



**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

SI No	Name	Designation	Membership Type
1	Mr Somnath Mukherjee	Area Director- Karnataka General Manager – Taj West End, Bangalore	Chairperson
2	Dr. Cynthia Menezes	Professor, C.B.S.M.S., Bangalore University, Bengaluru	Member
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
8	Prof. Bhaskar Sailesh	Professor of Hospitality and Sustainable Tourism, Acharya Institute of Management and Sciences, Bengaluru-58	Member
9	Prof. Priya Arjun	M.S. Ramaiah College of Hotel Management, Bengaluru	Member
10	Dr. M. M. Kannan	Principal, Sambhram College, KGF Bengaluru	Member
11	Prof. Sibi Mathew	T. John College of Hotel Management, Bengaluru	Member
12	Mr. Ralin Cunha Gomes	Vice President Human Resources, South India, International & Expression	Member
13	Mr. Arulmani	Corporate Director- Learning & Development Expressions	Member
14	Ms Nayana Khanna	Learning & Development HUB Karnataka Region	Member
15	Mr Sandeep Narang	Executive Chef – Taj West End	Member
16	Ms Nidhi Berry	Head Revenue Management – Bangalore	Member
17	Dr Tejaswini Yakkundimath	Special Officer, KSHEC, Bengaluru	Member - Convenor

**3rd Semester**

<b>Name of the Program: Hotel Management</b> <b>Course Code: HM DSC C11</b> <b>Course category: Discipline Core Course</b> <b>Name of the Course: Food &amp; Beverage Production III Theory</b>		
<b>Course Credits</b>	<b>No. of Hours per Week</b>	<b>Total No. of Teaching Hours</b>
<b>3 Credits</b>	<b>3 Hrs.</b>	<b>40 Hrs.</b>
<b>Course Learning Objectives:</b> <ol style="list-style-type: none"> <li>a. To provide an exposure to the basic concepts of International Cooking techniques</li> <li>b. To familiarize on theoretical aspects of International Cuisines</li> <li>c. To equip on the fundamental knowledge of Food Culture of major cuisines</li> </ol>		
<b>Course Outcomes: On successful completion of the course, the students will be able to</b> <ol style="list-style-type: none"> <li>a. Elucidate the fundamentals of International Cuisines</li> <li>b. Elaborate on the fundamental aspects of International Food Culture</li> </ol>		
<b>UNIT- 1: FUNDAMENTALS OF INTERNATIONAL CUISINES</b> <b>No of Hours: 08 Hrs.</b>		
<ol style="list-style-type: none"> <li>1.1 Reorientation to Menu Planning</li> <li>1.2 Classification of Stocks &amp; Soups</li> <li>1.3 Mother Sauces and its derivatives</li> <li>1.4 Salad Preparation – Simple &amp; Compound Salads</li> <li>1.5 Origin, History and Varieties of Vegetables, Fruits and Spices</li> <li>1.6 International Food Standards</li> </ol>		
<b>UNIT- 2: THE BASICS OF INTERNATIONAL CUISINE &amp; CULTURE – PART 1</b> <b>No of Hours: 16 Hrs.</b>		
<ol style="list-style-type: none"> <li>2.1 <b>The Cuisine of East Asia:</b> Rice – The Staple of Staples, Origin of Noodles, Soy – The Wonder Bean, Tea – An Accidental Invention, Chopsticks – An Ancient Cutlery</li> <li>2.2 <b>The Cuisine of China:</b> The Eight Culinary Schools- Guangdong/Cantonese School, Jiangsu, Shandong, Szechwan</li> <li>2.3 <b>The Cuisine of Japan-</b> Sushi and Sashimi, Common Ingredients</li> <li>2.4 <b>The Cuisine of Korea –</b> Origin, History and popular dishes</li> <li>2.5 <b>The Cuisines of South East Asia -</b> Origin, History and popular dishes</li> </ol>		
<b>UNIT- 3: THE BASICS OF INTERNATIONAL CUISINE &amp; CULTURE – PART 2</b> <b>No of Hours: 16 Hrs</b>		
<ol style="list-style-type: none"> <li>3.1 <b>The Cuisine of the Mediterranean:</b> Eastern and Western Mediterranean Cuisine</li> <li>3.2 <b>The Cuisine of the Middle East-</b> Lebanese cuisine and Arabian Cuisine</li> <li>3.3 <b>Greek Cuisine</b></li> <li>3.4 <b>North Africa –</b> Moroccan Cuisine</li> </ol>		

**3.5 Southern European Cuisine:** Italian Cuisine, Spanish Cuisine and French Cuisine

**3.6 The Cuisine of Latin America**

**3.7 The Cuisines of Central America and Mexico**

**3.8 The Cuisines of South America and the Caribbean**

**Suggestive Readings:**

- a. International Cuisine & Food Production Management by Parvinder S. Bali
- b. Practical Professional Cookery by Cracknell and Kaufmann
- c. International Cuisine by Jeremy MacVeigh
- d. Hygiene and Sanitation by S. Roday
- e. Global Cuisine by Dr Chef Vinoth Kumar
- 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/>
- d. My Culinary Encyclopedia  
**Link:** <https://www.myculinaryencyclopedia.com/>
- e. Food Dictionaries and Encyclopedias  
**Link:** <https://www.nal.usda.gov/legacy/fnic/food-dictionaries-and-encyclopedias>

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

**Name of the Program: Hotel Management**

**Course Code: HM DSC C12**

**Course category: Discipline Core Course**

**Name of the Course: Food & Beverage Production III Practical**

<b>Course Credits</b>	<b>No. of Hours per Week</b>	<b>Total No. of Teaching Hours</b>
<b>2 Credits</b>	<b>4 Hrs.</b>	<b>52 Hrs.</b>
<b>Course Learning Objectives:</b> a. To acquaint the students with the basic skills required for international food preparations b. To expose the students on the basic cooking techniques used in various cuisines of the world		
<b>Course Outcomes: On successful completion of the course, the students will be able to</b> a. Demonstrate essential Skills needed for preparing international food preparations b. Design balanced menu from various international cuisines		
<b>WEEK 1:</b> Four course menu based on French Cuisine		
<b>WEEK 2:</b> Four course menu based on French Cuisine		
<b>WEEK 3:</b> Four course menu based on Chinese Cuisine		
<b>WEEK 4:</b> Four course menu based on Chinese Cuisine		
<b>WEEK 5:</b> Four course menu based on Japanese Cuisine		
<b>WEEK 6:</b> Four course menu based on Thai Cuisine		
<b>WEEK 7:</b> Four course menu based on Thai Cuisine		
<b>WEEK 8:</b> Four course menu based on Mexican Cuisine		
<b>WEEK 9:</b> Four course menu based on Mexican Cuisine		
<b>WEEK 10:</b> Four course menu based on Spanish Cuisine		
<b>WEEK 11:</b> Four course menu based on Spanish Cuisine		
<b>WEEK 12:</b> Four course menu based on Middle eastern Cuisine		
<b>WEEK 13:</b> Four course menu based on Caribbean Cuisine		

### **Suggestive Readings:**

- a. International Cuisine & Food Production Management by Parvinder S. Bali
- b. Practical Professional Cookery by Cracknell and Kaufmann
- c. International Cuisine by Jeremy MacVeigh
- d. Hygiene and Sanitation by S. Roday
- e. Global Cuisine by Dr Chef Vinoth Kumar
- f. Food: A Culinary History by Jean-Louis Flandrin

### **Online Resources**

- a. Culinary Dictionary Index  
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- b. The Cook's Thesaurus  
**Link:** <http://www.foodsubs.com/>
- c. Real Food Encyclopedia  
**Link:** <https://foodprint.org/eating-sustainably/real-food-encyclopedia/>
- d. My Culinary Encyclopedia  
**Link:** <https://www.myculinaryencyclopedia.com/>
- e. Food Dictionaries and Encyclopedias  
**Link:** <https://www.nal.usda.gov/legacy/fnic/food-dictionaries-and-encyclopedias>

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

**Name of the Program: Hotel Management**

**Course Code: HM DSC C13**

**Course category: Discipline Core Course**

**Name of the Course: Food & Beverage Service III Theory**

<b>Course Credits</b>	<b>No. of Hours per Week</b>	<b>Total No. of Teaching Hours</b>
<b>3 Credits</b>	<b>3 Hrs.</b>	<b>40 Hrs.</b>

**Course Objectives:**

- a. To introduce the basics of Alcoholic Beverages
- b. To inform the concepts behind the manufacturing of various types of wines
- c. To develop skills for wine tasting and pairing food & wine.

**Course Outcomes: On successful completion of the course, the students will be able to**

- a. Explain the basic concepts of alcoholic beverages
- b. Elaborate on the fundamentals of wine from cultivation to consumption
- c. Pair food with appropriate wine – both for Western and Indian Cuisines

**UNIT-1: INTRODUCTION TO ALCOHOLIC BEVERAGES**

**No of Hours: 13 Hrs.**

- 1.1 Introduction to Alcohols
- 1.2 Types of Alcohols
- 1.3 Methods of preparing Alcohols – Fermentation & Distillation
- 1.4 Classification of Alcoholic Beverages
- 1.5 Proof System and measurement of alcoholic strength
- 1.6 Calorific value of alcoholic beverages
- 1.7 Benefit and detriments of consuming alcoholic beverages

**UNIT- 2: THE VINE & WINE**

**No of Hours: 14 Hrs.**

- 2.1 History & Evolution of Wines
- 2.2 Grape Vines – Characteristics, Terroir, Pests diseases & their effects on grape vines
- 2.3 Grapes – Introduction, Constituents (Grape & Must), Life Cycle & Characteristics
- 2.4 Regional & International Grape varieties– 12 White & 12 Red with their characteristics
- 2.5 The Wine Calendar
- 2.6 Classification of Wines – Alcoholic strength / Color/ Sugar Content
- 2.7 Process of Vinification
- 2.8 Old World Vs New World Wines
- 2.9 Old World Wine Regions – France, Italy, Portugal, Spain and Germany
- 2.10 New World Wine Regions – United States, Australia, New Zealand, South Africa, Argentina and others



- 2.11 Indian Wines - History, Regions, Climates, Varieties and Styles, Famous Producers, Opportunities & Challenges
- 2.12 Fortified Wines (Sherry, Port, Madeira, Marsala, Vermouth, Commandaria) - Manufacturing Processes & Brands
- 2.13 Introduction to Bitters
- 2.14 Wine Laws & Legal Aspects
- 2.15 Label Reading, Classification, Service & Storage of Wines
- 2.16 Champagne – Introduction, Manufacturing Process, Types, Label reading, Growing regions, leading Champagne houses
- 2.17 Prosecco & Cava - Introduction, Manufacturing Process, Types, Label reading, leading brands

### **UNIT- 3: FOOD & WINE HARMONY**

**No of Hours: 04 Hrs.**

- 3.1 Fundamentals of Wine & Food Paring
- 3.2 The 14 Wine Families
- 3.3 Wine Tasting – Method & Principles
- 3.4 Sommelier – Introduction, Job Description & Attributes

#### **Suggestive Readings:**

- a. Larousse Encyclopedia of Wines by Hamlin Publication
- b. Food & Beverage Service by R Singaravelan
- c. The World Encyclopedia of Wines by Stuart Walton
- d. Great Wines Made Simple by Andrea Immer
- e. The World Atlas of Wines by Mitchell Beazley

#### **Online Resources**

- a. The Alcohol Encyclopedia on Cocktails, Spirits and Liqueurs  
**Link:** <https://www.mixolopedia.com/>
- b. Alcohol: Balancing Risks and Benefits  
**Link:** <https://www.hsph.harvard.edu/nutritionsource/healthy-drinks/drinks-to-consume-in-moderation/alcohol-full-story/>
- c. Encouraging Responsible Consumption  
**Link:** <https://www.beerinstitute.org/responsibility/initiatives/encouraging-responsible-consumption/>

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

**Name of the Program: Hotel Management**

**Course Code: HM DSC C14**

**Course category: Discipline Core Course**

**Name of the Course: Food & Beverage Service II Practical**

<b>Course Credits</b>	<b>No. of Hours per Week</b>	<b>Total No. of Teaching Hours</b>
<b>2 Credits</b>	<b>4 Hrs.</b>	<b>52 Hrs.</b>

**Course Learning Objectives:**

- a. To train the students identify the types of wines using sensory
- b. To train the students to professionally serve alcoholic beverages
- c. To improve skills for wine tasting and paring food & wine.
- d. To develop the skills required to serve distilled, brewed & fermented beverages
- e. To train the students to prepare cocktails and mocktails
- f. To develop upselling and cross-selling skills required in a Bar

**Course Outcomes:**

- a. Identify various types of wines – Red, White, Blush & Rosé
- b. Provide professional service of wines
- c. Design Menus with appropriately paired wines
- d. Identify the various characteristics of wines using sensory skills
- e. Provide a professional service of distilled, brewed & fermented beverages
- f. Prepare classical and innovative cocktails & mocktails
- g. Upsell and Cross-sell beverages sold in a Bar

**WEEK 1:** Identification of different Wines, Equipments for Serving Wines

**WEEK 2:** Reading Wine Labels and Service of White Wine (White, Red & Rosé)

**WEEK 3:** Service of Sparkling, Aromatized and Fortified Wines

**WEEK 4:** Menu Planning – Five Course Menu with Wines

**WEEK 5:** Wine Tasting – 3 Reds & 3 Whites

**WEEK 6:** Indian Wine Paring with Indian Food

**WEEK 7:** Service of Beer, Perry & Cider

**WEEK 8:** Service of Spirits – Rum, Whisky/ey, Vodka, Gin, Tequila, Mezcal, Brandy

**WEEK 9:** Setting up of a Bar counter and Methods of Mixing Cocktails

**WEEK 10:** Mixology – Preparation of five classical Rum and Whisky/ey based cocktails

**WEEK 11:** Mixology – Preparation of five classical Vodka, Gin and Tequila based cocktails

**WEEK 12:** Mixology – Molecular Mixology and Preparation of innovative Cocktails & Mocktails

**WEEK 13:** Role play on Upselling & Cross-selling Techniques in a Bar

**Suggestive Readings:**

- a. Larousse Encyclopedia of Wines by Hamlin Publication
- b. Food & Beverage Service by R Singaravelan
- c. The World Encyclopedia of Wines by Stuart Walton
- d. Great Wines Made Simple by Andrea Immer
- e. The World Atlas of Wines by Mitchell Beazley
- f. The Ultimate Encyclopedia of Wine, Beer, Spirits & Liqueurs by Stuart Walton & Brian Glover
- g. Food & Beverage Service by R Singaravelan
- h. The World Encyclopedia of Wines by Stuart Walton
- i. Handbook of Alcoholic Beverages by Alan J. Buglass
- j. Cocktails, Mocktails, and Garnishes from the Garden by Katie Stryjewski

**Online Resources**

- a. The Alcohol Encyclopedia on Cocktails, Spirits and Liqueurs  
**Link:** <https://www.mixolopedia.com/>
- b. Alcohol: Balancing Risks and Benefits  
**Link:** <https://www.hsph.harvard.edu/nutritionsource/healthy-drinks/drinks-to-consume-in-moderation/alcohol-full-story/>
- c. Encouraging Responsible Consumption  
**Link:** <https://www.beerinstitute.org/responsibility/initiatives/encouraging-responsible-consumption/>

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

<b>Name of the Program: Hotel Management</b> <b>Course Code: HM DSC C15</b> <b>Course category: Discipline Core Course</b> <b>Name of the Course: Accommodation Operations III Theory</b>		
<b>Course Credits</b>	<b>No. of Hours per Week</b>	<b>Total No. of Teaching Hours</b>
<b>3 Credits</b>	<b>3 Hrs.</b>	<b>40 Hrs.</b>
<b>Course Learning Objectives:</b> <ul style="list-style-type: none"> <li>a. To make the students learn the basic concepts of Front Office Accounting</li> <li>b. To aid the students understand the fundamental operational tasks in Housekeeping</li> <li>c. To help the students adapt to the new requirements of the hospitality accommodation sector</li> <li>d. To train the students to design and develop sustainable practices that can be implemented in the accommodation sector</li> </ul>		
<b>Course Outcomes: On successful completion of the course, the students will be able to</b> <ul style="list-style-type: none"> <li>f. Describe the basics of Front Office Accounting</li> <li>g. Illustrate the Front Office Accounting Cycle</li> <li>h. Elaborate on the duties and responsibilities of a Night Auditor</li> <li>i. Explain the Night Auditing Process</li> <li>j. Illustrate the functioning of Control Desk Operations</li> <li>k. Explain the concept of sustainability in Accommodation sector</li> </ul>		
<b>UNIT-1: FRONT OFFICE ACCOUNTING</b> <b>No of Hours: 13 Hrs.</b>		
1.1 Introduction to Front Office Accounting 1.2 Types of Accounts, Vouchers, Folios and Ledgers 1.3 Front Office Accounting Cycle 1.4 Introduction to Night Auditing 1.5 Duties & Responsibilities of a Night Auditor 1.6 Night Auditing Process		
<b>UNIT- 2: SUPERVISION &amp; CONTROL DESK OPERATIONS IN HOUSEKEEPING</b> <b>No of Hours: 14 Hrs.</b>		
2.1 Introduction to Housekeeping Supervision 2.2 Role Housekeeping Supervisors in various sub departments 2.3 Job Description and Specification of Housekeeping Supervisors 2.4 Handling Guest Complaints 2.5 Control Desk Operations in Housekeeping 2.6 Handling Contracts – Types and Pricing, Common Contracts in Hotels		
<b>UNIT- 3: SUSTAINABILITY IN ACCOMMODATIONS SECTOR</b> <b>No of Hours: 13 Hrs.</b>		

- 3.1 Sustainability in Accommodation operations
- 3.2 Environment policy related to hotels
- 3.3 Introduction & concept of eco-friendly practices in hotels
- 3.4 Energy, Water & Landscape management in hotels
- 3.5 Cleaning Agents used in hotels – Types, characteristics & Uses
- 3.6 Eco-friendly cleaning procedures
- 3.7 Sustainable use of and disposal of cleaning agents
- 3.8 Use of Environment Friendly Technology in Hospitality operations

### **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 Industry: Everything You Need to Know About Hotels!

**Link:** <https://www.revfine.com/hotel-industry/>

- b. What Basic Knowledge a Hotel Management Trainee must possess?

**Link:** <https://community.hospitalityconnaissanceur.com/basic-knowledge-hotel-management-trainee-must-possess/>

- c. Hotel management: Definitions, software & more

**Link:** <https://www.siteminder.com/r/trends-advice/hotel-management/hotel-management-definitions-operations-ideas-software/>

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

<b>Name of the Program: Hotel Management</b> <b>Course Code: OE3</b> <b>Course category: Open Elective</b> <b>Name of the Course: Sustainability Travel and Hospitality</b>		
<b>Course Credits</b>	<b>No. of Hours per Week</b>	<b>Total No. of Teaching Hours</b>
<b>3 Credits</b>	<b>3 Hrs.</b>	<b>40 Hrs.</b>
<b>Course Learning Objectives:</b>  a. To provide students with a broad understanding of environmental issues and their impact upon the tourism industry. b. To explore the natural and cultural environments of communities and global destinations affected by tourism. c. To explore current and future impacts and benefits, tourism has on the environment, identifying and evaluating the economic and socio-cultural issues of a destination, its attractions, and accommodations.		
<b>Course Outcomes: On successful completion of the course, the students will be able to</b> a. Analyze the debate on the acceptance of sustainable tourism, exploring barriers and potential solutions. b. Define the difference in sustainable and eco-tourism determining the role of eco in sustainable tourism and critically evaluate the impact this has had on the events industry. c. Describe the stakeholders and their influence on tourism development d. Identify and report on sustainable trends within major hospitality/tourism-based companies. e. Analyze methods to reduce the negative impact to the environment of a host destination due to tourism development. f. Apply sustainable principles to the different sectors of tourism		
<b>UNIT-1: INTRODUCTION TO SUSTAINABILITY IN TRAVEL &amp; HOSPITALITY</b> <b>No of Hours: 14Hrs.</b>		
1.1 Meaning & Definition of Sustainability 1.2 The meaning of environment 1.3 Changing perceptions of the natural environment 1.4 Tourist motivations and types of tourists 1.5 Ethical considerations of tourism 1.6 Changing perceptions of tourism's relationship with the natural environment 1.7 The negative consequences of tourism for the environment 1.8 How tourism can aid conservation		
<b>UNIT- 2: ECONOMY, ENVIRONMENT, POVERTY AND SUSTAINABLE TOURISM</b> <b>No of Hours: 14Hrs.</b>		
2.1 The relationship between economics and the natural environment 2.2 Issues of economic growth, common pool resources and externalities		

- 2.3 Using tourism to conserve the environment using an economic rationale
- 2.4 Poverty's link to environmental degradation
- 2.5 The relevance of tourism to alleviating poverty in developing countries
- 2.6 Origins of sustainable development
- 2.7 Meaning of sustainable development
- 2.8 Roles of different stakeholders in the environmental planning and management of tourism

### **UNIT- 3: CLIMATE CHANGE, NATURAL DISASTERS AND TOURISM**

**No of Hours: 12Hrs.**

- 3.1 Understand the causes and significance of climate change
- 3.2 Reciprocal relationship between climate change and tourism
- 3.3 Natural disasters and its impact on Tourism
- 3.4 growth of green consumerism and its effect on tourism
- 3.5 Significance of alternative tourism and ecotourism
- 3.6 Future of tourism's relationship with the environment

#### **Suggestive Readings:**

- a. Environment & Tourism by Andrew Holden
- b. Sustainability in the Hospitality Industry by Willy Legrand, Philip Sloan, Joseph S. Chen
- c. Sustainable Value Creation in Hospitality by Elena Cavagnaro
- d. Climate Change and Tourism: Responding to Global Challenges by UNWTO & UNEP
- e. Global Climate Change and Coastal Tourism by Andrew L. Jones, Michael R. Phillips

#### **Online Resources**

1. Sustainable Tourism

**Link:** <https://www.unep.org/regions/asia-and-pacific/regional-initiatives/supporting-resource-efficiency/asia-pacific-roadmap-3>

2. Ecotourism and Protected Areas

**Link:** <https://www.unwto.org/sustainable-development/ecotourism-and-protected-areas>

3. Climate Change Adaptation and Mitigation in the Tourism Sector

**Link:** <https://www.unep.org/resources/report/climate-change-adaptation-and-mitigation-tourism-sector-frameworks-tools-and>

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

# **4th Semester**



<b>Name of the Program: Hotel Management</b> <b>Course Code: HM DSC C16</b> <b>Course category: Discipline Core Course</b> <b>Name of the Course: Food &amp; Beverage Production IV Theory</b>		
<b>Course Credits</b>	<b>No. of Hours per Week</b>	<b>Total No. of Teaching Hours</b>
<b>3 Credits</b>	<b>3 Hrs.</b>	<b>40 Hrs.</b>
<b>Course Learning Objectives:</b> a. To acquaint the students with the basic concepts of Larder Kitchens b. To expose the students to the popular cuisines of the world c. To familiarize the students with the fundamentals of Food Production Management		
<b>Course Outcomes: On successful completion of the course, the students will be able to</b> a. Elaborate the fundamentals of Cold Kitchen operations b. Explain the basics of various international cuisines c. Elucidate the basics of Food Production Management		
<b>UNIT-1: INTRODUCTION TO LARDER KITCHEN</b> <b>No of Hours: 12 Hrs.</b>		
1.1 Fundamentals of Larder kitchen 1.2 Charcuterie – Sausages, Bacons and Hams 1.3 Appetizers and Garnishes 1.4 Sandwiches & Burgers 1.5 Uses of Herbs & Wines in Cooking 1.6 Equipments used in Larder and Garde Manger		
<b>UNIT 3 - INTRODUCTION IN BAKERY</b> <b>No of Hours: 14 Hrs.</b>		
2.1 Origin & History of Baking 2.2 Flours - Types, Characteristics, Importance & Uses 2.3 Raising Agents - Types, Characteristics, Importance & Uses 2.4 Equipment and tools used in Bakery 2.5 Breads- Types, Preparation & Bread Faults		
<b>UNIT-2: BAKERY AND CONFECTIONERY PREPARATIONS</b> <b>No of Hours: 14 Hrs.</b>		
3.1 Commodities used in Bakery & Confectionery 3.2 Sponges & Cakes 3.3 Icing & Ganache 3.4 Pastes, Creams, Fillings & Sauces 3.5 Laminated Pastries 3.6 Chocolates, Ice Creams & Desserts 3.7 Sauces & Coulis 3.8 Cookies & Biscuits		

### **Suggestive Readings:**

- a. The Theory of Bakery and Patisserie by Chef Parvinder S. Bali
- b. Larder by Gill Robin
- c. Text Book of Bakery and Confectionery by Anil Kumar Gupta
- d. Hygiene and Sanitation by S. Roday
- e. The Larder Chef by MJ Leto and WKH Bode
- f. Food: A Culinary History by Jean-Louis Flandrin

### **Online Resources**

- a. Culinary Dictionary Index  
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- b. The Cook's Thesaurus  
**Link:** <http://www.foodsubs.com/>
- c. Real Food Encyclopedia  
**Link:** <https://foodprint.org/eating-sustainably/real-food-encyclopedia/>
- d. My Culinary Encyclopedia  
**Link:** <https://www.myculinaryencyclopedia.com/>
- e. Food Dictionaries and Encyclopedias  
**Link:** <https://www.nal.usda.gov/legacy/fnic/food-dictionaries-and-encyclopedias>

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

**Name of the Program: Hotel Management**

**Course Code: HM DSC C17**

**Course category: Discipline Core Course**

**Name of the Course: Food & Beverage Production IV Practical**

<b>Course Credits</b>	<b>No. of Hours per Week</b>	<b>Total No. of Teaching Hours</b>
<b>2 Credits</b>	<b>4 Hrs.</b>	<b>52 Hrs.</b>

**Course Learning Objectives:**

- a. To acquaint the students with basic skills required in Garde manger and Bakery
- b. To enable the students to prepare basic recipes in Garde manger and Bakery

**Course Outcomes: On successful completion of the course, the students will be able to**

- a. Develop skills essential for preparing Garde Manger recipes- Sandwiches, Salads, Canapés, Burgers, Cold Mousse, Salads, Cold Platters, Pâté and Roasts
- b. Develop skills essential for preparing basic bakery dishes- Breads, Sponges, Rolls, Sweet Pastes, Cookies, Cakes and Puddings

**WEEK 1:** Preparation of Sandwiches, Canapés, Burgers

**WEEK 2:** Preparation of Beef Wellington and Galantine

**WEEK 3:** Preparation of Cold Mousse – Aspic gelly

**WEEK 4:** Salads – Simple and Compound salads

**WEEK 5:** Preparation of Pâté and Roasts

**WEEK 6:** Presentation of Cold Platters

**WEEK 7:** Preparation of Breads – Focaccia, Sandwich bread, Bread rolls, Challah Bread

**WEEK 8:** Preparation of Fatless Sponge, Swiss rolls and Pastries

**WEEK 9:** Preparation of Sweet paste – Tarts, Pies and Cookies

**WEEK 10:** Preparation of Butter Sponges – Fruit Cake, Victoria Sponge and Batten Burgh Cake

**WEEK 11:** Preparation of Cinnamon rolls and Doughnuts

**WEEK 12:** Preparation of Hot & Cold Puddings

**WEEK 13:** Preparation of Festive Cakes

### **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/>
- d. My Culinary Encyclopedia  
**Link:** <https://www.myculinaryencyclopedia.com/>
- e. Food Dictionaries and Encyclopedias  
**Link:** <https://www.nal.usda.gov/legacy/fnic/food-dictionaries-and-encyclopedias>

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

<b>Name of the Program: Hotel Management</b> <b>Course Code: HM DSC C18</b> <b>Course category: Discipline Core Course</b> <b>Name of the Course: Food &amp; Beverage Service IV Theory</b>		
<b>Course Credits</b>	<b>No. of Hours per Week</b>	<b>Total No. of Teaching Hours</b>
<b>3 Credits</b>	<b>3 Hrs.</b>	<b>40 Hrs.</b>
<b>Course Learning Objectives:</b> a. To inform about the basic concepts behind Brewed & Fermented Beverages b. To familiarize the students in the fundamentals of Distilled Beverages c. To acquaint the students with the basics of Mixology, Liqueurs & Eaux-De-Vie		
<b>Course Outcomes: On successful completion of the course, the students will be able to</b> a. Elaborate on the basic concepts of Brewed & Fermented Beverages b. Explain the fundamentals of distilled beverages c. Elucidate the concepts around mixology, Liqueurs & Eaux-De-Vie		
<b>UNIT-1: BREWED &amp; FERMENTED BEVERAGES</b> <b>No of Hours: 10 Hrs.</b>		
1.1 <b>Beer</b> – History, Ingredients used, Manufacturing process, Types, Service procedure, Storage conditions and Brands 1.2 <b>Cider</b> – Manufacturing process, Types, Brands and Service of Cider 1.3 <b>Perry</b> - Manufacturing process, Types, Brands and Service of Perry		
<b>UNIT- 2: DISTILLED BEVERAGES</b> <b>No of Hours: 20 Hrs.</b>		
2.1 <b>Whisky/ey:</b> History & Evolution, Manufacturing process, Characteristics, Types, Brands and Service of Whisky/ey 2.2 <b>Brandy:</b> Cognac & Armagnac - History & Evolution, Regions, Manufacturing process, Types, Label Reading, Brands and Service styles; Other grape Brandies 2.3 <b>Gin:</b> History & Evolution, Types, Manufacturing Process, Brands & Service of Gin 2.4 <b>Rum:</b> History & Evolution, Types, Manufacturing Process, Characteristics, Brands & Service of Rum 2.5 <b>Vodka:</b> History & Evolution, Types, Manufacturing Process, Characteristics, Brands & Service of Vodka, Flavored Vodka 2.6 <b>Tequila &amp; Mezcal:</b> History & Evolution, Manufacturing Process, Types & Categories, Controlling Authority, Brands, Service & Traditional way of drinking tequila, Difference between Tequila & Mezcal 2.7 <b>Other Spirits</b> (Introduction & Brands) – Fenny Pastis, Akvavit, Sake, Grappa, Absinthe, Marc, Poteen, Pisco, Korn, Arrack, Toddy, Tiquira, Okolehao, Moonshine, Bitters		

## **UNIT- 3: MIXOLOGY, LIQUEURS & EAUX-DE-VIE**

**No of Hours: 10 Hrs.**

3.1 **Cocktails & Mocktails:** History & Evolution, Components of Cocktails, Methods of Preparation, Equipments & tools used, Glassware for mixed drinks, Bar Stock, Classic Styles of Mixed Drinks, Classical & Contemporary Cocktails & Mocktails and their Bases, Molecular Mixology

3.2 **Liqueurs:** History & Evolution, Manufacturing Process, Brand Names with Base, Colors, Flavors & Country of origin

3.3 **Eaux – de – vie** (Introduction & Brands): Calvados, Applejack, Poire Williams, Stone Fruit Brandies, Soft Fruit Brandies

3.4 Upselling Techniques for Alcoholic Beverages

### **Suggestive Readings:**

- a. The Ultimate Encyclopedia of Wine, Beer, Spirits & Liqueurs by Stuart Walton & Brian Glover
- b. Food & Beverage Service by R Singaravelan
- c. The World Encyclopedia of Wines by Stuart Walton
- d. Handbook of Alcoholic Beverages by Alan J. Buglass
- e. Cocktails, Mocktails, and Garnishes from the Garden by Katie Stryjewski

### **Online Resources**

- a. The Alcohol Encyclopedia on Cocktails, Spirits and Liqueurs

**Link:** <https://www.mixolopedia.com/>

- b. Alcohol: Balancing Risks and Benefits

**Link:** <https://www.hsph.harvard.edu/nutritionsource/healthy-drinks/drinks-to-consume-in-moderation/alcohol-full-story/>

- c. Encouraging Responsible Consumption

**Link:** <https://www.beerinstitute.org/responsibility/initiatives/encouraging-responsible-consumption/>

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

<b>Name of the Program: Hotel Management</b> <b>Course Code: HM DSC C19</b> <b>Course category: Discipline Core Course</b> <b>Name of the Course: Accommodation Operations II Practical</b>		
<b>Course Credits</b>	<b>No. of Hours per Week</b>	<b>Total No. of Teaching Hours</b>
<b>2 Credits</b>	<b>4 Hrs.</b>	<b>52 Hrs.</b>
<b>Course Learning Objectives:</b> <ul style="list-style-type: none"> <li>a. To develop PMS software skills essential for hotel operations</li> <li>b. To enhance essential housekeeping skills required in the hospitality sector</li> <li>c. To introduce the fundamental concepts of sewing, uniform designing, classifying &amp; identifying textile fabrics.</li> <li>d. To develop skills to provide basic first-aid.</li> <li>e. To develop PMS software skills essential for hotel operations</li> <li>f. To improve basic housekeeping skills required in the hospitality sector</li> <li>g. To introduce the basic concepts of flower arrangements, color schemes and cleaning techniques</li> <li>h. To develop skills to handle various guest &amp; non-guest situations in the accommodations sector.</li> </ul>		
<b>Course Outcomes: On successful completion of the course, the students will be able to</b> <ul style="list-style-type: none"> <li>a. Demonstrate PMS skills essential for hotel operations</li> <li>b. Provide First-aid to anyone in need of it.</li> <li>c. Set up a Room attendant's Trolley</li> <li>d. Classify &amp; Identify Textile fabrics</li> <li>e. Demonstrate fabric sewing techniques</li> <li>f. Design uniforms for hotel staffs</li> <li>g. Demonstrate PMS skills essential for hotel operations</li> <li>h. Prepare Snagging list and Supervisors checklist used in hotels</li> <li>i. Design classical and contemporary flower arrangements</li> <li>j. Handle guest &amp; non-guest situations arising in the accommodations sector</li> </ul>		
<b>WEEK 1:</b> PMS activity - Feeding a reservation. Room Assignment, Amendment, Cancellation and Reinstating a reservation		
<b>WEEK 2:</b> PMS activity - Feeding Guest Message, Guest Check -in & posting of charges		
<b>WEEK 3:</b> PMS activity - Splitting folio & Guest Check-out		
<b>WEEK 4:</b> PMS activity Point of Sale Module - Table selection, Order Entry, Table Transfer, Modify Order, Split and Settle Bill		
<b>WEEK 5:</b> PMS activity Point of Sale Module - Generation of POS Reports		
<b>WEEK 6:</b> PMS activity - Banquet Function Prospectus		
<b>WEEK 7:</b> Supervisors Checklist and Snagging List		

**WEEK 8:** Planning a color scheme of a room based on different schemes

**WEEK 9:** Cleaning procedures – Area cleaning, surface cleaning, glass cleaning

**WEEK 10:** Converting waste to wealth and Flower Arrangement

**WEEK 11:** Setting a Room attendant's Trolley and Fabric stain removal techniques

**WEEK 12:** Classification & Identification of Textile Fibers, Sewing & Uniform Designing

**WEEK 13:** Glossary Terms (Housekeeping & Front Office)

**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 Industry: Everything You Need to Know About Hotels!

**Link:** <https://www.revfine.com/hotel-industry/>

- b. What Basic Knowledge a Hotel Management Trainee must possess?

**Link:** <https://community.hospitalityconnaisseur.com/basic-knowledge-hotel-management-trainee-must-possess/>

- c. Hotel management: Definitions, software & more

**Link:** <https://www.siteminder.com/r/trends-advice/hotel-management/hotel-management-definitions-operations-ideas-software/>

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



<b>Name of the Program: Hotel Management</b> <b>Course Code: HM DSC C20</b> <b>Course category: Discipline Core Course</b> <b>Name of the Course: Accommodation Operations IV Theory</b>		
<b>Course Credits</b>	<b>No. of Hours per Week</b>	<b>Total No. of Teaching Hours</b>
<b>3 Credits</b>	<b>3 Hrs.</b>	<b>40 Hrs.</b>
<b>Course Learning Objectives:</b> <ul style="list-style-type: none"> <li>a. To inform the students the theoretical aspects of hotel performance and quality management</li> <li>b. To introduce the basic concepts of linen and laundry operations</li> <li>c. To acquaint the student on the marketing duties of Accommodation Personnel</li> </ul>		
<b>Course Outcomes: On successful completion of the course, the students will be able to</b> <ul style="list-style-type: none"> <li>a. Evaluate performance and conduct quality checks of a hotel</li> <li>b. Explain the basic aspects of linen and laundry operations</li> <li>c. Elaborate on the concept of TQM in hotels</li> <li>d. Elaborate on the safety and security systems of a hotel</li> <li>e. Evaluate the OSHA Guidelines for Workplace Safety</li> <li>f. Elucidate on Laundry Department, Laundry Equipments and Laundry Agents</li> <li>g. Explain the basic concepts of Marketing mix</li> <li>h. Evaluate the various sales techniques adopted by the Front Office Staff</li> </ul>		
<b>UNIT-1: EVALUATING PERFORMANCE &amp; QUALITY IN HOTELS</b> <b>No of Hours: 13 Hrs.</b>		
<ul style="list-style-type: none"> <li>1.1 Introduction to Quality &amp; Performance Management in Hotels</li> <li>1.2 Front Office Calculations – Occupancy Ratio, Average Daily Rate, Average Room Rate Per Guest, Revenue Per Available Room, Fair Share &amp; Market Share</li> <li>1.3 Meaning, importance and benefits of Quality audits</li> <li>1.4 Guest’s perception of Quality</li> <li>1.5 Quality audits in hotels</li> <li>1.6 Total Quality Management (TQM)</li> <li>1.7 Practices in TQM – Japanese 5S Practice, Business Process Re-engineering, Quality Control Circles, Benchmarking and Kaizen</li> </ul>		
<b>UNIT- 2: INTRODUCTION TO LINEN AND LAUNDRY OPERATIONS</b> <b>No of Hours: 14 Hrs.</b>		
<ul style="list-style-type: none"> <li>2.1 Linen and Uniform Room – Storage of Linen, Linen Exchange, Par stock</li> <li>2.2 Linen Control, Quality &amp; Lifespan</li> <li>2.3 Introduction to Laundry Department, Laundry Equipments and Laundry Agents</li> <li>2.4 Types of Laundry and Layouts</li> <li>2.5 Laundry Processes</li> </ul>		

2.6 Dry Cleaning and stain removal

2.7 Handling Guest Laundry

### **UNIT- 3: MARKETING HOSPITALITY PRODUCTS**

**No of Hours: 13 Hrs.**

3.1 Introduction to Marketing

3.2 Basic Concepts of Marketing

3.3 Marketing Mix

3.4 Market Segmentation & Targeting

3.5 Sales & Marketing Team in Hotels

3.6 Sales Techniques

3.7 Role of Accommodation Personnel in Maximizing Revenue

#### **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
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#### **Online Resources**

- a. Hotel Industry: Everything You Need to Know About Hotels!

**Link:** <https://www.revfine.com/hotel-industry/>

- b. What Basic Knowledge a Hotel Management Trainee must possess?

**Link:** <https://community.hospitalityconnaissanceur.com/basic-knowledge-hotel-management-trainee-must-possess/>

- c. Hotel management: Definitions, software & more

**Link:** <https://www.siteminder.com/r/trends-advice/hotel-management/hotel-management-definitions-operations-ideas-software/>

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

<b>Name of the Program: Hotel Management</b> <b>Course Code: OE3</b> <b>Course category: Open Elective</b> <b>Name of the Course: Consumer Behaviour in Tourism Industry</b>		
<b>Course Credits</b>	<b>No. of Hours per Week</b>	<b>Total No. of Teaching Hours</b>
<b>3 Credits</b>	<b>3 Hrs.</b>	<b>40 Hrs.</b>
<b>Course Learning Objectives:</b> a. To introduce the learner to behavioral dimensions of consumer marketing in Tourism Sector b. To create awareness of the theories of motivation and perception as applied to consumer behavior. c. To acquaint the students with the theories of consumer decision making in Tourism Sector.		
<b>Course Outcomes: On successful completion of the course, the students will be able to</b> a. Explain the basic concepts of Consumer Behaviour and its linkages to Travel marketing b. Analyze the phenomenon of consumer learning about a brand and forming perceptions about it c. Compare how the theoretical aspects of Consumer Behaviour are practiced in real life scenarios. d. Apply the concepts of market segmentation and product positioning in the Travel sector. e. Explain Role of CRM in Consumer Behavior		
<b>UNIT-1: INTRODUCTION TO TRAVEL CONSUMER BEHAVIOUR</b> <b>No of Hours: 12 Hrs.</b>		
1.1 Introduction and History of tourist behaviour 1.2 Need to understand Travel consumer behaviour 1.3 Major concepts in consumer behaviour 1.4 Leiper’s Model of Tourism System 1.5 Butler’s Model of Tourism Destination Life Cycle 1.6 Purchase and Decision-making Process – Motivators & Determinants 1.7 Models of the purchase decision-making process		
<b>UNIT- 2: TOURISM DEMAND AND MARKETS</b> <b>No of Hours: 14 Hrs.</b>		
2.1 Typologies of tourist behaviour and segmentation of the tourism market 2.2 The global pattern of tourism demand 2.3 National differences: domestic, outbound and inbound 2.4 The nature of demand in different segments of the tourism market 2.5 Consumer behaviour and markets in the different sectors of tourism		
<b>UNIT- 3: CONSUMER BEHAVIOUR AND MARKETING</b> <b>No of Hours: 14 Hrs.</b>		
3.1 Researching tourist behaviour: 3.2 The marketing mix and tourist behaviour 3.3 The green tourist: myth or reality? 3.4 Rise of the global/Euro tourist?		

3.5 The emergence of new markets and changes in tourist demand

3.6 Quality and tourist satisfaction

3.7 The future of tourist behaviour

**Suggestive Readings:**

- a. Consumer Behaviour in Tourism by John Swarbrooke and Susan Horner
- b. Consumer Behaviour by Michael R Solomon
- c. Consumer Behaviour in Tourism by Horner Susan
- d. Consumer Behaviour: Insights from Indian Market by Ramanuj Majumdar
- e. Hospitality Marketing and Consumer Behavior by Vinnie Jauhari

**Online Resources**

- a. How COVID-19 Is Reshaping Consumer Behavior

**Link:** <https://www.mckinsey.com/industries/retail/our-insights/how-covid-19-is-changing-consumer-behavior-now-and-forever>

- b. The Consumer trends seeping into the Travel industry

**Link:** <https://www.phocuswire.com/consumer-trends-2022>

- c. The never-ending travel customer journey

**Link:** <https://www.thinkwithgoogle.com/feature/travel-customer-journey-in-2020>

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