

**Department of Tourism and Hotel Management
Kurukshetra University, Kurukshetra**

**Under
Faculty of Commerce and Management,
Kurukshetra University, Kurukshetra**

PROGRAMME TITLE

**MASTER OF HOTEL MANAGEMENT
&
CATERING TECHNOLOGY
(MHM&CT)**

**Under
(CBCS / LOCF)**

**w.e.f
Session: 2020-2022**

Program Outcomes for the Faculty of Commerce and Management

On successful completion of a program under Faculty of Commerce and Management, students will be able to develop:

- PO1. Soft skills and Working Skills: To comprehend, communicate and execute effectively and efficiently in all of their dealings.
- PO2. Leadership: To develop abilities to both lead and respect the views, positions and beliefs of others and to plan and manage effectively
- PO3. Innovativeness and Entrepreneurship: To explore issues and problems that needs solutions with entrepreneurial orientation
- PO4. Ethics and Values: To recognize, appreciate and follow ethical standards in all walks of life
- PO5. Adaptability and Sociability: Ready to understand and adapt the changing environment.
- PO6. Research and Analytical abilities: To Explore, analyses and provide solutions on emerging issues concerning various fields including public policy.
- PO7. Practical exposure and Employability: Exposure to actual working environment leading to employability
- PO8. Environmental Consciousness: In every action, dealing, service and manifestation

**Programme Specific Objectives (PSO)
of
MHM &CT Programme**

- PSO 1 To prepare students for entry level / middle managerial positions in hotels / allied areas (such as food & beverage service outlets; retails outlets; event / MICE companies; Tourism services companies; entertainment ; hospitality academics etc.)
- PSO 2 Knowledge of hotel functions & management
- PSO 3 Ability to work in different departments of the hotels / allied areas (such as food & beverage service outlets; retails outlets; event / MICE companies; Tourism services companies; entertainment hospitality academics etc.)
- PSO 4 Apply standard hotel management practices to operational & managerial work requirements.
- PSO 5 Becoming socially responsible hotel professional

Master of Hotel Management & Catering Technology Programme
(MHM&CT Programme)
under
(CBCS / LOCF)

A postgraduate degree in Master of Hotel Management & Catering Technology Programme (MHM&CT Programme) under Choice based credit system (CBCS / LOCF) will be awarded if the student complete **12 Core courses / papers in the discipline, 02 AECC courses, 3 SEC courses and 13 DSE courses / papers.**

Proposed syllabus Structure of Master of Hotel Management & Catering Technology Programme (MHMCT Programme) under CBCS / LOCF

Sem ester	CORE COURSE(CC) @6CREDITS	Ability Enhancement Compulsory Courses(AECC) @2 CREDITS	Skill Enhancement Courses (SEC) @2 CREDITS	Discipline Specific Elective (DSE) @6 CREDITS
1	CC-MHMCT-1	AECC-MHMCT-1	SEC-MHMCT-1	DSE-MHMCT-1
	CC-MHMCT-2		SEC-MHMCT-2	DSE-MHMCT-2
				DSE-MHMCT-3
				DSE-MHMCT-4
2	CC- MHMCT-3	AECC-MHMCT-2	SEC-MHMCT-3	DSE-MHMCT-5
	CC- MHMCT-4			DSE-MHMCT-6
				DSE-MHMCT-7
3	CC- MHMCT-5 A			DSE-MHMCT-8
	CC- MHMCT-5 B			DSE-MHMCT-9
	CC- MHMCT-5 C			DSE-MHMCT-10
	Or			DSE- MHMCT-11
	CC- MHMCT-5 D			
	CC- MHMCT-5 E			
	CC- MHMCT-5 F			
	CC- MHMCT-6			
4	CC- MHMCT-7A			DSE-MHMCT-12
	CC- MHMCT-7B			DSE-MHMCT-13
	CC- MHMCT-7 C			
	Or			

	CC- MHMCT-7 D		
	CC- MHMCT-7 E		
	CC- MHMCT-7 F		
	Or		
	CC- MHMCT-7 G		
	CC- MHMCT-7H		
	CC- MHMCT-7 I		
	CC- MHMCT-8		

AECC will be offered according to the time table adjustments in the University Teaching Department /College.

*MOOC Course from Swayam portal

General instructions:

1. One credit equivalent to 1 hour of teaching/2 hours of Practical work
2. One credit (teaching /Practical) equivalent to 20 marks

Total credit hours for Master of Hotel Management & Catering Technology Programme (MHMCT Programme) under Choice based credit system (CBCS / LOCF)

Course	Number of courses	Contact hrs	Credits
Core Course (CC)	12	6 (6x12=72)	72
Ability Enhancement compulsory course (AECC)	2	2 (2x2=4)	4
Skill Enhancement course (SEC)	3	6 (3x2=6)	6
Discipline Specific Elective Course (DSE)	13	6 (13x6=78)	78
Total	30	160	160

MHM & CT

(Detail Syllabus)

w.e.f

Session: 2020-2022

**Department of Tourism and Hotel Management
Kurukshetra University, Kurukshetra**

**Programme- MHM&CT -2 Years
w.e.f
Session: 2020-2022**

Semester I										
Course Code		Course Title	T	P/ T u.	C	Max Marks			Total Mark s	Pas s Ma rks
						Inte rnal	T	P		
CC- MHMCT-1	A	Front Office Operations (Theory)	4	0	4	16	64	-	80	32
	B	Front Office Operations (Practical)	0	4	2	08	-	32	40	16
CC- MHMCT-2	A	Housekeeping Operations (Theory)	4	0	4	16	64	-	80	32
	B	Housekeeping Operations (Practical)	0	4	2	08	-	32	40	16
DSC-MHMCT-1		Introduction to Hotel Industry	5	1	6	20	80	-	100	40
DSC-MHMCT-2		Fundamental of Management in Hotels	5	1	6	20	80	-	100	40
DSC-MHMCT-3		Hygiene, Sanitation & Medical Protocols	5	1	6	20	80	-	100	40
DSC-MHMCT-4		Tourism Business	5	1	6	20	80	-	100	40
SEC-MHMCT-1		ICT in Hotels	2	-	2	8	32	-	40	16
SEC-MHMCT-2		Hotel French –I	2	-	2	8	32	-	40	16
AECC-MHMCT-1		Communication Skills in Hotels	2	0	2	08	32	-	40	16
			34	12	42				760	

T-Theory, P- Practical, C-Credits, AECC - Ability Enhancement Compulsory Course, Skill Enhancement Course (SEC), Discipline Specific Elective (DSE)

Semester II										
Course Code		Course Title	T	P	C	Max Marks			Total Marks	Pass Marks
						Internal	T	P		
CC- MHMCT- 3	A	Food Production (Theory)	4	0	4	16	64	-	80	32
	B	Food Production (Practical)	0	4	2	08	-	32	40	16
CC- MHMCT-4	A	Food & Beverage Service (Theory)	4	0	4	16	64	-	80	32
	B	Food & Beverage Service (Practical)	0	4	2	08	-	32	40	16
DSE-MHMCT- 5		Hotel Laws	5	1	6	20	80	-	100	40
DSE-MHMCT-6		Basics of Event Management	5	1	6	20	80	-	100	40
DSE-MHMCT-7		Service Marketing	5	1	6	20	80	-	100	40
SEC- MHMCT-3		Hotel French –II	2	-	2	8	32		40	16
AECC-MHMCT-2		Environmental Practices in Hotels	2	-	2	8	32	-	40	16
			27	11	34				620	

T-Theory, P- Practical, C-Credits, AECC - Ability Enhancement Compulsory Course, Skill Enhancement Course (SEC)

03 MONTHS VOCATIONAL TRAINING / HOTEL INDUCTION TRAINING

Semester III										
Course Code	Course Title	T	P	C	Max Marks			Total Marks	Pass Marks	
					Internal	T	P			
DSE-MHMCT-8	HRM in Hotels	5	1	6	20	80	-	100	40	
DSE-MHMCT-9	Entrepreneurship and Innovation in Hotels	5	1	6	20	80	-	100	40	
DSE-MHMCT-10	Customer Relationship Mgt.	5	1	6	20	80	-	100	40	
DSE-MHMCT-11	Financial management in hotels	5	1	6	20	80	-	100	40	
OPTIONAL SPECIALIZATION (any one cluster)										
Specialization in Room Division										
CC-MHMCT-5	A	Advance Accommodation Management	5	1	6	20	80	-	100	40
	B	Advance Front Office Management	5	1	6	20	80	-	100	40
	C	Management of Housekeeping in Allied Sectors	5	1	6	20	80	-	100	40
Or Specialization in Food & Beverage Service Management										
CC-MHMCT-5	D	Specialized Catering Management	5	1	6	20	80	-	100	40
	E	F& B Control Management	5	1	6	20	80	-	100	40
	F	Bar operation & Management	5	1	6	20	80	-	100	40
COMPULSORY										
CC- MHMCT-6	Training Report & Viva- voce examination		-	-	12				300	
			35	7	54				1000	

T-Theory, P- Practical, C-Credits, SEC – Skill Enhancement Course

Semester IV (Specialization)										
Course Code	Course Title	T	P / T u.	C	Max Marks			Total Mark s	Pas s Ma rks	
					Inter nal	T	P			
DSE- MHMCT-12	Research Methodology	5	1	6	20	80	-	100	40	
DSE- MHMCT-13	Decision Science in Hotels	5	1	6	20	80	-	100	40	
Optional Specialization (any one cluster)										
Specialization (Event Management)										
CC-MHMCT-7	A	Event Product & Logistics Planning	5	1	6	20	80	-	100	40
	B	MICE Events Planning & Management	5	1	6	20	80	-	100	40
	C	Specialized Events in Hotels	5	1	6	20	80	-	100	40
Or Specialization (Hotel Marketing)										
CC-MHMCT-7	D	Hotel Marketing Research	5	1	6	20	80	-	100	40
	E	Sales Management in Hotels	5	1	6	20	80	-	100	40
	F	Digital and Social Media Marketing	5	1	6	20	80	-	100	40
Or Specialization (Human Resource)										
CC-MHMCT-7	G	Strategic HRM	5	1	6	20	80	-	100	40
	H	Training & Development in Hotels	5	1	6	20	80	-	100	40
	I	Employee Motivation and Welfares in Hotel	5	1	6	20	80	-	100	40
Compulsory										
CC-MHMCT-8	Dissertation in the area of specialization in Semester IVth & Viva Voce		-	-	12	-	-	-	300	
			25	5	42				800	

T-Theory, P- Practical, C-Credits, Core, SEC- Skill Enhancement Course

TOTAL SEMESTERS & CREDITS

Marks Distribution	Sem 1	Sem 2	Sem 3	Sem 4	Total
Credits allocated	42	34	54	42	172
Marks in Each Sem	760	620	1000	800	3,180
Grand Total Marks	3,180				
Grand Total credits	172				

MHM&CT COURSE W.E.F 2020- 22

**GENERAL INSTRUCTIONS FOR EXAMINERS / PAPER SETTERS / SUBJECT
TEACHERS**

EVALUATION:

The performance of the students will be evaluated on the basic of:

- class participation
- house tests
- regularity and
- assignment

Carrying 20 percent of the credit and the rest through Terminal Examination (3 hours duration)

MODE OF PAPER SETTING:

CORE PAPERS

There will be nine questions in all. The candidate has to attempt five questions. Question No. 1, of 16 marks (4 short-answer type questions of 4 marks each) shall be compulsory. The candidate has to attempt four other questions selecting one question from each Unit. Each question shall be of 12 marks. The question No. 1 shall be covering all the four Units of the syllabus.

These questions shall judge both theoretical and applied knowledge of students. Case studies may also be given as questions

AECC PAPERS

There will be nine questions in all. The candidate has to attempt five questions. Question No. 1, of 8 marks (4 short-answer type questions of 2 marks each) shall be compulsory. The candidate has to attempt four other questions selecting one question from each Unit. Each question shall be of 6 marks. The question No. 1 shall be covering all the four Units of the syllabus.

These questions shall judge both theoretical and applied knowledge of students. Case studies may also be given as questions

SEC PAPERS

There will be nine questions in all. The candidate has to attempt five questions. Question No. 1, of 8 marks (4 short-answer type questions of 2 marks each) shall be compulsory. The candidate has to attempt four other questions selecting one question from each Unit. Each question shall be of 6 marks. The question No. 1 shall be covering all the four Units of the syllabus.

These questions shall judge both theoretical and applied knowledge of students. Case studies may also be given as questions

DSE PAPERS

There will be nine questions in all. The candidate has to attempt five questions. Question No. 1, of 16 marks (4 short-answer type questions of 4 marks each) shall be compulsory. The candidate has to attempt four other questions selecting one question from each Unit. Each question shall be of 16 marks. The question No. 1 shall be covering all the four Units of the syllabus.

These questions shall judge both theoretical and applied knowledge of students. Case studies may also be given as questions

SEMESTER II

CC-MHMCT-3 A FOOD PRODUCTION (THEORY)		
		Credits –04
		External Marks -64
		Internal Marks -16
		TotalMarks-80
COURSE OBJECTIVES:		
<p>Co 1: Learning the functioning of kitchen and familiarize with culinary terms Co 2: Knowledge and identify various commodities and their use in cooking Co 3: learn and practice of vegetables cuts, sauces and stocks used in cooking Co 4: familiar with standard recipes of soups, salads</p>		
UNIT-I	<p>INTRODUCTION TO COOKERY: Levels of skills and experiences, Attitudes and behavior in the kitchen, Personal hygiene, Uniforms & protective clothing, Safety procedure in handling equipment</p> <p>CULINARY HISTORY: Origin of modern cookery Classical and New World Cuisine, Different styles cookery: oriental, European, Continental, Pan American</p> <p>HIERARCHY AREA OF DEPARTMENT AND KITCHEN: Classical Brigade, Modern staffing in various category hotels, Roles of executive chef, Duties and responsibilities of various chefs, Co-operation with other departments General Layout Of the kitchen in organisations, layout of receiving areas, layout of service & wash up</p> <p>CULINARY TERMS: List of culinary (common and basic) terms, Explanation with examples</p> <p>AIMS & OBJECTIVES OF COOKING FOOD: Aims and objectives of cooking food, Various textures, Various consistencies, Techniques used in pre-preparation, Techniques used in preparation</p>	CO 1
UNIT-II	<p>COMMODITIES: SHORTENINGS (Fats & Oils): Role of Shortenings, Varieties of Shortenings, Advantages and Disadvantages of using various Shortenings, Fats & Oil – Types, varieties</p> <p>RAISING AGENTS: Classification of Raising Agents, Role of Raising Agents, Actions and Reactions</p> <p>THICKENING AGENTS: Classification of thickening agents, Role of Thickening agents</p> <p>HERBS & SPICES : Uses its Importance & it's different types</p> <p>BASIC COMMODITIES: Milk-Introduction, Processing of Milk, Pasteurisation – Homogenisation, Types of Milk – Skimmed and Condensed, Nutritive Value, Cream-Introduction, Processing of Cream, Types of Cream Cheese-Introduction, Processing of Cheese, Types of Cheese, Classification of Cheese, Curing of Cheese, Uses of Cheese Butter-Introduction, Processing of Butter, Types of Butter. Sugar: Its Importance, types of sugar, cooking Of Sugar- Various Temperature</p>	CO 2

UNIT-III	<p>BASIC PRINCIPLES OF FOOD PRODUCTION</p> <p>VEGETABLE AND FRUIT COOKERY: Introduction – classification of vegetables, Pigments and colour changes, Effects of heat on vegetables, Cuts of vegetables, Classification of fruits, Uses of fruit in cookery.</p> <p>STOCKS: Definition of stock, Types of stock, Preparation of stock, Recipes, Storage of stocks, Uses of stocks, Care and precautions</p> <p>SAUCES: Classification of sauces, Recipes for mother sauces, Storage & precautions</p>	CO 3
UNIT-IV	<p>SOUPS: Classification with examples, Basic recipes of Consommé with 10 Garnishes and other soups.</p> <p>SALADS AND SANDWICHES: Salads & its compositions Types Of Lettuce , Types of Dressing, Emerging trends in salad making, Sandwiches History origin and its Different types</p> <p>EGG COOKERY: Introduction to egg cookery, Structure of an egg, Selection of egg, Uses of egg in cookery</p>	CO 4

TEXT BOOKS:

- Theory of Catering By Kinton & Cessarani
- Parvinder S Bali – International Cuisine & Food Production – Oxford University Press
- Theory of Cookery By K Arora, Publisher: Frank Brothers

REFERENCE BOOKS:

- Accompaniments & Garnishes from waiter, Communicate: Fuller J. Barrie & Jenkins
- Modern Cookery (Vol-I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery By Kinton & Cessarani
- The Professional Chef (4th Edition) By Le Rol A. Polson
- The Professional Pastry Chef, Fourth Edition By Bo Friberg Publisher: Wiley & Sons INC
- Practical Professional Cookery By Kauffman & Cracknell

CC-MHMCT-3 B FOOD PRODUCTION (PRACTICAL)	
	Credits –02 External Marks -32 Internal Marks -08 Total Marks-40
1	i) Equipments - Identification, Description, Uses & handling ii) Hygiene - Kitchen etiquettes, Practices & knife handling iii) Safety and security in kitchen
2	i) Vegetables – classification ii) Cuts - julienne, jardinière, macedoines, brunoise, payssane, mignonettes, dices, cubes, shred, mirepoix iii) Preparation of salad dressings
3	Identification and Selection of Ingredients - Qualitative and quantitative measures.
4	i) Basic Cooking methods and pre-preparations ii) Blanching of Tomatoes and Capsicum iii) Preparation of concasse iv) Boiling (potatoes, Beans, Cauliflower, etc) v) Frying - (deep frying, shallow frying, sautéing) Aubergines, Potatoes, etc. vi) Braising - Onions, Leeks, Cabbage vii) Starch cooking (Rice, Pasta, Potatoes)
5	i) Stocks - Types of stocks (White and Brown stock) ii) Emergency stock iii) Fungi stock
6	Sauces - Basic mother sauces <ul style="list-style-type: none"> • Béchamel • Espagnole • Veloute • Hollandaise • Mayonnaise • Tomato
7	Egg cookery - Preparation of variety of egg dishes <ul style="list-style-type: none"> • Boiled (Soft & Hard) • Fried (Sunny side up, Single fried, Bull’s Eye, Double fried) • Poaches • Scrambled • Omelette (Plain, Stuffed, Spanish) • En cocotte (eggs Benedict)
8	Simple Salads: <ul style="list-style-type: none"> • Cole slaw, • Potato salad, • Beet root salad, • Green salad, • Fruit salad, • Consommé Simple Egg preparations: • Scotch egg,

	<ul style="list-style-type: none"> • Assorted omelettes, • Oeuf Florentine • Oeuf Benedict • Oeuf Farci • Oeuf Portugese • Oeuf Deur Mayonnaise Soups Preparations: • Cream Soups • Puree Soups • Consomme <p>Simple potato preparations</p> <ul style="list-style-type: none"> • Baked potatoes • Mashed potatoes • French fries • Roasted potatoes • Boiled potatoes • Lyonnaise potatoes • Allumettes Vegetable preparations • Boiled vegetables • Glazed vegetables • Fried vegetables • Stewed vegetables. Sandwiches • Open • Club • Closed • Canapé • Zukuskis • Pin wheel • Checkers board
	<p>Preparation of menu Salads & soups- Waldrof salad, Fruit salad, Russian salad, salade nicoise, Soups prepration: Chowder, Bisque, Veloute, Broth International soups Indian cookery- Rice dishes, Breads, Main course, Basic Vegetables, Paneer Preparations Marinades, Paste and Tandoori Preparation of Vegetables and Paneer</p>

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	2	2	2	1	1	2	3	1
Co 2	2	2	2	1	1	2	3	1
Co 3	2	2	2	1	1	2	3	1
Co 4	2	2	2	1	1	2	3	1

	2	2	2	1	1	2	3	1
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MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	3	1	2	1
Co 2	3	3	1	3	1
Co 3	3	3	1	3	1
Co 4	3	3	1	3	1
	3	3	1	2.75	1

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO4	PSO5
Co 1	2	2	2	1	1	2	3	1	3	3	1	2	1
Co 2	2	2	2	1	1	2	3	1	3	3	1	3	1
Co 3	2	2	2	1	1	2	3	1	3	3	1	3	1
Co 4	2	2	2	1	1	2	3	1	3	3	1	3	1
	2	2	2	1	1	2	3	1	3	3	1	2.75	1

CC-MHMCT-4 A FOOD AND BEVERAGE SERVICE		Credits – 04
		External Marks - 80
		Internal Marks - 20
		Total marks – 100
COURSE OBJECTIVES:		
Co 1	Gain the Knowledge on catering industry and understand organizational structure of Food & beverage service department in Hotels.	
Co 2	Familiar with Food & Service areas and back up areas	
Co 3	Learn about different types of food & beverage equipment & meals.	
Co 4	Remember the importance of menu planning & various food service methods.	
UNIT- I	Introduction to Catering Industry: Introduction and Growth of Catering industry in India Types of Catering Establishments – Commercial (Non Residential/ Residential) Welfare (Industrial Institutional), Transport (Air Road, Rail, Sea), General overview of different types of F & B outlets. Departmental Organization & Staffing; Organizational Structure of F& B Department in small, medium and large hotel, Duties and Responsibilities of & B Staff and their Attributes; Inter Department relations of F and B department.	CO 1
UNIT- II	Food Service Area and their Layout: Food Service Areas: Specialty restaurant, coffee shop. Cafeteria, Fast Food Service. Room service Banquets, Bars, Vending Machine. Layout of Food Service Areas: various Considerations while planning a layout of coffee shop, fast food, full-service restaurant, specialty restaurant, Banquets, Room Service, Vending Machines. Back areas: Still Room, Wash-up, Hot-Plate, Plate Room, Kitchen Stewarding, Kitchen Stores.	CO 2
UNIT- III	Introduction of Restaurant Equipment and introduction to different Meals Restaurant Equipment's Classification of equipment; Criteria for selection of various types of Crockery, Tableware, Glassware, Linen, Furniture etc.; Sideboard- its uses. Care & Maintenance of these equipment's. Meals and Menu: Planning Concept of Menu and Meal Types of Meals: Breakfast, Lunch, Dinner, Supper, Brunch, High tea etc.	CO 3
UNIT- IV	Menu planning & forms of Service Menu: Origin of menu & menu planning objectives, types of menu (table d'hôte, A la Carte, Carte jour), menu planning-consideration & constraints, menu designing, courses, of menu – French: classical and modified, Indian courses: Planning menus, Accompaniments, Garnishing & Cover for each course. Breakfast Menu: English, American, Continental, Indian Restaurant Service: Forms and Methods of service -Table Service – Silver/English,	CO4

	Family, American, Butler/ French, Russian; Self Service - Buffet and Cafeteria Service; Specialized Service – Gueridon, Tray, Trolley, Lounge, Room etc.; Single Point Service- Takeaway, Vending, Kiosks, Food Courts, Bars.; Room Service	
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REFERENCE:

- S.N Bagchi and Anita Sharma, Food And Beverage Service. Aman Publication, New Delhi.
- Sudhir Andrew, Food And Beverage Manual, Tata Mc. Hills. New Delhi.
- Brain Vergese, Profdssional Food And Beverage Service Management, Macmillan Pub. New Delhi.
- Vijay Dhawan, Food AndVeverage Service. Frank Brothers And Company, New Delhi.

CC-MHMCT-4 B FOOD & BEVERAGE SERVICE (PRACTICAL)**Credits – 02****External Marks - 32****Internal Marks - 08****Total marks – 40**

- Opening and Inspecting, Cleaning a Restaurant: Routine cleaning and Non Routine Cleaning.
- Identification of Restaurant Equipments with Diagrams.
- Mis – en Scene, Mis- en – Place.
- Table laying – simple covers: A I' carte & Table d'hote
- Napkin folding, spreading & changing tablecloth.
- Laying table for Iunch /dinner: procedure for laying the table A I carte & Table d'hote and for breakfast.
- Arranging of side Board /Dummy Water.
- Wiping of Glassware, Cutlery and Crockery.
- Special Equipments used in Restaurants.
- Polishing Silver, Silver method , burnishing method

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	3	3	3	2	2	3	3	2
Co 2	3	3	3	2	2	3	3	2
Co 3	3	3	3	2	2	3	3	2
Co 4	3	3	3	2	2	3	3	2
	3	3	3	2	2	3	3	2

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	3	3	3	3
Co 2	3	3	3	3	3
Co 3	3	3	3	3	3
Co 4	3	3	3	3	3
	3	3	3	3	3

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	3	3	2	2	3	3	2	3	3	3	3	3
Co 2	3	3	3	2	2	3	3	2	3	3	3	3	3
Co 3	3	3	3	2	2	3	3	2	3	3	3	3	3
Co 4	3	3	3	2	2	3	3	2	3	3	3	3	3
	3	3	3	2	2	3	3	2	3	3	3	3	3

DSE-MHMCT-5 HOTEL LAW		Credits –06 External Marks -20 Internal Marks -80 TotalMarks-100
COURSE OBJECTIVES: Co 1: Knowledge of Commercial Law and Business Contracts to do Hotel Business. Co 2: Learning various Hotel Licences and Regulations mandatory for Hotel Business. Co 3: Familiarize with Indian Food Legislation applicable for all catering Businesses Co 4: Knowledge of Liquor Licensing.		
UNIT-I	Commercial Law & Business Contracts <ul style="list-style-type: none"> • Memorandum of Association, Articles of Association, • Commencement of Business- Sole Proprietorship, Partnership, Limited Liability Partnerships, Private Limited Companies, Public Limited Companies, Joint Venture Company, Foreign Exchange Management Act-1999, and Foreign Direct Investment Regulatory Issues related with Taxes. • Introduction: Indian Contract Act, 1872 • Understanding Essential Elements of a Contract, Void, Voidable and unenforceable Contracts, Types of Contract • Negotiable Instruments Act, 1881 • Breach of Contracts • Hospitality Contracts: Function Prospectus- Banquets, Purchase Contract, Franchisee Agreement, Management Contract, Technical Services Agreement 	CO 1
UNIT-II	Hotel Licences And Regulations <ul style="list-style-type: none"> • General Hotel Operating Licence • Important Licences for Food & Beverage Operations • Mandatory registrations and certifications for Personnel Department and Accounts Department 	CO 2
UNIT-III	Food Legislation Introduction to Food Adulteration The Prevention of Food Adulteration Act, 1954 Important Legal Term in Food Adulteration Act Food Safety and Standard Act, 2006 Recommended Food Safety Management Plan for Hotels	CO 3
UNIT-IV	Liquor Licensing Introduction: Non-Alcoholic Beverages and Alcoholic Beverages Liquor Legislation in India: Prohibition, Dry Days, Legal Age for Drinking Liquor Licensing Procedure	CO 4

	Mandatory Compliances of a Liquor Licence Service of Alcohol Beverages Behavioural Traits of an Intoxicated Person Sale of Cigarettes and Tobacco	
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SUGGESTED READINGS:

- Hotel Law by Amitabh Devendra , Oxford University Press
- Hotel & Tourism Laws by JagmohanNegi
- Related Guidelines & Reports from Ministry of Tourism, Govt of India
- HOSPITALITY LAW: Managing Legal Issues in the Hospitality Industry by Barth, S
- Food & Beverage Law: Food Safety and Hygiene by Negi, J

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	2	1	2	1	1	3	3	1
Co 2	2	1	2	1	1	3	3	1
Co 3	2	1	2	3	1	3	3	3
Co 4	2	1	2	1	1	3	3	1
	2	1	2	1.5	1	3	3	1.5

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	1	1	2	1	1
Co 2	1	1	2	1	1
Co 3	1	1	2	1	3
Co 4	1	1	2	1	1
	1	1	2	1	1.5

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO4	PSO5
Co 1	2	1	2	1	1	3	3	1	1	1	2	1	1
Co 2	2	1	2	1	1	3	3	1	1	1	2	1	1
Co 3	2	1	2	3	1	3	3	3	1	1	2	1	3
Co 4	2	1	2	1	1	3	3	1	1	1	2	1	1
	2	1	2	1.5	1	3	3	1.5	1	1	2	1	1.5

DSE-MHMCT- 6 BASICS OF EVENT MANAGEMENT		Credits –04
		External Marks -64
		Internal Marks -16
		TotalMarks-
		80
COURSE OBJECTIVES:		
Co 1	Define the concept, its advantages & disadvantages & types of event.	
Co 2	Explain key elements of pre-events planning.	
Co 3	Point out event marketing & HR Requirement.	
Co 4	Create knowledge about various issues of events such as event catering, event entertainment, financial & crowd management for events.	
UNIT- I	Introduction to event: The Concept, Nature, Definition and scope, C's of Events, advantage and disadvantage of Events, Various Categories and Typologies, Organization structure of event management companies, Emerging trends in event industry.	CO 1
UNIT- II	Organizing & Designing of Events, Event planning – Concept, Process and Design, Pre- Event Research, Studying Event feasibility, legal compliances, Event Venue Finding Logistics and Ambience	CO 2
UNIT-III	Event Marketing & Human Resource for event Marketing & Promotion of Events: Nature of Event Marketing, Process of Event Marketing, The Marketing Mix, Sponsorship. Promotion: Image/ Branding, Advertising, Publicity and Public Relation. The Human Research Planning Process: Need Assessment; Policies and Procedures: Job Description; Recruitment and selection; training and development of event staff: Developing Leadership and Supervision skills during Events, Group development, Skills required to be a Good event planner	CO 3
UNIT- IV	Important Issues in Event planning Event Catering, Events Decorations, Entertainment planning for events and Speaker selection, Various Protocols during Events, Time Management Events, Financial Management of Events. Safety and Security: Occupational Safety and Health, Incident Reporting, Crowd Management and Evacuation. Note: An Event such as Conference/ Seminar/ Theme event may be planned and organized to supplement learning of students.	CO4

Suggested Readings:

1. A.K. Bhatia, 'Event Management', Sterling Publishers Pvt. Ltd. Delhi.
2. Anton Shone & Bryn Parry, 'Successful Event Management, Coleman, Lee & Frankle, Powerhouse Conferences. Educational Institute of AHMA
3. Hoyle, Dorf & Jones, Meaning conventions & Group business. Educational institute of AH & MA.
4. Joe Jeff Goldblatt, "Special Events: Best Practices in Modern Event Management (Hospitality, Travel & Tourism)", John Willy and Sons, New York
5. Leonard H. Hoyle, Jr, 'Event Marketing', John Willy and Sons, New York
6. Lynn Van Der Wagen, Carlos, Event Management, Pearson, New Delhi.
7. Sanjay Singh Gaur, Sanjay V Saggere, Event Marketing Management, Vikas Publication, New Delhi
8. John Beech, Sebastian Kaiser, Robert Kaspar - The Business of Events Management Pearson Publications

Mapping

CO- PO

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO1	2	3	3	3	3	3	3	2
CO2	2	3	3	3	3	3	3	2
CO3	3	3	3	3	3	3	3	2
CO4	3	3	3	3	3	3	3	2
	2.5	3	3	3	3	3	3	2

CO- PSO

	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	3	3	3	3
Co 2	3	3	3	3	3
Co 3	3	3	3	3	3
Co 4	3	3	3	3	3
	3	3	3	3	3

CO –PO- PSO

	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5
Co 1	2	3	3	3	3	3	3	2	3	3	3	3	3
Co 2	2	3	3	3	3	3	3	2	3	3	3	3	3
Co 3	3	3	3	3	3	3	3	2	3	3	3	3	3
Co 4	3	3	3	3	3	3	3	2	3	3	3	3	3
	2.5	3	3	3	3	3	3	2	3	3	3	3	3

DSE-MHMCT-7 SERVICE MARKETING		Credits –06 External Marks -20 Internal Marks -80 TotalMarks-100
COURSE OBJECTIVES:		
Co 1: Identify unique marketing challenges due to the nature of the tourism and learning hospitality marketing system.		
Co 2: Analyze the relationship between market and consumer behaviour for segmentation and target marketing		
Co 3: Learn 4 P's of Marketing Mix for Hospitality Product		
Co 4: Develop the understanding of expanded service marketing Mix Strategies		
UNIT-I	Marketing of Services Introduction – Growth of the Service Sector, The Concept of Service, and Characteristics of Services in reference with Hospitality Industry. Challenges to hospitality and tourism marketing. Marketing Concepts (Need, Want, Demand, TQM, Product, Customer value, Customer satisfaction, Exchange & Transaction, Market), Difference between marketing and Selling, Marketing Orientation (Product concept, Production concept, Selling concept, Marketing concept, Societal marketing concept). Hospitality Marketing System: Internal environment, External Environment (Micro environment, Macro environment) Introduction to the Concept of Marketing Mix.	CO 1
UNIT-II	Relationship between Market and Consumer Consumer Behaviour, Three stage model of service consumption: Pre Purchase Stage- factors influencing Decision Making. Purchase- factors influencing Purchase Post encounter Stage Factors influencing Buying Process Positioning services in competitive market: Introduction Consumer- Driven Services Marketing Strategy Segmenting Service Market Targeting Service Market Principles of Positioning Developing an effective positional Strategy	CO 2

UNIT-III	<p>4 P's of Service Marketing</p> <p>Product: Concept of Hospitality Product, Package as a Product, New, Managing Product, New Product Development, Product Life Cycle, Brand and Branding, hospitality product marketing strategies</p> <p>Place: Concept of Hospitality Distribution, Distribution Channels, Management of Channels</p> <p>Price: Concept of price & pricing, factors affecting hospitality pricing, methods of pricing, pricing Strategies, Price Fixation in Hospitality.</p> <p>Promotion: Concept of Promotion &Promotion Mix, Developing Promotion for Hospitality Product, Advertising, Personnel Selling, Sales Promotion, Public Relation, Important Promotion tools in Hospitality.</p>	CO 3
UNIT-IV	<p>Expanded Service Marketing Mix</p> <p>People: Service Encounters, People in Tourism service encounters- Consumers, Employees, Residents, Important practices of managing people and service encounters in hospitality- CRM and its Techniques, Internal Marketing and Capacity Building.</p> <p>Process: Procedures, Mechanisms, Time & cost Management, Balancing Capacity and demand management of hospitality services using process.</p> <p>Physical evidence: Concept & function of physical evidence, service capes and servuction frameworks, components of physical evidence, and managing evidence in hospitality industry.</p>	CO 4

Text Books:

1. Chaudhary, M. (2010). Tourism Marketing (1st ed.). New Delhi, India: Oxford University Press.

Recommended Books / Suggested Readings:

1. Philip, K., John, T. & James M,(2016). Marketing for hospitality and tourism (6TH ed.). New Delhi, India: Pearson India education.

2. Prasana, K. (2016). Marketing of hospitality and tourism services (2nd ed). New Delhi, India: Mc Graw Hill education India.
3. Devashish, D. (2011). Tourism marketing (1st ed). New Delhi, India: Pearson India education service.

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	2	1	3	1	3	2	3	1
Co 2	2	1	3	1	3	2	3	1
Co 3	2	1	3	1	3	2	3	1
Co 4	2	1	3	1	3	2	3	1
	2	1	3	1	3	2	3	1

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	3	1	2	1	1
Co 2	3	1	2	1	1
Co 3	3	1	2	2	1
Co 4	3	1	2	2	1
	3	1	2	1.5	1

**MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM
SPECIFIC OBJECTIVE**

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO4	PSO5
Co 1		1	3	1	3	2	3	1	3	1	2	1	1
Co 2	2	1	3	1	3	2	3	1	3	1	2	1	1
Co 3	2	1	3	2	3	2	3	1	3	1	2	2	1
Co 4	2	1	3	1	3	2	3	1	3	1	2	2	1
	2	1	3	1	3	2	3	1	3	1	2	1.5	1

SEC-MHMCT-3 HOTEL FRENCH -II		Credits –02
		External Marks -32
		Internal Marks -08
		TotalMarks-40
<p>CO 1 Identify & use small French expression, vocabulary, articles indefinite & definite, auxiliary 1st group verbs</p> <p>CO 2 Read & Recite Expressions/vocabulary used for seasons, colors & telling the time; Counting (51-100); Translation; Comprehension based on simple text basic French introduction, fruits, vegetables & 1st group French verbs.</p> <p>CO 3 Describe & role play conversation situations related to airport; taxi; hotel & restaurant etc.</p> <p>Co 4 Describe & role play conversation situations related to customs; telephone exchange & restaurant etc.</p>		
Unit I	Book: bon Voyage, Unit II: Renseignement Vocabulary & written expression: expressions of time, Hotel facilities vocabulary preparing itinerary Place description Grammar: Prepositions, Imperative tenses: Simple future and recent future, Situation 1 Ce matin on va visiter le Taj, situation 2: Ici il est huit heures., (Includes grammar exercises associated with it)	CO1
Unit II	Book: bon Voyage, Unit II: Renseignement (Conti..) Vocabulary & written expression: Place description, direction, preposition of location Grammar: Adjectifs, Situation 3: c'est un petite hotel deux etoiles ,Situations 4: Pardon Monsieur , je cherche le palais ; Situations 5: En premiere classe ca fait. (Includes grammar exercises associated with it)	CO2
Unit III	Book: Bon Voyage, Unit III: conseils Vocabulary & written expression: country description ; taking messages, Grammar: tenses: simple past and Imparfait, Partative, Personal Pronoun etc. Situations 1 je te conseille ; situations -2 Qu'est -ce que je peux acheter (Includes grammar exercises associated with it)	CO3
Unit IV	Book: Bon Voyage, Unit III: conseil (Conti...) Vocabulary & written expression: vocabulary used for describing recipes (any 05), telling about the hotel and its tariff. Grammar: tenses: simple past, Partative Personal Pronoun etc. Situations; 3: C'est du poulet aux champignons; Situations; 4: couchez vous tôt ce soir. (Includes grammar exercises associated with it)	CO4

REFERENCE:

- Vasanti Gupta, Malini Gupta, Usha Ramchandran, Bon Voyage, W. R. goyal Publishes and Distributions, New Delhi.
- Odilechantellauvechiari, Sophie, C and Chantal, D., Les Metiers de Tourism, Hachette, Paris.
- French for hotels, frank brothers, New Delhi

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO1	2	3	3	3	3	3	3	2
CO2	3	3	3	1	2	3	3	2
CO3	2	2	3	2	2	2	3	2
CO4	3	3	3	2	3	3	3	2
	2.5	2.75	3	2	2.5	2.75	3	2

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	2	3	3	3	3
Co 2	3	3	3	3	3
Co 3	3	3	3	3	3
Co 4	3	3	3	3	3
	2.75	3	3	3	3

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO 4	PSO 5
CO 1	2	3	3	3	3	3	3	2	2	3	3	3	3
CO 2	3	3	3	1	2	3	3	2	3	3	3	3	3
CO 3	2	2	3	2	2	2	3	2	3	3	3	3	3
CO 4	3	3	3	2	3	3	3	2	3	3	3	3	3
	2.5	2.75	3	2	2.5	2.75	3	2	2.75	3	3	3	3

AECC-MHMCT-2 ENVIRONMENTAL PRACTICES IN HOTELS		
		Credits –02
		External Marks -32
		Internal Marks -08
		TotalMarks-40
COURSE OBJECTIVES:		
<ul style="list-style-type: none"> - Co 1: Understanding environmental issues and their impact on Hospitality industry. - Co 2: Identifying practices adopted by hospitality industry towards water and energy management. - Co 3: Develop sensitivity and high work ethics towards waste management - Co 4: Evaluating environmental certification for hospitality industry. 		
UNIT-I	<ul style="list-style-type: none"> • Introduction Environment and Ecology • Environmental Threat: Global warming, Greenhouse gases, Carbon foot print, Climate Change, Acid rain, Disaster: Natural and Man made • Importance and impact of Environment on Hospitality Industry • Sustainable Development in Hospitality 	CO 1
UNIT-II	Water & Energy Management <ul style="list-style-type: none"> • Sources of water pollution by hotels (Laundry, Kitchen, Cleaning agents, Polishing machines, Sewage) • Importance of water conservation • Control of water consumption (Kitchen, Housekeeping, Guest room, Rest room) • Principles of energy management • Types of energy sources – (Renewable, nonrenewable) • Energy Efficiency & Energy - conservation measures adopted by hotel industry • Alternative energy sources for hospitality industry) • Practices adopted by hotels for water and energy management. 	CO 2
UNIT-III	Waste Management <ul style="list-style-type: none"> • Introduction : Waste Management • Types of wastes (dry/wet, organic / inorganic, biodegradable / non bio-degradable) • Sources of solid waste found in hotels (e- waste & paper waste, organic-waste, glass, plastic, metals) 	CO 3

	<ul style="list-style-type: none"> • 3R's principle (Reduce, Reuse, Recycle) • Strategies and Practices adopted by hotel for managing waste. 	
UNIT-IV	<ul style="list-style-type: none"> • Environmental protection practices as part of Corporate Social Responsibility in the Hospitality Industry • Environmental Certification for Hotels & Tourism Businesses in India: LEED, TERI, ISO (14,000,14001:2004, 14004:2004), ECO MARK SCHEME IN INDIA • Sustainability, • Ecotel in India– Definition, Scope and Importance 	CO 4

SUGGESTED READINGS:

1. Environment Management for Hotels: A students Handbook-David Kirk
2. Managing Hotels and Restaurant-Dr. Jag Mohan Negi
3. Managing Environment for Leisure and Recreation-Rich Board Hurst
4. The Human Impact on the Natural Environment, Oxford-Blackwell
5. Hotel Management “Educational and Environment Aspects-Yogendra K. Sharma
6. Best Designed Ecological Hotels-Martin N. Kunz
7. Environment Management in the Hospitality Industry –Kathryn Webster
8. Environment Management for Hotels, Oxford, Butterwort-Heinemann

MAPPING OF COURSE OBJECTIVE AND PROGRAM OBJECTIVE

Mapping: CO-PO								
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8
Co 1	1	2	1	3	3	3	1	3
Co 2	1	2	1	3	3	3	1	3
Co 3	1	2	1	3	3	3	1	3
Co 4	1	2	1	3	3	3	1	3
	1	2	1	3	3	3	1	3

MAPPING OF COURSE OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PSO					
	PSO1	PSO2	PSO3	PSO 4	PSO 5
Co 1	1	2	2	2	3
Co 2	1	2	2	2	3
Co 3	1	2	2	2	3
Co 4	1	2	2	2	3
	1	2	2	2	3

MAPPING OF COURSE OBJECTIVE, PROGRAM OBJECTIVE AND PROGRAM SPECIFIC OBJECTIVE

Mapping: CO-PO-PSO													
	PO 1	PO 2	PO 3	PO 4	PO 5	PO6	PO7	PO8	PSO1	PSO2	PSO3	PSO4	PSO5
Co 1	1	2	1	3	3	3	1	3	1	2	2	2	3
Co 2	1	2	1	3	3	3	1	3	1	2	2	2	3
Co 3	1	2	1	3	3	3	1	3	1	2	2	2	3
Co 4	1	2	1	3	3	3	1	3	1	2	2	2	3
	1	2	1	3	3	3	1	3	1	2	2	2	3

**03 MONTHS VOCATIONAL TRAINING / HOTEL INDUCTION
TRAINING**

(20th May to 20th August)