



GOVERNMENT OF KARNATAKA

**NATIONAL EDUCATION POLICY 2020
(NEP 2020)**

**Proposed Curricular Framework for Four Years Graduate
Program in Universities of Karnataka State under NEP-2020
in
HOTEL MANAGEMENT**

Submitted to

**Karnataka State Higher Education Council
Government of Karnataka
Bengaluru**

Hotel Management Subject Expert Committee

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PREFACE

Education is fundamental for achieving full human potential, developing an equitable and novel society, and promoting national development. Providing access to quality education is the key to India's continued ascent, and leadership on the global stage in terms of economic growth, social justice and equality, scientific advancement, national integration, and cultural preservation. Universal high-quality education is the best way forward for developing and maximizing our country's rich talents and resources for the good of the individual, the society, the country, and the world. India will have the highest population of young people in the world over the next decade, and our ability to provide high-quality educational opportunities to them will determine the future of our country.

The world is undergoing rapid changes in the knowledge landscape. With various dramatic scientific and technological advances, such as the rise of big data, machine learning, and artificial intelligence, many unskilled jobs worldwide may be taken over by machines, while the need for a skilled workforce, particularly involving multidisciplinary abilities across the sciences, social sciences, and humanities, will be increasingly in greater demand. With climate change, increasing population, and depleting natural resources, there will be a sizeable shift in how we meet the need for garment resulting in the need of new skilled labour. As India moves towards becoming a developed country as well as among the three largest economies in the world, we need to upskill our younger workforce with relevant skills to employ them to benefit societies.

With the quickly changing employment landscape and global ecosystem, it is becoming increasingly critical that our youths not only learn, but more importantly learn how to learn. Education thus, must move towards less content, and more towards learning about how to think critically and solve problems with sustainable principles in their respective domains.

Hospitality management is a career path that typically falls under the hotels, resorts, and lodging industry. It involves overseeing the daily administrative, operational and commercial tasks of businesses like hotels, resorts, restaurants, catering establishments, shops, casinos, amusement parks and many other related businesses. From the big hotel chains to the smallest dining establishments, they are all part of the hospitality industry.

Proposing and developing a curriculum for Hotel Management is unique in several ways. The designed curriculum in Hotel Management program attributes to change the age-old paradigms of learning and utilizing knowledge. The proposed curricular framework designed by the subject expert committee was headed by eminent academicians in the field of Hospitality and Tourism.

The valuable support from the subject experts from various reputed universities and institutions has helped to draft and prepare the framework to implement the New Education Policy for the benefit of the students in the field of Hospitality.

We take this opportunity to thank the authorities of the Karnataka State Higher Education Council for giving us this opportunity to be a part of framing and implementation of the curriculum for Hotel Management under National Education Policy 2020.

PREAMBLE

The Curriculum designed by the Subject Expert Committee in trajectory with National Education Policy 2020 guidelines aims to provide a framework for understanding the hospitality industry by sensitizing students to the conceptual, visual, and perceptual process. The framed syllabus and the course policy are learner-centric with varying levels of skills in each academic year. Program structure and selected courses give diverse choices of subjects in tune with the changing trends in hospitality and tourism industries under the Choice Based Credit System.

The Indian hospitality industry has emerged as one of the key drivers of growth among the services sector in India. Considering this growth in the coming years, the industry needs professionals with in-depth knowledge & skills having the ability to bring in significant changes. Therefore, the Hotel Management course curriculum is designed to create market-ready professionals with upgraded, updated, and creative operational and managerial capabilities. As envisioned in the National Education Policy 2020 the syllabus offers holistic education and all-round development in undergraduate studies under Choice Based System, the main objective of 'Hospitality Studies' is to articulate the students about the fundamentals of Hospitality services. Hospitality, as a profession, includes the entire process of guest service relevant to all the stages of a guest cycle. This course will provide an overview of Hospitality operations and management and cover various fields of study such as culinary, guest service management, Food and Beverage, Housekeeping, Tourism, Guest behaviors, Sustainability, and other allied subjects.

Subject experts teaching post-graduate and under-graduate courses from various universities and colleges were instrumental in framing this new curriculum. The course curriculum presented in the following pages conforms to the general guidelines of the NEP 2020 scheme, semester schedule, evaluation criteria and course credit structure of the Hotel Management Program. It comprises 188 credits shared over a number of core papers, open electives, discipline specific electives, language papers and skill enhancement courses. Courses on life skills, Constitution of India, Environmental Studies are also included as per the UGC directives.

REGULATIONS PERTAINING TO BACHELORS OF HOTEL MANAGEMENT
According to NEP 2020

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.

Lateral Entry

It is optional for the candidate to exit or not, after two, four and six semesters of the undergraduate Program with Certificate, Diploma and BMS Degree in Hotel Management,

respectively. He/she will be eligible to rejoin the Program at the exit level to complete either the diploma, degree, or the bachelor's degree. Further, all the candidates will be awarded bachelor's degrees on successful completion of Four academic years (Six Semesters) of the undergraduate Programs.

A student will be allowed to enter/re-enter only at the Odd Semester and can only exit after the Even Semester. Re-entry at various levels as lateral entrants in academic Programs should be based on the earned credits and proficiency test records.

IV. DURATION OF PROGRAMS, CREDITS REQUIREMENTS AND OPTIONS

The undergraduate degree should be three- or four-year, with multiple entries and exit options within this period. The four-year multidisciplinary Hotel Management programme should be the preferred option as it provides the opportunity to experience the full range of holistic and multidisciplinary education, focusing on major and minor subjects as per the student's preference.

Thus, the undergraduate programmes shall extend over four academic years (Eight Semesters) with multiple entries and exit options. The students can exit after the completion of one academic year (Two semesters) with the Certificate in Hotel Management; Diploma in Hotel Management after the study of two academic years (Four Semesters); and BMS Degree in Hotel Management after the completion of three academic years (Six Semesters). The successful completion of Four Years undergraduate Programmes would lead to Bachelor's degrees in Hotel Management. Each semester shall consist of at least 16 weeks of study with a minimum of 90 working days (excluding time spent for the conduct of final examination of each semester).

The credit requirements are as follows.

Exit with	Minimum Credit Requirement*	NSQF Level
Certificate at the Successful Completion of First Year (Two Semesters) of Four Years Multidisciplinary Hotel Management Program	48	5
Diploma at the Successful Completion of the Second Year (Four Semesters) of Four Years Multidisciplinary Hotel Management Program	96	6
BMS Degree in Hotel Management at the Successful Completion of the Third Year (Six Semesters) of Four Years Multidisciplinary Hotel Management Program	140	7
Bachelors in Hotel Management at the Successful Completion of the Four Years (Eight Semesters) Multidisciplinary Hotel Management Program	180	8

*Details of courses to be successfully completed equal to minimum credits requirement are described later

V. MEDIUM OF INSTRUCTION

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

VI. 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.

VII. 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.

VIII. 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.

IX. 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.

X. 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.

XI. 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

XII. 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.

ACKNOWLEDGEMENT

Preparing a syllabus is a daunting task and comes with a huge responsibility as it ultimately includes information that will facilitate the academic success of students. Therefore, on behalf of the Karnataka State Higher Education Council (KSHEC), we would like to acknowledge and show our gratitude to the Subject Expert Committee responsible for the formation of the Syllabus for Hotel Management Program as per the New Education Policy 2020. The guidance received from Dr B. Thimmegowda, Vice Chairman and Dr Tejaswini Yakkundimath, Special Officer, KSHEC, Bengaluru carried us through all the stages resulting in the formation of a good quality, upgraded and updated syllabus. Additionally, we would also like to thank Mr Somnath Mukherjee - General Manager-Taj West End, Bangalore and Area Director-Karnataka, Mr. Ralin Cunha Gomes - Associate Vice President Human Resources South India Sri Lanka Maldives Malaysia London - Taj Hotels Resorts And Palaces, Mr. Arulmani-Corporate Director - Learning & Development -The Indian Hotels Company Limited (IHCL), Ms Nayana Khanna- Learning & Development Manager at Indian Hotels Company Ltd, Mr Sandeep Narang, Executive Chef – Taj West End and Ms Nidhi Berry- Head Revenue Management Bangalore and Director Of Revenue – Taj Yeshwantpur for updating us the current realities in the hospitality industry and accordingly provide us valuable inputs for framing the syllabus. A Special thanks to Prof. Bhaskar Sailesh, Professor of Hospitality and Sustainable Tourism, Acharya Institute of Management and Sciences, Bangalore for working on the technical and operational aspects of the syllabus. His sincerity and smart work aided us in designing the entire syllabus and submit the same within the deadline. We would also like to show our gratitude to Prof Karthikeyan Kumar, Head - School of Hospitality & Tourism, Acharya Institute of Management and Sciences, Bengaluru, Prof Vishnu Jingade, Professor of Hospitality Management, Acharya Institute of Management and Sciences, Bangalore, Prof Ashoke Chatterjee, Professor of Food & Beverage, Acharya Institute of Management and Sciences, Bangalore, Prof Sarat Chandra Bardhan, Professor of Food & Beverage, Acharya Institute of Management and Sciences, Bangalore and Prof Paul P Jose, Professor of Hospitality Management, T. John College of Hotel Management, Bengaluru for their expertise and valuable inputs in the syllabus.

Proposed Curriculum Structure for Undergraduate Program In Bachelors of Hotel Management

Sem	Discipline core (DSC) (Credits) (L+T+P)	Discipline Elective (DSE) / Open Elective (OE) (Credits) (L+T+P)	Ability Enhancement Compulsory courses (AECC), Languages (Credits) (L+T+P)		Skill Enhancement Courses (SEC)		Total Credits
					Skill Based (Credits) (L+T+P)	Value Based (Credits) (L+T+P)	
1	HM DSC C1 Food & Beverage Production I Theory (3) (3+0+0) HM DSC C2 Food & Beverage Production I Practical (2) (0+0+4) HM DSC C3 Food & Beverage Service I Theory (3) (3+0+0) HM DSC C4 Food & Beverage Service I Practical (2) (0+0+4) HM DSC C5 Accommodation Operations I Theory (3) (3+0+0)	OE 1: Service Quality Management (3) (3+0+0) The above OE is for Non BHM Students. BHM Students can opt for an OE offered by other Courses.	Language 1 - 1 (3) (4+0+0) Language 2 - 1 (3) (4+0+0)		SEC 1: Digital Fluency (2) (1+0+2)	Health & Wellness and Yoga (2) (1+0+2)	26

Sem	Discipline core (DSC) (Credits) (L+T+P)	Discipline Elective (DSE) / Open Elective (OE) (Credits) (L+T+P)	Ability Enhancement Compulsory courses (AECC), Languages (Credits) (L+T+P)		Skill Enhancement Courses (SEC)		Total Credits
					Skill Based (Credits) (L+T+P)	Value Based (Credits) (L+T+P)	
2	HM DSC C6 Food & Beverage Production II Theory (3) (3+0+0)	OE 2: Hygiene & Food Safety (3) (3+0+0) The above OE is for Non BHM Students. BHM Students can opt for an OE offered by other Courses.	Language 1 – 2 (3) (4+0+0) Language 2-2 (3) (4+0+0)	Environmental Studies (3) (3+0+0)		Sports/ NCC / NSS / R&R (S&G) / Cultural (2) (0+0+4)	27
	HM DSC C7 Food & Beverage Production II Practical (2) (0+0+4)						
	HM DSC C8 Food & Beverage Service II Theory (3) (3+0+0)						
	HM DSC C9 Accommodation Operations I Practical (2) (0+0+4)						
	HM DSC C10 Accommodation Operations II Theory (3) (3+0+0)						
Exit option with Undergraduate Certificate in Hotel/Hospitality Management (with the completion of courses equal to a minimum of 48 credits), followed by 10-12 credit skill enhancement course(s) for 2 months, including at-least 6-credit job-specific internship/apprenticeship to acquire job-ready competencies.							

Sem	Discipline core (DSC) (Credits) (L+T+P)	Discipline Elective (DSE) / Open Elective (OE) (Credits) (L+T+P)	Ability Enhancement Compulsory courses (AECC), Languages (Credits) (L+T+P)		Skill Enhancement Courses (SEC)		Total Credits
					Skill Based (Credits) (L+T+P)	Value Based (Credits) (L+T+P)	
3	HM DSC C11 Food & Beverage Production III Theory (3) (3+0+0)	Indian Constitution (3) (3+0+0)			SEC 2: Artificial Intelligence (2) (2+0+0)	Sports/ NCC / NSS / R&R (S&G) / Cultural (2) (0+0+4)	26
	HM DSC C12 Food & Beverage Production III Practical (2) (0+0+4)	Or					
	HM DSC C13 Food & Beverage Service III Theory (3) (3+0+0)	OE 3: Sustainable Travel and Hospitality (3) (3+0+0)	Language 1-3 (3) (4+0+0)				
	HM DSC C14 Food & Beverage Service II Practical (2) (0+0+4)	The above OE is for Non BHM Students. BHM Students can opt for an OE offered by other Courses.	Language 2-3 (3) (4+0+0)				
	HM DSC C15 Accommodation Operations III Theory (3) (3+0+0)						

Sem	Discipline core (DSC) (Credits) (L+T+P)	Discipline Elective (DSE) / Open Elective (OE) (Credits) (L+T+P)	Ability Enhancement Compulsory courses (AECC), Languages (Credits) (L+T+P)		Skill Enhancement Courses (SEC)		Total Credits
					Skill Based (Credits) (L+T+P)	Value Based (Credits) (L+T+P)	
4	HM DSC C16 Food & Beverage Production IV Theory (3) (3+0+0)	Indian Constitution (3) (3+0+0)	Language 1 - 4 (3) (4+0+0)	Language 2 -4 (3) (4+0+0)	SEC 3: Financial Education & Investment Awareness (2) (1+0+2)	Sports/ NCC / NSS / R&R (S&G) / Cultural (2) (0+0+4)	26
	HM DSC C17 Food & Beverage Production IV Practical (2) (0+0+4)						
	HM DSC C18 Food & Beverage Service IV Theory (3) (3+0+0)	OE 3: Consumer Behaviour in Tourism Industry (3) (3+0+0)					
	HM DSC C19 Accommodation Operations II Practical (2) (0+0+4)	The above OE is for Non BHM Students. BHM Students can opt for an OE offered by other Courses.					
HM DSC C20 Accommodation Operations IV Theory (3) (3+0+0)							
Exit option with Undergraduate Diploma in Hotel/Hospitality Management (with the completion of courses equal to a minimum of 96 credits), followed by 10-12 credit skill enhancement course(s) for 2 months, including at-least 6-credit job-specific internship/apprenticeship to acquire job-ready competencies							

5	4-6 Months Industrial Training (Logbook + Viva) (4 + 4 credits), Industrial Training Report (12 credits)	20
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Sem	Discipline core (DSC) (Credits) (L+T+P)	Discipline Elective (DSE) / Open Elective (OE) (Credits) (L+T+P)	Ability Enhancement Compulsory courses (AECC), Languages (Credits) (L+T+P)		Skill Enhancement Courses (SEC)		Total Credits
					Skill Based (Credits) (L+T+P)	Value Based (Credits) (L+T+P)	
6	HM DSC C21 Food & Beverage Production V Theory (3) (3+0+0)						26
	HM DSC C22 Food & Beverage Production V Practical (2) (0+0+4)						
	HM DSC C23 Food & Beverage Service V Theory (3) (3+0+0)	Vocational 1 (3) Vocational 2 (3)			SEC 4: Cyber Security (2) (1+0+2)		
	HM DSC C24 Food & Beverage Service III Practical (2) (0+0+4)	Research Methodology -1 (3) (3+0+0)					
	HM DSC C25 Accommodation Operations V Theory (3) (3+0+0)						
	HM DSC C26 Accommodation Operations III Practical (2) (0+0+4)						
Exit Option with Bachelor of BMS Degree in Hotel Management, BMS (HM) (with the completion of courses equal to a minimum of 132-140 credits).							

Sem	Discipline core (DSC) (Credits) (L+T+P)	Discipline Elective (DSE) / Open Elective (OE) (Credits) (L+T+P)	Ability Enhancement Compulsory courses (AECC), Languages (Credits) (L+T+P)		Skill Enhancement Courses (SEC)			Total Credits
					Skill Based (Credits) (L+T+P)	Value Based (Credits) (L+T+P)		
7	<p>HM DSC C27- Food and Beverage Production Management (3) (3+0+0)</p> <p>HM DSC C28 – Facilities Management (2) (2+0+0)</p> <p>HM DSC C29 - Food and Beverage Service Management (3) (3+0+0)</p> <p>HM DSC C30 – Accommodation Management (2) (2+0+0)</p>	<p>HM DSE E1a: Fundamentals of Travel & Tourism Industry (3) (3+0+0)</p> <p>Or</p> <p>HM DSE E1b: Hygiene, Sanitation & Food Safety (3) (3+0+0)</p> <p>HM DSE E2a: Entrepreneurship Management (2) (2+0+0)</p> <p>Or</p> <p>HM DSE E2b: Food Science & Nutrition (2) (2+0+0)</p> <p>Research Methodology - 2 (3) (3+0+0)</p> <p>Research Proposal (4)</p>						22

Sem	Discipline core (DSC) (Credits) (L+T+P)	Discipline Elective (DSE) / Open Elective (OE) (Credits) (L+T+P)	Ability Enhancement Compulsory courses (AECC), Languages (Credits) (L+T+P)		Skill Enhancement Courses (SEC)		Total Credits
					Skill Based (Credits) (L+T+P)	Value Based (Credits) (L+T+P)	
8	HM DSE E3a: Strategic Management for Hospitality and Tourism (3) (3+0+0) Or HM DSE E3b: Consumer Behaviour in Tourism Industry (3) (3+0+0) HM DSE E4a: Management Principles and Practices (2) (2+0+0) Or HM DSE E4b: Hospitality Law & Ethics (2) (2+0+0) HM DSE E5a: Hospitality Product and Brand Management (3) (3+0+0) Or HM DSE E5b: Marketing Management for Hospitality & Tourism (3) (3+0+0) HM DSE E6a: Hotel Engineering (2) (2+0+0) Or HM DSE E6b: Allied Hospitality Management (2) (2+0+0)	Research Internship (4) Research Project (6)					20
	Award of Bachelor of Hotel/Hospitality Management Degree, BHM (with the completion of courses equal to a minimum of 176-180 credits).					Total	193

Course Details

Sem	Course code	Category of course	Paper Title	Instruction hrs. / Week	Duration of Exam (Hrs.)	Scheme of Examination Evaluation			Credits
						IA	Exam	Total	
I	L1-1	AECC	Language 1	1 x 4	1 x 2.5	40	60	100	3
	L2-1	AECC	Language 2	1 x 4	1 x 2.5	40	60	100	3
	HM DSC C1	DSC	Food & Beverage Production I Theory	1 x 3	1 x 2.5	40	60	100	3
	HM DSC C2	DSC	Food & Beverage Production I Practical	1 x 4	1 x 4	25	25	50	2
	HM DSC C3	DSC	Food & Beverage Service I Theory	1 x 3	1 x 2.5	40	60	100	3
	HM DSC C4	DSC	Food & Beverage Service I Practical	1 x 4	1 x 4	25	25	50	2
	HM DSC C5	DSC	Accommodation Operations I Theory	1 x 3	1 x 2.5	40	60	100	3
	SEC 1	SEC	Digital Fluency	1 x 2	2.5	40	60	100	2
	VB 1	VB	Physical Education - Health & Wellness and Yoga	1 x 3					2
	OE 1*	OE	Service Quality Management	1 x 3	1 x 2.5	40	60	100	3
	TOTAL								
*The above OE is for Non BHM Students. BHM Students will opt for an OE offered by other Courses.									

Sem	Course code	Category of course	Paper Title	Instruction hrs. / Week	Duration of Exams (Hrs.)	Scheme of Examination Evaluation			Credits
						IA	Exam	Total	
II	L1 2	AECC	Language 1	1 x 4	1 x 2.5	40	60	100	3
	L2 2	AECC	Language 2	1 x 4	1 x 2.5	40	60	100	3
	HM DSC C6	DSC	Food & Beverage Production II Theory	1 x 3	1 x 2.5	40	60	100	3
	HM DSC C7	DSC	Food & Beverage Production II Practical	1 x 4	1 x 4	25	25	50	2
	HM DSC C8	DSC	Food & Beverage Service II Theory	1 x 3	1 x 2.5	40	60	100	3
	HM DSC C9	DSC	Accommodation Operations I Practical	1 x 4	1 x 4	25	25	50	2
	HM DSC C10	DSC	Accommodation Operations II Theory	1 x 3	1 x 2.5	40	60	100	3
	AECC 1	AECC	Environmental Studies	1 x 2	1 x 1.5	40	60	100	3
	VB 2	VB	Physical Education Sports/ Education NCC / NSS / R&R (S&G) / Cultural	1 x 4					2
	OE2*	OE	Hygiene & Food Safety	1 x 3	1 x 2.5	40	60	100	3
	TOTAL								

*The above OE is for Non BHM Students. BHM Students will opt for an OE offered by other Courses.

Exit option with Undergraduate Certificate in Hotel/Hospitality Management (with the completion of courses equal to a minimum of 48 credits), followed by 10-12 credit bridge course(s) for two months, including at-least 6-credit job-specific internship/apprenticeship to acquire job-ready competencies.

Sem	Course code	Category of course	Paper Title	Instruction hrs. / Week	Duration of Exams	Scheme of Examination Evaluation			Credits
						IA	Exam	Total	
III	L1 3	AECC	Language 1	1 x 4	1 x 2.5	40	60	100	3
	L2 3	AECC	Language 2	1 x 4	1 x 2.5	40	60	100	3
	HM DSC C11	DSC	Food & Beverage Production III Theory	1 x 3	1 x 2.5	40	60	100	3
	HM DSC C12	DSC	Food & Beverage Production III Practical	1 x 4	1 x 4	25	25	50	2
	HM DSC C13	DSC	Food & Beverage Service III Theory	1 x 3	1 x 2.5	40	60	100	3
	HM DSC C14	DSC	Food & Beverage Service III Practical	1 x 4	1 x 4	25	25	50	2
	HM DSC C15	DSC	Accommodation Operations III Theory	1 x 3	1 x 2.5	40	60	100	3
	VB 3	VB	Physical Education Sports/ Education NCC / NSS / R&R (S&G) / Cultural	1 x 4					2
	SEC 2	SEC	Artificial Intelligence	1 x 2	2.5	40	60	100	2
			Indian Constitution or OE 3	1 x 3	1 x 2.5	40	60	100	3
	OE 3*	OE	Sustainability Travel and Hospitality						
	TOTAL								
*The above OE is for Non BHM Students. BHM Students can opt for an OE offered by other Courses.									

Sem	Course code	Category of course	Paper Title	Instruction hrs. / Week	Duration of Exams	Scheme of Examination Evaluation			Credits
						IA	Exam	Total	
IV	L1 4	AECC	Language 1	1 x 4	1 x 2.5	40	60	100	3
	L2 4	AECC	Language 2	1 x 4	1 x 2.5	40	60	100	3
	HM DSC C16	DSC	Food & Beverage Production IV Theory	1 x 3	1 x 2.5	40	60	100	3
	HM DSC C17	DSC	Food & Beverage Production IV Practical	1 x 4	1 x 4	25	25	50	2
	HM DSC C18	DSC	Food & Beverage Service IV Theory	1 x 3	1 x 2.5	40	60	100	3
	HM DSC C19	DSC	Accommodation Operations II Practical	1 x 4	1 x 4	25	25	50	2
	HM DSC C20	DSC	Accommodation Operations IV Theory	1 x 3	1 x 2.5	40	60	100	3
	VB 4	VB	Physical Education Sports/ Education NCC / NSS / R&R (S&G) / Cultural	1 x 4					2
	SEC 3	SEC	Financial Education & Investment Awareness	1 x 2	2.5	40	60	100	2
			Indian Constitution or OE 3						
	OE 3*	OE	Consumer Behaviour in Tourism Industry	1 x 3	1 x 2.5	40	60	100	3
	TOTAL								

*The above OE is for Non BHM Students. BHM Students can opt for an OE offered by other Courses.

Exit option with Undergraduate Diploma in Hotel/Hospitality Management (with the completion of courses equal to a minimum of 96 credits), followed by 10-12 credit bridge course(s) for two months, including at-least 6-credit job-specific internship/apprenticeship to acquire job-ready competencies

Sem	Course code	Category of course	Paper Title	Instruction hrs. / Week	Duration of Exams	Scheme of Examination Evaluation			Credits
VII	HM DSC C27	DSC	Food and Beverage Production Management	1 x 3	1 x 2.5	40	60	100	3
	HM DSC C28	DSC	Facilities Management	1 x 2	1 x 2.5	40	60	100	2
	HM DSC C29	DSC	Food and Beverage Service Management	1 x 3	1 x 2.5	40	60	100	3
	HM DSC C30	DSC	Accommodation Management	1 x 3	1 x 2.5	40	60	100	2
	HM DSE E 1a	DSE*	Fundamentals of Travel & Tourism	1 x 3	1 x 2.5	40	60	100	3
	HM DSE E 1b		Hygiene, Sanitation & Food Safety						
	HM DSE E 2a		Entrepreneurship Management	1 x 2	1 x 2.5	40	60	100	2
	HM DSE E 2b		Food Science & Nutrition						
			Research Methodology - 2	1 x 2	1 x 2.5	40	60	100	3
			Research Proposal						4
	TOTAL							22	
*Two elective subjects should be opted by students from the mentioned choices.									

Sem	Course code	Category of course	Paper Title	Instruction hrs. / Week	Duration of Exams	Scheme of Examination Evaluation			Credits	
VIII	HM E 3a	DSE*	Strategic Management for Hospitality and Tourism	1 x 3	1 x 2.5	40	60	100	3	
	HM E 3b		Consumer Behaviour in Tourism Industry							
	HM E 4a		Management Principles and Practices	1 x 2	1 x 2.5	40	60	100	2	
	HM E 4b		Hospitality Law & Ethics							
	HM E 5a		Hospitality Product and Brand Management	1 x 3	1 x 2.5	40	60	100	3	
	HM E 5b		Marketing Management for Hospitality & Tourism							
	HM E 6a		Hotel Engineering	1 x 2	1 x 2.5	40	60	100	2	
	HM E 6b		Allied Hospitality Management							
				Research Internship						4
				Research Project						6
	TOTAL							20		
*Four elective subjects should be opted by students from the mentioned choices.										

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:

- 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:

- 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.

- 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.

- 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: 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: 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.		
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.		
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: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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

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 by Christopher Allen

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/>
- 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/>

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

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:

- 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:

- 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.

- 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.

- 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.

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

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

Online Resources

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

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

- b. 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:

- 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:

- 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 in 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.