

KURUKSHETRA UNIVERSITY
KURUKSHETRA



Scheme of Examinations and Syllabus

for

Under-Graduate Programme

Bachelor of Vocation (Honors)

Hospitality Management

Interdisciplinary Scheme-D

**Under Multiple Entry-Exit,
Internship and CBCS-LOCF in
accordance to NEP-2020**

w.e.f. 2024-25 (in phased manner)

Department of Tourism & Hotel Management

Program Learning 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:

PLO-1. **Soft skills and Working Skills:** To comprehend, communicate and execute effectively and efficiently in all of their dealings.

PLO-2. **Leadership:** To develop abilities to both lead and respect the views, positions and beliefs of others and to plan and manage effectively

PLO-3. **Innovativeness and Entrepreneurship:** To explore issues and problems that needs solutions with entrepreneurial orientation

PLO-4. **Ethics and Values:** To recognize, appreciate and follow ethical standards in all walks of life

PLO-5. **Adaptability and Sociability:** Ready to understand and adapt the changing environment.

PLO-6. **Research and Analytical Abilities:** To Explore, analyses and provide solutions on emerging issues concerning various fields including public policy.

PLO-7. **Practical exposure and Employability:** Exposure to actual working environment leading to employability

PLO-8. **Environmental Consciousness:** In every action, dealing, service and manifestation

Kurukshetra University, Kurukshetra

(Established by the State Legislature Act-XII of 1956)
("A++" Grade, NAAC Accredited)



Syllabus of the Programme for Under Graduate Programme

Bachelor of Vocation in Hospitality Management

SCHEME-D

as per NEP 2020

Curriculum and Credit Framework for Undergraduate Programme

With Multiple Entry-Exit, Internship and CBCS-LOCF

With effect from the session 2024-25 (in phased manner)

**DEPARTMENT OF TOURISM & HOTEL MANAGEMENT
FACULTY OF COMMERCE & MANAGEMENT
KURUKSHETRA UNIVERSITY, KURUKSHETRA -136119
HARYANA, INDIA**

KURUKSHETRA UNIVERSITY, KURUKSHETRA

Scheme of Examinations for Under-Graduate Programme Under multiple Entry-Exit, Internship & CBCS-LOCF-CCF in accordance to NEP 2020 w.e.f. 2024-25 (in phased manner)

Bachelor of Vocation in Hospitality Management

SEMESTER-1

Course	Paper(s)	Nomenclature of Paper	Credits	Hours/Week	Internal marks	External Marks	Total Marks	Exam Duration
CC-A1	B23-HMG-101	Food Production Foundation -I	3	3	20	50	70	3 hrs.
		Food Production Foundation -I (Practical)	1	2	10	20	30	4 hrs.
CC-B1	B23-HMG-102	Food & Beverage Service Foundation – I	3	3	20	50	70	3 hrs.
		Food & Beverage Service Foundation – I (Practical)	1	2	10	20	30	4 hrs.
CC-C1	B23-HMG-103	Front Office Operations – I	3	3	20	50	70	3 hrs.
		Front Office Operations – I (Practical)	1	2	10	20	30	4 hrs.
CC-M1	B23-HMG-104	Housekeeping Operations – I	1	1	10	20	30	3hrs.
		Housekeeping Operations – I (Practical)	1	2	5	15	20	4hrs.
MDC-1	From the courses offered by D/C/1							
AEC-1	From Available AEC-1 pool as per NEP							
SEC-1	From Available SEC-1 pool as per NEP							
VAC-1	From Available VAC-1 pool as per NEP							
TOTAL CREDITS=24								

SEMESTER-2

Course	Paper(s)	Nomenclature of Paper	Credits	Hours/Week	Internal marks	External Marks	Total Marks	Exam Duration
CC-A2	B23-HMG-201	Food Production Foundation -II	3	3	20	50	70	3 hrs.
		Food Production Foundation -II (Practical)	1	2	10	20	30	4 hrs.
CC-B2	B23-HMG-202	Food & Beverage Service Foundation - II	3	3	20	50	70	3 hrs.
		Food & Beverage Service Foundation – II (Practical)	1	2	10	20	30	4 hrs.
CC-C2	B23-HMG-203	Front Office Operations – II	3	3	20	50	70	3 hrs.
		Front Office Operations – II (Practical)	1	2	10	20	30	4 hrs.
CC-M2	B23-HMG-204	Housekeeping Operations – II	1	1	10	20	30	3 hrs.
		Housekeeping Operations – II (Practical)	1	2	5	15	20	4 hrs.
MDC-2	From the courses offered by D/C/1							
AEC-2	From Available AEC-2 pool as per NEP							
SEC-2	From Available SEC-2 pool as per NEP							
VAC-2	From Available VAC-2 pool as per NEP							
TOTAL CREDITS=24								

Internship of 4 credits of 4-6 weeks duration after 2nd semester

SEMESTER-3

Course	Paper(s)	Nomenclature of Paper	Credits	Hours/Week	Internal marks	External Marks	Total Marks	Exam Duration
CC-A3	B23-HMG-301	Introduction to Indian Cooking	3	3	20	50	70	3 hrs.
		Introduction to Indian Cooking (Practical)	1	2	10	20	30	4 hrs.
CC-B3	B23-HMG-302	Food & Beverage Service Operations	3	3	20	50	70	3 hrs.
		Food & Beverage Service Operations (Practical)	1	2	10	20	30	4 hrs.
CC-C3	B23-HMG-303	Front Office Operations – III	3	3	20	50	70	3 hrs.
		Front Office Operations – III (Practical)	1	2	10	20	30	4 hrs.
CC-M3	B23-HMG-304	Housekeeping Operations – III	3	3	20	50	70	3 hrs.
		Housekeeping Operations – III (Practical)	1	2	10	20	30	4 hrs.
MDC-3		From the courses offered by D/C/1						
AEC-3		From Available AEC-3 pool as per NEP						
SEC-3		From Available SEC-3 pool as per NEP						
TOTAL CREDITS=24								

SEMESTER-4

Course	Paper(s)	Nomenclature of Paper	Credits	Hours/Week	Internal marks	External Marks	Total Marks	Exam Duration
CC-A4	B23-HMG-401	Regional Cuisine of India -I	3	3	20	50	70	3 hrs.
		Regional Cuisine of India -I (Practical)	1	2	10	20	30	4 hrs.
CC-B4	B23-HMG-402	Food & Beverage Service Management -I	3	3	20	50	70	3 hrs.
		Food & Beverage Service Management -I (Practical)	1	2	10	20	30	4 hrs.
CC-C4	B23-HMG-403	Accommodation Management – I	3	3	20	50	70	3 hrs.
		Accommodation Management – I (Practical)	1	2	10	20	30	4 hrs.
CC-M4(V)	B23-VOC-236	From Available CC-M4(V) pool as per NEP						
AEC-4		From Available AEC-4 pool as per NEP						
VAC-3		From Available VAC-3 pool as per NEP						
TOTAL CREDITS=20								

Internship of 4 credits of 4-6 weeks duration after 4th semester (If not done after 2nd - semester)

SEMESTER-5

Course	Paper(s)	Nomenclature of Paper	Credits	Hours/Week	Internal marks	External Marks	Total Marks	Exam Duration
CC-A5	B23-HMG-501	Regional Cuisine of India -II	3	3	20	50	70	3 hrs.
		Regional Cuisine of India -II (Practical)	1	2	10	20	30	4 hrs.
CC-B5	B23-HMG-502	Food & Beverage Service Management -II	3	3	20	50	70	3 hrs.
		Food & Beverage Service Management -II (Practical)	1	2	10	20	30	4 hrs.
CC-C5	B23-HMG-503	Accommodation Management – II	3	3	20	50	70	3 hrs.
		Accommodation Management – II (Practical)	1	2	10	20	30	4 hrs.
CC-M5 (V)	B23-VOC-135	From available CC M-5(V) pool as per NEP						
	Internship (Done in summer break)	Training Report/Viva-Voce	4	4-6 Weeks	50	50	100	1
Total Credits=20								

Four Credits of Internship, earned by a student during summer internship after 2nd semester or 4th semester, will be taken into account in 5th semester of students who pursue 3rd year UG Programme without taking exit option.

SEMESTER-6

Course	Paper(s)	Nomenclature of Paper	Credits	Hours/Week	Internal marks	External Marks	Total Marks	Exam Duration
CC-A6	B23-HMG-601	Indian Sweets and Snacks	3	3	20	50	70	3 hrs.
		Indian Sweets and Snacks (Practical)	1	2	10	20	30	4 hrs.
CC-B6	B23-HMG-602	Bar Management	3	3	20	50	70	3 hrs.
		Bar Management (Practical)	1	2	10	20	30	4 hrs.
CC-C6	B23-HMG-603	Bakery Operations	3	3	20	50	70	3 hrs.
		Bakery Operations (Practical)	1	2	10	20	30	4 hrs.
CC-M 6	B23-HMG-604	Laundry Management	3	3	20	50	70	3 hrs.
		Laundry Management (Practical)	1	2	10	20	30	4 hrs.
CC-M-7(V)	B23-VOC-335	From available CC M-7(V) pool as per NEP						
Total Credits=20								

SEMESTER-7

Course	Paper(s)	Nomenclature of Paper	Credits	Hours/Week	Internal marks	External Marks	Total Marks	Exam Duration
CC-H1	B23-HMG-701	International Cuisine	4	4	30	70	100	3
CC-H2	B23-HMG-702	Retail Management	4	4	30	70	100	3
CC-H3	B23-HMG-703	Principles of Management	4	4	30	70	100	3
DSE-H1	B23-HMG-704	Hotel Facility Planning	4	4	30	70	100	3
	OR							
	B23-HMG-705	Advance Food & Beverage Service	4	4	30	70	100	3
PC-H1	B23-HMG-706	Practical Based on B-23-HMT- 701-705	4	8	30	70	100	4
CC-HM1	B23-HMG-707	Indian Sweets & Snacks	4	4	30	70	100	3
Total Credits=24								

SEMESTER-8

Course	Paper(s)	Nomenclature of Paper	Credits	Hours/Week	Internal marks	External Marks	Total Marks	Exam Duration
CC-H4	B23-HMG-801	Marketing Research (Online Course)	4	4	30	70	100	3
CC-H5	B23-HMG-802	Personality Development in Hospitality Industry (Online Course)	4	4	30	70	100	3
PROJECT	B23-HMG-803	On Job Training (OJT)	12	-	-	300	300	1
CC-HM2	B23-HMG-804	Food Costing (Online Course)	4	4	30	70	100	3
Total Credits=24								

Session: 2024-25			
Part A – Introduction			
Subject	Bachelor of Vocation in Hospitality Management		
Semester	I		
Name of the Course	Food Production Foundation – I		
Course Code	B23-HMG-101		
Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VA C)	CC- A1		
Level of the course (As per Annexure-I)	100-199		
Pre-requisite for the course (if any)	Senior Secondary (10+2)		
Course Learning Outcomes (CLO):	<p>After completing this course, the learner will be able to:</p> <ol style="list-style-type: none"> 1. Knowledge of Professional Kitchen & Cooking in Hotels 2. Familiarizing with Kitchen Equipments, Fuels & Safety 3. Ability to identify different cooking ingredients 4. Knowledge of various cooking methods & food production system. 5. To impart practical knowledge about familiarization of kitchen equipments/ ingredients and basic cooking methods. 		
Credits	Theory	Practical	Total
	3	1	4
Contact Hours	3	2	5
Max. Marks:100		Time:3hrs (T) 4hrs(P)	
Internal Assessment Marks:20(T)+10(P)=30			
End Term Exam Marks:50(T)+20(P)=70			
Part B- Contents of the Course			

Instructions for Paper- Setter : The examiner will set nine questions in all, selecting two questions from each unit and one compulsory.

Instructions for the Candidate: The candidates will attempt five questions in all, selecting one question from each unit and the compulsory question as well.

Unit	Topics	Contact Hours
I	<p>Professional Kitchen & Cooking:</p> <ul style="list-style-type: none"> • Introduction, Definition, and its importance • Culinary History, Origin Of Modern Cookery • Aims and objectives of cooking food • Kitchen Layouts (Basic, Bulk and Show kitchens) • Hierarchy of Kitchen Department, Classical Kitchen Brigade, • Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen, their attributes • Coordination of kitchen with other departments of hotels 	10
II	<p>Kitchen Equipments, Fuels & Safety:</p> <ul style="list-style-type: none"> • Kitchen Equipments, Classifications & their usage • Knives- its types and Their Usage • Fuel – its Types and their Usage • Personal Hygiene, Uniform, Protective clothing • Kitchen Hygiene • Basic First Aid- Burns, Scalds, Cuts 	11
III	<p>Ingredients used in cooking: introduction, types, uses in kitchen</p> <ul style="list-style-type: none"> • Cereals • Pulses • Fruits • Vegetables & their cuts • Nuts • Salt • Sweeteners • Fat & oil • Milk and Milk Products • Herbs • Spices • Condiments 	12
IV	<p>Various cooking methods & food production system</p> <ul style="list-style-type: none"> • Moist heat methods • Dry methods • Modern & advanced methods of cooking • Cook chill • Cook freeze • Sous vide 	12

V	FOOD PRODUCTION FOUNDATION –I (PRACTICAL) <ul style="list-style-type: none"> • Understanding Personal Hygiene & Kitchen Hygiene • Grooming for Professional Kitchen – Do’s & Don’ts • Understanding kitchen Layouts. • Familiarization with kitchen equipments and tools • Kitchen First Aid • Familiarization, identification of commonly used ingredients in kitchen • Vegetables Varieties, Classifications • Various Cuts of Vegetables • Methods Of Cooking Vegetables • Vegetables –Their usage and cooking precautions • Preparation of Various egg dishes like: Omelet’s (Plain, Spanish, Stuffed) • Preparation of Various evening snacks • Preparations of various cookies • Culinary Terms 	30
Suggested Evaluation Methods		
Internal Assessment: <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> • Class Participation: 05 • Seminar/presentation/assignment/quiz/class test etc.:05 • Mid-Term Exam: 10 ➤ Practicum <ul style="list-style-type: none"> • Class Participation: 00 • Seminar/Demonstration/Viva-voce/Lab records etc.:10 • Mid-Term Exam: NA 		End Term Examination: 50 20
Part C-Learning Resources		
Recommended Books/e-resources/LMS: <ul style="list-style-type: none"> • Food Production Operations: Parvinder S Bali, Oxford University Press • Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman • Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu • Theory of Cookery By K Arora, Publisher: Frank Brothers 		

Session: 2024-25			
Part A - Introduction			
Subject	Bachelor of Vocation in Hospitality Management		
Semester	I		
Name of the Course	Food & Beverage Service Foundation - I		
Course Code	B23-HMG-102		
Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VA C)	CC-B1		
Level of the course (As per Annexure-I)	100-199		
Pre-requisite for the course (if any)	Senior Secondary (10+2)		
Course Learning Outcomes (CLO):	<p>After completing this course, the learner will be able to:</p> <ol style="list-style-type: none"> 1. Gain the Knowledge of Food & beverage service department in hotels. 2. Familiar with Food & Service equipment's. 3. Learn about different types of menus and their planning. 4. Remember the various food and beverage service methods. 5. To impart practical knowledge about familiarization of service equipments and methods of service. 		
Credits	Theory	Practical	Total
	3	1	4
Contact Hours	3	2	5
Max. Marks:100 Internal Assessment Marks:20(T)+10(P)=30 End Term Exam Marks:50(T)+20(P)=70		Time:3hrs (T) 4hrs(P)	
Part B- Contents of the Course			

Instructions for Paper- Setter : The examiner will set nine questions in all, selecting two questions from each unit and one compulsory.

Instructions for the Candidate: The candidates will attempt five questions in all, selecting one question from each unit and the compulsory question as well.

Unit	Topics	Contact Hours
I	Food and Beverage Services: - <ul style="list-style-type: none"> • Introduction, concept, and, their importance, • Personal hygiene, • Uniform & grooming standards, -food & beverage service outlet. • Hierarchy of food & beverage service department, • Duties & responsibilities of various employees in food & beverage service, their attributes; • Coordination of food & beverage service with other departments. • Classification of catering establishment- commercial and non-commercial 	10
II	Food Service Equipments: <ul style="list-style-type: none"> • Food Service Equipments, criteria for selection, • Classification, • Usage, • Storage, • Care & Maintenance, • Other equipments. 	12
III	Menu planning: <ul style="list-style-type: none"> • Menu planning concept, • Factors to be considered while planning a menu • Menu Types, • Salient Features, • Menu Designs, • Presenting of Menu, Layout of Table, • Napkin Folding (At least Ten Types) 	12
IV	Food & Beverage service Methods: <ul style="list-style-type: none"> • Introduction, • Classification of Services Methods, , • Mise-en-place and Mise-en-scene, • arrangement and Setting up of station, • procedure of taking a guest order. • Par stocks maintained at each side station 	11
V	FOOD & BEVERAGE SERVICE FOUNDATION -I (PRACTICAL) <ul style="list-style-type: none"> • Understanding Personal Hygiene & Food Service Hygiene • Grooming for Professional Food Service – Do’s & Don’ts • Understanding Food Service Outlets. • Familiarization with Food Service equipments: identification of crockery, cutlery, hollowware, flatware and tableware. • Understanding Service Methods, Setting up of Side • Station, Table Layouts, Presenting Menus. 	30

Suggested Evaluation Methods

Internal Assessment: ➤ Theory <ul style="list-style-type: none">● Class Participation: 05● Seminar/presentation/assignment/quiz/class test etc.:05● Mid-Term Exam: 10 ➤ Practicum <ul style="list-style-type: none">● Class Participation: 00● Seminar/Demonstration/Viva-voce/Lab records etc.:10● Mid-Term Exam: NA	End Term Examination: 50 20
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Part C-Learning Resources

Recommended Books/e-resources/LMS:

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher: ELBS
- Food & beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill.
- Food & Beverage Service – R.Singaravelavan.
- Food & Beverage Service& Management -- Bobby George & Sandeep Chatterjee
- Food & Beverage Service- Anita Sharma & S N Bagchi.

Session: 2024-25			
Part A - Introduction			
Subject	Bachelor of Vocation in Hospitality Management		
Semester	I		
Name of the Course	Front Office Operations - I		
Course Code	B23-HMG-103		
Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VA C)	CC-C1		
Level of the course (As per Annexure-I)	100-199		
Pre-requisite for the course (if any)	Senior Secondary (10+2)		
Course Learning Outcomes (CLO):	<p>After completing this course, the learner will be able to:</p> <ol style="list-style-type: none"> 1. Examining hotel startup process and its classification. 2. Defining the basics of hotel front office and its sections. 3. Summarizing organizational structure of front office and its coordination. 4. Memorizing guestrooms, tariff and guest cycle. 5. To impart practical knowledge of hotel front office, grooming, role play. 		
Credits	Theory	Practical	Total
	3	1	4
Contact Hours	3	2	5
Max. Marks:100		Time:3hrs (T)	
Internal Assessment Marks:20(T)+10(P)=30		4hrs(P)	
End Term Exam Marks:50(T)+20(P)=70			
Part B- Contents of the Course			

Instructions for Paper- Setter : The examiner will set nine questions in all, selecting two questions from each unit and one compulsory.

Instructions for the Candidate: The candidates will attempt five questions in all, selecting one question from each unit and the compulsory question as well.

Unit	Topics	Contact Hours
I	<p>Hotel and its classification: Introduction, hotel approval and classification (HRACC), Classification of hotel on the basis of Star category, size of the hotel, clientele, Location, Ownership, Independent, Management Contract, Chains/Franchise/Affiliated hotels and Time share hotels.</p>	10
II	<p>Hotel Front Office: Introduction, Functions and its importance in hotel, Layout of the front office department, Different sections of the front office department– Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Business Communication.</p>	12
III	<p>Front Office Staff: Organization structure and hierarchy of Front Office Department in a Small, Medium and Large Hotels. Job description and specification of different front office personnel, Uniform and grooming standard, Attributes of front office employees. Front office Coordination: Coordination of front office department (Inter and intra departmental).</p>	11
IV	<p>Guestrooms and tariff: Different types of rooms, Numbering of rooms, meal plans combined with room tariff, Tariff Card, Rates, Discounts, Allowance. Guest Cycle: Pre-Arrival, Arrival, Occupancy, Departure, Post Departure.</p>	12

V	<p>FRONT OFFICE OPERATIONS-I (PRACTICAL)</p> <ul style="list-style-type: none"> • Preparation and study of countries, capitals, flags and currencies in terms of tourist arrival. • Get familiarize with airports and airport codes, major airlines in terms of tourist arrivals. • Understanding Personal Hygiene Grooming Standards • Understanding Layouts of Front Office department. • Identification of Front Office equipment and furniture. • DO’S and Don’ts for new entrants/employees in the front office • Basic front office terminology. • Role play in reference to the theory syllabus <ul style="list-style-type: none"> • Check-in Procedure • Receiving at the porch • Bell Desk functions • Concierge • Reception 	30
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Suggested Evaluation Methods

<p>Internal Assessment:</p> <p>➤ Theory</p> <ul style="list-style-type: none"> • Class Participation: 05 • Seminar/presentation/assignment/quiz/class test etc.:05 • Mid-Term Exam: 10 <p>➤ Practicum</p> <ul style="list-style-type: none"> • Class Participation: 00 • Seminar/Demonstration/Viva-voce/Lab records etc.:10 • Mid-Term Exam: NA 	<p>End Term Examination:</p> <p style="margin-left: 40px;">50</p> <p style="margin-left: 40px;">20</p>
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Part C-Learning Resources

Recommended Books/e-resources/LMS:

- Gonda, M. C. (2015). Handbook of Attire & Grooming. Embassy Books; First edition.
- Smart Family (2018). All Countries, Capitals and Flags of the World!. Create Space Independent Publishing Platform.
- World Tourism Organization (2015). Hotel Classification Systems. WTO.
- Andrews, S. (2017). Hotel Front Office: A Training Manual. McGraw Hill Education; Third edition.
- Bardi, A. J. (2012). Hotel Front Office Management. Wiley India Pvt Ltd; Fifth edition.
- Bhatnagar, S. K. (2011). Front Office Management. Frank Bros.
- Kasavana, L. M. (2000). Managing Front Office Operations. Educational Institute of the American Hotel & Motel Association; 5th edition edition
- Tewari, J. (2016). Hotel Front Office: Operations and Management. Oxford University Press; Second edition.
- Yadav, M. K. (2014). Hotel Front Office- Management & Operations. Aman Publications; 2 edition.

Session: 2024-25			
Part A - Introduction			
Subject	Bachelor of Vocation in Hospitality Management		
Semester	I		
Name of the Course	Housekeeping Operations - I		
Course Code	B23-HMG-104		
Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VA C)	CC-M1		
Level of the course (As per Annexure-I)	100-199		
Pre-requisite for the course (if any)	Senior Secondary (10+2)		
Course Learning Outcomes (CLO):	<p>After completing this course, the learner will be able to:</p> <ol style="list-style-type: none"> 1. Developing an understanding of housekeeping department and its organizational structure. 2. Acquire the skills about Housekeeping control desk procedures. 3. Attain knowledge about hotel guest rooms and guest room features. 4. Students able to understand the methods of cleaning. 5. To impart practical knowledge about hotel housekeeping, cleaning equipments and agents. 		
Credits	Theory	Practical	Total
	1	1	2
Contact Hours	1	2	3
Max. Marks: 50 Internal Assessment Marks:10(T)+5(P)=15 End Term Exam Marks:20(T)+15(P)=35		Time:3hrs (T) 4hrs(P)	

Part B- Contents of the Course

Instructions for Paper- Setter : The examiner will set nine questions in all, selecting two questions from each unit and one compulsory.

Instructions for the Candidate: The candidates will attempt five questions in all, selecting one question from each unit and the compulsory question as well.

Unit	Topics	Contact Hours
I	<p>Introduction: Meaning and definition and Importance of Housekeeping department Role of Housekeeping in Guest Satisfaction and Repeat Business Hierarchy of Housekeeping Department in small, medium, large and chain hotels Identifying Housekeeping Responsibilities, Personality Traits of housekeeping Management Personnel. Duties and Responsibilities of Housekeeping staff. Layout of the Housekeeping Department</p>	4
II	<p>Functions of Control Desk and its importance</p> <ul style="list-style-type: none"> • Room Occupancy Report • Guest Room Inspection • Entering Checklists, Floor Register, Work Orders, Log Sheet. • Lost and Found Register and Enquiry File • Maid's Report and Housekeeper's Report • Handover Records • Reporting Staff placement • Guest's Special Requests Register • Record of Special Cleaning Call Register • VIP Lists <p>Interdepartmental relationship with Front Office, Maintenance, Security, Stores, Accounts, Personnel</p>	4
III	<p>ROOM LAYOUT Types of Guest Room and their layout Difference between Standard room and VIP Room Guest Room Supplies Use of Computers in House Keeping department Functions of Housekeeping in other industries Hospital, Airlines, Cruise, Multiplexes etc.</p>	3
IV	<p>CLEANING ORGANISATION Principles of cleaning, hygiene and safety factors in cleaning Methods of organising cleaning Frequency of cleaning daily, periodic, special, Deep Cleaning Design features that simplify cleaning Cleaning Equipment (Mechanical/Manual) Characteristics of Good equipment Care, Storage, and Maintenance and control of equipment</p>	4

V	HOUSEKEEPING OPERATIONS-I (PRACTICAL) <ol style="list-style-type: none"> 1. Sample Layout of Guest Rooms Single room, Double room, Twin room, Suite 2. Guest Room Supplies and Position in Standard room, Suite, VIP room special amenities 3. Cleaning Equipment-(manual and mechanical) Familiarization, Different parts, Function, Care and maintenance 4. Maids Trolley: Set Up, Stocking and usage. 5. Daily Cleaning of Guest room and Bath Room 6. Control desk records and formats: Inspection checklist, Records Room occupancy report, Checklist, Floor register, Work/ maintenance order, Lost and found, Maid's report, Housekeeper's report, Log book, Floor linen book/ register, VIP list, Call register, Record of special cleaning, Guest special request register 	30
Suggested Evaluation Methods		
Internal Assessment: <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> ● Class Participation: 04 ● Seminar/presentation/assignment/quiz/class test etc.:00 ● Mid-Term Exam: 06 ➤ Practicum <ul style="list-style-type: none"> ● Class Participation: 00 ● Seminar/Demonstration/Viva-voce/Lab records etc.:05 ● Mid-Term Exam: NA 		End Term Examination: 20 15
Part C-Learning Resources		
Recommended Books/e-resources/LMS: <ul style="list-style-type: none"> ● Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill. ● Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press. 		

Session: 2024-25			
Part A - Introduction			
Subject	Bachelor of Vocation in Hospitality Management		
Semester	II		
Name of the Course	Food Production Foundation - II		
Course Code	B23-HMG-201		
Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VA C)	CC- A2		
Level of the course (As per Annexure-I)	100-199		
Pre-requisite for the course (if any)	Senior Secondary (10+2)		
Course Learning Outcomes (CLO):	<p>After completing this course, the learner will be able to:</p> <ol style="list-style-type: none"> 1. Knowledge of effects of heat on vegetables & chemical changes 2. Familiarizing with Preparation techniques 3. Ability to understand stock, soup, sauces, sausages & salad 4. Knowledge of various eggs, fish's poultry, meat & offal's in cooking. 5. To impart practical knowledge about preparation of stock, soup, sauces, sausages & salad. 		
Credits	Theory	Practical	Total
	3	1	4
Contact Hours	3	2	5
Max. Marks:100		Time:3hrs (T) 4hrs(P)	
Internal Assessment Marks:20(T)+10(P)=30			
End Term Exam Marks:50(T)+20(P)=70			
Part B- Contents of the Course			

Instructions for Paper- Setter : The examiner will set nine questions in all, selecting two questions from each unit and one compulsory.

Instructions for the Candidate: The candidates will attempt five questions in all, selecting one question from each unit and the compulsory question as well.

Unit	Topics	Contact Hours
I	Vegetable Cookery: introduction <ul style="list-style-type: none"> • Pigments and color changes • Effects of heat on vegetables • Food Preservatives & Additives-natural and chemical. • Various Flavoring agent • Thickening agents / binding agents • Souring agents 	10
II	Preparation of ingredients: <ul style="list-style-type: none"> • Pre- Preparation techniques & their types • Preparation techniques & their types • Methods of mixing foods 	11
III	Stock, soup, sauces, salami, sausages & salads : <ul style="list-style-type: none"> • Stocks, Types of Stock, Uses of Stocks, • Preparation of Stock, Recipes • Soups, types of soup, uses of soup • Preparation of Soup, Recipes • Sauces, Classification of Sauces, • Preparation of sauces Recipes for Mother Sauces, their derivatives • Salads, it composition & types • salad dressings & emerging trends in salad dressing 	12
IV	Eggs, fish's, Poultry, Meat & offal's : <ul style="list-style-type: none"> • Eggs – Introduction, Usage in Kitchen, • Structure of Egg, • Classification of Eggs, Types • Selection, Storage and preparation of breakfast dishes with eggs • Fish & Shellfish, Their Classification, various cuts, selection criterion, • Poultry and Game: Introduction, Classification, Selection Criterion, Cuts of Poultry • Meat: Characteristics, selection and Classification (Bovines, Ovine's and Swine's) 	12

V	FOOD PRODUCTION FOUNDATION –II (PRACTICAL) <ol style="list-style-type: none"> 1. Preparation of various Stocks 2. Preparation of various Soups 3. Preparation of mother sauces 4. Preparation of various salads 5. Familiarization with, Poultry, Meats & Fishes – Their Simple Cuts and Cooking 6. Preparations of various Breakfast 7. Preparation of various cupcakes & muffins 	30
Suggested Evaluation Methods		
Internal Assessment: <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> ● Class Participation: 05 ● Seminar/presentation/assignment/quiz/class test etc.:05 ● Mid-Term Exam: 10 ➤ Practicum <ul style="list-style-type: none"> ● Class Participation: 00 ● Seminar/Demonstration/Viva-voce/Lab records etc.:10 ● Mid-Term Exam: NA 		End Term Examination: <p style="text-align: center;">50</p> <p style="text-align: center;">20</p>
Part C-Learning Resources		
Recommended Books/e-resources/LMS: <ul style="list-style-type: none"> ● Food Production Operations: Parvinder S Bali, Oxford University Press ● Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman ● Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu ● Theory of Cookery By K Arora, Publisher: Frank Brother 		

Session: 2024-25			
Part A - Introduction			
Subject	Bachelor of Vocation in Hospitality Management		
Semester	II		
Name of the Course	Food & Beverage Service Foundation - II		
Course Code	B23-HMG-202		
Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VA C)	CC –B2		
Level of the course (As per Annexure-I)	100-199		
Pre-requisite for the course (if any)	Senior Secondary (10+2)		
Course Learning Outcomes (CLO):	<p>After completing this course, the learner will be able to:</p> <ol style="list-style-type: none"> 1. Create awareness about different meals during the day. 2. Understanding of various food and beverage Restaurant & French Classical menu. 3. Remember the concept of room service/ In Room Dinning. 4. Analyze about non-alcoholic beverages and their control. 5. To impart practical knowledge of menu, non-alcoholic beverages and service. 		
Credits	Theory	Practical	Total
	3	1	4
Contact Hours	3	2	5
Max. Marks:100		Time:3hrs (T) 4hrs(P)	
Internal Assessment Marks:20(T)+10(P)=30			
End Term Exam Marks:50(T)+20(P)=70			
Part B- Contents of the Course			

Instructions for Paper- Setter : The examiner will set nine questions in all, selecting two questions from each unit and one compulsory.

Instructions for the Candidate: The candidates will attempt five questions in all, selecting one question from each unit and the compulsory question as well.

Unit	Topics	Contact Hours
I	<p>Meals during the day:-</p> <ul style="list-style-type: none"> • Breakfast: Types & classification, Preparation for Breakfast Services, arrangement and setting up of tables/ trays, • Brunch • Lunch • High tea • Dinner • Supper & • Emerging trends in F&B service. 	11
II	<p>Food and Beverage Services in Restaurants:</p> <ul style="list-style-type: none"> • Concept of Restaurant, Types of Restaurants, • Set up of Restaurants and their Layouts, • Equipment, furniture and fixtures used in the restaurant and their use and maintenance, • Classical French menu & its Accompaniments with cover. 	12
III	<p>Room Service/ In Room Dining:</p> <ul style="list-style-type: none"> • Introduction, Concept of Room Service/ In Room Dining • Room service staffing and Room service menu, • Room Service cycle, • Room Service Equipment's, Set up of Trays & Trolleys, • Breakfast card, • Mini Bar Management in Guest Rooms. 	10
IV	<p>Non-Alcoholic Beverages & control methods:</p> <ul style="list-style-type: none"> • Introduction, • Types - Hot & cold Beverages, popular brands, • Mocktails- Introduction, Types, Preparation and Service Techniques, • Billing methods- duplicate & Triplicate system, • Computerized KOTs & BOTs. 	12

V	FOOD & BEVERAGE SERVICE FOUNDATION -II (PRACTICAL) <ul style="list-style-type: none"> ● Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance & Acknowledging guests. ● Familiarization with Food Service in Restaurants Receiving Guests, Table Layouts, Complimenting them, Presentation of Bills. ● Restaurant Services – Their salient features, Table Layouts, Presenting Menus, precautions while dealing with guests, Commitments with guests, Food Pickup Procedures, ● Clearance and Dishwashing Procedures. ● Room Service Practical, Taking of Orders, Delivery of Food Services, Identifying Room Service Equipment. ● Understanding Non-Alcoholic Beverages, Types & Service Techniques. ● Guest Interactions while on Food Service – Do’s & Don'ts. 	30
Suggested Evaluation Methods		
Internal Assessment: <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> ● Class Participation: 05 ● Seminar/presentation/assignment/quiz/class test etc.:05 ● Mid-Term Exam: 10 ➤ Practicum <ul style="list-style-type: none"> ● Class Participation: 00 ● Seminar/Demonstration/Viva-voce/Lab records etc.:10 ● Mid-Term Exam: NA 		End Term Examination: 50 20
Part C-Learning Resources		
Recommended Books/e-resources/LMS: <ul style="list-style-type: none"> ● Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher: ELBS ● Food & beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill. ● Food & Beverage Service – R. Singaravelavan. ● Food & Beverage Service & Management -- Bobby George & Sandeep Chatterjee ● Food & Beverage Service- Anita Sharma & S N Bagchi. 		

Session: 2024-25			
Part A - Introduction			
Subject	Bachelor of Vocation in Hospitality Management		
Semester	II		
Name of the Course	Front Office Operations - II		
Course Code	B23-HMG-203		
Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VA C)	CC-M2		
Level of the course (As per Annexure-I)	100-199		
Pre-requisite for the course (if any)	Senior Secondary (10+2)		
Course Learning Outcomes (CLO):	<p>After completing this course, the learner will be able to:</p> <ol style="list-style-type: none"> 1. Finding basic front office operations and role of lobby. 2. Building an understanding of hotel reservation. 3. Examining the various front office activities during guest stay in hotel. 4. Evaluation the role of keys, keys control and front office functions during guest departure and post departure. 5. To impart practical knowledge related to reservation, guest cycle, key control. 		
Credits	Theory	Practical	Total
	1	1	2
Contact Hours	1	2	3
Max. Marks:50 Internal Assessment Marks:10(T)+5(P)=15 End Term Exam Marks:20(T)+15(P)=35		Time:3hrs (T) 4hrs(P)	
Part B- Contents of the Course			
Instructions for Paper- Setter : The examiner will set nine questions in all, selecting two questions from			

each unit and one compulsory.

Instructions for the Candidate: The candidates will attempt five questions in all, selecting one question from each unit and the compulsory question as well.

Unit	Topics	Contact Hours
I	<p>Basic Front Office Operations: Front desk operations & functions, Equipment used at front office, knowledge of basic hotel facilities.</p> <p>Lobby: Description and layout, Role of lobby manager and Guest relationship executive, Common complaint/ problem/ situations handling, handling VIPs, Uniform services provided by a hotel.</p>	4
II	<p>Reservation: Concept, importance, modes, types, channels, Sources, reservation form, Procedure of taking reservation and reservation confirmation, Overbooking, amendments and cancellations.</p> <p>Group Reservation: Sources, types of groups, issues in handling groups.</p>	4
III	<p>The Guest Stay with Hotel: Registration: concept, procedure, Registration form and C Form, Method of payment, Issuing the room key, No Shows, Rooming of Guests, Message Handling, Dealing with Guests Requests and Complaints, Change of room, Fulfilling special requests.</p> <p>Travel Desk and Concierge: functions; paging, foreign currency handling, Room selling techniques, Communicating with guests.</p>	4
IV	<p>Keys and key control: Types of keys, handling guestroom keys and its control, Handling Guestroom safe box.</p> <p>The Guest Departure and Post Departure Services at Front Desk: The guest accounting, the guest ledgers, city ledger, front office cash sheet, paid out, over and shorts, settlement of bills, credit card handling, handling vouchers. Express check out, early and late check outs, group departures, Post departure; message and left luggage handling procedure, post departure courtesy services.</p>	3
	<p>FRONT OFFICE OPERATIONS -II (PRACTICAL)</p> <ul style="list-style-type: none"> • Identification and familiarization with front desk equipment and Performa's. • Forms and Formats <ul style="list-style-type: none"> - Guest registration form - Reservation forms - Amended Reservation - Cancelled Reservation - Crew/Group - A&D Register - Bell desk registers - C-Form • Skill to handle front desk operations i.e. guest reservations, guest arrival (FIT and groups) including baggage handling. • Skills to handle to telephones at the reception- receive/ record 	30

	<p>messages.</p> <ul style="list-style-type: none"> ● Skills to handle guest departure (fits and groups). ● Role play: <ul style="list-style-type: none"> - Reservation Procedure - Pre-registration and registration procedure - At the porch, Guest driving in Doorman opening the door and saluting guest; Calling bell boy. - At the Front Desk: Guest arriving; greeting & offering welcome drink and guest interactions. 	
Suggested Evaluation Methods		
<p>Internal Assessment:</p> <p>➤ Theory</p> <ul style="list-style-type: none"> ● Class Participation: 04 ● Seminar/presentation/assignment/quiz/class test etc.:00 ● Mid-Term Exam: 06 <p>➤ Practicum</p> <ul style="list-style-type: none"> ● Class Participation: 00 ● Seminar/Demonstration/Viva-voce/Lab records etc.:05 ● Mid-Term Exam: NA 	<p>End Term Examination:</p> <p>20</p> <p>15</p>	
Part C-Learning Resources		
<p>Recommended Books/e-resources/LMS:</p> <ul style="list-style-type: none"> ● Bhatnagar, S. K. (2011). Front Office Management. Frank Bros. ● Maheshwari S.N., Maheshwari S.K. (2018).Advanced Accountancy Volume-II. Vikas Publishing House; 11th Edition. ● Maniar, R. (2014). The 2014 Smart Decision Guide to Hotel Property Management Systems: Everything you need to know for selecting – and implementing – the right Hotel Property Management System for your business. ● Singer, P. D. (2018). Concierge Services. Rocky Ridge Books. ● Kasavana, L. M. (2000). Managing Front Office Operations. Educational Institute of the American Hotel & Motel Association; 5th edition edition ● Tewari, J. (2016). Hotel Front Office: Operations and Management. Oxford University Press; Second edition. ● Woods, H. R., Ninemeier, J. D., Hayes, D. K. and Austin, M. A (2013). Professional Front Office Management: Pearson New International Edition, Pearson Education Limited; illustrated. 		

Session: 2024-25			
Part A - Introduction			
Subject	Bachelor of Vocation in Hospitality Management		
Semester	II		
Name of the Course	Housekeeping Operations - II		
Course Code	B23-HMG-204		
Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VA C)	CC-C2		
Level of the course (As per Annexure-I)	100-199		
Pre-requisite for the course (if any)	Senior Secondary (10+2)		
Course Learning Outcomes (CLO):	<p>After completing this course, the learner will be able to:</p> <ol style="list-style-type: none"> 1. Gain the knowledge of different cleaning agents used in hotels. 2. Acquire the skills about guest room cleaning procedure in hotel. 3. Remember the concept of different surfaces cleaning. 4. Attain knowledge about various keys and their control. 5. To impart practical knowledge and hands on room cleaning, surface cleaning. 		
Credits	Theory	Practical	Total
	3	1	4
Contact Hours	3	2	5
Max. Marks:100		Time:3hrs (T)	
Internal Assessment Marks:20(T)+10(P)=30		4hrs(P)	
End Term Exam Marks:50(T)+20(P)=70			

Part B- Contents of the Course

Instructions for Paper- Setter: The examiner will set nine questions in all, selecting two questions from each unit and one compulsory.

Instructions for the Candidate: The candidates will attempt five questions in all, selecting one question from each unit and the compulsory question as well.

Unit	Topics	Contact Hours
I	CLEANING AGENTS General Criteria for selection Classification of cleaning Agents, Polishes and Floor seals Use, care and Storage of cleaning agents Distribution and Controls of cleaning Agents Use of Eco-friendly products in Housekeeping	12
II	AREA CLEANING Cleaning of Guest Rooms Daily cleaning of (Occupied/ Departure, vacant, VIP rooms) Evening / Turn Down Service Second Service Bed Making TYPES OF BEDS AND MATTRESSES Front of the House area Cleaning Back of House Areas Cleaning Work routine and associated problems e.g. high traffic areas, Façade cleaning etc	11
III	COMPOSITION, CARE AND CLEANING OF DIFFERENT SURFACES: Metals Glass Leather Leatherettes Rexines Plastic Ceramics Wood Wall finishes Floor finishes	12
IV	CONTRACT HOUSEKEEPING & KEY CONTROL Types of keys Computerised key cards Key control Contract services in Housekeeping Department Types of contract services Advantages & disadvantages of contract services	12

V	<p>HOUSEKEEPING OPERATIONS -II (PRACTICAL)</p> <ol style="list-style-type: none"> 1. Cleaning Agent - Familiarization according to classification and Function 2. Daily Cleaning of guest room (Vacant, Occupied, Departure) 3. Bath Room Cleaning 4. Bed Making (Day and Night) 5. Public Area Cleaning (Cleaning Different Surface) <ul style="list-style-type: none"> ○ WALL - care and maintenance of different types and parts Skirting, Dado ○ Different types of paints (distemper Emulsion, oil paint etc) ○ WOOD- polished, painted, Laminated SILVER/ EPNS- ○ Plate powder method, Polivit method, Proprietary solution (Silvo) ○ BRASS- Traditional/ domestic Method, Proprietary solution 1 (brasso) ○ GLASS - Glass cleanser, Economical method(newspaper) ○ FLOOR - Cleaning and polishing of different types Wooden, Marble, Terrazzo/ mosaic etc. 6. Minibar management • Issue • stock taking • checking expiry date 	30
Suggested Evaluation Methods		
<p>Internal Assessment:</p> <p>➤ Theory</p> <ul style="list-style-type: none"> ● Class Participation: 05 ● Seminar/presentation/assignment/quiz/class test etc.:05 ● Mid-Term Exam: 10 <p>➤ Practicum</p> <ul style="list-style-type: none"> ● Class Participation: 00 ● Seminar/Demonstration/Viva-voce/Lab records etc.:10 ● Mid-Term Exam: NA 	<p>End Term Examination:</p> <p style="text-align: center;">50</p> <p style="text-align: center;">20</p>	
Part C-Learning Resources		
<p>Recommended Books/e-resources/LMS:</p> <ul style="list-style-type: none"> ● Hotel House Keeping – Sudhir Andrews Publisher: Tata Mc Graw Hill. ● Hotel Housekeeping Operations & Management – Raghubalan, Oxford University Press. 		

Session: 2024-25			
Part A – Introduction			
Subject	Bachelor of Vocation in Hospitality Management		
Semester	III		
Name of the Course	Introduction to Indian Cooking		
Course Code	B23-HMG-301		
Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VA C)	CC –A3		
Level of the course (As per Annexure-I)	100-199		
Pre-requisite for the course (if any)	Senior Secondary (10+2)		
Course Learning Outcomes (CLO):	<p>After completing this course, the learner will be able to:</p> <ol style="list-style-type: none"> 1. Knowledge of Indian cooking to the beginners. 2. Familiarizing with Menu Planning & Purchasing, Storing & issuing of food 3. Understand Indian gravies and uses of Dry and Wet masalas used in Indian cuisine. 4. Knowledge about Indian Food & Safety laws 5. To impart practical knowledge about Indian cookery, menu planning, laws and preparation of various gravies. 		
Credits	Theory	Practical	Total
	3	1	4
Contact Hours	3	2	5
Max. Marks:100		Time:3hrs (T) 4hrs(P)	
Internal Assessment Marks:20(T)+10(P)=30			
End Term Exam Marks:50(T)+20(P)=70			
Part B- Contents of the Course			

Instructions for Paper- Setter : The examiner will set nine questions in all, selecting two questions from each unit and one compulsory.

Instructions for the Candidate: The candidates will attempt five questions in all, selecting one question from each unit and the compulsory question as well.

Unit	Topics	Contact Hours
I	Indian Cooking <ul style="list-style-type: none"> • Introduction to Indian Cuisine, • Heritage of Indian Cuisine, • Factors that affect eating habits in different parts of the country, • Cuisine and its highlights of different states/regions/communities to be discussed: Geographic location, • Historical background, • Seasonal availability, • Special equipment, • Staple diets, • Specialty cuisine for festivals and special occasions 	12
II	Menu Planning & Purchasing, Storing & issuing of food : <ul style="list-style-type: none"> • Definition & Menu and its Types • Factor effecting menu planning and construction of menu • Purchasing & purchasing procedure • The purchasing of food • Receiving of food • Storing of food • Issuing of food 	12
III	Masalas, Pastes and Gravies in Indian cooking: <ul style="list-style-type: none"> • Masalas and Pastes: Introduction, • Types, Blending of Spices, • Concept of Dry and Wet Masalas, • Pastes used in Indian Cooking, • Purchasing, Storing Considerations. • Basic Indian Gravies: Introduction, • Gravies and Curries, • Regional Gravies, Gravy Preparations. 	10
IV	Indian Food & Safety laws: <ul style="list-style-type: none"> • The Prevention of Food Adulteration Act, 1954 • The Fruit Products Order, 1955 • The Meat Food Products Order, 1973 • The Vegetable Oil Products (Control) Order, 1947 • The Edible Oils Packaging (Regulation) Order, 1998 • The Solvent Extracted Oil, De oiled Meal, and Edible Flour (Control) Order, 1967 • The Milk and Milk Products Order, 1992 • Essential Commodities Act, 1955 (in relation to food). 	11

	<ul style="list-style-type: none"> • Bureau of Indian Standards • A Hazard Analysis Critical Control Point (HACCP) 	
V	<p>INTRODUCTION TO INDIAN COOKING (PRACTICAL)</p> <p>1. Understanding Indian Cooking and Preparation of simple popular foods of India (At least one simple three course menu from each region of India, North, East, South, West and Central India its salient features and cooking).</p> <p>2. Condiments, Herbs & Spices in Indian Kitchen – Do's & Don't's</p> <p>3. Understanding Preparations of Masalas, Pastes and Gravies in Indian Kitchen Preparation of:</p> <ol style="list-style-type: none"> Makhni Gravy Green Gravy White Gravy Lababdar Gravy Kadhai Gravy Achari Gravy Malai Kofta Gravy Yakhni Gravy Yellow Gravy Korma Gravy <p>4. Familiarization with, commodities and their usage in Indian Kitchens with the help of simple dishes preparations indicating their usage.</p> <p>5. Preparation of various cakes & cake bases</p>	30
Suggested Evaluation Methods		
<p>Internal Assessment:</p> <p>➤ Theory</p> <ul style="list-style-type: none"> • Class Participation: 05 • Seminar/presentation/assignment/quiz/class test etc.:05 • Mid-Term Exam: 10 <p>➤ Practicum</p> <ul style="list-style-type: none"> • Class Participation: 00 • Seminar/Demonstration/Viva-voce/Lab records etc.:10 • Mid-Term Exam: NA 		<p>End Term Examination:</p> <p style="text-align: center;">50</p> <p style="text-align: center;">20</p>
Part C-Learning Resources		

Recommended Books/e-resources/LMS:

- Helen Joseph Armstrong, Pattern Making for Fashion Design, 2000, Dorling Kindersley (India) Pvt. Ltd. India
- Sandra Betzina, Fast fit- Easy Pattern Alteration for Every Figure, 2003 Taunton Pr.
- Kathleen Maggio, Altered Clothing.
- Pati Palmen and Susan Pletsch, Easy, Easier, Easiest Tailoring, 2000, published by Palmer/ Pletsch Inc.
- Mullick, Prem Lata, Garment constructions skills, Kalyani Publishers, New Delhi.
- Martin M. Shober, "Pattern cutting Making up" CBS Publishers, New Delhi.

Session: 2024-25			
Part A – Introduction			
Subject	Bachelor of Vocation in Hospitality Management		
Semester	III		
Name of the Course	Food & Beverage Service Operations		
Course Code	B23-HMG-302		
Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VA C)	CC-B3		
Level of the course (As per Annexure-I)	100-199		
Pre-requisite for the course (if any)	Senior Secondary (10+2)		
Course Learning Outcomes (CLO):	<p>After completing this course, the learner will be able to:</p> <ol style="list-style-type: none"> 1. Creating awareness about how to handle different situation in Restaurant. 2. Developing an understanding about buffet management & catering establishment. 3. Analyze the various food & beverage control methods. 4. Remember about various budget and their control. 5. To impart practical knowledge about handling restaurant service, buffet operations. 		
Credits	Theory	Practical	Total
	3	1	4
Contact Hours	3	2	5
Max. Marks:100		Time:3hrs (T) 4hrs(P)	
Internal Assessment Marks:20(T)+10(P)=30			
End Term Exam Marks:50(T)+20(P)=70			
Part B- Contents of the Course			

Instructions for Paper- Setter : The examiner will set nine questions in all, selecting two questions from each unit and one compulsory.

Instructions for the Candidate: The candidates will attempt five questions in all, selecting one question from each unit and the compulsory question as well.

Unit	Topics	Contact Hours
I	<p>Planning of restaurant & food service facilities & Situation handling in food & beverage outlets: Introduction, Planning & Operating various food & beverage Outlets, ancillary areas, Factors-Concept, Menu, Space & Lighting, Colours and Restaurant Design team. Restaurant Problems and Guest Situation Handling (related to food, ambience, hygiene etc.)</p>	11
II	<p>Buffet management: Introduction, Types, Equipment's Used, Factors, Space requirements & Checklist, Buffet Presentation, menu planning, staff requirement. Function Catering: Introduction, Types of Function, Function Booking Procedure, Seating Arrangements. Other Catering Operations: Hospital Catering, Industrial & Institutional Catering, Airline & Railway catering, Home Delivery, Take away.</p>	10
III	<p>F & B Control: Overview: Introduction, Objectives of F & B Control, Problems in F & B Control, Personnel Management in F & B Control. F&B control cycle & monitoring.</p>	12
IV	<p>Budgetary Control:- Introduction, Objectives, Kinds of Budget, Budgetary Control Process, Stages in the preparation of Budgets. Budgeting for F & B Operations. Menu Management- Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue.</p>	12
V	<p>FOOD & BEVERAGE SERVICE OPERATIONS (PRACTICAL)</p> <ul style="list-style-type: none"> • Restaurant Set –ups of different types & services. • Service of High tea. • Buffet Lay –up, theme Buffets set up • Theme Parties • Role Plays & Situation handling in Restaurant 	30

Suggested Evaluation Methods

Internal Assessment: ➤ Theory <ul style="list-style-type: none">● Class Participation: 05● Seminar/presentation/assignment/quiz/class test etc.:05● Mid-Term Exam: 10 ➤ Practicum <ul style="list-style-type: none">● Class Participation: 00● Seminar/Demonstration/Viva-voce/Lab records etc.:10● Mid-Term Exam: NA	End Term Examination: 50 20
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Part C-Learning Resources

Recommended Books/e-resources/LMS:

- Food & Beverage Service – Dennis R.Lillicrap. & John A. Cousines. Publisher: ELBS
- Food & beverage Service Training Manual – Sudhir Andrews, Tata Mc Graw Hill.
- Food & Beverage Service – R. Singaravelavan.
- Food & Beverage Service & Management -- Bobby George & Sandeep Chatterjee
- Food & Beverage Service- Anita Sharma & S N Bagchi.
- Financial & Cost control techniques in hotel & Catering Industry – Dr J.M.S.Negi
- Hotel & Catering Costing & Budgets, RD. Boardman,Heinemann

Session: 2023-24			
Part A – Introduction			
Subject	Bachelor of Vocation in Hospitality Management		
Semester	III		
Name of the Course	Front Office Operations - III		
Course Code	B23-HMG-303		
Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VA C)	CC-C3		
Level of the course (As per Annexure-I)	100-199		
Pre-requisite for the course (if any)	Senior Secondary (10+2)		
Course Learning Outcomes (CLO):	<p>After completing this course, the learner will be able to:</p> <ol style="list-style-type: none"> 1. Managing cash and credit control. 2. Assessing the role of front office cashier and night auditor. 3. Validating security functions and dealing with emergencies. 4. Defining budget. 5. To impart practical knowledge related to budget, cash and credit payments, dealing with emergency situations. 		
Credits	Theory	Practical	Total
	3	1	4
Contact Hours	3	2	5
Max. Marks:100 Internal Assessment Marks:20(T)+10(P)=30 End Term Exam Marks:50(T)+20(P)=70		Time:3hrs (T) 4hrs(P)	
Part B- Contents of the Course			

Instructions for Paper- Setter : The examiner will set nine questions in all, selecting two questions from each unit and one compulsory.

Instructions for the Candidate: The candidates will attempt five questions in all, selecting one question from each unit and the compulsory question as well.

Unit	Topics	Contact Hours
I	<p>Cash and Credit Control Cash Control: Introduction, frauds & internal control, cash receipt control, physical control measures. Credit Control: Meaning, objective and methods, Hotel credit policy, Control measures; during occupancy, checkout, after departure, Prevention of Skippers: on arrival/during stay/on departure day.</p>	10
II	<p>Front Office Cashier Role of the Front desk cashier, Importance of front office cash, Duties and responsibilities of front desk cashier. Night Auditing: Introduction, Objective, functions and job description of Night Auditor, Night Audit process, Preparing night audit reports.</p>	11
III	<p>Security functions Front Office Security Functions; Guest security, hotel property security, Security measures taken by hotel. Dealing with emergencies: Bomb threat, Sickness and death, fire, Guest and employee thefts, planning for emergency situations.</p>	12
IV	<p>Budgeting: Introduction, types, advantage and disadvantages of budgeting, budgetary controls, The budgeting process, Planning capital budget, Planning operation budget, Operating budget – controlling expenses – income statement, Purchasing systems – methods of buying, Stock records – issuing and control.</p>	12
V	<ul style="list-style-type: none"> • Hands on practical of computer application on software, students should be able to: <ul style="list-style-type: none"> - Register- in a reservation - Register an arrival - Amend a reservation - Cancel a reservation - Post a charge - Make a group reservation - Make a folio - Make a room change - Show a departure/ checkout - Print a folio - Print reports such as expected arrivals and departure for the day. • Develop an understanding about requirements of different guests, with children, business travellers, single woman traveller, differently abled travellers and acquaint the learners with procedures like expression about sharing of hotel services and facilities to guests, 	30

	<p>employees as brand ambassadors of hotels, managing guest interactions effectively.</p> <ul style="list-style-type: none"> ● Familiarization with first aid kit and its contents. ● Role play: In reference to the theory syllabus: <ul style="list-style-type: none"> - Problem handling on different problems/situations. - GRE - Lobby Manager - Bell Captain - Bell Boys- luggage handling - Concierge and Car Valet 	
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Suggested Evaluation Methods	
<p>Internal Assessment:</p> <p>➤ Theory</p> <ul style="list-style-type: none"> ● Class Participation: 05 ● Seminar/presentation/assignment/quiz/class test etc.:05 ● Mid-Term Exam: 10 <p>➤ Practicum</p> <ul style="list-style-type: none"> ● Class Participation: 00 ● Seminar/Demonstration/Viva-voce/Lab records etc.:10 ● Mid-Term Exam: NA 	<p>End Term Examination:</p> <p style="text-align: center;">50</p> <p style="text-align: center;">20</p>

Part C-Learning Resources
<p>Recommended Books/e-resources/LMS:</p> <ul style="list-style-type: none"> ● Andrews, S. (2017). Hotel Front Office: A Training Manual. McGraw Hill Education; Third edition. ● Bardi, A. J. (2012). Hotel Front Office Management. Wiley India Pvt Ltd; Fifth edition. ● Bhakta, A. (2011). Professional Hotel Front Office Management. McGraw Hill Education. ● Bhatnagar, S. K. (2011). Front Office Management. Frank Bros. ● Deshmukh, S. (2011). Hotel Maintenance: Security, Safety & First Aid. Naman Publisher & Distributors. ● Singh, R. K. (2007). Safety and Security in Hotels and Restaurants. Aman Publications. ● Kasavana, L. M. (2000). Managing Front Office Operations. Educational Institute of the American Hotel & Motel Association; 5th edition edition ● Tewari, J. (2016). Hotel Front Office: Operations and Management. Oxford University Press; Second edition. ● Woods, H. R., Ninemeier, J. D., Hayes, D. K. and Austin, M. A (2013). Professional Front Office Management: Pearson New International Edition, Pearson Education Limited; illustrated. ● Yadav, M. K. (2014). Hotel Front Office- Management & Operations. Aman Publications; 2 edition.

Session: 2024-25			
Part A - Introduction			
Subject	Bachelor of Vocation in Hospitality Management		
Semester	III		
Name of the Course	Housekeeping Operations - III		
Course Code	B23-HMG-304		
Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VA C)	CC-M3		
Level of the course (As per Annexure-I)	100-199		
Pre-requisite for the course (if any)	Senior Secondary (10+2)		
Course Learning Outcomes (CLO):	<p>After completing this course, the learner will be able to:</p> <ol style="list-style-type: none"> 1. Gain the knowledge of different types of Linen in hotels. 2. Remember the advantages of providing staff uniforms. 3. Acquire the knowledge of laundry section. 4. Understand the concept of safety and security procedure. 5. To impart practical knowledge about linen, laundry operations and safety procedure. 		
Credits	Theory	Practical	Total
	3	1	4
Contact Hours	3	2	5
Max. Marks:100 Internal Assessment Marks:20(T)+10(P)=15 End Term Exam Marks:50(T)+20(P)=35		Time:3hrs (T) 4hrs(P)	
Part B- Contents of the Course			
<p><u>Instructions for Paper- Setter :</u> The examiner will set nine questions in all, selecting two questions from each unit and one compulsory.</p> <p><u>Instructions for the Candidate:</u> The candidates will attempt five questions in all, selecting one question from each unit and the compulsory question as well.</p>			

Unit	Topics	Contact Hours
I	LINEN ROOM: Activities of the Linen Room, Layout and equipment in the Linen Room, Selection criteria for various Linen Items & fabrics suitable for this purpose, Purchase of Linen, Calculation of Linen requirements, Linen control-procedures and records, Stocktaking-procedures and records Recycling of discarded linen, Linen Hire	12
II	UNIFORMS: Advantages of providing uniforms to staff Issuing and exchange of uniforms, type of uniforms Selection and designing of uniforms, Layout of the Uniform room, SEWING ROOM - Activities and areas to be provided, Equipment provided	10
III	LAUNDRY: Commercial and On-site Laundry, Flow process of Industrial Laundering-OPL, Stages in the Wash Cycle, Laundry Equipment and Machines, Layout of the Laundry, Laundry Agents, Dry Cleaning, Guest Laundry/Valet service, Different types of stains and Stain removal.	12
IV	SAFETY AND SECURITY: Introduction, work environment safety and safety analysis, potential hazards in housekeeping operations, safety awareness and accident prevention, role of housekeeping in safety, Crime prevention and dealing with emergency situations. First Aid, first aid procedure, first aid box, first aid for common situations.	11
V	HOUSEKEEPING OPERATIONS -III (PRACTICAL) <ol style="list-style-type: none"> 1. Guest room inspection 2. First aid, first aid kit, maintaining records 3. Dealing with emergency situation 4. Fire safety -firefighting, safety measures, fire drill (demo). 5. Guest handling, Guest request, Guest complaints 6. Handling room linen, guest supplies maintaining register and record replenishing floor pantry, stock taking, maintaining records 7. Stain Removal 8. Selection and Designing of Uniforms 9. Laundry Machinery and Equipment 10. Standard operating procedure- skill oriented task (e.g. cleaning and polishing glass, brass etc) 	30

Suggested Evaluation Methods

Internal Assessment: ➤ Theory <ul style="list-style-type: none">● Class Participation: 05● Seminar/presentation/assignment/quiz/class test etc.:05● Mid-Term Exam: 10 ➤ Practicum <ul style="list-style-type: none">● Class Participation: 00● Seminar/Demonstration/Viva-voce/Lab records etc.:10● Mid-Term Exam: NA	End Term Examination: 50 20
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Part C-Learning Resources

Recommended Books/e-resources/LMS:

- Andrews, S. (2017). Hotel Housekeeping: A Training Manual. McGraw Hill Education; Third edition.
- Le, T., Bhushan, V., Sochat, M., Vaidyanathan, V. (2020). First Aid for the USMLE Step 1 2020. McgrawHill publication; 30th anniversary edition.
- Ganguly, P. (2019). Housekeeping Management in Hotel and Service Industry. Dreamtech Press.
- Jagmohan, N. (2013). Housekeeping (Theory and Practices). S Chand & Company.
- Raghubalan, G., Raghubalan, S. (2015). Hotel Housekeeping: Operations and Management. Oxford University Press India; 3 edition.
- Singh, M. (2012). Hotel Housekeeping. McGraw Hill Education; 1 edition
- Talawadkar, S. (2016). 5-S in 5 Days: For Lean-Clean Workplace. Kaizen Management Systems publication, Fourth edition.

Session: 2024-25			
Part A – Introduction			
Subject	Bachelor of Vocation in Hospitality Management		
Semester	IV		
Name of the Course	Regional Cuisine of India - I		
Course Code	B23-HMG-401		
Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VA C)	CC-A4		
Level of the course (As per Annexure-I)	100-199		
Pre-requisite for the course (if any)	Senior Secondary (10+2)		
Course Learning Outcomes (CLO):	After completing this course, the learner will be able to: <ol style="list-style-type: none"> 1. Knowledge about the Cuisines of Kashmir, Himachal & Uttarakhand 2. Familiarizing with Punjab, Haryana, Delhi Cuisine 3. Ability to identify different Food of Rajasthan & Gujarat 4. Knowledge of Maharashtra & Goa Cuisine 5. To impart practical knowledge about preparation of various dishes from different states of India. 		
Credits	Theory	Practical	Total
	3	1	4
Contact Hours	3	2	5
Max. Marks:100 Internal Assessment Marks:20(T)+10(P)=30 End Term Exam Marks:50(T)+20(P)=70		Time:3hrs (T) 4hrs(P)	
Part B- Contents of the Course			
<u>Instructions for Paper- Setter :</u> The examiner will set nine questions in all, selecting two questions from each unit and one compulsory.			
<u>Instructions for the Candidate:</u> The candidates will attempt five questions in all, selecting one question from each unit and the compulsory question as well.			

Unit	Topics	Contact Hours
I	Cuisines of Kashmir, Himachal & Uttarakhand: <ul style="list-style-type: none"> • Introduction • Geographical Perspectives, • Brief Historical Background, • Characteristics & Salient Features of Cuisine • Key Ingredients, Popular Foods • Seasonal Foods & Special Equipments • Staple Diets, Specialties during Festivals and Other Occasions, Community Foods 	10
II	Cuisines of Punjab, Haryana & Delhi: <ul style="list-style-type: none"> • Introduction, • Geographical Perspectives, • Brief Historical Background, • Characteristics & Salient Features of Cuisine, • Key Ingredients, Popular Foods, • Seasonal Foods & Special Equipments, • Staple Diets, Specialties during Festivals and Other Occasions, Community Foods 	11
III	Cuisines of Rajasthan & Gujarat: <ul style="list-style-type: none"> • Introduction, • Geographical Perspectives, • Brief Historical Background, • Characteristics & Salient Features of Cuisine, • Key Ingredients, Popular Foods, • Seasonal Foods & Special Equipments • Staple Diets, Specialties during Festivals and Other Occasions, Community Foods 	12
IV	Cuisines of Maharashtra & Goa: <ul style="list-style-type: none"> • Introduction, • Geographical Perspectives, • Brief Historical Background, • Characteristics & Salient Features of Cuisine, • Key Ingredients, Popular Foods, • Seasonal Foods & Special Equipments, • Staple Diets, Specialties during Festivals and Other Occasions, Community Foods 	12

V	<p>REGIONAL CUISINES OF INDIA –I (PRACTICAL)</p> <ul style="list-style-type: none"> ● Popular Breakfast dishes the states ● Two or more lunch Menus about 3-5 dishes per state. ● Famous desserts of the states ● Famous regional dishes of states ● Preparation of various breads & bun <p>Note: For focused inputs Regional Theme Lunches/ Festivals may be organized as a part of activity-based learning.</p>	30
Suggested Evaluation Methods		
<p>Internal Assessment:</p> <p>➤ Theory</p> <ul style="list-style-type: none"> ● Class Participation: 05 ● Seminar/presentation/assignment/quiz/class test etc.:05 ● Mid-Term Exam: 10 <p>➤ Practicum</p> <ul style="list-style-type: none"> ● Class Participation: 00 ● Seminar/Demonstration/Viva-voce/Lab records etc.:10 ● Mid-Term Exam: NA 		<p>End Term Examination:</p> <p>50</p> <p>20</p>
Part C-Learning Resources		
<p>Recommended Books/e-resources/LMS:</p> <ul style="list-style-type: none"> ○ Quantity Food Production Op. and Indian Cuisine – Parvinder S Bali, Oxford University Press ○ A Taste of India By Madhur Jafferey - John Wiley & Sons ○ Indian Gastronomy – Manjit Gill, DK Publishers ○ Punjabi Cuisine – Manjit Gill ○ My Great India Cook Book – Vikas Khanna 		

Session: 2024-25			
Part A – Introduction			
Subject	Bachelor of Vocation in Hospitality Management		
Semester	IV		
Name of the Course	Food & Beverage Service Management - I		
Course Code	B23-HMG-402		
Course Type: (CC/MCC/MDC/CC- M/DSEC/VOC/DSE/PC/AEC/VA C)	CC-B4		
Level of the course (As per Annexure-I)	100-199		
Pre-requisite for the course (if any)	Senior Secondary (10+2)		
Course Learning Outcomes (CLO):	<p>After completing this course, the learner will be able to:</p> <ol style="list-style-type: none"> 1. Gain Knowledge of Bar, bar menu, & bar licenses. 2. Understanding about wines, wines service and their storage. 3. Creating awareness about beers, their production & other fermented alcoholic beverages. 4. Remember the concept various Distilled Alcoholic Beverages & cocktails. 5. To impart practical knowledge about service of wines and other alcoholic beverages. 		
Credits	Theory	Practical	Total
	3	1	4
Contact Hours	3	2	5
Max. Marks:100 Internal Assessment Marks:20(T)+10(P)=30 End Term Exam Marks:50(T)+20(P)=70		Time:3hrs (T) 4hrs(P)	
Part B- Contents of the Course			

Instructions for Paper- Setter : The examiner will set nine questions in all, selecting two questions from each unit and one compulsory.

Instructions for the Candidate: The candidates will attempt five questions in all, selecting one question from each unit and the compulsory question as well.

Unit	Topics	Contact Hours
I	Basics of Bar: Introduction to bar, bar types, Layout of bar area & bar counter, bar stocks maintenance, Equipment's Used in bar, bar Licenses, Staffing, job description, job specification, understanding Bar Menus.	10
II	Alcoholic Beverages: Wines – Introduction, Classification, Brief Description & manufacturing process, Major Indian and International Brands. Glasses and equipment, Storage and service of wine	12
III	Beers: Introduction, Ingredients Used, Production, Types and brands, Indian and International. Services, bottled, canned and dought beers. Other Fermented & Brewed Beverages: Sake, Cider, Perry. Tobacco: Types, Production, Brands & Service – Indian and International	11
IV	Distilled Alcoholic Beverages: Introduction to Spirits (Whisky, Brandy, Rum, Vodka, Gin & Tequila), Spirits- Types, Production, Brands Indian and International & Service, Introduction & history of Cocktails, Types & Preparation, Classic Cocktails recipes.	12
V	FOOD & BEVERAGE SERVICE MANAGEMENT - I (PRACTICAL) <ul style="list-style-type: none"> • Service of Alcoholic Beverages: Wines, Spirits. • Opening & closing of wines corks (Champagne, Red & White wines) • Service of Spirits & Liqueurs • Bar setup and operations • Service of Cigars & cigarettes • Service of Beer, Other Fermented & Brewed Beverages • Service of Sparkling, Aromatized, Fortified, Still Wines. • Set up a table with Prepared Menu with wines 	30
Suggested Evaluation Methods		

<p>Internal Assessment:</p> <p>➤ Theory</p> <ul style="list-style-type: none"> ● Class Participation: 05 ● Seminar/presentation/assignment/quiz/class test etc.:05 ● Mid-Term Exam: 10 <p>➤ Practicum</p> <ul style="list-style-type: none"> ● Class Participation: 00 ● Seminar/Demonstration/Viva-voce/Lab records etc.:10 ● Mid-Term Exam: NA 	<p>End Term Examination:</p> <p style="text-align: center;">50</p> <p style="text-align: center;">20</p>
<p>Part C-Learning Resources</p>	
<p>Recommended Books/e-resources/LMS:</p> <ul style="list-style-type: none"> ● Sara J. Kadolph and Anna L. Langford. <i>Textiles</i>. Eight Edition. (1993), Cataloging Publications. ● Bernard P. Corbman. <i>Textiles Fiber to Fabric</i>. McGraw. Hill International Editions, (1993), Cataloging Publications. ● William S. Murphy. <i>Fabric Science</i>. 2003 (Abhishek Publications) ● Vilencky. <i>Textile Science</i>. CBS Publishers, New Delhi. ● Mishra S.P. <i>A Text Book of Fiber Science and Technology</i>. New Delhi. ● Pizzoto's J.J. <i>Fabric Science</i>. Four Child Publication, New York. 	

Session: 2024-25			
Part A – Introduction			
Subject	Bachelor of Vocation in Hospitality Management		
Semester	IV		
Name of the Course	Accommodation Management - I		
Course Code	B23-HMG-403		
Course Type: (CC/MCC/MDC/CC-M/DSEC/VOC/DSE/PC/AEC/VAC)	CC-C4		
Level of the course (As per Annexure-I)	100-199		
Pre-requisite for the course (if any)	Senior Secondary (10+2)		
Course Learning Outcomes (CLO):	<p>After completing this course, the learner will be able to:</p> <ol style="list-style-type: none"> 1. Creating awareness about accommodation sector and hotel chains. 2. Developing an understanding of guest accommodation and changing trends in housekeeping. 3. Remember the basic concept of horticulture/flower arrangement/pest control and waste management. 4. Creating basic understanding of housekeeping personnel management. 5. To impart practical knowledge about accommodation sector, flower management, staff etiquettes. 		
Credits	Theory	Practical	Total
	3	1	4
Contact Hours	3	2	5
Max. Marks:100 Internal Assessment Marks:20(T)+10(P)=30 End Term Exam Marks:50(T)+20(P)=70		Time:3hrs (T) 4hrs(P)	

Part B- Contents of the Course

Instructions for Paper- Setter : The examiner will set nine questions in all, selecting two questions from each unit and one compulsory.

Instructions for the Candidate: The candidates will attempt five questions in all, selecting one question from each unit and the compulsory question as well.

Unit	Topics	Contact Hours
I	<p>Accommodation Sector: - Introduction, Concept, and its need, various types of accommodation. Organization Structure of Hotels; Origin, growth and development of Hotel Sector in India (ITC, The Taj Group, The Oberoi Group), Foreign Hotel Chains in India – Hilton, Marriott, Hyatt</p>	10
II	<p>The Guest Accommodation: Guestrooms name list patters, layout, salient features, amenities, supplies and service, bathroom layout and supplies, floor pantries layout and description. Changing trends in Housekeeping: Introduction, Hygiene and sanitation, eco-friendly practices, outsourcing, IT-savvy housekeeping</p>	11
III	<p>Horticulture and Flower Arrangement: Introduction and essential components of horticulture, flower arrangement in hotel, designing flower arrangement. Pest control and Waste Management: type of pest, pest control, threshold level, integrated pest management, waste management, collection, segregation and disposal of waste, recycling, biogas plants.</p>	12
IV	<p>Managing housekeeping personnel: Introduction, documents for personnel management, determining staff strength, recruitment, selection, hiring, scheduling, performance appraisal, employee welfare and discipline.</p>	12

V	ACCOMMODATION MANAGEMENT- I (PRACTICAL) <ol style="list-style-type: none"> 1. Guest room inspection 2. Understanding different checklist and records. 3. Understanding Personal Hygiene Grooming Standards 4. Understanding layout and structure of housekeeping. 5. Cleaning of various public and back areas. 6. Familiarization with equipment and tools 7. DO'S and Don'ts for new entrants/employees in the front office 8. Hotel terminology. 9. Guest handling, Guest request, Guest complaints 10. Standard operating procedure- skill oriented task (e.g. cleaning and polishing glass, brass etc). 	30
Suggested Evaluation Methods		
Internal Assessment: <ul style="list-style-type: none"> ➤ Theory <ul style="list-style-type: none"> ● Class Participation: 05 ● Seminar/presentation/assignment/quiz/class test etc.:05 ● Mid-Term Exam: 10 ➤ Practicum <ul style="list-style-type: none"> ● Class Participation: 00 ● Seminar/Demonstration/Viva-voce/Lab records etc.:10 ● Mid-Term Exam: NA 		End Term Examination: 50 20
Part C-Learning Resources		
Recommended Books/e-resources/LMS: <ul style="list-style-type: none"> ● Andrews, S. (2017). Hotel Housekeeping: A Training Manual. McGraw Hill Education; Third edition. ● Andrews, S. (2017). Hotel Front Office: A Training Manual. McGraw Hill Education; Third edition. ● Bardi, A. J. (2012). Hotel Front Office Management. Wiley India Pvt Ltd; Fifth edition. ● Bhakta, A. (2011). Professional Hotel Front Office Management. McGraw Hill Education. ● Bhatnagar, S. K. (2011). Front Office Management. Frank Bros. ● Ganguly, P. (2019). Housekeeping Management in Hotel and Service Industry. Dreamtech Press. ● Jagmohan, N. (2013). Housekeeping (Theory and Practices). S Chand & Company. ● Raghubalan, G., Raghubalan, S. (2015). Hotel Housekeeping: Operations and Management. Oxford University Press India; 3 edition. ● Tewari, J. (2016). Hotel Front Office: Operations and Management. Oxford University Press; Second edition. ● Yadav, M. K. (2014). Hotel Front Office- Management & Operations. Aman Publications; 2 edition. 		