



GOVERNMENT OF KARNATAKA

Proposed Curricular Framework for Under Graduate

Program in Universities of Karnataka State

in

HOTEL MANAGEMENT

Submitted to

Karnataka State Higher Education Council

Government of Karnataka

Bengaluru

Hotel Management Subject Expert Committee

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3	Dr. Thomas Mathew	Army Institute of Hotel Management, Bengaluru	Member
4	Dr. Jayakumar	PES College of Hotel Management, Bengaluru	Member
5	Dr. Swaminathan S.	Srinivas College of Hotel Management, Mangalore	Member
6	Prof. Karthikeyan	Program Manager, Acharya Institute of Management and Sciences, Bengaluru-58	Member
7	Prof. Rajesh Kumar	A.M.C. College of Hotel Management, Bengaluru	Member
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9	Prof. Priya Arjun	M.S. Ramaiah College of Hotel Management, Bengaluru	Member
10	Dr. M. M. Kannan	Principal, Sambhram College, KGF Bengaluru	Member
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13	Mr. Arulmani	Corporate Director- Learning & Development Expressions	Member
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15	Mr Sandeep Narang	Executive Chef – Taj West End	Member
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17	Dr Tejaswini Yakkundimath	Special Officer, KSHEC, Bengaluru	Member - Convenor

REGULATIONS PERTAINING TO BACHELORS OF HOTEL MANAGEMENT

I. PROGRAM OUTCOMES

Upon successful completion of Hotel Management Course, the student should be able to:

PO 1: Use knowledge and skills associated with problem solving, creative and critical thinking, reflection and decision making to function effectively in the classroom, community and industry.

PO 2: Apply the concepts and skills necessary to achieve guest satisfaction.

PO 3: Demonstrate leadership and teamwork to achieve common goals.

PO 4: Conduct him/herself in a professional and ethical manner, and practice industry-defined work ethics.

PO 5: Communicate effectively and confidently in the classroom, community and industry.

PO 6: Demonstrate knowledge of multicultural perspectives to meet the needs of the guests and employees.

PO 7: Lead with the knowledge that the foundation of hospitality and tourism is based on the respect for the host culture with the responsibility to perpetuate the unique values, traditions, and practices of that place.

PO 8: Use knowledge of best practices to further sustainability (economic, environmental, and cultural/social) in the industry.

PO 9: Demonstrate ability to perform basic, supervisory and managerial level job functions in hotel, restaurant and tourism careers.

PO 10: Evaluate diversity and ethical considerations relevant to the hospitality industry.

II. GRADUATE ATTRIBUTES

The graduate attributes are the outline of the expected course learning outcomes mentioned in the beginning of each course. The characteristic attributes that a graduate will be able to demonstrate through learning various courses which are listed below:

✓ Disciplinary Knowledge

Capability of executing comprehensive knowledge and understanding of one or more disciplines that form part of Hospitality and Tourism Management.

✓ Communication Skills

- i. Ability to communicate long standing, unsolved problems related to Hospitality and Tourism.
- ii. Ability to show the importance of Hospitality and Tourism as precursor to various market Developments.

✓ **Critical Thinking**

- i. Ability to engage in reflective and independent thinking by understanding the concepts in every area of Hospitality and Tourism Business;
- ii. Ability to examine the results and apply them to various problems appearing in different branches of Hospitality and Tourism Business.

✓ **Problem solving**

- i. Capability to reduce a business problem and apply the classroom learning into practice to offer solution for the same;
- ii. Capabilities to analyze and synthesize data and derive inferences for valid conclusion;
- iii. Able to comprehend solutions to sustain problems originating in the diverse management are such as Finance, Marketing, Human Resource, Taxation within the Hospitality and Tourism Industry.

✓ **Research Related Skills**

- i. Ability to search for. Locate, extract, organize, evaluate, and use or present information that is relevant to a particular topic
- ii. Ability to identify the developments in various branches of Hospitality and Tourism Management and Business

✓ **Information and Communication Technology (ICT) digital literacy**

Capability to use various ICT tools (like spreadsheet) for exploring, analysis, and utilizing the information for business purposes.

✓ **Self-directed Learning**

Capability to work independently in diverse projects and ensure detailed study of various facets Hospitality and Tourism

✓ **Moral and Ethical Awareness/Reasoning**

- i. Ability to ascertain unethical behaviour, falsification, and manipulation of information;
- ii. Ability to manage self and various social systems.

✓ **Life-long learning**

Capability of self-paced and self-directed learning aimed at personal development and for improving knowledge/skill development and reskilling in all areas of Hospitality and Tourism Management.

III. ELIGIBILITY FOR ADMISSION:

A candidate who has passed two years Pre-University Examination conducted by the Pre-University Education Board in the State of Karnataka or any other examination considered as equivalent thereto shall be eligible for admission to these Programs.

IV. MEDIUM OF INSTRUCTION

The medium of instructions shall be English only (Except for Language subjects)

V. ATTENDANCE

For the purpose of calculating attendance, each semester shall be taken as a Unit. A student shall be considered to have satisfied the requirement of attendance for a semester, if he/she has attended at least 75% in aggregate of the number of work periods in each of the courses compulsorily.

A student who fails to satisfy the above condition shall not be permitted to take the University examination.

VI. TEACHING AND EVALUATION

Faculty members with BHM, MTA, MTTM or MBA (TTM) graduates with Hospitality, Culinary & Tourism as their specialization from recognized university are only eligible to teach and evaluate the Courses (except languages, compulsory additional subjects and core Information Technology related subjects) mentioned in this regulation. Languages and additional courses shall be taught by the graduates as recognized by the respective Board of Studies.

VII. RECORD MAINTENANCE AND SUBMISSION

- Every college is required to establish a laboratory for delivering practical aspects of all core hospitality subjects. In addition, an Innovative business lab / computer lab should be established to enable students to get practical knowledge of hospitality and tourism business activities and online learning.
- In every semester, the student should keep a record of the activities conducted in the laboratories and submit it to the concerned faculty.
- The BOE is authorized to make random surprise visits to the colleges and verify record and internal marks awarded.

VIII. PRACTICAL TRAINING AND PROJECT REPORTS:

Industrial Training:

The course being a professional course, the students are required to undergo an Industrial Training in the 5th Semester for a period of 4-6 Months. The objective of the training is to expose the students to the operational aspects of a star hotel (4 star and above) and he/she is preferably exposed to the four core departments specially to gain operational and managerial skills required to effectively manage a hotel.

IX. GUIDELINES FOR CONTINUOUS INTERNAL EVALUATION (CIE) AND SEMESTER END EXAMINATION (SEE)

The CIE and SEE will carry 40% and 60% weightage each, to enable the course to be evaluated for a total of 100 marks irrespective of its credits. The evaluation system of the course is

comprehensive & continuous during the entire period of the Semester. For a course, the CIE and SEE evaluation will be on the following parameters:

SL No	Parameters for Evaluation	Marks
	Continuous Internal Evaluation (CIE)	
A	Continuous & Comprehensive Evaluation (CCE)	20 Marks
B	Mid Semester Exam (MSE)	20 Marks
	Total of CIE	40 Marks
C	Semester End Examination (SEE)	60 Marks
	Total of CIE & SEE	100 Marks

A. Continuous & Comprehensive Evaluation (CCE):

The CCE will carry a maximum of 20% weightage (20 marks) of total marks of a course. The faculty member can select any four of the following assessment methods, Minimum of four of the following assessment methods of 5 marks each:

Individual Assignments	Practical activities/Problem Solving Exercises
Seminars/Classroom Presentations/Quizzes	Mini Projects/Capstone Projects
Group / Class Discussion/ Group Assignments	Participation in Research activities, etc.
Case studies/Case lets / Field visits	Any other academic activity.
Participatory & Industry-Integrated Learning	Practical activities/Problem Solving Exercises

B. Mid Semester Exam (MSE):

The MSE will carry a maximum of 20% weightage (20 Marks) of total marks of a course, under this component, a test will have to be conducted after 50% of the completion of the syllabus in each subject.

X. PATTERN OF QUESTION PAPER

A. Mid Semester Exam

Sections	Question Type	Mid Semester Exam
SECTION A 1. a, b, c, d, e, f	(Factual Questions) Answer any FOUR out of six Sub-questions	4 X 1 = 04 Marks
SECTION B 2, 3, 4	(Application Questions) Answer any TWO out of three questions	2 X 3 = 06 Marks
SECTION C 5, 6	(Analysis Questions) Answer any ONE out of two questions	1 X 10 = 10 Marks
TOTAL		20 Marks

B. Prefinal Exam

Sections		Semester End Exam
SECTION A 1. a, b, c, d, e, f, g	(Factual Questions) Answer any FIVE out of seven Sub-questions	5 X 2 = 10 Marks
SECTION B 2, 3, 4, 5, 6, 7	(Application Questions) Answer any FOUR out of five questions	4 X 5 = 20 Marks
SECTION C 8, 9, 10, 11, 12	(Analysis Questions) Answer any THREE out of five questions	3 X 10 = 30 Marks
TOTAL		60 Marks

XI. APPEARANCE FOR THE EXAMINATION

A Candidate shall be considered to have appeared for the examination only if he/she has submitted the prescribed application for the examination along with the required fees to the university.

1st SEMESTER

Name of the Program: Hotel Management Course Code: HM DSC C1 Course category: Discipline Core Course Name of the Course: Food & Beverage Production I Theory		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.
Course Objectives: <ol style="list-style-type: none"> a. Elaborate on the evolution of the culinary industry b. Explain the use and characteristics of food commodities c. Evaluate the various kitchen safety and security measures d. Acquire necessary knowledge required for a career in the field of culinary 		
Course Outcomes: <ol style="list-style-type: none"> a. Explain the Origin and Evolution of Modern Cookery b. Identify various tools used for cooking c. Elaborate on the role and importance of various cooking ingredients d. Analyse the basic food nutrients and its role e. Assess the importance of kitchen safety measures f. Elucidate the importance of waste management in kitchen 		
UNIT-1: INTRODUCTION TO THE ART OF COOKERY No of Hours: 15 Hrs.		
<ol style="list-style-type: none"> 1.1 Introduction to Culinary 1.2 Evolution of Global Food Culture 1.3 Kitchen hierarchy and Job Description & Specification 1.4 Identification of Kitchen equipment, utensils, layout 1.5 Aims, Objectives, Principles & Methods of Cooking Food 1.6 Types of Cooking Fuels 1.7 Personal Hygiene & Kitchen Ethics 		
UNIT-2: FOOD COMMODITIES No of Hours: 15 Hrs.		
<ol style="list-style-type: none"> 2.1 Classification, Origin & Cuts of fruits and vegetables 2.2 Role of Fats and Oils used in Cookery 2.3 Spices and Herbs used in Indian Cuisine 2.4 Role of Indian Grains, Pulses, Condiments, Herbs & Spices in cookery 2.5 Classification, Composition & Preparation of Eggs 2.6 Classification & Cuts of Fish, Meats (Beef, Lamb, Pork & Poultry) 2.7 Cleaning and pre-preparation of food commodities 2.8 Basics of Food Nutrition 		

UNIT-3: KITCHEN SAFETY AND QUALITY CONTROL

No of Hours: 10 Hrs.

- 3.1 Introduction to FSSAI & HACCP
- 3.2 Kitchen Safety measures (Fire Safety & Handling Fire Extinguishers)
- 3.3 Anatomy, Classification & Handling of kitchen Knives
- 3.3 Food Safety & Preservation Techniques
- 3.4 Purchase Quality & Storage of Food Products – Meat, Fish, Vegetable, Fruits Etc.
- 3.5 Kitchen Waste Management
- 3.6 Basic First Aid

Suggestive Readings:

- a. Food Production Operations by Chef Parvinder S. Bali
- b. Practical Professional Cookery by Cracknell and Kaufmann
- c. Catering Management by Mohini Sethi & Surjeet Malhan
- d. Hygiene and Sanitation by S. Roday
- e. Indian Food: A Historical Companion by Achaya KT
- f. Food: A Culinary History by Jean-Louis Flandrin

Online Resources

- a. Culinary Dictionary Index
Link: <https://whatscookingamerica.net/glossary/>
- b. The Cook's Thesaurus
Link: <http://www.foodsubs.com/>
- c. Real Food Encyclopedia
Link: <https://foodprint.org/eating-sustainably/real-food-encyclopedia/>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: HM DSC C2 Course category: Discipline Core Course Name of the Course: Food & Beverage Production I Practical		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	52 Hrs.
Course Learning Objectives: a. Acquire knowledge and skills in the areas of culinary operations and management b. Get familiar with the latest food preparation skills and techniques		
Course Outcomes: a. Demonstrate the basic cuts of Meats, Poultry, vegetables and fruits b. Demonstrate basic cooking techniques used in commercial kitchens c. Prepare culinary delicacies belonging to various Indian Cuisines		
WEEK1: Foundation of cooking – Identification of Kitchen Utensils, Equipments & Ingredients, Operations of Equipments and Knife Handling Procedures, Kitchen Hygiene		
WEEK2: Basic Cooking Methods and Pre-Preparations – Cuts of Vegetables (Julienne, Jardinière, Macedoine, Brunoise, Paysanne, Dices, Cubes, Shred, Mirepoix, etc.) 1) Blanching 2) Boiling 3) Sautéing		
WEEK3: Basic Cooking Methods and Pre-Preparations - Cuts of Chicken 1) Roasting 2) Braising 3) Broiling		
WEEK4: Basic Cooking Methods and Pre-Preparations - Cuts of Fish 1) Frying (Deep Frying & Sallow Frying) 2) Stewing 3) Steaming		

WEEK 5: Egg Cookery

Demonstration and Preparation of Egg dishes

- 1) Boiled Egg (Soft & Hard)
- 2) Fried Egg (Easy Over, Bull's Eye, Double fried Etc.)
- 3) Scrambled Egg
- 4) Poached Egg (Egg Benedict)
- 5) Omelette (Plain, Stuffed, Spanish)

WEEK 6: Karnataka Cuisine - 3 Course Menu with Accompaniments

WEEK 7: Chettinad Cuisine - 3 Course Menu with Accompaniments

WEEK 8: Kerala Cuisine - 3 Course Menu with Accompaniments

WEEK 9: Andhra Cuisine - 3 Course Menu with Accompaniments

WEEK 10: Goan Cuisine - 3 Course Menu with Accompaniments

WEEK11: Maharashtrian Cuisine - 3 Course with Accompaniments

WEEK12: Coastal Karnataka Cuisine (Karavali) - 3 Course Menu with Accompaniments

WEEK13: Hyderabadi Cuisine - 3 Course Menu with Accompaniments

Suggestive Readings:

- a. Food Production Operations by Chef Parvinder S. Bali
- b. Practical Professional Cookery by Cracknell and Kaufmann
- c. Catering Management by Mohini Sethi & Surjeet Malhan
- d. Hygiene and Sanitation by S. Roday
- e. Indian Food: A Historical Companion by Achaya KT
- f. Food: A Culinary History by Jean-Louis Flandrin

Online Resources

- a. Culinary Dictionary Index

Link: <https://whatscookingamerica.net/glossary/>

- b. The Cook's Thesaurus

Link: <http://www.foodsubs.com/>

- c. Real Food Encyclopedia

Link: <https://foodprint.org/eating-sustainably/real-food-encyclopedia/>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: HM DSC C3 Course category: Discipline core Courses Name of the Course: Food & Beverage Service I Theory		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.
Course Learning Objectives: <ol style="list-style-type: none"> 1. To provide an insight of the Global Hospitality and Catering industry 2. To illustrate the functioning of the Food & Beverage Service Department in Hotels. 3. To familiarize the ongoing and upcoming trends in the Food & Beverage industry 		
Course Outcomes: <ol style="list-style-type: none"> 1. To understand the importance of the Food & Beverage Service department 2. Describe a structure of the Food and Beverage Service sequence 3. Understand the scope of F & B and its role in Hotel Industry 4. Explain the various F & B Outlets in a hotel 5. Discuss the F & B Industry and its components 6. Explain the Role of F & B Service department 		
UNIT-1: OVERVIEW OF HOSPITALITY & CATERING INDUSTRY No. of Hours 15 Hrs.		
<ol style="list-style-type: none"> 1.1 Introduction to the Hospitality Industry and growth of the industry in India 1.2 Role of the Catering Establishment in the Travel and Tourism industry 1.3 History and achievements of accomplished hospitality brands/ leaders in India and abroad 1.4 Employment opportunities in Hospitality Industry 1.5 Types of Food & Beverage operations 1.6 Classification of catering operations 1.7 Organization of Food & Beverage department of a hotel 1.8 Principal staff of various types of Food & Beverage operations 1.9 Duties & responsibilities of Food & Beverage Service personnel 1.10 French terminologies related to Food & Beverage 1.11 Attributes of F&B Service personnel 1.12 Inter departmental and intra department co- ordination 		
UNIT- 2: FOOD SERVICE AREAS AND EQUIPMENTS USED No of Hours: 15 Hrs.		
<ol style="list-style-type: none"> 2.1 Speciality Restaurants 2.2 Coffee Shop 2.3 In Room Dining (IRD) 2.4 Banquet catering 		

- 2.5 Live Kitchen
- 2.6 Bar & Lounge
- 2.7 Butler Service
- 2.8 Pantry, Food Pick-Up area, Stores, Linen Room, Kitchen Stewarding
- 2.9 Cutlery & Crockery
- 2.10 Glassware & Hollow ware
- 2.11 Food service Trolleys
- 2.12 French glossary related to the above

UNIT- 3: NON-ALCOHOLIC BEVERAGES

No of Hours: 10 Hrs.

- 3.1 Classification of Non-Alcoholic Beverages
- 3.2 Tea - History, Origin, Manufacture, Types and Brands
- 3.3 Coffee - History, Origin, Manufacture, Types and Brands
- 3.4 Cocoa and Malted Beverages - Origin and manufacture
- 3.5 Preparation of different types of coffee - Recipe and Ingredients
- 3.6 Juices and Aerated beverages - History, Origin, Manufacture, Types and Brands
- 3.7 Service of non-alcoholic Beverage

Suggestive Readings:

- a. Food & Beverage Service Training Manual- By Sudhir Andrews
- b. Food & Beverage Service by R Singaravelan
- c. The Steward by Peter Diaz
- d. Food & Beverage Service by Anil Sagar
- e. The World Atlas of Coffee by James Hoffman

Online Resources

- a. Top 30 mocktail ideas

Link: <https://www.bbcgoodfood.com/howto/guide/top-10-non-alcoholic-drinks>

- b. Trends Affecting Restaurant Industry

Link: <https://www.brandwatch.com/blog/the-biggest-restaurant-industry-trends/>

- c. The Key Factors Driving and Hampering F&B Sustainability

Link: <https://www.precog.co/blog/sustainability-food-and-beverage-manufacturing/>

Note: Any other Latest Edition of reference/text books can be included.

Name of the Program: Hotel Management Course Code: HM DSC C4 Course category: Discipline core Courses Name of the Course: Food & Beverage Service I Practical		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	52 Hrs.
Course Learning Objectives: a. To expose the students to the operational aspects of the Food & Beverage Department b. To train the students on the hard and soft skills essential for efficient food and beverage service c. To expose the students to the art of coffee making and its service d. To acquaint the students with the basics of menu engineering e. To train the students on basic food and beverage service sequence f. To expose the students on the fundamentals of Guéridon and Butler Service		
Course Outcomes: a. Explain the various functional areas of a restaurant b. Gain the essential skills needed in the Food and Beverage Service areas c. Understand the scope of F & B and its role in Hotel Industry d. Demonstrate the art of coffee making and service e. To understand the importance of the Food & Beverage Service department f. Describe a structure of the Food and Beverage Service sequence g. Understand the scope of F & B and its role in Hotel Industry h. Explain the various F & B Outlets in a hotel i. Discuss the F & B Industry and its components j. Explain the Role of F & B Service department		
WEEK 1: Familiarization of F&B Service department		
WEEK 2: Food & Beverage Service Etiquette, Familiarization of F&B Service Equipment		
WEEK 3: Care & Maintenance of Food & Beverage Service Equipment, Cover Setup - All Meals		
WEEK 4: Basic Technical Skills - Handling Service Gear, carrying a tray or salver, Laying a Table Cloth, Changing a table cloth during service		
WEEK 5: Basic Technical Skills - Organizing side station, Napkin Folds, Service of water, Sequence of Food Service		
WEEK 6: Preparation & Service of Tea & Coffee, Service of other Non- alcoholic Beverages		
WEEK 7: Room Service Tray Setup, Room Service Order taking Operations		
WEEK 8: Banquet functions and Board Room Set-up		

WEEK 9: Guéridon Service - Cocktail de Crevettes, De-boning of Grilled fish or Similar
WEEK 10: Guéridon Service - Banana Flambé, Crêpe Suzette or Similar
WEEK 11: Butler Service - Basic Butler Etiquette, Styles of Butler Service
WEEK 12: Butler Service - House, Table & Wardrobe Management, Valet Skills
WEEK 13: Food & Beverage Situation Handling
<p>Suggestive Readings:</p> <ul style="list-style-type: none"> a. Food & Beverage Service Training Manual- By Sudhir Andrews b. Food & Beverage Service by R Singaravelan c. The Steward by Peter Diaz d. Food & Beverage Service by Anil Sagar e. The World Atlas of Coffee – James Hoffman f. A butler’s life: scenes from the other side of the silver salver by Christopher Allen <p>Online Resources:</p> <ul style="list-style-type: none"> a. Top 30 mocktail ideas Link: https://www.bbcgoodfood.com/howto/guide/top-10-non-alcoholic-drinks b. Trends Affecting Restaurant Industry Link: https://www.brandwatch.com/blog/the-biggest-restaurant-industry-trends/ c. The Key Factors Driving and Hampering F&B Sustainability Link: https://www.precog.co/blog/sustainability-food-and-beverage-manufacturing/ d. 7 Steps for Quick and Easy Menu Planning Link: https://www.unlockfood.ca/en/Articles/Menu-Planning/7-Steps-for-Quick-and-Easy-Menu-Planning.aspx e. The role of a Butler Link: https://hoteltalk.app/the-role-of-a-butler/ f. Sustainability is Critical in Food and Beverage Manufacturing Link: https://foodsafetytech.com/column/8-reasons-sustainability-is-critical-in-food-and-beverage-manufacturing/ <p>Note: Any other Latest Edition of reference/text books can be included.</p>

Name of the Program: Hotel Management Course Code: HM DSC C5 Course category: Discipline Core Course Name of the Course: Accommodation Operations I Theory		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.
Course Objectives: <ol style="list-style-type: none"> a. To provide students with a systematic approach to managing accommodation operations in the hospitality industry. b. To prepare students with what it takes to direct the day-to-day operations of this vital department, from “big picture” management down to technical details. 		
Course Outcomes: <ol style="list-style-type: none"> a. Explain the meaning and evolution of Hospitality and Tourism Industry b. Compare the various types of Hotels, Guest rooms and Tariff plans c. Describe the various functional areas of the accommodations department d. Highlight the importance of intra & inter departmental coordination e. Identify various Guest services challenges faced by accommodations personnel 		
UNIT-1: INTRODUCTION TO HOSPITALITY INDUSTRY No of Hours: 13 Hrs.		
1.1 Meaning, Definition & Origin of Hospitality Industry 1.2 Importance of Travel & Tourism sector for hotels 1.3 Evolution & Growth of Global & Indian Hospitality Industry 1.4 Classification of Accommodation facilities 1.5 Types of Guests Rooms 1.6 Core and Non-Core departments of a hotel 1.7 Organizational structure of a hotel 1.8 Role of Information Technology in Accommodation operations 1.9 Careers in Accommodations department		
UNIT- 2: INTRODUCTION TO ACCOMMODATIONS DEPARTMENT (FRONT OFFICE) No of Hours: 14 Hrs.		
2.1 Functional Areas, Sections and Layouts of Hotel Front Office 2.2 Front Office Department Hierarchy 2.3 Duties and Responsibilities of Front Office Personnel 2.4 Qualities of Front Office Personnel 2.5 Front Office Communication 2.6 Interdepartmental Coordination & Communication 2.7 Introduction to Room Tariffs		

UNIT- 3: INTRODUCTION TO ACCOMMODATIONS DEPARTMENT(HOUSEKEEPING)

No of Hours: 13Hrs.

- 3.1 Functional Areas, Sections and Layouts of Housekeeping
- 3.2 Qualities of Front Office Personnel
- 3.3 Responsibilities and Functions of Housekeeping personnel
- 3.4 Role of Housekeeping in Allied Industries
- 3.5 Housekeeping Organizational Structure
- 3.6 Inter departmental Coordination
- 3.7 Job description and specification of housekeeping personnel

Suggestive Readings:

- a. Managing Front Office Operations – Michael L Kasavanna& Richard M.Brooks
- b. Front Office Operations and Management - Jatashankar R. Tiwari
- c. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
- d. Hotels for Tourism Development – Dr. Jagmohan Negi
- e. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George
- f. Green Housekeeping - By Christina Strutt

Online Resources

- a. Hotel Housekeeping Duties: A Day in the Life - Hotel Tech Report

Link: <https://hoteltechreport.com/news/hotel-housekeeping-duties/>

- b. Role of Housekeeping in Guest Satisfaction and Repeat Business – Himanshu Rajak

Link: <https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/>

- c. Top issues and solutions for your housekeeping department- Larry Mogelonsky

Link: <https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-your-housekeeping-department/>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: OE 1 Course category: Open Elective Name of the Course: Service Quality Management		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.
Course Objectives: <ul style="list-style-type: none"> a. To introduce the basic principles and applications of implementing and managing service quality in organizations b. To develop & implement service quality strategies to achieve excellence and meet customer's needs c. To build strong customer relationships and improve service to internal customers as well as external customers d. To help gain an understanding of the essential skills and behavior of effective team leaders 		
Course Outcomes: <ul style="list-style-type: none"> a. Explain the concept of Service Quality Management b. Evaluate the pros & cons of Quality Management c. Elaborate on the principles of Leadership d. Elucidate on Strategic Business Models in Service industry e. Analyze Service Quality Gaps in Service sectors f. Assess the role of people in Quality Management 		
UNIT-1: INTRODUCTION TO QUALITY MANAGEMENT No of Hours: 10 Hrs.		
<ul style="list-style-type: none"> 1.1 Introduction to the concept of Quality 1.2 Background & History 1.3 Traditional Vs Non-Traditional Approaches to Quality 1.4 Tangible Vs Intangible Benefits 1.5 Deming's 14 Points for Transformation 1.6 Customers & Quality 1.7 Role of Internal & External Customers 		
UNIT- 2: LEADERSHIP IN QUALITY MANAGEMENT No of Hours: 15 Hrs.		
<ul style="list-style-type: none"> 2.1 Principles of Leadership 2.2 Leadership Decision Making 2.3 Strategic Objectives of Businesses 2.4 Business Processes - Planning, Control & Capability 2.5 Managing Variation Reduction using SPC 2.6 The Transactional Supplier Relationship Model 2.7 Partnering beyond the Supply Chain 		

UNIT- 3: PEOPLE IN QUALITY MANAGEMENT

No of Hours: 15 Hrs.

- 3.1 Respect for Individuals
- 3.2 Empowerment, Motivation, Participation and Teamwork
- 3.3 Ethics and Corporate Social Responsibility
- 3.4 Learning, Change and Process Improvement
- 3.5 Delivering and Measuring Service Quality
- 3.6 Service Quality gaps
- 3.7 Implementing Quality Management

Suggestive Readings:

- a. Quality Management by Graeme Knowles
- b. Service Quality Management in Hospitality, Tourism, and Leisure by Mok Connie
- c. Service Quality Management in Hospitality and Tourism by Metti M.C
- d. Service Quality Management in Hospitality, Tourism, and Leisure by Beverley Sparks, Connie Mok, and Jay Kandampully
- e. Quality Management: Theory and Application by Peter D. Mauch

Online Resources

- a. How to measure the 5 dimensions of service quality

Link: <https://www.getfeedback.com/resources/cx/how-to-measure-the-5-dimensions-of-service-quality/>

- b. Service Quality and Customer Satisfaction in the Post Pandemic World

Link: <https://www.frontiersin.org/articles/10.3389/fpsyg.2022.842141/full>

- c. 8 must-have qualities of an effective leader

Link: <https://www.michaelpage.co.in/advice/management-advice/leadership/8-must-have-qualities-effective-leader>

Note: Any other Latest Edition of reference/textbooks can be included.

2nd SEMESTER

Name of the Program: Hotel Management Course Code: HM DSC C6 Course category: Discipline Core Course Name of the Course: Food & Beverage Production II Theory		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.
Course Learning Objectives: a. To elaborate the fundamentals concepts of Indian Cookery b. To introduce various types and categories of Indian Food c. To expose the students to the basics of bakery operations		
Course Outcomes: a. Explain the history of Indian food Culture b. Compare various Indian Masalas and its characteristics c. Identify the emerging trends in Indian Cuisine d. Explain the various types of Indian Breads e. Explicate on Indian Regional, Traditional & Comfort foods		
UNIT 1 -FUNDAMENTALS OF INDIAN COOKERY No of Hours: 15 Hrs.		
1.1 Introduction to Indian Food Culture 1.2 Heritage of Indian Cuisine 1.3 Role of Indian Condiments, Herbs & Spices in cookery 1.4 Different Masalas used in Indian cookery (Wet & Dry) 1.5 Blending of spices and concept of Masala Preparations 1.6 Indian Gravies & Curries 1.7 Thickening and Coloring Agents used in Indian cookery 1.8 Indian Culinary Glossary Terms and Popular dishes 1.9 Emerging Trends in Indian Cuisine		
UNIT 2– INDIAN FOOD No of Hours: 13 Hrs.		
2.1 Indian breads – Roti, Naan, kulcha, Phulka Etc 2.2 Origin and history of Indian sweets 2.3 Ingredients, Equipments, Coloring & Flavoring Agents used in Preparation of Indian Sweets 2.4 Indian Regional, Traditional & Comfort Foods 2.5 Traditional Home-style Indian cooking – Concepts, Demand & Emerging trends		

UNIT- 3: INTRODUCTION TO VOLUME COOKING

No of Hours: 12 Hrs.

- 2.1 Equipments used in Volume Cookery
- 2.2 Types of Volume Catering Establishments
- 2.3 Purchasing & Indenting for Volume cooking
- 2.4 Menu Planning for Volume Cooking
- 2.5 Tandoori & Dum Cooking

Suggestive Readings:

- a. Food Production Operations by Chef Parvinder S. Bali
- b. Practical Professional Cookery by Cracknell and Kaufmann
- c. Catering Management by Mohini Sethi & Surjeet Malhan
- d. Hygiene and Sanitation by S. Roday
- e. Indian Food: A Historical Companion by Achaya KT
- f. Food: A Culinary History by Jean-Louis Flandrin

Online Resources

- a. Culinary Dictionary Index
Link: <https://whatscookingamerica.net/glossary/>
- b. The Cook's Thesaurus
Link: <http://www.foodsubs.com/>
- c. Real Food Encyclopedia
Link: <https://foodprint.org/eating-sustainably/real-food-encyclopedia/>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: HM DSC C7 Course category: Discipline Core Course Name of the Course: Food & Beverage Production II Practical		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	52 Hrs.
Course Learning Objectives: a. To provide the knowledge and skills pertaining to Indian Cuisine b. To acquaint with the latest skills and techniques used in preparing Indian food c. To train the students on the basic cooking techniques used globally		
Course Outcomes: a. Prepare culinary delicacies belonging to various Indian Cuisines b. Demonstrate the preparation of various types of Breads c. Demonstrate the preparation of various types of Sponges d. Demonstrate the preparation of various types of Hot & Cold Desserts		
WEEK 1: Gujarati Cuisine - 3 Course Menu with Accompaniments		
WEEK 2: Kashmiri Cuisine - 3 Course Menu with Accompaniments		
WEEK 3: Awadhi Cuisine - 3 Course Menu with Accompaniments		
WEEK 4: Bengali Cuisine - 3 Course Menu with Accompaniments		
WEEK 5: Rajasthani Cuisine - 3 Course Menu with Accompaniments		
WEEK 6: Panjabi Cuisine - 3 Course Menu with Accompaniments		
WEEK 7: Tandoori - 3 Course Menu with Accompaniments		
WEEK 8: Indian Sweets (Any 4 Sweets)		
WEEK 9: Bread Making-1 Demonstration and Preparation of 1) Bread Loaf (2 Varieties) 2) Bread Rolls (Soft rolls and Hard rolls) 3) Bread Sticks		
WEEK 10: Bread Making -2 Demonstration and Preparation of 1) French Bread 2) Breakfast Rolls (Croissants, Danish Pastry, Doughnuts & Brioche)		

WEEK 11: Basic Sponge Cakes

Demonstration and Preparation of

- 1) Plain Fatless Sponge Cake
- 2) Swiss Rolls
- 3) Fruit Cake & Muffins

WEEK 12: Simple Cookies

Demonstration and Preparation of

- 1) Melting moments
- 2) Tri colour biscuits
- 3) Chocolate chip Cookies
- 4) Salt Cookies

WEEK 13: Hot/Cold Desserts

Demonstration and Preparation of

- 1) Caramel Custard
- 2) Bread and Butter Pudding
- 3) Hot Soufflé – (2 Flavors)
- 4) Mousse (2 Types)

Suggestive Readings:

- a. Food Production Operations by Chef Parvinder S. Bali
- b. Practical Professional Cookery by Cracknell and Kaufmann
- c. Catering Management by Mohini Sethi & Surjeet Malhan
- d. Hygiene and Sanitation by S. Roday
- e. Indian Food: A Historical Companion by Achaya KT
- f. Food: A Culinary History by Jean-Louis Flandrin

Online Resources

- a. Culinary Dictionary Index
Link: <https://whatscookingamerica.net/glossary/>
- b. The Cook's Thesaurus
Link: <http://www.foodsubs.com/>
- c. Real Food Encyclopedia
Link: <https://foodprint.org/eating-sustainably/real-food-encyclopedia/>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: HM DSC C8 Course category: Discipline core Courses Name of the Course: Food & Beverage Service II Theory		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.
Course Learning Objectives: a. To acquire theoretical knowledge pertaining to Menu Planning b. To understand the operations behind Food & Beverage Service operations in hotels c. To understand the concept of using the French Classical Menu		
Course Outcomes: On successful completion of the course, the students will be able to a. Explain the various terminologies used in Food and Beverage operations b. Illustrate a flow chart for cover set up. c. Describe the cover layout based on the menu d. Explain the role of Food & Beverage Service in enhancing guest satisfaction		
UNIT-1: FOOD SERVICE, MENU KNOWLEDGE AND PLANNING No of Hours: 14 Hrs.		
1.1 Food Service Styles - Waiter Service, Self Service, Assisted Service, etc 1.2 Origin, Functions & Types of Menus 1.3 French Classical Course 1.4 Dishes and their Description for French Classical Menu 1.5 Cover and Accompaniments 1.6 Factors influencing planning menu 1.7 Compiling A La Carte & Table D'hôte Menu 1.8 Menu as a Sales & Marketing tool		
UNIT- 2: FOOD SERVICE OPERATIONS No of Hours: 14 Hrs.		
2.1 Breakfast, Lunch, Dinner - Origin & Types 2.2 Planning a Breakfast, Lunch, Dinner Menu 2.3 Service of Breakfast in Restaurants 2.4 Brunch & Afternoon Tea - Origin & Types 2.5 Room Service - Concept & Origin 2.6 Location & Equipments required for Room Service 2.7 Room Service Procedure 2.8 Guéridon Service - Concept & Origin 2.9 Types of Guéridon Trolleys		

- 2.10 Equipments used in a Guéridon Trolley
- 2.11 Guéridon Food Preparation Techniques
- 2.12 Pros & Cons of Guéridon Service
- 2.13 Basic Guéridon Dishes

UNIT- 3: PERSONALIZED SERVICE / BUTLER SERVICE

No of Hours: 12 Hrs.

- 3.1 Butler service – History, Meaning and Importance
- 3.2 Core values and Skills of a Butler
- 3.3 Essential techniques of Butler service
- 3.4 Types of Butler service
- 3.5 Butler Service Operations - House management, Staff Management, Table Management , Laundry and Wardrobe Management, Valet skills
- 3.6 Standard Operating Procedures
- 3.7 F&B Situation Handling

Suggestive Readings:

- a. Food & Beverage Service Training Manual- By Sudhir Andrews
- b. Food & Beverage Service By R Singaravelan
- c. The Steward By Peter Diaz
- d. Food & Beverage Service By Anil Sagar
- e. The World Atlas of Coffee – James Hoffman
- f. A butler's life: scenes from the other side of the silver salver – Christopher Allen

Online Resources

- a. 7 Steps for Quick and Easy Menu Planning

Link: <https://www.unlockfood.ca/en/Articles/Menu-Planning/7-Steps-for-Quick-and-Easy-Menu-Planning.aspx>

- b. The role of a Butler

Link: <https://hoteltalk.app/the-role-of-a-butler/>

- c. Sustainability is Critical in Food and Beverage Manufacturing

Link: <https://foodsafetytech.com/column/8-reasons-sustainability-is-critical-in-food-and-beverage-manufacturing/>

Note: Any other Latest Edition of reference/text books can be included.

Name of the Program: Hotel Management Course Code: HM DSC C9 Course category: Discipline Core Course Name of the Course: Accommodation Operations I Practical		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
2 Credits	4 Hrs.	52 Hrs.
Course Objectives: <ol style="list-style-type: none"> a. To provide students with a systematic approach to managing accommodation operations in the hospitality industry. b. To prepare students with what it takes to direct the day-to-day operations of this vital department, from “big picture” management down to technical details. 		
Course Outcomes: <ol style="list-style-type: none"> a. Develop a smart personality in tune with the hospitality industry standards b. Efficiently handle guest requirements and complaints c. Perform guest reservation and registration functions 		
WEEK 1: Personal Hygiene, Grooming and Etiquette, Positive Body language, Welcoming / Greeting the guest		
WEEK 2: Countries, Capitals & Currencies of the world, Official Airlines of the world, Important Tourism destinations of the World		
WEEK 3: Luggage handling – FIT, Walk-Ins, Corporate, Crew and Groups + Preparing Errand Cards for each		
WEEK 4: Identification and usage of Cleaning Chemicals and Housekeeping Equipments		
WEEK 5: Bed Making		
WEEK 6: Identification and maintenance of Guest & Non-Guest Linen		
WEEK 7: Reservations - Taking down reservations for FIT, FFIT, Corporate guests, Groups & Crews		
WEEK 8: Check In processes - Filling Registration Forms for FIT, FFIT, Corporate guests, Groups & Crews		
WEEK 9: Check-out processes - Guest Check-out and Settlement procedures		
WEEK 10: Role play: Accepting / Rejecting a Reservation, Checking-In & Checking-out a guest, Handling Special Requests, Guest Services & Complaints		
WEEK 11: Cleaning procedures – Bathroom cleaning, Glass cleaning, Area cleaning - Rooms & Public Areas		
WEEK 12: Towel Art - Lotus flower towel design, Flower in vase towel design, Peacock towel design, Bird towel design, Elephant towel design, Towel flower basket design, Towel swans. Swan basket towel design		

WEEK 13: Identification of various wall covering and floor surfaces

Suggestive Readings:

- a. Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
- b. Front Office Operations and Management - Jatashankar R. Tiwari
- c. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
- d. Hotels for Tourism Development – Dr. Jagmohan Negi
- e. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George
- f. Green Housekeeping - By Christina Strutt

Online Resources

- a. Hotel Housekeeping Duties: A Day in the Life - Hotel Tech Report

Link: <https://hoteltechreport.com/news/hotel-housekeeping-duties>

- b. Role of Housekeeping in Guest Satisfaction and Repeat Business – Himanshu Rajak

Link: <https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/>

- c. Top issues and solutions for your housekeeping department- Larry Mogelonsky

Link: <https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-your-housekeeping-department/>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: HM DSC C10 Course category: Discipline core Courses Name of the Course: Accommodation Operations II Theory		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.
Course Objectives: <ol style="list-style-type: none"> a. To understand the basic accommodation operations in hotels and identify the associated challenges. b. To acquire theoretical and practical operational knowledge of the key sub sections of accommodations department. c. To illustrate the complexities and demands of working in the industry through the scope of accommodations operations. 		
Course Outcomes: <ol style="list-style-type: none"> a. Explain the basic concepts of accommodation processes b. Explain the significance of accommodation operations in allied sectors c. Analyze the various operational processes in accommodations sector d. Evaluate the changing trends in accommodations operations e. Appreciate the role of accommodations personnel during natural & manmade disasters 		
UNIT-1: FRONT OFFICE PROCESSES IN ACCOMMODATIONS DEPARTMENT No of Hours: 13 Hrs.		
1.1 Guest Cycle 1.2 Types, Modes & Sources of Reservation 1.3 Processing Reservation Requests 1.4 Guest Registration & Check-In 1.5 Guest Services & Complaints 1.6 Guest Check-out and Settlement 1.7 Potential Check-out Problems & Solutions 1.8 Post Check-out Services		
UNIT- 2: HOUSEKEEPING PROCESSES IN ACCOMMODATIONS DEPARTMENT No of Hours: 14 Hrs.		

- 2.1 Guest Rooms - Types and Layouts
- 2.3 Cleaning Schedule - Daily, Monthly and Annually
- 2.4 Types of Cleaning agents & Cleaning equipment
- 2.5 Storage, Upkeep & Maintenance of Chemicals & Equipment
- 2.6 Cleaning of Guest Rooms and Public Areas
- 2.7 Pest control, Hygiene & sanitation
- 2.8 Key Operations in Housekeeping

Interdepartmental Co-ordinations
Communication with Guests
Inter & Intra Departmental Communication
Preparation of Daily routines
Key Control & Lost & Found
Linen & Uniform room and laundry operations

MODULE 3: SAFETY AND SECURITY IN HOTELS

No of Hours: 13 Hrs.

Hotel security Staff & Systems
OSHA Guidelines for Workplace Safety
Security & Control of Room Keys
Fire Safety – Classification of Fire, SOPs in the event of Fire
Accidents – Accidents in Hotels, Accident Report
First Aid – First Aid Box, First-aid for some common problems
Handling unusual events and emergencies – Terrorism, Robbery & Theft

Suggestive Readings:

Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
Front Office Operations and Management - Jatashankar R. Tiwari
Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
Hotels for Tourism Development – Dr. Jagmohan Negi
Housekeeping Operations, Design and Management by Malini Singh, Jaya B George

Online Resources

Hotel Housekeeping Duties: A Day in the Life by Hotel Tech Report

Link: <https://hoteltechreport.com/news/hotel-housekeeping-duties>

Role of Housekeeping in Guest Satisfaction and Repeat Business by Himanshu Rajak

Link: <https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/>

c. Top issues and solutions for your housekeeping department by Larry Mogelonsky

Link: <https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-your-housekeeping-department/>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: Hotel Management Course Code: OE 2 Course category: Open Elective Name of the Course: Hygiene & Food Safety		
Course Credits	No. of Hours per Week	Total No. of Teaching Hours
3 Credits	3 Hrs.	40 Hrs.
Course Objectives: <ol style="list-style-type: none"> a. To illustrate the framework of various aspects of Food Safety and Hygiene b. To develop skills for maintaining appropriate hygienic conditions in commercial and non-commercial catering establishments c. To explain the legal procedures pertaining to food safety practices, controlling hazards, food storage and overall cleanliness in catering establishments. 		
Course Outcomes: <ol style="list-style-type: none"> a. Discuss the various nutrients that provide the essential components for our bodies b. Describe the minerals required for forming essential structural components of tissues, bones and other organs c. Analyze the factors behind the contamination and spoilage of food d. Adopt and practice food hygiene practices and work safely in an environment that can prevent cross-contamination. 		
UNIT-1: INTRODUCTION TO FOOD HYGIENE AND SANITATION No of Hours: 10 Hrs.		
1.1 Importance of hygiene in catering establishments 1.2 Sanitation and its importance 1.3 Common Foodborne microorganisms 1.4 Role of microorganisms in food & beverage operations 1.5 Sustainable Development Goals 1.6 Water, Sanitation and Health 1.7 Global Scenario of Malnutrition		
UNIT- 2: FOOD CONTAMINATION AND SPOILAGE No of Hours: 15 Hrs.		
2.1 Types of Contaminants n Foods 2.2 Signs of spoilage in common foods 2.3 Reasons for Food Spoilage 2.4 Source of Food contamination 2.5 Food-borne illnesses 2.6 Types of Eating Disorders and their Symptoms 2.7 Food Preparation and Storage		

UNIT- 3: SAFE FOOD OPERATIONS

No of Hours: 15 Hrs.

- 3.1 Receiving and Inspecting Food deliveries
- 3.2 Food storage techniques
- 3.3 Minimizing microbial load
- 3.4 Common faults in food faults
- 3.5 Protective display of foods
- 3.6 Rules to be observed during food service

Suggestive Readings:

- a. Food hygiene and sanitation - S. Roday
- b. Managing food hygiene - Nicholas John
- c. Food hygiene for food handlers - Jill Trickett
- d. Essentials of food safety and sanitation - David M S Swane, Nancy R Rue, Richard Linton
- e. Fundamentals of Foods, Nutrition and Diet Therapy by Sumati R. Mudambi

Online Resources

- a. Food safety definition & why is food safety important
Link: <https://www.fooddocs.com/post/why-is-food-safety-important>
- b. Why Hygiene is Important in Maintaining High Standards for Restaurants
Link: <https://restaurant.indianretailer.com/article/Why-Hygiene-is-Important-in-Maintaining-High-Standards-For-Restaurants.10874>
- c. Food Safety Basics: A Reference Guide for Foodservice Operators
Link: <https://www.ndsu.edu/agriculture/extension/publications/food-safety-basics-reference-guide-foodservice-operators>

Note: Any other Latest Edition of reference/textbooks can be included.