Pam, B., & Jeremy, H. (1996). *Principles of Hotel Front office Operations* (3rd ed.). United Kingdom: Cassell Publications.
- Andrews, S. (1982). *Hotel Front office Training Manual*, (5th ed.). New Delhi: Tata Mc Graw Hill publishing Company Ltd.
- Malhotra, P. K. (1998). *Fundamentals of hotel management and operations* (1st ed.). New Delhi: Anmol publications Pvt Ltd.
- Dinnis, J. F. (1993). Rooms *at the inn: Front office operations and administration* New York NY: McGraw Hill publications.

Reference books

- Chankravarti, B. K. (1999). *Welcome to Hospitality – An Introduction* (2nd ed.). Clifton Park, NY: Delmar publication.
- Tarachand, D. (2000). *Hotel and Restaurant Management* (1st ed.). New Delhi: Mohit Publications.
- Bardi, J. A. (2013). *Hotel Front Office Management* (5th ed.). New york, NY: Wiley.
- Tewari, J. R. (2012). *Hotel Front Office: Operations And Management*, (5th ed.). Oxford Uni. Press.

Modes of Evaluation: Assignment/ Midterm / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)		
THEORY (25)		
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	**Total**
15	10	**25**
LAB (15)		
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**
10	5	**15**
END SEMESTER EXAMINATION (60)		
Theory **(35)**		Lab **(25)**

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BACHELOR OF HOTEL MANAGEMENT

PSO1	Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

Relationship between the Course Outcomes (COs) and Program Specific Outcomes (PSOs)

PSO / CO	PSO1	PSO2	PSO3	PSO4
CO 1	**L**	**M**	**H**	**L**
CO 2	**H**	**H**	**L**	**M**
CO 3	**H**	**L**	**H**	**H**
CO 4	**L**	**M**	**H**	**L**
CO 5	**H**	**L**	**L**	**H**

H- High
M- Medium
L-Low



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BACHELOR OF HOTEL MANAGEMENT

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Implement the understanding of night auditing process.	PO1, PO2, PO4, PO5, PO6, PO8, PO9, PO10, P012
CO2	Differentiate the different types of budgets.	PO1, PO2, PO4, PO5, PO6, PO8, PO9, PO10, P012
CO3	Analyze the market share index of a hotel.	PO1, PO5, PO8, PO9, PO10, P012
CO4	Outline the objective, advantages of forecasting.	PO1, PO2, PO4, PO5, PO6, PO7, PO8, PO9, PO10
CO5	Understand the safety and security procedures of fire safety.	PO1, PO2, PO4, PO5, PO6, PO8, PO9, PO10

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**		**H**	**M**	**M**		**H**	**H**	**H**		**H**
CO2	**H**	**H**		**H**	**M**	**M**		**H**	**H**	**H**		**H**
CO3	**H**				**M**			**H**	**H**	**H**		**H**
CO4	**H**	**H**		**H**	**M**	**M**	**H**	**H**	**H**	**H**		
CO5	**H**	**H**		**H**	**M**	**M**		**H**	**H**	**H**		

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0FR42L	French – VI	L	T	P	C
Version 1.0		1	0	2	2

Course Objectives-:

1. Facilitate the learner to judge and compare the vocabulary of general daily use with the Indian context.
2. Be better equipped to freely use this vocabulary in comprehension, expression and in composition

Course Outcomes- On completion of this course, the students will be able to:

CO1 Learn the usage of the III Group of verbs
CO2 Learn to conjugate other irregular verbs in past and future tenses
CO3 Count in cardinal numbers
CO4 Perform Exercises related to Time.
CO5 Learn the vocabulary of seasons and weather

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. aimed to equip students with skills to apply the theoretical knowledge in various situations. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course Contents **Total Lecture hours (14X1 = 14)**

Unit I – Irregular Verbs **3 lecture Hours**

- Technicalities and composition of the verbs
- Past tense of verbs
- Future tense of verbs

Unit II – Conjugation of other irregular verbs **3 lecture Hours**

- Formation of sentences in the imperfect tense
- Transforming the past tense into the imperfect tense

Unit III – Cardinal Numbers **2 lecture Hours**

- Describing order
- Questions and answers

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Unit IV – Telling time **4 lecture Hours**

- Different denominations
- Exercises with pronominal verbs

Unit V – Describing weather and seasons **2 lecture Hours**

- Dictations
- Class tests

LAB- (14x2 Hours) =28 Hours

Lab Session No.	Details
1	Role Play – visit to a bank
2	Role Play – visit to a doctor
3	Role Play – Playing football
4	Role Play – arranging a matrimonial alliance
5	French short story – 1
6	French short story – 2
7	French Play – 1
8	French Play – 2
9	French song – 1
10	French song – 2
11	Giving speeches in French
12	Giving speeches n French
13	Revisions
14	Revision

Texts

- G. Mauger - Cours de langue et de Civilisation françaises

References

- G. Mauger - Cours de langue et de Civilisation françaises
- Larousse - Dictionnaire – anglais – français – anglais
- French Verbs – Robert & Nathan
- French Classified Vocabulary – Webster's

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Modes of Evaluation: Assignment/ Mid-term Evaluation/Presentation/Journal/Viva

MID SEMESTER EVALUATION (40)			
Mid Semester Examination	Lab/ practical performed & Lab report	Assignment(s)/ Quiz (s)	**Total**
15	15	10	**40**
END SEMESTER EXAMINATION (60)			
Practical **(60)**			

PSO1	Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

Relationship between the Course Outcomes (COs) and Program Specific Outcomes (PSOs)

PSO / CO	PSO1	PSO2	PSO3	PSO4
CO 1	**L**	**M**	**H**	**L**
CO 2	**H**	**H**	**L**	**M**
CO 3	**H**	**L**	**H**	**H**
CO 4	**L**	**M**	**H**	**L**
CO 5	**H**	**L**	**L**	**H**

H- High
M- Medium
L-Low

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Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Learn the usage of the III Group of verbs	PO1, PO3, PO5, PO9,PO10
CO2	Learn to conjugate other irregular verbs in past and future tenses	PO1, PO3, PO5, PO9,PO10
CO3	Count in cardinal numbers	PO1, PO3, PO5, PO9,PO10
CO4	Perform Exercises related to Time.	PO1, PO3, PO5, PO9,PO10
CO5	Learn the vocabulary of seasons and weather	PO1, PO3, PO5, PO9,PO10

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO1 0	PO1 1	PO1 2
CO1	**L**		**M**		**H**				**M**	**M**		
CO2	**L**		**M**		**H**				**M**	**M**		
CO3	**L**		**M**		**H**				**M**	**M**		
CO4	**L**		**M**		**H**				**M**	**M**		
CO5	**L**		**M**		**H**				**M**	**M**		

H- High
M- Medium
L-Low

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20BHM-0MM42T	Multicultural Management & Geopolitics	L	T	P	C
Version 1.0		2	0	0	2

Course Objectives- The purpose of this course is to:

1. Develop understanding on cultural notions and their consequences on managerial situations
2. Familiarize them with tools and cultural determinants in order to approach differences and manager an international team

Course Outcomes- On completion of this course, the students will be able to:

CO1 Define Internationalization and understand the global outreach of the hotel functions.

CO2 Construct management models for Cultural diversity

CO3 Understand the cultures and management throughout the world.

CO4 Define and explain geopolitics and Current economic and political equilibrium

CO5 Analyze the current risk involved in the geopolitics.

Pedagogy-

The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X2= 28)**

Unit I: Definitions **6 Lecture hours**

- The interest of multicultural aspects in hospitality industry jobs
- Internationalization and global outreach of hotel functions

Unit II: Management models for cultural diversity **6 Lecture hours**

- Cultural pluralism as an undesirable situation
- Cultural pluralism as a managed situation
- The Edward T. Hall Theory
- Explicit and implied messages
- Flexible time / monochromic time



- The need for personal space

Unit III: Managing a multi-cultural team **6 Lecture hours**

- Taking contextual elements of others into account
- Limitations of elements and complexity of models
- The decision-making process
- Persuasion, Resume, Compromise, Deduction, Implementation
- Cultures and management throughout the world
- Anglo-Saxon countries
- Southern and Northern Europe including Germany
- Latin America (Brazil and a Spanish speaking country)
- African countries (A country from Northwest Africa and a country from Sub-Saharan Africa)
- Asian countries: Japan, China and a country from South-Eastern Asia

Unit IV: Geopolitics **6 Lecture hours**

- Definitions
- What is geopolitics?
- Role played by States
- Role played by NGOs
- Role played by interstate organizations
- The world today
- Current economic and political equilibrium and disequilibrium
- China: Its dream of the future
- Decline of the United States and Europe
- Role played by oil rich monarchies
- Return of Iran on the international scene

Unit V: NGO Visit Case study/ Social Work **4 Lecture hours**

Text books

- Clarcke D, (2010), Empires of oil in Barbarian Worlds, Profile books.
- Das T, Mathur C, Richter F-J, (2014), India Rising: Emergence of a New World Power, Marshall Cavendish Editions
- Ribeiro L, (2015), Social, Political and Cultural Challenges of the BRICS, Langaa RPCIG

References:

- Moran R, Harris P, Moran S, (2007), Managing Cultural Differences, Global Leadership Strategies for the 21st
- Century, Taylor & Francis.
- Thomas D, (2016), The Multicultural Mind, Berrett-Koehler Publishers.

- Hogan C, (2007), Facilitating Multicultural Groups, Kogan Page

Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)			
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	**Total**
15	15	10	**40**
END SEMESTER EXAMINATION (60)			
Theory **(60)**			

PSO1	Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

Relationship between the Course Outcomes (COs) and Program Specific Outcomes (PSOs)

PSO / CO	PSO1	PSO2	PSO3	PSO4
CO 1	**M**	**M**	**H**	**L**
CO 2	**H**	**H**	**L**	**M**
CO 3	**M**	**L**	**H**	**H**
CO 4	**M**	**H**	**H**	**L**
CO 5	**M**	**M**	**L**	**H**

H- High
M- Medium
L-Low

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Define Internationalization and understand the global outreach of the hotel functions.	PO6, PO7, PO8, PO10
CO2	Construct management models for Cultural diversity	PO6, PO7, PO8, PO10, PO11
CO3	Understand the cultures and management throughout the world.	PO4, PO6, PO7, PO8, PO10, PO11
CO4	Define and explain geopolitics and Current economic and political equilibrium	PO4, PO6, PO7, PO8, PO10, PO11
CO5	Analyze the current risk involved in the geopolitics.	PO6, PO7, PO8, PO10

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1						**L**	**H**	**M**		**H**		
CO2						**L**	**H**	**M**		**H**	**H**	
CO3				**H**		**L**	**H**	**M**		**H**	**H**	
CO4						**L**	**H**	**M**		**H**	**H**	
CO5				**H**		**L**	**H**	**M**		**H**		

H- High
M- Medium
L-Low

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21BHM-0NM42T	Negotiation Mastery	L	T	P	C
Version 1.0		3	0	0	3

Course Objectives- The purpose of this course is to:

1. Develop knowledge and interest in sales Negotiations.
2. Familiarize them with purchasing objections and how to deal with Negotiations

Course Outcomes- On completion of this course, the students will be able to:

CO1 Explain the needs, motivation, stakes & interest.

CO2 Generate value through advance negotiation skills.

CO3 Develop Commercial Negotiation model.

CO4 Negotiate effectively within groups and organizations

CO5 Understand & Apply the knowledge and skills of negotiation through case studies

Pedagogy-

The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X3= 42)**

Unit I: Introduction to Negotiation Analysis **8 Lecture hours**

- Finding the Zone of Possible Agreement
- Identify your walkaway
  Manage the exchange of offers
- Close the deal
- Negotiation simulation (Negotiating a Single- Issue Agreement: Buying/Selling a Unique Property)

Unit II: Advanced Negotiation Analysis: Creating Value **8 Lecture hours**

- Generate value when there is uncommon ground
- Manage situations under different and complex scenarios
- Dig into the fundamental tension of creating and claiming value

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Unit III: Managing the Negotiation Process: Bargaining Tactics, Style, and Emotion **12 Lecture hours**

- Commercial Negotiations
- Examine the relational dimension of negotiation
- Dealing with Objections
- Explore interpersonal dynamics, bargaining styles, tactics, and emotion

Unit IV: Negotiation Mastery: **10 Lecture hours**

- Forging Agreement within Groups and Organizations
- Apply themes and issues from the course to real life scenarios
- Negotiate effectively within groups and organizations Negotiating for a job, for a raise, for a promotion Negotiating a budget

Unit V: Negotiation as a Tool **4 Lecture hours**

- Decision Making
- Negotiating for a Win-Win deal
- Positive Negotiation for a job, for a raise, for a promotion Negotiating a budget

Text books

- Tracy B, (2013), *Negotiation*, Amacom.
- Kennedy G, (2004), *Essential Negotiation*, Profile Books.

Reference Books

- Moore C, Woodrow P, *Handbook of Global and Multicultural Negotiation*, John Wiley & Sons.

Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)			
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	**Total**
15	15	10	**40**
END SEMESTER EXAMINATION (60)			
Theory **(60)**			

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PSO1	Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

Relationship between the Course Outcomes (COs) and Program Specific Outcomes (PSOs)

PSO / CO	PSO1	PSO2	PSO3	PSO4
CO 1	**H**	**M**	**H**	**L**
CO 2	**L**	**H**	**L**	**M**
CO 3	**H**	**L**	**H**	**H**
CO 4	**M**	**M**	**H**	**L**
CO 5	**H**	**M**	**L**	**H**

H- High
M- Medium
L-Low



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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Explain the needs, motivation, stakes & interest.	PO6, PO7, PO8, PO10
CO2	Generate value through advance negotiation skills.	PO6, PO7, PO8, PO10, PO11
CO3	Develop Commercial Negotiation model.	PO4, PO6, PO7, PO8, PO10, PO11
CO4	Negotiate effectively within groups and	PO4, PO6, PO7, PO8, PO10, PO11
CO5	Understand & Apply the knowledge and skills of negotiation through case studies	PO6, PO7, PO8, PO10

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1						**L**	**H**	**M**		**H**		
CO2						**L**	**H**	**M**		**H**	**H**	
CO3				**H**		**L**	**H**	**M**		**H**	**H**	
CO4						**L**	**H**	**M**		**H**	**H**	
CO5				**H**		**L**	**H**	**M**		**H**		

H- High
M- Medium
L-Low

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Sushant University	School of Hospitality Management Detailed Course Plan		
Course Title: TDCC		Course Code:	
Term: II	Academic Year:	Core/Elective: Elective	Credits: 1
Course Designed by:		Course taught by: e-mail:	
Pre-requisites, if any:None			

1. Course Introduction and Objectives

This course will help participants to acquire the concept of Eco- sensitive or Green Hotels. The Participants will be exposed through diverse learning approaches of Energy, water conservation and Waste management to benefit the environment. This course will help them understand the importance & requirement of eco-friendly hotels.

Employability-level: Professional Skill

43. Foundation Core	44. Foundation Skill	45. Professional Core	46. Professional Skill	47. Premier Skill
			✓	

2. Course Learning Outcomes

By the end of the lesson, students will be able to:

CLO1: Define the concept of Eco- sensitive or Green Hotels and list the criteria for ecotel certification.

CLO2: Explain the importance of energy, Water conservation & Waste Management.

CLO3: Understand the benefits of using environment friendly guest supplies & stationary

3. Course Pedagogy

Primarily class lectures followed by question-answer sessions/ assignments/interactive sessions, reading of texts, Survey, case study would be used as an important pedagogy

4. Course Contents and Duration

The class would meet weekly for a period of 10 weeks approx.

Session No.	Session Topic / Sub-topic Description	Activity/Assignment	Required Readings/ Browsing/ Watching
1	Introduction to Ecotel	Discussion & PPT	
2	Ecotel Certification	Discussion & PPT	

3	Five Globe criteria	Discussion & PPT	
4	Identify an Eco-friendly site	Field visit	
5	Hotel Design & construction	Discussion & visit	
INTERNAL ASSESSMENT POINT I (MM=30)			
6	Energy Conservation	Discussion & videos	
7	Water Conservation	Discussion & videos	
8	Waste management	Discussion & videos	
INTERNAL ASSESSMENT POINT I (MM=30)			
9	Environment friendly Housekeeping	Visit	
10	Eco friendly products used in hotels	Visit	
FINAL ASSESSMENT POINT III (MM=40)			

48. Course Assessment

Assessment Scheme

Students would be assessed continuously at three assessment points during the course. Course assessment is based on a student's activity (records/ evidence of his/her performing and learning). While all activities are performed individually, assessment is individual.

For the final (40 marks) assessment, there will be exhibition-cum-competition of student's project, Posters & PPT on Eco- Friendly Hotels. And a panel of faculty will judge the art and marks will be allocated on the basis of that exhibition.

Course Assessment Components for a TD Course

A TD course is of 100 marks and will have the following assessment components. Final Grades will be based on the relative performance of a student in the class.

S. No.	Course Assessment Components		Marks/Weightage (%)
1	**Assessment 1**	(After Week 5)	**30**
2	**Assessment 2**	(After Week 8)	**30**
3	**(Final) Assessment 3**	(After Week 10)	**40**
Total Marks			**100**



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Guidelines for Exhibition-Cum-Competition:

Each student would make a final project and a set of jury members on the day of the final assessment (in groups of four/five/as decided by the concerned faculty) will give the grades. Students would showcase and narrate their work done through the semester, also their learnings from it.

Final Presentation (40 Marks)

Each team of students would make a final portfolio presentation in front of a set of jury members on the day of the final assessment (in groups of four/five/as decided by the concerned faculty). They would showcase and narrate their work on project activity done through the semester, any MOOCs they audited and also their learnings from it.

- Group presentation but individual assessment - while the students would present in teams, assessment is individual and based on each teammate's contribution and presentation.
- Each team member must present 2-3 slides each, with the total number of slides not exceeding 12-15 slides
- Total time of presentation should not exceed 15 minutes (including questions and answers)
- 4-6 questions would be asked per presentation (any member of the team could be required to answer)
- The following rubric will be used for Group Project Presentation:

	Outstanding (5)	Very Good (4)	Good (3)	Average (2)	Below Average (1)
Inter & trans-disciplinary elements	The content was outstanding and suitably incorporated and integrated multi-, inter and trans-disciplinary perspectives.	The content was appropriate and a good attempt was made to incorporate multi, inter and trans-disciplinary perspectives.	Most content was relevant; some attempt was made to incorporate multi-, inter and trans-disciplinary perspectives.	Information was valid but some parts of the content needed expansion or shortening to bring in different perspectives.	Information was not relevant to the audience or directly related to the projects.
Information Sources	Used sufficient and appropriate	Detailed research done.	Appropriate research done.	Lacks proper	Research work

and Interpretation	research and information to support the project. Methodology used successfully integrated multi-, inter and trans-disciplinary perspectives.	Relevant data as per the project. Methodology was appropriate for a multi/inter/trans-disciplinary project.	Some of the data and methodology used was relevant to a multi/inter/trans-disciplinary project.	research. Data was scattered and methodology was not fully related to a multi/inter/trans-disciplinary project.	inappropriate. Data is not fully related to the project.
Quality of content and thought					
Integration of Knowledge	Demonstrated superior integration of knowledge of different areas and domains.	Demonstrated adequate integration of knowledge of different areas and domains.	Demonstrated some integration of knowledge of different areas and domains.	Very little integration of knowledge of different areas and domains.	Little or no integration of knowledge of different areas and domains.
Organization and presentation	Excellent structure and organization of content; excellent use of voice modulation while delivering; Maintaining eye contact with audience and seldom	Appropriate structure and organization; Good use of voice modulation; fluency in presentation	Fairly good structure and organization; Clear voice while presenting, but drop in volume at times; some use of vocal variation to show interest, maintains eye contact most of the time but	Structure and organization could be much improved; Voice lacks vocal variation, shows some eye contact, but not maintained;	Poor structure and organization; soft/ monotone voice, reads all or most of the presentation with no eye contact.

	returning to notes.		frequently returns to notes.	and at least half the time, speaker reads from notes.	
Teamwork	Demonstrated teamwork. It was evident that all the group members contributed equally to the presentation.	Demonstrated teamwork. It was evident that almost all the group members contributed to the presentation.	The teammates showed teamwork. However, it seems as though certain people did not do as much work as others	Lack of teamwork visible. It seems as though only a few people worked on the presentation.	Teamwork was minimalistic. It seems as though Only one member has worked on the presentation.
Slides/ Text/ Format/ Video Quality/ Clarity of Presentation	Font formats (e.g. color, bold, italic) had been carefully planned to enhance readability. Appropriate highlighters used.	Font formats (e.g. color, bold, italic) had been used to enhance readability. All graphics were appropriate and supported the content of the presentation.	Font formatting had been carefully planned to complement the content. Appropriate highlighters not used.	Mostly font formatting had been carefully planned but in places it may be a little hard to read. All graphics were attractive but many did not seem to support the content of the presentation.	No Format in the presentation. Several graphics were unattractive and diminishes the content of the presentation.



	Involved audience in presentation; held their attention throughout the presentation. Used original, clever, creative approach.	Involved audience in presentation; held their attention throughout by getting them actively involved in the speech	Presented facts in some interesting way and held attention most of the time by interacting with them.	Went off topic and lost audience. Failed to utilize method to pull the audience into the speech.	Avoided or discouraged active audience participation
Audience engagement/Question Handling	Excellent audience engagement; Answered all questions with explanation, elaboration and by integrating multi-, inter and trans-disciplinary perspectives.	Very good audience engagement; Answered all questions integrating multi-, inter and trans-disciplinary perspectives to a great extent.	Fair audience engagement; Answered most questions integrating multi-, inter and trans-disciplinary perspectives to some extent.	Mediocre audience engagement. Gave rudimentary answers to the questions with little or no integration of multi-, inter and trans-disciplinary perspective	Poor audience engagement. Has little grasp of information related to topic/project. Not able to answer most questions adequately

49. Course References

- Hotel Housekeeping Operations (Third Edition) Simrti Raghubalan ,Oxford University Press
- Clean India Journal
- Good Housekeeping
- https://beeindia.gov.in

Course Conduct Policy

A. Academic Honesty

Students are expected to uphold the standard of conduct for students relating to avoidance of academic dishonesty. Academic Dishonesty is defined as an intentional act of deception in which a student seeks to claim credit for the work or effort of another person or uses unauthorized materials or fabricated information in any academic work.

Students assume full responsibility for the content and integrity of the academic work they submit. The guiding principle of academic integrity is that a student's submitted work, examinations, reports, and projects must be that student's own work for individual assignments, and the group's own work for group assignments/ projects. Students are guilty of academic dishonesty if they:

- Use or obtain unauthorized materials or assistance in any academic work; i.e. cheating.
- Falsify or invent any information regarded as cheating by the course instructor; i.e. fabrication.
- Give unauthorized assistance to other students, i.e. assisting in dishonesty.
- Represent the work of others as their own; i.e. plagiarism.
- Modify, without facilitator approval, an examination paper, record or report for the purpose of obtaining additional credit; i.e. tampering.

The penalty for academic dishonesty is severe. Any student guilty of academic dishonesty may be subject to receive a failing grade for the examination, assignment, quiz, or class participation exercise as deemed appropriate by the instructor. In addition, the penalty could also imply that the student receives a failing grade for the course and be reported to the AU competent authority as in case of UMC during University examinations (Refer Policies on "Use of Unfair means in Examination").

B. Students with Disability/ Different-Ability

AU is committed to promoting full participation of students of all abilities in all aspects of the academic and social life of the University. We have initiated an ongoing process of reviewing and developing our policy and practices for promoting full inclusion for students and staff with disabilities and we consult regularly with them as part of this process. The main elements of our policy are listed below:

- **Environment.** We are committed to a systematic review and improvement of physical access across all of our sites. Where physical or sensory barriers limit access to services, we will endeavor to provide the service at a suitable alternative venue.
- **Access to facilities and support.** All facilities and equipment will be made as accessible as possible so that students of all abilities have access to the same range of support services.
- **Information for applicants, students and staff.** All publicity, Program details, and general information will be offered in accessible formats with sufficient time to allow for modification

into alternative formats where necessary, for familiarization by students or personal support workers, and early application for support.

For Faculty Version of Course Outline Only

This section of course outline contains the Curriculum Map for this course and is not to be distributed to students.

50. Graduate Attributes

Ansal University seeks to foster the following qualities in students through its various programs and the students' broader experience at the University. The University provides opportunities for students to be

13. knowledgeable, building disciplinary and interdisciplinary knowledge through a scholarly approach incorporating global and regional perspectives,
14. creative and critical thinkers, generating original ideas and concepts, and appreciating innovation and entrepreneurship,
15. empowered, having both the capacity and confidence to pursue the attainment of full potential,
16. engaged, contributing positively to diverse communities through service and leadership,
17. ethical, acting with integrity in intellectual, professional and community pursuits, and
18. sustainability-focused, responding to ecological, social and economic imperatives

51. Programme Educational Objectives (PEOs)

The programme is expected to achieve the following educational objectives for the students:

G. Development in their chosen profession and/ or progress towards an advanced degree in the domain
H. Earning a reputation as a source of innovative solutions to complex problems
I. Garner trust and respect of others as effective and ethical team members
J. Achieving positions of leadership in an organization and/or on teams
K. Lead a happy and aesthetic life and also promote aesthetics and happiness of others

52. Programme Learning Outcomes

Upon successful completion of the program the students will be able to:

12. Communicate, explore, network and negotiate in ways that extend representation of disciplinary ideas or perspectives.
13. Explore the relevance and test the value of concepts, frameworks, methods and theories from different fields of inquiry for gaining insights into trans-disciplinary systems and co-production of knowledge
14. Engage with and respond respectfully, generatively and analytically to different ways of knowing across community, cultural and environmental contexts to promote agency and collaboration
15. Use principled approaches for designing and developing trans-disciplinary initiatives for betterment of communities and

16. Recognize and promote the humanity of self and others and engage ethically and sensitively to the values and cultures of particular individuals, groups, organizations or communities through arts and recreation.

53. Program Education Objectives (PEOs) to Program Learning Outcomes (PLOs) Mapping Matrix

PLO/PEO	PEO 1	PEO 2	PEO 3	PEO 4	PEO 5
PL0 1	S	M	M	M	M
PL0 2	S	S	S	S	M
PL0 3	M	S	S	S	S
PL0 4	W	S	M	S	S
PL0 5	W	S	S	S	S

*S, M & W stand for the degree of association - Strong, Moderate & Weak.

54. Program Learning Outcomes (PLOs) to Course Learning Outcomes (CLOs) Mapping Matrix

Course Learning Outcomes (CLOs)	Programme Learning Outcomes (PLOs)				
	PLO-1	PLO-2	PLO-3	PLO-4	PLO-5
CLO1	S	S	S	W	W
CLO2	S	S	S	W	W
CLO3	S	S	M	M	W

55. Course Learning Outcomes to Assessment Components Mapping Matrix

(This matrix will be validated during Quality Audit by auditing the actual assessment components used during teaching and the sample grading of the submitted student work.)

Assessment/CLO	Learning Outcome 1	Learning Outcome 2	Learning Outcome 3
Relevant Session Nos.	1-3	4-7	8-10

Assessment 1:	✓		
Assessment 2 :	✓	✓	
Final Assessment	✓	✓	✓

56. Teaching Method Utilization Map

T1 - Lectures
T2 - Case Discussions
T3 - Guest Lectures
T4 - Learning Labs (Class Demo/Movie/Webinar)
T5 - Role Plays/Business Games/Simulation(s)
T6 - Student Presentation based on Team Assignment
T7 - Student-led Discussion
T8 - One-on-One Presentation/Feedback
T9 - Integrated Learning (Collaboration with other Faculty)
T10 - Class Assignment and Discussion
T11- Tutoring/Problem Solving
T12 - Industry Visit/Field Visit
T13 - Networking Events: Conference/Conclave/Workshop

Teaching Methods/Sessions	**S1**	**S2**	**S3**	**S4**	**S5**	**S6**	**S7**	**S8**	**S9**	**S10**
Teaching Methods (Primary)	**T1**	**T1**	**T6**	**T6**	**T12**	**T10**	**T2**	**T2**	**T12**	**T12**
Teaching Method (Secondary)										

- Do you plan to take any special/extra session during the course other than the allocated sessions? **NO**
- If Yes, please mention in the appropriate box below

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COLOUR CODING CHART

Courses with relevance to Employability Entrepreneurship & Skill Development

S.No	Nature	Color Code
1	*Courses with focus towards promoting Employability*	
2	*Courses with focus towards promoting Entrepreneurship*	
3	*Courses with focus towards promoting Skill Development*	
4	*Courses with focus towards promoting Employability, Entrepreneurship & Skill Development*	
5	*Courses with focus towards promoting Employability & Skill Development*	
6	*Courses with focus towards promoting Entrepreneurship & Skill Development*	
7	*Courses with focus towards promoting Entrepreneurship & Employability*	
8	*Courses with focus towards promoting Entrepreneurship & Skill Development*	

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BACHELOR OF HOTEL MANAGEMENT



PROGRAMME STRUCTURE
BHM
YEAR- 2023-27

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MISSION – SUSHANT UNIVERSITY

- Transform lives and communities through education and research **(M1)**
- Achieve excellence through participatory governance and focus on quality research and innovation **(M2)**
- Attract talent through international partnerships and collaborations to achieve highest standards **(M3)**
- Facilitate learning through student centric and empathetic approach **(M4)**
- Develop thought leadership with industry integration **(M5)**

Program Educational Objectives (PEO's)

BHM (Bachelors of Hotel Management)

The Program Educational Objective of the (BHM) 4 Year Degree Programme in Hotel Management is to:

PEO 1 - Provide both Indian and international students with a high-quality input, ensuring a balance of academic involvements and training in various hotels and service establishments.

PEO 2 - Develop skills needed in managing activity and nature of services in Hotel Operations. In addition, a wide range of related subjects such as marketing, finance, business, product development and human resource management are also covered therein.

PEO 3 - Produce graduates that are capable to solve issues related to Hotel Operations innovatively, creatively and ethically through sustainable approach in a multi-cultural environment.

PEO4 - Produce knowledgeable and technically competent professionals in Hotel Operations in-line with industry requirement who are effective in communication and demonstrate good leadership quality in an organization.

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Program Specific Outcome (PSO's)

BHM (Bachelors of Hotel Management)

The Expected Outcome of the BHM Programme is foreseen that on completion of this program the students will be able to:

PSO1 - Demonstrate Core Technical, Conceptual and Analytical Hospitality Skills.

PSO2 - Apply the knowledge and skills gained through experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.

PSO3 - Demonstrate Strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.

PSO4 - Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

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Program Outcome (Graduate Attributes) - (PO's) - BHM (Bachelors of Hotel Management)

Upon successful completion of this program of study, the graduates shall:

PO1	Acquire, review, analyze and apply knowledge & skills to hospitality and other related industry. (**Knowledge & Expertise of Hotel Business**)
PO2	Acquire & Apply Research techniques based on industry Requirements. (**Research**)
PO3	Understand, decode and apply the information in a right manner in the field of Hospitality. (**Information & Digital Literacy**)
PO4	Identify, formulate and provide creative, innovative and effective solution to challenges faced in Hotel industry. (**Problem Solving**)
PO5	Communicate effectively in both written and spoken form with Hotel professionals, allied industry professionals and community. (**Communication & Presentation Skills**)
PO6	Realize and demonstrate effective leadership responsibility. (**Behavioral Skills, Teamwork and Leadership**)
PO7	Assess the forces of globalization and its impact on the hospitality industry. (**Globalization**)
PO8	Apply ethical principles and commit to professional ethics, food safety, environmental responsibilities and norms of the Hospitality industry. (**Ethical, Social and professional understanding**)
PO9	Self-motivate and enhance entrepreneurship skills for career advancement and development (**Employability, Entrepreneurship**)
PO10	Recognize the need for and to engage in lifelong learning and professional development. (**Lifelong Learning**)
PO11	Demonstrate how the organizational behavior and organizational practices can aid in improving the performances and wellbeing of people at work. (**Organizational Behavior**)
PO12	Conduct investigations and apply effective Finance & marketing management practices as per Indian conditions. (**Finance & Marketing**)

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BACHELOR OF HOTEL MANAGEMENT

Mapping Sheet

I. University Mission with Programme Objectives

M1	Transform lives and communities through education and research
M2	Achieve excellence through participatory governance and focus on quality research and innovation
M3	Attract talent through international partnerships and collaborations to achieve highest standards
M4	Facilitate learning through student centric and empathetic approach
M5	Develop thought leadership with industry integration

PEO1	Provide both Indian and international students with a high-quality input, ensuring a balance of academic involvements and training in various hotels and service establishments.
PEO2	Develop skills needed in managing activity and nature of services in Hotel Operations. In addition, a wide range of related subjects such as marketing, finance, business, product development and human resource management are also covered therein.
PEO3	Produce graduates that are capable to solve issues related to Hotel Operations innovatively, creatively and ethically through sustainable approach in a multi-cultural environment.
PEO4	Produce knowledgeable and technically competent professionals in Hotel Operations in-line with industry requirement who are effective in communication and demonstrate good leadership quality in an organization.

PEO / M	PEO1	PEO2	PEO3	PEO4
M1	**H**	**H**	**H**	**H**
M2	**H**	**M**	**H**	**L**
M3	**H**	**L**	**L**	**M**
M4	**H**	**H**	**H**	**M**
M5	**H**	**M**	**L**	**H**

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

Programme Objectives with Programme Specific Outcome

PEO1	Provide both Indian and international students with a high-quality input, ensuring a balance of academic involvements and training in various hotels and service establishments.
PEO2	Develop skills needed in managing activity and nature of services in Hotel Operations. In addition, a wide range of related subjects such as marketing, finance, business, product development and human resource management are also covered therein.
PEO3	Produce graduates that are capable to solve issues related to Hotel Operations innovatively, creatively and ethically through sustainable approach in a multi-cultural environment.
PEO4	Produce knowledgeable and technically competent professionals in Hotel Operations in-line with industry requirement who are effective in communication and demonstrate good leadership quality in an organization.

PSO1	Demonstrate core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained to through Experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

PSO / PEO	PSO1	PSO2	PSO3	PSO4
PEO1	**H**	**H**	**M**	**L**
PEO2	**H**	**H**	**H**	**M**
PEO3	**H**	**H**	**H**	**H**
PEO4	**H**	**H**	**M**	**H**

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

Programme Specific Outcomes with Programme Outcomes

PSO1	Demonstrate core Technical, Conceptual and Analytical Hospitality Skills.
PSO2	Apply the knowledge and skills gained to through Experiential learning, Industry Immersion Courses and International Linkages in the live hospitality Environment.
PSO3	Demonstrate strategic Implementation of concepts and theories to Sustain & Grow in the challenging field of Hospitality & Tourism.
PSO4	Implement and Undergo critical analysis of management styles and strategic thinking required to succeed in the hotel management field.

PO1	**Knowledge & Expertise of Hotel Business**
PO2	**Research**
PO3	**Information & Digital Literacy**
PO4	**Problem Solving**
PO5	**Communication & Presentation Skills**
PO6	**Behavioral Skills, Teamwork and Leadership**
PO7	**Globalization**
PO8	**Ethical, Social and professional understanding**
PO9	**Employability, Entrepreneurship**
PO10	**Lifelong Learning**
PO11	**Organizational Behavior**
PO12	**Finance & Marketing**

PO / PSO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
PSO1	H	M	M	H	M	H	M	L	M	H	H	H
PSO2	H	H	H	H	H	H	M	M	H	H	M	M
PSO3	H	L	M	M	M	H	H	H	M	M	H	H
PSO4	H	M	M	H	H	H	M	M	M	H	H	H

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

Curriculum Design

Bachelor of Hotel Management (BHM)

BHM Programme (4 Year) will enable student to learn & develop specific skillsets pertaining to the field of hospitality optimizing their ability to do various different jobs.

The **1st year** will acclimatize the students to the field of hospitality and impart **foundation skillset** to students pertaining to hospitality Industry. The **2nd year** develops in the students the **knowledge & operational skillsets**. The **3rd year** of bachelors of hotel management program ensures the imbibing of **managerial skills** which are the pre requisites for a flourishing career in the field of hospitality. The **4th year** of Bachelor's degree takes it a notch up to prepare the hospitality graduates for a global service industry by honing their **entrepreneurial and leadership skills**. This year prepare globally industry ready graduates to take up various service industry-based avenues in hospitality and various other allied service industries.

Vatel Hotel & Tourism Business School has imbibed a unique curriculum mapped with Vatel International Curriculum & in line with the National Education Policy 2020, UGC's Choice Based Credit System (CBCS) and NAAC's recommendations.

The foundation of this undergraduate curriculum has a major concentration **(60 - 70%)** towards the realization of the core subject's learning in the form of **Core Courses (CC),** the very purpose for which the student seeks admission in the field of Hospitality.

This aspect once having been firmly secured, the prominence of learning and understanding of the allied disciplines would not only directly or indirectly complement the student's knowledge and understanding on the core hospitality courses but would also widen his/her horizons towards their application in a broader context. For this purpose, the curriculum has **Discipline Specific Elective (DSE)** Courses, which are envisaged to be school-specific courses and contributes **9%** of the total percentage of courses in the programme includes courses like Food & Beverage Control, Introduction to cost control, Human resource management, Facility planning and design etc. which will acculturate in-depth knowledge of the areas of hospitality discipline.

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In order to re-inforce the element of trans-disciplinarily (the USP of Sushant University), the **Generic Elective-I (GE I)** courses related to social sciences, liberal arts and humanities are proposed to be instilled. In the programme curriculum it is referred to as **Trans Disciplinary Certification Courses (TDCC)** which are open to students of other schools of the university. 4 such courses form a part of the program structure of 4 Years of BHM Program.

To give value addition in the program, the programme structure of BHM features 2 courses namely **Entrepreneurship Essentials** & Negotiation **Mastery** offered only by Harvard Business School in the form of **Generic Electives II (GE II).**

Dissertation/ projects/ Internships also form an integral part of the program structure and comprise of 30% weightage of the total Programme which is in line with the latest guidelines issued by UGC.

Skill Enhancement Courses (SEC) which though may not be integral part of the core discipline, but is instrumental in adding immense value and will help in further broadening the outlook and viewpoint of students. Learning of a Foreign language, for example, in appreciation of the tremendous scope coming up in the domain of international trading and inter-change of cultures, in which our students have already shown interest is envisaged to be a welcome endeavor. Courses like French (Which is an integral part of the BHM Curriculum is being taught in all the academic semester of the program), subjects of Marketing and Negotiation Skills also form a part of the skill enhancement courses.

The scope of **Ability Enhancement Compulsory Course (ABCC)** are oriented towards the final placements of students, as has been ordained, though were already in practice at the Sushant University in the form of **Soft Skills** (taught as a credit subject across all the schools of the University) has been further broadened in the form of the addition of Environmental Science. Course of Oral communication forms an integral part of the hospitality program curriculum.
Sushant University, in its profound belief of 'giving back to the society' have courses based on **Service learning and Community service.** These are envisaged to be a part of learning across all

schools of the Sushant university. The same is a part of the BHM Program structure in the form of a course on **"Multicultural Management & Geopolitics".**

NOTE: THE LAST/5TH MODULE OF EACH COURSE OF ALL PROGRAMMES NEEDS TO HAVE A SEGMENT/SECTION RELATED TO ETHICAL ASPECT/ PRACTICE SPECIFIC TO THAT COURSE AND REFLECT IN THE COURSE SYLLABUS.

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BACHELOR OF HOTEL MANAGEMENT

SNAPSHOT

Name of the Program – Bachelors of Hotel Management BHM
Program Code – VHTBSU001
Duration of the Program – 04 Years
Total Semesters – 08 Semesters
Total Credits of the Program – 200 Credits

Color Code	Nature of Courses	Actual Percentage	Proposed Percentage
	Core Courses	55.37%	60-70%
	Discipline Specific Electives (DSE)	8.9%	10-15 %
	Generic Elective I (GE I)	4 Course (TDCC)	4 Courses in UG as Required
	Generic Elective II (GE II)	2 Courses	2 Courses in UG as required
	Dissertation or Internship	56 Credits	40 Credits
	Skill Enhancement Course (SEC)	8 Course (As mapped with Vatel Curriculum)	2 Courses of 2 credits each
	Ability Enhancement Course (AEC)	3 Courses	2 courses
	Service Learning/Community Service Based Course	1 Course	1 Course

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- Core Courses
- Discipline Specific Electives
- Generic Elective I (GE I)
- Generic Elective II (GE II)
- Dissertation or Internship
- Skill Enhancement Course (SEC)
- Ability Enhancement Course (AEC)
- Service Learning/Community Service Based Course

SEMESTER-I

Course Code	Course Title	Employability, Entrepreneurship, & Skill Development.	Lectures (L) Hours/ Week	Tutorial (T) Hours/ Week	Practical (P) Hours/ Week	Total Credits	Actual Percentage of Courses out of total Courses
Core Courses							
20BHM-0FP11C	Initiation to Cooking & Hygiene Practices	Employability, Entrepreneurship, & Skill Development	2	0	4	4	10.72%
20BHM-0FB11C	Food and Beverage Service Fundamentals & Environment	Employability, Entrepreneurship, & Skill Development	2	0	4	4	
20BHM-0FO11C	Front Office Professional Culture – I	Employability, Entrepreneurship, & Skill Development	2	0	2	3	
20BHM-0AO11C	Professional Practices in Accommodation Operations -I	Employability, Entrepreneurship, & Skill Development	2	0	2	3	
20BHM-0CS11L	Computer Sciences – I	Employability, Entrepreneurship, & Skill Development	1	0	2	2	
20BHM-0IC11L	Industry Connect	-	0	0	4	2	
Skill Enhancement Course (SEC)							
20BHM-0FR11L	French – I	Skill Development	1	0	2	2	3.57%
21BHM-0SM11T	Sales & Marketing	Skill Development	3	0	0	3	
Ability Enhancement Course (AEC)							
EVS2111	Environmental Studies	--	2	0	0	2	1.78%
	TOTAL		15	0	20	25	

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BACHELOR OF HOTEL MANAGEMENT

- Core Courses
- Discipline Specific Electives
- Generic Elective I (GE I)
- Generic Elective II (GE II)
- Dissertation or Internship
- Skill Enhancement Course (SEC)
- Ability Enhancement Course (AEC)
- Service Learning/Community Service Based Course

SEMESTER-II

Course Code	Course Title	Employability, Entrepreneurship, & Skill Development	Lectures (L) Hours/ Week	Tutorial (T) Hours/ Week	Practical (P) Hours/ Week	Total Credits	Actual Percentage of Courses out of total Courses
	Core Courses						
20BHM-0FP12C	Culinary Arts & Nutrition – I	Employability, Entrepreneurship, & Skill Development	2	0	4	4	10.72%
20BHM-0FB12C	Food & Beverage Restaurant Practices & Wine Vintage	Employability, Entrepreneurship, & Skill Development	2	0	4	4	
20BHM-0FO12C	Front Office Professional Culture-II	Employability, Entrepreneurship, & Skill Development	2	0	2	3	
20BHM-0AO12C	Professional Practices in Accommodation Operations - II	Employability, Entrepreneurship, & Skill Development	2	0	2	3	
21BHM-0HE12T	Hotel Economics	--	2	0	0	2	
20BHM-0MG12T	Management-I	--	3	0	0	3	
	Skill Enhancement Course (SEC)						
20BHM-0FR12L	French – II	Skill Development	1	0	2	2	1.78%
	Ability Enhancement Course (AEC)						
21ENG11	Communication In English	Skill Development	1	0	2	2	1.78%
	Generic Elective I (GE I)						
TDCC		Trans Disciplinary Certificate Course	1	0	2	2	1.78%
		TOTAL	**16**	**0**	**18**	**25**	

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Core Courses
Discipline Specific Electives
Generic Elective I (GE I)
Generic Elective II (GE II)
Dissertation or Internship
Skill Enhancement Course (SEC)
Ability Enhancement Course (AEC)
Service Learning/Community Service Based Course

SEMESTER III*/SEMESTER IV*

Course Code	Course Title	Employability, Entrepreneurship, & Skill Development	Lectures (L) Hours/ Week	Tutorial (T) Hours/ Week	Practical (P) Hours / Week	Total Credits	Actual Percentage of Courses out of total Courses
20BHM-0IN21L / 20BHM-0IN22L	***Industrial Training-I**	Skill Development	0	0	20 weeks	28	1 Full semester
	Total Credits					28	

NOTE - *Batch will be divided in two groups in second year, one group will do Industry Exposure Training in semester 3 and other will do their training in Semester 4.*

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Core Courses
Discipline Specific Electives
Generic Elective I (GE I)
Generic Elective II (GE II)
Dissertation or Internship
Skill Enhancement Course (SEC)
Ability Enhancement Course (AEC)
Service Learning/Community Service Based Course

SEMESTER III/IV

Course Code	Course Title	Employability, Entrepreneurship, & Skill Development	Lectures (L) Hours/ Week	Tutorial (T) Hours/ Week	Practical (P) Hours/ Week	Total Credits	Actual Percentage of Courses out of total Courses
	Core Courses						
20BHM-0FP21C/ 20BHM- 0FP22C	Culinary Arts & Nutrition-II	Employability, Entrepreneurship, & Skill Development	2	0	4	4	7.14%
20BHM-0FB21C/ 20BHM-0FB22C	Beer, Spirits & Liqueurs	Employability, Entrepreneurship, & Skill Development	2	0	4	4	
20BHM-0RD21C/ 20BHM-0RD22C	Room Division Managerial Experience	Employability, Entrepreneurship, & Skill Development	2	0	2	3	
20BHM-0DM21T/ 20BHM-0DM22T	Disaster Management	--	3	0	0	3	
	Discipline Specific Electives						
20BHM-0FC21T/ 20BHM-0FC22T	Food & Beverage Control	Employability, Entrepreneurship	2	0	0	2	5.35%
21BHM-0HR21T/ 21BHM-0HR22T	Human Resource Management-I	Employability	2	0	0	2	
20BHM-0CC21T/ 20BHM-0CC22T	Introduction to Cost Control	Entrepreneurship & Employability	2	0	0	2	
	Skill Enhancement Courses (SEC)						
20BHM-0FR21L/ 20BHM-0FR22L	French – III	Skill Development	1	0	2	2	**1.78%**
	Generic Electives I (GE I)						
TDCC	**TRANS DISCIPLINARY CERTIFICATE COURSE**	--	1	0	2	2	1.78%
	TOTAL		**17**	**0**	**14**	**24**	

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Core Courses
Discipline Specific Electives
Generic Elective I (GE I)
Generic Elective II (GE II)
Dissertation or Internship
Skill Enhancement Course (SEC)
Ability Enhancement Course (AEC)
Service Learning/Community Service Based Course

SEMESTER V/VI

Course Code	Course Title	Employability, Entrepreneurship, & Skill Development	Lectures (L) Hours/ Week	Tutorial (T) Hours/ Week	Practical (P) Hours/ Week	Total Credits	Actual Percentage of Courses out of total Courses
		Core Courses					
20BHM-0ET31T/ 20BHM-0ET32T	*Environmental & Tourism Economics	Employability, Entrepreneurship	3	0	0	3	10.72%
20BHM-0FB31C/ 20BHM-0FB32C	*Worldwide Wine Fundamentals and Pairings	Employability, Entrepreneurship & Skill Development	2	0	4	4	
20BHM-0FS31T/ 20BHM-0FS32T	*Food Science & Nutrition	Employability, Entrepreneurship	1	0	0	1	
20BHM-0MG31T/ 20BHM-0MG32T	*Management II	--	3	0	0	3	
20BHM-0AE31L/ 20BHM-0AE32L	*Advanced Excel	Skill Development	1	0	2	2	
20BHM- 0CE31T/ 20BHM-0CE32T	*Current Events & Legal Culture in Hotel	--	3	0	0	3	
		Skill Enhancement Course (SEC)					
20BHM-0FR31L/ 20BHM-0FR32L	*French – IV	Skill Development	1	0	2	2	3.57%
20BHM-0MK31T/ 20BHM-0MK32T	*Marketing II	Skill Development	2	0	0	2	
		Discipline Specific Electives (DEC)					
20BHM-0HR31T/ 20BHM-0HR32T	*Human Resource Management II	Employability	2	0	0	2	1.78%
		Ability Enhancement Course (AEC)					
20BHM-0OC31L/ 20BHM-0OC32L	*Oral Communication	Skill Development	1	0	2	2	1.78%
	TOTAL		**19**	**00**	**10**	**24**	

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*Note – Subject with * Are Mapped with VATEL International Curriculum*

Core Courses
Discipline Specific Electives
Generic Elective I (GE I)
Generic Elective II (GE II)
Dissertation or Internship
Skill Enhancement Course (SEC)
Ability Enhancement Course (AEC)
Service Learning/Community Service Based Course

SEMESTER V/VI

Course Code	Course Title	Employability, Entrepreneurship, & Skill Development	Lectures (L) Hours/ Week	Tutorial (T) Hours/ Week	Practical (P) Hours/ Week	Total Credits	Actual Percentage of Courses out of total Courses
20BHM-0IN31L / 20BHM-0IN32L	**Industrial Training-II Specialization (F & B/ Rooms Division)**	Skill Development	0	0	20 weeks	28	1 Full semester
	Total Credits					**28**	

NOTE –

Batch will be divided in two half groups in Third year, one group will go for Industrial Training in semester 5 and other will do their training in Semester 6.

It is mandatory for the students to undergo training in their chosen specialized area of the hotel.

A student can undertake a specialized training in the following areas

1. **Food and Beverage (Production and Service)**
2. **Room Divisions (Front office and Housekeeping)**

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- Core Courses
- Discipline Specific Electives
- Generic Elective I (GE I)
- Generic Elective II (GE II)
- Dissertation or Internship
- Skill Enhancement Course (SEC)
- Ability Enhancement Course (AEC)
- Service Learning/Community Service Based Course

SEMESTER VII

Course Code	Course Title	Employability, Entrepreneurship, & Skill Development	Lectures (L) Hours/ Week	Tutorial (T) Hours/ Week	Practical (P) Hours/ Week	Total Credits	Actual Percentage of Courses out of total Courses
	Core Course						
20BHM-0FP41C	Advanced Culinary Operations	Employability, Entrepreneurship, & Skill Development	2	0	4	4	
20BHM-0FB41C	Advanced Food & Beverage Service	Employability, Entrepreneurship, & Skill Development	2	0	4	4	
20BHM-0AO41C	Accommodation Management	Employability, Entrepreneurship, & Skill Development	2	0	2	3	8.93%
21BHM-0RE41C	Research in Hospitality	Employability, Entrepreneurship, & Skill Development	3	0	0	3	
20BHM-0RM41T	Revenue and Yield Management	Employability, Entrepreneurship, & Skill Development	2	0	0	2	
	Skill Enhancement Course						
20BHM-0FR41L	*French V	Skill Development	1	0	2	2	1.78%
	Discipline Specific Electives (DSE)						
20BHM-0FD41T	Facility Management, Planning & Design	Entrepreneurship	2	0	0	2	1.78%
	Generic Elective II (GE II)						
21BHM-0EE41T	Entrepreneurship Essentials	Entrepreneurship	2	0	0	2	1.78%
	Generic Elective I (GE I)						
TDCC	**TRANS DISCIPLINARY CERTIFICATE COURSE**	--	1	0	2	2	1.78%
	TOTAL		**17**	**0**	**14**	**24**	

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*Note – Subject with * Are Mapped with VATEL International Curriculum*

- Core Courses
- Discipline Specific Electives
- Generic Elective I (GE I)
- Generic Elective II (GE II)
- Dissertation or Internship
- Skill Enhancement Course (SEC)
- Ability Enhancement Course (AEC)
- Service Learning/Community Service Based Course

SEMESTER VIII

Course Code	Course Title	Employability, Entrepreneurship, & Skill Development	Lectures (L) Hours/ Week	Tutorial (T) Hours/ Week	Practical (P) Hours/ Week	Total Credits	Actual Percentage of Courses out of total Courses
	Core Course						
20BHM-0FP42L	Food Presentation and Styling	Employability, Entrepreneurship, & Skill Development	1	0	4	3	**7.14%**
20BHM-0FB42C	Food & Beverage Management	Employability, Entrepreneurship, & Skill Development	2	0	4	4	
20BHM-0TX42T	*Taxation	Employability	3	0	0	3	
21BHM-0FO42C	Hotel Front Office Management	Employability, Entrepreneurship, & Skill Development	2	0	2	3	
	Skill Enhancement Course (SEC)						
20BHM-0FR42L	*French VI	Skill Development	1	0	2	2	**1.78%**
	Service Learning/Community Service Based Course						
20BHM-0MM42T	*Multicultural Management & Geopolitics	--	2	0	0	2	**1.78%**
	Generic Elective II (GE II)						
21BHM-0NM42T	**Negotiation Mastery**	Skill Development	3	0	0	3	**1.78%**
	Generic Elective I (GE I)						
TDCC	**TRANS DISCIPLINARY CERTIFICATE COURSE**	--	1	0	2	2	1.78%
	Total		**15**	**00**	**14**	**22**	

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SEMESTER-I

20BHM-0FP11C	Initiation to Cooking & Hygiene Practices	L	T	P	C
Version 1.0		2	0	4	4

Course Objectives- The purpose of this course is to:

1. Familiarize students with the basics of food production and kitchen management.
2. Develop an understanding on basic operations of a professional kitchen with regards to safety procedures and hygiene.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Demonstrate Safety Procedures in handling Kitchen Equipment.
CO2 Apply Food Hygiene and Safety Practices while working in a professional Kitchen.
CO3 Carry out Different Cooking Methods and construct menus using the methods of cookery.
CO4 Demonstrate the basics of French Cooking techniques and fundamentals.
CO5 Outline food safety hazards and carry out Techniques to prevent them.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations.

Course content - **Total Lecture hours (14X2= 28)**

Unit I-Introduction to cookery & Hygiene **5 lecture Hours**

- Culinary History-Development of the culinary art from the middle ages to modern cookery
- Introduction to Nouvelle Cuisine
- Levels of skills and experiences- Attitudes and behavior in the kitchen -Personal hygiene-Uniforms & protective Clothing-Safety procedure in handling equipment.
- Classical Brigade-Modern staffing in various category Hotels-Roles of executive chef Duties and responsibilities of various Chefs-Co-operation with other departments.

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Unit II: Hygiene and Food Safety Practices **4 lecture Hours**

- Introduction to Food safety
- Types of Contamination
- Aims and Objectives of Cooking Food

Unit III: Methods of Cooking **3 lecture Hours**

- Classification of Cooking Methods *(Boiling-Roasting-Poaching Braising-Grilling-Baking-Roasting-Broiling-Stewing-Sautéing-Blanching-Steaming- Microwave & Modern Cooking Methods).*

Unit IV- Basics of French Cookery **8 lecture Hours**

- Stocks, Soups, Sauces -Types & Uses, Sauces
- Classification and Importance of Soups & Sauces
- Salads- Classification, Importance
- Salads – definition, parts, types and salad dressings

Unit V-Food Safety & Prevention of Hazards **8 lecture Hours**

- HACCP and its principles
- Prevention of Bacterial Multiplication and preservation techniques
- FSSAI

LAB- (14x4 Hours) = 56 Hours

Lab session No.	Details
1	• Equipment - Identification, Description, Uses & handling • Hygiene - Kitchen etiquettes, Practices & knife handling • Safety and security in kitchen
2	• Basic Cuts of Vegetables with French Terminology & Basic Stocks
3	**French Mother sauces preparation** • Béchamel • Espagnole • Veloute • Hollandaise • Mayonnaise • Tomato

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4	**Method of cooking** • **Boiling & Sautéing** – Minestrone Soup & Sautéed herbed Vegetables • **Grilling and Pan Searing** – Cottage cheese steak/Grilled chicken • **Practice of two sauces**- Arrabiatta and Veloute • Dark Chocolate Mousse
5	**Soup & Method of cooking** • **Pureed Soup**- Crème Dubarry & Roasted Tomato & pepper • **Batter making & Frying** – Vermicelli Fried mushrooms with tartar sauce • **Roasting** – Herb Roast Chicken with Roast potatoes and jus/Veg Lasagna • **Crepe Suzette**
6	**Introduction to Breads & Eggs** • Bread Sticks • Soft Rolls • Bread Loaf **Eggs-** • Egg omelette (half-moon Shape) • Bulls eye and Sunny Side up • Poached Egg • Scrambled Egg
7	**Practical Test for all Sauces and Breads**
8	**Basic Cookie & Cake Preparation (hi-tea menu)** • Assorted muffins • Basic Sponge • Basic Cookie
9	**Method of cooking Cont.** • Soup – Chowder Corn or Seafood • Stewing – Coq au vin/ Penne (arrabiatta and pesto) • Dessert- coffee Pannacotta
10	**Method of cooking Cont.** • Soup –Potato and Leek soup • Searing – Fish enpapilotte with Béarnaise and baked potatoes • Dessert – Lemon Tart
11	**Techniques** • Cream of spinach/Cream of Chicken

	• Mouselline stuffed chicken with dill caper butter sauce and Creamy polenta • Creamy Polenta, baby Ratatouille and pesto • Chocolate and Walnut brownie
12	**Kitchen Trial** • Preparing 3 course menu in 2.5 hours (2 members in a team) with Accompaniments
13	**Trial Test**
14	**Trial Test**

Text books

- Dodgshun, G. & Peters, M. (2004). *Cookery for the Hospitality Industry* (5th ed.). UK: Cambridge University Press.
- Montagné, P. (2001). *Larousse Gastronomique* (2nd ed.). US: Clarkson N. Potter.
- Pavesic, D. & Magnant, P. (2004). *Fundamental Principles of Restaurant Cost Control* (2nd ed.). New Jersey: Pearson Prentice Hall.
- Wright, J. & Treuille, E. (2005). *The Cooks' Bible* (3rd ed.). London: Carroll and Brown.
- Asch, A. B. (2005). *Hospitality Cost Control: A practical approach* (3rd ed.). New Jersey: Pearson Prentice Hall.

Reference books

- Le Cordon Bleu. (2006). *Kitchen Essentials* (3rd ed.). London: Carroll and Brown.
- McWilliams, M. (2006). *Food Fundamentals* (8th ed.). New Jersey: Pearson Prentice Hall.
- CSIRO (2010). *Make it safe: a guide to food safety*. Collingwood: CSIRO Publishing.
- Cracknell, H. L. & Kaufmann, R. J. (1999). *Practical Professional Cookery* (3rd ed.). London: Macmillan Education Ltd.
- Gisslen, W. (1999). *Professional Cooking* (4th ed.). New York: John Wiley and Sons Inc.

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Modes of Evaluation: Assignment/ Midterm / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)			
THEORY (25)			
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	Attendance	**Total**
10	10	5	**25**
LAB (15)			
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**	
10	5	**15**	
END SEMESTER EXAMINATION (60)			
Theory **(35)**		Lab **(25)**	

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Demonstrate safety Procedures in handling Kitchen Equipment.	PO1, PO2, PO5, PO6, PO7, PO8, PO9, PO10, PO11
CO2	Apply food Hygiene and Safety Practices while working in a professional Kitchen	PO1, PO3, PO5, PO6, PO7, PO8, PO9, PO10
CO3	Carry out Different Cooking Methods and construct menus using the methods of cookery.	PO1, PO2, PO3, PO5, PO7, PO8, PO9, PO10, PO11
CO4	Demonstrate the basics of French Cooking techniques and fundamentals	PO1, PO2, PO3, PO5, PO6, PO7, PO8, PO9, PO10, PO12
CO5	Outline food safety hazards and carry out Techniques to prevent them.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
Course Code	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	H	H			H	H	M	M	H	H	M	
CO2	H		L		M	L	L	L	H	M		
CO3	H	M	H		H		L	H	H	H	L	
CO4	H	H	H		M	L	H	L	H	H		H
CO5	H	L	M	H	M	M	L	L	H	H		

H- High
M- Medium
L-Low

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20BHM-0FB11C	Food and Beverage Service Fundamentals & Environment	L	T	P	C
Version 1.0		2	0	4	4

Course Objectives- The purpose of this course is to:

1. Familiarize students with the growth of catering and F& B organizations.
2. Develop an understanding on food service areas & equipment.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Explain the growth and role of hotel industry and catering establishment
CO2 Explain the types and organizational structure of F & B Department.
CO3 Classify F & B Outlets and Ancillary Departments.
CO4 List out different food and beverage equipment's and explain their role in food and beverage service.
CO5 Understand the difference between Alcoholic and Non-Alcoholic Beverages and state the different types of Non-Alcoholic Beverages.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content **Total Lecture hours (14X2= 28)**

Unit I: The Hotel & Catering Industry **4 lecture Hours**

- Introduction to the Hotel Industry and Growth of the hotel industry in India
- Role of catering establishment in the travel/tourism industry
- Types of F&B operations
- Classification of Commercial, Residential/Non-residential; Welfare Catering – Industrial/Institutional/Transport such as Air, Road, Rail, Sea;
- Structure of the catering industry a brief description of each

Unit II: Departmental Organization & Staffing **5 lecture Hours**

- Organization of F&B department of hotel
- Principal staff of various types of F&B operations
- French terms related to F&B staff;

- Duties & responsibilities of F&B staff
- Attributes of F&B Professionals;
- Inter-departmental relationship (Within F&B and other department)

Unit III: Food Service Areas & Ancillary Departments **5 lecture Hours**

- Specialty Restaurants
- Coffee Shop Service; Cafeteria Service
- Fast Food Service; Room Service; Banquet Service
- Bar Service; Vending Machine
- Pantry; Food pick-up area
- Store; Linen room
- Kitchen stewarding

Unit IV: F & B Service Equipment **6 lecture Hours**

- Cutlery; Crockery; Glassware; Flatware; Hollowware
- All other equipment used in F& B service
- French terms related to the above

Unit V: Non-Alcoholic Beverages **8 lecture Hours**

- Classification (Nourishing, Stimulating and Refreshing beverages)
- Tea
  - Origin & Manufacture
  - Types & Brands
- Coffee
  - Origin & Manufacture
  - Types & Brands
- Juices and Soft Drinks
- Cocoa & Malted Beverages
  - Origin & Manufacture



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LAB- (14x4 Hours) =56 Hours

Lab session No.	Details
1	Food Service areas – Induction & Profile of the areas
2	Ancillary F&B Service areas – Induction & Profile of the areas
3	Familiarization of F&B Service Equipment
4	Basic Technical Skills - Holding Service Spoon & Fork, Carrying a Tray / Salver,
5	Laying a Table Cloth, Changing a Table Cloth during service,
6	Placing meal plates & Clearing soiled plates, Service Crumbing Down, Napkin Folds, Changing dirty ashtray.
7	Cleaning & polishing glassware
8	10 napkin folds and lunch service Mise en Place - Stocking Sideboard
9	Preparation & Service of different types of Tea
10	Preparation & Service of different types of Coffee
11	Preparation & Service of different types of Cocoa & Malted beverages
12	Service of Juices, Soft Drinks
13	Revision
14	Mock Test

Text books

- Singaravelavan, R. (2016). *Food and Beverage Services* (2nd ed.). New Delhi: Oxford University Publications.
- Prasad V, Krishna G(2013) Food & Beverage F & B simplified (1st ed.).:Pearson
- Fischer, J. (2006). *At your service: a practical guide for the Professional Dining Room,* (2nd ed.).New York: John Wiley and Sons Inc.
- Axler, H. Bruce et al (1990). *Food and Beverage Service* (1st ed.). US: Indiana University.
- Bagchi, S. N. (2007). *Textbook of Food and Beverage Service* (1st ed.). New Delhi: Aman Publications.
- George, B. (2008). *Food and Beverage Service and Management* (3rd ed.). UK: Jaico Publishing House.

Reference books

- Lillicrap, D. R., & Cousins, J. A. (2014). *Food and beverage service* (9th ed.). London: Hodder and Stoughton.
- Kotschevar, L. H., & Luciani, V. (1996). *Presenting service: the ultimate guide for the foodservice professional* (2nd ed.). New York: John Wiley and Sons Inc.
- Meyer, S., Schmid, E., & Spühler, C. (1990) *Professional table service* (1st ed.). New York: John Wiley and Sons Inc.

Modes of Evaluation: Assignment/ Mid-term / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)			
THEORY (25)			
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	Attendance	**Total**
10	10	5	**25**
LAB (15)			
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**	
10	5	**15**	
END SEMESTER EXAMINATION (60)			
Theory **(35)**		Lab **(25)**	

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Explain the growth and role of hotel industry and catering establishment	PO1, PO2, PO5, PO6, PO7, PO8, PO9, PO10, PO11
CO2	Explain the types and organizational structure of F & B Department.	PO1, PO2, PO3, PO5, PO8, PO9, PO10, PO11
CO3	Classify F & B Outlets and Ancillary Departments.	PO1, PO2, PO3, PO5, PO7, PO8, PO9, PO10, PO11
CO4	List out different food and beverage equipments and explain their role in food and beverage service	PO1, PO2, PO3, PO5, PO6, PO8, PO9, PO10, PO12
CO5	Understand the difference between Alcoholic and Non-Alcoholic Beverages and state the different types of Non-Alcoholic Beverages.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO12

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**			**H**	**H**	**M**	**M**	**H**	**H**	**M**	
CO2	**H**	**M**	**L**		**M**			**L**	**H**	**H**	**L**	
CO3	**H**	**M**	**H**		**H**		**L**	**H**	**H**	**H**	**L**	
CO4	**H**	**H**	**H**		**M**	**L**		**L**	**H**	**H**		**H**
CO5	**H**	**L**	**M**	**H**	**M**	**M**	**H**	**L**	**H**	**H**		**M**

H- High
M- Medium
L-Low

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20BHM-0FO11C	Front Office Professional Culture – I	L	T	P	C
Version 1.0		2	0	2	3

Course Objectives- The purpose of this course is to:

1. Develop an understanding of the basic concepts of hospitality and front office department of hotels.
2. Introduce the students to the basic functions of front office department, required skills and competencies for a successful front office professional

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand the concept of hospitality industry and hotels in detail.

CO2 Classify hotels based on different classification criteria.

CO3 Draw the layout of front office department and list the equipment used in front office.

CO4 List the duties and Responsibilities of Front office staff and explain the inter and intra departmental communication.

CO5 Explain the stages in the guest cycle and its significance.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical &practical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content **Total Lecture hours (14X2= 28)**

Unit I: Introduction to Hospitality Industry **7 Lecture hours**

- Concept of hospitality
- Evolution and growth of hotel industry worldwide and in India, Emerging concepts in hotels in the world, Hotel guest and guest relation
- Concept of hotels
- The need and the criteria for the classification of hotels.

Unit II: Classification of Hotels **5 Lecture hours**

- Need for classification

- Classification of hotels and other types of lodging
- Based on size, location, clientele, duration of stay
- Level of service, ownership.

Unit III: Introduction to Front Office **5 Lecture hours**

- An overview of the front office department
- Layout of front office department
- Various sections of the front office department
- Equipment's used in front office department.

Unit IV: Front Office Organization **5 Lecture hours**

- Organization of front office staff
- Duties and responsibilities of front office personnel
- Attributes of front office staff
- Inter and intra departmental communication

Unit V: Guest Cycle **6 Lecture hours**

- Introduction to guest cycle
- Importance of pre-arrival, arrival, during stay, check-out, post departure stages of the Guest Cycle
- Significance of the post departure stage.

LAB- (12x4 Hours) =48 Hours

Lab session No.	Details
1	Identification of front office sections.
2	Identification of Tools and Equipment's in Front Office Department
3	Identification of various Reports, Forms & Formats used in Front Office.
4	Telephone Handling & etiquettes
5	Greeting and Welcoming a guest
6	Handling Bell Desk Services
7	Handling Concierge Services
8	Making reservation on a phone call
9	Situation Handling of Fussy Guest, Drunken Guest.

10	Situation Handling- Guest with confirmed reservation but no room available.
11	Handling Check –in of the Walk-in guest.
12	Preparation and study of countries, capitals, currencies, airports and IATA airport codes, various airlines and flags chart of top 70 countries in terms of tourist arrivals.
13	Revision
14	Revision

Text books

- Ahmed, I. (2004*). Front office operations And Management*. (3rd ed.). Clifton Park, NY: Delmar Publications.
- Sue, B., Pam, B., & Jeremy, H. (1996). *Principles of Hotel Front office Operations* (3rd ed.). United Kingdom: Cassell Publications.
- Andrews, S. (1982). *Hotel Front office Training Manual*, (5th ed.). New Delhi: Tata Mc Graw Hill publishing Company Ltd.
- Malhotra, P. K. (1998). *Fundamentals of hotel management and operations* (1st ed.). New Delhi: Anmol publications Pvt Ltd.
- Dinnis, J. F. (1993). Rooms *at the inn: Front office operations and administration* New York NY: McGraw Hill publications.

Reference books

- Chankravarti, B. K. (1999). *Welcome to Hospitality – An Introduction* (2nd ed.). Clifton Park, NY: Delmar publication.
- Tarachand, D. (2000). *Hotel and Restaurant Management* (1st ed.). New Delhi: Mohit Publications.
- Bardi, J. A. (2013). *Hotel Front Office Management* (5th ed.). New york, NY: Wiley.
- Tewari, J. R. (2012). *Hotel Front Office: Operations and Management*, (5th ed.). Oxford Uni. Press.
- Kaushal S., & Gautam, S. (1994). *Accommodation Operation Management* (4th ed.). Noida: Frank Bros & Co.

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Modes of Evaluation: Assignment/ Midterm / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)			
THEORY (25)			
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	Attendance	**Total**
10	10	5	**25**
LAB (15)			
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**	
10	5	**15**	
END SEMESTER EXAMINATION (60)			
Theory **(35)**		Lab **(25)**	

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand the concept of hospitality industry and hotels in detail.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Classify hotels based on different classification criteria.	PO1, PO2, PO3, PO5, PO8, PO9, PO10, PO11
CO3	Draw the layout of front office department and list the equipment used in front office.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11
CO4	List the duties and Responsibilities of Front office staff and explain the inter and intra departmental communication.	PO1, PO2, PO3, PO4, PO5, PO6, PO8, PO9, PO10, PO11, PO12
CO5	Explain the stages in the guest cycle and its significance.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**H**	**H**	**M**	**M**
CO2	**H**	**M**	**L**		**M**			**L**	**H**	**H**	**L**	
CO3	**H**	**M**	**H**	**L**	**H**	**M**	**L**	**H**	**H**	**H**	**L**	
CO4	**H**	**H**	**L**	**H**	**H**	**L**		**L**	**H**	**H**	**H**	**L**
CO5	**H**	**L**	**M**	**H**	**M**	**M**	**M**	**H**	**H**	**H**	**L**	

H- High
M- Medium
L-Low

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Sector-55, Gurugram

VATEL HOTEL & TOURISM BUSINESS SCHOOL

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0AO11C	Professional Practices in Accommodation Operations – I	L	T	P	C
Version 1.0		2	0	2	3

Course Objectives- The purpose of this course is to:

1. Examine the various aspects of housekeeping in a lodging industry from cleanliness, hygiene and maintenance to aesthetic upkeep of the property
2. Compare the various cleaning techniques and equipment's used in cleaning in hotel operations and list the various duties and responsibilities of Housekeeping staffs in hotel operations

Course Outcomes- On completion of this course, the students will be able to:

CO1 Value housekeeping as an important support department in the organization of hotel departments.
CO2 Outline the importance of a functional layout for a housekeeping department to achieve maximum efficiency in providing guest services and enumerating personnel attributes required in housekeeping personnel and their duties and responsibilities.
CO3 Explain the role of the control desk in coordination with front office and maintenance department of the hotel.
CO4 Design a guest room with the placement of amenities
CO5 Classify the principles of cleaning various areas and categorize cleaning tasks with regard to their frequency and how cleaning may be organized in various ways in hotels.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations.

Course content - **Total Lecture hours (14X2= 28)**

Unit I: Introduction and Scope — 5 Lecture hours

- Overview- Housekeeping as a Business
- Importance of housekeeping
- Responsibilities of the Housekeeping Department
- Housekeeping for different Institutions-Airline, Hospitals, Hostels, Corporate and Industrial etc.

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Unit II: Departmental Organization — **5 Lecture hours**

- Hierarchy
- Organizational Structure
- Duties and Responsibilities of Housekeeping Department.
- Personal attributes of Housekeeping Staff
- Layout of Housekeeping Department.

Unit III: Housekeeping Coordination and Control — **8 Lecture hours**

- Coordination within Department and with other department (Inter and Intra)
- Housekeeping control Desk
- Forms, Formats, Records & Registers
- Guest Priorities and Handling Guest Requests

Unit IV: Hotel Guestrooms — **5 Lecture hours**

- Room Types, Standard Layout of the guest room
- Importance of the guest room to a guest
- Standard Contents of a guest Room.

Unit V: Housekeeping Inventories — **5 Lecture hours**

- Cleaning Equipment's Classification and types of equipment with Diagram's (Mops, dusters, pushers, mechanical squeeze, vacuum cleaner, shampooing machine) with their care and uses.
- Cleaning Agents
- Guest supplies
- Linen
- Uniform

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LAB- (14x2 Hours) =28 Hours

Lab session No.	Details
1	Familiarization with cleaning equipment used in Housekeeping Department.
2	Familiarization with Cleaning Agents
3	Housekeeping Control Desk • Activities and Operations • Key Control Procedures • Role Play
4	Sample Layout of Guest Rooms • Single • Double • Twin Room
5	Guest Room Supplies • Standard Room • Suite • VIP Room • VIP Room Special Amenities
6	Principles of dusting
7	Window Cleaning
8	Cleaning of various floor surfaces
9	Public Area Cleaning
10	Guestroom Cleaning
11	Bathroom Cleaning
12	Situation Handling
13	Revision
14	Revision

Text books

- Kaushal, S.&Gautam, S. (1994). *Accommodation Operation Management* (4thed.). Noida: Frank Bros & Co.
- Andrews, S. (1990). *Hotel Housekeeping Management and Operations* (3rded.). NY: Tata McGraw Hill Companies.
- Margaret, M., Kappa, A.L., & Patricia, B. (2002). *Housekeeping Management* Educational Institute of the American Hotels & Motels Association.
- Raghubalan,G., &Raghubalan, S. (2015). *Hotel Housekeeping Operations & Management* (3rded.). England, UK: Oxford University Press.
- Jones,T. (2004). *Professional management of housekeeping operations* (4thed.). New Jersey: John Wiley & Sons.

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Reference books

- Huyton, J., & Baker, S. (2001). *Case studies in rooms operation and management*(3rd ed.). Frenchs Forest NSW: Pearson Hospitality Press.
- O'Shannessy, V., Haby, S., & Richmond, P. (2001). *Accommodation services* (3rd ed.). Frenchs Forest NSW: Prentice Education Australia.
- Schneider, W.M., Tucker, G., &Sloviak, M. (1999). *The professional housekeeper* (4th ed.). Milton Qld: Jacaranda Wiley.
- Casado, M.A. (2012). *Housekeeping Management*, (2nd ed.). Hoboken, New Jersey: John Wiley & Sons.
- Lindsay, N. (2009). *Good Housekeeping Cookery Book: The Cooks Classic Companion* (2nd ed.). NY: Collins & Brown.

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)			
THEORY (25)			
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	Attendance	**Total**
10	10	5	**25**
LAB (15)			
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**	
10	5	**15**	
END SEMESTER EXAMINATION (60)			
Theory **(35)**		Lab **(25)**	

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Value housekeeping as an important support department in the organization of hotel departments.	PO1, PO3, PO4, PO5, PO6, PO8, PO9, PO10, PO11, PO12
CO2	Outline the importance of a functional layout for a housekeeping department to achieve maximum efficiency in providing guest services and enumerating personnel attributes required in housekeeping personnel and their duties and responsibilities.	PO1, PO2, PO3, PO4, PO5, PO6, PO8, PO9, PO10, PO11
CO3	Explain the role of the control desk in coordination with front office and maintenance department of the hotel.	PO1, PO2, PO3, PO4, PO5, PO6, PO8, PO9, PO10, PO11
CO4	Design a guest room with the placement of amenities	PO1, PO2, PO3, PO5, PO6, PO7, PO8, PO9, PO10, PO11
CO5	Classify the principles of cleaning various areas and categorize cleaning tasks with regard to their frequency and how cleaning may be organized in various ways in hotels.	PO1, PO2, PO3, PO5, PO6, PO8, PO9, PO10, PO11

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	H		H	H	H	H		H	H	H	H	L
CO2	H	M	L	H	M	M		L	H	H	L	
CO3	H	H	H	M	H	M		L	H	H	L	
CO4	H	H	L		H	H	H	H	H	H	L	
CO5	H	L	M		M	M		H	H	H		

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0CS11L	*Computer Sciences – I	L	T	P	C
Version 1.0		1	0	2	2

Course Objectives- The purpose of this course is to:

1. Familiarize the students to the world of computers and information technology.
2. Develop the basic knowledge on fundamentals of word and Excel.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Discuss the Elements of a Computer system
CO2 Describe the Concept of Primary & secondary Storage
CO3. Outline the Importance of software concepts
CO4 Carry out different functions of Word & Excel
CO5 Prepare PowerPoint Presentation

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. aimed to equip students with skills to apply the theoretical knowledge in various situations. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course Contents **Total Lecture hours (14X1= 14)**

Unit I Computer Fundamentals **3 Lecture hours**

- Information concepts & Processing
- Data processing Concepts
- Elements of a computer System

Unit II Hardware Feature & Uses **3 Lecture hours**

- Components of a computer
- Generation of Computers
- Primary & Secondary storage concepts

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Unit III Software Concepts — 5 Lecture hours

- System software
- Application software
- Language Classification

Unit IV Operating System — 2 Lecture hours

- Basics of MS DOS
- Introduction to Word & Excel

Unit V Networks & power point — 1 Lecture hours

- Types of networks
- Network Interface card
- Overview of the software to prepare a presentation

LAB- (14x2 Hours) =28 Hours

Lab Session No.	Details
1	Make books content page or index page
2	Use smart art and create organization charts
3	Create Header & Footer
4	Create the text-based advertisement and Design that advertisement in Microsoft Word.
5	Decorate word document with page border, content border, add pattern and write beautiful text in it
6	Insert Images and Practice on Format Menu and Image options.
7	Insert template or download the new template in Microsoft Word from the Internet and edit those templates with your content.
8	Write 10 lines or 10 sentences and then change the font, style, color, and size of each sentence. Make each one different than previous and next
9	Illustrates how to create a basic spreadsheet by entering text, numbers, and formulas.
10	Introduces formatting of cells and columns.
11	illustrates how to dress up a table using special formats and how to export a table or chart into a Microsoft Word document

12	Prepare a Power point Presentation
13	Revision
14	Mock Test

Text books

- Goel,A. (2010). Computer Fundamentals, 5th Edition, Pearson Education.
- Aksoy,P. & DeNardis,L. (2006). Introduction to Information Technology, Cengage Learning.
- Sinha,P.K. & Sinha, P. (2007). Fundamentals of Computers, 6th Edition BPB Publishers.

Reference books

- Elmsasri, R. & Navathe,S. (2007). Fundamentals of Database Systems, Pearson Education, Fifth Edition.
- Steinmetz, R. & Naharstedt, K. (1996)."Multimedia: Computing, Communications Applications", Pearson.
- Balagurusamy,E. (2009). Fundamentals of computers, Mcgraw hill education, Paperback, ISBN-10: 9780070141605

Modes of Evaluation: Assignment/ Midterm Evaluation/Presentation/Journal/Viva

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Lab/ practical performed & Lab report	Assignment(s)/ Quiz (s)	Attendance	**Total**
15	10	10	5	**40**
END SEMESTER EXAMINATION (60)				
Practical **(60)**				

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Discuss the Elements of a Computer system	PO1, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10
CO2	Describe the Concept of Primary & secondary Storage	PO1, PO2, PO3, PO4, PO5, PO7, PO8, PO9, PO10
CO3	Outline The Importance of software concepts	PO1, PO2, PO3, PO4, PO5, PO6, PO8, PO9, PO10, PO12
CO4	Carry out different functions of Word & Excel	PO1, PO2, PO3, PO4, PO5, PO6, PO8, PO9, PO10
CO5	Prepare PowerPoint Presentation	PO1, PO2, PO3, PO4, PO5, PO6, PO8, PO9, PO10

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**M**		**H**	**M**	**H**	**L**	**M**	**M**	**H**	**H**		
CO2	**M**	**M**	**H**	**H**	**H**		**H**	**M**	**H**	**H**		
CO3	**M**	**H**	**H**	**M**	**H**	**M**		**M**	**H**	**H**		**L**
CO4	**M**	**M**	**H**	**M**	**H**	**H**		**M**	**H**	**H**		
CO5	**M**	**M**	**H**	**M**	**H**	**M**		**M**	**H**	**H**		

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0IC11L	Industry Connect	L	T	P	C
Version 1.0		0	0	4	2

Course Objectives- The purpose of this course is to:

1. Familiarize students with the Core departments of Hotels and gain operational Understanding of the same through experiential learning in the departments.
2. Simulate students and provide a strong base for them through Key departmental exposure.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand the Organisation structure and duties & Responsibilities of Front office personnel.
CO2 Explain the operations and Key considerations while operating a f & B outlet or a bar.
CO3 Understand the Key formats prepared by Housekeeping and its role in housekeeping department.
CO4 Understand the operations of a front office department.
CO5 List out the Responsibilities of Ancillary department in a 5-star hotel.

Pedagogy- The course will be taught through Experiential visits and familiarization tours to 5 star hotels. The concepts shall be mostly shared through slides and further reinforced through familiarization video clips & E learning modules and guest lectures. The key inputs will be imparted to the students in the form of theoretical sessions followed by a practical exposure / E-Familiarization Modules. The practical session will be for 4 hours, which will provide foundation Hospitality knowledge to the students.

Course Contents **Total Lecture hours (14X4= 56)**

- ✓ *Theory – 18 Hours*
- ✓ *Experiential Learning – 38 Hours*

Unit I: Food production **8 lecture hours**

- Organization structure (hierarchy)
- Layout
- Key forms & formats
- Duties and Responsibilities
- Familiarization with all food stores
- Sections and their roles
- Equipment (heavy & light)

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Unit II: Food & Beverage Service **12 lecture hours**

- Organization structure (hierarchy)
- Outlets and service styles, laying/setting up of a table
- Familiarization with bar
- Forms and Formats
- Familiarization with Liquor store
- Understanding menu

Unit III: Housekeeping **12 lecture hours**

- Linen and laundry procedures
- HK Control Desk
- Hierarchy
- Forms and Formats
- Guest Supplies
- HK Store/Par stock

Unit IV: Front Office **12 lecture hours**

- Hierarchy and Responsibilities
- Handling Emergency Situations
- Sections and Role
- Formats & procedures

Unit V: Ancillary Sections **12 lecture hours**

- Hierarchy/Roles
- Responsibilities

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Industry Sessions **Total Experiential hours (38 hours)**

S. No	Topic	Duration	Key Considerations
1	**Food production**	4 hours	1. Organization structure (hierarchy) 2. Layout 3. Key forms & formats 4. Duties and Responsibilities
2	**Interaction with Hospitality Leaders**	3 Hours	Latest Trends/Changing Hotel Environment
3	**Food Production**	4 hours	1. Familiarization with all food stores 2. Sections and their roles 1. Equipment (heavy & light)
4	**Interaction with Hospitality Leaders**	3 Hours	Latest Trends/Changing Hotel Environment
5	**Food & Beverage Service**	4 hours	1. Organization structure (hierarchy) 2. Outlets and service styles, laying/setting up of a table 3. Familiarization with bar
6	**Interaction with Hospitality Leaders**	3 Hours	Latest Trends/Changing Hotel Environment
7	**Food & beverage Service**	4 hours	1. Forms and Formats 2. Familiarization with Liquor store 3. Understanding menu
8	**Interaction with Hospitality Leaders**	3 Hours	Latest Trends/Changing Hotel Environment

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9	**Housekeeping**	4 hours	1. Linen and laundry procedures 2. HK Control Desk 3. Hierarchy 4. Forms and Formats 5. Guest Supplies 6. HK Store/Par stock
10	**Front Office**	4 hours	1. Hierarchy and Responsibilities 2. Handling Emergency Situations 3. Sections and Role 4. Formats & procedures
11	**Interaction with Hospitality Leaders**	3 Hours	Latest Trends/Changing Hotel Environment
12	**Interaction with Hospitality Leaders**	3 Hours	Latest Trends/Changing Hotel Environment
13	**HR/Training/Finance/Sales**	3 hours	Hierarchy/Roles & responsibilities
14	**Liaison/Engineering/IT**	3 hours	Hierarchy/Roles & responsibilities

Modes of Evaluation: Assignment/ Mid-term Evaluation/Presentation/Viva

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Lab/ practical performed & Lab report	Assignment(s)/ Quiz (s)	Attendance	**Total**
15	10	10	5	**40**
END SEMESTER EXAMINATION (60)				
Practical **(60)**				

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand the Organisation structure and duties & Responsibilities of Front office personnel.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Explain the operations and Key considerations while operating a f & B outlet or a bar.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Understand the Key formats prepared by Housekeeping and its role in housekeeping department.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Understand the operations of a front office department.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	List out the Responsibilities of Ancillary department in a 5-star hotel.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**	**M**	**H**	**H**	**M**	**H**	**H**	**H**	**H**	**M**	**L**
CO2	**H**	**H**	**M**	**H**	**H**	**M**	**H**	**H**	**H**	**H**	**M**	**L**
CO3	**H**	**H**	**M**	**H**	**H**	**M**	**H**	**H**	**H**	**H**	**M**	**L**
CO4	**H**	**H**	**M**	**H**	**H**	**M**	**H**	**H**	**H**	**H**	**M**	**L**
CO5	**H**	**H**	**M**	**H**	**H**	**M**	**H**	**H**	**H**	**H**	**M**	**L**

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0FR11L	French – I	L	T	P	C
Version 1.0		1	0	2	2

Course Objectives- The purpose of this course is to:

1. Facilitate the learner with the nuances & peculiarities of French language
2. Familiarize the students with the formation of simple sentences in the affirmative, negative and in the interrogative forms.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Demonstrate understanding of the Indefinite Articles and the types of sentences.
CO2 Discuss Definite Articles and the types of sentences
CO3 Elaborate on French prepositions
CO4 Formulate sentences on locating people and objects.
CO5 Outline the adjectives of colour

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. aimed to equip students with skills to apply the theoretical knowledge in various situations. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course Contents **Total Lecture hours (14X1 = 14)**

Unit I Basic introduction to the language 3 lecture Hours

- Indefinite articles – masculine, feminine, singular and plural
- Definite articles - masculine, feminine, singular and plural
- Affirmative and negative sentences
- Interrogation

Unit II Definite articles 3 lecture Hours

- Usage and vocabulary
- All combinations in affirmative and in negative

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Unit III – French Prepositions — **2 lecture Hours**

- Position of articles and human beings
- Combinations of affirmative, negative and interrogative sentences
- Visible and invisible prepositions

Unit IV – Location of people and objects — **2 lecture Hours**

- Il y a
- Il n'y a pas de d'

Unit V – Adjectives of colour — **4 lecture Hours**

- Placement of adjectives
- The singularity and plurality of adjectives

LAB- (14x2 Hours) =48 Hours

Lab Session No.	Details
1	• Introduction to the French sounds in words and in sentences. • The French alphabet, saying your name and spelling it. • Greetings and self-introduction.
2	• Introduction to the French culture and civilization - diversity of its language • Currency, touristic sites, monuments, culture and civilization.
3	• Physical attributes – names of mountains, rivers, cities and provinces of France, industry, agriculture, foods, cheese, wines, gastronomy, fashion.
4	• French accents • French liaison • French elision
5	• Role Play • Usage of the adjectives of colour, shapes and size – while describing a person or an object.
6	Project work – describing the class, the house. Objects in the classroom
7	• Location of things – where is, where are? • Using different prepositions in affirmative and negative. • Role Play
8	Role Play – Interrogative sentences on the adjectives of colour
9	Writing messages – inviting friends for a birthday party

10	Writing letters – to the principal for leave etc.
11	Essay writing – describing a home, hotel etc.
12	Project work – Preparing a collage of objects belonging to the same group.
13	Revision
14	Mock Test

Texts

- G. Mauger - Cours de langue et de Civilisation françaises

References

- G. Mauger - Cours de langue et de Civilisation françaises
- Larousse - Dictionnaire – anglais – français – anglais
- French Verbs – Robert & Nathan
- French Classified Vocabulary – Webster's

Modes of Evaluation: Assignment/ Mid-term Evaluation/Presentation/Journal/Viva

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Lab/ practical performed & Lab report	Assignment(s)/ Quiz (s)	Attendance	**Total**
15	10	10	5	**40**
END SEMESTER EXAMINATION (60)				
Practical **(60)**				



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Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Demonstrate understanding of the Indefinite Articles and the types of sentences.	PO2, PO3, PO5, PO6, PO7, PO9, PO10
CO2	Discuss Definite Articles and the types of sentences	PO2, PO3, PO5, PO6, PO7, PO9, PO10
CO3	Elaborate on French prepositions	PO2, PO3, PO5, PO6, PO7, PO9, PO10
CO4	Formulate sentences on locating people and objects.	PO2, PO3, PO5, PO6, PO7, PO9, PO10
CO5	Outline the adjectives of colour	PO1, PO2, PO3, PO5, PO6, PO7, PO9, PO10

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1		**H**	**H**		**H**	**H**	**L**		**H**	**H**		
CO2		**M**	**H**		**H**	**M**	**L**		**H**	**H**		
CO3		**H**	**H**		**H**	**M**	**L**		**H**	**H**		
CO4		**H**	**H**		**H**	**H**	**L**		**H**	**H**		
CO5	**H**	**L**	**H**		**H**	**M**	**L**		**H**	**H**		

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

21BHM-0SM11T	Sales & Marketing	L	T	P	C
Version 1.0		**3**	**0**	**0**	**3**

Course Objectives- The purpose of this course is to:

1. Introduce the basic concepts of sales and consumer behavior in the hospitality industry.
2. Develop an understanding of marketing Strategies used in Hotel Industry

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand & implement the basics of the sales.
CO2 Differentiate between various selling techniques.
CO3 Conclude the Maslow Hierarchy of needs as per the requirements in the hospitality Industry.
CO4 Outline the importance of Branding strategy in Marketing.
CO5 Appraise Marketing strategy used for optimizing Revenue

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X3= 42)**

Unit I: Introduction to Sales **10 lecture hours**

- Introduction to Sales
- Personal Selling
- Sales Process

Unit II: Selling Skills **8 lecture hours**

- Communication Skills
- Sales Presentation
- Negotiation Skills
- Retail Communication: Sales Displays

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Unit III: Consumer behavior in Hotel Industry — **10 lecture hours**

- Concept of Consumer Behavior
- Factors influencing Consumer Behavior
- Maslow needs theory and consumer behavior
- Consumer Buying Behavior

Unit IV: Branding — **6 lecture hours**

- Concept of Brand value
- Creating Branding & visual identity
- Rebranding

Unit V: Marketing Strategy — **8 lecture hours**

- Latest marketing trends
- Optimizing Revenue
- Digital marketing

Text books

- Kotler, P., Bowen, JT., & Makens, J. C. (2010). *Marketing for Hospitality and Tourism* (5th ed.). Upper Saddle River, N.J: Prentice-Hall.

Reference books

- Greenberge, P. (2005). *CRM-Essential Customer Strategies for the 21st Century* (1st ed.). New York City, New York: Tata McGraw Hill.

Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	Attendance	**Total**
15	15	5	5	**40**
END SEMESTER EXAMINATION (60)				
Theory **(60)**				

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand & implement the basics of the sales.	PO1, PO2, PO3, PO6, PO7, PO9, PO10, PO12
CO2	Differentiate between various selling techniques.	PO1, PO2, PO3, PO6, PO7, PO8, PO9, PO10, PO12
CO3	Conclude the Maslow Hierarchy of needs as per the requirements in the hospitality Industry.	PO1, PO2, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Outline the importance of Branding strategy in Marketing.	PO1, PO2, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Appraise Marketing strategy used for optimizing Revenue	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**M**	**M**			**M**	**L**		**M**	**H**		**H**
CO2	**H**	**M**	**M**			**M**	**L**	**M**	**M**	**H**		**H**
CO3	**H**	**M**			**H**	**M**	**L**	**M**	**M**	**H**	**M**	**H**
CO4	**H**	**M**			**H**	**M**	**L**	**M**	**M**	**H**	**M**	**H**
CO5	**H**	**M**	**H**	**H**	**H**	**M**	**L**	**M**	**M**	**H**	**M**	**H**

H- High
M- Medium
L-Low

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EVS2111	**Environmental Studies**	**L**	**T**	**P**	**C**
Version 1.0		**2**	**0**	**0**	**2**

Course Objectives- The broad objectives of this course are to:

- Familiarise with the concepts fundamental to environmental studies
- Understand the complexity of ecosystems and possibly how to sustain them
- Identify the relationships between humans and the environment.
- Explain major environmental problems including their causes and consequences.
- Discuss current and controversial environmental issues and possible solutions to environmental problems and their pros and cons.

Course Outcomes

Upon successful completion of the course, the students should be able to:

CO1: Gain knowledge on the importance of environmental education and ecosystem.
CO2: Discuss about environmental pollution- sources, effects and control measures of environmental pollution.
CO3: Understand the treatment of wastewater and solid waste management.
CO4: Find importance with respect to biodiversity, its threats and its conservation and appreciate the concept of interdependence.
CO5: Describe the national and international concern for environment for protecting the environment.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X2= 28)**

Unit 1: Introduction to environmental studies **(2 lectures)**

- Multidisciplinary nature of environmental studies
- Scope and importance; Concept of sustainability and sustainable development.

Unit 2: Ecosystems **(4 lectures)**

What is an ecosystem?
Structure and function of ecosystem;
Energy flow in an ecosystem: food chains, food webs and ecological succession.
Case studies of the following ecosystems:
a) Forest ecosystem
b) Grassland ecosystem
c) Desert ecosystem
d) Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)

Unit 3: Natural Resources: Renewable and Non-renewable Resources **(4 lectures)**

- Land resources and land-use change; Land degradation, soil erosion and desertification.
- Deforestation: Causes and impacts due to mining, dam building on environment, forests, biodiversity and tribal populations.
- Water: Use and over – exploitation of surface and ground water, floods, droughts, conflicts over water (international & inter-state), Dams – benefits and problems.
- Food resources: World food problems, changes caused by agriculture and over-grazing, effects of modern agriculture, fertilizer-pesticide problems, waterlogging, salinity.
- Energy resources: Renewable and non-renewable energy sources, use of alternate energy sources, growing energy needs, case studies

Unit 4: Biodiversity and Conservation **(3 lectures)**

- Levels of biological diversity: genetic, species and ecosystem diversity; Bio-geographic zones of India; Biodiversity patterns and global biodiversity hotspots.
- India as a mega-biodiversity nation; Endangered and endemic species of India, threats to biodiversity: Habitat loss, poaching of wildlife, man-wildlife conflicts, biological invasions.
- Conservation of biodiversity: In-situ and Ex-situ conservation of biodiversity.
- Ecosystem and biodiversity services: Ecological, economic, social, ethical, aesthetic and Informational value.

Unit 5: Environmental Pollution **(3 lectures)**

- Environmental pollution: types, causes, effects and controls; Air, water, soil and noise pollution
- Nuclear hazards and human health risks
- Solid waste management: Control measures of urban and industrial waste.
- Pollution case studies



Unit 6: Environmental Policies & Practices **(3 lectures)**

- Climate change, global warming, ozone layer depletion, acid rain and impacts on human communities and agriculture
- Environment Laws: Environment Protection Act; Air (Prevention & Control of Pollution) Act; Water (Prevention and control of Pollution) Act; Wildlife Protection Act; Forest Conservation Act. International agreements: Montreal and Kyoto protocols and Convention on Biological Diversity (CBD).
- Nature reserves, tribal populations and rights, and human wildlife conflicts in Indian context.

Unit 7: Human Communities and the Environment **(4 lectures)**

- Human population growth: Impacts on environment, human health and welfare. Resettlement and rehabilitation of project affected persons; case studies.
- Disaster management: floods, earthquake, cyclones and landslides.
- Water conservation, rain water harvesting, watershed management.
- Wasteland reclamation.
- Environmental movements: Chipko, Silent valley, Bishnois of Rajasthan.
- Environmental ethics: Role of Indian and other religions and cultures in environmental conservation.
- Environmental communication and public awareness, case studies (e.g., CNG vehicles in Delhi).

Unit 8: Field Work **(4 lectures)**

- Visit to an area to document environmental assets: river/forest/flora/fauna, etc.
- Visit to a local polluted site – Urban/Rural/Industrial/ Agricultural.
- Study of common plants, insects, birds and basic principles of identification.
- Study of simple ecosystems – pond, river, Delhi Ridge, etc.

Course References

Text Book:

Chawla S., 2012. A Textbook of Environmental Studies, Tata Mc Graw Hill, New Delhi.

Reference Books:

1. Jadhav, H & Bhosale, V.M., 1995. Environmental Protection and Laws. Himalaya Pub. House, New Delhi.
2. Gadi R., Rattan, S., 2006. Environmental Studies, KATSON Books, New Delhi.
3. Mckinney, M.L. & School, R.M., 1996. Environmental Science Systems & Solutions, Web enhanced edition.
4. Wanger K.D., 1998. Environmental Management. W.B. Saunders Co. Philadelphia, USA

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Evaluation Components

S.No	Exam	Marks	Duration	Coverage / Scope of Examination
1	Test -1 (Mid-Term)	15	1 hour	Syllabus covered up to Mid-Semester
2	Test -2 (End-Term)	60	2 hours	Entire Syllabus
3.	Tutorials / Assignments, Quizzes, Attendance/Field Work/Project	25	Entire Semester	Quiz(s)/presentation(s)/ Field Work- 15 Assignment - 5 Attendance - 5
Theory	*A student will need to get at least 40 marks out of a maximum of 100 to be considered passed.*			

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Gain knowledge on the importance of environmental education and ecosystem.	PO3, PO4, PO5, PO7, PO10
CO2	Discuss about environmental pollution- sources, effects and control measures of environmental pollution.	PO3, PO4, PO5, PO7, PO10
CO3	Understand the treatment of wastewater and solid waste management.	PO3, PO4, PO5, PO7, PO10
CO4	Find importance with respect to biodiversity, its threats and its conservation and appreciate the concept of interdependence.	PO3, PO4, PO7, PO8, PO10
CO5	Describe the national and international concern for environment for protecting the environment.	PO3, PO4, PO5, PO7, PO8, PO10

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1			**M**	**M**	**M**		**H**			**M**		
CO2			**M**	**M**	**M**		**H**			**M**		
CO3			**M**	**M**	**M**		**H**			**M**		
CO4			**M**	**M**			**H**	**M**		**M**		
CO5			**M**	**M**	**M**		**H**	**M**		**M**		

H- High
M- Medium
L-Low

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SEMESTER-II

20BHM-0FP12C	Culinary Arts & Nutrition – I	L	T	P	C
Version 1.0		2	0	4	4

Course Objectives- The purpose of this course is to:

1. Familiarize students with the kitchen Organization and Section layouts.
2. Develop an understanding on pastry, flour, Egg & Dairy Products and Storage & Control Procedures.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Differentiate between Different types of Flours and Explain the Structure of wheat.

CO2 Outline layout of a kitchen and Organizational Structure and Summarize the Duties and Responsibilities of Kitchen Personnel.

CO3 Categorize and Assess different types of Egg, Dairy Products and Farinaceous Products.

CO4 Classify and Categorize different types of Pastry.

CO5 Implement good storage and Purchasing Procedures in Commercial kitchen operation.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations.

Course content - **Total Lecture hours (14X2= 28)**

Unit I-Introduction to Flour **8 lecture Hours**

Flour

- Structure of wheat
- Types of Wheat
- Types of Flour
- Processing of Wheat – Flour
- Uses of Flour in Food Production

SIMPLE BREADS

- Principles of bread making
- Simple yeast breads
- Role of each ingredient in break making
- Baking temperature and its importance

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Unit II: Kitchen Organisation & Layout — 5 lecture Hours

- Layout of Kitchen
- Organizational Structure & Hierarchy
- Duties & Responsibilities

Unit III: Egg, Dairy Products and Farinaceous Products — 5 lecture Hours

- Egg- Introduction to egg cookery, Structure of an egg, Selection of egg, Uses of egg in cookery
- Dairy & Dairy Products- Milk, Cheese, Butter, Cream
- Farinaceous Products- Pasta, Potato and other starch.

Unit IV: Pastry — 5 lecture hours

a) Short crust
b) Laminated
c) Choux
d) Hot water/Rough puff
   - Recipes and methods of preparation
   - Differences
   - Uses of each pastry
   - Care to be taken while preparing pastry
   - Role of each ingredient
   - Temperature of baking pastry

Unit V-Stores & Purchases — 5 lecture Hours

- Principles of Storage, Types of Stores
- Forms & Formats
- Control Procedures and Checking pilferages

LAB- (14x4 Hours) =56 Hours

Week	Soup/ Starter	Main Course	Sides	Desserts
1 Roasting	Ceasar salad	Herb Roast Chicken with Mushroom **velouté /cannelloni Florentine**	Dauphinoise potato	Tarte Tatin
2 Baking	Corn Chowder	Tomato baked fish with béarnaise/**crepe verdure with saffron herb sauce**	Mashed potatoes and carrot vichy	Religieux

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3 Pan Searing	Crème de epinard	Chicken picatta with herb tarragon sauce/ **Spaghetti with creamy pesto**	Hasselback potatoes & herb Roast vegetables	Fondant au chocolate
4 Grilling/fried	Greek Salad	Pepper Stuffed chicken breast/**Cajun Spiced grilled cottage cheese steak with creamy mushroom sauce**	Grilled polenta with ratatouille	Tiramisu
5 Stewing	Minestrone	Morroccon lamb tajine/ **vegetable and chickpea tajine**	Traditional lemon garlic roast potatoes	Crème brulee
6 Grilling	Crème Dubary	Minced Chicken steak jus gras / **Risotto ala milanaise**	Petit Pois A La Francaise	Baba Au rhum
Week – 7 Internal Practical Exam				
7 Indian	Mulligatwny	Kadhai Chicken/**tawa miloni sabzi**	lacha parantha,raita	Double ka meetha
8 Indian	Tamatar Dhaniya shorba	Murg Makhani/paneer lababdar	Raajma masala/jeera rice	Sooji ka Halwa
9	Bread rolls	Baguette	Multigrain bread	Genoise sponge/swiss roll
10	Nan khatai	Melting moments	Choco chip	bachelors buttons
11	Danish	Palmiers	Fruit cake	
12	Revision			
13	Revision			
14	Revision			

Text books

- Dodgshun, G. & Peters, M. (2004). *Cookery for the Hospitality Industry* (5th ed.). UK: Cambridge University Press.
- Montagné, P. (2001). *Larousse Gastronomique* (2nd ed.). US: Clarkson N. Potter.
- Pavesic, D. & Magnant, P. (2004). *Fundamental Principles of Restaurant Cost Control* (2nd ed.). New Jersey: Pearson Prentice Hall.
- Wright, J. & Treuille, E. (2005). *The Cooks' Bible* (3rd ed.). London: Carroll and Brown.

- Asch, A. B. (2005). *Hospitality Cost Control: A practical approach* (3rd ed.). New Jersey: Pearson Prentice Hall.

Reference books

- Le Cordon Bleu. (2006). *Kitchen Essentials* (3rd ed.). London: Carroll and Brown.
- McWilliams, M. (2006). *Food Fundamentals* (8th ed.). New Jersey: Pearson Prentice Hall.
- CSIRO (2010). *Make it safe: a guide to food safety*. Collingwood: CSIRO Publishing.
- Cracknell, H. L. & Kaufmann, R. J. (1999). *Practical Professional Cookery* (3rd ed.). London: Macmillan Education Ltd.
- Gisslen, W. (1999). *Professional Cooking* (4th ed.). New York: John Wiley and Sons Inc.

Modes of Evaluation: Assignment/ Midterm / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)			
THEORY (25)			
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	Attendance	**Total**
10	10	5	**25**
LAB (15)			
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**	
10	5	**15**	
END SEMESTER EXAMINATION (60)			
Theory **(35)**		Lab **(25)**	



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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Differentiate between Different types of Flours and Explain the Structure of wheat.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Outline layout of a kitchen and Organizational Structure and Summarize the Duties and Responsibilities of Kitchen Personnel.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Categorize and Assess different types of Egg, Dairy Products and Farinaceous Products.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Classify and Categorize different types of Pastry.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Implement good storage and Purchasing Procedures in Commercial kitchen operation.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**	**M**	**L**	**H**	**M**	**H**	**M**	**H**	**H**	**L**	**L**
CO2	**H**	**H**	**H**	**H**	**H**	**M**	**L**	**H**	**H**	**H**	**M**	**M**
CO3	**H**	**H**	**H**	**L**	**H**	**L**	**H**	**H**	**H**	**H**	**L**	**M**
CO4	**H**	**H**	**M**	**L**	**H**	**L**	**H**	**H**	**H**	**H**	**M**	**L**
CO5	**H**	**H**	**H**	**H**	**H**	**M**	**H**	**H**	**H**	**H**	**L**	**L**

H- High
M- Medium
L-Low

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20BHM-0FB12C	Food & Beverage Restaurant Practices & Wine Vintage	L	T	P	C
Version 1.0		2	0	4	4

Course Objectives- The purpose of this course is to:

1. Provide students with the knowledge and skills neccessary as food and beverage service personnel.
2. Provide an opportunity for students to apply their knowledge and skill of food and beverage service operations in an Industrial Hospitality set-up.

Course Outcomes- On completion of this course, the students will be able to:

CO1 List and understand French classical menu, sequence of each course and types of different meals served.

CO2 Explain various types of restaurant services and their role in food and beverage sector.

CO3 Explain & understand KOT and billing system with its record keeping procedures.

CO4 Explain & understand the service of cigar & cigarette.

CO5 Understand the classification of wine.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content **Total Lecture hours (14X2= 28)**

Unit I: Meals and Menu Planning **8 lecture Hours**

- Origin of Menu, Objectives of Menu Planning
- Types ofMenu
- Courses of French Classical Menu
- Sequence
- Examples from each course
- Cover of each course
- Accompaniments
- French Names of dishes

Types of Meals

- Early morning Tea



- Breakfast (English, American Continental, Indian)
- Brunch
- Lunch
- Afternoon/High Tea
- Dinner
- Supper

Unit II: Traditional and Modern Menu's **6 lecture Hours**

- 17 Course French Classical Menu with examples, accompaniments and cover
- 13 Course French Classical Menu with examples, accompaniments and cover

Unit III: Simple Control System **5 lecture Hours**

- KOT/Bill Control System
- Making Bill; Cash handling equipment
- Record keeping

Unit IV: Tobacco **5 lecture Hours**

- Introduction
- Processing for cigarettes, pipe tobacco & cigars
- Cigar – Parts and Structure of cigar, Brands of cigar
- Cigars – Shapes/sizes/colors
- Cigarette - Brands of cigarettes
- Storage of cigarettes & cigars

Unit V: Wine **4 lecture Hours**

- Definition & History
- Classification of wine



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LAB- (14x4 Hours) =56 Hours

Lab session No.	Details
1	Table laying for breakfast
2	Table laying for Lunch/Dinner
3	Preparation and Tray set-up for service of breakfast.
4	Preparation and Tray set-up for service of Lunch/Dinner
5	Restaurant reservation
6	Receiving and seating the guest
7	Taking the order
8	Procedure of service at table (Silver service and pre-plated service)
9	Presentation & Encasing the bill
10	Room Service (tray and trolley)
11	Service of cigars
12	Service of cigarettes

Additional Experiential Module: Compulsory as *Mapped with Vatel International Curriculum*

- Food & Beverage Hospitality Roundtables (Preferably offline mode) - 3 Events/Roundtable discussions of 2 Hours each to be planned

Text books

- Singaravelavan, R. (2016). *Food and Beverage Services* (2nd ed.). New Delhi: Oxford University Publications.
- Prasad V, Krishna G (2013) Food & Beverage F & B simplified (1st ed.).:Pearson
- Fischer, J. (2006). *At your service: a practical guide for the Professional Dining Room,* (2nd ed.).New York: John Wiley and Sons Inc.
- Axler, H. Bruce et al (1990). *Food and Beverage Service* (1st ed.). US: Indiana University.
- Bagchi, S. N. (2007). *Textbook of Food and Beverage Service* (1st ed.). New Delhi: Aman Publications.
- George, B. (2008). *Food and Beverage Service and Management* (3rd ed.). UK: Jaico Publishing House.

Reference books

- Lillicrap, D. R., & Cousins, J. A. (2014). *Food and beverage service* (9th ed.). London: Hodder and Stoughton.

- Kotschevar, L. H., & Luciani, V. (1996). *Presenting service: the ultimate guide for the foodservice professional* (2nd ed.). New York: John Wiley and Sons Inc.
- Meyer, S., Schmid, E., & Spühler, C. (1990) *Professional table service* (1st ed.). New York: John Wiley and Sons Inc.

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Modes of Evaluation: Assignment/ Mid-term / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)			
THEORY (25)			
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	Attendance	**Total**
10	10	5	**25**
LAB (15)			
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**	
10	5	**15**	
END SEMESTER EXAMINATION (60)			
Theory **(35)**		Lab **(25)**	

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	List and understand French classical menu, sequence of each course and types of different meals served.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Explain various types of restaurant services and their role in food and beverage sector.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Explain & understand KOT and billing system with its record keeping procedures,	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Explain & understand the service of cigar & cigarette.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Understand the classification of wine.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**	**M**	**L**	**H**	**H**	**H**	**H**	**H**	**H**	**L**	**H**
CO2	**H**	**H**	**H**	**L**	**H**	**M**	**L**	**H**	**H**	**H**	**L**	**L**
CO3	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**M**	**M**
CO4	**H**	**L**	**H**	**M**	**H**	**H**	**H**	**L**	**H**	**H**	**M**	**L**
CO5	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**H**	**H**	**H**	**L**	**L**

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0FO12C	Front Office Professional Culture – II	L	T	P	C
Version 1.0		2	0	2	3

Course Objectives- The purpose of this course is to:

1. Develop knowledge and understanding various front office Functions.
2. Understand forms & formats and standard operation procedures used in Front office departments

Course Outcomes- On completion of this course, the students will be able to:

CO1 Implement the functions and procedures of reservation section
CO2 List the functions and procedure at arrival of the guests
CO3 Understand the services provided to guests during their stay at hotel
CO4 Execute the functions and procedure to settle the guest account at the time of departure
CO5 Create Tariff structure for the hotel.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations.

Course content **Total Lecture hours (14X2= 28)**

Unit I Reservation **6 lecture hours**

- Meaning and importance
- Modes of reservation
- Sources of reservation
- Types of reservation
- Amendments in reservation
- Cancellation of reservation

BACHELOR OF HOTEL MANAGEMENT

Unit II: Registration- Arrivals **6 lecture hours**

- Preparing for guest arrivals at reception
- Registration procedure for individuals, Groups and VIPs and walk-in guests
- Scanty baggage guests
- Different types of passport and Visa from C

Unit III: Guest Services **5 lecture hours**

- Message handling & Mail handling
- Custody and control of keys Safe deposit facility
- Guest room change
- Bell desk and its functions Left luggage handling
- Concierge and its functions Wakeup call

Unit IV: Departure and Post departure **5 lecture hours**

- Departure procedure
- Modes of settlement of bills
- Late check outs
- Express check outs
- Importance of guest history

Unit V: Evaluation of Hotel Performance **6 lecture hours**

- Occupancy %
- ADR
- REVPAR

LAB- (14x4 Hours) =56 Hours

Lab session No.	Details
1	Role Play- Making amendments in the reservation on phone call.
2	Role Play- Making cancellation in the reservation on phone call.
3	Registration of a guest at the front desk.
4	Registration of a group at the front desk.
5	Role Play- Message Handling
6	Role Play- Mail Handling
7	Role Play- Mail Handling
8	Left luggage handling

9	Role Play- Wakeup Call Service
10	Situation Handling – Fussy Guest, Late Checkout, Errors in the bill.
11	Closing Guest folio settling bill & Presenting the bill to the guest.
12	Hotel and Guest Security- Theft, Terrorist Attack.

Texts books

- Ahmed, I. (2004). *Front office operations And Management*. (3rd ed.). Clifton Park, NY: Delmar Publications.
- Sue, B., Pam, B., & Jeremy, H. (1996). *Principles of Hotel Front office Operations* (3rd ed.). United Kingdom: Cassell Publications.
- Andrews, S. (1982). *Hotel Front office Training Manual*, (5th ed.). New Delhi: Tata Mc Graw Hill publishing Company Ltd.
- Malhotra, P. K. (1998). *Fundamentals of hotel management and operations* (1st ed.). New Delhi: Anmol publications Pvt Ltd.
- Dinnis, J. F. (1993). Rooms *at the inn: Front office operations and administration* New York NY: McGraw Hill publications.

Reference books

- Chankravarti, B. K. (1999). *Welcome to Hospitality – An Introduction* (2nd ed.). Clifton Park, NY: Delmar publication.
- Tarachand, D. (2000). *Hotel and Restaurant Management* (1st ed.). New Delhi: Mohit Publications.
- Bardi, J. A. (2013). *Hotel Front Office Management* (5th ed.). New york, NY: Wiley.
- Tewari, J. R. (2012). *Hotel Front Office: Operations And Management*, (5th ed.). Oxford Uni. Press.
- Kaushal S., & Gautam, S. (1994). *Accommodation Operation Management* (4th ed.). Noida: Frank Bros & Co.

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BACHELOR OF HOTEL MANAGEMENT

Modes of Evaluation: Assignment/ Mid-term / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)			
THEORY (25)			
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	Attendance	**Total**
10	10	5	**25**
LAB (15)			
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**	
10	5	**15**	
END SEMESTER EXAMINATION (60)			
Theory **(35)**		Lab **(25)**	

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Implement the functions and procedures of reservation section	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	List the functions and procedure at arrival of the guests	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Understand the services provided to guests during their stay at hotel	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Execute the functions and procedure to settle the guest account at the time of departure	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Create Tariff structure for the hotel.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**	**M**	**L**	**H**	**H**	**H**	**H**	**H**	**H**	**L**	**H**
CO2	**H**	**H**	**H**	**L**	**H**	**M**	**L**	**H**	**H**	**H**	**L**	**L**
CO3	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**M**	**M**
CO4	**H**	**L**	**H**	**M**	**H**	**H**	**H**	**L**	**H**	**H**	**M**	**L**
CO5	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**H**	**H**	**H**	**L**	**L**

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0AO12C	Professional Practices in Accommodation Operations - II	L	T	P	C
Version 1.0		2	0	2	3

Course Objectives- The purpose of this course is to:

1. Familiarize the students with housekeeping sub departments and their operations.
2. Outline the importance of housekeeping sections and its role in Hotel Housekeeping.

Course Outcomes- On completion of this course, the students will be able to:

CO1 List the importance of Housekeeping supervision.
CO2 Draw a layout of Uniform, Linen and tailor room.
CO3 Demonstrate the cleaning procedures followed in public area and guest room
CO4 Differentiate between routine, spring and Deep Cleaning.
CO5 Carry out the different care and cleaning methods of metals and apply the same during the cleaning process of Rooms.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations.

Course content - **Total Lecture hours (14X2= 28)**

Unit I Housekeeping Supervision **8 lecture hours**

- Role of Supervisor & specific functions of supervisor
- Importance of Inspection
- Checklist for Inspection
- Typical Areas usually neglected where special attention is required.
- Self-Supervision Techniques for Cleaning Staff
- Degree of Discretion / Delegation to Cleaning Staff

Unit II: Linen & Uniform room **5 lecture hours**

- Types of Linen, Sizes, and Linen Exchange Procedure
- Selection of Linen
- Storage Facilities and Conditions
- Par Stock: Factors affecting Par Stock, Calculation of Par Stock
- Discard Management
- Linen Inventory System

- Uniform Designing: Importance, Types, Characteristics, Selection, Par Stock
- Function of Tailor Room
- Managing Inventory
- Par level of linen, uniform, guest loan items, machines & equipment, cleaning supplies & guest supplies

Unit III: Cleaning Procedure of GUEST ROOM **5 lecture hours**

- **Standards of cleaning**
- **The science of cleaning**
- **The cleaning processes**
- Special Services - baby-sitting, second service, freshen up service, valet service

PUBLIC AREA

- Lobby, Lounge, Corridors, Pool area, Elevators, Health club, F&B outlet, Office areas

Unit IV: Special Cleaning Program & Key control **5 lecture hours**

- Daily, Weekly, Fortnightly and Monthly Cleaning
- Routine cleaning, spring cleaning, deep Cleaning.
- Key Handling Procedure - types of keys (grand master, floor master, sub master or section or pass key, emergency key, room keys, offices and store keys), computerized key cards, key control register- issuing, return, changing of lock, key belts, unusual occurrences.

Unit V: Maintenance of Metal surfaces &Floors **5 lecture hours**

- Types of Metal surfaces
- Types of Floors
- Care & cleaning of different surfaces

BACHELOR OF HOTEL MANAGEMENT

LAB- (14x2 Hours) =28 Hours

Lab session No.	Details
1	Identification of cleaning equipment (manual and mechanical)
2	Scrubbing – polishing – wiping – washing – rinsing - swabbing – sweeping – mopping – brushing – buffing
3	Housekeeping Supervisory Activities
4	Linen Control
5	Uniform Designing
6	Key Control Procedures
7	Room attendant trolley / maid's cart
8	Bed making
9	Turndown service
10	Cleaning of guestrooms
11	Cleaning of public area
12	Brass polishing / silver polishing
13	Revision
14	Revision

Textbooks

- Kaushal, S.&Gautam, S. (1994). *Accommodation Operation Management* (4th ed.). Noida: Frank Bros & Co.
- Andrews, S. (1990). *Hotel Housekeeping Management and Operations* (3rd ed.). NY: Tata McGraw Hill Companies.
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- Raghubalan,G., &Raghubalan, S. (2015). *Hotel Housekeeping Operations & Management* (3rd ed.). England, UK: Oxford University Press.
- Jones,T. (2004). *Professional management of housekeeping operations* (4th ed.). New Jersey: John Wiley & Sons.

Reference books

- Huyton, J.,& Baker, S. (2001). *Case studies in rooms operation and management*(3rd ed.). Frenchs Forest NSW: Pearson Hospitality Press.
- O'Shannessy, V., Haby, S., & Richmond, P. (2001). *Accommodation services* (3rd ed.). Frenchs Forest NSW: Prentice Education Australia.
- Schneider, W.M., Tucker, G., &Sloviak, M. (1999). *The professional housekeeper* (4th ed.). Milton Qld: Jacaranda Wiley.

- Casado, M.A. (2012). *Housekeeping Management*, (2nd ed.). Hoboken, New Jersey: John Wiley & Sons.
- Lindsay, N. (2009). *Good Housekeeping Cookery Book: The Cooks Classic Companion* (2nd ed.). NY: Collins & Brown.

Modes of Evaluation: Assignment/ Midterm / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)		
THEORY (25)		
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	**Total**
15	10	**25**
LAB (15)		
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**
10	5	**15**
END SEMESTER EXAMINATION (60)		
Theory **(35)**	Lab **(25)**	

Mapping between COs and POs

	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	List the importance of Housekeeping supervision.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Draw a layout of Uniform, Linen and tailor room.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Demonstrate the cleaning procedures followed in public area and guest room	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Differentiate between routine, spring and Deep Cleaning.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Carry out the different care and cleaning methods of metals and apply the same during the cleaning process of Rooms.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)



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BACHELOR OF HOTEL MANAGEMENT

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**M**	**L**	**M**	**H**	**H**	**L**	**M**	**H**	**H**	**L**	**L**
CO2	**H**	**H**	**H**	**L**	**H**	**M**	**L**	**H**	**H**	**H**	**L**	**L**
CO3	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**M**	**M**
CO4	**H**	**L**	**H**	**M**	**H**	**H**	**H**	**L**	**H**	**H**	**M**	**L**
CO5	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**H**	**H**	**H**	**L**	**L**

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

21BHM-0HE12T	Hotel Economics	L	T	P	C
Version 1.0		2	0	0	2

Course Objectives- The purpose of this course is to:

1. Understand the economic planning for tourism & hospitality in general.
2. Analyze & explore solutions to challenges faced by hotel management.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand nature, scope & role of Hotel Economics in the Hotel Industry.
CO2 Understand Demand, Supply and Market Equilibrium used in the hotel industry.
CO3 Understand market structure and the nuances of managing hotel and its environment.
CO4 Describe production & cost output functions used in the hotel industry
CO5 Understand & explain the challenges faced by the hotel industry.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X2= 28)**

Unit I: Overview of Hotel Economics **5 lecture hours**

- Definition
- Nature & Scope
- Importance of Hotel Economics
- Responsibilities of a hospitality economist

Unit II: Demand, Supply and Market Equilibrium **5 lecture hours**

- Analysis and Forecasting Law of demand
- Demand determinants of hospitality and tourism
- Supply, Elasticity of demand, Determinants of supply
- Market equilibrium
- Product life cycle & Destination life cycle

Unit III: Characteristics of Hotel industry **8 lecture hours**

- Growth & Partners in the hospitality industry
- Perishability & Intangibility
- Capital requirement
- Barriers to entry & Competition
- Competitive Market Structure

Unit IV: Production & Cost Out-put functions in Hotel industry **5 lecture hours**

- Production function
- factors of production
- Break Even Analysis
- Cost control and cost reduction

Unit V: Challenges faced by the Hotel Companies **5 lecture hours**

- Brand stability
- Staff retention & attrition
- Influence of development on hospitality Industry

Text books

- Negi, J (2003). *Grading and Classification of Hotels, Tourism Resorts and Restaurants: Principles and Practices.*(1st ed.) Kanishka Publishers Distributors
- Perloff, J. M. (2004). *Microeconomics* (3rd ed.). Sydney: Pearson Addison Wesley.
- Vanhove, N. (2005). *The Economics of Tourism Destinations* (3rd ed.). New Delhi: Oxford Publications.
- Bull, A. (1995). *The Economics of Travel and Tourism* (5th ed.). Australia: Longman.
- Ahuja, H. L. (2006). *Business Economics* (3rd ed.). New Delhi: S. Chand Publications.
- Jain, T. R. (2008). *Business Economics* (5th ed.). New Delhi: V. K. Publication.

Reference books

- Sheela, A. S. (2007). *Economies of Hotel Management* (4th ed.). New Delhi: New Age Publication.
- Anderson, D. R., & Dennis, J. (2012). *Statistics For Business And Economics* (11th ed.). US: Cangage Learning.
- Mankiw, G. (2012). *Principles Of Economics* (1st ed.). US: Cengage Learning.
- Lipsey, C. (2011). *Economics* (12th ed.). New Delhi: Oxford University Press.
- Dominick, S., & Srivastava, R. (2012).*Managerial Economics: Principles and Worldwide Applications* (1st ed.). New Delhi: Oxford University Press.

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BACHELOR OF HOTEL MANAGEMENT

Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	Attendance	**Total**
15	15	5	5	**40**
END SEMESTER EXAMINATION (60)				
Theory **(60)**				

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Classify or Categorize Hotels based on different classification styles.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Understand different types of hotel ownership and types of lodgings.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Understand market structure and the nuances of managing hotel and its environment.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Describe & explain characteristics of hotel industry.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Understand & explain the challenges faced by the hotel industry.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12



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BACHELOR OF HOTEL MANAGEMENT

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital	Problem Solving	Communication &	Behavioral Skills,	Globalization	Ethical, Social and	Employability,	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO 1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO 10	PO 11	PO 12
CO1	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**M**	**H**
CO2	**L**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**L**	**H**
CO3	**L**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**L**	**H**
CO4	**L**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**M**	**H**
CO5	**L**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**M**	**H**

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0MG12T	**Management-I**	**L**	**T**	**P**	**C**
Version 1.0		**3**	**0**	**0**	**3**

Course Objectives- The purpose of this course is to:

1. Develop an understanding of the key functions and role of Human Resources.
2. Introduce the students to the knowledge and skill required to perform core management functions such as Planning, Organizing, and Decision-Making Processes in International Human Resource Management.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand basic concepts of hospitality accounting system

CO2 Construct primary and subsidiary books and post entries on the same.

CO3 Differentiate between a subsidiary books and ledger and understand the need of different accounting forms and formats.

CO4 List the advantages and disadvantages of trial balance.

CO5 Draw and prepare a trial balance report.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content **Total Lecture hours (14X3= 42)**

Unit I Introduction **10 lecture hours**

- **Introduction to Accounting**: Meaning, Functions and Sub fields of Accounting, Accounting Cycle, Need of accounting, Users of Accounting, Bookkeeping and accounting, Accounting Principles- Concepts & Conventions. Accounting Equation, Branches of Accounting, Ethical Practices in Accounting/Accounting Bodies: GAAP – Generally Accepted Accounting Principles.
- **International Financial Reporting standards:** Convergence from GAAP to IFRS
- **Accounting Equation:** Meaning, use and practical problems.

Unit II: Forms, Formats & ledger postings **10 lecture hours**

- **Primary Books (Journal)**
- Meaning and Definition; Format of Journal; Types of Accounts, Rules of Debit and Credit; Opening entry, simple and compound entries; Practical
- **Subsidiary Books (Ledger)**
- Meaning and Uses; Formats; Posting; Practical

Unit III: Sub division of journal **8 lecture hours**

- Introduction, Advantages of Subsidiary books, Difference between subsidiary books and ledger. Cash Book: Meaning, Advantages, Simple, Double and Three Columnar cash book, Petty Cash book with imprest system (simple and tabular forms), Practical
- Need and Use Classification of Purchase book, Sales book, Purchase returns, Sales return, Journal proper, Practical

Unit IV: Trial Balance **8 lecture hours**

- Meaning; Nature, Objects, Methods; Advantages; Limitations; Format of Trial Balance, Preparation of Trial balance.

Unit V: Tabular Ledger **6 lecture hours**

- Filling Ledger

Text books

- Tulsian, P.C., (2009) Financial Accountancy, 2nd edition, Pearson Education.
- Maheshwari, S.N. and Maheshwari, S. K., (2009) An Introduction to Accountancy, Eighth Edition, Vikas Publishing House.
- Goel, D. K., Goel, R., & Goel, S. (2009). *Accountancy* (6th ed.). New Delhi: Arya Publication.
- Goyal, A., & Goyal, M. (2015). *Accounting for Managers* (3rd ed.). New Delhi: VK Global Publications Pvt. Ltd.
- Iyengar, I. (2012). *Hotel Finance* (2nd ed.). New Delhi: Oxford University.
- Jugels, M. G. (2007). *Hospitality Management Accounting* (3rd ed.). New Jersey: John Wiley& Sons.

Reference books

- Guilding C, (2002), *Financial Management for Hospitality Decision Makers,* Taylor & Francis
- Taylor & Francis(2005). Hales J, *Accounting & Financial Analysis in the Hospitality Industry*,
- Raymond Cote(1997). Understanding Hospitality Accounting. EI-AH&LA USA
- GC Maheshwari (2006). Financial Accounting. NCERT, N. Delhi
- G.S. Rawat & Dr. JM Negi(2009). Elements of Hotel Accounting by, Aman Publications,

New Delhi

- Guilding C, (2002), *Financial Management for Hospitality Decision Makers,* Taylor & Francis
- Hales J(2006), *Accounting & Financial Analysis in the Hospitality Industry*, Taylor & Francis

Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	Attendance	**Total**
15	15	5	5	**40**
END SEMESTER EXAMINATION (60)				
Theory **(60)**				

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand basic concepts of hospitality accounting system..	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Construct primary and subsidiary books and post entries on the same.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Differentiate between a subsidiary books and ledger and understand the need of different accounting forms and formats.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	List the advantages and disadvantages of trial balance.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Drawn and prepare a trial balance report	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12



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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**	**H**	**H**	**H**	**L**	**L**	**L**	**H**	**H**	**M**	**H**
CO2	**H**	**H**	**H**	**H**	**H**	**L**	**L**	**L**	**H**	**H**	**L**	**H**
CO3	**H**	**H**	**H**	**H**	**H**	**L**	**L**	**L**	**H**	**H**	**L**	**H**
CO4	**H**	**H**	**H**	**H**	**H**	**L**	**L**	**L**	**H**	**H**	**M**	**H**
CO5	**H**	**H**	**H**	**H**	**H**	**L**	**L**	**L**	**H**	**H**	**M**	**H**

H- High
M- Medium
L-Low

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20BHM-0FR12I	French – II	L	T	P	C
Version 1.2		1	0	2	2

Course Objectives- The purpose of this course is to:

1. Facilitate the learner to learn and absorb the peculiarity of French qualifying adjectives.
2. Learn the plural forms of some special nouns.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Demonstrate the understanding of qualifying adjectives
CO2 Application of adjectives in the context of objects, humans and animals
CO3 Differentiate clearly between the single, plural, masculinity and femininity of adjectives.
CO4 Understand the plural forms of some special nouns
CO5 Enlist the counting from one to 100 in words

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. aimed to equip students with skills to apply the theoretical knowledge in various situations. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course Contents **Total Lecture hours (14X1 = 14)**

Unit I – Qualifying adjectives **3 lecture Hours**

- Peculiarity of French qualifying adjectives
- Usage in different contexts

Unit II – Application of adjectives to people, objects and animals **3 lecture Hours**

- Special use of adjectives
- Adjectives in comparative and superlative degrees

Unit III – usage of adjectives in plurals **4 lecture Hours**

- Noun and adjective becoming both plurals
- Sentence formation
- Verbal practice



Unit IV – Plurals of special nouns **2 lecture Hours**

- Special types of nouns demanding a different treatment in their plural forms

Unit V – Counting - cardinal numbers from 1 to 70 **2 lecture Hours**

- Arithmetic sums
- Telling time

LAB- (14x2 Hours) =28 Hours

Lab Session No.	Details
1	Names of countries
2	Names of nationalities and languages
3	Names of professions -
4	Exercise on adjectives
5	Class Test on adjectives
6	Usage of Il y a, Est-ce qu'il y a? Qu'est-ce qu'il y a, qu'y a-t-il and the negative forms with il n'y a pas de/d'
7	Continuation of the practice and usage of Il y a, Est-ce qu'il y a? Qu'est-ce qu'il y a, qu'y a-t-il and the negative forms with il n'y a pas de/d'
8	Class test on names of countries, nationalities and professions
9	Role Play – demonstrative pronouns, with adjectives
10	Role Play – demonstrative pronouns with the adjective possessive
11	Role Play – Combien de, un peu de, trop de, assez de etc
12	Exercises on the use of Contracted articles.
13	Revision
14	Mock Test

Texts

- G. Mauger - Cours de langue et de Civilisation françaises

References

- G. Mauger - Cours de langue et de Civilisation françaises

Modes of Evaluation: Assignment/ Mid-term Evaluation/Presentation/Journal/Viva



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MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Lab/ practical performed & Lab report	Assignment(s)/ Quiz (s)	Attendance	**Total**
15	10	10	5	**40**
END SEMESTER EXAMINATION (60)				
Practical **(60)**				

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Demonstrate the understanding of qualifying adjectives	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11
CO2	Application of adjectives in the context of objects, humans and animals	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10
CO3	Differentiate clearly between the single, plural, masculinity and femininity of adjectives.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11
CO4	Understand the plural forms of some special nouns	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO12
CO5	Enlist the counting from one to 100 in words	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10



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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital	Problem Solving	Communication &	Behavioral Skills,	Globalization	Ethical, Social and	Employability,	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO10	PO11	PO12
CO1	**H**	**H**	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**H**	**M**	
CO2	**H**	**H**	**H**	**H**	**H**	**H**	**L**	**L**	**H**	**H**		
CO3	**H**	**M**	**H**	**H**	**H**	**H**	**L**	**H**	**H**	**H**	**L**	
CO4	**H**	**H**	**H**	**H**	**H**	**H**	**H**	**L**	**H**	**H**		**H**
CO5	**H**	**L**	**H**	**H**	**H**	**H**	**L**	**L**	**H**	**H**		

H-High
M- Medium
L-Low

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21ENG11	COMMUNICATION IN ENGLISH	L	T	P	C
Version 1.0		1	0	2	2

Course Objectives- The purpose of this course is to:

1. Develop the ability to communicate effectively in English through regular practice in four language skills i.e. Reading, Listening, Speaking and Writing
2. Enhance knowledge of grammatical system of English language and explication of literary texts.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Strengthen the correct usage of English grammar and their speaking ability in terms of both fluency and comprehensibility

CO2 Develop their vocabulary skills and its contextual function.

CO3 Develop proficiency in the basics of Professional Writing

CO4 Appreciate and understand Literature through reading and analysis of literary and cultural texts in multiple genres.

CO5 Communicate confidently and appropriately by extensive practice of communication skills for any intended audience.

Pedagogy- The course will be taught in an interactive manner. The concepts will be shared through slides, video clips, and further reinforced through individual or group activities such as role-plays, exercises, games, case discussions, presentations, textbook reading and review.

Course content **Total Lecture hours - 15**

Unit I: Building vocabulary **4 Lecture hours**

- Vocabulary Extension Methods
- Antonym, Synonym, Homophones, Homonyms
- One-word substitution
- Idioms and phrases

- Words often confused
- British vs American Vocabulary

Unit II: Essentials of grammar — **4 Lecture hours**

- Common Errors
- Subject-verb Agreement
- Parallel Structure
- Conditional Sentences
- Question Tags

Unit III: Writing Skills — **4 Lecture hours**

- Effective Sentence Structures
- Sentence Coherence, Use of Connectives
- Paragraph Writing and Precise Writing
- Five C's of Effective Business Writing
- Structure, layout and format of business letter
- Structure and nuances of e-mail writing

Unit IV: Reading — **3 Lecture hours**

- Stopping by the Woods on a Snowy Evening-Robert Frost
- Wings of Fire by APJ Abdul Kalam- Book Review
- Of Studies- Francis Bacon

LAB- 25 Hours

Lab session No.	Details
1.	Listening to short talks lectures, speeches (scientific, commercial and general in nature)
2.	Phonetics and Phonology – vowels and consonant, Word Stress, Intonation Patterns, Developing Voice quality, Developing Correct Tone
3.	Identifying the difference between British vs American vs Neutral Accent, MTI
4.	Role plays, Declamation

5.	Theatre, Poetry recitation and reading sessions
6.	Group discussions, Debates
7.	Movie Review
8.	Creative writing- poem, short story, articles for newspaper, fantasy
9.	Tell-a-tale, rendezvous, trail blazers

Text books

Acevedo and Gower M (1999) Reading and Writing Skills. London, Longman

Swan, Michael. (1980). Practical English Usage. Oxford, OUP

Kumar, Sanjay and Pushp Lata. English for Effective Communication, Oxford

University Press, 2015.

Konar, Nira. English Language Laboratories – A Comprehensive Manual, PHI Learning Pvt. Ltd., 2011.

Stopping by the Woods on a Snowy Evening-Robert Frost

Wings of Fire, APJ Abdul Kalam

Of Studies- Francis Bacon

Reference books

Jolly, David (1984). Writing Tasks: Students' Book. Cambridge, CUP

Klippel and Swan (1984). Keep Talking. Oxford, OUP

Walter and Swan (1997). How English Works. Oxford, OUP

Eastwood, John (2008). Oxford Practice Grammar.

High School English Grammar & Composition by Wren & Martin

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Modes of Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)			
THEORY (25)			
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment/	Attendance	**Total**
10	10	5	**25**
LAB (15)			
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**	
10	5	**15**	
END SEMESTER EXAMINATION (60)			
Theory **(35)**		Lab **(25)**	

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Strengthen the correct usage of English grammar and their speaking ability in terms of both fluency and comprehensibility	PO1, PO4, PO5, PO6, PO10, PO11
CO2	Develop their vocabulary skills and its contextual function.	PO1, PO2, PO4, PO5, PO6 PO10, PO11
CO3	Develop proficiency in the basics of Professional Writing	PO1, PO2, PO4, PO5, PO6 PO10, PO11
CO4	Appreciate and understand Literature through reading and analysis of literary and cultural texts in multiple genres.	PO1, PO4, PO5, PO6 PO10, PO11
CO5	Communicate confidently and appropriately by extensive practice of communication skills for any intended audience.	PO1, PO4, PO5, PO6 PO10, PO11

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**M**			**H**	**H**	**H**				**M**	**M**	
CO2	**M**	**H**		**L**	**H**	**M**				**H**	**M**	
CO3	**M**	**H**		**L**	**H**	**M**				**H**	**M**	
CO4	**M**			**H**	**H**	**M**				**M**	**M**	
CO5	**M**			**L**	**H**	**H**				**M**	**M**	

H-High
M- Medium
L-Low

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Sushant University Erstwhile Ansal University Gurugram	School of Hospitality Management Detailed Course Plan		
Course Title: TDCC		**Course Code:**	
Term: II	**Academic Year:**	**Core/Elective: Elective**	**Credits: 1**
Course Designed by:		**Course taught by:** **e-mail:**	
Pre-requisites, if any: None			

1. Course Introduction and Objectives

This course will help participants to acquire the concept of Eco- sensitive or Green Hotels. The Participants will be exposed through diverse learning approaches of Energy, water conservation and Waste management to benefit the environment. This course will help them understand the importance & requirement of eco-friendly hotels.

Employability-level: Professional Skill

1. Foundation Core	2. Foundation Skill	3. Professional Core	4. Professional Skill	5. Premier Skill
			✓	

2. Course Learning Outcomes

By the end of the lesson, students will be able to:

CLO1: Define the concept of Eco- sensitive or Green Hotels and list the criteria for ecotel certification.

CLO2: Explain the importance of energy, Water conservation & Waste Management.

CLO3: Understand the benefits of using environment friendly guest supplies & stationary

3. Course Pedagogy

Primarily class lectures followed by question-answer sessions/ assignments/interactive sessions, reading of texts, Survey, case study would be used as an important pedagogy

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4. Course Contents and Duration

The class would meet weekly for a period of 10 weeks approx.

Session No.	Session Topic / Sub-topic Description	Activity/Assignment	Required Readings/ Browsing/ Watching
1	Introduction to Ecotel	Discussion & PPT	
2	Ecotel Certification	Discussion & PPT	
3	Five Globe criteria	Discussion & PPT	
4	Identify an Eco-friendly site	Field visit	
5	Hotel Design & construction	Discussion & visit	
INTERNAL ASSESSMENT POINT I (MM=30)			
6	Energy Conservation	Discussion & videos	
7	Water Conservation	Discussion & videos	
8	Waste management	Discussion & videos	
INTERNAL ASSESSMENT POINT I (MM=30)			
9	Environment friendly Housekeeping	Visit	
10	Eco friendly products used in hotels	Visit	
FINAL ASSESSMENT POINT III (MM=40)			

6. Course Assessment

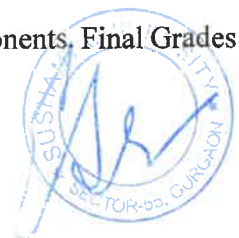
Assessment Scheme

Students would be assessed continuously at three assessment points during the course. Course assessment is based on a student's activity (records/ evidence of his/her performing and learning). While all activities are performed individually, assessment is individual.

For the final (40 marks) assessment, there will be exhibition-cum-competition of student's project, Posters & PPT on Eco- Friendly Hotels. And a panel of faculty will judge the art and marks will be allocated on the basis of that exhibition.

Course Assessment Components for a TD Course

A TD course is of 100 marks and will have the following assessment components. Final Grades will be based on the relative performance of a student in the class.



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S. No	Course Assessment Components		Marks/Weightage (%)
1	**Assessment 1**	(After Week 5)	**30**
2	**Assessment 2**	(After Week 8)	**30**
3	**(Final) Assessment 3**	(After Week 10)	**40**
		Total Marks	**100**

Guidelines for Exhibition-Cum-Competition:

Each student would make a final project and a set of jury members on the day of the final assessment (in groups of four/five/as decided by the concerned faculty) will give the grades. Students would showcase and narrate their work done through the semester, also their learnings from it.

Final Presentation (40 Marks)

Each team of students would make a final portfolio presentation in front of a set of jury members on the day of the final assessment (in groups of four/five/as decided by the concerned faculty). They would showcase and narrate their work on project activity done through the semester, any MOOCs they audited and also their learnings from it.

- Group presentation but individual assessment - while the students would present in teams, assessment is individual and based on each teammate's contribution and presentation.
- Each team member must present 2-3 slides each, with the total number of slides not exceeding 12-15 slides
- Total time of presentation should not exceed 15 minutes (including questions and answers)
- 4-6 questions would be asked per presentation (any member of the team could be required to answer)
- The following rubric will be used for Group Project Presentation:

	Outstanding (5)	Very Good (4)	Good (3)	Average (2)	Below Average (1)
Inter & trans-disciplinary elements	The content was outstanding and suitably incorporated and integrated multi-, inter and trans-	The content was appropriate and a good attempt was made to incorporate multi, inter and	Most content was relevant; some attempt was made to incorporate multi-, inter and trans-	Information was valid but some parts of the content needed expansion or	Information was not relevant to the audience or directly related to

	disciplinary perspectives.	trans-disciplinary perspectives.	disciplinary perspectives.	shortening to bring in different perspectives .	the projects.
Information Sources and Interpretation	Used sufficient and appropriate research and information to support the project. Methodology used successfully integrated multi-, inter and trans-disciplinary perspectives.	Detailed research done. Relevant data as per the project. Methodology was appropriate for a multi/inter/trans-disciplinary project.	Appropriate research done. Some of the data and methodology used was relevant to a multi/inter/trans-disciplinary project.	Lacks proper research. Data was scattered and methodology was not fully related to a multi/inter/trans-disciplinary project.	Research work inappropriate. Data is not fully related to the project.
Quality of content and thought					
Integration of Knowledge	Demonstrated superior integration of knowledge of different areas and domains.	Demonstrated adequate integration of knowledge of different areas and domains.	Demonstrated some integration of knowledge of different areas and domains.	Very little integration of knowledge of different areas and domains.	Little or no integration of knowledge of different areas and domains.
Organization and presentation	Excellent structure and organization of content; excellent use of voice modulation	Appropriate structure and organization; Good use of voice modulation;	Fairly good structure and organization; Clear voice while presenting, but drop in volume	Structure and organization could be much improved; Voice lacks	Poor structure and organization; soft/ monotone voice,

	while delivering; Maintaining eye contact with audience and seldom returning to notes.	fluency in presentation	at times; some use of vocal variation to show interest, maintains eye contact most of the time but frequently returns to notes.	vocal variation, shows some eye contact, but not maintained; and at least half the time, speaker reads from notes.	reads all or most of the presentation with no eye contact.
Teamwork	Demonstrated teamwork. It was evident that all the group members contributed equally to the presentation.	Demonstrated teamwork. It was evident that almost all the group members contributed to the presentation.	The teammates showed teamwork. However it seems as though certain people did not do as much work as others	Lack of teamwork visible. It seems as though only a few people worked on the presentation.	Teamwork was minimalistic. It seems as though Only one member has worked on the presentation.
Slides/ Text/ Format/ Video Quality/ Clarity of Presentation	Font formats (e.g. color, bold, italic) had been carefully planned to enhance readability. Appropriate highlighters used.	Font formats (e.g. color, bold, italic) had been used to enhance readability. All graphics were appropriate and supported the content of the presentation.	Font formatting had been carefully planned to complement the content. Appropriate highlighters not used.	Mostly font formatting had been carefully planned but in places it may be a little hard to read. All graphics were attractive but many did not seem to	No Format in the presentation. Several graphics were unattractive and diminishes the content of the presentation.

				support the content of the presentation.	
	Involved audience in presentation; held their attention throughout the presentation. Used original, clever, creative approach.	Involved audience in presentation; held their attention throughout by getting them actively involved in the speech	Presented facts in some interesting way and held attention most of the time by interacting with them.	Went off topic and lost audience. Failed to utilize method to pull the audience into the speech.	Avoided or discouraged active audience participation
Audience engagement/Question Handling	Excellent audience engagement; Answered all questions with explanation, elaboration and by integrating multi-, inter and trans-disciplinary perspectives.	Very good audience engagement; Answered all questions integrating multi-, inter and trans-disciplinary perspectives to a great extent.	Fair audience engagement; Answered most questions integrating multi-, inter and trans-disciplinary perspectives to some extent.	Mediocre audience engagement. Gave rudimentary answers to the questions with little or no integration of multi-, inter and trans-disciplinary perspective	Poor audience engagement. Has little grasp of information related to topic/project. Not able to answer most questions adequately

7. **Course References**
   - Hotel Housekeeping Operations (Third Edition) Simrti Raghubalan ,Oxford University Press
   - Clean India Journal
   - Good Housekeeping
   - https://beeindia.gov.in

Course Conduct Policy

A. Academic Honesty

Students are expected to uphold the standard of conduct for students relating to avoidance of academic dishonesty. Academic Dishonesty is defined as an intentional act of deception in which a student seeks to claim credit for the work or effort of another person or uses unauthorized materials or fabricated information in any academic work.

Students assume full responsibility for the content and integrity of the academic work they submit. The guiding principle of academic integrity is that a student's submitted work, examinations, reports, and projects must be that student's own work for individual assignments, and the group's own work for group assignments/ projects. Students are guilty of academic dishonesty if they:

- Use or obtain unauthorized materials or assistance in any academic work; i.e. cheating.
- Falsify or invent any information regarded as cheating by the course instructor; i.e. fabrication.
- Give unauthorized assistance to other students, i.e. assisting in dishonesty.
- Represent the work of others as their own; i.e. plagiarism.
- Modify, without facilitator approval, an examination paper, record or report for the purpose of obtaining additional credit; i.e. tampering.

The penalty for academic dishonesty is severe. Any student guilty of academic dishonesty may be subject to receive a failing grade for the examination, assignment, quiz, or class participation exercise as deemed appropriate by the instructor. In addition, the penalty could also imply that the student receives a failing grade for the course and be reported to the AU competent authority as in case of UMC during University examinations (Refer Policies on "Use of Unfair means in Examination").



B. Students with Disability/ Different-Ability

AU is committed to promoting full participation of students of all abilities in all aspects of the academic and social life of the University. We have initiated an ongoing process of reviewing and developing our policy and practices for promoting full inclusion for students and staff with disabilities and we consult regularly with them as part of this process. The main elements of our policy are listed below:

- **Environment.** We are committed to a systematic review and improvement of physical access across all of our sites. Where physical or sensory barriers limit access to services, we will endeavor to provide the service at a suitable alternative venue.
- **Access to facilities and support.** All facilities and equipment will be made as accessible as possible so that students of all abilities have access to the same range of support services.
- **Information for applicants, students and staff.** All publicity, Program details, and general information will be offered in accessible formats with sufficient time to allow for modification into alternative formats where necessary, for familiarization by students or personal support workers, and early application for support.

For Faculty Version of Course Outline Only

This section of course outline contains the Curriculum Map for this course and is not to be distributed to students.

8. Graduate Attributes

Ansal University seeks to foster the following qualities in students through its various programs and the students' broader experience at the University. The University provides opportunities for students to be

1. knowledgeable, building disciplinary and interdisciplinary knowledge through a scholarly approach incorporating global and regional perspectives,
2. creative and critical thinkers, generating original ideas and concepts, and appreciating innovation and entrepreneurship,
3. empowered, having both the capacity and confidence to pursue the attainment of full potential,
4. engaged, contributing positively to diverse communities through service and leadership,
5. ethical, acting with integrity in intellectual, professional and community pursuits, and
6. sustainability-focused, responding to ecological, social and economic imperatives



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9. Programme Educational Objectives (PEOs)

The programme is expected to achieve the following educational objectives for the students:

A. Development in their chosen profession and/ or progress towards an advanced degree in the domain
B. Earning a reputation as a source of innovative solutions to complex problems
C. Garner trust and respect of others as effective and ethical team members
D. Achieving positions of leadership in an organization and/or on teams
E. Lead a happy and aesthetic life and also promote aesthetics and happiness of others

10. Programme Learning Outcomes

Upon successful completion of the program the students will be able to:

1. Communicate, explore, network and negotiate in ways that extend representation of disciplinary ideas or perspectives.
2. Explore the relevance and test the value of concepts, frameworks, methods and theories from different fields of inquiry for gaining insights into trans-disciplinary systems and co-production of knowledge
3. Engage with and respond respectfully, generatively and analytically to different ways of knowing across community, cultural and environmental contexts to promote agency and collaboration
4. Use principled approaches for designing and developing trans-disciplinary initiatives for betterment of communities and
5. Recognize and promote the humanity of self and others and engage ethically and sensitively to the values and cultures of particular individuals, groups, organizations or communities through arts and recreation.

11. Program Education Objectives (PEOs) to Program Learning Outcomes (PLOs) Mapping Matrix

PLO/PEO	PEO 1	PEO 2	PEO 3	PEO 4	PEO 5
PL0 1	S	M	M	M	M
PL0 2	S	S	S	S	M
PL0 3	M	S	S	S	S
PL0 4	W	S	M	S	S
PL0 5	W	S	S	S	S

*S, M & W stand for the degree of association - Strong, Moderate & Weak.

12. Program Learning Outcomes (PLOs) to Course Learning Outcomes (CLOs) Mapping Matrix

Course Learning Outcomes (CLOs)	Programme Learning Outcomes (PLOs)				
	PLO-1	PLO-2	PLO-3	PLO-4	PLO-5
CLO1	S	S	S	W	W
CLO2	S	S	S	W	W
CLO3	S	S	M	M	W

13. Course Learning Outcomes to Assessment Components Mapping Matrix

(This matrix will be validated during Quality Audit by auditing the actual assessment components used during teaching and the sample grading of the submitted student work.)

Assessment/CLO	Learning Outcome 1	Learning Outcome 2	Learning Outcome 3
Relevant Session Nos.	1-3	4-7	8-10
Assessment 1:	✓		
Assessment 2 :	✓	✓	
Final Assessment	✓	✓	✓

14. Teaching Method Utilization Map

T1 - Lectures
T2 - Case Discussions
T3 - Guest Lectures
T4 - Learning Labs (Class Demo/Movie/Webinar)
T5 - Role Plays/Business Games/Simulation(s)
T6 - Student Presentation based on Team Assignment
T7 - Student-led Discussion
T8 - One-on-One Presentation/Feedback



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T9 - Integrated Learning (Collaboration with other Faculty)
T10 - Class Assignment and Discussion
T11- Tutoring/Problem Solving
T12 - Industry Visit/Field Visit
T13 - Networking Events: Conference/Conclave/Workshop

Teaching Methods/Sessions	S1	S2	S3	S4	S5	S6	S7	S8	S9	S10
Teaching Methods (Primary)	T1	T1	T6	T6	T12	T10	T2	T2	T12	T12
Teaching Method (Secondary)										

- Do you plan to take any special/extra session during the course other than the allocated sessions? **NO**
- If Yes, please mention in the appropriate box below

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Semester – III/IV

20BHM-0IN21L/ 20BHM-01N22L	Industrial Training -I	L	T	P	C
Version 1.0				20 weeks	28

Course Objectives- The purpose of this course is to:

1. Provide the opportunity to students to work in core and ancillary department of any five-star hotel in India or abroad.
2. Familiarize students with actual working environment, its associated work pressures and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence.
3. Simulate students and make them industry ready and to enhance knowledge in their key operational areas of interest.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Enable a good understanding of the working in the F&B Production department of any five star hotel in India or abroad.

CO2 Understand the daily operational functioning of different hotel sections and departments.

CO3 Develop skills and technical knowledge concerning hotel operations.

CO4 Understand the importance of punctuality, discipline and communication in hospitality industry & Ability to effectively communicate solution to problems (oral, visual, written).

CO5 Retrieve theoretical & practical knowledge gained in handling real situations in the field of hospitality.

Food Production Training-

- Undergo mis-en-place preparations and marination and will assist the commi chef in day to dap kitchen activities.
- Understand the cooking temperatures involved in cooking different meats and seafood.
- Understand the different Hygiene and sanitation procedures followed and the documents involved.
- Gain knowledge on different Items of the dry store & perishable stores.

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Food and Beverage Service Training

- List all equipment's used (including crockery, cutlery, glassware etc) and use of this equipment.
- Understand the different table layout procedures followed in different specialty restaurants.
- Understand the method of service followed in different outlets.
- List and explain the forms and formats involved in food and beverage service department.
- Understand the working of micros Software.

Front Office Management

- Meet and greet the guest according to brand standards.
- Assist front office supervisor/executive in day to day front office procedures.
- Explain the working of
    1. Reservations
    2. Reception & information
    3. Bell desk
    4. Bills and cash
    5. Guest relations
    6. Night auditing

Accommodation Management

- Understand procures involving:
    - Cleaning of room and bathroom
    - Lost and found items
    - Exchange of linen
    - Cleaning of various surfaces
    - Pest control
    - Flower arrangement procedures

Examination Scheme Examination Scheme:

Training Report:	30 marks
Log book	20 marks
Performance appraisal form by hotel	10 marks
Post training viva	20 marks
Presentation	20 marks
Total:	**100 Marks**

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ASSESSMENT SUMMARY						
S.NO.	**FORM OF ASSESSMENT**	**FORMAT**	**TIME**	**WEIGHTAGE (MARKS)**	**SUBMISSION DUE DATE**	**SUBMIT VIA**
1	***Training Report**	As Prescribed by Hospitality School	N/A	30	Date As Announced And Informed By Hospitality School	Hard Copy (2 Copies Spiral Bound+ Cd)
2	***Log Book**	As Prescribed by Hospitality School	N/A	20	Date As Announced And Informed By Hospitality School	Hard Copy
3	**Performance Appraisal Form by Hotel**	Hotel Format	N/A	10	Date As Announced And Informed By Hospitality School	Hard Copy
4	**Post Training Viva**	N/A	N/A	20	Date As Announced And Informed By Hospitality School	In Person
5	***Presentation**	N/A	10 Minutes	20	Date As Announced And Informed By Hospitality School	In Person
TOTAL MARKS- 100						

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Semester – III/IV

20BHM-0FP21C/ 20BHM-0FP22C	**Culinary Arts & Nutrition – II**	**L**	**T**	**P**	**C**
Version 1.0		**2**	**0**	**4**	**4**

Course Objectives- The purpose of this course is to:

1. Develop knowledge and interest in the science and art of Indian cuisine with emphasis on different regional cuisine, Indian spices, masalas, ethnic eating traditions and Indian Cooking.
2. Develop understanding on principles of menu planning and indenting.
3. Familiarize with Different Cuts of Meat, Beef, pork & Chicken.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Distinguish between different Regional cuisines of India based on historical background and Culinary Etiquettes.
CO2 Demonstrate different Cuts of Meat while preparing menus in the Food production labs.
CO3 Plan menus based on the factors affecting menu planning.
CO4 Construct recipes for volume Catering.
CO5 Create an Efficient purchasing system in a hotel through the knowledge gained on purchase specification, techniques and forms& Formats.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations.

Course content - **Total Lecture hours (14X2= 28)**

Unit I- REGIONAL INDIAN CUISINE — 6 Lecture hours

- Factors that affect eating habits in different parts of the country
- Cuisine and its highlights of different states/regions/communities to be discussed under:
  - Geographic location
  - Historical background
  - Seasonal availability
  - Special equipment
  - Staple diets
  - Specialty cuisine for festivals and special occasions STATES Andhra Pradesh, Bengal, Goa, Gujarat, Karnataka, Kashmir, Kerala, Madhya Pradesh, Maharashtra, North Eastern States, Punjab, Rajasthan, Tamil Nadu and Uttar Pradesh/Uttaranchal

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Unit II: MEAT COOKERY — 6 Lecture hours

- Introduction to meat cookery
- Cuts of beef/veal
- Cuts of lamb/mutton
- Cuts of pork
- Variety meats (offal)
- Poultry

Unit III: Menu planning — 5 lecture Hours

- Basic principles of menu planning-recapitulation
- Planning menus for School/ College students, Industrial workers, Hospitals, Outdoor parties, Theme dinners, cruise lines, airlines, railways.

Unit IV: Indenting & Planning — 6 Lecture hours

Indenting

- Principles of Indenting for volume feeding
- Portion sizes of various items for different types of volume feeding
- Modifying recipes for indenting for large scale catering
- Practical difficulties while indenting for volume feeding

Planning

- Principles of planning for quantity food production with regard to Space allocation
- Equipment selection
- Staffing

Unit V- Catering & Purchasing — 5 lecture Hours

- Characteristics of Rail, Airline (Flight Kitchens and Sea Catering), Branches of Mobile Catering
- Purchasing system
- Purchase specification
- Purchasing techniques

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LAB- (14x4 Hours) =56 Hours

Week	Soup/ Starter	Main Course	Sides	Desserts
1 Punjabi	*Veg Shammi kebab*	*Kadhai paneer*	*Maa ki daal /lacha parantha*	*Gajar Halwa*
2 Awadhi	Dal kachori	Murgh mussallam/**Malai kofta**	Dal sultani/Aloo gobhi ki tehri/vegetable raita	Makhane ki kheer
3 Bengali	*Beguni*	Kosha mangsho / ***Aloo poshto***	*Luchi/Chholar dal*	*Pati shapta*
4 Goan	Goan veg chops	Kosha mangsho/ **Khatkhate goan**	Pao/Alsande	Dodol
5 Southindian	*Tomato rasam with appalam*	*Chicken Chettinad/ Beans fogath*	*sambhar/malabari parantha*	*Moong dal payasam*
6 Hyderabadi	*Achaari paneer sashlik*	***Baingan mirch ka salan/khatti dal***	*Dum Subz biryani/Dum chicken biryani/ parantha*	*Sheer khurma*
Week – 7 Internal Practical Exam				
8 Maharashtra	Sabudaana vada	Mutton rassa/ **aamti dal**	Masala bhat/puran poli	Shrikhand
9 Kerala	Thattu dosa with coconut chutney	Kerela style prawn curry/ **Avial**	Kerela parontha	payasam
10 Kashmiri	Badam Ka Shorba	Roghanjosh/ Dum aloo Kashmiri	Kashmiri pulao	Phirni
11	Trade test / basket cookery			
12	Trade test / basket cookery			

13	Trade test / basket cookery			
14	Trade test / basket cookery			

Text books

- Dodgshun, G. & Peters, M. (2004). *Cookery for the Hospitality Industry* (5th ed.). UK: Cambridge University Press.
- Montagné, P. (2001). *Larousse Gastronomique* (2nd ed.). US: Clarkson N. Potter.
- Pavesic, D. & Magnant, P. (2004). *Fundamental Principles of Restaurant Cost Control* (2nd ed.). New Jersey: Pearson Prentice Hall.
- Wright, J. & Treuille, E. (2005). *The Cooks' Bible* (3rd ed.). London: Carroll and Brown.
- Asch, A. B. (2005). *Hospitality Cost Control: A practical approach* (3rd ed.). New Jersey: Pearson Prentice Hall.

Reference books

- Le Cordon Bleu. (2006). *Kitchen Essentials* (3rd ed.). London: Carroll and Brown.
- McWilliams, M. (2006). *Food Fundamentals* (8th ed.). New Jersey: Pearson Prentice Hall.
- CSIRO (2010). *Make it safe: a guide to food safety*. Collingwood: CSIRO Publishing.
- Cracknell, H. L. & Kaufmann, R. J. (1999). *Practical Professional Cookery* (3rd ed.). London: Macmillan Education Ltd.
- Gisslen, W. (1999). *Professional Cooking* (4th ed.). New York: John Wiley and Sons Inc.

Modes of Evaluation: Assignment/ Mid-term / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)			
THEORY (25)			
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	Attendance	**Total**
10	10	5	**25**
LAB (15)			
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**	
10	5	**15**	
END SEMESTER EXAMINATION (60)			
Theory **(35)**		Lab **(25)**	

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Distinguish between Different Regional cuisines of India based on historical background and Culinary Etiquettes.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Demonstrate different Cuts of Meat while preparing menus in the Food production labs.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Plan menus based on the factors affecting menu planning.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Construct recipes for volume Catering.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Create an Efficient purchasing system in a hotel through the knowledge gained on purchase specification, techniques and forms& Formats.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**	**M**	**M**	**H**	**L**	**L**	**L**	**H**	**H**	**M**	**H**
CO2	**H**	**H**	**M**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**L**	**H**
CO3	**H**	**H**	**M**	**H**	**H**	**L**	**H**	**L**	**H**	**H**	**L**	**H**
CO4	**H**	**H**	**M**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**M**	**H**
CO5	**H**	**H**	**M**	**M**	**H**	**L**	**L**	**H**	**H**	**H**	**M**	**H**

H- High
M- Medium
L-Low

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20BHM-0FB21C/ 20BHM-0FB22C	Beer, Spirits & Liqueurs	L	T	P	C
Version 1.0		2	0	4	4

Course Objectives- The purpose of this course is to:

1. Develop knowledge and understand about Alcoholic Beverage, manufacturing techniques and the service.
2. Familiarize students with the basics of beer, spirits and liqueurs.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand the concept of alcoholic beverages

CO2 Develop understanding of different types of beers and their storage.

CO3 Classify spirits and describe various methods of preparing and manufacturing different spirits.

CO4 Differentiate between aperitifs & Bitters

CO5 Define liqueurs with their country of origins.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content **Total Lecture hours (14X2= 28)**

Unit I: Alcoholic Beverage **6 lecture Hours**

- Introduction and definition
- Production of Alcohol
- Classification of Alcohol

Unit II: Beer **6 lecture Hours**

- Introduction and Definition
- Types of beer
- Production of beer & Storage



Unit III: Spirits **6 lecture Hours**

- Introduction and Definition
- Production of spirit: Pot-still method; Patent-still method

Production of: Whisky, Rum, Gin, Brandy/Cognac, Vodka, Tequila

- **Different proof spirits:** American Proof, Gay-Lussac, OIML Scale, British Proof (Sikes Scale)

Unit IV: Aperitifs **6 lecture Hours**

- Introduction and Definition,
- Types of Aperitifs
- Vermouth (Definition, Types & Brand names).
- Bitters (Definition, Types & Brand names).

Unit V: Liqueurs **4 lecture Hours**

- Definition,
- Production of Liqueurs
- Names of liqueurs, colour, predominant flavor & country of origin.

LAB- (14x4 Hours) = 56 Hours

Lab session No.	Details
1	Grooming and equipment identification. Restaurant set up & Service in Training restaurant
2	Classification of alcoholic beverages, bar equipment's Restaurant set up & Service in Training restaurant
3	Beer types, service of beer, Restaurant set up & Service in Training restaurant
4	Whisky, its types and service of whisky Restaurant set up & Service in Training restaurant
5	Rum, its types and service of rum Restaurant set up & Service in Training restaurant
6	Gin, its types and service of gin Restaurant set up & Service in Training restaurant
7	Vodka, service of vodka Restaurant set up & Service in Training restaurant
8	Tequila service of tequila Restaurant set up & Service in Training restaurant
9	Aperitifs, its types, service of aperitifs Restaurant set up & Service in Training restaurant



10	Liqueurs, its types and its service Restaurant set up & Service in Training restaurant
11	Brandy, its types, service of brandy Restaurant set up & Service in Training restaurant
12	Restaurant set up & Service in Training restaurant
13	Revision
14	Revision

Text books

- Walton, S., Glover, B. (2014). *The Ultimate encyclopedia of Wine, Beer, Spirits and Liqueurs* (3rd ed.). UK: Anness Publishing.
- Katsigris, C., & Thomas, C. (2011). *The Bar & Beverage Book* (5th ed.). New York: John Wiley and Sons Inc.
- Lendal, H. K., & Mary, L. (1991). Managing Bar and Beverage Operations (1st ed.). United States: Educational Institute of American Hotel & Motel Association.
- Parry, C. (2003). *Bar & Beverage Operation: Ensuring Success & Maximum Profit* (2nd ed.). New Delhi: Atlantic Publishing Company.
- Bagchi, S.N. (2007). *Textbook of Food and Beverage Service* (1st ed.). New Delhi: Aman Publications.

Reference books

- Castellon, F. (2005). *Larousse Cocktails* (1st ed.). UK: Hamlyn.
- Walton, S. (2003). *The Ultimate Book of Cocktails: How to Create Over 600 Fantastic Drinks Using Spirits, Liqueurs, Wine, Beer and Mixers* (1st ed.). UK: Anness Publishing.
- Dias, B. A. (2004). *The Complete Book of Spirit* (1st ed.). London: Harper Collins Publishers.
- Jackson, M. (2005). *Whisky The definitive world guide* (1st ed.). London, UK: DK Publishing.
- Broom, D. (2010). *The World Atlas of Whisky: More Than 350 Expressions Tasted - More Than 150 Distilleries Explored Octopus Books.* UK: Mitchell Beazley.
- Houston, J., & Glenesk, N. (1982). *The Professional Service of Food and Beverage Service* (1st ed.). Chennai: Laxmi Publications.
- Casado, A. Matt (1994). *Food and Beverage Service Manual* (2nd ed.). New York: John Wiley and Sons Inc.
- Bamaunuge, H. (2010). *Food and Beverage Service* (2nd ed.). London: Pearson Publication Oxford Heineman.
- Arduser, L. (2014).*Waiter & Waitress and Wait staff Training Handbook* (1st ed.). Florida: Lantic Publishing Group Incorporated.

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Modes of Evaluation: Assignment/ Midterm / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)			
THEORY (25)			
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	Attendance	**Total**
10	10	5	**25**
LAB (15)			
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**	
10	5	**15**	
END SEMESTER EXAMINATION (60)			
Theory **(35)**		Lab **(25)**	

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand the concept of alcoholic beverages	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Develop understanding of different types of beers and their storage.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Classify spirits and describe various methods of preparing and manufacturing different spirits.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Differentiate between Aperitifs & Bitters	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Define liqueurs with their country of origins.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12



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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital	Problem Solving	Communication &	Behavioral Skills,	Globalization	Ethical, Social and	Employability,	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO 1	P O2	P O3	P O4	P O5	P O6	P O7	P O8	P O9	PO 10	PO 11	PO 12
CO1	**H**	**H**	**M**	**L**	**H**	**M**	**M**	**H**	**H**	**H**	**M**	**M**
CO2	**H**	**H**	**M**	**L**	**H**	**M**	**M**	**H**	**H**	**H**	**L**	**M**
CO3	**H**	**H**	**M**	**L**	**H**	**L**	**M**	**M**	**H**	**H**	**L**	**M**
CO4	**H**	**H**	**M**	**L**	**H**	**L**	**M**	**M**	**H**	**H**	**L**	**M**
CO5	**H**	**H**	**H**	**M**	**H**	**L**	**H**	**H**	**H**	**H**	**M**	**M**

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0RD21C/ 20BHM-0RD22C/	Room Division Managerial Experience	L	T	P	C
Version 1.0		2	0	2	3

Course Objectives- The purpose of this course is to:

1. Explore the Concepts of Front Office organization, operational and managerial procedures in a front office.
2. Develop understanding on Interior decoration and its concept.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Plan tariff for the designated room type.
CO2 Outline the objective of guest accounting cycle.
CO3 Understand the process and formats used in laundry and its operations
CO4 Carry out flower arrangement by applying principles of design.
CO5 Design and decorate guest room based on principle and elements of design.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations.

Course content - **Total Lecture hours (14X2= 28)**

Unit I-Tariff Structure **7 lecture Hours**

- Introduction
- Importance of Tariff Structure
- Formulation of Tariff
- Types of Tariff
- Bases of Charging
- Types of Plans & Customer Profiles
- Designing Tariff Structure

Unit II-Guest Accounting **7 lecture Hours**

- Basics of Keeping Accounts
- Front Office Cashiering
- Guest Accounting System Problems
- Accounting Cycle
- Express Check Out

Unit III: Laundry — **5 lecture Hours**

- Commercial and on-site laundry
- Flow process of industrial laundering
- Stages in the wash cycle
- Laundry equipment and machines
- Layout of the laundry
- Laundry agents
- Dry cleaning
- Guest laundry/valet service
- Stain removal

Unit IV: Flower Arrangement — **5 lecture Hours**

- Flower arrangement in hotels
- Equipment and material required for flower arrangement
- Conditioning of plant material
- Styles of flower arrangement
- Principles of design as applied to flower arrangement

Unit V: Interior Design — **4 lecture Hours**

- Introduction
- Types of design
- Elements of design
- Principal of design
- Designing for the physically challenged



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LAB- (14x2 Hours) =28 Hours

Lab session No.	Details
1	Creating Tariff Card Activities
2	Relevant forms and formats
3	Basic Front Office Calculations
4	Hands on practice of computer application related to front office procedures Group discussions.
5	Role Play of situation handling
6	Laundry process
7	Dry cleaning
8	Stain removal
9	Handling Guest laundry
10	Flower arrangement (Different styles)
11	Elements of Designing Activities
12	Physically challenged room Designing

***Experiential Module:** 2 Offline, 2 Online Roundtable Session of 2 Hours on the topic High end luxury hospitality management

1 Guest Session of 2 Hours on Redefining of luxury

Texts books

- Ahmed, I. (2004*). Front office operations And Management*. (3rd ed.). Clifton Park, NY: Delmar Publications.
- Sue, B., Pam, B., & Jeremy, H. (1996). *Principles of Hotel Front office Operations* (3rd ed.). United Kingdom: Cassell Publications.
- Andrews, S. (1982). *Hotel Front office Training Manual*, (5th ed.). New Delhi: Tata Mc Graw Hill publishing Company Ltd.
- Malhotra, P. K. (1998). *Fundamentals of hotel management and operations* (1st ed.). New Delhi: Anmol publications Pvt Ltd.

Reference books

- Chankravarti, B. K. (1999). *Welcome to Hospitality – An Introduction* (2nd ed.). Clifton Park, NY: Delmar publication.
- Tarachand, D. (2000). *Hotel and Restaurant Management* (1st ed.). New Delhi: Mohit Publications.

- Bardi, J. A. (2013). *Hotel Front Office Management* (5th ed.). New york, NY: Wiley.
- Tewari, J. R. (2012). *Hotel Front Office: Operations And Management*, (5th ed.). Oxford Uni. Press.
- Kaushal S., & Gautam, S. (1994). *Accommodation Operation Management* (4th ed.). Noida: Frank Bros & Co.

Modes of Evaluation: Assignment/ Midterm / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)			
THEORY (25)			
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	Attendance	**Total**
10	10	5	**25**
LAB (15)			
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**	
10	5	**15**	
END SEMESTER EXAMINATION (60)			
Theory **(35)**		Lab **(25)**	

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**	**M**	**L**	**M**	**M**	**H**	**H**	**H**	**M**		**H**
CO2	**H**	**L**	**M**	**L**	**M**	**M**	**H**	**H**	**H**	**M**		**H**
CO3	**H**		**M**	**L**	**M**	**M**		**H**	**H**	**M**		
CO4	**H**		**M**	**L**	**M**	**M**			**H**	**M**		
CO5	**H**	**L**	**M**	**L**	**M**	**M**			**H**	**M**		

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Create a tariff for the designated room type.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO12
CO2	Outline the objective of guest accounting cycle.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10,PO12
CO3	Understand the process and formats used in laundry and its operations	PO1, PO3, PO4, PO5, PO6, PO8, PO9, PO10
CO4	Carry out flower arrangement by applying principles of design.	PO1, PO3, PO4, PO5, PO6, PO8, PO9, PO10
CO5	Design and decorate guest room based on principle and elements of design.	PO1, PO2, PO3, PO4, PO5, PO6, PO9, PO10

H- High
M- Medium
L-Low

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20BHM-0DM21T/ 20BHM-0DM22T	Disaster Management	L	T	P	C
Version 1.0		3	0	0	3

Course Objectives- The purpose of this course is to:

1. Understand the nature and classification of Disasters
2. Analyze the role of Government and NGO in partnering for Disaster Management.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Explain the term disaster, its types and factors causing disasters.
CO2 Outline principles of Disaster management and phases involved.
CO3 Examine the approaches to reduce Disaster risk.
CO4 Execute pre disaster and post disaster plans.
CO5 Implement best practices in Disaster Risk management.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content **Total Lecture hours (14X3= 42)**

Unit I: Disaster and its Classifications & Causes **7 lecture hours**

- Definition & Background
- Types of Disaster
- Factors affecting disaster

Unit II: Disaster Management & Impacts **6 lecture hours**

- Differential impacts- in terms of caste, class, gender, age, location, disability
- Global trends in disasters, urban disasters, pandemics, complex emergencies
- Climate change

Unit III: Approaches to disaster risk reduction **7 lecture hours**

- Disaster management action Teams and organizations
- Cycle of Disaster
- Implications of Disasters.
- Prevention, mitigation and preparedness community based DRR, Structural-nonstructural measures
- Roles and responsibilities of- community, Panchayati Raj Institutions/Urban Local Bodies (PRIs/ULBs), states, Centre, and other stake-holders.

Unit IV: Pre - Disaster planning and post disaster mitigations **10 lecture hours**

- Inter-relationship between Disasters and Development:
- Factors affecting Vulnerabilities
- Differential impacts
- Impact of Development projects such as dams, embankments, changes in Land-use etc.
- Climate Change Adaptation
- Relevance of indigenous knowledge
- Appropriate technology and local resources
- First Response Team

Unit V: Disaster Risk management in India & Case Study **12 lecture hour**

- Hazard and Vulnerability profile of India, Components of Disaster Relief
- Sanitation, Shelter, Health, Waste Management Institutional arrangements (Mitigation, Response and Preparedness, DM Act and Policy, Other related policies, plans, programmes and legislation)
- Suggestions to manage Disaster and mitigation plans and possible solutions.((i) Bomb threat, (ii)Earthquake, (iii) Explosion, (iv) Hazardous material spill/release, (v) Campus shooting, (vi) Terrorist incidence and (vii) Financial emergency

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Text books

- Ismail, A. (2004*). Front office operations And Management* (3rd ed.). Broussard, Louisiana: Delmar Publications.
- Baker, S., Bradley, P., & Huyton, J. (1996). *Principles of Hotel Front office Operations* (3rd Ed.). London, UK: Cassell Publications.
- Andrews, S. (1982). *Hotel Front office Training Manual* (5th ed.). New Delhi, Delhi: Tata Mc Graw Hill publishing Company Ltd.

Reference books

- Chankravarti, B. K. (1999). *Welcome to Hospitality – An Introduction* (2nd ed.). Broussard, Louisiana: Delmar publication.
- Tarachand, R. (2000). *Hotel and Restaurant Management*. New Delhi, Delhi: Mohit Publications.
- Bardi, T., & James, A. (2013). *Hotel Front Office Management* (5th ed.). Hoboken, New Jersey: Wiley.
- Tewari, K., Jatashankar, R. (2012). *Hotel Front Office: Operations And Management* (5th ed.). Oxford, United Kingdom: Oxford Uni. Press.

Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	Attendance	**Total**
15	15	5	5	**40**
END SEMESTER EXAMINATION (60)				
Theory **(60)**				

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BACHELOR OF HOTEL MANAGEMENT

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Explain the term disaster, its types and factors causing disasters.	PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10
CO2	Outline principles of Disaster management and phases involved.	PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10
CO3	Examine the approaches to reduce Disaster risk.	PO2, PO3, PO4, PO5,PO6,PO7,PO8,PO9,PO10
CO4	Execute pre disaster and post disaster plans.	PO2,PO3,PO4,PO5,PO6,PO7, PO8,PO9,PO10
CO5	Implement best practices in Disaster Risk management	PO2,PO3,PO4,PO5,PO6,PO7, PO8,PO9,PO10

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1		**M**	**L**	**M**	**M**	**M**	**M**	**H**	**H**	**H**		
CO2		**M**	**L**	**M**	**M**	**M**	**M**	**H**	**H**	**H**		
CO3		**M**	**L**	**H**	**M**	**M**	**M**	**H**	**H**	**H**		
CO4		**M**	**L**	**H**	**M**	**M**	**M**	**H**	**H**	**H**		
CO5		**M**	**L**	**H**	**M**	**M**	**M**	**H**	**H**	**H**		

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0FC21T/ 20BHM-0FC22T	Food & Beverage Control	L	T	P	C
Version 1.0		2	0	0	2

Course Objectives- The purpose of this course is to:

1. Familiarize the students with fundamentals of Food & Beverage Control, and tools and techniques used in taking decisions in operating and controlling the Food & Beverage outlets
2. Develop knowledge and understanding on various Food and beverage outlet in hotels and their operations.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Define budget, budgetary control
CO2 Explain various sales concepts
CO3 Explain inventory control
CO4 Describe all the aspects of beverage control
CO5 Learn the concept of MIS

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X2= 28)**

Unit I: Budgetary Control **8 lecture Hours**

- Define Budget
- Define Budgetary Control
- Objectives
- Key Factors
- Types of Budget & Control.

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Unit II: Sales Concepts — **5 lecture Hours**

- Various Sales Concepts
- Uses of Sales Concepts.

Unit III: Inventory Control — **5 lecture Hours**

- Importance
- Objectives
- Method
- Levels & Techniques
- Perpetual Inventory
- Monthly Inventory
- Comparison of Physical & Perpetual Inventory.

Unit IV: Beverage Control — **8 lecture Hours**

- Purchasing
- Receiving
- Storing
- Issuing
- Standard Recipes
- Standard Portion Size
- Bar Inventory
- Bar Frauds
- Books Maintained.

Unit V: MIS — **2 lecture Hours**

- Introduction
- MIS in Hotels
- Importance
- Uses
- Advantage of MIS in hotels

Text books

- Andrews, S. (2017). *Food and Beverage Management* (6th ed.). New Delhi: Tata Mc Graw Hill Education Private Limited.
- Kotas,R & Davis,B(2001). *Food and Beverage Control.* International Textbook Company Limited, Glasgow
- Dopson, L. R. & Hayes, D. K. (2002). *Food and Beverage Cost Control* (5th ed.). New York: John Wiley and Sons Inc.
- Cousins, John, Foskett, & David (2013). *Food and Beverage Management* (2nd ed.). United States: Pearson.

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- Dittmer, P., R., J. Desmond Keefe (2009). *Principles of Food Beverage and Labour Cost Control* (9th ed.). New York: John Wiley and Sons Inc

Reference books

- Davis, B, Lockwood A, Alcott,P & Pantelidis, I.(2018) *Food & Beverage Management*. (6th ed.) Routledge
- Ojugo, C., & Rymer, T. (1999). *Practical Food and Beverage Cost Control* (2nd ed.). N.Y: Cengage Learning
- Cullen, P. (1998). *The Food and Beverage Manager* (2nd ed.). Butterworth-Heinemann: Oxford.
- Morrison. P., Ruys. H., & Morrison, B. (1998). *Cost Management for Profitable Food and Beverage Operations* (2nd ed.). Melbourne: Hospitality Press
- Wood, R. C. (2000). *Strategic Questions in Food and Beverage Management* (1st ed.). Butterworth-Heinemann: Oxford

Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	Attendance	**Total**
15	15	5	5	**40**
END SEMESTER EXAMINATION (60)				
Theory **(60)**				

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Define budget, budgetary control	PO1, PO2, PO3, PO5, PO9, PO10
CO2	Explain various sales concepts	PO1, PO2, PO3, PO4, PO5 PO8, PO9, PO10, PO12
CO3	Explain inventory control	PO1, PO2, PO3, PO4, PO5 PO8, PO9, PO10, PO12
CO4	Describe all the aspects of beverage control	PO1, PO2, PO3, PO4, PO5 PO8, PO9, PO10, PO12
CO5	Learn the concept of MIS	PO1, PO2, PO3, PO5, PO9, PO10

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**M**	**H**		**M**				**M**	**H**		
CO2	**H**	**M**	**H**	**M**	**M**			**L**	**M**	**H**		**L**
CO3	**H**	**M**	**H**	**M**	**M**			**L**	**M**	**H**		**L**
CO4	**H**	**M**	**H**	**M**	**M**			**L**	**M**	**H**		**L**
CO5	**H**	**M**	**H**		**M**				**M**	**H**		

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

21BHM-0HR21T/ 21BHM-0HR22T	**Human Resource Management -I**	**L**	**T**	**P**	**C**
Version 1.0		**2**	**0**	**0**	**2**

Course Objectives- The purpose of this course is to:

1. Develop an understanding of the key functions and role of Human Resources.
2. Introduce the students to the knowledge and skill required to perform core management functions such as Planning, Organizing, and Decision-Making Processes in International Human Resource Management.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Define the concepts of Human Resource management and understand the theories related to it.

CO2 Analyze the need and process involved in manpower planning.

CO3 Explain the process of recruitment and selection and its pre-requisites.

CO4 Implement the importance of Training & development in human Resources and will be able to construct his own training and development plan.

CO5 Recognize the process of performance appraisals and Discuss the importance of the same.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content **Total Lecture hours (14X2= 28)**

Unit I Introduction to Human Resource Management **6 lecture hours**

- Definition, Nature, Scope and Functions of Management
- Levels of Management
- Management Theories – Classical and Neo Theory, Classical Theory, Modern organizational Theory



Unit II: Manpower Planning **6 lecture hours**

- Definitions & need of manpower Planning
- Objectives of HR Planning
- Advantages and Disadvantages of Manpower Planning
- Process/Steps

Unit III: Recruitment and Selection **6 lecture hours**

- Definition & Sources of Recruitment
- Selection Process
- Induction & Orientation

Unit IV: Training and Development **6 lecture hours**

- Definition & Importance of Training
- Training Methods and Evaluation

Unit V: Performance Appraisal **4 lecture hours**

- Definition, Objectives, Process & Methods
- Introduction, Motivation, Various Motivation Theories
- Measurement of Employee Motivation, Group Motivation

Text books

- Dessler G (2005). Human Resource Management Pearson Education, India
- Aswathappa. K, (2005), Human Resource Management- Text & Cases, Tata McGraw Hill, New Delhi
- Jack D. Ninemeier, David K. Hayes Human Resources Management in the Hospitality Industry, Study Guide 1st & 2nd

Reference books

- Wendell L. Human Resources Management by , Publisher: Houghton Mifflin Company Reference books
- Mathis R L and Jackson J H (2006). Human Resource Management, Cengage Learning (Thomson Learning).
- Snell S and Bohlander G (2007). Human Resource Management, Cengage Learning (Thomson Learning).



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Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	Attendance	**Total**
15	15	5	5	**40**
END SEMESTER EXAMINATION (60)				
Theory **(60)**				

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Define the concepts of Human Resource management and understand the theories related to it.	PO1, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Analyze the need and process involved in manpower planning	PO1,, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Explain the process of recruitment and selection and its pre-requisites	PO1, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Implement the importance of Training & development in human Resources and will be able to construct his own training and development plan.	PO1, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Recognize the process of performance appraisals and Discuss the importance of the same.	PO1, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital	Problem Solving	Communication &	Behavioral Skills,	Globalization	Ethical, Social and	Employability,	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**		**M**	**H**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**M**
CO2	**H**		**M**	**H**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**M**
CO3	**M**		**M**	**H**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**M**
CO4	**M**		**M**	**H**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**M**
CO5	**M**		**H**	**H**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**H**

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0CC21T/ 20BHM-0CC22T	Introduction to Cost Control	L	T	P	C
Version 1.0		2	0	0	2

Course Objectives- The purpose of this course is to:

1. Defend the need for management cost control directives in every department in hospitality; particularly in food & beverage, labor & operations
2. Familiarize the students with the importance of Budgets and benchmarking results in the field of hospitality.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand the concepts of production and Costs.
CO2 Apply Internal Control in the field of hospitality using cost standards.
CO3 Construct cost efficient models for hotels using techniques like menu engineering and Yield management.
CO4 Suggest cost saving pricing techniques in the field of hospitality.
CO5 Carry out cost control and suggest ways to reduce overall operating costs in the field of hospitality.

Pedagogy- The course will be taught in an interactive manner using past incidents of disasters and its mitigation. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities or case discussions, presentations etc. aimed to equip students with skills to apply the theoretical knowledge on cost controlling methods and techniques which will be applied by the students in the near future during their business operations. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content **Total Lecture hours (14X2= 28)**

Unit I: Cost and Production Analysis in Hospitality Industry **6 lecture hours**

- Cost concepts and classification
- Cost output relationship
- Production function, Cost control and cost reduction



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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital	Problem Solving	Communication &	Behavioral Skills,	Globalization	Ethical, Social and	Employability,	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO 1	P O2	P O3	P O4	P O5	P O6	P O7	P O8	P O9	PO 10	PO 11	PO 12
CO1	**H**	**H**	**H**	**H**	**L**	**L**			**M**		**L**	**H**
CO2	**H**	**H**	**H**	**H**	**L**	**L**			**M**		**L**	**H**
CO3	**H**	**H**	**H**	**H**	**L**	**L**			**M**		**L**	**H**
CO4	**H**	**H**	**H**	**H**	**L**	**L**	**M**		**M**		**L**	**H**
CO5	**H**	**H**	**H**	**H**	**L**	**L**	**M**		**M**		**L**	**H**

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0FR21L/ 20BHM-0FR22L	French – III	L	T	P	C
Version 1.0		1	0	2	2

Course Objectives- The purpose of this course is to:

1. Facilitate the learner to absorb more of the vocabulary of general daily use – seasons, months etc. vocabulary on invariable words
2. Be better equipped to use the language for conversation

Course Outcomes- On completion of this course, the students will be able to:

CO1 Highlight and identify material of different types
CO2 Understand the French Auxiliary Verbs
CO3 Elaborate on the French personal pronouns
CO4 Define a conjugation
CO5 Understand the use of the verb Etre in the affirmative, negative and interrogative forms.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. aimed to equip students with skills to apply the theoretical knowledge in various situations. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course Contents **Total Lecture hours (14X1 = 14)**

Unit I – Identifying Material **3 lecture Hours**

- Materials in wood, iron, plastic and glass
- Questions and answers

Unit II – Introduction to the French Auxiliary Verbs **3 lecture Hours**

- Differentiation between action and auxiliary verbs
- Usage of Etre in self-introduction
- Explaining classroom, college, colony and the city

Unit III – Introduction to the French personal pronouns **2 lecture Hours**

- 1st person, 2nd person and the 3rd person
- Singulars and plurals

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MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	Attendance	**Total**
15	15	5	5	**40**
END SEMESTER EXAMINATION (60)				
Theory **(60)**				

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand the concepts of production and Costs.	PO1, PO2, PO3, PO4, PO5, PO6,PO9, PO11,PO12
CO2	Apply internal Control in the field of hospitality using cost standards.	PO1, PO2, PO3, PO4, PO5, PO6,PO9, PO11,PO12
CO3	Construct cost efficient models for hotels using techniques like menu engineering and Yield management.	PO1, PO2, PO3, PO4, PO5, PO6,PO9, PO11,PO12
CO4	Suggest cost saving pricing techniques in the field of hospitality.	PO1, PO2, PO3, PO4, PO5, PO6,PO7,PO9, PO11,PO12
CO5	Carry out cost control and suggest ways to reduce overall operating costs in the field of hospitality.	PO1, PO2, PO3, PO4, PO5, PO6,PO7, PO9, PO11,PO12



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Unit IV – Definition of a conjugation 2 lecture Hours

- Connecting the verb to the personal pronoun to form conjugation
- Different forms of conjugation with the usage in sentences

Unit V – Auxiliary Etre in all three forms 4 lecture Hours

- Dictations
- Class tests

LAB- (14x2 Hours) =28 Hours

Lab Session No.	Details
1	Role Play – making a hotel reservation
2	Role Play – checking in to the hotel
3	Role Play - Description of the room by the bell boy
4	Role Play – experience at a restaurant
5	Using different types of materials – making sentences in the class – verbal
6	Viva Examination
7	Exercise on the french auxiliary verbs
8	Exercises on the french personal pronouns
9	Talking about the daily routine
10	Recording of the play
11	Writing of a song and the recoding of the same
12	Viva Examination
13	Revision
14	Revision

Texts

- G. Mauger - Cours de langue et de Civilisation françaises

References

- G. Mauger - Cours de langue et de Civilisation françaises
- Larousse - Dictionnaire – anglais – français – anglais
- French Verbs – Robert & Nathan
- French Classified Vocabulary – Webster's

Modes of Evaluation: Assignment/ Mid-term Evaluation/Presentation/Journal/Viva

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MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Lab/ practical performed & Lab report	Assignment(s)/ Quiz (s)	Attendance	**Total**
15	10	10	5	**40**
END SEMESTER EXAMINATION (60)				
Practical **(60)**				

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Highlight and identify material of different types	PO1, PO2, PO3, PO4, PO5, PO9, PO10
CO2	Understand the French Auxiliary Verbs	PO1, PO2, PO3, PO4, PO5, PO9, PO10, PO12
CO3	Elaborate on the French personal pronouns	PO1, PO2, PO3, PO4, PO5, PO9, PO10, PO12
CO4	Define a conjugation	PO1, PO2, PO3, PO4, PO5, PO9, PO10, PO12
CO5	Understand the use of the verb Etre in the affirmative, negative and interrogative forms.	PO1, PO2, PO3, PO4, PO5, PO9, PO10, PO12

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**M**	**H**	**L**	**H**				**M**	**H**		
CO2	**H**	**M**	**H**	**L**	**H**				**M**	**H**		**H**
CO3	**H**	**M**	**H**	**L**	**H**				**M**	**H**		**M**
CO4	**H**	**M**	**H**	**L**	**H**				**M**	**H**		**L**
CO5	**H**	**M**	**H**	**L**	**H**				**M**	**H**		**L**

H- High
M- Medium
L-Low

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Sushant University	School of Hospitality Management Detailed Course Plan		
Course Title: TDCC		**Course Code:**	
Term: II	**Academic Year:**	**Core/Elective: Elective**	**Credits: 1**
Course Designed by:		**Course taught by:** **e-mail:**	
Pre-requisites, if any:None			

1. Course Introduction and Objectives

This course will help participants to acquire the concept of Eco- sensitive or Green Hotels. The Participants will be exposed through diverse learning approaches of Energy, water conservation and Waste management to benefit the environment. This course will help them understand the importance & requirement of eco-friendly hotels.

Employability-level: Professional Skill

15. Foundation Core	16. Foundation Skill	17. Professional Core	18. Professional Skill	19. Premier Skill
			✓	

2. Course Learning Outcomes

By the end of the lesson, students will be able to:

CLO1: Define the concept of Eco- sensitive or Green Hotels and list the criteria for ecotel certification.

CLO2: Explain the importance of energy, Water conservation & Waste Management.

CLO3: Understand the benefits of using environment friendly guest supplies & stationary

3. Course Pedagogy

Primarily class lectures followed by question-answer sessions/ assignments/interactive sessions, reading of texts, Survey, case study would be used as an important pedagogy

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4. Course Contents and Duration

The class would meet weekly for a period of 10 weeks approx.

Session No.	Session Topic / Sub-topic Description	Activity/Assignment	Required Readings/ Browsing/ Watching
1	Introduction to Ecotel	Discussion & PPT	
2	Ecotel Certification	Discussion & PPT	
3	Five Globe criteria	Discussion & PPT	
4	Identify an Eco-friendly site	Field visit	
5	Hotel Design & construction	Discussion & visit	
INTERNAL ASSESSMENT POINT I (MM=30)			
6	Energy Conservation	Discussion & videos	
7	Water Conservation	Discussion & videos	
8	Waste management	Discussion & videos	
INTERNAL ASSESSMENT POINT I (MM=30)			
9	Environment friendly Housekeeping	Visit	
10	Eco friendly products used in hotels	Visit	
FINAL ASSESSMENT POINT III (MM=40)			

20. Course Assessment

Assessment Scheme

Students would be assessed continuously at three assessment points during the course. Course assessment is based on a student's activity (records/ evidence of his/her performing and learning). While all activities are performed individually, assessment is individual.

For the final (40 marks) assessment, there will be exhibition-cum-competition of student's project, Posters & PPT on Eco- Friendly Hotels. And a panel of faculty will judge the art and marks will be allocated on the basis of that exhibition.

Course Assessment Components for a TD Course

A TD course is of 100 marks and will have the following assessment components. Final Grades will be based on the relative performance of a student in the class.

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S. No.	Course Assessment Components		Marks/Weightage (%)
1	**Assessment 1**	(After Week 5)	**30**
2	**Assessment 2**	(After Week 8)	**30**
3	**(Final) Assessment 3**	(After Week 10)	**40**
		Total Marks	**100**

Guidelines for Exhibition-Cum-Competition:

Each student would make a final project and a set of jury members on the day of the final assessment (in groups of four/five/as decided by the concerned faculty) will give the grades. Students would showcase and narrate their work done through the semester, also their learnings from it.

Final Presentation (40 Marks)

Each team of students would make a final portfolio presentation in front of a set of jury members on the day of the final assessment (in groups of four/five/as decided by the concerned faculty). They would showcase and narrate their work on project activity done through the semester, any MOOCs they audited and also their learnings from it.

- Group presentation but individual assessment - while the students would present in teams, assessment is individual and based on each teammate's contribution and presentation.
- Each team member must present 2-3 slides each, with the total number of slides not exceeding 12-15 slides
- Total time of presentation should not exceed 15 minutes (including questions and answers)
- 4-6 questions would be asked per presentation (any member of the team could be required to answer)
- The following rubric will be used for Group Project Presentation:

	Outstanding (5)	Very Good (4)	Good (3)	Average (2)	Below Average (1)
Inter & trans-disciplinary elements	The content was outstanding and suitably incorporated and integrated multi-, inter and trans-	The content was appropriate and a good attempt was made to incorporate multi, inter and	Most content was relevant; some attempt was made to incorporate multi-, inter and trans-	Information was valid but some parts of the content needed expansion	Information was not relevant to the audience or directly related to

	disciplinary perspectives.	trans-disciplinary perspectives.	disciplinary perspectives.	or shortening to bring in different perspectives.	the projects.
Information Sources and Interpretation	Used sufficient and appropriate research and information to support the project. Methodology used successfully integrated multi-, inter and trans-disciplinary perspectives.	Detailed research done. Relevant data as per the project. Methodology was appropriate for a multi/inter/trans-disciplinary project.	Appropriate research done. Some of the data and methodology used was relevant to a multi/inter/trans-disciplinary project.	Lacks proper research. Data was scattered and methodology was not fully related to a multi/inter/trans-disciplinary project.	Research work inappropriate. Data is not fully related to the project.
Quality of content and thought					
Integration of Knowledge	Demonstrated superior integration of knowledge of different areas and domains.	Demonstrated adequate integration of knowledge of different areas and domains.	Demonstrated some integration of knowledge of different areas and domains.	Very little integration of knowledge of different areas and domains.	Little or no integration of knowledge of different areas and domains.
Organization and presentation	Excellent structure and organization of content; excellent use of voice	Appropriate structure and organization; Good use of voice modulation;	Fairly good structure and organization; Clear voice while presenting, but	Structure and organization could be much improved;	Poor structure and organization; soft/ monotone

	modulation while delivering; Maintaining eye contact with audience and seldom returning to notes.	fluency in presentation	drop in volume at times; some use of vocal variation to show interest, maintains eye contact most of the time but frequently returns to notes.	Voice lacks vocal variation, shows some eye contact, but not maintained; and at least half the time, speaker reads from notes.	voice, reads all or most of the presentation with no eye contact.
Teamwork	Demonstrated teamwork. It was evident that all the group members contributed equally to the presentation.	Demonstrated teamwork. It was evident that almost all the group members contributed to the presentation.	The teammates showed teamwork. However, it seems as though certain people did not do as much work as others	Lack of teamwork visible. It seems as though only a few people worked on the presentation.	Teamwork was minimalistic. It seems as though Only one member has worked on the presentation.
Slides/ Text/ Format/ Video Quality/ Clarity of Presentation	Font formats (e.g. color, bold, italic) had been carefully planned to enhance readability. Appropriate highlighters used.	Font formats (e.g. color, bold, italic) had been used to enhance readability. All graphics were appropriate and supported the content of the presentation.	Font formatting had been carefully planned to complement the content. Appropriate highlighters not used.	Mostly font formatting had been carefully planned but in places it may be a little hard to read. All graphics were attractive	No Format in the presentation. Several graphics were unattractive and diminishes the content of the

				but many did not seem to support the content of the presentation.	presentation.
	Involved audience in presentation; held their attention throughout the presentation. Used original, clever, creative approach.	Involved audience in presentation; held their attention throughout by getting them actively involved in the speech	Presented facts in some interesting way and held attention most of the time by interacting with them.	Went off topic and lost audience. Failed to utilize method to pull the audience into the speech.	Avoided or discouraged active audience participation
Audience engagement/Question Handling	Excellent audience engagement; Answered all questions with explanation, elaboration and by integrating multi-, inter and trans-disciplinary perspectives.	Very good audience engagement; Answered all questions integrating multi-, inter and trans-disciplinary perspectives to a great extent.	Fair audience engagement; Answered most questions integrating multi-, inter and trans-disciplinary perspectives to some extent.	Mediocre audience engagement. Gave rudimentary answers to the questions with little or no integration of multi-, inter and trans-disciplinary perspective	Poor audience engagement. Has little grasp of information related to topic/project. Not able to answer most questions adequately

21. Course References

- Hotel Housekeeping Operations (Third Edition) Simrti Raghubalan ,Oxford University Press
- Clean India Journal
- Good Housekeeping
- https://beeindia.gov.in

Course Conduct Policy

A. Academic Honesty

Students are expected to uphold the standard of conduct for students relating to avoidance of academic dishonesty. Academic Dishonesty is defined as an intentional act of deception in which a student seeks to claim credit for the work or effort of another person or uses unauthorized materials or fabricated information in any academic work.
Students assume full responsibility for the content and integrity of the academic work they submit. The guiding principle of academic integrity is that a student's submitted work, examinations, reports, and projects must be that student's own work for individual assignments, and the group's own work for group assignments/ projects. Students are guilty of academic dishonesty if they:

- Use or obtain unauthorized materials or assistance in any academic work; i.e. cheating.
- Falsify or invent any information regarded as cheating by the course instructor; i.e. fabrication.
- Give unauthorized assistance to other students, i.e. assisting in dishonesty.
- Represent the work of others as their own; i.e. plagiarism.
- Modify, without facilitator approval, an examination paper, record or report for the purpose of obtaining additional credit; i.e. tampering.

The penalty for academic dishonesty is severe. Any student guilty of academic dishonesty may be subject to receive a failing grade for the examination, assignment, quiz, or class participation exercise as deemed appropriate by the instructor. In addition, the penalty could also imply that the student receives a failing grade for the course and be reported to the AU competent authority as in case of UMC during University examinations (Refer Policies on "Use of Unfair means in Examination").

B. Students with Disability/ Different-Ability

AU is committed to promoting full participation of students of all abilities in all aspects of the academic and social life of the University. We have initiated an ongoing process of reviewing and developing our policy and practices for promoting full inclusion for students and staff with disabilities and we consult regularly with them as part of this process. The main elements of our policy are listed below:

- **Environment.** We are committed to a systematic review and improvement of physical access across all of our sites. Where physical or sensory barriers limit access to services, we will endeavor to provide the service at a suitable alternative venue.
- **Access to facilities and support.** All facilities and equipment will be made as accessible as possible so that students of all abilities have access to the same range of support services.
- **Information for applicants, students and staff.** All publicity, Program details, and general information will be offered in accessible formats with sufficient time to allow for modification into alternative formats where necessary, for familiarization by students or personal support workers, and early application for support.

For Faculty Version Of course Outline Only

This section of course outline contains the Curriculum Map for this course and is not to be distributed to students.

22. Graduate Attributes

Ansal University seeks to foster the following qualities in students through its various programs and the students' broader experience at the University. The University provides opportunities for students to be

1. knowledgeable, building disciplinary and interdisciplinary knowledge through a scholarly approach incorporating global and regional perspectives,
2. creative and critical thinkers, generating original ideas and concepts, and appreciating innovation and entrepreneurship,
3. empowered, having both the capacity and confidence to pursue the attainment of full potential,
4. engaged, contributing positively to diverse communities through service and leadership,
5. ethical, acting with integrity in intellectual, professional and community pursuits, and
6. sustainability-focused, responding to ecological, social and economic imperatives

23. Programme Educational Objectives (PEOs)

The programme is expected to achieve the following educational objectives for the students:

F. Development in their chosen profession and/ or progress towards an advanced degree in the domain
G. Earning a reputation as a source of innovative solutions to complex problems
H. Garner trust and respect of others as effective and ethical team members
I. Achieving positions of leadership in an organization and/or on teams
J. Lead a happy and aesthetic life and also promote aesthetics and happiness of others

24. Programme Learning Outcomes

Upon successful completion of the program the students will be able to:

6. Communicate, explore, network and negotiate in ways that extend representation of disciplinary ideas or perspectives.

1) Explore the relevance and test the value of concepts, frameworks, methods and theories from different fields of inquiry for gaining insights into trans-disciplinary systems and co-production of knowledge
2) Engage with and respond respectfully, generatively and analytically to different ways of knowing across community, cultural and environmental contexts to promote agency and collaboration
3) Use principled approaches for designing and developing trans-disciplinary initiatives for betterment of communities and
4) Recognize and promote the humanity of self and others and engage ethically and sensitively to the values and cultures of particular individuals, groups, organizations or communities through arts and recreation.

25. Program Education Objectives (PEOs) to Program Learning Outcomes (PLOs) Mapping Matrix

PLO/PEO	PEO 1	PEO 2	PEO 3	PEO 4	PEO 5
PL0 1	S	M	M	M	M
PL0 2	S	S	S	S	M
PL0 3	M	S	S	S	S
PL0 4	W	S	M	S	S
PL0 5	W	S	S	S	S

*S, M & W stand for the degree of association - Strong, Moderate & Weak.

26. Program Learning Outcomes (PLOs) to Course Learning Outcomes (CLOs) Mapping Matrix

Course Learning Outcomes (CLOs)	Programme Learning Outcomes (PLOs)				
	PLO-1	PLO-2	PLO-3	PLO-4	PLO-5
CLO1	S	S	S	W	W
CLO2	S	S	S	W	W
CLO3	S	S	M	M	W

27. Course Learning Outcomes to Assessment Components Mapping Matrix

(This matrix will be validated during Quality Audit by auditing the actual assessment components used during teaching and the sample grading of the submitted student work.)



Assessment/CLO	Learning Outcome 1	Learning Outcome 2	Learning Outcome 3
Relevant Session Nos.	1-3	4-7	8-10
Assessment 1:	✓		
Assessment 2 :	✓	✓	
Final Assessment	✓	✓	✓

28. Teaching Method Utilization Map

T1 - Lectures
T2 - Case Discussions
T3 - Guest Lectures
T4 - Learning Labs (Class Demo/Movie/Webinar)
T5 - Role Plays/Business Games/Simulation(s)
T6 - Student Presentation based on Team Assignment
T7 - Student-led Discussion
T8 - One-on-One Presentation/Feedback
T9 - Integrated Learning (Collaboration with other Faculty)
T10 - Class Assignment and Discussion
T11- Tutoring/Problem Solving
T12 - Industry Visit/Field Visit
T13 - Networking Events: Conference/Conclave/Workshop

Teaching Methods/Sessions	S1	S2	S3	S4	S5	S6	S7	S8	S9	S10
Teaching Methods (Primary)	T1	T1	T6	T6	T12	T10	T2	T2	T12	T12
Teaching Method (Secondary)										

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- Do you plan to take any special/extra session during the course other than the allocated sessions? **NO**
- If Yes, please mention in the appropriate box below

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Semester V/VI

20BHM-0ET31T/ 20BHM-0ET32T	**Environmental & Tourism Economics**	**L**	**T**	**P**	**C**
Version 1.0		**3**	**0**	**0**	**3**

Course Objectives- The purpose of this course is to:

1. Introduce the students to key principles of Tourism Economics
2. Familiarize them with tourism products, their characteristics and types.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Define and understand the concept of Liberalism & Interventionism.

CO2 Understand the relation between inflation, globalization and fluctuations in Tourist flow.

CO3 Implement the understanding of various levels at which tourism related activities are managed in relation to various tourist products.

CO4 Appraise different types of lodgings for tourists as per the flow of tourists and their preferences throughout the world.

CO5 List and differentiate between various accessibility sources used in tourism industry.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X3= 42)**

Unit I Introduction of Tourism Economics **8 lecture hours**

- Liberalism and the role of the market
- Interventionism and the role of the State
- Difference between traveler and a tourist
- Types of Tourism
- Prices and inflation
- Globalization

Unit II The flow of tourists **8 lecture hours**

- Definition
- Key touristic basins. The financial cash flow: Evolution and breakdown, the touristic balance.
- The organization of tourism: At the State level: Managing Tourism
- At the autonomous regions level departmental tourism committees and regional tourism committees and groups.
- At the International level: Tourism committees.
- World Tourism Organization (WTO), and International Bureau of Social Tourism (BITS)

Unit III Touristic product **8 lecture hours**

- Components making up a touristic product
- Characteristics of a tourist product
- 5 A's of Tourism
- Destination Life Cycle

Unit IV Lodging for tourists **8 lecture hours**

- Introduction to lodging in tourism
- Evolution & growth of lodging industry
- Various Lodging Units
- New Trends in Lodging for a tourist.

Unit V Transportation for tourists **10 lecture hours**

- Evolution & growth of Transportation
- Different types of transportation
- Role of Travel agencies in Tourism
- Role of Tour operators in Tourism

Text books

- Tourism Economics by Mathieson Alistor & Wall Gerllliej, Physical & Social Impacts.
- The Economics, Travel & Tourism by Anil Andirous, Lengman Cheshues, Melbourne.

Reference books

- International Travel & Tourism- Principles & Concepts by Dr. JM Negi, S. Chand & Co, New Delhi
- Tourism Economics and Policy. Bristol: Channel View Publications by Dwyer, L., Forsyth, P. & Dwyer, W. (2010).
- The Economics of Recreation, Leisure and Tourism. Amsterdam: Butterworth-Heinemann by Tribe, J. (2011).

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Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	Attendance	**Total**
15	15	5	5	**40**
END SEMESTER EXAMINATION (60)				
Theory **(60)**				

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Define and understand the concept of Liberalism & Interventionism.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Understand the relation between inflation, globalization and fluctuations in Tourist flow.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Implement the understanding of various levels at which tourism related activities are managed in relation to various tourist products.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Appraise different types of lodgings for tourists as per the flow of tourists and their preferences throughout the world.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	List and differentiate between various accessibility sources used in tourism industry.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital	Problem Solving	Communication &	Behavioral Skills,	Globalization	Ethical, Social and	Employability,	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO 1	P O2	P O3	P O4	P O5	P O6	P O7	P O8	P O9	PO 10	PO 11	PO 12
CO1	L	M	H	L	H	M	H	M	M	H	M	L
CO2	L	M	H	L	H	M	H	M	M	H	M	L
CO3	L	M	H	L	H	M	H	M	M	H	L	L
CO4	L	M	H	L	H	M	H	M	M	H	L	L
CO5	L	M	H	L	H	M	H	M	M	H	L	L

H- High
M- Medium
L-Low

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20BHM-0FB31C/ 20BHM-0FB32C	Worldwide Wine Fundamentals and Pairings	L	T	P	C
Version 1.0		2	0	4	4

Course Objectives- The purpose of this course is to:

1. Provide students with the knowledge and skills necessary to perform the daily duties required of food and beverage service professional & a wine sommelier.
2. Provide an opportunity for students to apply their knowledge and skills of Mixology by preparing cocktails and mocktails.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Categories the wine of the basis of classification
CO2 Carry out vinification process on the basis of classification of wine.
CO3 Analyze the old-world wine and new world wine for better understanding of study of wine.
CO4 Create a wine list and apply laws of food and wine pairing.
CO5 Demonstrate different types of cocktail & its preparation.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations.

Course content - **Total Lecture hours (14X2= 28)**

Unit I- Fundamentals of Wine **5 Lecture hours**

- History of Wines
- Fermentation
- Types of wine and their differentiation

Unit II: Vinification **5 Lecture hours**

- Red wine
- White wine
- Sparkling wine and Champagne
- Fortified Wine
- Sweet Wine
- Rose Wine



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Unit III: Old World and New World Wine — 8 Lecture hours

Old World Wine

- Wines of France
- Wines of Italy
- Wines of Spain
- Wines of Portugal

New World Wine

- Wines of USA
- Wines of Australia
- Wines of New Zealand
- Wines of Germany, Austria and Hungary

Unit IV-Food & Wine Harmony — 5 Lecture hours

- Wine Tasting
- Aroma of Wheel
- Food & Wine pairing

Unit V-Cocktails — 5 Lecture hours

- History
- Types of cocktail
- Parts of cocktail
- Rules of mixology
- Classic cocktails

LAB- (14x4 Hours) =56 Hours

Lab session No.	Details
1	Identification of wine bottles & Label
2	Identification of Wine service equipments & its Maintenance
3	Service of Red Wine
4	Service of White Wine
5	Service of Sparkling wine and Champagne
6	Menu Making & Wine pairing
7	Pairing menu items with wines
8	Creating a progressive wine list
9	Setting up of bar
10	Preparation of Basic cocktails & Mocktails

11	Preparation of Basic cocktails & Mocktails
12	Supervision of Restaurant Mock Service
13	Revision
14	Mock Service

Texts books

- Fischer, J. (2006). *At your service: a practical guide for the Professional Dining Room,* (2nd ed.).New York: John Wiley and Sons Inc.
- Singaravelavan, R. (2012). *Food and Beverage Services* (1st ed.). New Delhi: Oxford University Publications.
- Axler, H. Bruce et al (1990). *Food and Beverage Service* (1st ed.). US: Indiana University.
- Bagchi, S. N. (2007). *Textbook of Food and Beverage Service* (1st ed.). New Delhi: Aman Publications.
- George, B. (2008). *Food and Beverage Service and Management* (3rd ed.). UK: Jaico Publishing House.

Reference books

- Lillicrap, D. R., & Cousins, J. A. (1998). *Food and beverage service* (5th ed.). London: Hodder and Stoughton.
- Kotschevar, L. H., & Luciani, V. (1996). *Presenting service: the ultimate guide for the foodservice professional* (2nd ed.). New York: John Wiley and Sons Inc.
- Meyer, S., Schmid, E., & Spühler, C. (1990) *Professional table service* (1st ed.). New York: John Wiley and Sons Inc.
- National Restaurant Association Education Foundation (2005). *Serve Safe alcohol: fundamentals of responsible alcohol service* (1st ed.). New York: John Wiley and Sons In

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)			
THEORY (25)			
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	Attendance	**Total**
10	10	5	**25**
LAB (15)			
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**	
10	5	**15**	
END SEMESTER EXAMINATION (60)			
Theory **(35)**		Lab **(25)**	



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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Categories the wine of the basis of classification	PO1, PO2, PO4, PO5, PO6, PO8, PO9, PO10, PO12
CO2	Explain the vinification process on the basis of classification of wine.	PO1, PO2, PO4, PO5, PO6, PO8, PO9, PO10, PO12
CO3	Analyze the old world wine and new world wine for better understanding of study of wine.	PO1, PO5, PO8, PO9, PO10, PO12
CO4	To be able to create a wine list and apply laws of food a nd wine pairing	PO1, PO2, PO4, PO5, PO6, PO8, PO9, PO10
CO5	Demonstrate different types of cocktail & its preparation	PO1, PO2, PO4, PO5, PO6, PO7, PO8, PO9, PO10

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**		**H**	**M**	**M**		**H**	**H**	**H**		**H**
CO2	**H**	**H**		**H**	**M**	**M**		**H**	**H**	**H**		**H**
CO3	**H**				**M**			**H**	**H**	**H**		**H**
CO4	**H**	**H**		**H**	**M**	**M**		**H**	**H**	**H**		
CO5	**H**	**H**			**M**	**M**	**M**	**H**	**H**	**H**		

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0FS31T/ 20BHM-0FS32T	Food Science & Nutrition	L	T	P	C
Version 1.0		1	0	0	1

Course Objectives- The purpose of this course is to:

1. Develop an understanding on changes occurring in food during cooking, identify / select the suitable and specific use of Carbohydrate, Protein, Fats, Minerals and Vitamins.
2. Understand the basic concept of a balance diet, and apply the knowledge of recommendations and guidelines for the preparation or consumption of a balance meal or diet.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand functions of Foods which supply our nutritional needs
CO2 Understand the importance of nutrients.
CO3 Analyze & recognize nutritional disorders.
CO4 Prepare and plan a balanced Diet.
CO5 Explain the importance of good hygiene practices.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

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Course content - **Total Lecture hours (14X1= 14)**

Unit I: Food & Nutrition — 5 lecture hours

- Importance of Food
- Define food groups
- Energy yielding foods, Body building foods, Protective foods
- Food pyramid

Unit II: Nutrients — 3 lecture hours

- Classification of nutrients
- Carbohydrates, Fats, proteins, vitamins, minerals, water (Function & Dietary source)

Unit III: Nutritional Disorders — 2 lecture hours

- Deficiency diseases
- Obesity

Unit IV: Balanced Diet — 2 lecture hours

- Definition
- Importance of balanced diet
- Factors affecting meal planning

Unit V: Food Hygiene — 2 lecture hours

- Good Hygiene Practices
- Personnel Hygiene; Training
- Preventing Cross-contamination

Text books

- Roday,S (2018). *Food Science and Nutrition* (3rd ed.). Oxford University Press
- Mudambi, Sr., & Rajagopal, Mv. (2012). *Fundamentals Of Foods, Nutrition And Diet Therapy* (5th ed.). New Delhi: New Age International Publishers.
- Mudambi, Sr., Rao, Sm., & Rajagopal, Mv. (2006). *Food Science* (2nd ed.). New Delhi: New Age International Publishers.
- Srilakshmi, B. (2012). *Nutrition Science* (5th ed.). New Delhi: New Age International (P) Ltd.
- Bamji, Ms., Rao, N., & Reddy, V. (2009). *Text Book Of Human Nutrition* (5th ed.). New Delhi: Oxford Publishing Co. Pvt Ltd.
- Sethi, P., & Lakra, P. (2015). *Aahaar Vigyaan, Poshan Evam Suruksha* (6th ed.). New Delhi: Elite Publishing House

Reference books

- Suri, S., & Malhotra, A. (2014*). Food Science, Nutrition & Food Safety* (6th ed.). India: Pearson India Ltd.
- Guthrie, A.H. (2013) *Introductory Nutrition*, (6th ed.).United States: The C. V. Mesby Company.
- Robinson, C. H., Lawler, M. R., Cheitoweth, W. L., & Garwick, E. (2006). *Normal And Therapeutic Nutrition* (17th ed.). New York: Mac Millan Publishing Co.
- Swaminathan, M. (2015). *Essentials Of Foods And Nutrition* (Vol -1). Chennai: Ganesh And Co. Madras.
- Charley, H. (1982). *Food Science* (2nd ed.). New Jersey: John Wiley & Sons.. .
- Potter, N., & Hotchkiss, J. H. (1996) *Food Science* (5th ed.). New Delhi: CBS Publishers and Distributors.
- Belitz, H. D., & Grosch, W. (1999). *Food Chemistry* (2nd ed.). New York: Springer.
- Cherry, R. J. (1999). *Protein Functionality In Food* (3rd ed.). Washington D.C. : American Chemical Society.
- Jain, P. et. al. (2007). *Vyawa Swasthya Ke Mool Siddhant* (Hindi). New Delhi: Acadamic Pratibha.

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	Attendance	**Total**
15	15	5	5	**40**
END SEMESTER EXAMINATION (60)				
Theory **(60)**				



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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand functions of Foods which supply our nutritional needs.	PO1, PO2, PO3, PO5, PO6, PO8, PO9, PO10
CO2	Understand the importance of nutrients.	PO1, PO2, PO3, PO5, PO6, PO8, PO9, PO10
CO3	Analyze & recognize nutritional disorders.	PO1, PO2, PO3, PO5, PO6, PO8, PO9, PO10
CO4	Prepare and plan a balanced Diet.	PO1, PO2, PO3, PO5, PO6, PO8, PO9, PO10, PO12
CO5	Explain the importance of good hygiene practices.	PO1, PO2, PO3, PO5, PO6, PO8, PO9, PO10

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**	**H**		**M**	**M**		**M**	**M**	**H**		
CO2	**H**	**H**	**H**		**M**	**M**		**M**	**M**	**H**		
CO3	**H**	**H**	**H**		**M**	**M**		**M**	**M**	**H**		
CO4	**H**	**H**	**H**		**M**	**M**		**M**	**M**	**H**		**H**
CO5	**H**	**H**	**H**		**M**	**M**		**M**	**M**	**H**		

H- High
M- Medium
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BACHELOR OF HOTEL MANAGEMENT

20BHM-0MG31T/ 20BHM-0MG32T	**Management II**	**L**	**T**	**P**	**C**
Version 1.0		**3**	**0**	**0**	**3**

Course Objectives- The purpose of this course is to:

1. Introduce the students to financial activities of a company and their relation with each other.
2. Familiarize them with concepts of management in order to estimate the financial profitability of the company.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand the concept of cost and variable models.
CO2 List and provide solutions to improve profitability.
CO3 Analyze the functional balance sheet
CO4 Carryout calculations based on storage rates and rotation rates.
CO5 Apply empirical methods such as Pareto and ABC.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X3= 42)**

Unit I: Profitability of the activity **10 Lecture hours**

- Fixed costs and variable costs
- Definitions Differentiation
- The differential profit and loss account

The profitability threshold

- In value and in quantity The break-even point
- Forward-looking management using a dashboard
- Calculations changing fixed costs and variable costs



Unit II: Forward-looking management **8 Lecture hours**

- Seeking the activity required for a given goal in turnover
- Profitability analysis
- Solutions to improve profitability

Unit III: Financial analysis: the functional balance sheet **8 Lecture hours**

Drawing it up

- Notion of cycles
- Designing and structure of the functional balance sheet
- Reclassification (detailed, concentrated)

Analysis of the functional balance sheet

- Difference between operating / non-operating
- Restatements (notes receivable discounted, leasing)
- Fundamental indicators
- Financial ratios
- How to improve indicators and ratios - Methodology for analysis?

Unit IV: Inventory management **8 Lecture hours**

Rotation of stock

- The interest in good inventory management and goals
- Calculation of storage costs
- Calculation of rotation rates
- Notions of buffer stock and stock alerts

Unit V: Empirical methods **8 Lecture hours**

- Pareto Method (80/20)
- ABC Method

Text books

- Tulsian, P.C., (2009) Financial Accountancy, 2nd edition, Pearson Education.
- Maheshwari, S.N. and Maheshwari, S. K., (2009) An Introduction to Accountancy, Eighth Edition, Vikas Publishing House.
- Goel, D. K., Goel, R., & Goel, S. (2009). *Accountancy* (6th ed.). New Delhi: Arya Publication.
- Goyal, A., & Goyal, M. (2015). *Accounting for Managers* (3rd ed.). New Delhi: VK Global Publications Pvt. Ltd.
- Iyengar, I. (2012). *Hotel Finance* (2nd ed.). New Delhi: Oxford University.
- Jugels, M. G. (2007). *Hospitality Management Accounting* (3rd ed.). New Jersey: John Wiley& Sons.

Reference books

- Guilding C, (2002), *Financial Management for Hospitality Decision Makers,* Taylor & Francis
- Taylor & Francis(2005). Hales J, *Accounting & Financial Analysis in the Hospitality Industry*,
- Raymond Cote(1997). Understanding Hospitality Accounting. EI-AH&LA USA
- GC Maheshwari (2006). Financial Accounting. NCERT, N. Delhi
- G.S. Rawat & Dr. JM Negi(2009). Elements of Hotel Accounting by, Aman Publications, New Delhi
- Guilding C, (2002), *Financial Management for Hospitality Decision Makers,* Taylor & Francis
- Hales J(2006), *Accounting & Financial Analysis in the Hospitality Industry*, Taylor & Francis

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	Attendance	**Total**
15	15	5	5	**40**
END SEMESTER EXAMINATION (60)				
Theory **(60)**				

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand the concept of cost and variable models.	PO1, PO2, PO3, PO5, PO6, PO9, PO10, PO11, PO12
CO2	List and provide solutions to improve profitability.	PO1, PO2, PO3, PO4, PO5, PO6, PO9, PO10, PO11, PO12
CO3	Analyze the functional balance sheet.	PO1, PO2, PO3, PO4, PO5, PO6, PO9, PO10, PO11, PO12
CO4	Carryout calculations based on storage rates and rotation rates.	PO1, PO2, PO3, PO4, PO5, PO6, PO9, PO10, PO11, PO12
CO5	Apply empirical methods such as Pareto and ABC.	PO1, PO2, PO3, PO5, PO6, PO9, PO10, PO11, PO12

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital	Problem Solving	Communication &	Behavioral Skills,	Globalization	Ethical, Social and	Employability,	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO10	PO11	PO12
CO1	**M**	**H**	**H**		**M**	**M**			**M**	**L**	**M**	**H**
CO2	**M**	**H**	**H**	**H**	**M**	**M**			**M**	**L**	**M**	**H**
CO3	**M**	**H**	**H**	**H**	**M**	**M**			**M**	**M**	**M**	**H**
CO4	**M**	**H**	**H**	**H**	**M**	**M**			**M**	**M**	**M**	**H**
CO5	**M**	**H**	**H**		**M**	**M**			**M**	**M**	**M**	**H**

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0CS31L/ 20BHM-0CS32L	Computer Science – II	L	T	P	C
Version 1.0		1	0	2	2

Course Objectives- The purpose of this course is to:

1. Develop the knowledge of the basics of MS Excel.
2. Familiarize the students with the functions & additional features of MS Excel.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand MS excel and ways to navigate through it.

CO2 Operate worksheet and apply formulas to format the data.

CO3 Carry out different operations on a worksheet in order to format cells and align text.

CO4 Demonstrate main features in workbook.

CO5 Create workbook using the orientations of additional features of workbook including charts and auto content wizard.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. aimed to equip students with skills to apply the theoretical knowledge in various situations. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course Contents **Total Lecture hours (14X1= 14)**

Unit I: MS Office 07 MS- Excel **3 Lecture hours**

- How to use Excel, Starting Excel?
- Parts of Excel Screen Parts of the Worksheet Navigating in a Worksheet
- Getting to know Mouse Pointer Shapes

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Unit II: Creating a Separate Sheet — 3 Lecture hours

- Starting a new worksheet
- Entering the three different types of data in a worksheet
- Creating simple formula Formatting data for decimal points Editing data in a worksheet
- Using Auto fill Blocking Data Saving a worksheet Exiting Excel

Unit III: Formatting the worksheet — 3 Lecture hours

- Selecting cell to format
- Trimming tables with Auto Format

Formatting cells for:

- Currency
- Comma
- Percent
- Decimal
- Date

Changing columns width and row height

Aligning text:

- Top to Bottom
- Text wrap
- Re ordering Orientation Using borders

Unit IV: Going Through Changes — 3 Lecture hours

- Opening workbook files for editing Undoing the mistakes
- Moving and copying with drag and drop
- Copying formulas
- Moving and Copying with Cut, Copy and Paste Deleting cell entries
- Deleting columns and rows from worksheet Inserting columns and rows in a worksheet Spell checking the worksheet

Unit V: Printing the Worksheet — 2 Lecture hours

- Previewing pages before printing
- Printing from the Standard Toolbar Printing a part of a worksheet Changing the orientation of the printing
- Printing the whole worksheet in a single page Adding header and Footer to a report Inserting page breaks in a report
- Printing the formulas in the worksheet

Additional features of a Worksheet

- Splitting worksheet window into two four panes
- Freezing columns and rows on-screen for worksheet title Attaching comments to cells
- Finding and replacing data in the worksheet Protecting a worksheet
- Function commands
- Formatting the Chart's axes Adding a text book to a Chart
- Changing an orientation of 3-D Chart
- Using drawing tools to add graphics to chart and worksheet Printing a chart with printing the rest of the worksheet data

Maintaining Multiple Worksheets

- Moving from sheet in a worksheet Adding more sheets to a worksheet
- Deleting sheets from a workbook
- Naming sheet tabs other than sheet1, sheet2 and so on Copying or moving sheets from one worksheet to another

LAB- (14x2 Hours) =28 Hours

Lab Session No.	Details
1	Introduction to MS Excel files, Workbooks, Worksheets, Columns and Rows
2	Formatting Worksheet
3	AutoFill, Numeric formats, previewing worksheets
4	Number, Commas and Decimal numeric formats
5	Working with Formulas (Maximum, Minimum, Average, Count and Sum).
6	Percentage Numeric Formats.
7	Working with Sum IF and Count IF statements.
8	Inserting Charts
9	Conditional Formatting
10	Adding Graphics to Chart
11	Learn how to consolidate several worksheets into one and to link several worksheets to a master worksheet.
12	Learn how to sort data and print portions of a worksheet.
13	Revision
14	Revision



Text books

- Goel,A. (2010). Computer Fundamentals, 5th Edition, Pearson Education.
- Aksoy,P. & DeNardis,L. (2006). Introduction to Information Technology, Cengage Learning.
- Sinha,P.K. & Sinha, P. (2007). Fundamentals of Computers, 6th Edition BPB Publishers.

Reference books

- Elmsasri, R. & Navathe,S. (2007). Fundamentals of Database Systems, Pearson Education, Fifth Edition.
- Steinmetz, R. & Naharstedt, K. (1996)."Multimedia: Computing, Communications Applications", Pearson.
- Balagurusamy,E. (2009). Fundamentals of computers, Mcgraw hill education, Paperback, ISBN-10: 9780070141605

Modes of Evaluation: Assignment/ Mid-term Evaluation/Presentation/Journal/Viva

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Lab/ practical performed & Lab report	Assignment(s)/ Quiz (s)	Attendance	**Total**
15	10	10	5	**40**
END SEMESTER EXAMINATION (60)				
Practical **(60)**				

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand MS excel and ways to navigate through it.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Operate worksheet and apply formulas to format the data.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Carry out different operations on a worksheet in order to format cells and align text.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Demonstrate main features in workbook.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Create workbook using the orientations of additional features of workbook including charts and auto content wizard	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**M**	**H**	**M**	**H**	**M**	**M**	**M**	**M**	**H**	**M**	**H**
CO2	**H**	**M**	**H**	**M**	**H**	**M**	**M**	**M**	**M**	**H**	**M**	**H**
CO3	**H**	**M**	**H**	**M**	**H**	**M**	**M**	**M**	**M**	**H**	**M**	**H**
CO4	**H**	**M**	**H**	**M**	**H**	**M**	**M**	**M**	**M**	**H**	**M**	**H**
CO5	**H**	**M**	**H**	**M**	**H**	**M**	**M**	**M**	**M**	**H**	**M**	**H**

H- High
M- Medium
L-Low

Saura Ushah
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BACHELOR OF HOTEL MANAGEMENT

20BHM- 0CE31T/ 20BHM-0CE32T	Current Events & Legal Culture in Hotel	L	T	P	C
Version 1.0		3	0	0	3

Course Objectives- The purpose of this course is to:

1. Introduce the students to different acts and licenses concerning hotels.
2. Make the students understand laws pertaining to hotel operations.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand the impact of economic crises on hotel business.
CO2 List and describe various licenses required to run hotel & restaurants.
CO3 Discuss and explain Consumer & Environment Protection Act
CO4 Understand different laws related to food and liquor.
CO5 Explain the different types of labour laws.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X3= 42)**

Unit I: Current Events in Hospitality industry **6 lecture hours**

- New trends in the Hospitality Industry
- Evolutions in the Restaurant and Catering Industry
- The economic crisis and its impact on the tourism market
- The growing cruise market; A niche market

Unit II: Hotel and Restaurant License **6 lecture hours**

- Definition of license and permit
- license required to open and operate Hotels
- license required to open and operate Restaurants
- Procedure for obtaining, renewing licenses

Unit III: Consumer & Environment Protection Act: **8 lecture hours**

- The Consumer Protection Act, 2019
- Consumer protection councils, Procedure for redressal of grievances.
- Environment Protection Act, 1986
- Prevention and control of environment pollution.

Unit IV: Law Relating to Food and Beverage **10 lecture hours**

- Introduction to Prevention of Food Adulteration Act, Adulteration and Food Poisoning, Food Additives and Food preservatives.
- Introduction to Food Safety & Standards Act 2006: Food Business Operator, Role of Food Safety Officers, Role of Food Analysts, Central Food Laboratories; Role of Adjudicating Officers.
- Introduction to Liquor Licensing: Liquor Licensing Procedures, Procedure to acquire Liquor license, Types of licenses

Unit V: Labor Laws **12 lecture hours**

- The Factories act,1948,
- Minimum Wages Act, 1948,
- Industrial Disputes Act,1947
- Provident Fund Act
- **Sexual Harassment of Women employees at Workplace Act, 2013**

Text books

- Devendra, A. (2013). *Hotel Law* (1st ed.). U.K.: Oxford University Press.
- Kapoor, N. (2014). *Elements of Mercantile law* (34th ed.). Sultan Chand & sons.
- Negi, D. J. (2007). *Hotel and Tourism Laws* (1st ed.). New Delhi: Frank Brother & Company.
- Smith, E. (2016). *Hotel Law* (1st ed.). New York: Law Journal Press
- Migdal, N. (2015). *Hotel Law: Transactions, Management and Franchising* (1st ed.). UK: Routledge
- Negi, J. M. (2001). *Food & Beverage Laws-food Safety & Hygiene* (1st ed.). Meerut: Aman Publication.

Reference books

- Negi, J. (2007). *Hotel and Tourism Law* Frank Bros. & Co.
- Bachi, J. K. (1992). *Dare to Dream: A Life of Rai Bahadur Mohan Singh Oberoi* (1st ed.). New York: Viking Press.
- Jadhav, H., & Bhosale, V. M. (1995). *Environmental Protection and Laws* (1st ed.). New Delhi: Himalaya Pub. House.
- Trivedi, R. K. (2002). *Handbook of Environmental Laws, Rules Guidelines, Compliances and Standards* (1st ed.). US: Enviro Media.
- Walker. (2008). *Introduction to Hospitality management* (1st ed.). New Delhi: Pearson Education India.
- Stephen, C. B., & David, K. H. (2005). *Hospitality Law: Managing Legal Issues in the Hospitality Industry* (1st ed.). New York: John Wiley and Sons Inc.
- Michael, B., & Pamett, A. (2009). *Principles of Hospitality Law* (1st ed.). U.K.: Thomson.

Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	Attendance	**Total**
15	15	5	5	**40**
END SEMESTER EXAMINATION (60)				
Theory **(60)**				

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand the impact of economic crises on hotel business.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO10, PO11
CO2	List and describe various licenses required to run hotel & restaurants.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO10, PO11
CO3	Discuss and explain Consumer & Environment Protection Act	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO10, PO11
CO4	Understand different laws related to food and liquor.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO10, PO11
CO5	Explain the different types of labour laws.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO10, PO11

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and	Globalization	Ethical, Social and professional	Employability, Entrepreneurshi	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**M**		**H**	**M**	
CO2	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**M**		**H**	**M**	
CO3	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**M**		**H**	**M**	
CO4	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**M**		**H**	**M**	
CO5	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**M**		**H**	**M**	

H- High
M- Medium
L-Low

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20BHM-0FR31L/ 20BHM-0FR32L	French – IV	L	T	P	C
Version 1.0		**1**	**0**	**2**	**2**

Course Objectives- The purpose of this course is to:

1. Facilitate the learner to enhance the usage of vocabulary – especially of the daily life
2. Understand the technicalities of the usage of adjectives

Course Outcomes- On completion of this course, the students will be able to:

CO1 Describe parts of the human body

CO2 Understand the second auxiliary verb – AVOIR

CO3 Construct sentences with the help of AVOIR in affirmative, negative and in the interrogative forms

CO4 Elaborate Special uses of the verb AVOIR

CO5 Avoir in Negative

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. aimed to equip students with skills to apply the theoretical knowledge in various situations. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course Contents **Total Lecture hours (14X1 = 14)**

Unit I – identifying humans **4 lecture Hours**

- **Describing the different parts of the body**
- With the genders
- Usage of adjectives in the description of the body

Unit II – Introduction to the auxiliary verb AVOIR **3 lecture Hours**

- Usage in affirmative
- Usage in the negative
- Special uses of the verb AVOIR

Unit III – Special uses of the verb AVOIR **3 lecture Hours**

- Explanation
- Usage in different situations

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Unit IV – Interrogatory sentences with AVOIR **2 lecture Hours**

- Do I have?
- Do we have?

Unit V – usage of the verb AVOIR – Objects/humans etc. **2 lecture Hours**

- Dictations
- Class tests

LAB- (14x2 Hours) =28 Hours

Lab Session No.	Details
1	Identification of human beings
2	Demonstration of the parts of the body
3	Introduction of the adjective possessive
4	Sentences on comparison
5	Learning b heart the verb AVOIR – sentences in affirmative,negative and in the interrogative
6	Role Play – with the special uses of the verb AVOIR
7	Role Play – Interrogative sentences with the verb avoir
8	Role Play – negative sentences with the verb avoir
9	Dictation with the verb avoir
10	Essay writing with the verb avoir and Etre
11	Class test
12	Viva on AVOIR
13	Revision
14	Revision

Texts

- G. Mauger - Cours de langue et de Civilisation françaises

References

- G. Mauger - Cours de langue et de Civilisation françaises
- Larousse - Dictionnaire – anglais – français – anglais
- French Verbs – Robert & Nathan
- French Classified Vocabulary – Webster's

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MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Lab/ practical performed & Lab report	Assignment(s)/ Quiz (s)	Attendance	**Total**
15	10	10	5	**40**
END SEMESTER EXAMINATION (60)				
Practical **(60)**				

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Describe parts of the human body	PO1, PO2, PO3, PO4, PO5, PO9, PO10
CO2	Understand the second auxiliary verb – AVOIR	PO1, PO2, PO3, PO4, PO5, PO9, PO10, PO12
CO3	Construct sentences with the help of AVOIR in affirmative, negative and in the interrogative forms	PO1, PO2, PO3, PO4, PO5, PO9, PO10, PO12
CO4	Elaborate Special uses of the verb AVOIR	PO1, PO2, PO3, PO4, PO5, PO9, PO10, PO12
CO5	Avoir in Negative	PO1, PO2, PO3, PO4, PO5, PO9, PO10, PO12

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO 2	PO 3	PO 4	PO 5	PO6	PO 7	PO 8	PO9	PO1 0	PO1 1	PO1 2
CO1	**H**	**M**	**H**	**L**	**H**				**M**	**H**		
CO2	**H**	**M**	**H**	**L**	**H**				**M**	**H**		**H**
CO3	**H**	**M**	**H**	**L**	**H**				**M**	**H**		**M**
CO4	**H**	**M**	**H**	**L**	**H**				**M**	**H**		**L**
CO5	**H**	**M**	**H**	**L**	**H**				**M**	**H**		**L**

H- High
M- Medium
L-Low

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20BHM-0MK31T/ 20BHM-0MK32T	MARKETING II	L	T	P	C
Version 1.0		2	0	0	2

Course Objectives- The purpose of this course is to:

1. Introduce the students to basic concepts of marketing business environment, consumers and markets and to develop a feel of the marketplace.
2. Familiarize them with marketing strategies, environment and related concepts.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand the concept of marketing, its types and characteristics.

CO2 list down the factors affecting tourist buying and behavior.

CO3 Understand and analyze the process concerning to marketing environment.

CO4 Name and explain the golden P's of Marketing.

CO5 Plan a marketing strategy based on different resources of marketing available.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X2= 28)**

Unit I: Introduction **6 lecture hours**

- Marketing for hospitality and tourism: basic elements of marketing, different aspects of marketing (nature of marketing
- Importance of marketing, scope of marketing, benefits of marketing), marketing concept, characteristics of service marketing
- Types of marketing in service industries, process of tourism marketing, recent trends of hospitality marketing, the influence of marketing on tourism

Unit II: Understanding organization and tourism related processes **6 lecture hours**

- Understanding the behavior of Hospitality & Tourism Consumers
- Introduction, risks involved in travel purchase, tourist buying process

- Factors influencing tourist buying, tourist decision making models, consumer problem solving processes
- Consumer problem techniques, organizational buying behavior

Unit III: Marketing Environment, types and SWOT **4 lecture hours**

- Market STP & Environment: definitions of elements of stp, types and process of segmentation
- Market targeting process, product positioning (purpose and process)
- Meaning and definition of marketing environment, types of marketing environment, marketing environment scanning process
- Importance and impact of environment scanning, environment research, swot analysis of Indian tourism industry

Unit IV: Marketing Mix **4 lecture hours**

- Golden P's of marketing: Concept of marketing mix: meaning and definition of marketing mix
- Elements of marketing mix, product mix, place mix, promotion mix, price mix, process mix, people mix
- Physical evidence mix
- ATL & BTL Media communications & Marketing
- Digital marketing

Unit V: Destination Promotion, Branding and Global marketing **8 lecture hours**

- Destination marketing: introduction, top ten states in India which attracts more international tourists, objectives and benefits of destination marketing
- The role of destination marketing organizations, destination branding, destination promotions, marketing events, responsible marketing in tourism, destination research methods
- Internal marketing
- Recent trends in hospitality marketing: marketing application, technology and trends in tourism marketing, role of government bodies, role of private organizations
- Role of NGO's in tourism marketing, global marketing, marketing on the web, green marketing, e-commerce, m-marketing, social media marketing, blog marketing, digital marketing

Text books

- Kotler, P., & Keller, K. L. (2009). Marketing management. Upper Saddle River, N.J: Pearson Prentice Hall.
- Ramaswamy V S and Namakumari (2017).Marketing Management. S Macmillan India Ltd.
- Saxena Rajan (2005). Marketing Management . Tata McGraw-Hill

Reference Books

- Neelamegham S (20212). Marketing in India Cases and Readings. Vikas Publishing House Pvt. Ltd.
- Stokes David (1993). Majaro-The Essence of Marketing. Prentice Hall of India
- Evans R Joel and Berman Barry (2006). Marketing in the 21st Century. Gower Publications.

Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	Attendance	**Total**
15	15	5	5	**40**
END SEMESTER EXAMINATION (60)				
Theory **(60)**				

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand the concept of marketing, its types and characteristics.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	List down the factors affecting tourist buying and behavior.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Understand and analyze the process concerning to marketing environment.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Name and explain the golden P's of Marketing.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Plan a marketing strategy based on different resources of marketing available.	PO1, PO2, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12



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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital	Problem Solving	Communication &	Behavioral Skills,	Globalization	Ethical, Social and	Employability,	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO10	PO11	PO12
CO1	**M**	**M**	**M**	**H**	**H**	**H**	**M**	**M**	**H**	**H**	**M**	**H**
CO2	**M**	**M**	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**H**	**M**	**H**
CO3	**M**	**M**	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**H**	**M**	**H**
CO4	**M**	**M**	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**H**	**M**	**H**
CO5	**M**	**M**	**H**	**H**	**H**	**H**	**M**	**M**	**H**	**H**	**M**	**H**

H- High
M- Medium
L-Low

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20BHM-0HR31T/ 20BHM-0HR32T	**Human Resource Management II**	**L**	**T**	**P**	**C**
Version 1.0		**2**	**0**	**0**	**2**

Course Objectives- The purpose of this course is to:

1. Introduce the students to the concepts, methods and processes of management.
2. Familiarize them with the training methods and importance of performance appraisal and Employee motivation.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Execute Induction Program and welcoming a multicultural team.
CO2 Construct formal agreements & Hospitality Contacts.
CO3 Assess Staff performance through performance appraisals.
CO4 Calculate compensation benefits for employees.
CO5 Carry out Human Resource activities effectively.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. Aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management & Business world news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X2= 28)**

Unit I: Welcoming and integrating new employees **6 Lecture hours**

- The importance of employee induction in a company
- Goals
- Procedures to be put in place
- Welcoming and integrating a multi-cultural team

Unit II: Contracts and Agreements **6 Lecture hours**

Types of contracts

- Common law contracts
- Specific hospitality industry contracts

Obligations

- Formalities when hiring personnel
- Complying with the contract
- Obligations

Unit III Staff assessment, Appraisals & Termination **6 Lecture hours**

Termination of the contract

- Resignation
- Dismissal

Appreciation and assessment

- Goals
- Assessment of performances

Personal skills assessment

Unit – IV Compensation **6 Lecture hours**

Components

- Elements to be included in the pay slip
- Calculation of the pay slip

Salary as a motivating factor

- Method to decide upon the compensation amount
- Negotiation

Unit – V Case Studies and Role play **4 Lecture hours**

Text books

- Dessler G (2005). Human Resource Management Pearson Education, India
- Aswathappa. K, (2005), Human Resource Management- Text & Cases, Tata McGraw Hill, New Delhi
- Jack D. Ninemeier, David K. Hayes Human Resources Management in the Hospitality Industry, Study Guide 1st & 2nd
- Biswas, L. (2012). Human Resource Management in Hospitality. Delhi: Oxford University Press
- Blyton, P., & Turnbull, P. (2004). Dynamics of Employee Relations (Management, Work and Organizations) (3rd ed.). Hampshire: Palgrave Macmillian
- Bratton, J., Callinan, M., Forshaw, C., & Corbett, M. (2007). Work and Organizational Behavior: Understanding the Workplace (2nd ed.). Hampshire: Palgrave Macmillian

Reference books

- Wendell L. Human Resources Management by , Publisher: Houghton Mifflin Company Reference books
- Mathis R L and Jackson J H (2006). Human Resource Management, Cengage Learning (Thomson Learning).
- Snell S and Bohlander G (2007). Human Resource Management, Cengage Learning (Thomson Learning).

Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	Attendance	**Total**
15	15	5	5	**40**
END SEMESTER EXAMINATION (60)				
Theory **(60)**				

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Execute Induction Program and welcoming a multicultural team	PO1, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO2	Construct formal agreements & Hospitality Contacts.	PO1,, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO3	Assess Staff performance through performance appraisals.	PO1, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO4	Calculate compensation benefits for employees.	PO1, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12
CO5	Carry out Human Resource activities effectively.	PO1, PO3, PO4, PO5, PO6, PO7, PO8, PO9, PO10, PO11, PO12



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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO 5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**		**M**	**H**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**M**
CO2	**H**		**M**	**H**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**M**
CO3	**M**		**M**	**H**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**M**
CO4	**M**		**M**	**H**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**M**
CO5	**M**		**H**	**H**	**H**	**H**	**L**	**H**	**H**	**H**	**H**	**H**

H- High
M- Medium
L-Low

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20BHM-0OC31L/ 20BHM-0OC32L	Oral Communication	L	T	P	C
Version 1.0		1	0	2	2

Course Objectives- The purpose of this course is to:

1. Facilitate the learner with the basic mechanics of reading and writing skills and at the same time incorporating the concept of creative thinking and self-motivation.
2. Enhance the students' over all communicative and behavioral competence.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Define Communication and list their types, channels and barriers.
CO2 Implement problem solving process.
CO3 describe and use problem solving techniques to solve communication related problems.
CO4 Understand the concept of creative thinking and EQ models.
CO5 Differentiate between intrinsic and extrinsic motivation.

Pedagogy- Primarily class lectures followed by question-answer sessions/ class tests/ assignments/ interactive sessions, reading of texts, role plays, compositions, case study would be used as an important pedagogy.

Course content **Total Lecture hours (14X1= 14)**

Unit I: Communication Skills **3 Lecture hours**

- Types of communication
- Importance of communication
- Channels of communication
- Barriers

Unit II: Reading Comprehension **3 Lecture hours**

- Summarizing
- Paraphrasing

Introduction to Writing Skills

- Effective writing Skills
- Avoiding Common Errors
- Paragraph Writing
- Note Taking
- Writing Assignment

Hindrances to Problem Solving Process

- Perception
- Expression
- Emotion
- Intellect
- Work environment

Unit III: Problem Solving-I **3 Lecture hours**

- Recognizing and defining a problem
- Analyzing the problem (potential causes)
- Developing possible alternatives
- Evaluating Solutions
- Resolution of problem
- Implementation

Problem Solving-II

- Barriers to problem solving:
- Perception
- Expression
- Emotion
- Intellect
- Work environment

Unit IV: Creative Thinking **3 Lecture hours**

- Definition and meaning of creativity
- The nature of creative thinking
- Convergent and Divergent thinking
- Idea generation and evaluation (Brain Storming)
- Image generation and evaluation
- Debating

Emotional Quotient

- Types
- Models
- EQ test

Unit V: Netiquette **2 Lecture hours**

- Meaning
- Why
- How

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Motivation

- Intrinsic and extrinsic motivation
- Push and pull
- Self –control

LAB- (14x2 Hours) =28 Hours

Lab Session No.	Details
1	Practical Exercise on defining means of communication. Efficacy of communication by way of a whisper game. Spoken and written communication.
2	Exercises on the communication gap in listening and hearing. The students will conduct many role plays.
3	Preparing pieces of communications with a to-the-point precision. Reading the details mentioned on the air tickets, boarding passes, railway tickets etc. reading time tables and public announcements.
4	Talking about barriers in communication and the avoidable barriers Vs unavoidable barriers
5	Describing people and situations
6	Describing events
7	Preparing newsletters and briefs
8	Preparing articles of interest – free writing as that of journalists
9	The do's and don'ts of effective communication
10	Official communications, notices and instruction boards
11	Personal communications – composition and
12	Writing E Mails and communicating on the Social Media
13	Revision
14	Revision

Text books

- Essentials of Business Communication by Rajendra Pal & J. S.Korlahalli, publisher- Sultan Chand & Sons.
- Phil Lowe Koge Page: Creativity and Problem Solving, New Delhi, 1996

Reference books

- The 7-Habits of Highly Effective People by Stephen R. Covey, Simon &Schuster Ltd.

- Business Correspondence and Report Writing by R.C. Sharma & Krishan Mohan, publisher-TMH
- Michael Steven: How to be a better problem solver, Kogan Page, New Delhi, 1999
- Geoff Petty: How to be better at creativity; Kogan Page, New
- Phil Lowe Koge Page: Creativity and Problem Solving, New Delhi, 1996

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Lab/ practical performed & Lab report	Assignment(s)/ Quiz (s)	Attendance	**Total**
15	10	10	5	**40**
END SEMESTER EXAMINATION (60)				
Practical **(60)**				

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Define Communication and list their types, channels and barriers.	PO1, PO3, PO5, PO6, PO10, PO11
CO2	Implement problem solving process.	PO1, PO3, PO4, PO5, PO6, PO10, PO11
CO3	Describe and use problem solving techniques to solve communication related problems.	PO1, PO3, PO4, PO5, PO6, PO10, PO11
CO4	Understand the concept of creative thinking and EQ models.	PO1, PO3, PO4, PO5, PO6, PO10, PO11
CO5	Implement problem solving process.	PO1, PO3, PO5, PO6, PO10, PO11



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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital	Problem Solving	Communication &	Behavioral Skills,	Globalization	Ethical, Social and	Employability,	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO 1	P O2	P O3	P O4	P O5	P O6	P O7	P O8	P O9	PO 10	PO 11	PO 12
CO1	**M**		**H**		**H**	**M**				**H**	**M**	
CO2	**M**		**H**	**H**	**H**	**M**				**H**	**M**	
CO3	**M**		**H**	**H**	**H**	**M**				**H**	**M**	
CO4	**M**		**H**	**H**	**H**	**M**				**H**	**M**	
CO5	**M**		**H**		**H**	**M**				**H**	**M**	

H- High
M- Medium
L-Low

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SEMESTER V/VI

20BHM-0IN31L/ 20BHM-0IN32L	Industrial Training -II	L	T	P	C
Version 1.0				20 Weeks	28

Course Objectives- The purpose of this course is to:

1. Provide an opportunity to students to do specialization in any of the core department of a hotel.
2. Familiarize students with the hand on work exposure, which will help them to be an entrepreneur and make them industry Ready at the same time.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Implement and apply the Knowledge gained during Industry Training I in the actual work scenario.

CO2 Construct advance menu for the trial test after completion of the programme.

CO3 Develop department specific skills required to grown in the specific field.

Module

- **The whole batch will be undergoing a 20-week training in the Seventh semester. It is mandatory for the students to undergo training in their chosen specialized area of the hotel.**
- **A student can undertake a specialized training in the following areas**

1. **Food and Beverage (Production and Service)**
2. **Room Divisions (Front office and Housekeeping)**

Food Production Training

- Perform daily work concerning to the department.
- Develop knowledge and skills to manage a single outlet single handedly.
- Plan & Construct different menus and get the same judged from the Executive chef.

Food and Beverage Service Training

- Carry out service in the restaurant during actual working house.
- Post and settle bills on the point of sale software.
- Understand the functioning of a restaurant.
- Gain knowledge on the daily sales and APC.

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Front Office Management

- Manage a front office section single handedly.
- Carry out night auditing and assist the night auditor in preparing forms and formats.
- Construct Duty Roasters.
- Prepare c-forms, discrepancy reports,
- Run Opera or other related softwares and book a room.

Accommodation Management

- Carry out the below mentioned procedures
  - Cleaning of room and bathroom
  - Lost and found procedures
  - Exchange of linen
  - Cleaning of various surfaces
  - Pest control
  - Flower arrangement procedures

Examination Scheme Examination Scheme:

Training Report:	30 marks
Log book	20 marks
Performance appraisal form by hotel	10 marks
Post training viva	20 marks
Presentation	20 marks
Total:	**100 Marks**

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BACHELOR OF HOTEL MANAGEMENT

ASSESSMENT SUMMARY						
S.NO.	**FORM OF ASSESSMENT**	**FORMAT**	**TIME**	**WEIGHTAGE (MARKS)**	**SUBMISSION DUE DATE**	**SUBMIT VIA**
1	**Training Report**	As Prescribed By Hospitality School	N/A	30	Date As Announced And Informed By Hospitality School	Hard Copy (2 Copies Spiral Bound+ Cd)
2	**Log Book**	As Prescribed By Hospitality School	N/A	20	Date As Announced And Informed By Hospitality School	Hard Copy
3	**Performance Appraisal Form By Hotel**	Hotel Format	N/A	10	Date As Announced And Informed By Hospitality School	Hard Copy
4	**Post Training Viva**	N/A	N/A	20	Date As Announced And Informed By Hospitality School	In Person
5	**Presentation**	N/A	10 Minutes	20	Date As Announced And Informed By Hospitality School	In Person
TOTAL MARKS- **100**						

Note

- **Submission of Experience certificate and log book at the time of examination is compulsory for the students. Absence of either one of the same will result in debarred status.**

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VATEL HOTEL & TOURISM BUSINESS SCHOOL

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BACHELOR OF HOTEL MANAGEMENT

Semester VII

20BHM-0FP41C	Advanced Culinary Operations	L	T	P	C
Version 1.0		2	0	4	4

Course Objectives- The purpose of this course is to:

1. Develop knowledge and understanding on various International Cuisine and bakery and confectionary items.
2. Develop understanding on new products and research development.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Determine the working of various international cuisines & practicing the related menus.
CO2 Speculate & understand the varieties and processes involved in bakery dessert preparations.
CO3 Evaluate the various bread making methods and the faults observed during the bread making process.
CO4 Plan and forecast budgets based on budgeting needs and requirement.
CO5 Develop new recipes based on research and development of new products.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations.

Course content - **Total Lecture hours (14X2= 28)**

Unit I: International Cuisine **8 Lecture Hours**

Introduction to International cuisine: Great Britain, France, Italy, Spain & Portugal, Scandinavia, Germany, Middle East, Oriental, Mexican, Arabic, Chinese

- Geographic location
- Historical background
- Staple food with regional influences
- Specialties
- Recipes

BACHELOR OF HOTEL MANAGEMENT

Unit II: Bakery & Confectionery — 8 lecture Hours

- Icings & Toppings
- Varieties Of Icings
- Using Of Icings
- Difference Between Icings & Toppings
- Recipes

Frozen Desserts

- Types and classification of frozen desserts
- Ice creams-Definitions
- Methods of preparation
- Additives and preservatives used in Ice-cream manufacture

Meringues

- Making of Meringues
- Factors affecting the stability
- Cooking Meringues
- Types of Meringues
- Uses of Meringues

Unit III: Bread Making — 5 Lecture Hours

- Role of ingredients in bread making
- Bread Faults
- Bread Improvers

Chocolate

- History
- Sources
- Manufacture & Processing of Chocolate
- Types of chocolate
- Tempering of chocolate
- Cocoa butter, white chocolate and its applications

Unit IV: Production Management — 4 Lecture Hours

- Kitchen organization
- Allocation of Work-Job Description, Duty Roasters
- Production Planning
- Production Scheduling
- Production Quality & Quantity Control
- Forecasting Budgeting
- Yield Management



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Unit V: Charcuterie — 3 Lecture Hours

- Sausages
- Forcemeat
- Chaud Froid
- Galantines & Pate
- Mousse & Mousseline
- Aspic and gelee

LAB- (14x4 Hours) =56 Hours

Week	Soup/ Starter	Main Course	Sides	Desserts
1 Spain	Gazpacho	Pollo Costa Brava	Paella Spanish pisto(vegetables) & Spanish bread	Chocolate Turrón
3 Italian	Minestrone soup	Chicken & blue cheese /spinach and ricotta ravioli	Pizza margherita	Cannoli
2 Spain	Salmorejo	One pan Spanish Chicken / Espinacas con Garbanzos (Spinach and Chickpeas)	Spanish rice & Pan de Alfacar	Churros
4 Italian	Gnocchi salad	Spinach tagliatelle/chicken and pepper tagliatelle	pomme Croquettes Foccacia	Tiramisu
5 Greek	Greek salad	Chicken Souvlaki with tatziki/veg moussakka	Feta with Pita & couscous	Revani
6 Lebanese	Tabbouleh	Mezze platter (falafel,shish tawook. Jujhe kebab, grilled zucchini ,Pita, hummus, babaganoush, tahini)		Baklawa
7 UK	Vegetable and Bean Soup Barley bread	Sunday Roast chicken with jus / Herbed Cottage Cheese Steak with tomato sauce Orange sauce Assortment of vegetables pommes Lyonnais		Pineapple upside down cake
8 Germany	Potato & leek soup Pretzels	Schnitzel with lemon caper cream, German style vegetables & sauerkraut	Potato pancakes	Schwarzwälder Kirschtorte
9 French	French Onion Soup	Hachis Parmentier/	Ratatouille	Strawberry & lemon

	Baguette	Flamiche with Spinach Soufflé		meringue tartlet
10 Oriental	Crab Rangoon / corn Rangoon	Sliced Chicken/Cottage Cheese in Black bean Sauce/ With Burnt Garlic Fried Rice	Lettuce Wrap	Custard Buns with Green Tea sauce.
11 Charcuterie & Breads	Sausages, Galantine, Pate & Aspic Assorted Breads			
12 Cakes & Icings	Sponge	Gel Cake	Pound Cake	Meringue, Whipped, Fondant & Molding Clay.
13	Trade Test			
14	Trade test			

Texts books

- Food Production and Culinary Art (2013). Maheshwari Prasad Verma
- Essentials of Asian Cuisine, Fundamentals and Favorite Recipes (2010). Corinne Trang
- Bali, P.S. (2011). International Cuisine; Oxford university press

Reference books

- Escoffier, A. (1979). The Complete Guide To The Art Of Modern Cookery: The first translation into English in its entirety of Le Guide Culinaire. London: Heinemann.
- Kinton, R., &Ceserani, V. (2005).The Theory of Catering. London: E. Arnold.
- Larousse, L. (2001). Larousse Gastronomique: The World's Greatest Cookery Encyclopedia. Hamlyn.
- Harold McGee (2015). On Food and Cooking: The Science and Lore of the Kitchen Essential

Modes of Evaluation: Assignment/ Mid term / Journal/ Viva/Practical Evaluation

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BACHELOR OF HOTEL MANAGEMENT

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)			
THEORY (25)			
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	Attendance	**Total**
10	10	5	**25**
LAB (15)			
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**	
10	5	**15**	
END SEMESTER EXAMINATION (60)			
Theory **(35)**		Lab **(25)**	

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Determine the working of various International cuisines & practicing the related menus.	PO1,PO2,PO3,PO4,PO5,PO6,PO7,PO8,PO9,PO10,PO12
CO2	Speculate & understand the varieties and processes involved in bakery dessert preparations.	PO1,PO3,PO5,PO6,PO7,PO8,PO9, PO10
CO3	Evaluate the various bread making methods and the faults observed during the bread making process.	PO1,PO3,PO5,PO6,PO7,PO8,PO9, PO10
CO4	Plan and forecast budgets based on budgeting needs and requirement.	PO1,PO2,PO3,PO4,PO5,PO6,PO7,PO8,PO9,PO10,PO12
CO5	Develop new recipes based on research and development of new products.	PO1,PO2,PO3,PO4,PO5,PO6,PO7,PO8,PO9,PO10,PO12

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital	Problem Solving	Communication &	Behavioral Skills,	Globalization	Ethical, Social and	Employability,	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO10	PO11	PO12
CO1	**H**	**H**	**L**	**H**	**M**	**M**	**M**	**H**	**H**	**H**		**H**
CO2	**H**		**L**		**M**	**M**	**M**	**H**	**H**	**H**		
CO3	**H**		**L**		**M**	**M**	**M**	**H**	**H**	**H**		
CO4	**H**	**H**	**L**	**H**	**M**	**M**	**M**	**H**	**H**	**H**		**H**
CO5	**H**	**H**	**L**	**H**	**M**	**M**	**M**	**H**	**H**	**H**		**H**

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0FB41C	Advanced Food & Beverage Service	L	T	P	C
Version 1.0		2	0	4	4

Course Objectives- The purpose of this course is to:

1. Provide students with the knowledge and skills necessary to perform the daily duties required of food and beverage service personnel.
2. Provide an opportunity for students to apply their knowledge and skills of food and beverage operations in a practical training situation.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Design Job Description, Specifications & duty roaster of a Food & Beverage Service Department.
CO2 Demonstrate the different flambé recipes of guerdon service as a specialized service.
CO3 Design & supervise a Bar with all basic equipments required for smooth functioning of a Bar.
CO4 Evaluate the importance & functions of Kitchen stewarding department in a food & beverage Service department
CO5 Demonstrate supervisory skills to handle any food & beverage outlet a five star hotel or stand-alone.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations.

Course content - **Total Lecture hours (14X2= 28)**

Unit I: Food & Beverage Staff Organisation 6 Lecture hours

- Categories of staff
- Hierarchy
- Job description and specification
- Duty roaster

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Unit II: Gueridon Service — 6 Lecture hours

- History of gueridon
- Definition
- General consideration of operations
- Advantages & Dis-advantages
- Types of trolleys
- Factor to create impulse, Buying – Trolley, open kitchen
- Gueridon equipment
- Gueridon ingredients

Unit III: Bar Operations — 6 Lecture hours

- Types of Bar
- Cocktail
- Dispense
- Area of Bar
- Front Bar
- Back Bar
- Under Bar (Speed Rack, Garnish Container, Ice well etc.)
- Bar Stock
- Bar Control
- Bar Staffing
- Opening and closing duties

Unit IV: Kitchen Stewarding — 6 Lecture hours

- Importance
- Opportunities in kitchen stewarding
- Record maintaining
- Machine used for cleaning and polishing
- Inventory

Unit V: Managing Food & Beverage Outlet — 4 Lecture hours

- Supervisory skills
- Developing efficiency
- Standard Operating Procedure

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LAB- (14x4 Hours) =56 Hours

Lab session No.	Details
1	Organizing Mise-en-place for Gueridon Service, Dishes involving work on the Gueridon
2	Gueridon service of Crepe suzette & Mock restaurant service
3	Gueridon service of banana au Rhum & Mock restaurant service
4	Gueridon service of Peach Flambé & Mock restaurant service
5	Gueridon service of Rum Omelette & Mock restaurant service
6	Designing & Setting the bar
7	Conducting Briefing & Debriefing
8	Drafting Standard Operating Systems (SOPs) for various F & B Outlets
9	Supervising Food & Beverage operations Making Duty Roster
10	Preparing Restaurant Log
11	Kitchen Stewarding • Using & operating Machines • Exercise – physical inventory
12	Mock Restaurant Service
13	Mock Restaurant Service
14	Mock Restaurant Service

Text books

- Fischer, J. (2006). *At your service: a practical guide for the Professional Dining Room,* (2nd ed.).New York: John Wiley and Sons Inc.
- Singaravelavan, R. (2012). *Food and Beverage Services* (1st ed.). New Delhi: Oxford University Publications.
- Axler, H. Bruce et al (1990). *Food and Beverage Service* (1st ed.). US: Indiana University.
- Bagchi, S. N. (2007). *Textbook of Food and Beverage Service* (1st ed.). New Delhi: Aman Publications.
- George, B. (2008). *Food and Beverage Service and Management* (3rd ed.). UK: Jaico Publishing House.

Reference books

- Lillicrap, D. R., & Cousins, J. A. (1998). *Food and beverage service* (5th ed.). London: Hodder and Stoughton.
- Kotschevar, L. H., & Luciani, V. (1996). *Presenting service: the ultimate guide for the foodservice professional* (2nd ed.). New York: John Wiley and Sons Inc.
- Meyer, S., Schmid, E., & Spühler, C. (1990) *Professional table service* (1st ed.). New York: John Wiley and Sons Inc.
- National Restaurant Association Education Foundation (2005). *Serve Safe alcohol: fundamentals of responsible alcohol service* (1st ed.). New York: John Wiley and Sons Inc.

Modes of Evaluation: Assignment/ Mid-term / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)			
THEORY (25)			
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	Attendance	**Total**
10	10	5	**25**
LAB (15)			
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**	
10	5	**15**	
END SEMESTER EXAMINATION (60)			
Theory **(35)**		Lab **(25)**	



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Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Design a Job responsibilities & duty roaster of a Food & Beverage Service Department.	PO1, PO2, PO4, PO5, PO6, PO8, PO9, PO10, PO12
CO2	Demonstrate the different flambé recipes of guerdon service as a specialized service.	PO1, PO2, PO4, PO5, PO6, PO8, PO9, PO10, PO12
CO3	Design & supervise a Bar with all basic Equipments required for smooth functioning of a Bar.	PO1, PO5, PO8, PO9, PO10, PO12
CO4	Evaluate the importance & functions of Kitchen stewarding department in a food & beverage Service department	PO1, PO2, PO4, PO5, PO6, PO8, PO9, PO10
CO5	Demonstrate supervisory skills to handle any food & beverage outlet a five star hotel or stand-alone.	PO1, PO2, PO4, PO5, PO6, PO7, PO8, PO9, PO10

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication &	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability,	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**		**H**	**M**	**M**		**H**	**H**	**H**		**H**
CO2	**H**	**H**		**H**	**M**	**M**		**H**	**H**	**H**		**H**
CO3	**H**				**M**			**H**	**H**	**H**		**H**
CO4	**H**	**H**		**H**	**M**	**M**		**H**	**H**	**H**		
CO5	**H**	**H**			**M**	**M**	**M**	**H**	**H**	**H**		

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0AO41C	Accommodation Management	L	T	P	C
Version 1.0		2	0	2	3

Course Objectives- The purpose of this course is to:

1. Develop knowledge and understanding on functions and records of housekeeping department
2. Develop understanding on housekeeping budgetary controls and processes involved.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Develop the area inventory list of housekeeping and undergo a time and motion student of the department.

CO2 Decide capital and operating budget taking into consideration the expenses to run the housekeeping department.

CO3 Outline the importance of Purchasing and contracting in housekeeping department.

CO4 Develop a security and safety module for housekeeping department.

CO5 Discuss & explain the changing trends in hotel housekeeping.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations.

Course content - **Total Lecture hours (14X2= 28)**

Unit I: Planning and organizing the housekeeping department **6 Lecture hours**

- Area inventory list
- Frequency schedules
- Performance and productivity standards

Time and motion study in housekeeping operations

- Standard operating manuals – job procedures
- Job allocation and work schedules
- Calculating staff strengths & planning duty rosters, teamwork and leadership in house keeping
- Training in HKD, devising training programs for HK staff
- Inventory level for non-recycled items



Unit II: Budget and budgetary controls — **6 Lecture hours**

- The budget process
- Planning capital budget
- Planning operation budget
- Operating budget – controlling expenses – income statement

Unit III: Purchasing in housekeeping — **6 Lecture hours**

- Purchasing systems – methods of buying
- Purchase Stock records – issuing and control
- Contract services
- Types of contract services
- Guidelines for hiring contract services
- Advantages & disadvantages of contract services

Unit IV: Safety and security — **4 Lecture hours**

- Safety awareness and accident prevention
- Fire safety and fire fighting
- Crime prevention and dealing with emergency situation
- Energy and water conservation in housekeeping operations

Unit V: New Property Operations — **6 Lecture hours**

- Housekeeper in a new property
- Division of work
- Staffing consideration
- Orientation and training
- Area responsibility plan
- Counting before the opening

Changing trends in Hospitality

- Hygiene not just cleanliness
- Training and motivation
- Trends

Eco friendly product and services

- New scientific techniques
- IT savvy housekeeping



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LAB- (14x2 Hours) =28 Hours

Lab session No.	Details
1	First Aid & First aid kit
2	Planning Duty Roster
3	Developing area Inventory list, Productivity & performance Standard
4	Devising Training Programs for Housekeeping department
5	Lost and found articles
6	Budgeting for housekeeping expense
7	Ergonomics in Housekeeping
8	Hotel Renovation
9	Eco friendly Practices(Reuse & Recycle)
10	Special Decorations
11	Prevention of accidents
12	Dealing with emergency situation

Lab Session 13 & 14 - Compulsory Case Study related to Real world Housekeeping Department related issues and procedures

Textbooks

- Kaushal, S.&Gautam, S. (1994). *Accommodation Operation Management* (4th ed.). Noida: Frank Bros & Co.
- Andrews, S. (1990). *Hotel Housekeeping Management and Operations* (3rd ed.). NY: Tata McGraw Hill Companies.
- Margaret, M., Kappa, A.L., & Patricia, B. (2002). *Housekeeping Management* Educational Institute of the American Hotels & Motels Association.
- Raghubalan,G., &Raghubalan, S. (2015). *Hotel Housekeeping Operations & Management* (3rd ed.). England, UK: Oxford University Press.
- Jones,T. (2004). *Professional management of housekeeping operations* (4th ed.). New Jersey: John Wiley & Sons.

Reference books

- Huyton, J.,& Baker, S. (2001). *Case studies in rooms operation and management*(3rd ed.). Frenchs Forest NSW: Pearson Hospitality Press.
- O'Shannessy, V., Haby, S., & Richmond, P. (2001). *Accommodation services* (3rd ed.). Frenchs Forest NSW: Prentice Education Australia.
- Schneider, W.M., Tucker, G., &Sloviak, M. (1999). *The professional housekeeper* (4th ed.). Milton Qld: Jacaranda Wiley.

- Casado, M.A. (2012). *Housekeeping Management*, (2nd ed.). Hoboken, New Jersey: John Wiley & Sons.
- Lindsay, N. (2009). *Good Housekeeping Cookery Book: The Cooks Classic Companion* (2nd ed.). NY: Collins & Brown.

Modes of Evaluation: Assignment/ Mid-term / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)			
THEORY (25)			
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	Attendance	**Total**
10	10	5	**25**
LAB (15)			
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**	
10	5	**15**	
END SEMESTER EXAMINATION (60)			
Theory **(35)**		Lab **(25)**	



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BACHELOR OF HOTEL MANAGEMENT

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Develop the area inventory list of housekeeping and undergo a time and motion student of the department.	PO1,PO2,PO4,PO5,PO6,PO7,PO8,PO9,PO10, PO12
CO2	Decide capital and operating budget taking into consideration the expenses to run the housekeeping department.	PO1,PO2,PO4,PO5,PO6,PO7,PO8,PO9,PO10 , PO12
CO3	Outline the importance of Purchasing and contracting in housekeeping department.	PO1,PO5,PO7,PO8,PO9, PO10, PO12
CO4	Develop a security and safety module for housekeeping department.	PO1,PO2,PO4,PO5,PO6,PO7,PO8,PO9,PO10
CO5	Discuss & explain the changing trends in hotel housekeeping	PO1,PO2,PO4,PO5,PO6,PO7,PO8,PO9,PO10

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital	Problem Solving	Communication &	Behavioral Skills,	Globalization	Ethical, Social and	Employability,	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO 1	P O2	P O3	P O4	P O5	P O6	P O7	P O8	P O9	PO 10	PO 11	PO 12
CO1	**H**	**H**		**H**	**M**	**M**	**M**	**H**	**H**	**H**		**H**
CO2	**H**	**H**		**H**	**M**	**M**	**M**	**H**	**H**	**H**		**H**
CO3	**H**				**M**		**M**	**H**	**H**	**H**		**H**
CO4	**H**	**H**		**H**	**M**	**M**	**M**	**H**	**H**	**H**		
CO5	**H**	**H**		**H**	**M**	**M**	**M**	**H**	**H**	**H**		

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

21BHM-0RE41C	Research in Hospitality	L	T	P	C
Version 1.0		3	0	0	3

Course Objectives- The purpose of this course is to:

1. Equip the students with latest and necessary field techniques and to build a necessary statistical acumen among them.
2. Familiarize them with tools and forms of Research.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand & Explain the scope and purpose of doing research.
CO2 State research problem and objectives and identify the theme.
CO3 Design research and Collect data using various data collection methods.
CO4 Plan sampling and fieldwork.
CO5 Undergo Literature Review, data analysis and Report Writing.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X3= 42)**

Unit I: Introduction **8 lecture Hours**

- Meaning and definition
- Scope and purpose of doing research
- Areas of research, research procedure
- Applications of research
- Problems of conducting research

Unit II: Project Theme **8 lecture Hours**

- Identifying theme of project
- Selection of Title, Description of universe
- Executive summary
- Statement of research problem and research objectives.



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Unit III: Research Design & Data Collection Method **8 lecture Hours**

- Primary research, Secondary research
- Research approaches –Observation, Experiment
- Survey
- Research instrument –Questionnaire Design and Development

Unit IV: Sampling Plan & Field Work **10 lecture Hour**

- Sampling Unit
- Sample Size
- Sample selection process
- **Field Work-** Planning and Organizing

Unit V: Data Analysis & Report Writing **8 lecture Hours**

- Classification
- Tabulation
- Analysis and Interpretation
- Report format
- Executive summary
- Literature review, findings
- Conclusion and Recommendation
- Case Study

Text books

- Douglas, C. (2007). *Design and Analysis of Experiments* (5th ed.). New Delhi: Wiley India.
- Douglas C., Runger, D., & George, C. (2007). *Applied Statistics & probability for Engineers* (3rd ed.). New Delhi: Wiley India.
- Kumar, R. (2014). *Research Methodology: A Step-by-Step Guide for Beginners* (4th ed.). New Delhi: SAGE Publications Ltd.
- Geoffrey, R., David, D. (2005). *Essentials of Research Design and Methodology* (1st ed.). Hoboken, NJ: Wiley.
- Padma, T. (2014). *Research Methodology* (4th ed.). New Delhi: Bharat Law House Pvt. Ltd.

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Reference books

- Kothari, C. R. (2004). *Research Methodology - Methods and Techniques* (2nd ed.). New Delhi: New Age International.
- Steven, G. C. (2014). *Research Methodology* (kindle ed.). UK: SGC Production.
- Graham, M. (2017). *Research Methodology: The beginners Manual* (1st ed.). Philippines: Create Space Independent Publishing Platform.
- David, L., & Jennifer, R. (2014). *Single Case Research Methodology: Applications in Special Education and Behavioral Sciences* (2nd ed.). Abingdon, United Kingdom: Routledge.

Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	Attendance	**Total**
15	15	5	5	**40**
END SEMESTER EXAMINATION (60)				
Theory **(60)**				

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand & Explain the scope and purpose of doing research.	PO1, PO2, PO4, PO8,PO9,PO10
CO2	Design research and Collect data using various data collection methods.	PO1, PO2, PO4, PO8,PO9,PO10
CO3	Design research and data collection methods.	PO1, PO2, PO3, PO4, PO5, PO8,PO9,PO10
CO4	Plan sampling and fieldwork.	PO1, PO2, PO3, PO4, PO5, PO8,PO9,PO10
CO5	Undergo Literature Review, data analysis and Report Writing.	PO1, PO2, PO3, PO4, PO5, PO8,PO9,PO10

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital	Problem Solving	Communication &	Behavioral Skills,	Globalization	Ethical, Social and	Employability,	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO 1	P O2	P O3	P O4	P O5	P O6	P O7	P O8	P O9	PO 10	PO 11	PO 12
CO1	**L**	**H**		**H**				**H**	**L**	**M**		
CO2	**L**	**H**		**H**				**H**	**L**	**M**		
CO3	**L**	**H**	**H**	**H**	**H**			**H**	**L**	**M**		
CO4	**L**	**H**	**H**	**H**	**H**			**H**	**L**	**M**		
CO5	**L**	**H**	**H**	**H**	**H**			**H**	**L**	**M**		

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0RM41T	Revenue and Yield Management	L	T	P	C
Version 1.0		2	0	0	2

Course Objectives- The purpose of this course is to:

1. Requirements and conditions of revenue management and pricing
2. Approaches to demand estimation and forecasts capacity and price based revenue optimization models
3. Extending revenue management models using state of the art literature

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand key revenue management concepts.
CO2 Formulate possible solutions to solve basic problems in revenue management optimization problems.
CO3 Apply TQM techniques to forecast the perception of quality.
CO4 Apply the Time & Motion Study in the hotels.
CO5 Understand the revenue management techniques used by the hotels.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X2= 28)**

Unit I: Introduction to Revenue Management **8 Lecture Hours**

- Concept of yield management
- Benefits of yield management
- Yield Management Strategies



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Unit II: Controlling & Impact of Yield Management Process **8 Lecture Hours**

- Framework to control Hotel Yield Management
- The control Process-tracking- Checking, signalling, controlling and update.
- Role of Forecasting
- Role of Budgeting

Unit III: Total Quality Management **5 Lecture Hours**

- Introduction to TQM
- Benefits of total quality management
- Practices of TQM

Unit IV: Time & Motion **5 Lecture Hours**

- Concept of Time & Motion
- Importance
- Benefits of Time & Motion Study
- How it is used to maximize the revenue

Unit V: Automated Revenue Management System **2 Lecture Hours**

- Introduction
- MIS
- Examples of Automated Revenue Management System

Case Study - Compulsory Case Study related to Real world Revenue & Yield Management

-

Text Books-

- Introduction to Revenue Management for the Hospitality Industry: Trevor Stuart-Hill, Juston Pa Kimberly A. Tranter
- Hayes, D.K., Miller, A. (2011), Revenue Management for the Hospitality Industry, New Jersey: John Wiley & Sons Inc, ISBN: 978-0-470-39308-6.

Reference books

- Hotel Revenue Management: Factors to Consider When Pricing Your Room Nights -by Shane Lambert
- The Theory and Practice of Revenue Management, Talluri, Kalyan, van Ryzin, Garrett , 2004/1, Springer
- Pricing for Hospitality & Tourism: Pricing and Revenue Management Tips and Ideas for Hospitality & Tourism- by Bulent Kayapehlivan.
- HOTEL SALES AND REVENUE MANAGEMENT: A Guide for Small & Medium Size Hotels & Hospitality Beginners- by Ash Sarsw

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Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	Attendance	**Total**
15	15	5	5	**40**
END SEMESTER EXAMINATION (60)				
Theory **(60)**				

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Program Outcomes**
CO1	Understand key revenue management concepts.	PO1,PO2, PO3,PO4, PO5,PO6, PO9, PO10, PO11,PO12
CO2	Formulate and solve basic pricing and revenue management optimization problems.	PO1,PO2, PO3,PO4, PO5,PO6, PO9, PO10, PO11,PO12
CO3	Apply TQM techniques to forecast the perception of quality.	PO1,PO2, PO3,PO4, PO5,PO6, PO9, PO10, PO11,PO12
CO4	Apply the Time & Motion Study in the hotels.	PO1,PO2, PO3,PO4, PO5,PO6, PO9, PO10, PO11,PO12
CO5	Understand the revenue management techniques used by the hotels.	PO1,PO2, PO5,PO6, PO9, PO10, PO12

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**	**L**	**H**	**M**	**M**			**M**	**M**	**M**	**H**
CO2	**H**	**H**	**L**	**H**	**M**	**M**			**M**	**M**	**M**	**H**
CO3	**H**	**H**	**L**	**H**	**H**	**H**			**H**	**M**	**M**	**H**
CO4	**H**	**H**	**L**	**H**	**M**	**M**			**M**	**M**	**M**	**H**
CO5	**H**	**H**			**M**	**M**			**M**	**M**		**H**

H- High
M- Medium
L-Low

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20BHM-0FR41L	French – V	L	T	P	C
Version 1.0		1	0	2	2

Course Objectives- This is the Second step to learning French. The purpose of this course is to:

1. Facilitate the learner to equip himself with the vocabulary of the parts of the face
2. Be better equipped to freely use this vocabulary in comprehension, expression and in composition

Course Outcomes- On completion of this course, the students will be able to:

CO1 Describe the names of the parts of the face with their matching gender
CO2 Elaborating Nouns and adjectives for the description of face
CO3 Learn the Adjective Possessive in singular forms
CO4 Learn the Adjective Possessive in plural forms
CO5 Understand ordinal numbers

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. aimed to equip students with skills to apply the theoretical knowledge in various situations. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course Contents **Total Lecture hours (14X1 = 14)**

Unit I – Parts of the face 3 lecture Hours

- Usage of special expressions with face
- Describing people – preparing matrimonials
- Special attributes of the face

Unit II – Usage of adjectives for describing people 3 lecture Hours

- Attributes of different nationalities
- Special features of the face
- Types of skin and the deformities

Unit III – Adjective possessive – form 1 2 lecture Hours

- Describing possession in the singular forms
- Negative possession
- Dealing with negative questions

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Unit IV – Adjective possessive – form 2 — 2 lecture Hours

- Describing possession in the singular forms
- Negative possession
- Dealing with negative questions

Unit V – Ordinal numbers — 4 lecture Hours

- Description of orders
- Classifications

LAB- (14x2 Hours) =28 Hours

Lab Session No.	Details
1	Role Play – Talking about the layout of a hot kitchen
2	Role Play – Technical description of a restaurant
3	Project work – names of countries in French
4	Names of cities in French
5	Practical use of prepositions to express 'going'
6	Practical use of prepositions to express 'coming'
7	Role Play – students expressing going and coming put together
8	Use of indéfinité adjectives – chaque, tout, tous etc.
9	Recipe of baking a cake
10	Recipe of omelette
11	Recipe of a baked dish
12	Cocktail mixing
13	Revision
14	Revision

Texts

- G. Mauger - Cours de langue et de Civilisation françaises

References

- G. Mauger - Cours de langue et de Civilisation françaises
- Larousse - Dictionnaire – anglais – français – anglais
- French Verbs – Robert & Nathan
- French Classified Vocabulary – Webster's

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Modes of Evaluation: Assignment/ Midterm Evaluation/Presentation/Journal/Viva

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Lab/ practical performed & Lab report	Assignment(s)/ Quiz (s)	Attendance	**Total**
15	10	10	5	**40**
END SEMESTER EXAMINATION (60)				
Practical **(60)**				

Mapping between COs and POs		
	Course Outcomes (Cos)	**Mapped Programme Outcomes**
CO1	Describe the names of the parts of the face with their matching gender	PO1, PO3, PO5, PO9,PO10
CO2	Elaborating Nouns and adjectives for the description of face	PO1, PO3, PO5, PO9,PO10
CO3	Learn the Adjective Possessive in singular forms	PO1, PO3, PO5, PO9,PO10
CO4	Learn the Adjective Possessive in plural forms	PO1, PO3, PO5, PO9,PO10
CO5	Understanding ordinal numbers	PO1, PO3, PO5, PO9,PO10

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital	Problem Solving	Communication &	Behavioral Skills,	Globalization	Ethical, Social and	Employability,	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO1 0	PO1 1	PO1 2
CO1	**L**		**M**		**H**				**M**	**M**		
CO2	**L**		**M**		**H**				**M**	**M**		
CO3	**L**		**M**		**H**				**M**	**M**		
CO4	**L**		**M**		**H**				**M**	**M**		
CO5	**L**		**M**		**H**				**M**	**M**		

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0FD41T	Facility Management, Planning & Design	L	T	P	C
Version 1.0		2	0	0	2

Course Objectives- The purpose of this course is to:

1. Develop knowledge and interest in the planning phase of the Hotel Operations including designing, facilities needed, HVAC system etc.
2. Familiarize them with the procedures and planning of a 5-star hotel kitchen.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Classify hotels based on star categorization &list out the pre requisites for designing a good 5-star hotel.
CO2 Design a hotel taking into consideration the CAPEX and operating budget.
CO3 Develop & Plan specifications for various kitchen equipment.
CO4 Design their own kitchen based on ancillary sections of a kitchen department
CO5 Compare between CPM & PERT

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X2= 28)**

Unit I: Hotel Design & Star Classification of Hotel **6 Lecture hours**

- Criteria for star classification of hotel (Five, four, three, two, one & heritage)
- Planning for Physically Challenged
- Design consideration
- Attractive Appearance
- Efficient Plan
- Good location
- Suitable material
- Good workmanship
- Sound financing
- Competent Management

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Unit II: Facilities Planning — 6 Lecture hours

The Systematic Layout Planning pattern

Planning Considerations

- Flow process & Flow diagram
- Procedure for determining space considering the guiding factors for guest room/ public facilities, support facilities & services, hotel administration, internal roads/budget hotel/5-star hotel

Architectural consideration

- Difference between carpet area plinth area and super built area, their relationships, reading of blue print (plumbing, electrical, AC, ventilation, FSI, FAR, public Areas)
- Approximate cost of construction estimation

Unit III: Kitchen — 6 Lecture hours

- Equipment requirement for commercial kitchen
- Developing specification for various Kitchen equipment's
- Planning of various support services (pot wash, wet grinding, chef room, larder, store & other staff facilities)

Unit IV: Kitchen Lay Out & Design — 6 Lecture hours

- Principles of kitchen layout and design
- Areas of the various kitchens with recommended dimension
- Layout of commercial kitchen (types, drawing a layout Of Commercial kitchen

Kitchen Stewarding

- Importance of kitchen stewarding
- Equipment found in kitchen stewarding department

Energy Conservation

- Necessity for energy conservation
- Methods of conserving energy in different area of operation of a hotel
- Developing and implementing energy conservation program for a hotel

Unit V: Project Management — 4 Lecture hours

- CPM & Pert
- Comparison of CPM & Pert
- Case Study – Project based



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Text books

- Bihari, Dr. G. (2006). *Materials and Machine Management* (3rd ed.). India: IISE, Lucknow.
- Kotschevar, L. H., & Terrell, M. E. (1999). *Food Service Planning- Layout Equipment* (4th ed.). UK: Pearson.
- Muther, R. (1973). *Systematic Layout Planning* (2nd ed.). USA: Cahners Books.
- Pandit, S. N. (1998). *Hotel Venture Management* (2nd ed.).New Delhi: Hotex Publishers.
- Shrerlekar & Sherlekar. (1984). *Principles of Business Management* (2nd ed.). New Delhi: Himalaya Publishing House.

Reference books

- Boresenik, F., & Dalan, T. S. (1996). *The Management of Maintenance and Engineering Systems in the Hospitality Industry* (2nd ed.). New York: John Wiley and Sons Inc.
- Satyanarayan, N., & Raman, L. (2001). *Management Operations & Research* (8th ed.). New Delhi: Himalaya Publishing House.
- Spipamuk, D. M. (2015). *Hospitality Facilities Management & Design* (4th ed.).United States: American Hotel & Lodging Association.
- Swanson, B. B. (1981). *Introduction to Home Management* (1st ed.). New York: Mcmillan.

Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	Attendance	**Total**
15	15	5	5	**40**
END SEMESTER EXAMINATION (60)				
Theory **(60)**				

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Classify hotels based on star categorization &list out the pre requisites for designing a good 5-star hotel.	PO1,PO3, PO5, PO6,PO7,PO8, PO9,PO10, PO11
CO2	Design a hotel taking into consideration the CAPEX and operating budget.	PO1,PO2,PO3, PO4, PO5, PO6,PO7,PO8, PO9,PO10, PO11,PO12
CO3	Develop & Plan specifications for various kitchen equipment.	PO1,PO2,PO3, PO4, PO5, PO6,PO7,PO8, PO9,PO10, PO11,PO12
CO4	Design their own kitchen based on ancillary sections of a kitchen department	PO1,PO3, PO4, PO5, PO6,PO7,PO8, PO9,PO10, PO11,PO12
CO5	Compare between CPM & PERT	PO3, PO5, PO6,PO7,PO8, PO9,PO10, PO11,PO12

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**		**M**		**L**	**M**	**M**	**M**	**H**	**H**	**M**	
CO2	**H**	**H**	**M**	**M**	**L**	**M**	**M**	**M**	**H**	**H**	**M**	**H**
CO3	**H**	**H**	**M**	**M**	**L**	**M**	**M**	**M**	**H**	**H**	**M**	**H**
CO4	**H**		**M**	**M**	**L**	**M**	**M**	**M**	**H**	**H**	**M**	**H**
CO5			**M**		**L**	**M**	**M**	**M**	**H**	**H**	**M**	**H**

H- High
M- Medium
L-Low

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21BHM-0EE41T	Entrepreneurship Essentials	L	T	P	C
Version 1.0		2	0	0	2

Course Objectives- The purpose of this course is to:

1. Develop knowledge and attitude among young entrepreneurs and introduce them to the process of Starting & running their own entrepreneurial startups.
2. Familiarize them with the market strategies and ways to raise capital through extensive market surveys and case studies.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Identify a business opportunity, evaluate an idea and assess the market alongside exploring risks and rewards of entrepreneurship.
CO2 Apply the POCD (People, Opportunity, Context, Deal) framework in order to build a successful business.
CO3 Carry out key financial decisions that you must make at the early stages of a startup.
CO4 Find and implement strategies in order to raise capital and approach the investors.
CO5 Analyse the running and growth of various entrepreneurship businesses through case study.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X2= 28)**

Unit I: Ideas and Opportunities **6 Lecture hours**

- Identify an entrepreneurial idea
- Evaluate an entrepreneurial idea
- Gain comfort with twists and turns
- Sizing the market

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Unit II: Building a Business **6 Lecture hours**

- Apply the POCD (People, Opportunity, Context, Deal) framework
- Manage risk and reward through experimentation
- Make decisions with the future in mind

Unit III: Financing a Business **6 Lecture hours**

- Determine how investment can help you create value for yourself and your investors
- Consider risk and reward through various forms of analysis
- Discover when to solicit investment and how much you will need to seek out

Unit IV: Sources of Investment **6 Lecture hours**

- Understand the opportunities and tradeoffs associated with different sources of financing
- Defining key financing terms
- Apply the tools of valuation to start-up ventures

Unit V: Expertise Week **(Students to devote a full week to the project and will be mentored by the resource person)**

Schedule: The expertise week must run **continuously** through a single week. Students devote the whole week to the **selected theme**. The teacher will design the programme around **a first-hand experience** and **project to be successfully carried out** by a group or pair, while also covering the theoretical side of the selected option. The expertise week must not be run as a lecture; it must **revolve around a project** proposed by the **students** or **teacher,** and incorporate theoretical concepts (content and tools) and/or technical concepts as the project progresses. The teacher also acts as a "resource person" to help move the project forward.

Themes on offer:

1. Entrepreneurship
2. Sustainable-development challenges for the tourism and hotel & restaurant sectors
3. Sales and events

Assessment to be done based on presentation component in the examination scheme.

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Business Game - 2-3 Hours of Training from an outsourced company followed by games

Text books

- Constable, K. (2015, March 30). The 5 Types of Entrepreneurs. Entrepreneur. Retrieved August 24, 2015 from http://www.entrepreneur.com/article/244210 [c]
- Citipeak Events. (2014, August 14). What are The Benefits of Entrepreneurship? - Citipeak Events Reveals All. Retrieved August 26, 2015 from https://www.youtube.com/watch?v=InO1ZFee_d8 [o]
- Fallon, N. (2015, July 7). Learning to Be an Entrepreneur: 5 Steps to Success. Business News Daily. Retrieved August 26, 2015 from http://www.businessnewsdaily.com/4959-how-to-be-an-entrepreneur.html [q]

Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	Attendance	**Total**
15	15	5	5	**40**
END SEMESTER EXAMINATION (60)				
Theory **(60)**				

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Identify a business opportunity, evaluate an idea and assess the market alongside exploring risks and rewards of entrepreneurship.	PO1,PO3, PO5, PO6,PO7,PO8, PO9,PO10, PO11
CO2	Apply the POCD (People, Opportunity, Context, Deal) framework in order to build a successful business.	PO1,PO2,PO3, PO4, PO5, PO6,PO7,PO8, PO9,PO10, PO11,PO12
CO3	Carry out key financial decisions that you must make at the early stages of a startup	PO1,PO2,PO3, PO4, PO5, PO6,PO7,PO8, PO9,PO10, PO11,PO12
CO4	Find and implement strategies in order to raise capital and approach the investors.	PO1,PO3, PO4, PO5, PO6,PO7,PO8, PO9,PO10, PO11,PO12
CO5	Analyse the running and growth of various entrepreneurship businesses through case study	PO3, PO5, PO6,PO7,PO8, PO9,PO10, PO11,PO12



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PO Keywords	nowledge & Expertise of Hotel usiness	esearch	nformation & Digital Literacy	roblem Solving	ommunication & presentation ills	ehavioral Skills, Teamwork and eadership	lobalization	thical, Social and professional nderstanding	mployability, Entrepreneurship	ifelong Learning	rganizational Behavior	inance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**		**M**		**L**	**M**	**M**	**M**	**H**	**H**	**M**	
CO2	**H**	**H**	**M**	**M**	**L**	**M**	**M**	**M**	**H**	**H**	**M**	**H**
CO3	**H**	**H**	**M**	**M**	**L**	**M**	**M**	**M**	**H**	**H**	**M**	**H**
CO4	**H**		**M**	**M**	**L**	**M**	**M**	**M**	**H**	**H**	**M**	**H**
CO5			**M**		**L**	**M**	**M**	**M**	**H**	**H**	**M**	**H**

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

Sushant University	School of Hospitality Management Detailed Course Plan		
Course Title: TDCC		Course Code:	
Term: II	Academic Year:	Core/Elective: Elective	Credits: 1
Course Designed by:		Course taught by: e-mail:	
Pre-requisites, if any:None			

1. Course Introduction and Objectives

This course will help participants to acquire the concept of Eco- sensitive or Green Hotels. The Participants will be exposed through diverse learning approaches of Energy, water conservation and Waste management to benefit the environment. This course will help them understand the importance & requirement of eco-friendly hotels.

Employability-level: Professional Skill

29. Foundation Core	30. Foundation Skill	31. Professional Core	32. Professional Skill	33. Premier Skill
			✓	

2. Course Learning Outcomes

By the end of the lesson, students will be able to:

CLO1: Define the concept of Eco- sensitive or Green Hotels and list the criteria for ecotel certification.

CLO2: Explain the importance of energy, Water conservation & Waste Management.

CLO3: Understand the benefits of using environment friendly guest supplies & stationary

3. Course Pedagogy

Primarily class lectures followed by question-answer sessions/ assignments/interactive sessions, reading of texts, Survey, case study would be used as an important pedagogy

4. Course Contents and Duration

The class would meet weekly for a period of 10 weeks approx.

Session No.	Session Topic / Sub-topic Description	Activity/Assignment	Required Readings/ Browsing/ Watching
1	Introduction to Ecotel	Discussion & PPT	
2	Ecotel Certification	Discussion & PPT	

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3	Five Globe criteria	Discussion & PPT	
4	Identify an Eco-friendly site	Field visit	
5	Hotel Design & construction	Discussion & visit	
INTERNAL ASSESSMENT POINT I (MM=30)			
6	Energy Conservation	Discussion & videos	
7	Water Conservation	Discussion & videos	
8	Waste management	Discussion & videos	
INTERNAL ASSESSMENT POINT I (MM=30)			
9	Environment friendly Housekeeping	Visit	
10	Eco friendly products used in hotels	Visit	
FINAL ASSESSMENT POINT III (MM=40)			

34. Course Assessment

Assessment Scheme

Students would be assessed continuously at three assessment points during the course. Course assessment is based on a student's activity (records/ evidence of his/her performing and learning). While all activities are performed individually, assessment is individual.

For the final (40 marks) assessment, there will be exhibition-cum-competition of student's project, Posters & PPT on Eco- Friendly Hotels. And a panel of faculty will judge the art and marks will be allocated on the basis of that exhibition.

Course Assessment Components for a TD Course

A TD course is of 100 marks and will have the following assessment components. Final Grades will be based on the relative performance of a student in the class.

S. No.	Course Assessment Components		Marks/Weightage (%)
1	**Assessment 1**	(After Week 5)	**30**
2	**Assessment 2**	(After Week 8)	**30**
3	**(Final) Assessment 3**	(After Week 10)	**40**
		Total Marks	**100**



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Guidelines for Exhibition-Cum-Competition:

Each student would make a final project and a set of jury members on the day of the final assessment (in groups of four/five/as decided by the concerned faculty) will give the grades. Students would showcase and narrate their work done through the semester, also their learnings from it.

Final Presentation (40 Marks)

Each team of students would make a final portfolio presentation in front of a set of jury members on the day of the final assessment (in groups of four/five/as decided by the concerned faculty). They would showcase and narrate their work on project activity done through the semester, any MOOCs they audited and also their learnings from it.

- Group presentation but individual assessment - while the students would present in teams, assessment is individual and based on each teammate's contribution and presentation.
- Each team member must present 2-3 slides each, with the total number of slides not exceeding 12-15 slides
- Total time of presentation should not exceed 15 minutes (including questions and answers)
- 4-6 questions would be asked per presentation (any member of the team could be required to answer)
- The following rubric will be used for Group Project Presentation:

	Outstanding (5)	Very Good (4)	Good (3)	Average (2)	Below Average (1)
Inter & trans-disciplinary elements	The content was outstanding and suitably incorporated and integrated multi-, inter and trans-disciplinary perspectives.	The content was appropriate and a good attempt was made to incorporate multi, inter and trans-disciplinary perspectives.	Most content was relevant; some attempt was made to incorporate multi-, inter and trans-disciplinary perspectives.	Information was valid but some parts of the content needed expansion or shortening to bring in different perspectives.	Information was not relevant to the audience or directly related to the projects.
Information Sources	Used sufficient and appropriate	Detailed research done.	Appropriate research done.	Lacks proper	Research work

and Interpretation	research and information to support the project. Methodology used successfully integrated multi-, inter and trans-disciplinary perspectives.	Relevant data as per the project. Methodology was appropriate for a multi/inter/trans-disciplinary project.	Some of the data and methodology used was relevant to a multi/inter/trans-disciplinary project.	research. Data was scattered and methodology was not fully related to a multi/inter/trans-disciplinary project.	inappropriate. Data is not fully related to the project.
Quality of content and thought					
Integration of Knowledge	Demonstrated superior integration of knowledge of different areas and domains.	Demonstrated adequate integration of knowledge of different areas and domains.	Demonstrated some integration of knowledge of different areas and domains.	Very little integration of knowledge of different areas and domains.	Little or no integration of knowledge of different areas and domains.
Organization and presentation	Excellent structure and organization of content; excellent use of voice modulation while delivering; Maintaining eye contact with audience and seldom	Appropriate structure and organization; Good use of voice modulation; fluency in presentation	Fairly good structure and organization; Clear voice while presenting, but drop in volume at times; some use of vocal variation to show interest, maintains eye contact most of the time but	Structure and organization could be much improved; Voice lacks vocal variation, shows some eye contact, but not maintained;	Poor structure and organization; soft/ monotone voice, reads all or most of the presentation with no eye contact.

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	returning to notes.		frequently returns to notes.	and at least half the time, speaker reads from notes.	
Teamwork	Demonstrated teamwork. It was evident that all the group members contributed equally to the presentation.	Demonstrated teamwork. It was evident that almost all the group members contributed to the presentation.	The teammates showed teamwork. However, it seems as though certain people did not do as much work as others	Lack of teamwork visible. It seems as though only a few people worked on the presentation.	Teamwork was minimalistic. It seems as though Only one member has worked on the presentation.
Slides/ Text/ Format/ Video Quality/ Clarity of Presentation	Font formats (e.g. color, bold, italic) had been carefully planned to enhance readability. Appropriate highlighters used.	Font formats (e.g. color, bold, italic) had been used to enhance readability. All graphics were appropriate and supported the content of the presentation.	Font formatting had been carefully planned to complement the content. Appropriate highlighters not used.	Mostly font formatting had been carefully planned but in places it may be a little hard to read. All graphics were attractive but many did not seem to support the content of the presentation.	No Format in the presentation. Several graphics were unattractive and diminishes the content of the presentation.

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	Involved audience in presentation; held their attention throughout the presentation. Used original, clever, creative approach.	Involved audience in presentation; held their attention throughout by getting them actively involved in the speech	Presented facts in some interesting way and held attention most of the time by interacting with them.	Went off topic and lost audience. Failed to utilize method to pull the audience into the speech.	Avoided or discouraged active audience participation
Audience engagement/Question Handling	Excellent audience engagement; Answered all questions with explanation, elaboration and by integrating multi-, inter and trans-disciplinary perspectives.	Very good audience engagement; Answered all questions integrating multi-, inter and trans-disciplinary perspectives to a great extent.	Fair audience engagement; Answered most questions integrating multi-, inter and trans-disciplinary perspectives to some extent.	Mediocre audience engagement. Gave rudimentary answers to the questions with little or no integration of multi-, inter and trans-disciplinary perspective	Poor audience engagement. Has little grasp of information related to topic/project. Not able to answer most questions adequately

35. Course References

- Hotel Housekeeping Operations (Third Edition) Simrti Raghubalan ,Oxford University Press
- Clean India Journal
- Good Housekeeping
- https://beeindia.gov.in

Course Conduct Policy

A. Academic Honesty



Students are expected to uphold the standard of conduct for students relating to avoidance of academic dishonesty. Academic Dishonesty is defined as an intentional act of deception in which a student seeks to claim credit for the work or effort of another person or uses unauthorized materials or fabricated information in any academic work.

Students assume full responsibility for the content and integrity of the academic work they submit. The guiding principle of academic integrity is that a student's submitted work, examinations, reports, and projects must be that student's own work for individual assignments, and the group's own work for group assignments/ projects. Students are guilty of academic dishonesty if they:

- Use or obtain unauthorized materials or assistance in any academic work; i.e. cheating.
- Falsify or invent any information regarded as cheating by the course instructor; i.e. fabrication.
- Give unauthorized assistance to other students, i.e. assisting in dishonesty.
- Represent the work of others as their own; i.e. plagiarism.
- Modify, without facilitator approval, an examination paper, record or report for the purpose of obtaining additional credit; i.e. tampering.

The penalty for academic dishonesty is severe. Any student guilty of academic dishonesty may be subject to receive a failing grade for the examination, assignment, quiz, or class participation exercise as deemed appropriate by the instructor. In addition, the penalty could also imply that the student receives a failing grade for the course and be reported to the AU competent authority as in case of UMC during University examinations (Refer Policies on "Use of Unfair means in Examination").

A. Students with Disability/ Different-Ability

AU is committed to promoting full participation of students of all abilities in all aspects of the academic and social life of the University. We have initiated an ongoing process of reviewing and developing our policy and practices for promoting full inclusion for students and staff with disabilities and we consult regularly with them as part of this process. The main elements of our policy are listed below:

- **Environment.** We are committed to a systematic review and improvement of physical access across all of our sites. Where physical or sensory barriers limit access to services, we will endeavor to provide the service at a suitable alternative venue.
- **Access to facilities and support.** All facilities and equipment will be made as accessible as possible so that students of all abilities have access to the same range of support services.
- **Information for applicants, students and staff.** All publicity, Program details, and general information will be offered in accessible formats with sufficient time to allow for modification into alternative formats where necessary, for familiarization by students or personal support workers, and early application for support.

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For Faculty Version of Course Outline Only

This section of course outline contains the Curriculum Map for this course and is not to be distributed to students.

36. Graduate Attributes

Ansal University seeks to foster the following qualities in students through its various programs and the students' broader experience at the University. The University provides opportunities for students to be

7. knowledgeable, building disciplinary and interdisciplinary knowledge through a scholarly approach incorporating global and regional perspectives,
8. creative and critical thinkers, generating original ideas and concepts, and appreciating innovation and entrepreneurship,
9. empowered, having both the capacity and confidence to pursue the attainment of full potential,
10. engaged, contributing positively to diverse communities through service and leadership,
11. ethical, acting with integrity in intellectual, professional and community pursuits, and
12. sustainability-focused, responding to ecological, social and economic imperatives

37. Programme Educational Objectives (PEOs)

The programme is expected to achieve the following educational objectives for the students:

B. Development in their chosen profession and/ or progress towards an advanced degree in the domain
C. Earning a reputation as a source of innovative solutions to complex problems
D. Garner trust and respect of others as effective and ethical team members
E. Achieving positions of leadership in an organization and/or on teams
F. Lead a happy and aesthetic life and also promote aesthetics and happiness of others

38. Programme Learning Outcomes

Upon successful completion of the program the students will be able to:

7. Communicate, explore, network and negotiate in ways that extend representation of disciplinary ideas or perspectives.
8. Explore the relevance and test the value of concepts, frameworks, methods and theories from different fields of inquiry for gaining insights into trans-disciplinary systems and co-production of knowledge
9. Engage with and respond respectfully, generatively and analytically to different ways of knowing across community, cultural and environmental contexts to promote agency and collaboration
10. Use principled approaches for designing and developing trans-disciplinary initiatives for betterment of communities and



11. Recognize and promote the humanity of self and others and engage ethically and sensitively to the values and cultures of particular individuals, groups, organizations or communities through arts and recreation.

39. Program Education Objectives (PEOs) to Program Learning Outcomes (PLOs) Mapping Matrix

PLO/PEO	PEO 1	PEO 2	PEO 3	PEO 4	PEO 5
PL0 1	S	M	M	M	M
PL0 2	S	S	S	S	M
PL0 3	M	S	S	S	S
PL0 4	W	S	M	S	S
PL0 5	W	S	S	S	S

*S, M & W stand for the degree of association - Strong, Moderate & Weak.

40. Program Learning Outcomes (PLOs) to Course Learning Outcomes (CLOs) Mapping Matrix

Course Learning Outcomes (CLOs)	Programme Learning Outcomes (PLOs)				
	PLO-1	PLO-2	PLO-3	PLO-4	PLO-5
CLO1	S	S	S	W	W
CLO2	S	S	S	W	W
CLO3	S	S	M	M	W

41. Course Learning Outcomes to Assessment Components Mapping Matrix

(This matrix will be validated during Quality Audit by auditing the actual assessment components used during teaching and the sample grading of the submitted student work.)

Assessment/CLO	Learning Outcome 1	Learning Outcome 2	Learning Outcome 3
Relevant Session Nos.	1-3	4-7	8-10



Assessment 1:	✔		
Assessment 2 :	✔	✔	
Final Assessment	✔	✔	✔

42. Teaching Method Utilization Map

T1 - Lectures
T2 - Case Discussions
T3 - Guest Lectures
T4 - Learning Labs (Class Demo/Movie/Webinar)
T5 - Role Plays/Business Games/Simulation(s)
T6 - Student Presentation based on Team Assignment
T7 - Student-led Discussion
T8 - One-on-One Presentation/Feedback
T9 - Integrated Learning (Collaboration with other Faculty)
T10 - Class Assignment and Discussion
T11- Tutoring/Problem Solving
T12 - Industry Visit/Field Visit
T13 - Networking Events: Conference/Conclave/Workshop

Teaching Methods/Sessions	**S1**	**S2**	**S3**	**S4**	**S5**	**S6**	**S7**	**S8**	**S9**	**S10**
Teaching Methods (Primary)	**T1**	**T1**	**T6**	**T6**	**T12**	**T10**	**T2**	**T2**	**T12**	**T12**
Teaching Method (Secondary)										

- Do you plan to take any special/extra session during the course other than the allocated sessions? **NO**
- If Yes, please mention in the appropriate box below

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SEMESTER VIII

20BHM-0FP42L	Food Presentation and Styling	L	T	P	C
Version 1.0		1	0	4	3

Course Objectives- The purpose of this course is to:

1. Introduce students to the importance of food presentation.
2. Familiarize students with latest food styling trends and presentation styles.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand the fundamentals of digital photography and apply the same in food presentation.

CO2 Describe the role of props & Elevation.

CO3 Understand the importance of Complementary sauces and textures in a single plate.

CO4 Understand color schemes and will be able to choose plates based on the color of actual food items.

CO5 Construct a 3-course menu which appeals to the eye.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Practical hours (14X4= 56)**

Experiential learning modules

Note - All Sessions will be practical based and will be conducted in the Production lab.

Unit I: Introduction into food photography and styling — 14 lecture hours

- Digital photography basics (Picture formats, Exposure (ISO, shutter speed and aperture), Lenses and focal length)
- Specifics of food photography (colour, composition and lights)

Unit II: Food styling — 8 lecture hours

- Role of Props, Elevations and presentations tools

Unit III: Complementing sauces and texture formation — **18 lecture hours**

- Plated meal Compositions

Unit IV: Plate selection and color contrasts — **8 lecture hours**

Unit V: Eating food through Eyes — **8 lecture hours**

LAB- Kitchen Trials – 3 Course menus

Text books

- Custer, D. (2010). *Food Styling: The Art of Preparing Food for the Camera* (1st ed.). US: Wiley.
- McAlpine, M. (2005). *Working in the Food Industry* (1st ed.).UK: Gareth Stevens
- Bellingham, L., & Bybee, J. (2008). *Food styling for photographers: a guide to creating your own appetizing art*. (1st ed.). UK: Oxford.

Reference books

- Manna, L. & Moss, B. (2005). *Digital Food Photography*. US, Course Technology.
- Rao, H. (2009). *Market Rebels: How Activists Make or Break Radical Innovations, The French Revolution: Collective Action and the Nouvelle Cuisine Innovation* (2nd ed.).India: Princeton University Press.

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Lab/ practical performed & Lab report	Assignment(s)/ Quiz (s)	Attendance	**Total**
15	10	10	5	**40**
END SEMESTER EXAMINATION (60)				
Practical **(60)**				



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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand the fundamentals of digital photography and apply the same in food presentation.	PO1, PO2, PO3, PO5, PO6, PO9, PO10, PO11, PO12
CO2	Describe the role of props & Elevation.	PO1, PO2, PO3, PO5, PO6, PO9, PO10, PO11
CO3	Understand the importance of Complementary sauces and textures in a single plate.	PO1, PO2, PO3, PO5, PO6, PO9, PO10, PO11
CO4	Understand color schemes and will be able to choose plates based on the color of actual food items	PO1, PO2, PO3, PO5, PO6, PO9, PO10, PO11
CO5	Construct a 3-course menu which appeals to the eye.	PO1, PO2, PO3, PO5, PO6, PO9, PO10, PO11, PO12

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**	**H**		**M**	**M**			**L**	**M**	**M**	**H**
CO2	**H**	**H**	**H**		**M**	**M**			**M**	**M**	**M**	
CO3	**H**	**H**	**H**		**H**	**H**			**M**	**M**	**M**	
CO4	**H**	**H**	**H**		**M**	**M**			**M**	**M**	**M**	
CO5	**H**	**H**	**H**		**M**	**M**			**H**	**M**	**M**	**H**

H- High
M- Medium
L-Low

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20BHM-0FB42C	Food & Beverage Management	L	T	P	C
Version 1.0		2	0	4	4

Course Objectives- The purpose of this course is to:

1. Provide students with the knowledge and skills neccessary as food and beverage service personnel.
2. Provide an opportunity for students to apply their knowledge and skill of food and beverage service operations in an Industrial Hospitality set-up.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Plan and operate an F & B outlet
CO2 Understand and apply principles of menu management in F & B operations
CO3 Describe the procedure of planning and hosting banquet
CO4 Describe the procedure of setting up of buffet.
CO5 Understand how to manage F&B outlet

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content **Total Lecture hours (14X2= 28)**

Unit I: Planning & Operating F&B Outlet including Banquet **9 lecture Hours**

- Physical layout of functional and ancillary areas
- Objective of good layout
- Steps in planning
- Factors to be considered while planning
- Calculating space requirement
- Various set ups for seating
- Planning staff requirement
- Selecting and planning of heavy duty and light equipment
- Requirement of quantities of equipment required like crockery, glassware, steel or silver etc.
- Suppliers & manufacturers

- Approximate cost
- Planning Décor, furnishing fixture etc.
- Case Study.

Unit II: Principles of Menu Management **5 lecture Hours**

- Menu Engineering
- Methods
- Menu Merchandising
- Menu Analysis
- Menus as a management tool
- Relationship of menu with planning, facility, layout and design
- Event menu planning

Unit III: Banquet Operation **5 lecture Hours**

- History
- Types
- Organization of Banquet department
- Duties & responsibilities
- Sales
- Booking procedure
- Banquet menus

Unit IV: Function Catering Buffets **5 lecture Hours**

- Introduction
- Factors to plan buffets
- Area requirement
- Planning and organization
- Sequence of food
- Menu planning
- Types of buffet
- Display
- Sit down
- Fork, Finger, Cold Buffet
- Breakfast Buffets
- Equipment & Supplies
- Checklist

Unit V: Safety in Food Service Operations **4 lecture Hours**

- Introduction

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- Importance
- Hazards in kitchen
- Hazards in F&B outlets
- Machinery & Equipments
- Cleaning schedules
- Handling & lifting
- Inspection checklist

LAB- (14x4 Hours) =48 Hours

Lab session No.	Details
1	Case Study on planning of Special Restaurant
2	Case Study on planning of Room Service
3	Case Study on planning of Coffee Shop
4	Case Study on Planning of Manpower of F&B department
5	Setting up of various types of Buffet
6	Supervision of F&B Service in Training Restaurant.
7	Conducting Briefing & Debriefing
8	Drafting Standard Operating Systems (SOPs) for various F & B Outlets
9	Planning & organizing various types of Buffet
10	Planning & organizing Formal Banquet
11	Planning & organizing Informal Banquet
12	Planning & organizing Outdoor caterings
13	Revision
14	Revision

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Text books

- Andrews, S. (2017). *Food and Beverage Management* (6th ed.). New Delhi: Tata Mc Graw Hill Education Private Limited.
- Kotas,R & Davis,B(2001). *Food and Beverage Control.* International Textbook Company Limited, Glasgow
- Dopson, L. R. & Hayes, D. K. (2002). *Food and Beverage Cost Control* (5th ed.). New York: John Wiley and Sons Inc.
- Cousins, John, Foskett, & David (2013). *Food and Beverage Management* (2nd ed.). United States: Pearson.
- Dittmer, P., R., J. Desmond Keefe (2009). *Principles of Food Beverage and Labour Cost Control* (9th ed.). New York: John Wiley and Sons Inc

Reference books

- Davis, B, Lockwood A, Alcott,P & Pantelidis, I.(2018) *Food & Beverage Management.* (6th ed.) Routledge
- Ojugo, C., & Rymer, T. (1999). *Practical Food and Beverage Cost Control* (2nd ed.). N.Y: Cengage Learning
- Cullen, P. (1998). *The Food and Beverage Manager* (2nd ed.). Butterworth-Heinemann: Oxford.
- Morrison. P., Ruys. H., & Morrison, B. (1998). *Cost Management for Profitable Food and Beverage Operations* (2nd ed.). Melbourne: Hospitality Press
- Wood, R. C. (2000). *Strategic Questions in Food and Beverage Management* (1st ed.). Butterworth-Heinemann: Oxford

Modes of Evaluation: Assignment/ Mid-term / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)			
THEORY (25)			
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	Attendance	**Total**
10	10	5	**25**
LAB (15)			
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**	
10	5	**15**	
END SEMESTER EXAMINATION (60)			
Theory **(35)**		Lab **(25)**	

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Plan and operate an F & B outlet	PO1, PO2, PO5, PO6, PO9, PO10, PO11
CO2	Understand and apply principles of menu management in F & B operations	PO1, PO2, PO5,PO6, PO8, PO9, PO10, PO11, PO12
CO3	Describe the procedure of planning and hosting banquet	PO1, PO2, PO5,PO6, PO8, PO9, PO10, PO11
CO4	Describe the procedure of setting up of buffet.	PO1, PO2, PO5,PO6, PO9, PO10, PO11
CO5	Understand how to manage F&B outlet	PO1, PO2, PO4, PO5,PO6, PO9, PO10, PO11

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**H**	**H**			**M**	**M**			**L**	**M**	**M**	
CO2	**H**	**H**			**M**	**M**		**H**	**M**	**M**	**M**	**H**
CO3	**H**	**H**			**H**	**H**		**H**	**M**	**M**	**M**	
CO4	**H**	**H**			**M**	**M**			**M**	**M**	**M**	
CO5	**H**	**H**		**H**	**M**	**M**			**H**	**M**	**M**	

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0TX42T	Taxation	L	T	P	C
Version 1.0		3	0	0	3

Course Objectives- The purpose of this course is to:

a) Develop knowledge and equip students with application of principles and provisions of Income-tax Act, 1961
b) Familiarize them with recent changes in taxation rules in respect of hospitality industry.

Course Learning Outcomes

Course Outcomes- On completion of this course, the students will be able to:

CO1 Understand the basics of taxation, tax slabs and direct and indirect taxes.
CO2 Prepare computation of income under different heads.
CO3 Understand the concept of capital gains.
CO4 Explain the rules of goods and service tax.
CO5 Differentiate between GST & VAT.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X3= 42)**

Unit I: Basic concepts **8 Lecture hours**

- Income, Direct taxes and Indirect taxes
- Person, assesse, assessment year, previous year, gross total income, total income, Tax slabs, taxation authorities in India
- Residential status; Scope of total income on the basis of residential status, Exempted income under section 10

BACHELOR OF HOTEL MANAGEMENT

Unit II: Computation of income under different heads **8 Lecture hours**

- Salaries (meaning, allowances, perquisites along with retirement benefits)- Income from house property (computation of gross annual value
- Taxable income from self-occupied property)- Profits and gains of business or profession

Unit III: **8 Lecture hours**

- Capital gains - Income from other sources
- Deductions from gross total income -Rebates and reliefs
- Tax saving schemes, advance payment of tax.

Unit IV: **8 Lecture hours**

- Goods and service tax-basic rules
- Difference between GST and VAT, pros and cons of GST and its impact on hospitality industry.

Unit V: Pros and cons of GST and its impact on hospitality industry **10 Lecture hours**

Text books

- Singhania, Vinod K. and Monica Singhania. Students' Guide to Income Tax, University Edition (2012). Taxmann Publications Pvt. Ltd., New Delhi.

Reference Books

- Ahuja, Girish and Ravi Gupta (2016). Systematic Approach to Income Tax. Bharat Law House, Delhi.
- Dr Vinod Singhania(2019). Taxmann's Direct Taxes ready reckoner. **Taxmann** Publication



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Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	Attendance	**Total**
15	15	5	5	**40**
END SEMESTER EXAMINATION (60)				
Theory **(60)**				

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Understand the basics of taxation, tax slabs and direct and indirect taxes.	PO1, PO4, PO9, PO10, PO12
CO2	Prepare computation of income under different heads.	PO1, PO4, PO9, PO10, PO12
CO3	Understand the concept of capital gains.	PO1, PO4, PO9, PO10, PO12
CO4	Explain the rules of goods and service tax.	PO1, PO4, PO9, PO10, PO12
CO5	Differentiate between GST & VAT.	PO1, PO4, PO9, PO10, PO12



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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1	**M**			**H**					**H**	**H**		**H**
CO2	**M**			**H**					**H**	**H**		**H**
CO3	**M**			**H**					**H**	**H**		**H**
CO4	**M**			**H**					**H**	**H**		**H**
CO5	**M**			**H**					**H**	**H**		**H**

H - High
M - Medium
L - Low

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BACHELOR OF HOTEL MANAGEMENT

21BHM-0FO42C	HOTEL FRONT OFFICE MANAGEMENT	L	T	P	C
Version 1.0		2	0	2	3

Course Objectives- The purpose of this course is to:

1. Explore the Concepts of Front Office organization, operational and managerial procedures in a front office.
2. Develop an understanding on Forecasting and Budgeting Concept.

Course Outcomes- On completion of this course, the students will be able to:

CO1 Implement the understanding of night auditing process.
CO2 Differentiate the different types of budgets.
CO3 Analyze the market share index of a hotel.
CO4 Outline the objective, advantages of forecasting.
CO5 Understand the safety and security procedures of fire safety.

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations.

Course content - **Total Lecture hours (14X2= 28)**

Unit I: Night Auditing **8 lecture Hours**

- Meaning
- Night audit process
- Duties and responsibilities of night auditor
- Reports generated in Night Auditing Process

Unit II: Budgeting **6 lecture Hours**

- Introduction
- Budgeting Cycle
- Types of Budgets
- Factors affecting budget planning
- Budgetary Control
- Advantages & Disadvantages of budgeting



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Unit III: Measuring Hotel Performance — **5 lecture Hours**

- Importance of measuring hotel performance
- Methods of measuring hotel performance
- Market Share Index

Unit IV: Forecasting Demand and Occupancy — **5 lecture Hours**

- Introduction
- Benefits of forecasting
- Data required for forecasting
- Records for forecasting room availability
- Types of Forecast

Unit V- Hotel and Guest Security — **4 lecture Hours**

- Introduction
- Importance of Security System
- Types of Security
- Fire Fighting Training
- Safety and Fire Precautions
- Handling Emergency Situations

LAB- (14x4 Hours) =56 Hours

Lab session No.	Details
1	Creating reports post Night Auditing Process.
2	Role Play on situation handling – Wrong Charges posted on a Guest's Bill.
3	Budget Related Activities
4	Group discussions.
5	Study of currency, capitals, countries, airlines (codes) and Flags.
6	Role Play and Situation Handling
7	Taking reservation on Property Management System.
8	Registering guest on Property Management System.
9	Forecasting Calculations of Front Office
10	Briefing related Activities
11	Role Play- Handling Emergency Situations
12	Role Play- Fire Fighting Training
13	Revision
14	Revision

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Texts books

- Ahmed, I. (2004). *Front office operations And Management*. (3rd ed.). Clifton Park, NY: Delmar Publications.
- Sue, B., Pam, B., & Jeremy, H. (1996). *Principles of Hotel Front office Operations* (3rd ed.). United Kingdom: Cassell Publications.
- Andrews, S. (1982). *Hotel Front office Training Manual*, (5th ed.). New Delhi: Tata Mc Graw Hill publishing Company Ltd.
- Malhotra, P. K. (1998). *Fundamentals of hotel management and operations* (1st ed.). New Delhi: Anmol publications Pvt Ltd.
- Dinnis, J. F. (1993). Rooms *at the inn: Front office operations and administration* New York NY: McGraw Hill publications.

Reference books

- Chankravarti, B. K. (1999). *Welcome to Hospitality – An Introduction* (2nd ed.). Clifton Park, NY: Delmar publication.
- Tarachand, D. (2000). *Hotel and Restaurant Management* (1st ed.). New Delhi: Mohit Publications.
- Bardi, J. A. (2013). *Hotel Front Office Management* (5th ed.). New york, NY: Wiley.
- Tewari, J. R. (2012). *Hotel Front Office: Operations And Management*, (5th ed.). Oxford Uni. Press.

Modes of Evaluation: Assignment/ Midterm / Journal/ Viva/Practical Evaluation

MID SEMESTER EVALUATION (40) – Theory (25 Marks) + Lab (15 Marks)			
THEORY (25)			
Mid Semester Examination	Quiz(s)/ Presentation (s)/Assignment	Attendance	**Total**
10	10	5	**25**
LAB (15)			
Mid Semester Examination	Lab/ practical performed & Lab report	**Total**	
10	5	**15**	
END SEMESTER EXAMINATION (60)			
Theory **(35)**		Lab **(25)**	



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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Implement the understanding of night auditing process.	PO1, PO2, PO4, PO5, PO6, PO8, PO9, PO10, P012
CO2	Differentiate the different types of budgets.	PO1, PO2, PO4, PO5, PO6, PO8, PO9, PO10, P012
CO3	Analyze the market share index of a hotel.	PO1, PO5, PO8, PO9, PO10, P012
CO4	Outline the objective, advantages of forecasting.	PO1, PO2, PO4, PO5, PO6, PO7, PO8, PO9, PO10
CO5	Understand the safety and security procedures of fire safety.	PO1, PO2, PO4, PO5, PO6, PO8, PO9, PO10

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital	Problem Solving	Communication &	Behavioral Skills,	Globalization	Ethical, Social and	Employability,	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO10	PO11	PO12
CO1	**H**	**H**		**H**	**M**	**M**		**H**	**H**	**H**		**H**
CO2	**H**	**H**		**H**	**M**	**M**		**H**	**H**	**H**		**H**
CO3	**H**				**M**			**H**	**H**	**H**		**H**
CO4	**H**	**H**		**H**	**M**	**M**	**H**	**H**	**H**	**H**		
CO5	**H**	**H**		**H**	**M**	**M**		**H**	**H**	**H**		

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0FR42L	French – VI	L	T	P	C
Version 1.0		1	0	2	2

Course Objectives-:

1. Facilitate the learner to judge and compare the vocabulary of general daily use with the Indian context.
2. Be better equipped to freely use this vocabulary in comprehension, expression and in composition

Course Outcomes- On completion of this course, the students will be able to:

CO1 Learn the usage of the III Group of verbs
CO2 Learn to conjugate other irregular verbs in past and future tenses
CO3 Count in cardinal numbers
CO4 Perform Exercises related to Time.
CO5 Learn the vocabulary of seasons and weather

Pedagogy- The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. aimed to equip students with skills to apply the theoretical knowledge in various situations. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course Contents **Total Lecture hours (14X1 = 14)**

Unit I – Irregular Verbs **3 lecture Hours**

- Technicalities and composition of the verbs
- Past tense of verbs
- Future tense of verbs

Unit II – Conjugation of other irregular verbs **3 lecture Hours**

- Formation of sentences in the imperfect tense
- Transforming the past tense into the imperfect tense

Unit III – Cardinal Numbers **2 lecture Hours**

- Describing order
- Questions and answers



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Unit IV – Telling time **4 lecture Hours**

- Different denominations
- Exercises with pronominal verbs

Unit V – Describing weather and seasons **2 lecture Hours**

- Dictations
- Class tests

LAB- (14x2 Hours) =28 Hours

Lab Session No.	Details
1	Role Play – visit to a bank
2	Role Play – visit to a doctor
3	Role Play – Playing football
4	Role Play – arranging a matrimonial alliance
5	French short story – 1
6	French short story – 2
7	French Play – 1
8	French Play – 2
9	French song – 1
10	French song – 2
11	Giving speeches in French
12	Giving speeches n French
13	Revisions
14	Revision

Texts

- G. Mauger - Cours de langue et de Civilisation françaises

References

- G. Mauger - Cours de langue et de Civilisation françaises
- Larousse - Dictionnaire – anglais – français – anglais
- French Verbs – Robert & Nathan
- French Classified Vocabulary – Webster's

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Modes of Evaluation: Assignment/ Mid-term Evaluation/Presentation/Journal/Viva

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Lab/ practical performed & Lab report	Assignment(s)/ Quiz (s)	Attendance	**Total**
15	10	10	5	**40**
END SEMESTER EXAMINATION (60)				
Practical **(60)**				

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Learn the usage of the III Group of verbs	PO1, PO3, PO5, PO9,PO10
CO2	Learn to conjugate other irregular verbs in past and future tenses	PO1, PO3, PO5, PO9,PO10
CO3	Count in cardinal numbers	PO1, PO3, PO5, PO9,PO10
CO4	Perform Exercises related to Time.	PO1, PO3, PO5, PO9,PO10
CO5	Learn the vocabulary of seasons and weather	PO1, PO3, PO5, PO9,PO10

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital	Problem Solving	Communication &	Behavioral Skills,	Globalization	Ethical, Social and	Employability,	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO 1	P O2	P O3	P O4	P O5	P O6	P O7	P O8	P O9	PO 10	PO 11	PO 12
CO1	L		M		H				M	M		
CO2	L		M		H				M	M		
CO3	L		M		H				M	M		
CO4	L		M		H				M	M		
CO5	L		M		H				M	M		

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

20BHM-0MM42T	Multicultural Management & Geopolitics	L	T	P	C
Version 1.0		2	0	0	2

Course Objectives- The purpose of this course is to:

1. Develop understanding on cultural notions and their consequences on managerial situations
2. Familiarize them with tools and cultural determinants in order to approach differences and manager an international team

Course Outcomes- On completion of this course, the students will be able to:

CO1 Define Internationalization and understand the global outreach of the hotel functions.

CO2 Construct management models for Cultural diversity

CO3 Understand the cultures and management throughout the world.

CO4 Define and explain geopolitics and Current economic and political equilibrium

CO5 Analyze the current risk involved in the geopolitics.

Pedagogy-

The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X2= 28)**

Unit I: Definitions **6 Lecture hours**

- The interest of multicultural aspects in hospitality industry jobs
- Internationalization and global outreach of hotel functions

Unit II: Management models for cultural diversity **6 Lecture hours**

- Cultural pluralism as an undesirable situation
- Cultural pluralism as a managed situation
- The Edward T. Hall Theory
- Explicit and implied messages
- Flexible time / monochromic time
- The need for personal space

Unit III: Managing a multi-cultural team **6 Lecture hours**

- Taking contextual elements of others into account
- Limitations of elements and complexity of models
- The decision-making process
- Persuasion, Resume, Compromise, Deduction, Implementation
- Cultures and management throughout the world
- Anglo-Saxon countries
- Southern and Northern Europe including Germany
- Latin America (Brazil and a Spanish speaking country)
- African countries (A country from Northwest Africa and a country from Sub-Saharan Africa)
- Asian countries: Japan, China and a country from South-Eastern Asia

1 Intercultural Online Seminar - (Invite speakers from Gulf, Arab, China and European Countries) on managing a multicultural team.

Unit IV: Geopolitics **6 Lecture hours**

- Definitions
- What is geopolitics?
- Role played by States
- Role played by NGOs
- Role played by interstate organizations
- The world today
- Current economic and political equilibrium and disequilibrium
- China: Its dream of the future
- Decline of the United States and Europe
- Role played by oil rich monarchies
- Return of Iran on the international scene

Unit V: Sustainable development and CSR **4 Lecture hours**

- NGO Visit Case study/ Social Work
- Sustainable model Development

Text books

- Clarcke D, (2010), Empires of oil in Barbarian Worlds, Profile books.
- Das T, Mathur C, Richter F-J, (2014), India Rising: Emergence of a New World Power, Marshall Cavendish Editions



- Ribeiro L, (2015), Social, Political and Cultural Challenges of the BRICS, Langaa RPCIG

References:

- Moran R, Harris P, Moran S, (2007), Managing Cultural Differences, Global Leadership Strategies for the 21st
- Century, Taylor & Francis.
- Thomas D, (2016), The Multicultural Mind, Berrett-Koehler Publishers.
- Hogan C, (2007), Facilitating Multicultural Groups, Kogan Page

Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	Attendance	**Total**
15	15	5	5	**40**
END SEMESTER EXAMINATION (60)				
Theory **(60)**				

Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Define Internationalization and understand the global outreach of the hotel functions.	PO6, PO7, PO8, PO10
CO2	Construct management models for Cultural diversity	PO6, PO7, PO8, PO10, PO11
CO3	Understand the cultures and management throughout the world.	PO4, PO6, PO7, PO8, PO10, PO11
CO4	Define and explain geopolitics and Current economic and political equilibrium	PO4, PO6, PO7, PO8, PO10, PO11
CO5	Analyze the current risk involved in the geopolitics.	PO6, PO7, PO8, PO10

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PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1						**L**	**H**	**M**		**H**		
CO2						**L**	**H**	**M**		**H**	**H**	
CO3				**H**		**L**	**H**	**M**		**H**	**H**	
CO4						**L**	**H**	**M**		**H**	**H**	
CO5				**H**		**L**	**H**	**M**		**H**		

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

21BHM-0NM42T	Negotiation Mastery	L	T	P	C
Version 1.0		3	0	0	3

Course Objectives- The purpose of this course is to:

1. Develop knowledge and interest in sales Negotiations.
2. Familiarize them with purchasing objections and how to deal with Negotiations

Course Outcomes- On completion of this course, the students will be able to:

CO1 Explain the needs, motivation, stakes & interest.

CO2 Generate value through advance negotiation skills.

CO3 Develop Commercial Negotiation model.

CO4 Negotiate effectively within groups and organizations

CO5 Understand & Apply the knowledge and skills of negotiation through case studies

Pedagogy-

The course will be taught in an interactive manner. The concepts shall be mostly shared through slides, video clips as required and further reinforced through individual or group activities such as role plays, exercises, games, case discussions, presentations etc. & aimed to equip students with skills to apply the theoretical knowledge in Real practical situations. They will also be required to work on field projects. Students are especially encouraged to read hotel management news and articles and research papers to not only acquire a better understanding but also to be well informed of the current business scenario and its challenges and possible solutions.

Course content - **Total Lecture hours (14X3= 42)**

Unit I: Introduction to Negotiation Analysis **8 Lecture hours**

- Finding the Zone of Possible Agreement
- Identify your walkaway
  Manage the exchange of offers
- Close the deal
- Negotiation simulation (Negotiating a Single- Issue Agreement: Buying/Selling a Unique Property)

Unit II: Advanced Negotiation Analysis: Creating Value **8 Lecture hours**

- Generate value when there is uncommon ground
- Manage situations under different and complex scenarios
- Dig into the fundamental tension of creating and claiming value

Unit III: Managing the Negotiation Process: Bargaining Tactics, Style, and Emotion **12 Lecture hours**

- Commercial Negotiations
- Examine the relational dimension of negotiation
- Dealing with Objections
- Explore interpersonal dynamics, bargaining styles, tactics, and emotion

Unit IV: Negotiation Mastery: **10 Lecture hours**

- Forging Agreement within Groups and Organizations
- Apply themes and issues from the course to real life scenarios
- Negotiate effectively within groups and organizations Negotiating for a job, for a raise, for a promotion Negotiating a budget

Unit V: Case study **4 Lecture hours**

Text books

- Tracy B, (2013), *Negotiation*, Amacom.
- Kennedy G, (2004), *Essential Negotiation*, Profile Books.

Reference Books

- Moore C, Woodrow P, *Handbook of Global and Multicultural Negotiation*, John Wiley & Sons.

Modes of Evaluation: Assignment/ Class Presentation/ Written Exam

MID SEMESTER EVALUATION (40)				
Mid Semester Examination	Quiz(s)/ Presentation (s)	Assignment(s)	Attendance	**Total**
15	15	5	5	**40**
END SEMESTER EXAMINATION (60)				
Theory **(60)**				

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Relationship between the Course Outcomes (COs) and Program Outcomes (POs)

Mapping between COs and POs		
	Course Outcomes (COs)	**Mapped Programme Outcomes**
CO1	Explain the needs, motivation, stakes & interest.	PO6, PO7, PO8, PO10
CO2	Generate value through advance negotiation skills.	PO6, PO7, PO8, PO10, PO11
CO3	Develop Commercial Negotiation model.	PO4, PO6, PO7, PO8, PO10, PO11
CO4	Negotiate effectively within groups and	PO4, PO6, PO7, PO8, PO10, PO11
CO5	Understand & Apply the knowledge and skills of negotiation through case studies	PO6, PO7, PO8, PO10

PO Keywords	Knowledge & Expertise of Hotel Business	Research	Information & Digital Literacy	Problem Solving	Communication & presentation skills	Behavioral Skills, Teamwork and Leadership	Globalization	Ethical, Social and professional understanding	Employability, Entrepreneurship	Lifelong Learning	Organizational Behavior	Finance & Marketing
COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
CO1						**L**	**H**	**M**		**H**		
CO2						**L**	**H**	**M**		**H**	**H**	
CO3				**H**		**L**	**H**	**M**		**H**	**H**	
CO4						**L**	**H**	**M**		**H**	**H**	
CO5				**H**		**L**	**H**	**M**		**H**		

H- High
M- Medium
L-Low

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BACHELOR OF HOTEL MANAGEMENT

Sushant University	School of Hospitality Management Detailed Course Plan		
Course Title: TDCC		Course Code:	
Term: II	Academic Year:	Core/Elective: Elective	Credits: 1
Course Designed by:		Course taught by: e-mail:	
Pre-requisites, if any:None			

1. Course Introduction and Objectives

This course will help participants to acquire the concept of Eco- sensitive or Green Hotels. The Participants will be exposed through diverse learning approaches of Energy, water conservation and Waste management to benefit the environment. This course will help them understand the importance & requirement of eco-friendly hotels.

Employability-level: Professional Skill

43. Foundation Core	44. Foundation Skill	45. Professional Core	46. Professional Skill	47. Premier Skill
			✓	

2. Course Learning Outcomes

By the end of the lesson, students will be able to:

CLO1: Define the concept of Eco- sensitive or Green Hotels and list the criteria for ecotel certification.

CLO2: Explain the importance of energy, Water conservation & Waste Management.

CLO3: Understand the benefits of using environment friendly guest supplies & stationary

3. Course Pedagogy

Primarily class lectures followed by question-answer sessions/ assignments/interactive sessions, reading of texts, Survey, case study would be used as an important pedagogy

4. Course Contents and Duration

The class would meet weekly for a period of 10 weeks approx.

Session No.	Session Topic / Sub-topic Description	Activity/Assignment	Required Readings/ Browsing/ Watching
1	Introduction to Ecotel	Discussion & PPT	
2	Ecotel Certification	Discussion & PPT	

3	Five Globe criteria	Discussion & PPT	
4	Identify an Eco-friendly site	Field visit	
5	Hotel Design & construction	Discussion & visit	
INTERNAL ASSESSMENT POINT I (MM=30)			
6	Energy Conservation	Discussion & videos	
7	Water Conservation	Discussion & videos	
8	Waste management	Discussion & videos	
INTERNAL ASSESSMENT POINT I (MM=30)			
9	Environment friendly Housekeeping	Visit	
10	Eco friendly products used in hotels	Visit	
FINAL ASSESSMENT POINT III (MM=40)			

48. Course Assessment

Assessment Scheme

Students would be assessed continuously at three assessment points during the course. Course assessment is based on a student's activity (records/ evidence of his/her performing and learning). While all activities are performed individually, assessment is individual.

For the final (40 marks) assessment, there will be exhibition-cum-competition of student's project, Posters & PPT on Eco- Friendly Hotels. And a panel of faculty will judge the art and marks will be allocated on the basis of that exhibition.

Course Assessment Components for a TD Course

A TD course is of 100 marks and will have the following assessment components. Final Grades will be based on the relative performance of a student in the class.

S. No.	Course Assessment Components		Marks/Weightage (%)
1	**Assessment 1**	(After Week 5)	**30**
2	**Assessment 2**	(After Week 8)	**30**
3	**(Final) Assessment 3**	(After Week 10)	**40**
Total Marks			**100**

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Erstwhile Ansal University Gurugram

BACHELOR OF HOTEL MANAGEMENT

Guidelines for Exhibition-Cum-Competition:

Each student would make a final project and a set of jury members on the day of the final assessment (in groups of four/five/as decided by the concerned faculty) will give the grades. Students would showcase and narrate their work done through the semester, also their learnings from it.

Final Presentation (40 Marks)

Each team of students would make a final portfolio presentation in front of a set of jury members on the day of the final assessment (in groups of four/five/as decided by the concerned faculty). They would showcase and narrate their work on project activity done through the semester, any MOOCs they audited and also their learnings from it.

- Group presentation but individual assessment - while the students would present in teams, assessment is individual and based on each teammate's contribution and presentation.
- Each team member must present 2-3 slides each, with the total number of slides not exceeding 12-15 slides
- Total time of presentation should not exceed 15 minutes (including questions and answers)
- 4-6 questions would be asked per presentation (any member of the team could be required to answer)
- The following rubric will be used for Group Project Presentation:

	Outstanding (5)	Very Good (4)	Good (3)	Average (2)	Below Average (1)
Inter & trans-disciplinary elements	The content was outstanding and suitably incorporated and integrated multi-, inter and trans-disciplinary perspectives.	The content was appropriate and a good attempt was made to incorporate multi, inter and trans-disciplinary perspectives.	Most content was relevant; some attempt was made to incorporate multi-, inter and trans-disciplinary perspectives.	Information was valid but some parts of the content needed expansion or shortening to bring in different perspectives.	Information was not relevant to the audience or directly related to the projects.
Information Sources	Used sufficient and appropriate	Detailed research done.	Appropriate research done.	Lacks proper	Research work

and Interpretation	research and information to support the project. Methodology used successfully integrated multi-, inter and trans-disciplinary perspectives.	Relevant data as per the project. Methodology was appropriate for a multi/inter/trans-disciplinary project.	Some of the data and methodology used was relevant to a multi/inter/trans-disciplinary project.	research. Data was scattered and methodology was not fully related to a multi/inter/trans-disciplinary project.	inappropriate. Data is not fully related to the project.
Quality of content and thought					
Integration of Knowledge	Demonstrated superior integration of knowledge of different areas and domains.	Demonstrated adequate integration of knowledge of different areas and domains.	Demonstrated some integration of knowledge of different areas and domains.	Very little integration of knowledge of different areas and domains.	Little or no integration of knowledge of different areas and domains.
Organization and presentation	Excellent structure and organization of content; excellent use of voice modulation while delivering; Maintaining eye contact with audience and seldom	Appropriate structure and organization; Good use of voice modulation; fluency in presentation	Fairly good structure and organization; Clear voice while presenting, but drop in volume at times; some use of vocal variation to show interest, maintains eye contact most of the time but	Structure and organization could be much improved; Voice lacks vocal variation, shows some eye contact, but not maintained;	Poor structure and organization; soft/ monotone voice, reads all or most of the presentation with no eye contact.



	returning to notes.		frequently returns to notes.	and at least half the time, speaker reads from notes.	
Teamwork	Demonstrated teamwork. It was evident that all the group members contributed equally to the presentation.	Demonstrated teamwork. It was evident that almost all the group members contributed to the presentation.	The teammates showed teamwork. However, it seems as though certain people did not do as much work as others	Lack of teamwork visible. It seems as though only a few people worked on the presentation.	Teamwork was minimalistic. It seems as though Only one member has worked on the presentation.
Slides/ Text/ Format/ Video Quality/ Clarity of Presentation	Font formats (e.g. color, bold, italic) had been carefully planned to enhance readability. Appropriate highlighters used.	Font formats (e.g. color, bold, italic) had been used to enhance readability. All graphics were appropriate and supported the content of the presentation.	Font formatting had been carefully planned to complement the content. Appropriate highlighters not used.	Mostly font formatting had been carefully planned but in places it may be a little hard to read. All graphics were attractive but many did not seem to support the content of the presentation.	No Format in the presentation. Several graphics were unattractive and diminishes the content of the presentation.



	Involved audience in presentation; held their attention throughout the presentation. Used original, clever, creative approach.	Involved audience in presentation; held their attention throughout by getting them actively involved in the speech	Presented facts in some interesting way and held attention most of the time by interacting with them.	Went off topic and lost audience. Failed to utilize method to pull the audience into the speech.	Avoided or discouraged active audience participation
Audience engagement/Question Handling	Excellent audience engagement; Answered all questions with explanation, elaboration and by integrating multi-, inter and trans-disciplinary perspectives.	Very good audience engagement; Answered all questions integrating multi-, inter and trans-disciplinary perspectives to a great extent.	Fair audience engagement; Answered most questions integrating multi-, inter and trans-disciplinary perspectives to some extent.	Mediocre audience engagement. Gave rudimentary answers to the questions with little or no integration of multi-, inter and trans-disciplinary perspective	Poor audience engagement. Has little grasp of information related to topic/project. Not able to answer most questions adequately

49. Course References

- Hotel Housekeeping Operations (Third Edition) Simrti Raghubalan ,Oxford University Press
- Clean India Journal
- Good Housekeeping
- https://beeindia.gov.in

Course Conduct Policy

A. Academic Honesty

Students are expected to uphold the standard of conduct for students relating to avoidance of academic dishonesty. Academic Dishonesty is defined as an intentional act of deception in which a student seeks to claim credit for the work or effort of another person or uses unauthorized materials or fabricated information in any academic work.

Students assume full responsibility for the content and integrity of the academic work they submit. The guiding principle of academic integrity is that a student's submitted work, examinations, reports, and projects must be that student's own work for individual assignments, and the group's own work for group assignments/ projects. Students are guilty of academic dishonesty if they:

- Use or obtain unauthorized materials or assistance in any academic work; i.e. cheating.
- Falsify or invent any information regarded as cheating by the course instructor; i.e. fabrication.
- Give unauthorized assistance to other students, i.e. assisting in dishonesty.
- Represent the work of others as their own; i.e. plagiarism.
- Modify, without facilitator approval, an examination paper, record or report for the purpose of obtaining additional credit; i.e. tampering.

The penalty for academic dishonesty is severe. Any student guilty of academic dishonesty may be subject to receive a failing grade for the examination, assignment, quiz, or class participation exercise as deemed appropriate by the instructor. In addition, the penalty could also imply that the student receives a failing grade for the course and be reported to the AU competent authority as in case of UMC during University examinations (Refer Policies on "Use of Unfair means in Examination").

B. Students with Disability/ Different-Ability

AU is committed to promoting full participation of students of all abilities in all aspects of the academic and social life of the University. We have initiated an ongoing process of reviewing and developing our policy and practices for promoting full inclusion for students and staff with disabilities and we consult regularly with them as part of this process. The main elements of our policy are listed below:

- **Environment.** We are committed to a systematic review and improvement of physical access across all of our sites. Where physical or sensory barriers limit access to services, we will endeavor to provide the service at a suitable alternative venue.
- **Access to facilities and support.** All facilities and equipment will be made as accessible as possible so that students of all abilities have access to the same range of support services.
- **Information for applicants, students and staff.** All publicity, Program details, and general information will be offered in accessible formats with sufficient time to allow for modification

into alternative formats where necessary, for familiarization by students or personal support workers, and early application for support.

For Faculty Version of Course Outline Only

This section of course outline contains the Curriculum Map for this course and is not to be distributed to students.

50. Graduate Attributes

Ansal University seeks to foster the following qualities in students through its various programs and the students' broader experience at the University. The University provides opportunities for students to be

13. knowledgeable, building disciplinary and interdisciplinary knowledge through a scholarly approach incorporating global and regional perspectives,
14. creative and critical thinkers, generating original ideas and concepts, and appreciating innovation and entrepreneurship,
15. empowered, having both the capacity and confidence to pursue the attainment of full potential,
16. engaged, contributing positively to diverse communities through service and leadership,
17. ethical, acting with integrity in intellectual, professional and community pursuits, and
18. sustainability-focused, responding to ecological, social and economic imperatives

51. Programme Educational Objectives (PEOs)

The programme is expected to achieve the following educational objectives for the students:

G. Development in their chosen profession and/ or progress towards an advanced degree in the domain
H. Earning a reputation as a source of innovative solutions to complex problems
I. Garner trust and respect of others as effective and ethical team members
J. Achieving positions of leadership in an organization and/or on teams
K. Lead a happy and aesthetic life and also promote aesthetics and happiness of others

52. Programme Learning Outcomes

Upon successful completion of the program the students will be able to:

12. Communicate, explore, network and negotiate in ways that extend representation of disciplinary ideas or perspectives.
13. Explore the relevance and test the value of concepts, frameworks, methods and theories from different fields of inquiry for gaining insights into trans-disciplinary systems and co-production of knowledge
14. Engage with and respond respectfully, generatively and analytically to different ways of knowing across community, cultural and environmental contexts to promote agency and collaboration
15. Use principled approaches for designing and developing trans-disciplinary initiatives for betterment of communities and

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16. Recognize and promote the humanity of self and others and engage ethically and sensitively to the values and cultures of particular individuals, groups, organizations or communities through arts and recreation.

53. Program Education Objectives (PEOs) to Program Learning Outcomes (PLOs) Mapping Matrix

PLO/PEO	PEO 1	PEO 2	PEO 3	PEO 4	PEO 5
PL0 1	S	M	M	M	M
PL0 2	S	S	S	S	M
PL0 3	M	S	S	S	S
PL0 4	W	S	M	S	S
PL0 5	W	S	S	S	S

*S, M & W stand for the degree of association - Strong, Moderate & Weak.

54. Program Learning Outcomes (PLOs) to Course Learning Outcomes (CLOs) Mapping Matrix

Course Learning Outcomes (CLOs)	Programme Learning Outcomes (PLOs)				
	PLO-1	PLO-2	PLO-3	PLO-4	PLO-5
CLO1	S	S	S	W	W
CLO2	S	S	S	W	W
CLO3	S	S	M	M	W

55. Course Learning Outcomes to Assessment Components Mapping Matrix

(This matrix will be validated during Quality Audit by auditing the actual assessment components used during teaching and the sample grading of the submitted student work.)

Assessment/CLO	Learning Outcome 1	Learning Outcome 2	Learning Outcome 3
Relevant Session Nos.	1-3	4-7	8-10



Assessment 1:	✓		
Assessment 2 :	✓	✓	
Final Assessment	✓	✓	✓

56. Teaching Method Utilization Map

T1 - Lectures
T2 - Case Discussions
T3 - Guest Lectures
T4 - Learning Labs (Class Demo/Movie/Webinar)
T5 - Role Plays/Business Games/Simulation(s)
T6 - Student Presentation based on Team Assignment
T7 - Student-led Discussion
T8 - One-on-One Presentation/Feedback
T9 - Integrated Learning (Collaboration with other Faculty)
T10 - Class Assignment and Discussion
T11- Tutoring/Problem Solving
T12 - Industry Visit/Field Visit
T13 - Networking Events: Conference/Conclave/Workshop

Teaching Methods/Sessions	**S1**	**S2**	**S3**	**S4**	**S5**	**S6**	**S7**	**S8**	**S9**	**S10**
Teaching Methods (Primary)	**T1**	**T1**	**T6**	**T6**	**T12**	**T10**	**T2**	**T2**	**T12**	**T12**
Teaching Method (Secondary)										

- Do you plan to take any special/extra session during the course other than the allocated sessions? **NO**
- If Yes, please mention in the appropriate box below

VATEL HOTEL & TOURISM BUSINESS SCHOOL

Sushant University
Erstwhile Ansal University Gurugram

BACHELOR OF HOTEL MANAGEMENT

Unit II: Internal control in Hospitality — **6 lecture hours**

- What is internal control, Internal control problems in hospitality
- The principles of internal control
- Control of stock, Control of cash
- Using cost standards
- Theft and fraud.

Unit III: Pricing in the hospitality industry and Uniform system of Accounting in Hotels — **6 lecture hour**

- Introduction to pricing
- A bottom up approach to pricing: The concept, Restaurant pricing: An example of a bottom up approach
- Menu engineering
- Room rates for hotels & motels, Room rate discounting for hotels
- Yield management for hotels, Other pricing considerations in hospitality

Unit IV: Budgeting and cost control — **8 lecture hours**

- Importance of Standardization in Recipes.
- Purchasing, Vendor Selection, Receiving, Storage, Issuing,
- Labor Costs, Control of Other Direct & Indirect Labor Costs
- Budgeting in Hospitality
- Productivity Rates, Staffing & Scheduling

Unit V: Case Study — **2 lecture hours**

- Planning & designing for Best Practices in the Hospitality Facility

Text books

- Siddiqui, A. S., (2012). *Comprehensive Accountancy* (3rd ed.). New Delhi: Narosa Pub.
- Singhai, M. L. (2012). *Cost Accounts* (2nd ed.). Tamil Nadu: Uni. Press
- Kumar, P., & Kumar, V., (2007). *Auditing And Business Communications* (2nd ed.). New Delhi: Kalyani Publishers.

Reference books

- Food and Beverage Cost Control, 6th Edition Lea R. Dopson, David K. Hayes, ISBN : 978-1-118-98849-7, 2016

Vatel Hotel & Tourism Business School
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