File Ref.No.5569/GA - IV - J1/2013/CU

UNIVERSITY OF CALICUT

<u>Abstract</u>

General & Academic IV - Faculty of Science - Scheme and Syllabus of B.Sc Hotel Management and Catering Science Honours Programme-in tune with the CUFYUGP Regulations 2024, with effect from 2024 admission - Approved - Orders Issued

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G & A - IV - J

U.O.No. 13479/2024/Admn   Dated, Calicut University.P.O, 03.09.2024

Read:-1. U.O.No. 3103/2024/Admn dated 22/02/2024.

2. Minutes of the online meeting of the Board of Studies in Catering Science & Hotel Management (Single board) held on 18/06/2024

3. Remarks of the Dean, Faculty of Science dated 06/07/2024

4. Orders of the Vice Chancellor in the file of even No and dated 29/08/2024

ORDER

1. The Regulations of the Calicut University Four Year UG Programmes (CUFYUGP Regulations 2024) for Affiliated Colleges, has been implemented with effect from 2024 admission onwards, vide paper read as (1).

2. The Board of Studies in Catering Science & Hotel Management (Single board) vide paper read as (2), has approved the Scheme and Syllabus of B.Sc Hotel Management and Catering Science Honours Programme in tune with CUFYUGP Regulations 2024, with effect from 2024 admission.

3. The Dean, Faculty of Science vide paper read as (3), has approved the minutes of the meeting of the Board of Studies in Catering Science & Hotel Management (Single board) .

4. Considering the urgency, the Vice Chancellor has approved the minutes of the meeting of Board of Studies in Catering Science & Hotel Management (Single board) and accorded sanction to implement the Scheme and Syllabus of B.Sc Hotel Management and Catering Science Honours Programme in tune with CUFYUGP Regulations 2024, with effect from 2024 admissions, exercising the powers as per clause 10(13) of Calicut University Act 1975.

5. The Scheme and Syllabus of B.Sc Hotel Management and Catering Science Honours Programme in tune with CUFYUGP Regulations 2024 is therefore implemented with effect from 2024 admission.

Orders are issued accordingly. (Syllabus appended)

Ajayakumar T.K

Assistant Registrar

To

Principals of all Affiliated Colleges

Copy to: Copy to: PS to VC/PA to PVC/ PA to Registrar/PA to CE/JCE I/JCE II/JCE IV/DoA/EX and EG Sections/GA I F/CHMK Library/SUVEGA/SF/DF/FC

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Section Officer

UNIVERSITY OF CALICUT

B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE HONOURS
(MAJOR, MINOR AND GENERAL FOUNDATION COURSES)

SYLLABUS & MODEL QUESTION PAPERS
w.e.f. 2024 admission onwards

(CUFYUGP Regulations 2024)

**B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE HONOURS
(MAJOR, MINOR AND GENERAL FOUNDATION COURSES)**

SYLLABUS

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Introduction to B.Sc. Hotel Management and Catering Science

The B.Sc. in Hotel Management and Catering Science is a comprehensive four-year undergraduate program offered by the University of Calicut, designed to equip students with the essential skills and knowledge needed to excel in the dynamic hospitality industry. This program combines theoretical knowledge with practical training, ensuring graduates are well-prepared for a variety of roles within the sector.

Curriculum Overview:

The curriculum is meticulously crafted to cover all aspects of hotel management and catering science. It begins with foundational courses in hospitality management, catering science, and food production, providing students with a strong base in the principles and practices of the industry. As students progress, they delve deeper into specialized areas such as front office management, housekeeping, food and beverage service, and event management. Advanced courses in financial management, marketing, human resource management, and entrepreneurship prepare students for leadership roles.

Practical Training:

One of the program's highlights is its emphasis on practical training. Students gain hands-on experience through internships, industrial training, and on-campus practical sessions. This real-world exposure is invaluable, allowing students to apply their classroom learning in actual hospitality settings. The university collaborates with leading hotels, resorts, and catering companies, providing students with opportunities to work alongside industry professionals.

Career Opportunities:

Graduates of this program have a wide range of career opportunities available to them. They can pursue roles such as hotel managers, event planners, catering managers, front office executives, and food and beverage directors. The skills acquired during the program also enable graduates to start their own hospitality ventures or pursue further studies and specializations.

Holistic Development:

In addition to academic and practical training, the program emphasizes the holistic development of students. Courses in communication skills, personality development, and customer service are integrated into the curriculum to ensure students are well-rounded professionals. Extracurricular activities, workshops, and seminars further enhance their learning experience.

PROGRAMME OUTCOMES (PO):

At the end of the graduate programme at Calicut University, a student would:

PO1	**Knowledge Acquisition:** Demonstrate a profound understanding of knowledgetrends and their impact on the chosen discipline of study.
PO2	**Communication, Collaboration, Inclusiveness, and Leadership:** Become a team player who drives positive change through effective communication, collaborative acumen, transformative leadership, and a dedication to inclusivity.
PO3	**Professional Skills:** Demonstrate professional skills to navigate diverse career paths with confidence and adaptability.
PO4	**Digital Intelligence:** Demonstrate proficiency in varied digital and technological tools to understand and interact with the digital world, thus effectively processing complex information.
PO5	**Scientific Awareness and Critical Thinking:** Emerge as an innovative problem-solver and impactful mediator, applying scientific understanding and critical thinking to address challenges and advance sustainable solutions.
PO6	**Human Values, Professional Ethics, and Societal and Environmental Responsibility**: Become a responsible leader, characterized by an unwavering commitment to human values, ethical conduct, and a fervent dedication to the well-being of society and the environment.
PO7	**Research, Innovation, and Entrepreneurship:** Emerge as a researcher and entrepreneurial leader, forging collaborative partnerships with industry, academia, and communities to contribute enduring solutions for local, regional, and global development.

PROGRAMME SPECIFIC OUTCOMES (PSO):

At the end of the B.Sc. Hotel Management and Catering Science Honoursprogramme at Calicut University, a student would:

PSO1	**Proficient Food Production Skills:** Graduates will demonstrate advanced proficiency in food production techniques, including both basic and advanced methods, ensuring they can effectively contribute to culinary operations in various hospitality settings.
PSO2	**Comprehensive Service Management**: Students will acquire a comprehensive understanding of food and beverage (F&B) service, accommodation operations, and front office management, enabling them to oversee and manage diverse service aspects within the hospitality industry.
PSO3	**Hygiene and Safety Standards Adherence:** Graduates will exhibit a thorough knowledge of hygiene and sanitation practices, as well as food safety and quality standards, ensuring compliance with regulatory requirements and maintaining high standards of cleanliness and safety in hospitality operations.
PSO4	**Strategic Management Competence**: Upon completion of the program, students will possess the necessary skills to analyze management concepts, consumer behavior, and the hospitality business environment, enabling them to make informed strategic decisions and effectively manage hospitality businesses.
PSO5	**Financial Acumen:** Graduates will demonstrate proficiency in hotel accounting principles, ensuring they can effectively manage financial aspects of hospitality operations, including budgeting, cost control, and revenue management.
PSO6	**Professional Exposure and Research Aptitude:** Through industrial exposure training or research projects, students will gain practical experience in real-world hospitality settings or develop research skills in hotel management, preparing them for successful careers or further academic pursuits in the field.

MINIMUM CREDIT REQUIREMENTS OF THE DIFFERENT PATHWAYS
IN THE THREE-YEAR PROGRAMME IN CUFYUGP

Sl. No.	Academic Pathway	Major	Minor/ Other Disciplines	Foundation Courses AEC: 4 MDC: 3 SEC: 3 VAC: 3	Intern -ship	Total Credits	Example
		Each course has 4 credits		Each course has 3 credits			
1	Single Major (A)	68 (17 courses)	24 (6 courses)	39 (13 courses)	2	133	Major: Physics + six courses in different disciplines in different combinations
2	Major (A) with Multiple Disciplines (B, C)	68 (17 courses)	12 + 12 (3 + 3 = 6 courses)	39 (13 courses)	2	133	Major: Physics + Mathematics and Chemistry
3	Major (A) with Minor (B)	68 (17 courses)	24 (6 courses)	39 (13 courses)	2	133	Major: Physics Minor: Mathematics
4	Major (A) with Vocational Minor (B)	68 (17 courses)	24 (6 courses)	39 (13 courses)	2	133	Major: Physics Minor: Data Analysis
5	Double Major (A, B)	A: 48 (12 courses) B: 44 (11 courses)	- The 24 credits in the Minor stream are distributed between the two Majors. 2 MDC, 2 SEC, 2 VAC and the Internship should be in Major A. Total credits in Major A should be 48 + 20 = 68 (50% of 133) 1 MDC, 1 SEC and 1 VAC should be in Major B. Total credits in Major B should be 44 + 9 = 53 (40% of 133)	12 + 18 + 9	2	133	Physics and Mathematics double major
	Exit with UG Degree / Proceed to Fourth Year with 133 Credits						

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B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE HONOURS

COURSE STRUCTURE FOR PATHWAYS 1 – 4

1. Single Major

2. Major with Multiple Disciplines

3. Major with Minor

4. Major with Vocational Minor

Semester	Course Code	Course Title	Total Hours	Hours/ Week	Credits	Marks		
						Internal	External	Total
1	BHC1CJ 101/ BHC1MN 100	Core Course 1 in Major –**Basics in Food Production**	75	5	4	30	70	100
		Minor Course 1	60/ 75	4/ 5	4	30	70	100
		Minor Course 2	60/ 75	4/ 5	4	30	70	100
	ENG1FA 101(2)	Ability Enhancement Course 1– English	60	4	3	25	50	75
		Ability Enhancement Course 2 – Additional Language	45	3	3	25	50	75
		Multi-Disciplinary Course 1- other than Major	45	3	3	25	50	75
		Total		**23/ 25**	**21**			**525**
2	BHC2CJ 101/ BHC2MN 100	Core Course 2 in Major –**Advanced Food Production**	75	5	4	30	70	100
		Minor Course 3	60/ 75	4/ 5	4	30	70	100
		Minor Course 4	60/ 75	4/ 5	4	30	70	100
	ENG2FA 103(2)	Ability Enhancement Course 3– English	60	4	3	25	50	75
		Ability Enhancement Course 4 – Additional Language	45	3	3	25	50	75

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Sem	Course Code	Course Title						
		Multi-Disciplinary Course 2 – other than Major	45	3	3	25	50	75
		Total		**23/ 25**	**21**			**525**
3	BHC 3CJ 201	Core Course 3 in Major –**Basics of Food &Beverage Service**	60	4	4	30	70	100
	BHC 3CJ 202/ BHC 3MN200	Core Course 4 in Major –**Basic Accommodation Operation**	75	5	4	30	70	100
		Minor Course 5	60/ 75	4/ 5	4	30	70	100
		Minor Course 6	60/ 75	4/ 5	4	30	70	100
		Multi-Disciplinary Course 3 – Kerala Knowledge System	45	3	3	25	50	75
	ENG3FV 108(2)	Value-Added Course 1 – English	45	3	3	25	50	75
		Total		**23/ 25**	**22**			**550**
4	BHC 4CJ 203	Core Course 5 in Major **– Advanced Food & Beverage Service**	75	5	4	30	70	100
	BHC 4CJ 204	Core Course 6 in Major –**Advanced Accommodation Operation**	75	5	4	30	70	100
	BHC 4CJ 205	Core Course 7 in Major **– Front Office Management**	75	5	4	30	70	100
	ENG4FV 109(2)	Value-Added Course 2 – English	45	3	3	25	50	75
		Value-Added Course 3 – Additional Language	45	3	3	25	50	75
	ENG4FS 111(2)	Skill Enhancement Course 1 – English	60	4	3	25	50	75
		Total		**25**	**21**			**525**
5	BHC 5CJ 301	Core Course 8 in Major –**Rooms Division Management**	75	5	4	30	70	100

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	BHC 5CJ 302	Core Course 9 in Major –**Bakery and Confectionery**	75	5	4	30	70	100
	BHC 5CJ 303	Core Course 10 in Major – **Hygiene and Sanitation**	60	4	4	30	70	100
		Elective Course 1 in Major	60	4	4	30	70	100
		Elective Course 2 in Major	60	4	4	30	70	100
		Skill Enhancement Course 2	45	3	3	25	50	75
		Total		**25**	**23**			**575**
6	BHC 6CJ 304/ BHC 8MN304	Core Course 11 in Major – **Facility Planning**	75	5	4	30	70	100
	BHC 6CJ 305/ BHC 8MN305	Core Course 12 in Major–**Food Science and Nutrition**	75	5	4	30	70	100
	BHC 6CJ 306/ BHC 8MN306	Core Course 13 in Major – **Food Safety and Quality**	60	4	4	30	70	100
		ElectiveCourse 3 in Major	60	4	4	30	70	100
		ElectiveCourse 4 in Major	60	4	4	30	70	100
	BHC 6FS 113	Skill Enhancement Course 3	45	3	3	25	50	75
	BHC 6CJ 349	**Internship** in Major (Credit for internship to be awarded only at the end of Semester 6)	60		2	50	-	50
		Total		**25**	**25**			**625**
Total Credits for Three Years					**133**			**3325**
7	BHC 7CJ 401	Core Course 14 in Major – **Management Concepts**	75	5	4	30	70	100

	Code	Title						
	BHC 7CJ 402	Core Course 15 in Major –**Consumer Behaviour**	75	5	4	30	70	100
	BHC 7CJ 403	Core Course 16 in Major – **Hospitality Business Environment**	75	5	4	30	70	100
	BHC 7CJ 404	Core Course 17 in Major –**Hospitality Advertising Management**	75	5	4	30	70	100
	BHC 7CJ 405	Core Course 18 in Major –**Hotel Accounting**	75	5	4	30	70	100
		Total		**25**	**20**			**500**
8	BHC 8CJ 406/ BHC 8MN406	Core Course 19 in Major – **Internship in Hotel Industry**	120		12	90	210	300
	OR (instead of Internship (core-19) in Major)							
	BHC 8CJ 449	**Project** (in Honoursprogramme)	360*	13*	12	90	210	300
	BHC 8CJ 499	**Project** (in Honours with Research programme)	360*	13*	12	90	210	300
		Elective Course 5 in Major / Minor Course 7	60	4	4	30	70	100
		Elective Course 6 in Major / Minor Course 8	60	4	4	30	70	100
		Elective Course 7 in Major / Minor Course 9 / Major Course in any Other Discipline	60	4	4	30	70	100
	OR (instead of Elective Course 7 in Major, in the case of Honours with Research Programme)							
	BHC 8CJ 489	**Research Methodology in Hotel Management**	60	4	4	30	70	100
		Total		**25**	**24**			**600**
Total Credits for Four Years				**177**				**4425**

DISTRIBUTION OF MAJOR COURSES IN HOTEL MANAGEMENT AND CATERING SCIENCE FOR PATHWAYS 1 – 4

1. Single Major
2. Major with Multiple Disciplines
3. Major with Minor
4. Major with Vocational Minor

Semester	Course Code	Course Title	Hours/ Week	Credits
1	BHC1CJ 101 / BHC1MN 100	Core Course 1 in Major – Basics in Food Production	5	4
2	BHC2CJ 101 / BHC2MN 100	Core Course 2 in Major – Advanced Food Production	5	4
3	BHC3CJ 201	Core Course 3 in Major – Basics of Food & Beverage Service	4	4
	BHC3CJ 202 / BHC3MN 200	Core Course 4 in Major – Basic Accommodation Operation	5	4
4	BHC4CJ 203	Core Course 5 in Major – Advanced Food & Beverage Service	5	4
	BHC4CJ 204	Core Course 6 in Major – Advanced Accommodation Operation	5	4
	BHC4CJ 205	Core Course 7 in Major – Front Office Management	5	4
5	BHC5CJ 301	Core Course 8 in Major – Rooms Division Management	5	4
	BHC5CJ 302	Core Course 9 in Major – Bakery and Confectionery	5	4
	BHC5CJ 303	Core Course 10 in Major – Hygiene and Sanitation	4	4
		Elective Course 1 in Major	4	4
		Elective Course 2 in Major	4	4

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6	BHC6CJ 304 / BHC8MN 304	Core Course 11 in Major – Facility Planning	5	4
	BHC6CJ 305 / BHC8MN 305	Core Course 12 in Major – Food Science and Nutrition	5	4
	BHC6CJ 306 / BHC8MN 306	Core Course 13 in Major – Food Safety and Quality	4	4
		Elective Course 3 in Major	4	4
		Elective Course 4 in Major	4	4
	BHC6CJ 349	Internship in Major	-	2
Total for the Three Years				**70**
7	BHC7CJ 401	Core Course 14 in Major – Management Concepts	5	4
	BHC7CJ 402	Core Course 15 in Major – Consumer Behaviour	5	4
	BHC7CJ 403	Core Course 16 in Major – Hospitality Business Environment	5	4
	BHC7CJ 404	Core Course 17 in Major – Hospitality Advertising Management	5	4
	BHC7CJ 405	Core Course 18 in Major – Hotel Accounting	5	4
	BHC8CJ 406	Core Course 19-21 Industrial Exposure Training	13	12
OR (instead of Core Courses 19 – 21 in Major)				
	BHC8CJ 449	Project (in Honours programme)	13	12

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	BHC8CJ 499	Project (in Honours with Research programme)	13	12
8				
		Elective Course 5 in Major	4	4
		Elective Course 6 in Major	4	4
		Elective Course 7 in Major	4	4
	OR (instead of Elective course 7 in Major, in Honours with Research programme)			
	BHC8CJ 489	Research Methodology in Hotel Management	4	4
Total for the Four Years				**114**

ELECTIVE COURSES IN HOTEL MANAGEMENT AND CATERING SCIENCE WITH SPECIALISATION

Group No.	Sl. No.	Course Code	Title	Semester	Total Hrs	Hrs/Week	Credits	Internal	External	Total
1			**FRONT OFFICE**							
	1	BHC5EJ 301(1)	Guest Relations Management.	5	60	4	4	30	70	100
	2	BHC5EJ 302(1)	Hotel Revenue Management	5	60	4	4	30	70	100
	3	BHC6EJ 301(1)	Cross Cultural Communication in Hospitality	6	60	4	4	30	70	100
	4	BHC6EJ 302(1)	Front office Etiquette and Protocols	6	60	4	4	30	70	100
2			**House Keeping**							
	1	BHC5EJ 303(2)	Laundry& linen room management	5	60	4	4	30	70	100
	2	BHC5EJ 304(2)	Interior designing	5	60	4	4	30	70	100
	3	BHC6EJ 303(2)	Floristry	6	60	4	4	30	70	100
	4	BHC6EJ 304(2)	Sustainable housekeeping operations	6	60	4	4	30	70	100
3			**FOOD & BEVERAGE PRODUCTION**							
	1	BHC5EJ 305(3)	Advanced Bakery and Confectionery Management	5	60	4	4	30	70	100
	2	BHC5EJ	Gardemanger	5	60	4	4	30	70	100

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		306(3)								
	3	BHC6EJ 305(3)	Kitchen Facility Planning	6	60	4	4	30	70	100
	4	BHC6EJ 306(3)	Butchery	6	60	4	4	30	70	100
4	FOOD & BEVERAGE SERVICE									
	1	BHC5EJ 305(4)	Wine management	5	60	4	4	30	70	100
	2	BHC5EJ 306(4)	Bar management	5	60	4	4	30	70	100
	3	BHC6EJ 305(4)	Food and beverage controls	6	60	4	4	30	70	100
	4	BHC6EJ 306(4)	Buffet and banquet management	6	60	4	4	30	70	100

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ELECTIVE COURSES IN HOTEL MANAGEMENT AND CATERING SCIENCE WITH NO SPECIALISATION

Sl. No.	Course Code	Title	Semester	Total Hrs	Hrs/ Week	Credits	Marks		
							Internal	External	Total
1	BHC5EJ 307	Front Office Operations	5	60	4	4	30	70	100
2	BHC6EJ 307	House keeping Operations	6	60	4	4	30	70	100
3	BHC6EJ 308	Food and Beverage Operations	6	60	4	4	30	70	100
4	BHC8EJ 401	Personality Development and Life Skills	8	60	4	4	30	70	100
5	BHC8EJ 402	Hospitality Business	8	60	4	4	30	70	100
6	BHC8EJ 403	Entrepreneurship Management in Hospitality	8	60	4	4	30	70	100

GROUPING OF MINOR COURSES IN HOTEL MANAGEMENT AND CATERING SCIENCE

(Title of the Minor: **TOURISM MANAGEMENT***)

Group No.	Sl. No.	Course Code	Title	Semester	Total Hrs	Hrs/ Week	Credits	Marks		
								Internal	External	Total
1			**TRAVEL AND TOURISM**							
	1	BHC1MN 101	Tourism Concepts	1	75	5	4	30	70	100
	2	BHC2MN 101	Travel Agency and Tour Operation	2	75	5	4	30	70	100
	3	BHC3MN 201	Airline Catering Operations	3	75	5	4	30	70	100
	4	BHC8MN 401	Tourism Products	8	75	5	4	30	70	100
2			**BUSINESS ADMINISTRATION**							
	1	BHC1MN 102	Introduction to MICE and Event Management	1	75	5	4	30	70	100
	2	BHC2MN 102	Hospitality Marketing	2	75	5	4	30	70	100
	3	BHC3MN 202	Human Resource Management	3	75	5	4	30	70	100
	4	BHC8MN 401	Management Principles and Practices	8	75	5	4	30	70	100

*The Minor courses given in the table constitute an academic discipline distinctly different from the Major discipline. Hence, they can be offered to students who have taken BSc Hotel Management and Catering Science as the Major discipline in addition to the students from other Major disciplines.

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GROUPING OF VOCATIONAL MINOR COURSES IN HOTEL MANAGEMENT AND CATERING SCIENCE

(Title of the Vocational Minor: **CATERING SCIENCE (Vocational)**)

Group No.	Sl. No.	Course Code	Title	Seme ster	Total Hrs	Hrs/ Week	Cre dits	Marks		
								Inte rnal	Exte rnal	Total
1			**FUNDAMENTALS OF CATERING SCIENCE**							
	1	BHC1VN 101	Introduction to Catering Science	1	75	5	4	30	70	100
	2	BHC2VN 101	Culinary Techniques and Fundamentals	2	75	5	4	30	70	100
	3	BHC3VN 201	Gastronomy and Food Science	3	75	5	4	30	70	100
	4	BHC8VN 301	Menu Planning and Design for Events	8	60	4	4	30	70	100
2			**HOSPITALITY MANAGEMENT FOUNDATIONS**							
	1	BHC1VN 102	Food and Beverage Management	1	75	5	4	30	70	100
	2	BHC2VN 102	Hospitality Entrepreneurship	2	75	5	4	30	70	100
	3	BHC3VN 202	Event Catering and Banquet Operations	3	75	5	4	30	70	100
	4	BHC8VN 302	Food Safety and Sanitation Management	8	60	4	4	30	70	100

(i). Students in Single Major pathway can choose course/courses from any of the Minor/ Vocational Minor groups offered by a discipline other than their Major discipline.

(ii). Students in Major with Multiple Disciplines pathway can choose all the six courses from any one of the Minor/ Vocational Minor groups offered by any discipline, including their Major discipline. The minor provided by Hotel Management and Catering Science is offering a new discipline as Minor, so that the students may get a liberty to choose another area in their future studies and research. If the students choose any one of the Minor/ Vocational Minor groups in Hotel

Management and Catering Science as given above, then the title of the group will be the title of that multiple discipline.

(iii).   Students in Major with Minor pathway can choose all the courses from any two Minor groups offered by any discipline. If the students choose any two Minor groups in Hotel Management and Catering Science as given above, then the title of the Minor will be **Tourism Management.**

(iv).   Students in Major with Vocational Minor pathway can choose all the courses from any two Vocational Minor groups offered by any discipline. If the students choose any two Vocational Minor groups in Hotel Management and Catering Science as given above, then the title of the Vocational Minor will be **Vocational Hotel Management and Catering Science.**

DISTRIBUTION OF GENERAL FOUNDATION COURSES IN HOTEL MANAGEMENT AND CATERING SCIENCE

Semester	Course Code	Course Title	Total Hours	Hours/ Week	Credits	Marks		
						Internal	External	Total
1	BHC1FM 105	Multi-Disciplinary Course 1 – Event Management	45	3	3	25	50	75
2	BHC2FM 106	Multi-Disciplinary Course 2 – Service Marketing	45	3	3	25	50	75
3	BHC3FV 108	Value-Added Course 1 – Global Hospitality Trends	45	3	3	25	50	75
4	BHC4FV 110	Value-Added Course 2 – Sustainability and Green Practices in Hospitality	45	3	3	25	50	75
5	BHC5FS 112	Skill Enhancement Course 2 – Hospitality Communication	45	3	3	25	50	75
6	BHC6FS 113	Skill Enhancement Course 3 – Principles of Food Science	45	3	3	25	50	75

EVALUATION SCHEME

1. The evaluation scheme for each course contains two parts: internal evaluation (about 30%) and external evaluation (about 70%). Each of the Major and Minor courses is of 4-credits. It is evaluated for 100 marks, out of which 30 marks is from internal evaluation and 70 marks, from external evaluation. Each of the General Foundation course is of 3-credits. It is evaluated for 75 marks, out of which 25 marks is from internal evaluation and 50 marks, from external evaluation.

2. The 4-credit courses (Major and Minor courses) are of two types: (i) courses with only theory and (ii) courses with 3-credit theory and 1-credit practical.

   - In 4-credit courses with only theory component, out of the total 5 modules of the syllabus, one open-ended module with 20% content is designed by the faculty member teaching that course, and it is internally evaluated for 10 marks. The internal evaluation of the remaining 4 theory modules is for 20 marks.

   - In 4-credit courses with 3-credit theory and 1-credit practical components, out of the total 5 modules of the syllabus, 4 modules are for theory and the fifth module is for practical. The practical component is internally evaluated for 20 marks. The internal evaluation of the 4 theory modules is for 10 marks.

3. All the 3-credit courses (General Foundational Courses) in Hotel Management and Catering Science are with only theory component. Out of the total 5 modules of the syllabus, one open-ended module with 20% content is designed by the faculty member teaching that course, and it is internally evaluated for 5 marks. The internal evaluation of the remaining 4 theory modules is for 20 marks.

Sl. No.	Nature of the Course		Internal Evaluation in Marks (about 30% of the total)		External Exam on 4 modules (Marks)	Total Marks
			Open-ended module / Practical	On the other 4 modules		
1	4-credit course	only theory (5 modules)	10	20	70	100
2	4-credit course	Theory (4 modules) + Practical	20	10	70	100
3	3-credit course	only theory (5 modules)	5	20	50	75

1. MAJOR AND MINOR COURSES

1.1. INTERNAL EVALUATION OF THEORY COMPONENT

Sl. No.	Components of Internal Evaluation of Theory Part of a Major / Minor Course	Internal Marks for the Theory Part of a Major / Minor Course of 4-credits			
		Theory Only		Theory + Practical	
		4 Theory Modules	Open-ended Module	4 Theory Modules	Practical
1	Test paper/ Mid-semester Exam	10	4	5	-
2	Seminar/ Viva/ Quiz	6	4	3	-
3	Assignment	4	2	2	-
		20	10	10	20[*]
	Total	30		30	

[*] Refer the table in section 1.2 for the evaluation of practical component

1.2. EVALUATION OF PRACTICAL COMPONENT

The evaluation of practical component in Major and Minor courses is completely by internal evaluation.

- Continuous evaluation of practical by the teacher-in-charge shall carry a weightage of 50%.

- The end-semester practical examination and viva-voce, and the evaluation of practical records shall be conducted by the teacher in-charge and an internal examiner appointed by the Department Council.

- The process of continuous evaluation of practical courses shall be completed before 10 days from the commencement of the end-semester examination.

- Those who passed in continuous evaluation alone will be permitted to appear for the end-semester examination and viva-voce.

The scheme of continuous evaluation and the end-semester examination and viva-voce of practical component shall be as given below:

Sl. No.	Evaluation of Practical Component of Credit-1 in a Major / Minor Course	Marks for Practical	Weightage
1	Continuous evaluation of practical/ exercise performed in practical classes by the students	10	50%
2	End-semester examination and viva-voce to be conducted by teacher-in-charge along with an additional examiner arranged internally by the Department Council	7	35%
3	Evaluation of the Practical records submitted for the end semester viva–voce examination by the teacher-in-charge and additional examiner	3	15%
	Total Marks	20	

1.3. EXTERNAL EVALUATION OF THEORY COMPONENT

External evaluation carries 70% marks. Examinations will be conducted at the end of each semester. Individual questions are evaluated in marks and the total marks are converted into grades by the University based on 10-point grading system (refer section 5).

PATTERN OF QUESTION PAPER FOR MAJOR AND MINOR COURSES

Duration	Type	Total No. of Questions	No. of Questions to be Answered	Marks for Each Question	Ceiling of Marks
2 Hours	Short Answer	10	8 – 10	3	24
	Paragraph/ Problem	8	6 – 8	6	36
	Essay	2	1	10	10
				Total Marks	70

2. INTERNSHIP

- All students should undergo Internship of 2-credits during the first six semesters in a firm, industry or organization. The training will be provided to students in between the 2nd and 3rd semester (during the semester gap) and 4th Semester and 5th Semester (During the semester gap) and training during the 6th semester. All together it will be of 90 days and with 2 credits. The student who under go the training need to submit an Industrial Exposure Training Project with training certificate to the department for external evaluation. For the IET for Honours students, they can go during the eight semester.

- Internship can be for enhancing the employability of the student or for developing the research aptitude.

- Internship can involve hands-on training on a particular skill/ equipment/ software..

- A faculty member/ scientist/ instructor of the respective institution, where the student does the Internship, should be the supervisor of the Internship.

2.1. GUIDELINES FOR INTERNSHIP

1. Internship should be in Hotel Management and Catering Science.

2. There should be minimum 90 days of engagement from the student in the Internship for 3 year degree students (those who quite at the end of third year). For the Honours students they have to do the 90 days internship as well the Industrial Exposure Training mentioned in the eight semester for a duration of minimum of 120 days with maximum 12 credits.

3. Summer vacations and other holidays can be used for completing the Internship.

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4. In BSc. Hotel Management and Catering Scienceprogramme, training different departments of a star category hotel is a requirement for the completion of Internship.

5. The students should make regular and detailed entries in to a personal log book through the period of Internship. The log book will be a record of the progress of the Internship and the time spent on the work, and it will be useful in writing the final report. It may contain work training department details, work details, responsibility assigned details etc. All entries should be dated. The Internship supervisor should periodically examine and countersign the log book.

6. The log book and the typed IET report must be submitted at the end of the Internship.

7. The institution at which the Internship will be carried out should be prior-approved by the Department Council of the college where the student has enrolled for the UG Honoursprogramme.

2.2. EVALUATION OF INTERNSHIP

- The evaluation of Internship shall be done at the end of 6th semester a Viva-Voce will be conduced based on the report submitted by an external examiner.

- The credits and marks for the Internship will be awarded only at the end of semester 6.

- The scheme of continuous evaluation and the end-semester viva-voce examination based on the submitted report shall be as given below:

Sl. No.	Components of Evaluation of Internship		Marks for Internship 2 Credits	Weightage
1	Continuous evaluation of internship through interim presentations and reports by the committee internally constituted by the Department Council	Acquisition of skill set	10	40%
2		Interim Presentation and Viva-voce	5	
3		Punctuality and Log Book	5	
4	Report of Institute Visit/ Study Tour		5	10%
5	End-semester viva-voce examination to be conducted by the external appointed by the Department Council	Quality of the work	6	35%
6		Presentation of the work	5	
7		Viva-voce	6	
8	Evaluation of the day-to-day records, the report of internship supervisor, and final report submitted for the end semester viva–voce examination before the external appointed by the Department Council		8	15%
		Total Marks	50	

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3. PROJECT

3.1. PROJECT IN HONOURS PROGRAMME

- In Honoursprogramme, the student has the option to do a Project of 12-credits instead of three Core Courses in Major in semester 8.
- The Project can be done in the same institution/ any other higher educational institution (HEI)/ research centre/ training centre.
- The Project in Honoursprogramme can be a short research work or an extended internship or a skill-based training programme.
- A faculty member of the respective institution, where the student does the Project, should be the supervisor of the Project.

3.2. PROJECT IN HONOURS WITH RESEARCH PROGRAMME

- Students who secure 75% marks and above (equivalently, CGPA 7.5 and above) cumulatively in the first six semesters are eligible to get selected to Honours with Research stream in the fourth year.
- A relaxation of 5% in marks (equivalently, a relaxation of 0.5 grade in CGPA) is allowed for those belonging to SC/ ST/ OBC (non-creamy layer)/ Differently-Abled/ Economically Weaker Section (EWS)/ other categories of candidates as per the decision of the UGC from time to time.
- In Honours with Research programme, the student has to do a mandatory Research Project of 12-credits instead of three Core Courses in Major in semester 8.
- The approved research centres of University of Calicut or any other university/ HEI can offer the Honours with Research programme. The departments in the affiliated colleges under University of Calicut, which are not the approved research centres of the University, should get prior approval from the University to offer the Honours with Research programme. Such departments should have minimum two faculty members with Ph.D., and they should also have the necessary infrastructure to offer Honours with Research programme.
- A faculty member of the University/ College with a Ph.D. degree can supervise the research project of the students who have enrolled for Honours with Research. One such faculty member can supervise maximumfive students in Honours with Research stream.
- The maximum intake of the department for Honours with Research programme is fixed by the department based on the number of faculty members eligible for project supervision, and other academic, research, and infrastructural facilities available.

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- If a greater number of eligible students are opting for the Honours with Research programme than the number of available seats, then the allotment shall be based on the existing rules of reservations and merits.

3.3. GUIDELINES FOR THE PROJECT IN HONOURS PROGRAMME AND HONOURS WITH RESEARCH PROGRAMME

1. Project can be in Hotel Management discipline.
2. Project should be done individually.
3. Project work can be of experimental/ theoretical/ computational in nature.
4. There should be minimum 360 hrs. of engagement from the student in the Project work in Honoursprogramme as well as in Honours with Research programme.
5. There should be minimum 13 hrs./week of engagement (the hours corresponding to the three core courses in Major in semester 8) from the teacher in the guidance of the Project(s) in Honoursprogramme and Honours with Research programme.
6. The various steps in project works are the following:
   - Wide review of a topic.
   - Investigation on a problem in systematic way using appropriate techniques.
   - Systematic recording of the work.
   - Reporting the results with interpretation in a standard documented form.
   - Presenting the results before the examiners.
7. During the Project the students should make regular and detailed entries in to a personal log book through the period of investigation. The log book will be a record of the progress of the Project and the time spent on the work, and it will be useful in writing the final report. It may contain experimental conditions and results, ideas, mathematical expressions, rough work and calculation, computer file names etc. All entries should be dated. The Project supervisor should periodically examine and countersign the log book.
8. The log book and the typed report must be submitted at the end of the Project. A copy of the report should be kept for reference at the department. A soft copy of the report too should be submitted, to be sent to the external examiner in advance.
9. It is desirable, but not mandatory, to publish the results of the Project in a peer reviewed journal.
10. The project report shall have an undertaking from the student and a certificate from the research supervisor for originality of the work, stating that there is no plagiarism, and that the work has not been submitted for the award of any other degree/ diploma in the same institution or any other institution.

11. The project proposal, institution at which the project is being carried out, and the project supervisor should be prior-approved by the Department Council of the college where the student has enrolled for the UG Honoursprogramme.

3.4. EVALUATION OF PROJECT

- The evaluation of Project will be conducted at the end of the eighth semester by both internal and external modes.
- The Project in Honoursprogramme as well as that in Honours with Research programme will be evaluated for 300 marks. Out of this, 90 marks is from internal evaluation and 210 marks, from external evaluation.
- The internal evaluation of the Project work shall be done through continuous assessment mode by a committee internally constituted by the Department Council of the college where the student has enrolled for the UG Honoursprogramme. 30% of the weightage shall be given through this mode.
- The remaining 70% shall be awarded by the external examiner appointed by the University.
- The scheme of continuous evaluation and the end-semester viva-voce of the Project shall be as given below:

Components of Evaluation of Project	Marks for the Project (Honours/ Honours with Research)	Weightage
Continuous evaluation of project work through interim presentations and reports by the committee internally constituted by the Department Council	90	30%
End-semester viva-voce examination to be conducted by the external examiner appointed by the university	150	50%
Evaluation of the day-to-day records and project report submitted for the end-semester viva–voce examination conducted by the external examiner	60	20%
Total Marks	300	

INTERNAL EVALUATION OF PROJECT

Sl. No	Components of Evaluation of Project	Marks for the Project (Honours/ Honours with Research)
1	Skill in doing project work	30
2	Interim Presentation and Viva-Voce	20
3	Punctuality and Log book	20
4	Scheme/ Organization of Project Report	20
	Total Marks	90

EXTERNAL EVALUATION OF PROJECT

Sl. No	Components of Evaluation of Project	Marks for the Project (Honours/ Honours with Research) 12 credits
1	Content and relevance of the Project, Methodology, Quality of analysis, and Innovations of Research	50
2	Presentation of the Project	50
3	Project Report (typed copy), Log Book and References	60
4	Viva-Voce	50
	Total Marks	210

4. GENERAL FOUNDATION COURSES

- All the General Foundation Courses (3-credits) in Hotel Management and Catering Science are with only theory component.

4.1. INTERNAL EVALUATION

Sl. No.	Components of Internal Evaluation of a General Foundation Course in Hotel Management and Catering Science	Internal Marks of a General Foundation Course of 3-credits in Hotel Management and Catering Science	
		4 Theory Modules	Open-ended Module
1	Test paper/ Mid-semester Exam	10	2
2	Seminar/ Viva/ Quiz	6	2
3	Assignment	4	1
		20	5
	Total	25	

4.2. EXTERNAL EVALUATION

External evaluation carries about 70% marks. Examinations will be conducted at the end of each semester. Individual questions are evaluated in marks and the total marks are converted into grades by the University based on 10-point grading system (refer section 5).

PATTERN OF QUESTION PAPER FOR GENERAL FOUNDATION COURSES

Duration	Type	Total No. of Questions	No. of Questions to be Answered	Marks for Each Question	Ceiling of Marks
1.5 Hours	Short Answer	10	8 – 10	2	16
	Paragraph/ Problem	5	4 – 5	6	24
	Essay	2	1	10	10
				Total Marks	50

5. LETTER GRADES AND GRADE POINTS

- Mark system is followed for evaluating each question.

- For each course in the semester letter grade and grade point are introduced in 10-point indirect grading system as per guidelines given below.

- The Semester Grade Point Average (SGPA) is computed from the grades as a measure of the student's performance in a given semester.

- The Cumulative GPA (CGPA) is based on the grades in all courses taken after joining the programme of study.

- Only the weighted grade point based on marks obtained shall be displayed on the grade card issued to the students.

LETTER GRADES AND GRADE POINTS

Sl. No.	Percentage of Marks (Internal & External Put Together)	Description	Letter Grade	Grade Point	Range of Grade Points	Class
1	95% and above	Outstanding	O	10	9.50 – 10	First Class with Distinction
2	Above 85% and below 95%	Excellent	A+	9	8.50 – 9. 49	
3	75% to below 85%	Very Good	A	8	7.50 – 8.49	
4	65% to below 75%	Good	B+	7	6.50 – 7.49	First Class
5	55% to below 65%	Above Average	B	6	5.50 – 6.49	
6	45% to below 55%	Average	C	5	4.50 – 5.49	Second Class
7	35% to below 45% aggregate (internal and external put together) with a minimum of	Pass	P	4	3.50 – 4.49	Third Class

	30% in external valuation					
8	Below an aggregate of 35% or below 30% in external evaluation	Fail	F	0	0 – 3.49	Fail
9	Not attending the examination	Absent	Ab	0	0	Fail

- When students take audit courses, they will be given Pass (P) or Fail (F) grade without any credits.
- The successful completion of all the courses and capstone components prescribed for the three-year or four-year programme with 'P' grade shall be the minimum requirement for the award of UG Degree or UG Degree Honours or UG Degree Honours with Research, as the case may be.

5.1. COMPUTATION OF SGPA AND CGPA

- The following method shall be used to compute the Semester Grade Point Average (SGPA):

The SGPA equals the product of the number of credits (C_i) with the grade points (G_i) scored by a student in each course in a semester, summed over all the courses taken by a student in the semester, and then divided by the total number of credits of all the courses taken by the student in the semester,

i.e. $\text{SGPA } (S_i) = \Sigma_i \, (C_i \times G_i) \, / \, \Sigma_i \, (C_i)$

where C_i is the number of credits of the ith course and G_i is the grade point scored by the student in the ith course in the given semester. Credit Point of a course is the value obtained by multiplying the credit (C_i) of the course by the grade point (G_i) of the course.

$$\text{SGPA} = \frac{\text{Sum of the credit points of all the courses in a semester}}{\text{Total credits in that semester}}$$

ILLUSTRATION – COMPUTATION OF SGPA

Semester	Course	Credit	Letter Grade	Grade point	Credit Point (Credit x Grade)
I	Course 1	3	A	8	3 x 8 = 24
I	Course 2	4	B+	7	4 x 7 = 28
I	Course 3	3	B	6	3 x 6 = 18
I	Course 4	3	O	10	3 x 10 = 30
I	Course 5	3	C	5	3 x 5 = 15
I	Course 6	4	B	6	4 x 6 = 24
	Total	20			139
	SGPA				139/20 = 6.950

- The Cumulative Grade Point Average (CGPA) of the student shall be calculated at the end of a programme. The CGPA of a student determines the overall academic level of the student in a programme and is the criterion for ranking the students.

  CGPA for the three-year programme in CUFYUGP shall be calculated by the following formula.

  $$\text{CGPA} = \frac{\text{Sum of the credit points of all the courses in six semesters}}{\text{Total credits in six semesters (133)}}$$

  CGPA for the four-year programme in CUFYUGP shall be calculated by the following formula.

  $$\text{CGPA} = \frac{\text{Sum of the credit points of all the courses in eight semesters}}{\text{Total credits in eight semesters (177)}}$$

- The SGPA and CGPA shall be rounded off to three decimal points and reported in the transcripts.

- Based on the above letter grades, grade points, SGPA and CGPA, the University shall issue the transcript for each semester and a consolidated transcript indicating the performance in all semesters.

Major Courses- Detailed Syllabus

Semester	Course Code	Course Title	Hours/ Week	Credits
1	BHC1CJ 101 / BHC1MN 100	Core Course 1 in Major – Basics in Food Production	5	4
2	BHC2CJ 101 / BHC2MN 100	Core Course 2 in Major – Advanced Food Production	5	4
3	BHC3CJ 201	Core Course 3 in Major – Basics of Food & Beverage Service	4	4
	BHC3CJ 202 / BHC3MN 200	Core Course 4 in Major – Basic Accommodation Operation	5	4
4	BHC4CJ 203	Core Course 5 in Major – Advanced Food & Beverage Service	5	4
	BHC4CJ 204	Core Course 6 in Major – Advanced Accommodation Operation	5	4
	BHC4CJ 205	Core Course 7 in Major – Front Office Management	5	4
5	BHC5CJ 301	Core Course 8 in Major – Room Division Management	5	4
	BHC5CJ 302	Core Course 9 in Major – Bakery and Confectionery	5	4
	BHC5CJ 303	Core Course 10 in Major – Hygiene and Sanitation	4	4
		Elective Course 1 in Major	4	4
		Elective Course 2 in Major	4	4

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6	BHC6CJ 304 / BHC8MN 304	Core Course 11 in Major – Facility Planning	5	4
	BHC6CJ 305 / BHC8MN 305	Core Course 12 in Major – Food Science and Nutrition	5	4
	BHC6CJ 306 / BHC8MN 306	Core Course 13 in Major – Food Safety and Quality	4	4
		Elective Course 3 in Major	4	4
		Elective Course 4 in Major	4	4
	BHC6CJ 349	Internship in Major	-	2
Total for the Three Years				**70**
7	BHC7CJ 401	Core Course 14 in Major – Management Concepts	5	4
	BHC7CJ 402	Core Course 15 in Major – Consumer Behaviour	5	4
	BHC7CJ 403	Core Course 16 in Major – Hospitality Business Environment	5	4
	BHC7CJ 404	Core Course 17 in Major – Hospitality Advertising Management	5	4
	BHC7CJ 405	Core Course 18 in Major – Hotel Accounting	5	4
	BHC8CJ 406	Core Course 19-21 Industrial Exposure Training	13	12
	OR (instead of Core Courses 19 – 21 in Major)			
	BHC8CJ 449	Project (in Honoursprogramme)	13	12

	BHC8CJ 499	Project (in Honours with Research programme)	13	12
8				
		Elective Course 5 in Major	4	4
		Elective Course 6 in Major	4	4
		Elective Course 7 in Major	4	4
	OR (instead of Elective course 7 in Major, in Honours with Research programme)			
	BHC8CJ 489	Research Methodology in Hotel Management	4	4
Total for the Four Years				**114**

Core Course 1 in Major – Basics in Food Production

Programme	B.Sc Hotel Management and Catering Science
Course Code	**BHC1CJ101 / BHC1MN100**
Course Title	**BASICS IN FOOD PRODUCTION**
Type of Course	Major
Semester	1
Academic Level	100 - 199

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3	-	2	75

Pre-requisites	Students should have a basic understanding of general science, including principles of chemistry and biology. Prior coursework in basic cooking or home economics is recommended but not required.
Course Summary	The syllabus covers culinary history, kitchen safety, chef attributes, kitchen hierarchy and layout, cooking basics, methods, equipment, and practical food production techniques.

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Describe and apply the principles of food safety and sanitation practices. Apply standards of professionalism to the culinary arts industry	U	C	Written exams
CO2	Compare and contrast the classical brigade and modern staffing in various category hotels. Identify the roles and responsibilities of executive chef and other chefs	Ap	P	Written exams/ seminar presentations
CO3	Understand the aims and objectives of cooking foods. Demonstrate the heat transfer methods and their applications. Analyse the effect of heat on food components.	Ap	P	Instructor created exams
CO4	Apply the principles of cooking to achieve desired results. Identify and use various kitchen equipment safely and efficiently	U	C	Practical assignments
CO5	Identify and describe various equipment used in food production. Practice hygiene and etiquette in the kitchen	Ap	P	Assignments
CO6	Appreciate the importance of cooking foods for health and nutrition.Demonstrate creativity and presentation skills in food production	Ap	P	Practical exams
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**Culinary history & introduction to cookery**	**10**
	1	Origin of modern cookery	1
	2	Culinary history of French and International Cuisine	2
	3	Safety procedures in handling equipment	1
	4	Personal hygiene	2
	5	Attributes of chefs	2
	6	Uniforms and protective clothing	2
II		**Hierarchy area of department & kitchen**	**10**
	7	General layout of kitchen in various organisation	2
	8	Classical brigade and modern staffing in various category hotels	2
	9	Roles of executive chef	2
	10	Duties and responsibilities of various chefs	2
	11	Inter departmental relationship with other departments	2
III		**Basics of cooking foods**	**15**
	12	Aims & objectives of cooking foods	2
	13	Importance of cooking foods	2
	14	Heat transfer methods	3
	15	Effect of heat on food (proteins, carbohydrates, fats etc.)	2
	16	Characteristics of raw materials	2
	17	Spices and Herbs	2
	18	Flavourings and seasonings	2
IV		**Various cooking methods & equipment**	**10**
	19	Boiling, poaching, steaming, stewing, braising, frying, grilling, Roasting, broiling & baking	3
	20	Principles of cooking	2

	21	Various kitchen equipment	3
	22	Equipment handling process	2
V	**Basics in Food Production - Practical**		**30**
	1	• Equipment identifications • Descriptions, use and handling of equipment • Practices of Hygiene in kitchen. • Kitchen etiquettes	20
	2	• Vegetable identifications • Different cuts of vegetables • Basic vegetables preparations • Basic potato preparation	3
	3	• Identification and selection of cereals and pulses • Identification of herbs and spices	2
	4	• Introduction to egg cookery • Various egg preparations o Boiled o Poached o Scrambled o Fried o Omelettes Others: o Oeuf benedict o Oeuf Florentine o Oeuf Portuguese	5

Mapping of COs with PSOs and POs :

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	1	-	-	-	-	-	2				1		
CO 2	2	3	-	-	-	-							
CO 3	-	-	1	-	-	-				1	2		
CO 4	-	-	2	3	-	-						1	
CO 5	-	1	-	-	-	-			3		1		2
CO 6	-	-	-	3	-	-			3	1	2	2	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓			✓
CO 2	✓			✓
CO 3	✓			✓
CO 4		✓		✓
CO 5		✓		✓
CO 6			✓	

Core Course 2 in Major – Advanced Food Production

Programme	B.Sc Hotel Management and Catering Science
Course Code	**BHC2JC101 / BHC2MN100**
Course Title	**ADVANCED FOOD PRODUCTION**
Type of Course	Major
Semester	II
Academic Level	100 - 199

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3	-	2	75

Pre-requisites	Students should have successfully completed introductory courses in food production, such as Basics in Food Production or equivalent coursework.
Course Summary	The syllabus covers food commodities, soups and sauces, egg and fish cookery, meat and poultry cookery, and practical food production techniques, focusing on classifications, preparations, and uses in culinary practices, with a total of 75 hours of instruction.

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Identify and classify various types of rice, cereals, and pulses. Describe the properties and uses of rice, cereals and pulses in cookery. Identify and classify various types of fruits and vegetables. Describe the properties and uses of fruits and vegetables in cookery. Apply the principles of food safety and quality in handling and storing food commodities	U	C	Written exams
CO2	Identify and classify various types of soups and sauces. Demonstrate the use of stocks, roux, liaison and other thickening agents in soups and sauces. Evaluate the quality and presentation of soups and sauces.	Ap	P	Written exams/ seminar presentations
CO3	Describe the structure and composition of eggs and their functional properties in cookery. Describe the classification and characteristics of fish and shellfish.	Ap	P	Instructor created exams
CO4	Describe the structure and composition of meat and poultry and their functional properties in cookery. Apply the principles of marination, tenderization and browning in meat and poultry cookery. Evaluate the doneness and quality of meat and poultry dishes	U	C	Practical assignments
CO5	Demonstrate basic cooking methods and pre-preparations for various food items	Ap	P	Assignments
CO6	Demonstrate creativity and presentation skills in food production. Apply the principles of food safety and hygiene in food production	Ap	P	Practical exams
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Detailed Syllabus:

Module	Unit	Content	Hrs
I	**Food commodities**		**10**
	1	Classification of rice, cereals and pulses	3
	2	Classification of fruits and vegetables	2
	3	Cuts of vegetables	3
	4	Uses of fruits in cookery	2
II	**Soups and sauces**		**10**
	5	Classification of soups with examples	2
	6	International soups	1
	7	Definition of stocks	1
	8	Preparation and Use of stock	2
	9	Types of stock	2
	10	Importance of sauce in food production	1
	11	Mother sauces and its derivatives	1
III	**Egg & fish cookery**		**15**
	12	Introduction to egg cookery	1
	13	Selection and structure of an egg	2
	14	Use of egg in cookery	2
	15	Introduction to fish cookery - classification of fish with examples	2
	16	Classification of fish with examples	3
	17	Cuts of fish	2
	18	Selection of fish & shellfish	3
IV	**Meat & poultry cookery**		**10**
	19	Introduction to meat cookery	2
	20	Cuts of beef/veal - cuts of lamb/mutton - cuts of pork	3
	21	Classification of chicken - selection of chicken	3

	22	Cuts of chicken	2
V	**Food Production - Practical**		**30**
	Module 1	• Basic cooking methods and pre-preparations	5
	Module 2	• Introduction to Stocks • Types of stock • Preparation of stock (veg. stock, brown stock, fish stock)	5
	Module 3	• Introduction to Sauces • Types of Sauces • Preparation of basic mother sauces (bechamel, velouté, espagnole, tomato, hollandaise, mayonnaise)	10

	Module 4	• Preparation of different types of Soup
		      o Consommé
		      o Cream
		      o Bisque
		      o Chowder
		      o Velouté
		      o Cold soup
			10

Reference

1. "Modern Cookery for Teaching and the Trade" by Thangam E. Philip
2. "Professional Chef" by Arvind Saraswat
3. "The Indian Cookery Book" by Dr. B.L. Gupta
4. "The Professional Chef" by The Culinary Institute of America
5. "Larousse Gastronomique" by Prosper Montagné
6. "On Food and Cooking: The Science and Lore of the Kitchen" by Harold McGee
7. "Mastering the Art of French Cooking" by Julia Child, Louisette Bertholle, and Simone Beck
8. "Advanced Professional Pastry Chef" by Bo Friberg

Mapping of COs with PSOs and POs :

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	1	-	-	-	-	-	3	-	2	-	-	-	-
CO 2	2	3	-	-	-	-	3	-	2	-	-	-	-
CO 3	-	-	1	-	-	-	2	-	2	-	-	-	-
CO 4	-	-	2	3	-	-	2	-	2	-	-	-	1
CO 5	-	1	-	-	-	-	1	2	3	-	2	-	1
CO 6	-	-	-	3	-	-	1	2	3	1	2	1	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓			✓
CO 2	✓			✓
CO 3	✓			✓
CO 4		✓		✓
CO 5		✓		✓
CO 6			✓	

Core Course 3 in Major – Basics of Food & Beverage Service

Programme	B.Sc. Hotel Management & Catering Science				
Course Code	**BHC 3CJ 201**				
Course Title	**BASICS OF FOOD& BEVERAGE SERVICE**				
Type of Course	Major				
Semester	III				
Academic Level	200 - 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-	-	60
Pre-requisites	1. Proficiency in verbal and written communication & foundational understanding of communication principles to interact professionally with Guest and Team Members. 2. Basic Computer Skills with basic knowledge of food hygiene and safety standards.				
Course Summary	This course equips students with a comprehensive understanding of fundamental principles in food and beverage service operations and provides essential knowledge and skills for effective management and delivery of food and beverage services in hospitality settings.				

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Develop a comprehensive understanding of Food & Beverage Service Operations in the Hotel & Catering industry	U	C	Instructor-created exams /Seminar Presentations /Quiz
CO2	Students will understand the use of equipment in the Food and Beverage service area, considering factors such as functionality, efficiency, and maintenance requirements for optimal service delivery.	U	C	Assignment /Quiz
CO3	Students will gain knowledge on Menu planning, Restaurant Service procedures, Meal Courses, Breakfast Service and Sequence of Service	Ap	C	Instructor-created exams / Seminar Presentations/ Assignment
CO4	Students will develop an understanding of Food Cost, Hygiene standards and Budgeting in Food & Beverage operations	U	F	Instructor-created exams / Seminar Presentation / Group Tutorial Work
CO5	Students will develop professional competence in delivering Food & Beverage Service in hospitality settings	Ap	C	Presentation / Group Tutorial Work
CO6	Students will acquire knowledge in executing food and beverage service operations efficiently, including order taking, serving techniques, and customer interaction,	Ap	C	Presentation / Viva Voce/Seminar/ Quiz
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

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Module	Unit	Content	Hrs
I		**INTRODUCTION TO CATERING & HOTEL INDUSTRY**	**9**
	1	Introduction to the Hotel Industry and Growth of the hotel Industry in India	2
	2	Catering establishments: Definition, Structure and Types of Catering Establishments	3
	3	Role of catering establishment in the Travel/Tourism Industry	1
	4	Introduction to the Food and Beverage Service Areas (F & B OUTLETS – Restaurants, Coffee Shop , Cafeteria, Grill Room, Banquets, Bar, Room Service, Pub & Discotheque)	3
II		**DEPARTMENTAL ORGANISATION & STAFFING**	**8**
	5	Organisation of Food and Beverage Service department of Hotel, French terms related to F&B staff,	2
	6	Attributes of a waiter, Personal Hygiene & Grooming Standards, Duties & responsibilities of F&B staff	2
	7	Inter-departmental relationships (Within F&B and other department)	2
	8	Types of restaurants: overview and key characteristics of Different Types of Restaurant	2
III		**F&B OPERATING EQUIPMENTS AND METHODS OF SERVICE**	**18**
	9	Classification of Restaurant Equipments (Table Ware - Flatware, Cutlery, Hollowware, Crockery, Glassware, Linen, Furniture and Special Equipments)	3
	10	Ancillary Departments: Pantry, Still Room, Silver Room, Linen Room, Wash-Up & Hot-Plate.	2
	11	Dummy waiter- arrangement and uses during services.	2
	12	Preparation for Service: Mise-en-scene & Mise- en- place	2
	13	Introduction to Cover, Points to be remembered while laying a Table	2
	14	Do's and don'ts in a Restaurant	1
	15	Types of Food Service: Silver service, Pre-plated service, French Service, Russian Service,	2
	16	Types of Food Service: Cafeteria service, Buffet service, Gueridon service & Lounge service	2
	17	Room Service: Introduction, general principles, Forms & formats, order taking, Layout & Setup of Common Meals	2

IV		MENU &SALE CONTROL SYSTEM	13
	18	Menu: Origin of menu, Objectives of Menu Planning, Types of Meals	2
	19	Types of Menu	2
	20	French Classical Menu: Sequence / Examples from each course / Cover & Accompaniments of each course	5
	21	Breakfast: English, American Continental, Indian	2
	22	Food Cost Control & Budgeting, KOT, Types of KOT, Systems of KOT	2
V		Open Ended Module: Mastering Service Excellence: Techniques and Practices	12
	1	Role Play on: Order Taking Procedures, Sequence of Service, Presentation &Encashing The Bill	6
	2	Role Play On: Handling Guest Complaints, Telephone Manners, Dining & Service Etiquettes	3
	3	Design Menu: Create a Detailed Menu for a Speciality Restaurant, Menu for a Special Event	3

REFERENCE BOOK

Food & Beverage Service –Lillicrap & Cousins, ELBS

Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill

Food and Beverage Service - R. Singaravelavan

Mapping of COs with PSOs and POs:

	PSO 1	PSO 2	PSO 3	PSO4	PS O5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	2	3	3	2	2	2	3	2	3	2	2	3	3
CO 2	2	3	3	2	2	2	3	2	3	1	2	3	2
CO 3	3	3	2	2	2	2	3	2	3	2	3	3	3
CO 4	3	3	3	2	2	2	3	2	3	2	2	3	2
CO 5	3	3	3	3	3	2	3	3	3	2	2	3	2
CO 6	2	3	3	3	2	2	3	3	3	2	2	3	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics:

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1		✓		✓
CO 2	✓			✓
CO 3	✓			✓
CO 4		✓		✓
CO 5	✓		✓	
CO 6			✓	

Core Course 4 in Major – Basic Accommodation Operation

Programme	B.Sc Hotel Management and Catering Science
Course Code	**BHC 3CJ 202/ BHC 3MN200**
Course Title	**BASIC ACCOMMODATION OPERATION**
Type of Course	Major
Semester	III
Academic Level	200 - 299

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3	-	2	75

Pre-requisites	Before enrolling in the "Basic Accommodation Operation" course, students should have a foundational understanding of the hospitality industry.
Course Summary	The syllabus covers the fundamentals of hotel housekeeping, including its role, organization, operations, cleaning methods, and linen and laundry management, along with practical applications and industrial visits, totaling 75 hours of instruction.

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Gain a foundational understanding of the role and significance of laundry services within the hospitality industry.	(R)	(F)	Written Exams
CO2	Understand the overall process of hotel laundry operations from receiving soiled linen to delivering clean, pressed items.	(U)	(F)	Written Exams
CO3	Acquire proficiency in operating various laundry equipment, including washing machines, dryers, ironing machines, and folding machines.	(Ap)	(C)	Application in Practical's
CO4	Develop the ability to identify different types of stains commonly encountered in laundry operations.	(An)	(C)	Written Exams
CO5	Learn the principles and techniques involved in dry cleaning, including the use of specialized equipment and solvents.	(E)	(P)	Application in Practical's
CO6	Students can create comprehensive and practical sustainable laundry techniques that can be implemented, monitored and evaluate and demonstrate practical skill in sustainable laundry practices through hands on exercise and field visits etc	(C)	(M)	Application in Practical's
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**Introduction to Housekeeping department in Hotel**	**10**
	1	Role of housekeeping and its importance in Hotel operations and other various institutions (Hospital and Institutional cleaning)	2
	2	Types of rooms in Hotel	3
	3	Various room status terminologies in Housekeeping department	3
	4	Layout of housekeeping Department	2
II		**Organisational framework of the Department**	**10**
	5	Organisation chart of Housekeeping Department	3
	6	Duties and responsibilities of different Housekeeping personnel	3
	7	Interdepartmental relationship in housekeeping	2
	8	Personality traits of Housekeeping staff	2
III		**Housekeeping operations and cleaning organisations**	**15**
	9	Daily routine and system in Housekeeping	2
	10	Desk control procedure and reports	2
	11	Keys and key control	1
	12	Lost and found procedure	2
	13	Principles and methods of cleaning	2
	14	Housekeeping cleaning agent and cleaning equipment, laundry chemicals and agents	2
	15	Various surface cleaning (Silver, Brass, Copper, Steel, Glass, Wood, Carpet, Leather and Plastic)	1
	16	Sequence of Guestroom cleaning (placement and type of guest amenities and supplies), second service, turn down service	1
	17	Public area cleaning (Entrance, Lobby, Elevator, Clock rooms, Banquet hall and Restaurants)	2
IV		**Linen and Laundry Operation**	**10**
	18	Definition of Linen room, Sewing room and Uniform room	2

	19	Types of Laundry	2
	20	Activities in Laundry	2
	21	Advantages of providing uniforms to the staff	2
	22	Linen Inventory and Linen hire	2
V		**Hands-on practices in Accommodation operation: practical applications.**	**30**
	1	a) Identification of Housekeeping equipment b) Identification of Housekeeping chemicals c) Identification of Guest amenities and supplies used in Housekeeping operations d) Practical demonstration on Guest room cleaning (Bed making SOP) e) Practical demonstration on Turndown service f) Practical understanding of Room inspection g) Practical demonstration on Towel art	20
	2	Practical Demonstration on Public area cleaning methods	3
	3	Industrial Visits to a Housekeeping department	7

REFERENCE BOOK

1 Hotel Housekeeping operations and Management Mr.G.Raghubalan

2 Housekeeping Theory and Practices Dr.JagmohanNegi

3 Fundamentals of Housekeeping operations Mr. Deepak Singh Negi

4 Hotel Housekeeping Management and OpertaionsMr.Sudhir Andrews

5 Hotel Housekeeping for Future managers Mr. Pankaj Behl

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6
CO 1	3	2	3	3	2	3	2	3	2	3	2	2
CO 2	3	2	3	3	2	3	3	3	3	3	3	2
CO 3	3	2	3	2	3	2	2	2	2	2	2	3
CO 4	2	3	3	2	3	3	3	3	2	2	3	2
CO 5	1	2	3	2	2	2	2	3	3	3	2	3
CO 6	3	2	2	3	3	2	2	2	2	2	3	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1		✓		✓
CO 2	✓			✓
CO 3	✓			✓
CO 4		✓		✓
CO 5	✓		✓	
CO 6			✓	

Core Course 5 in Major – Advanced Food & Beverage Service

Programme	B.Sc. Hotel Management & Catering Science				
Course Code	**BHC 4CJ 203**				
Course Title	**ADVANCED FOOD & BEVERAGE SERVICE**				
Type of Course	Major				
Semester	IV				
Academic Level	200 - 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	5	-	-	75
Pre-requisites	1. Proficiency in verbal and written communication & foundational understanding of communication principles to interact professionally with Guest and Team Members. 2. Basic Computer Skills with basic knowledge of Food & Beverage Service operations, food hygiene and safety standards.				
Course Summary	This course equips students with comprehensive knowledge and practical skills in the service and management of various beverages in the hospitality industry.				

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Students will Understand the various types Beverages & Tobacco	U	C	Instructor-created exams / Seminar Presentations /Quiz/ Assignment
CO2	Students will Identify the alcoholic beverages and its service methods	U	C	Assignment / Quiz
CO3	Demonstrate proficiency in practical service skills, including table setting, serving, and customer interaction.	Ap	P	Instructor-created exams / Seminar Presentations/ Viva Voce
CO4	Integrate theoretical knowledge and practical skills to provide exceptional beverage service in diverse hospitality settings.	Ap	P	Instructor-created exams / Seminar Presentation / Group Tutorial Work/ Viva Voce
CO5	Students will develop an understanding of professional Familiarizing bar equipment and plan and operate beverage outlets	U	C	Presentation / Group Tutorial Work
CO6	Practice and learn the service of Cocktails and Mixed drinks. Learn the method of service of Nonalcoholic beverages	Ap	P	Presentation / Viva Voce /Seminar/ Quiz
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Module	Unit	Content	Hrs
I		**INTRODUCTION TO BEVERAGES & TOBACCO**	**8**
	1	Definition, Classification of Beverages	2
	2	Classification of Non Alcoholic beverages(Nourishing, Stimulating and Refreshing beverages), Types of beverages	2
	3	Tea - Origin & Manufacture, Types & Brands Coffee - Origin & Manufacture, Types & Brands	2
	4	Tobacco - Important tobacco producing countries of the world, quality of cigars & cigarettes, Strength & size of cigars, service method.	2
II		**ALCOHOLIC BEVERAGE**	**7**
	5	Introduction and definition, Classification of Alcoholic Beverages	2
	6	Production of Alcohol : Fermentation process	1
	7	Production of Alcohol : Distillation process	2
	8	Bar: Introductions and Types	2
III		**FERMENTED ALCOHOLIC BEVERAGES**	**14**
	9	WINES: Definition & History Common grape varieties used in making wines, factors affecting the quality of wines, Wine producing regions in the World	3
	10	Classification with examples: • Table/Still/Natural • Sparkling • Fortified • Aromatized	3
	11	Manufacturing process of wines (Table& Sparkling)	2
	12	BEER: Introduction & Definition, Types of Beer,	2
	13	Production of Beer, Storage	1
	14	CIDER & PERRY: Introduction & Definition	1
	15	APERITIFS: Introduction and Definition, Types of Aperitifs , Vermouth (Definition, Types & Brand names), Bitters (Definition, Types & Brand names)	2
IV		**LIQUEURS & SPIRITS**	**16**
	16	SPIRITS : Introduction & Definition	3

		Production &Types of: Whisky & Rum	
	17	Production & Types of: Brandy & Gin	2
	18	Production & Types of: Vodka & Tequilla	2
	19	Different Proof Spirits • American Proof • British Proof (Sikes scale) • Gay Lussac (OIML Scale)	2
	20	LIQUEURS: Definition & History, Production of Liqueurs , Popular Liqueurs (Name, colour, predominant flavour& country of origin)	2
	21	COCKTAILS & MIXED DRINKS: Definition and History, Classification, Methods of Preparation	2
	22	Recipe & Preparation of Popular Cocktails	3
V	**Hands-on Data Structures: Practical Applications**		**30**
	1	Service of Wine Service of Beer, Service of Aperitifs Service of Spirits (Whisky, Vodka , Rum, Gin, Brandy, Tequila) Preparation & Service of Cocktail & Mixed Drinks	20
	2	Design Menu with accompanying Wines Table laying & Service of menu with accompanying Wines	5
	3	Role Play on: Beverage Order Taking Procedures, Sequence of Service, Presentation &EncashingThe Bill	5

REFERENCE BOOK

1. Food and Beverage Service: Dennis Lillicarp, Hodder and Stoughton Educational

2. Food and Beverage Service: John Cousins, Hodder and Stoughton Educational

3. Food and Beverage Service: Sudhir Andrew , Tata McGraw Hill Education

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	2	3	3	2	2	2	3	2	3	2	2	3	3
CO 2	2	3	3	2	2	2	3	2	3	1	2	2	2
CO 3	3	3	2	2	1	2	3	2	3	2	3	2	3
CO 4	3	3	3	2	1	2	3	2	2	2	2	2	2
CO 5	3	3	3	3	2	2	3	3	2	2	2	2	2
CO 6	2	3	3	3	1	2	3	3	2	2	2	2	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓	✓		✓
CO 2	✓	✓		✓
CO 3	✓		✓	✓
CO 4	✓		✓	✓
CO 5	✓			✓
CO 6			✓	✓

Core Course 6 in Major – Advanced Accommodation Operation

Programme	B.Sc. Hotel Management & Catering Science
Course Code	**BHC 4CJ204**
Course Title	**ADVANCED ACCOMMODATION OPERATION**
Type of Course	Major
Semester	IV
Academic Level	200 - 299

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3	-	2	75

Pre-requisites	1. Proficiency in verbal and written communication & foundational understanding of communication principles to interact professionally with Guest and Team Members. 2. Basic Computer Skills with basic knowledge of Food & Beverage Service operations, food hygiene and safety standards.
Course Summary	This course equips students with comprehensive knowledge and practical skills in the service and management of various beverages in the hospitality industry.

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Develop the ability to create efficient work schedules, considering factors such as room occupancy, special events, and peak periods, and effectively deploy staff to meet operational demands.	(R)	(F)	Written Exams
CO2	Learn the principles of budgeting and resource allocation within the housekeeping department, including effective management of staffing, supplies, and equipment to optimize operational efficiency.	(U)	(F)	Written Exams
CO3	Understand and implement industry-standard cleaning protocols, including the use of cleaning agents, techniques, and equipment to maintain high cleanliness and hygiene standards.	(Ap)	(C)	Application in Practical's
CO4	Acquire skills in managing housekeeping inventories, including linens, cleaning supplies, and guest amenities, to ensure adequate stock levels and prevent shortages or wastage.	(An)	(C)	Written Exams
CO5	Develop training programs for housekeeping staff to enhance their skills, including cleaning techniques, customer service, and the use of new technologies or equipment	(E)	(P)	Application in Practical's
CO6	Acquire leadership skills to motivate and lead a housekeeping team effectively, fostering a positive work culture and promoting teamwork.	(C)	(M)	Application in Practical's
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Module	Unit	Content	Hrs
I		**Planning Housekeeping Operation**	**10**
	1	Division of work document	2
	2	Area Inventory list and frequency schedule	3
	3	Performance standard and Productivity standard	3
	4	Inventory level and work schedule	2
II		**Budgeting in Housekeeping Department**	**10**
	5	Types of Budget	3
	6	Housekeeping expenses (OPEX and CAPEX)	3
	7	Preparation of Budget	2
	8	Inventory control and Purchasing	2
III		**Managing Housekeeping Personnel**	**15**
	9	Definition of Job specification, Job description, Job list, Job breakdown	2
	10	Identifying sources of Labour (Internal and External Labour)	2
	11	Interview techniques (Screening application, Types of Interview, Pitfalls in Interview)	1
	12	Hiring and Orientation of Employees	2
	13	Training of Employees (Benefits, Types and Methods of training)	2
	14	Methods of motivating Employees	2
	15	Performance appraisal	1
	16	Time and Motion Study	1
	17	Duty rosters	2
IV		**Property Countdown and Renovation**	**10**
	18	New property countdown system and procedure	2
	19	Importance of Housekeeping in Hotel renovation	2
	20	Contract and outsourcing (pricing, advantages and disadvantages)	2
	21	Importance of Ergonomics in Housekeeping	2

	22	New trends in Hotel Housekeeping	2
V		**Hands-on Advanced Accommodation operation in Hotels: practical applications.**	**30**
	1	h) Practical understanding of daily allocation in Housekeeping department i) Practical understanding in room inspection of VIP arrival, VIP Inhouse j) Practical understanding of Evaluating the performance k) Preparation of Performance appraisal l) Identification of various checklist for property renovation and countdown m) Practical demonstration of conducting briefing n) Practical understanding of Time and Motion study	20
	2	a) Practical understanding on SOP Preparation of Housekeeping	3
	3	a) Practical understanding of Budget preparation in Housekeeping department b) Recommended Industry Visit to a Housekeeping Department in a Hotel	7

REFERENCE BOOK

1 Hotel Housekeeping operations and Management Mr.G.Raghubalan

2 Housekeeping Theory and Practices Dr.JagmohanNegi

3 Fundamentals of Housekeeping operations Mr. Deepak Singh Negi

4 Hotel Housekeeping Management and OpertaionsMr.Sudhir Andrews

5 Hotel Housekeeping for Future managers Mr. Pankaj Behl

Mapping of COs with PSOs and POs:

	PSO 1	PSO 2	PSO 3	PSO4	PSO5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	3	2	3	3	2	3	2	3	2	3	2	2	3
CO 2	3	2	3	3	2	3	3	3	3	3	3	2	2
CO 3	3	2	3	2	3	2	2	2	2	2	2	3	2
CO 4	2	3	3	2	3	3	3	3	2	2	3	2	3
CO 5	1	2	3	2	2	2	2	3	3	3	2	3	2
CO 6	3	2	2	3	3	2	2	2	2	2	3	2	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1		✓		✓
CO 2	✓			✓
CO 3	✓			✓
CO 4		✓		✓
CO 5	✓		✓	
CO 6			✓	

Core Course 7 in Major – Front Office Management

Programme	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE.
Course Code	**BHC4CJ 205**
Course Title	**FRONT OFFICE MANAGEMENT**
Type of Course	Major
Semester	IV
Academic Level	200-299

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3		2	75

Pre-requisites	Basic knowledge of the hospitality industry, customer service skills, strong communication, basic accounting skills, problem-solving abilities, computer literacy, professional appearance, time management skills, attention to detail, and teamwork and leadership qualities are prerequisites for Front Office Management.
Course Summary	The course on Front Office Management provides comprehensive training in managing front office operations within the hospitality industry. Students will gain essential skills in reservations, check-in/check-out procedures, cash handling, and room allocation. The course covers customer service excellence, guest relations, and effective communication strategies to ensure guest satisfaction. Key topics include front office accounting, night audit procedures, and financial control mechanisms. Through hands-on training and real-world case studies, students will learn to utilize Property Management Systems (PMS), implement revenue management strategies, and handle guest complaints and emergencies professionally. This course prepares students for leadership roles in front office management, emphasizing operational efficiency and continuous improvement.

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Recall and articulate the foundational elements that contribute to a comprehensive understanding of hotel operations.	(R)	(F)	Written Exams
CO2	Summarize how through detailed study, students will understand and explain the intricacies of front office organization, staff attributes, and their role in hotel operations.	(U)	(F)	Written Exams
CO3	Apply efficient coordination and communication skills, demonstrating their ability to navigate and contribute effectively to front office functions in a hospitality setting.	(Ap)	(C)	Application in Practical's
CO4	Discover how with in-depth knowledge of tariff and guest cycle management, students will analyze complex scenarios, making informed decisions to optimize front office operations.	(An)	(C)	Written Exams
CO5	Evaluate reservations and registration procedures, ensuring compliance with industry standards and identifying areas for improvement.	(E)	(P)	Application in Practical's
CO6	Adapting to practical application, students will creatively use front office software and procedures, showcasing their ability to develop and implement efficient systems for managing hotel operations.	(C)	(M)	Application in Practical's
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Module	Unit	Content	Hrs
I		**Introduction to the hotel world and tourism industry.**	**10**
	1	Classification of hotels and numbering of rooms.	2
	2	Front office organisation, including layout and organization of the front office, planning, furniture and equipment, and staffing patterns according to sizes and types.	3
	3	Rules of the house for front office staff, including duties and attributes of different levels of staff, and basic terminology used in the front office of a hotel.	3
	4	Coordination and communication between the front office and the other departments.	2
II		**Tariff and guest cycle.**	**10**
	5	Room rate designation and structure, understanding room rate components, and factors influencing room tariff fixation	3
	6	Meal plans and room tariff cards, types of meal plans in hospitality, creating and using room tariff cards.	3
	7	Guest cycle in hospitality, introduction to guest cycle phases.	2
	8	Importance and management of each guest cycle stage.	2
III		**Reservations and registration procedures.**	**15**
	9	Types and modes of reservations.	2
	10	Reservation sources and channels.	2
	11	Reports and significance of reservation data.	1
	12	Registration processes.	2
	13	Pre-registration requirements and forms.	2
	14	Handling passport, visa, and registration records.	2
	15	Check-in procedures.	1
	16	Individual, group, and crew arrival processes.	1
	17	Special considerations for VIP guests.	2
IV		**Guest services and check-out.**	**10**
	18	Handling guest communication, mail, and message handling protocols	2

	19	Guest paging and safe deposit locker management.	2
	20	Guest room services, room change procedures and left luggage handling, wake-up call services, and key custody control.	2
	21	Managing guest complaints, understanding types of guest complaints, and effective handling of guest issues and resolutions.	2
	22	Check-out procedures and settlement, departure processes and settlement modes, handling foreign exchange and different modes of bill settlement, and addressing potential check-out problems and solutions.	2
V		**Hands-on data structures: practical applications.**	**30**
	1	a) Reservation system demonstration in PMS lab, overview and navigation of reservation software, booking procedures, and management in a simulated environment. b) Registration process demonstration in PMS lab, practical application of guest check-in procedures using PMS, understanding documentation and data entry for guests. c) Guest history management demo in PMS lab, utilizing PMS to access and manage guest history, understanding the significance and usage of guest profiles. Telephones usage and practical session, handling phone operations in a hotel setting, practical exercises on managing calls and guest inquiries. d) Housekeeping operations demo in PMS lab, housekeeping module navigation and functionalities within PMS, coordination between front desk and housekeeping departments. e) Daily transactions handling demo in PMS lab, simulation of daily transactional processes using PMS, practice in managing routine operational tasks within the system. f) Front office accounting procedures: demonstration & practice, (a) Manual accounting demonstration/practice, manual accounting principles and practice exercises. (b) Machine accounting demonstration/practice, practical use of automated accounting systems in a simulated environment. g) Accounts payable, accounts receivable, guest history demo, understanding and managing payable and receivable accounts, demonstrating guest history retrieval and utilization within PMS.	20
	2	Role play exercises: front office scenarios, simulated scenarios for role-playing various front office roles, practical application of skills and procedures in different scenarios.	3
	3	Situation handling: practical exercises, handling real-time situations in a simulated front office setting, applying problem-solving skills and decision-making in different scenarios	7

REFERENCE BOOK

1 Hotel front office operations and Management MrJatashankar R Tewari

2 Hospitality Reception and front office procedure andsystemDr.JagmohanNegi

3 Front office Management Mr S.K Bhatnakar

4 Training manual for front office operations MrSudhir Andrews

5 Managing front office operations Mr Michael L Kasavana

6 Hotel front office operations and Management MrJatashankar R Tewari

7 Hospitality Reception and front office procedures andSystemDr.JagmohanNegi

8 Front office Management Mr S K Bhatnakar

9 Hotel Front office training manual Sudhir Andrews

Mapping of COs with PSOs and POs:

	PSO 1	PSO 2	PSO 3	PSO4	PSO5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	3	2	3	3	2	3	2	3	2	3	2	2	3
CO 2	3	2	3	3	2	3	3	3	3	3	3	2	2
CO 3	3	2	3	2	3	2	2	2	2	2	2	3	2
CO 4	2	3	3	2	3	3	3	3	2	2	3	2	3
CO 5	1	2	3	2	2	2	2	3	3	3	2	3	3
CO 6	3	2	2	3	3	2	2	2	2	2	3	2	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1		✓		✓
CO 2	✓			✓
CO 3	✓			✓
CO 4		✓		✓
CO 5	✓		✓	
CO 6			✓	

Core Course 8 in Major – Rooms Division Management

Programme	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE.
Course Code	**BHC5CJ 301**
Course Title	**ROOMS DIVISION MANAGEMENT**
Type of Course	Major
Semester	V
Academic Level	300-399

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3		2	75

Pre-requisites	Room Division Management include a foundational understanding of hotel operations, customer service skills, knowledge of front office procedures, and familiarity with housekeeping and maintenance practices.
Course Summary	Room Division Management explores the principles and practices of front office operationsand revenue management to effectively manage hotel accommodations and guest services

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Recall the proficiency in utilizing reservation systems, analyzing revenue metrics, and enhancing guest experiences to effectively contribute to front office revenue generation in the hospitality industry.	(R)	(F)	Written Exams
CO2	Summarize how through experiential learning, students will understand, comprehend, and explain the complexities involved in designing and implementing strategies to enhance guest experiences.	(U)	(F)	Application in Practical's
CO3	Apply analytical skills to assess hospitality data sets, utilizing data-driven decision-making and creating effective revenue management strategies	(Ap)	(C)	Application in Practical's
CO4	Discover how, with a deep understanding of front office accounting principles, students will analyze financial transactions critically, ensuring precision and adherence to industry standards.	(An)	(C)	Written Exams and Application in Practical's
CO5	Evaluate night audit procedures and financial control mechanisms, ensuring accuracy and effectiveness in managing financial aspects of the hospitality industry.	(E)	(P)	Application in Practical's
CO6	Adapting hands-on training, students will creatively navigate Property Management Systems (PMS), showcasing operational competency in creating reservations, managing check-ins, and executing other key PMS functions	(C)	(M)	Application in Practical's
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Module	Unit	Content	Hrs
I		**Front office revenue basics.**	**10**
	1.	**Introduction to front office revenue.** Understanding the role of front office in revenue generation. Importance of front office operations in hospitality management. Key Performance Indicators (KPIs) for Front office revenue.	2
	2.	**Reservation systems and revenue optimization.** Reservation process: Booking channels and systems. Yield management techniques for front office operations. Pricing strategies: Rate structures and segmentation. Managing No-shows, cancellations, and overbooking.	3
	3.	**Revenue reporting and analysis.** Revenue reporting tools and systems. Analysingrevenue performance metrics. Forecasting and budgeting for front office revenue. Identifying trends and opportunities for revenue growth.	3
	4.	**Guest experience and revenue maximization.** Importance of guest satisfaction in revenue generation. Upselling and cross-selling techniques at the front desk. Loyalty programs and repeat business. Enhancing revenue through effective communication and service.	2
II		**Revenue management and key metrics**	**10**
	1.	**Revenue management strategies** Principles of revenue management in hospitality.	3
	2.	**Pricing strategies and yield management.**	3
	3.	**Key Performance Indicators (KPIs) in Front Office** RevPAR, ADR, and Occupancy Percentage Analysis	2
	4.	**Calculations and application of revenue metrics.**	2
III		**Tools, systems, and practical applications.**	**15**
	1.	Front office Management Systems (FOMS)	2
	2.	Property Management Systems (PMS) Overview	2

	3.	Application of FOMS in revenue management.	1
	4.	Data analytics and reporting tools.	2
	5.	Utilizing data for decision making.	2
	6.	Reporting and analysingfront office performance.	2
	7.	Case studies.	1
	8.	Practical applications.	1
	9.	Analysingreal-life revenue management scenarios	2
IV	**Front Office Accounting in Hospitality**		**10**
	1	**Introduction to Front office accounting** Overview Role and significance of front office accounting in hospitality Importance of accuracy and transparency in accounting practices	2
	2	**Types of accounts in front office.** Account classification: Understanding different types of accounts (Guest, Non-Guest, City Ledger) Significance and management of each account type.	1
	3	**Vouchers and documentation.** Documentation process: Introduction to vouchers in front office accounting. Types of vouchers and their significance in record-keeping.	1
	4	**Folios, ledgers, and chart of accounts** Accounting records: Folio creation and management for guest accounts Ledger entries and organization in front office accounting. Establishing a chart of accounts for efficient record-keeping.	2
	5	**Front office accounting cycle.** Accounting procedures: Understanding the front Office accounting cycle. Steps involved in recording transactions and balancing accounts.	2
	6	**Night audit process and financial controls**	2

		Night audit procedures:	
		Importance of night audit in front office accounting.	
		Conducting night audit and verification of accounts.	
		Implementing financial controls and compliance measures.	
V		**PMS in practical applications**	**30**
	1.	**Introduction to Property Management Systems (PMS), Overview of PMS and its role in hotel operations, Importance of PMS in modern hospitality management**	20
		PMS Navigation and user interface,practical exploration of PMS interface	
		Navigating through different functionalities and modules.	
		Reservation management in PMS, Hands on practice in making reservations within the PMS,managing bookings, cancellations, and modifications.	
		Check-in and Check-out Procedures,simulated check-in and check-out processes using PMS mishandling guest arrivals, departures, and related documentation.	
		Guest profile and history management,creating and managing guest profiles within the PMS, understanding and utilizing guest history functionalities	
		Housekeeping Module in PMS, exploring housekeeping functionalities within PMS, coordinating front desk operations with housekeeping via the system	
		Billing and Invoicing in PMS, generating bills, invoices, and receipts using PMS, understanding billing processes and payment handling through the system	
	2.	**Reporting and analytics tools in PMS, exploring reporting features and analytics available in PMS, utilizing data for decision-making and strategic planning**	3
		Troubleshooting and System Maintenance,identifying common issues and problem-solving within PMS, basic system maintenance and user support practices	
	3.	**Integration and interface management.**	7
		Understanding interfaces between PMS and other hotel systems, Practical application and management of system integration	

REFERENCE BOOK

1 Hotel front office operations and management Jatashankar. R.Tewari

2 Hospitality reception and front office procedures andsystemsDr.JagmohanNegi

3 Front office management S.k.Bhatnagar

4 Managing front office operations Michael. L.kasavana

5 Soft skills for hospitality Amitabh Devendra

6. Training manual for front office operations MrSudhir Andrews

7 Managing front office operations Mr Michael L Kasavana

8Hotel front office operations and Management MrJatashankar R Tewari

9 Hospitality Reception and front office procedures andSystemDr.JagmohanNegi

10 Front office Management Mr S K Bhatnakar

11 Hotel Front office training manual Sudhir Andrews

Mapping of COs with PSOs and POs:

	PSO 1	PSO 2	PSO 3	PSO4	PSO5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6
CO 1	2	3	2	3	3	2	3	3	2	3	3	2
CO 2	3	3	2	3	2	2	2	2	3	2	3	2
CO 3	3	3	2	2	3	2	3	2	2	3	2	2
CO 4	3	2	2	3	2	3	3	3	2	3	2	32
CO 5	3	3	2	3	2	3	2	3	3	3	2	3
CO 6	2	3	2	2	3	2	2	3	3	2	3	3

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1		✓		✓
CO 2	✓			✓
CO 3	✓			✓
CO 4		✓		✓
CO 5	✓		✓	
CO 6			✓	

Core Course 9 in Major – Bakery and Confectionery

Programme	B.Sc. Hotel Management and Catering Science				
Course Code	**BHC5CJ302**				
Course Title	**BAKERY AND CONFECTIONERY**				
Type of Course	Major				
Semester	V				
Academic Level	300 - 399				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3	-	2	75
Pre-requisites	Students should have a basic understanding of food production principles, with prior coursework in introductory culinary arts or basic food science recommended.				
Course Summary	This course provides an in-depth exploration of the bakery and confectionery industry, focusing on the theoretical and practical aspects of baking and confectionery production.				

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Explain the scope and importance of bakery and confectionary industry. Define and use the common bakery terms and terminologies	U	C	Written exams
CO2	Identify and classify the different types of wheat and flour and their properties. Explain the factors affecting the quality and grade of flour	Ap	P	Written exams/ seminar presentations
CO3	Explain the principles and methods of bread making and the raw materials required	Ap	P	Instructor created exams
CO4	Compare and contrast the different methods of bread making such as straight dough, delayed salt, no time and sponge and dough. Identify and describe the external and internal characteristics of good quality bread	U	C	Practical assignments
CO5	Analyse and rectify the common bread faults and their causes	Ap	P	Assignments
CO6	Prepare different types of international and regional breads using appropriate techniques and equipment. Demonstrate the skills and knowledge of bakery hygiene and safety	Ap	P	Practical assignments
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**Introduction to bakery and confectionery**	**10**
	1	Organizational hierarchy of bakery department	3
	2	Aims and objectives of baking	2
	3	Duties and responsibilities of baker and confectioner	2
	4	Introduction to basic equipment and tools used in bakery and confectionery	3
II		**Bread and Cake Making**	**15**
	5	Raw materials required for bread making (Flour, Water, Yeast, Salt, Sugar, Milk & Fats)	1
	6	Yeast - Role of yeast in the fermentation of dough	2
	7	Different methods of bread making A) straight dough method B) delayed salt method C) no time method D) sponge and dough method	3
	8	Characteristics of breads, bread faults and their remedies	1
	9	Raw materials required (Role of flour, sugar, shortening and eggs for cake preparation)	2
	10	Equipment and tools used for cake making	2
	11	Cake making methods (Sugar batter, Flour batter, Genoese method, Blending & Rub in method	2
	12	Types of Icing & Icing equipment	2
III		**Pastry and Basic Pastes in Bakery**	**10**
	13	Principles of pastry making and its derivatives	2
	14	Short crust paste, Choux paste, Puff paste, Flaky paste	2
	15	Preparation of cookies and biscuits	2
	16	Factors effecting quality of cookies & biscuits	2

		17	Faults in preparation of cookies and biscuits	2
IV	**Study of Confectionery**			**10**
		18	Ingredients used and its derivatives	2
		19	Stages of sugar and is uses	2
		20	Products made from sugar - Sugar syrup, Marshmallows, Candies, Fondant,	2
		21	Ingredients for sugar work	2
		22	Introduction to basic sauces used.	2
V	**Bakery and confectionary – Practical**			**30**
		23	Preparation of bread – bread roll, bread stick, hot cross bun, fruit bun, Chelsea bun, French bread etc.	8
		24	Preparation of cakes – sponge, banana bread, muffins, Dundee cake	10
		25	Preparation of pastry – puff pastry, choux pastry, short crust & sweet pastry	10
		26	Preparation of Cookies	8

Mapping of COs with PSOs and POs :

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	1	-	-	-	-	-	3	2	2	2	2	2	1
CO 2	2	3	-	-	-	-	3	2	2	2	2	2	1
CO 3	-	-	1	-	-	-	3	2	2	2	2	2	1
CO 4	-	-	2	3	-	-	3	2	2	2	2	2	1
CO 5	-	1	-	-	-	-	3	2	2	2	2	2	1
CO 6	-	-	-	3	-	-	3	2	2	2	2	2	3

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:
- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓			✓
CO 2	✓			✓
CO 3	✓			✓
CO 4		✓		✓
CO 5		✓		✓
CO 6			✓	

Core Course 10 in Major – Hygiene and Sanitation

Programme	BSc Hotel Management and Catering Science				
Course Code	**BHC5CJ 303**				
Course Title	**HYGIENE AND SANITATION**				
Type of Course	MAJOR				
Semester	V				
Academic Level	300-399				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-	-	60
Pre-requisites	1. Basic Science knowledge 2. Technical skills 3.Interest in public health				
Course Summary	This course provides an in-depth understanding of hygiene and sanitation principles critical to hotel management.				

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Understand the importance of hygiene and sanitation in hotel management.	U	R	Internal exams / Quiz
CO2	Identify and control various hygiene and sanitation hazards.	An	C	Assignment / Observation of Practical Skills
CO3	Implement effective personal and environmental hygiene practices.	Ap	P	Seminar Presentation
CO4	Manage cleaning and maintenance procedures in different hotel areas.	Ap	M	Group Tutorial Work / Assignments
CO5	Develop sanitation management systems.	E	F	One Minute Reflection Writing assignments
CO6	Conduct hygiene and sanitation audits and inspections.	Ap	P	Mock audit and inspection
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**Introduction to Hygiene and Sanitation**	**10**
	1	Definition and significance of hygiene and sanitation	2
	2	Impact on guest satisfaction and health	3
	3	Overview of hygiene and sanitation standards and regulations	3
	4	Biological, chemical, and physical hazards	2
II		**Personal and Environmental Hygiene Practices**	**10**
	5	Personal Hygiene Practices - Handwashing techniques and importance	3
	6	Personal health and hygiene for hotel staff	3
	7	Environmental Hygiene Practices	2
	8	Cleaning and disinfection procedures	
	9	Waste management	
	10	Pest control	2
III		**Area-Specific Sanitation**	**15**
	11	Guest Room and Public Area Sanitation	3
	12	Cleaning protocols for guest rooms and public areas	2
	13	Use of cleaning agents	3
	14	Cleaning equipment maintenance	
	15	Kitchen and Food Service Area Sanitation	2
	16	Sanitation practices for food preparation and service areas	3
	17	Safe food handling and storage	2
IV		**Sanitation Management Systems and Regulatory Compliance**	**10**
	18	Developing Sanitation Management Systems – Its Importance	2
	19	Components of a sanitation management system	2
	20	Implementation and monitoring of sanitation practices	2
	21	Sanitation Audits and Inspections	2

	22	Overview of national and international regulations	2
V		**Practical Applications, Case Study and Course Project**	**15**
	1	Students will work in groups to develop a comprehensive sanitation management plan for a hypothetical hotel.	10
	2	The project will include hazard analysis, hygiene protocols, area-specific sanitation procedures, a sanitation management system, and regulatory compliance.	5

Mapping of COs with PSOs and POs :

	PSO 1	PSO 2	PSO 3	PSO4	PSO5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1													
CO 2													
CO 3													
CO 4													
CO 5													
CO 6													

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics:

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	X			
CO 2		X		
CO 3		X		
CO 4		X		
CO 5			X	
CO 6				X

Core Course 11 in Major – Facility Planning

Programme	B. Sc. Hotel Management & Catering Science
Course Code	**BHC 6CJ304/** **BHC 8MN304**
Course Title	**FACILITY PLANNING**
Type of Course	**Major**
Semester	VI
Academic Level	300-399

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	5	-	-	75

Pre-requisites	Students should have a foundational understanding of hospitality management principles and basic architectural concepts.
Course Summary	This course explores implementations of layout and planning areas of hotels, procedure for network analysis, energy conservation and energy audit.

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Understanding about the Design consideration, Attractive appearance Effective plan ,good location Suitable material and workmanship	U	C	Instructor-created exams / Quiz
CO2	Implementation and development of energy conservation at various areas in the hotel, space allocation of various equipments in the kitchen.	Ap	P	Practical Assignment / Observation of Practical Skills
CO3	Application of the maximum usage of space and energy conservation required in the hotel.	Ap	P	Seminar Presentation / Group Tutorial Work
CO4	Understanding Kitchen equipments manufactures & selection, network analysis Basic rules and procedure for network	U	C	Instructor-created exams / Home Assignments
CO5	Factors influencing the design of kitchen such functionality and maximum use of space and energy.	U	P	One Minute Reflection Writing assignments
CO6	Integrating sustainable practices in hotel design and operations. Utilizing energy-efficient systems.	Ap	P	Viva Voce
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**Introduction to Hotel Design**	**10**
	1	Design consideration, Attractive appearance	2
	2	Effective plan ,good location	3
	3	Suitable material and workmanship	3
	4	Competent management	2
II		**Energy conservation**	**10**
	5	Necessity of energy conservation	3
	6	Methods of conserving energy in different areas of operation of a hotel	3
	7	Developing and implementing energy conservation program for a hotel	2
	8	Energy Audit	2
III		**Kitchen layout & design**	**15**
	9	Areas of the various kitchen with recommended dimension	2
	10	Factors that affect kitchen design	2
	11	Placement of equipments	1
	12	flow of work	2
	13	space allocation	2
	14	Kitchen equipments manufactures & selection	2
	15	Layout of commercial kitchen, budget for kitchen equipments	1
	16	Budget of kitchen equipments	1
	17	Importance of kitchen stewarding, equipment found in kitchen stewarding	2
IV		**Project Management**	**10**
	18	Introduction to network analysis	2
	19	Basic rules and procedure for network analysis	2
	20	CPM & Pert	2
	21	Comparison CPM & Pert	2

	22	Classroom exercises	2
V		**Practical Applications, Case Study and Course Project**	**30**
	1	Analysis of successful facility planning initiatives in leading hotels	20
	2	Real-world examples.	3
	3	Innovative approaches to facility planning that have resulted in improved guest satisfaction and operational efficiency.	7

Mapping of COs with PSOs and POs :

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6
CO 1	1	-	-	-	-	-						
CO 2	2	3	-	-	-	-						
CO 3	-	-	1	-	-	-						
CO 4	-	-	2	3	-	-						
CO 5	-	1	-	-	-	-						
CO 6	-	-	-	3	-	-						

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓			✓
CO 2	✓			✓
CO 3	✓			✓
CO 4		✓		✓
CO 5		✓		✓
CO 6			✓	

Core Course 12 in Major – Food Science and Nutrition

Programme	B. Sc. Hotel Management and Catering Science
Course Code	**BHC 6 CJ 305/** **BHC 8 MN 305**
Course Title	**FOOD SCIENCE AND NUTRITION**
Type of Course	Major
Semester	VI
Academic Level	300-399

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3	-	2	75

Pre-requisites	1. Basic knowledge in science 2. Proficiency in statistics 3. Basic computer knowledge
Course Summary	This course provides an in-depth understanding of food science and nutrition, covering the chemical, biological, and physical properties of food, food safety, food processing, and the role of nutrition in health and disease prevention.

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Understanding the principles of food science, including food chemistry, microbiology, and processing. Knowledge of human nutrition, including the role of nutrients, metabolism, and the relationship between diet and health.	U	C	Instructor-created exams / Quiz
CO2	Ability to analyze the nutritional content of foods. Competence in conducting food safety and quality assessments.	Ap	P	Practical Assignment / Observation of Practical Skills
CO3	Proficiency in designing and conducting experiments related to food and nutrition. Ability to interpret and present research findings effectively.	Ap	P	Seminar Presentation / Group Tutorial Work
CO4	Application of food processing techniques and technologies. Experience in developing new food products and improving existing ones.	U	C	Instructor-created exams / Home Assignments
CO5	Understanding of food laws and regulations, including food labeling and safety standards. Knowledge of global and local food policy issues.	Ap	P	One Minute Reflection Writing assignments
CO6	Understanding the role of nutrition in health and disease prevention.	U	P	Practical Assignment / Observation of Practical Skills
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		Nutrients and its function	10
	1	Define the terms Health, Nutrition and nutrients. Classification of nutrients.	2
	2	Nutrients functions in human body and its sources.	2
	3	Define Lipids, its classification and sources. Macronutrients: Carbohydrates, proteins, fats.	3
	4	Micronutrients: Vitamins and minerals. Significance of fatty acids	3
II		**Standardization based on hygiene**	10
	5	Types and causes of spoilage, sources of contamination, basic principles of Food Safety and preservation,	3
	6	Hygiene and sanitation in food sector.	3
	7	General characteristics of micro- organisms based on their occurrence and structure.	2
	8	General characteristics of micro- organisms based on their occurrence and structure	2
III		**Food Additives and Preservative**	15
	9	Food adulteration, food standards, role of microorganisms in manufacturing bread, cheese, beverage.	2
	10	General characteristics of microorganisms based on their occurrence	2
	11	Factors affecting the growth of microorganisms in food.	1
	12	Common food borne micro- Organisms: Bacteria, fungi viruses, parasites.	2
	13	Basic principles of food preservation,	2
	14	Methods of preservation -High temperature, low temperature	2
	15	Drying, preservative and irradiation	1
	16	Pasteurization, Canning	1
	17	Impact of processing on nutritional and sensory qualities of food	2

IV		Balanced diet Important of nutrients	10
	18	definition, importance of balanced diet- Menu planning	2
	19	Food additives, food adulteration, food standards,	2
	20	Role of microorganisms in manufacturing bread, cheese, beverage etc.	2
	21	Calculate the nutritive value of food	2
	22	Find out the preserved food products available in market.	2
V		Practical Applications, case study and course project.	30
	1	Case Study - Developing eco-friendly packaging and reducing food waste. - Promoting sustainable agriculture and sourcing.	20
	2	Group work on Innovations in plant-based and alternative proteins.	10

Mapping of COs with PSOs and POs :

	PSO 1	PSO 2	PSO 3	PSO4	PS O5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6
CO 1												
CO 2												
CO 3												
CO 4												
CO 5												
CO 6												

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓			✓
CO 2	✓			✓
CO 3	✓			✓
CO 4		✓		✓
CO 5		✓		✓
CO 6			✓	

Core Course 13 in Major – Food Safety and Quality

Programme	B. Sc. Catering Science				
Course Code	**BHC6CJ306 / BHC8MN306**				
Course Title	**FOOD SAFETY AND QUALITY**				
Type of Course	Major				
Semester	VI				
Academic Level	300-399				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-		60
Pre-requisites	1. Basic Science knowledge 2. Critical thinking and problem-solving skills 3.Interest in public health				
Course Summary	This course provides a comprehensive understanding of food safety and quality control, encompassing various aspects from farm to fork. Students will explore the principles, practices, and regulations that ensure food safety and quality in the food supply chain. It also provides proper knowledge about the various hazard measures that is to be taken in the Hospitality Industry.				

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Demonstrate knowledge of food safety regulations and principles.	U	C	Instructor-created exams / Quiz
CO2	Apply proper sanitation and hygiene practices in food preparation environments.	Ap	P	Practical Assignment / Observation of Practical Skills
CO3	Implement HACCP (Hazard Analysis Critical Control Points) principles to ensure food safety.	Ap	P	Seminar Presentation / Group Tutorial Work
CO4	Identify and mitigate potential food safety hazards throughout the food production process.	U	C	Instructor-created exams / Home Assignments
CO5	Evaluate food quality standards and techniques to maintain freshness and flavor.	Ap	P	One Minute Reflection Writing assignments
CO6	Communicate effectively about food safety protocols and procedures to stakeholders.	Ap	P	Viva Voce
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**Introduction to Food Safety and Quality**	**10**
	1	Definition and Importance of Food Safety and Quality	3
	2	Historical Perspective	3
	3	HACCP – Importance	2
	4	Current Trends and Issues in Food Safety	2
II		**Food Safety Management Systems**	**15**
	5	HACCP (Hazard Analysis and Critical Control Points)	3
	6	ISO 22000	3
	7	Good Manufacturing Practices (GMP)	2
	8	Micro biological safety	2
	9	Pathogen testing	2
	10	Chemical Analysis – Ph level	2
	11	Risk Analysis and Critical Control Points	1
III		**Food Safety in Food Service and Retail**	**10**
	12	Safe Food Handling Practices	3
	13	Sanitation and Hygiene	2
	14	Prevention of Adultration	3
	15	Consumer Education and Awareness	2
IV		**Physical Hazards**	**10**
	16	Foreign Objects in Food	2
	17	Sources and Prevention of Physical Contaminants	2
	18	Common Foodborne Illnesses	1
	19	Case Studies of Major Foodborne Outbreaks	2
	20	**Response and Management of Outbreaks**	1
	21	Detection Methods	1

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	22	Shelf life and stability	1
V		**Practical Outbreaks**	**15**
	1	Case study on Chemical analysis	10
	2	Group work on Food preservation techniques	5

Mapping of COs with PSOs and POs :

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1													
CO 2													
CO 3													
CO 4													
CO 5													
CO 6													

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	x			
CO 2		x		
CO 3		x		
CO 4		x		
CO 5			x	
CO 6			x	x

Core Course 14 in Major – Management Concepts

Programme	B. Sc. Hotel Management &Catering Science
Course Code	**BHC7CJ 401**
Course Title	**MANAGEMENT CONCEPTS**
Type of Course	**Major**
Semester	VII
Academic Level	400-499

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	5	-		75

Pre-requisites	Demonstrate an understanding of basic management concepts and theories. Apply management principles to analyse and solve organizational problems. Evaluate the effectiveness of different management strategies. Demonstrate effective communication and teamwork skills in a managerial context.
Course Summary	This course introduces students to fundamental concepts, theories, and principles of management. Through case studies, discussions, and practical applications, students will develop an understanding of various Management functions and their applications in organizational settings.

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Demonstrate an understanding of basic management concepts and theories.	U	C	Instructor-created exams / Quiz
CO2	Apply management principles to analyse and solve organizational problems.	Ap	P	Practical Assignment/ Observation of Practical Skills
CO3	Evaluate the effectiveness of different management strategies.	E	C	Seminar Presentation/ Group Tutorial Work
CO4	Demonstrate effective communication and teamwork skills in a managerial context.	Ap	P	Role plays/Assignments
CO5	Analyzing organizational behavior. And its importance in managing workforce in a company	Ap	P	Presentation and seminar.
CO6	Apply management concepts to analyse and propose solutions to a real-world organizational problem.	Ap	P	Presentation/seminar.
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Module	Unit	Content	Hrs
I		**Understanding Management and Introduction of Management theories**	**10**
	1	Introduction to management	2
	2	Basic management functions: planning, organizing, leading, and controlling.	3
	3	Classical management theory (Taylor, Fayol) Behavioural management theory (Maslow, McGregor)	3
	4	Contemporary management theory (Systems theory, Contingency theory)	2
II		**Planning and Decision Making/ Controlling and Performance Management**	**10**
	5	Strategic planning ,Decision-making process	3
	6	Performance measurement and evaluation Quality management	3
	7	Controlling process	2
	8	SWOT analysis	2
III		**Organizational Structure and Design, Leadership and Motivation**	**15**
	9	Types of organizational structures	2
	10	Organizational culture	2
	11	Designing effective organizational structures	1
	12	Leadership styles and theories	2
	13	Motivation theories (Maslow, Herzberg, Expectancy theory)	2
	14	Team dynamics and collaboration	2
	15	Concept of organizational behaviour.	1
	16	4c's of organizational culture	1

	17	Five models of organization behaviour	2
IV	**Contemporary Issues in Management**		**10**
	18	Globalization and diversity management	2
	19	Ethical considerations in management	2
	20	Innovation and change management	2
	21	Communication management	2
	22	Culture management	2
V	**Practical Applications, Case Study and Course Project**		**30**
	1	Apply management concepts to analyse and propose solutions to a real-world organizational problem.	20
	2	Case study on organizational communication challenges	3
	3	Apply management concept on employee turnover.	7

Reference:-

"PrinciplesofManagement"byPeterF. Drucker.

Mapping of Cos with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6
CO1	1	-	-	-	-	-						
CO2	2	3	-	-	-	-						
CO3	-	-	1	-	-	-						
CO4	-	-	2	3	-	-						
CO5	-	1	-	-	-	-						
CO6	-	-	-	3	-	-						

CorrelationLevels:

Level	Correlation
-	Nil
1	Slightly/Low
2	Moderate/Medium
3	Substantial/High

Assessment Rubrics:
- Quiz/Assignment/ Quiz/Discussion/ Seminar
- MidtermExam
- ProgrammingAssignments(20%)
- FinalExam(70%)

Mapping of Cos to Assessment Rubrics:

	InternalExam	Assignment	Project Evaluation	End Semester Examinations
CO1	✓			✓
CO2	✓			✓
CO3	✓			✓
CO4		✓		✓
CO5		✓		✓
CO6		✓		

Core Course 15 in Major – Consumer Behaviour

Programme	B. Sc. Hotel Management & Catering Science
Course Code	**BHC 7C J402**
Course Title	**CONSUMER BEHAVIOUR**
Type of Course	**Major**
Semester	VII
Academic Level	400-499

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	5	-		75

Pre-requisites	1. Demonstrate an understanding of basic management concepts and theories. Apply management principles to analyse and solve organizational problems. 2. Evaluate the effectiveness of different management strategies. 3. Demonstrate effective communication and teamwork skills in a managerial context.
Course Summary	This course introduces students to fundamental concepts, theories, and principles of management. Through case studies, discussions, and practical applications, students will develop an understanding of various management functions and their applications in organizational settings.

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	explain the concept of Consumer Behaviour & describe Consumer research process in detail	U	C	Instructor-created exams / Quiz
CO2	To evaluate the factors affecting consumer behaviour in detail	Ap	P	Practical Assignment / Observation of Practical Skills
CO3	To analyze the consumer decision process.	E	C	Seminar Presentation / Group Tutorial Work
CO4	To assess the impact of consumer's motivation, personality on the buying behaviour.	Ap	P	Role plays/Assignments
CO5	To impart the basic knowledge of consumer protection rights.	Ap	P	Presentation and seminar.
CO6	To appraise models of consumer behavior and determine their relevance to particular marketing situations	Ap	P	Presentation/seminar.
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)					
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)					

Detailed Syllabus:

Module	Unit	Content	Hrs
I		Introduction to Consumer Behaviour Definition	10
	1	Introduction to Consumer Behaviour Definition	2
	2	Nature, Scope, Consumer Behaviour's controlling.	3
	3	Consumer Behaviour's Applications in Marketing, Consumer research process	2
	4	Defining Research Objectives, Collecting & Evaluating Secondary Data, Primary Research Design, Collecting Primary Data, Analyzing Data & Report Preparation.	3
II		**Factors affecting Consumer Behaviour**	10
	5	Factors influencing Consumer Behaviour	3
	6	External Influences – Culture, Sub Culture, Social Class, Reference Groups, Family	3
	7	Internal Influences– Needs & Motivations, Perception, Personality, Lifestyle	2
	8	Values, Learning, Memory, Beliefs & Attitudes.	2
III		Consumer Decision Making	15
	9	Consumer Decision Making Process	2
	10	Types of consumer decisions	2
	11	Problem Recognition	1
	12	Information Search	2
	13	Alternative Evaluation	1
	14	Purchase Selection	2
	15	Post purchase Evaluation, Buying pattern in the new digital era.	1
	16	Consumer Motivation & Personality Consumer Motivation	1
	17	Maslow's Hierarchy of Needs, Freud's Theory of Motivation , Consumer Personality – Self-concept theory, Psychoanalytic Theory, Neo-Freudian Theory, Trait Theory.	3
IV		Marketing Communications and consumer rights	10

	18	Marketing Communications – concept, features.	2
	19	Decision Making Models, Consumer Rights Marketing Communication Process,	2
	20	Types of Communication systems	2
	21	Interpersonal, Impersonal, Persuasive Communication, Consumer Decision Making Models. Black Box Model - Economic model - Howard & Sheth model,	2
	22	Consumer rights	2
V		**Practical Applications, Case Study and Course Project**	**30**
	1	Apply management concepts to analyse and propose solutions to a real-world organizational problem.	20
	2	Case study	3
	3	Apply management concept on applying consumer behaviour concepts in improving the revenue.	7

Reference:-

"Principles of Management" by Peter F. Drucker

Mapping of COs with PSOs and POs :

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6
CO 1	1	-	-	-	-	-						
CO 2	2	3	-	-	-	-						
CO 3	-	-	1	-	-	-						
CO 4	-	-	2	3	-	-						
CO 5	-	1	-	-	-	-						
CO 6	-	-	-	3	-	-						

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓			✓
CO 2	✓			✓
CO 3	✓			✓
CO 4		✓		✓
CO 5		✓		✓
CO 6		✓		

Core Course 16 in Major – Hospitality Business Environment

Programme	B. Sc. Hotel Management & Catering Science
Course Code	**BHC 7CJ 403**
Course Title	**HOSPITALITY BUSINESS ENVIRONMENT**
Type of Course	**Major**
Semester	VII
Academic Level	400-499

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	5	-		75

Pre-requisites	Students should have a basic understanding of hospitality principles, with prior coursework in introductory business or hospitality management recommended.
Course Summary	This course provides an in-depth understanding of the business environment in the hospitality industry. Students will explore the economic, legal, and social factors that impact hospitality businesses, learn about strategic management and business ethics, and understand the global trends influencing the industry. Evaluation methods include quizzes, assignments, case studies, and final examinations.

Course Outcomes (Cos)

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Understand the key components of the hospitality business environment and their interrelationships.	U	C	Quizzes, Written exams
CO2	Analyze the economic, legal, and social factors affecting the hospitality industry.	An	C	Case studies, Group discussions
CO3	Apply strategic management principles to real-world hospitality business scenarios.	Ap	P	Assignments, Practical workshops
CO4	Evaluate the role of business ethics and corporate social responsibility in the hospitality industry.	E	M	Written exams, Essays
CO5	Understand global trends and their impact on the hospitality business environment.	U	F	Research papers, Presentations
CO6	Develop strategies to address current challenges and opportunities in the hospitality business sector.	C	P	Projects, Final examinations
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Module	Unit	Content	Hrs
I		**Introduction**	**15**
	1	Introduction to the Hospitality Business Environment	3
	2	Components of the Business Environment: Internal and External	3
	3	Stakeholders in the Hospitality Industry	3
	4	SWOT Analysis for Hospitality Businesses	3
	5	PESTLE Analysis in Hospitality	3
II		**Factors Influencing Hospitality Businesses**	**15**
	6	Economic Factors Influencing Hospitality Businesses	3
	7	Legal Environment: Regulations and Compliance	3
	8	Social and Cultural Factors	3
	9	Technological Advancements and Innovations	3
	10	Environmental Considerations and Sustainability	3
III		**Planning and Development**	**15**
	11	Strategic Management in Hospitality	3
	12	Business Planning and Development	3
	13	Competitive Analysis and Strategy Formulation	3
	14	Implementing and Monitoring Business Strategies	3
	15	Case Studies in Strategic Management	3
IV		**Ethics and Social Responsibility**	**15**
	16	Business Ethics and Corporate Social Responsibility	3

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	17	Ethical Decision-Making in Hospitality	3
	18	Corporate Governance	3
	19	Social Responsibility Initiatives	3
	20	Case Studies in Business Ethics	3
V		**Open Ended Module**	**15**
		Suggestions: Global Trends in the Hospitality Industry Impact of Globalization on Hospitality Emerging Markets and Opportunities Challenges in the Global Hospitality Market Developing Strategies for Global Competitiveness	

Reference:-

1. "Strategic Management for Hospitality and Tourism" by Fevzi Okumus, Levent Altinay, and Prakash Chathoth

2. "The International Hospitality Business: Management and Operations" by Kaye Sung Chon and Thomas A. Maier

3. "Hospitality Management: An Introduction" by Tim Knowles

4. "Hospitality Strategic Management: Concepts and Cases" by Cathy A. Enz

5. "Global Hospitality Management" by Ernesto Cruz

Mapping of COs with PSOs and POs :

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6
CO 1	1	-	-	-	-	-						
CO 2	2	3	-	-	-	-						
CO 3	-	-	1	-	-	-						
CO 4	-	-	2	3	-	-						
CO 5	-	1	-	-	-	-						
CO 6	-	-	-	2	3	-						

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:
- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics:

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓			✓
CO 2	✓			✓
CO 3	✓			✓
CO 4		✓		✓
CO 5		✓		✓
CO 6		✓		

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Core Course 17 in Major – Hospitality Advertising Management

Programme	B. Sc. Hotel Management & Catering Science
Course Code	**BHC 7CJ 404**
Course Title	**HOSPITALITY ADVERTISING MANAGEMENT**
Type of Course	**Major**
Semester	VII
Academic Level	400-499

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	5	-		75

Pre-requisites	Course provides an in-depth study of advertising principles and strategies as they apply to the hospitality industry. Students will explore various advertising mediums, techniques, and campaigns specific to hotels, restaurants, resorts, and other hospitality businesses. Emphasis will be placed on understanding consumer behaviour, market segmentation, creative development, media planning, and evaluating advertising effectiveness within the hospitality context.
Course Summary	This course explores the principles and practices of advertising within the hospitality industry. Students will learn how to develop, implement, and evaluate advertising strategies specific to hotels, restaurants, travel agencies, and other hospitality businesses.

Course Outcome (Cos)

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Recall key concepts and terminology related to hospitality advertising. Identify various advertising platforms and techniques commonly used in the hospitality industry.	U	C	Instructor-created exams / Quiz
CO2	Explain the role of advertising in the overall marketing strategy of hospitality businesses. Interpret consumer behaviour and its impact on advertising decisions.	U	C	Lectures/ Practical Assignment
CO3	Apply market research techniques to identify target audiences and market segments. Develop creative advertising strategies tailored to specific hospitality products or services. Select appropriate advertising media channels based on campaign objectives and target demographics.	AP	C	Seminar Presentation / Group Tutorial Work
CO4	Analyze existing hospitality advertising campaigns to identify strengths, weaknesses, opportunities, and threats.	Ap	P	Team work /Assignments/ Seminar
CO5	Evaluate the effectiveness of advertising messages in reaching and influencing target audiences.	Ap	P	Presentation /seminar/Assignment
CO6	Critically assess the ethical considerations associated with advertising in the hospitality.	Ap	P	Presentation/seminar.

* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)

- Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)

Module	Unit	Content	Hrs
I		**Introduction to Hospitality Advertising & Consumer Behaviour and Market Segmentation**	10
	1	Overview of advertising in the hospitality industry	2
	2	Historical perspectives and trends	3
	3	Understanding hospitality consumers	3
	4	Market segmentation strategies in hospitality advertising	2
II		**Advertising Campaign Planning & Advertising Mediums in Hospitality**	10
	5	Setting advertising objectives and goals Developing creative concepts and messaging	3
	6	Print advertising (newspapers, magazines) Out-of-home advertising (billboards, transit ads)	3
	7	Digital advertising (websites, social media, search engines)	2
	8	Broadcast advertising (TV, radio)	2
III		**Media Planning and Buying & Creative Development in Hospitality Advertising**	15
	9	Media planning process	2
	10	Selecting appropriate media channels	2
	11	Negotiating and buying media placements	1
	12	Display Advertising: Banner ads, rich media, and video ads on websites and apps.	2
	13	Branding and brand messaging	2
	14	Design principles and aesthetics Online	2
	15	Copywriting techniques	1
	16	Storytelling in Hospitality Advertising	1
	17	Photography and Videography in advertising	2

IV		Evaluating Advertising Effectiveness & Ethical and Legal Considerations in Hospitality Advertising	10
	18	Metrics and analytics for measuring advertising performance	2
	19	5 Ways to Accurately Measure Advertising Effectiveness	2
		• Average Click-Through rate (CTR) • Conversion Rates. • Cost per Click (CPC) • Return on Ad Spend (ROAS) • Return on Investment (ROI) • Revenue.	
	20	Advertising regulations and compliance	2
	21	Tracking return on investment (ROI) in hospitality advertising	2
	22	Ethical issues ina dvertising contentandpractices	2
		PracticalApplications,CaseStudyandCourseProject	**30**
	23	Design and present a comprehensive advertising campaign for a hypothetical hospitality business, including creative assets and media plans	20
	23	Synthesize knowledge and skills acquired throughout the course to address real-world advertising challenges faced by hospitality organizations.	3
	24	real-life case study of hospitality advertising management	7

Reference:-

Textbook: "Hospitality Advertising: Principles and Practices" by John E. Bowen and Raymond C. H. Lo

Mapping of COs with PSOs and POs :

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6
CO 1	1	-	-	-	-	-						
CO 2	2	3	-	-	-	-						
CO 3	-	-	1	-	-	-						
CO 4	-	-	2	3	-	-						
CO 5	-	1	-	-	-	-						
CO 6	-	-	-	2	3	-						

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics:

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓			✓
CO 2	✓			✓
CO 3	✓			✓
CO 4		✓		✓
CO 5		✓		✓
CO 6		✓		

Core Course 18 in Major – Hotel Accounting

Programme	BSc Hotel Management and Catering Science
Course Code	**BHC 7CJ 405**
Course Title	**HOTEL ACCOUNTING**
Type of Course	MAJOR
Semester	VII
Academic Level	400-499

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	5	-		75

Pre-requisites	1. Basic Mathematics 2. Computer Literacy 3. Analytical Skills
Course Summary	The course is designed to teach students the principles and practices of accounting specific to the hotel industry. It focuses on financial management, budgeting, revenue management, and the unique accounting challenges faced by hotels.

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Students will be able to recall and explain fundamental accounting concepts, such as debits, credits, financial statements, and basic accounting equations.	R	F	Quizzes and Short Answer Tests
CO2	Students will be able to read and interpret financial statements specific to the hospitality industry, including income statements, balance sheets, and cash flow statements..	U	C	Assignment / In class activities
CO3	Students will be able to apply their knowledge by using hotel-specific accounting software (e.g., Opera, Micros, QuickBooks) to manage financial data and perform accounting tasks.	Ap	P	Hands-On Software Assignments
CO4	Students will be able to analyze financial reports and key performance indicators (KPIs) to assess a hotel's financial health, identify trends, and make informed decisions.	An	M	Group Tutorial Work / Assignments
CO5	Students will be able to create detailed budgets and financial forecasts, using their understanding of revenue management, cost control, and financial planning to project future financial performance.	C	M	Written Reports and Presentations
CO6	It focuses on financial management, budgeting, revenue management, and the unique accounting challenges faced by hotels.	C	M	Final Examination/Unit Test
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**Fundamentals of Hotel Accounting**	**10**
	1	Introduction to Hotel Accounting	1
	2	Importance of accounting in hotels	2
	3	Understanding debits and credits	2
	4	Financial Statements	1
	5	Introduction to ledgers and journals	2
	6	The Accounting Cycle	2
II		**Managing Hotel Revenue and Costs**	**15**
	7	Understanding Hotel Revenues	2
	8	Types of hotel revenues (room, food & beverage, etc.)	3
	9	Identifying and categorizing costs	2
	10	Simple techniques for cost control	3
	11	Importance of budgeting in hotels	2
	12	Basic financial report preparation	3
III		**Accounting Software and Ensuring Control**	**10**
	13	Introduction to Accounting Software	2
	14	Overview of common software (e.g., QuickBooks)	2
	15	Basic functions and navigation	2
	16	Basic techniques to prevent and detect errors	2
	17	Regulatory Basics- Ensuring compliance in financial reporting	2
IV		**Financial Analysis and Ethical Basics**	**10**
	18	Introduction to financial analysis	2
	19	Developing a simple budget	3

	20	Importance of financial forecasting	2
	21	Ethics in Hotel Accounting	1
	22	Basic ethical principles in accounting service	2
V	**Practical Applications, Case Study and Course Project**		**30**
	1	Estimate monthly room revenue based on occupancy rates and room rates.Include additional revenue streams such as food & beverage, and other services.	10
	2	Provide students with a detailed case study that includes background information on a hotel, current revenue management practices, and financial data.	10
	3	Analyze room occupancy rates, average daily rate (ADR), and revenue per available room (RevPAR).	10

Mapping of COs with PSOs and POs :

	PSO 1	PSO 2	PSO 3	PSO4	PS O5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6
CO 1												
CO 2												
CO 3												
CO 4												
CO 5												
CO 6												

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics:

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓			✓
CO 2	✓			✓
CO 3	✓			✓
CO 4		✓		✓
CO 5		✓		✓
CO 6		✓		

Research Methodology in Hotel Management

Programme	BSc Hotel Management and Catering Science				
Course Code	**BHC 8CJ 489**				
Course Title	**RESEARCH METHODOLOGY IN HOTEL MANAGEMENT**				
Type of Course	Major				
Semester	VIII				
Academic Level	400-499				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-	-	60
Pre-requisites	1. Basic academic skills 2. Understanding of research basics 3. Computer literacy 4. Basic statistics				
Course Summary	This course provides a comprehensive overview of the principles and practices of research methodology. It is designed to equip students with the knowledge and skills necessary to design, conduct, analyse, and interpret research in various fields.				

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Understand and apply fundamental research concepts and methodologies.	U	F	Internal exams / Quiz
CO2	Design and conduct research studies sing appropriate methodologies.	Ap	M	Assignment / Observation of Practical Skills
CO3	Analyse and interpret research data using qualitative and quantitative techniques.	An	P	Seminar Presentation
CO4	Critically evaluate research literature and methodologies.	E	P	Group Tutorial Work / Assignments
CO5	Communicate research findings effectively through written and oral presentations.	Ap	M	One Minute Reflection Writing assignments
CO6	Develop ethical considerations and practices in the conduct of research.	E	M	Case Studies / Ethical Reflection Essays

* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)

- Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**Introduction to Research Methodology**	**10**
	1	Definition and significance of research in hotel management	2
	2	Types of research: Qualitative, Quantitative & Mixed	3
	3	The research process: Steps involved in conducting research	
	4	Formulating research problems and hypotheses	3
	5	Literature review and its importance	2
II		**Research Design and Methods**	**10**
	6	Research design: Exploratory, Descriptive, Experimental	3
	7	Correlational studies	2
	8	Sampling techniques: Probability and Non-probability sampling	3
	9	Data collection methods: Surveys, Interviews, Observations, and Experiments	
	10		2
III		**Data Collection Analysis and Interpretation**	**15**
	11	Data preparation - primary vs. secondary data	3
	12	Personnel Office - Functions	2
	13	Qualitative data collection: interviews, focus groups, and case studies	2
	14	Quantitative data collection: surveys, experiments, and observational studies	2
	15	Descriptive statistics: mean, median, mode, and standard deviation	2
	16	Inferential statistics: hypothesis testing, correlation, and regression	2
	17	Writing research reports, Visualizing data using charts and graphs	2
IV		**Application of Research in Hotel Management**	**10**

	18	Implementing research findings in hotel operations	2
	19	Evaluating the impact of research-based decisions	2
	20	Ensuring confidentiality and privacy	2
	21	Compliance with institutional regulations	2
	22	Compliance with governmental regulations	2
V	**Practical Applications, Case Study and Course Project**		**15**
	1	Students will work in groups to create and develop business plan	5
	2	The project on Feasibility study	5
	3	Budgeting and forecasting	5

Mapping of COs with PSOs and POs :

	PSO 1	PSO 2	PSO 3	PSO4	PSO5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6
CO 1												
CO 2												
CO 3												
CO 4												
CO 5												
CO 6												

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics:

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1				
CO 2				
CO 3				
CO 4				
CO 5				
CO 6				

<p style="text-align: center;">**ELECTIVE COURSES**</p>

<p style="text-align: center;">**IN**</p>

<p style="text-align: center;">**HOTEL MANAGEMENT AND CATERING SCIENCE WITH SPECIALISATION**</p>

<p style="text-align: center;">**FRONT OFFICE**</p>

Guest Relations Management.

Programme	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE.				
Course Code	**BHC5EJ301(1)**				
Course Title	**GUEST RELATIONS MANAGEMENT**				
Type of Course	Elective Course in Major				
Semester	V				
Academic Level	300-399				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4			60
Pre-requisites	Guest Relations Management include a solid foundation in hospitality industry knowledge, customer service skills, communication proficiency, and an understanding of cultural diversity.				
Course Summary	The course on Guest Relations Management equips students with the skills to enhance guest satisfaction through effective communication, personalized service, conflict resolution, and strategic guest interaction, ensuring a superior hospitality experience.				

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Relate the importance of guest relations in the hospitality industry to the front office's role in achieving guest satisfaction and loyalty by applying principles of excellent customer service to meet guest expectations and service standards	(R)	(F)	Written Exams
CO2	Demonstrate effective communication techniques by actively listening, showing empathy, handling difficult situations and complaints, and communicating well in a cross-cultural guest environment	(U)	(F)	Written Exams
CO3	Utilize understanding of personalization, collecting preferences, implementing customized services, anticipating needs, delivering proactive service, handling negative experiences, and applying psychology in service recovery to deliver excellent guest service.	(Ap)	(C)	Application in Practical's
CO4	Discover how to use data to improve guest relations by personalizing experiences, predicting behaviour, implementing guest relationship management systems, and adhering to legal and ethical standards.	(An)	(C)	Written Exams
CO5	Evaluate and implement strategic guest relations plans aligned with organizational goals by engaging stakeholders, integrating cultures, setting goals, developing strategic initiatives, implementing communication strategies, and evaluating for continuous improvement.	(E)	(P)	Application in Practical's
CO6	Design and implement strategic guest relations plans aligned with organizational goals by engaging stakeholders, integrating cultures, setting goals, developing strategic initiatives, implementing communication strategies, and evaluating for continuous improvement	(C)	(M)	Application in Practical's
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Module	Unit	Content	Hrs
I		**Introduction to guest relations in Hospitality.**	**10**
	1	Understanding the importance of Guest relations in hospitality industry.	2
	2	Role of Front office in guest satisfaction and loyalty.	3
	3	Principles of excellent customer service in guest relations.	3
	4	Overview of Guest expectations and service standards.	2
II		**Communication skills for Guest Relations.**	**10**
	5	Effective verbal and Non-verbal communication techniques.	3
	6	Active listening and empathy in Guest interactions.	3
	7	Handling difficult situations and complaint resolution.	2
	8	Cross-cultural communication in a diverse Guest environment.	2
III		**Guest Service Excellence.**	**15**
	9	Understanding personalization in hospitality: principles and benefits.	2
	10	Strategies for collecting and utilizing Guest preferences data.	2
	11	Implementing customized services: examples and case studies.	1
	12	The art of anticipation: recognizing Guest cues and patterns.	2
	13	Proactive service delivery: tools and techniques for pre-emptive action.	2
	14	Role-playing exercises: anticipating scenarios and responses.	2
	15	Transforming negative experiences into positive ones: frameworks and approaches.	1
	16	The psychology of service recovery: managing emotions and expectations.	1
	17	Case studies in successful service recovery: lessons learned and best practices.	2
IV		**Data-driven Guest Relations Management.**	**10**
	18	Leveraging big data for personalization: techniques and challenges.	2
	19	Predictive analytics in Guest service: forecasting Guest behaviour and	2

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		preferences.	
	20	Guest relationship management systems: features and benefits for guest retention.	2
	21	Legal and ethical considerations in Guest Data Management: Privacy laws and best practices.	2
	22	Implementing Data-driven decision-making: Integrating analytics into Guest relations strategies	2
V		**Aligning Guest Relations with Organizational goals: Practical strategies for strategic planning.**	**15**
	1	**Strategic planning foundations:** Introduction to strategic planning: Defining organizational goals and objectives analyzing organizational mission and vision: Identifying core values and purpose stakeholder engagement: Understanding the needs and expectations of Key stakeholders. **Guest relations alignment:** Role of guest relations in organizational strategy: Linking guest service to business goals. Identifying Key Performance Indicators (KPIs) for Guest relations alignment cultural integration and goal setting: **Workshop: SWOT Analysis (Strengths, Weaknesses, Opportunities, Threats) for Guest relations.** Workshop: Creating a guest-centric organizational culture. **Group Activity: Brainstorming session on aligning guest service with organizational values.** Setting SMART goals for guest relations: Specific, Measurable, Achievable, Relevant, Time-bound **Strategic initiative development:** Prioritizing strategic initiatives: assessing impact and feasibility	8

		Case Studies: Examples of successful guest relations strategy implementation. Workshop: Drafting action plans for strategic guest relations initiatives implementation and communication. **Change Management in Guest relations: Overcoming resistance and driving adoption** Communication and training: Ensuring alignment with organizational strategy. Monitoring progress: Establishing metrics and milestones for success. Workshop: Role-playing scenarios for effective communication and training evaluation and continuous improvement. **Evaluating the effectiveness of Guest relations strategies: Feedback mechanisms and performance measurement** Continuous improvement in Guest service: Incorporating lessons learned and best practices Workshop: Developing a Guest relations strategic plan roadmap Final presentation: Sharing strategic plans and actionable Insights for Guest relations alignment	
	2	Effective leadership in Guest service: Motivating front office teams for Consistent excellence	3
	3	Adapting to industry changes: embracing innovation and preparing for future trends	4

REFERENCE BOOK

1. Guest Service in the Hospitality Industry" by Paul J. Bagdan

2. Hotel Front Office Management" by James A. Bardi

3. Hospitality Management: A Brief Introduction" by Roy C. Wood

4. The Heart of Hospitality: Great Hotel and Restaurant Leaders Share Their Secrets" by Micah Solomon

5. Managing Front Office Operations" by Michael L. Kasavana and Richard M. Brooks

6. Hotel Operations Management" by David K. Hayes and Jack D. Ninemeier

7. Hospitality Strategic Management: Concepts and Cases" by Cathy A. Enz

8. The Cornell School of Hotel Administration on Hospitality: Cutting Edge Thinking and Practice" by Michael C. Sturman, Jack B. Corgel, and Rohit Verma

9. Professional Front Office Management" by Abhishek Chauhan and Shubha Bhan

10. Hotel, Restaurant, and Travel Law" by Karen Morris and Norman Cournoyer

Mapping of COs with PSOs and POs:

	PSO 1	PSO 2	PSO 3	PSO4	PS O5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	-	2	2	1	-	3	2	3	3	3	2	2	2
CO 2	-	2	1	2	-	3	3	3	2	2	3	3	3
CO 3	-	1	3	2	-	2	2	2	3	3	2	3	2
CO 4	-	2	3	2	-	3	3	3	3	2	2	3	3
CO 5	-	1	3	2	-	2	3	2	2	2	2	3	2
CO 6	-	2	2	1	-	2	2	2	3	3	2	2	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1		✓		✓
CO 2	✓			✓
CO 3	✓			✓
CO 4		✓		✓
CO 5	✓		✓	
CO 6			✓	

Hotel Revenue Management

Programme	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE.				
Course Code	**BHC5EJ302(1)**				
Course Title	**HOTEL REVENUE MANAGEMENT**				
Type of Course	Elective Course in Major				
Semester	V				
Academic Level	300-399				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4			60
Pre-requisites	Hotel Revenue Management include a strong understanding of hospitality industry operations, proficiency in data analysis, financial acumen, and familiarity with revenue management principles.				
Course Summary	The course on Hotel Revenue Management provides students with the knowledge and skills to maximize revenue through effective pricing strategies, demand forecasting, and utilization of revenue management systems in the hospitality industry.				

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Recall key concepts and terminology of hotel revenue management, appreciate its historical evolution and importance, and apply the revenue management cycle to optimize revenue generation in hotels.	(R)	(F)	Written Exams
CO2	Summarize market segmentation principles, identify customer segments, apply demand forecasting techniques, analyze historical data for forecasting, and evaluate technology's role in enhancing demand forecasting accuracy and efficiency.	(U)	(F)	Written Exams
CO3	Apply various pricing strategies in hotel management, including cost-based, value-based, competitive, dynamic pricing, and yield management, while considering legal and ethical considerations in pricing decisions.	(Ap)	(C)	Application in Practical's
CO4	Discover how revenue management systems (RMS) work in hotels, use them to optimize revenue, analyze data for business insights, integrate RMS with other hotel systems, and learn from real-world case studies.	(An)	(C)	Written Exams
CO5	Evaluate and use key performance indicators (KPIs) in revenue management, including common KPIs like ADR and RevPAR, by selecting, customizing, and balancing financial and non-financial KPIs, and interpreting performance data to improve revenue management in hotels.	(E)	(P)	Application in Practical's
CO6	Adapting revenue management strategies based on changing market conditions, students will implement effective strategies to maximize revenue. They will also gain insights into future trends in hotel revenue management to stay ahead in the industry.	(C)	(M)	Application in Practical's
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

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Module	Unit	Content	Hrs
I		**Introduction to Hotel Revenue Management.**	**10**
	1	Overview of Revenue management.	2
	2	History and evolution of Revenue management in the hotel industry.	3
	3	Key concepts and terminology, importance of Revenue management in hospitality	3
	4	The Revenue management cycle	2
II		**Market segmentation and demand orecasting**	**10**
	5	Understanding Market segmentation, identifying customer segments.	3
	6	Demand forecasting techniques.	3
	7	Analysinghistorical data for forecasting.	2
	8	Role of technology in Demand forecasting.	2
III		**Pricing strategies and revenue optimization.**	**15**
	9	Introduction to pricing strategies in hotel management.	2
	10	Cost-based pricing.	2
	11	Value-based pricing.	1
	12	Competitive pricing.	2
	13	Dynamic pricing.	2
	14	Yield management.	2
	15	Distribution channel management.	1
	16	Legal considerations in pricing.	1
	17	Ethical considerations in pricing.	2
IV		**Revenue management tools and technology.**	**10**
	18	Introduction to Revenue Management Systems (RMS).	2

	19	Key features and functions of RMS.	2
	20	Data analytics and business intelligence.	2
	21	Integrating RMS with other hotel management systems.	2
	22	Case studies on successful implementation of RMS.	2
V		**Performance measurement and strategy adjustment.**	**15**
		Introduction to KPIs Definition and importance of KPIs in revenue management. How KPIs align with overall business goals and strategies. **Common KPIs in the Hotel Industry** Average Daily Rate (ADR) Revenue Per Available Room (RevPAR) Occupancy Rate Total Revenue Per Available Room (TRevPAR) Gross Operating Profit Per Available Room (GOPPAR) Customer Acquisition Cost (CAC) Customer Lifetime Value (CLV) **Selecting the right KPIs.** Criteria for choosing effective KPIs. Customizing KPIs to fit the specific needs of a hotel. Balancing financial and non-financial KPIs **Data collection and management.** Sources of revenue data in the hotel industry. Methods for collecting and managing revenue data. Importance of data accuracy and integrity.	9

		Content	
		Performance analysis tools. Overview of tools and software for revenue performance analysis. How to use dashboards and reports to monitor performance. Real-time vs. periodic performance monitoring. **Interpreting performance data.** Techniques for analysing revenue data. Identifying trends, patterns, and anomalies in revenue performance. Understanding the impact of external factors on revenue performance.	
		Strategy adjustment and implementation.	3
		Future trends in Hotelrevenue management.	3

REFERENCE BOOK

1. Hotel Revenue Management: Principles and Practices" by K. Chandra Balaji

2. Revenue Management for the Hospitality Industry" by David K. Hayes and Allisha A. Miller

3. Hotel Front Office Management" by James A. Bardi

4. Hotel Management and Operations" by Michael J. O'Fallon and Denney G. Rutherford

5. Hotel, Restaurant, and Travel Law" by Karen Morris and Norman Cournoyer

6. Hotel Operations Management" by David K. Hayes and Jack D. Ninemeier

7. Hospitality Strategic Management: Concepts and Cases" by Cathy A. Enz

8. The Cornell School of Hotel Administration on Hospitality: Cutting Edge Thinking and Practice" by Michael C. Sturman, Jack B. Corgel, and Rohit Verma

9. Professional Front Office Management" by Abhishek Chauhan and Shubha Bhan

10. The Theory of Hospitality and Catering" by David Foskett, Patricia Paskins, and Andrew Pennington

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	-	2	1	2	-	3	3	3	2	2	3	2	3
CO 2	-	2	1	1	-	3	3	2	2	2	3	3	2
CO 3	-	2	1	2	-	2	2	2	3	3	3	3	2
CO 4	-	1	1	2	-	3	2	2	3	2	2	2	2
CO 5	-	2	1	2	-	2	3	3	2	3	3	2	3
CO 6	-	2	1	2	-	2	3	2	3	3	2	2	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1		✓		✓
CO 2	✓			✓
CO 3	✓			✓
CO 4		✓		✓
CO 5	✓		✓	
CO 6			✓	

Cross Cultural Communication in Hospitality

Programme	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE.
Course Code	**BHC6EJ301(1)**
Course Title	**CROSS CULTURAL COMMUNICATION IN HOSPITALITY**
Type of Course	Elective Course in Major
Semester	VI
Academic Level	300-399

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4			60

Pre-requisites	Effective cross-cultural communication in hospitality is a deep understanding and respect for cultural differences, long with proficiency in relevant languages, strong interpersonal skills, and the ability to adapt communication styles to different cultural contexts.
Course Summary	The course in Cross-Cultural Communication in Hospitality provides students with the necessary skills and knowledge to effectively communicate and interact with individuals from diverse cultural backgrounds in the hospitality industry. Students will develop cultural awareness, language proficiency, and interpersonal skills to navigate cross-cultural interactions successfully. The course covers topics such as cultural differences, non-verbal communication, conflict resolution, and cultural sensitivity training. Through practical exercises and case studies, students will learn to apply these skills in real-world hospitality settings, preparing them for a globalized and culturally diverse industry.

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Demonstrate effective communication with diverse cultures by using key cultural theories, overcoming barriers, and learning from real-world misunderstandings to improve global hospitality management skills	(U)	(F)	Written Exams
CO2	Summarize how students will learn to recognize and navigate cultural differences in communication by understanding cultural values and norms, verbal and non-verbal styles, high-context vs. low-context cultures, and overcoming communication barriers.	(U)	(F)	Written Exams
CO3	Identify how students will learn to communicate effectively in diverse cultures by practicing active listening, empathy, adaptability, and understanding language and non-verbal cues, while enhancing their cultural and emotional intelligence.	(Ap)	(C)	Application in Practical's
CO4	Discover how students will develop strategies for enhancing cross-cultural communication by participating in cultural competence training, creating inclusive environments, tailoring services, leveraging technology, and applying best practices in customer service.	(An)	(C)	Written Exams
CO5	Evaluate how students will identify and overcome cross-cultural hurdles like stereotypes and language barriers, adapt communication through cultural awareness, and use cultural diversity for innovation and improved guest experiences, preparing them for future multicultural interactions.	(E)	(P)	Application in Practical's
CO6	Design how students will understand and anticipate future trends in cross-cultural communication within hospitality to enhance guest satisfaction and drive business success.	(C)	(M)	Application in Practical's
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Module	Unit	Content	Hrs
I		**Introduction to cross-cultural communication**	**10**
	1	Fundamentals of cross-cultural communication.	2
	2	Importance of cultural awareness in hospitality.	3
	3	Cultural dimensions and theories.	3
	4	Intercultural communication competence, case studies of cross-cultural misunderstandings.	2
II		**Cultural differences and their impact on communication.**	**10**
	5	Understanding cultural values and norms, verbal and non-verbal communication across cultures.	3
	6	High-context vs. low-context cultures.	3
	7	Impact of culture on perceptions and behaviours.	2
	8	Cross-cultural communication barriers	2
III		**Developing intercultural communication skills.**	**15**
	9	Active listening and empathy in cross-cultural contexts.	2
	10	Adaptability and flexibility in intercultural interactions.	2
	11	Building rapport with guests from different cultures.	1
	12	Conflict resolution in a multicultural setting.	2
	13	Role of language skills in cross-cultural communication.	2
	14	Non-verbal communication in cross-cultural contexts.	2
	15	Cultural intelligence and emotional intelligence	1
	16	Managing multicultural teams.	1
	17	Cultural adaptation and acculturation.	2
IV		**Strategies for enhancing cross-cultural communication.**	**10**
	18	Training programs for cultural competence.	2
	19	Creating inclusive and welcoming environments.	2

	20	Tailoring services to meet cultural preferences.	2
	21	Leveraging technology for cross-cultural communication.	2
	22	Best practices in cross-cultural customer service.	2
V		**Challenges and opportunities in cross-cultural communication.**	**15**
		1) Identifying Challenges in Cross-Cultural Communication a) Common Challenges in Cross-Cultural Communication b) Cultural Misunderstandings and Stereotypes c) Language Barriers and Miscommunication d) Differences in Communication Styles 2) Strategies to Overcome Communication Challenges a) Enhancing Cultural Awareness and Sensitivity b) Effective Use of Translation Tools and Services c) Adapting Communication Styles to Different Cultures d) Training and Development Programs for Cross-Cultural Competence 3) Opportunities Presented by Cultural Diversity a) Leveraging Cultural Diversity for Innovation and Creativity b) Enhancing Guest Experience Through Cultural Understanding c) Building a Multicultural Workforce and Its Benefits d) Future Trends and Opportunities in Cross-Cultural Communication	9
		Future trends in cross-cultural communication in hospitality.	3
		Evaluating the impact of cross-cultural communication on guest satisfaction.	4

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REFERENCE BOOK

1. "Cross-Cultural Management in the Hospitality Industry" by R. N. Moeller

2. "Hospitality Management: A Brief Introduction" by Roy C. Wood

3. "Managing Cultural Differences: Global Leadership Strategies for the 21st Century" by Robert T. Moran, Philip R. Harris, and Sarah V. Moran

4. "Cross-Cultural Perspectives on Quality of Life" edited by Valery Chirkov, Richard Ryan, and Kennon Sheldon

5. "Cross-Cultural Business Behavior: Negotiating, Selling, Sourcing, and Managing Across Cultures" by Richard R. Gesteland

6. "The SAGE Handbook of Hospitality Management" edited by Roy C. Wood and Bob Brotherton

Mapping of COs with PSOs and POs:

	PSO 1	PSO 2	PSO 3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	-	1	1	2	-	3	2	3	2	3	2	3	2
CO 2	-	2	1	2	-	3	2	3	3	2	3	2	2
CO 3	-	2	1	1	-	2	3	2	3	2	3	2	2
CO 4	-	1	1	2	-	3	2	3	2	3	3	2	2
CO 5	-	2	1	2	-	2	2	2	3	3	2	3	3
CO 6	-	2	1	2	-	2	3	2	3	2	3	2	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1		✓		✓
CO 2	✓			✓
CO 3	✓			✓
CO 4		✓		✓
CO 5	✓		✓	
CO 6			✓	

Front office Etiquette and Protocols

Programme	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE				
Course Code	**BHC6EJ302(1)**				
Course Title	**FRONT OFFICE ETIQUETTE AND PROTOCOLS**				
Type of Course	Elective Course in Major				
Semester	VI				
Academic Level	300-399				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-	-	60
Pre-requisites	Proficiency in communication, customer service, attention to detail, problem-solving, adaptability, industry knowledge, professional appearance, conflict resolution, and teamwork are prerequisites for Front Office Etiquette and Protocols.				
Course Summary	The course on Front Office Etiquette and Protocols equips students with the essential skills and knowledge required to excel in front office roles within the hospitality industry. Students will learn professional communication techniques, customer service excellence, and the importance of maintaining a polished appearance. The course covers key topics such as handling reservations, check-ins, and guest inquiries with precision, managing conflicts, and resolving issues diplomatically. Through practical exercises and real-world scenarios, students will develop the ability to work collaboratively in a team, adapt to various guest needs, and uphold industry standards of professionalism and protocol.				

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Recall the essential elements of front office etiquette, including the role of staff, professionalism, appearance, manners, and communication skills, to enhance guest interactions.	(R)	(F)	Written Exams
CO2	Outline how students can effectively greet and welcome guests, use verbal and non-verbal communication, practice active listening, handle inquiries and requests well, and manage interactions with difficult guests professionally.	(U)	(F)	Written Exams
CO3	Identify key strategies for efficiently managing front office operations, including reservations, check-in/check-out procedures, cash handling, room allocation, safety protocols, guest services, and staff training.	(Ap)	(C)	Application in Practical's
CO4	Examine how students can handle VIP guests, manage complaints and feedback, deal with emergencies, coordinate with departments, and provide personalized services professionally and efficiently.	(An)	(C)	Written Exams
CO5	Evaluate how students can achieve excellence in the hospitality industry by pursuing continuous professional development, enhancing interpersonal skills, and applying effective time management and multitasking strategies.	(E)	(P)	Application in Practical's
CO6	Discuss how students can demonstrate professionalism, apply stress management techniques, and evaluate and improve front office performance for continuous improvement in the hospitality industry.	(C)	(M)	Application in Practical's
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Module	Unit	Content	Hrs
I		**Introduction to Front office Etiquette.**	**10**
		Role of Front office staff.	2
		Importance of Professionalism.	3
		Presentable appearance and dress code.	3
		Basic etiquette and manners, communication etiquette.	2
II		**Guest interaction and communication.**	**10**
		Greeting and welcoming guests.	3
		Effective verbal and Non-verbal communication.	3
		Active listening skills, handling guest inquiries and requests.	2
		Dealing with difficult guests.	2
III		**Front office operations and procedures.**	**15**
		Reservation management. a. Importance of efficient reservation systems. b. Reservation policies and procedures. c. Managing online reservations.	2
		Check-in and Check-out procedures. a. Standard Check-in process. b. Express Check-in options. c. Check-out procedures and Guest departure.	2
		Cash handling and billing a. Cash handling policies and procedures b. Credit card processing and security c. Invoicing and billing accuracy.	1
		Room allocation and upgrades..	2

		a. Room allocation strategies.	
		b. Handling room upgrade requests.	
		c. Managing room inventory and availability.	
		Safety and security protocols.	2
		a. Importance of safety and security in hospitality.	
		b. Emergency procedures and crisis management.	
		c. Guest safety measures and security best practices.	
		Maintenance and housekeeping coordination	2
		a. Coordination between Front office and housekeeping	
		b. Maintenance requests handling ensuring room readiness and quality standards	
		Guest services and amenities.	1
		a. Providing information on hotel services and facilities.	
		b. Arranging guest transportation and tours.	
		c. Handling guest requests for special services	
		Record keeping and documentation.	1
		a. Maintaining guest records and privacy.	
		b. Documenting guest incidents and complaints.	
		c. Reporting and communication protocols.	
		Staff training and development	2
		a. Training front office staff on procedures and etiquette.	
		b. Continuous learning and improvement programs.	
		c. Ensuring staff awareness of safety and security measures.	
IV	**Etiquette and protocols for special situations.**		**10**
	Handling VIP guests.		2
	Managing guest complaints and feedback.		2

		Dealing with emergencies and crisis situations.	2
		Coordinating with other departments.	2
		Providing personalized guest services.	2
V	**Professionalism and continuous improvement.**		**15**
		Continuous Professional Development. a. Importance of Continuous Learning in Hospitality Industry. b. Professional Development Opportunities and Resources. c. Creating a Personalized Professional Development Plan. **Enhancing Interpersonal Skills.** a. Importance of Interpersonal Skills in Hospitality. b. Developing Effective Communication Skills. c. Building Relationships and Networking. **Time Management and Multitasking.** a. Principles of Time Management. b. Prioritizing Tasks and Managing Deadlines. c. Strategies for Effective Multitasking.	10
		Stress management techniques.	2
		Evaluating and improving Front office performance.	3

REFERENCE BOOK

1. Hotel Front Office Management" by James A. Bardi

2. Managing Front Office Operations" by Michael L. Kasavana and Richard M. Brooks

3. Hospitality Front Office Operations and Management" by Ahmed Ismail

4. Hotel Operations Management" by David K. Hayes and Jack D. Ninemeier

5. The Heart of Hospitality: Great Hotel and Restaurant Leaders Share Their Secrets" by Micah Solomon

6. Supervision in the Hospitality Industry" by John R. Walker and Jack E. Miller

7. Effective Front Office Operations" by Michael C. Sturman, Jack B. Corgel, and Rohit Verma

8. The Cornell School of Hotel Administration on Hospitality: Cutting Edge Thinking and Practice" by Michael C. Sturman, Jack B. Corgel, and Rohit Verma

9. Professional Front Office Management" by Abhishek Chauhan and Shubha Bhan

10. Stress Management for Dummies" by Allen Elkin

Mapping of COs with PSOs and POs:

	PSO 1	PSO 2	PSO 3	PSO4	PSO5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	-	1	1	2	-	3	3	2	3	2	3	2	2
CO 2	-	2	1	2	-	3	2	3	3	2	2	3	2
CO 3	-	2	1	1	-	2	3	2	2	3	3	2	1
CO 4	-	1	1	2	-	3	2	3	3	2	2	3	2
CO 5	-	2	1	1	-	2	3	2	2	3	3	2	3
CO 6	-	2	1	2	-	2	2	2	3	3	2	2	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar

- Midterm Exam

- Programming Assignments (20%)

- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1		✓		✓
CO 2	✓			✓
CO 3	✓			✓
CO 4		✓		✓
CO 5	✓		✓	
CO 6			✓	

HOUSE KEEPING

LAUNDRY AND LINEN ROOM MANAGEMENT

Programme	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE.
Course Code	**BHC5EJ303(2)**
Course Title	**LAUNDRY AND LINEN ROOM MANAGEMENT**
Type of Course	Elective Course in Major
Semester	V
Academic Level	300-399

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4			60

Pre-requisites	Completion of basic courses in housekeeping and hospitality management. Fundamental knowledge of hotel operations and hygiene practices.
Course Summary	This elective course in Laundry and Linen Room Management provides students with essential skills for managing laundry operations and linen inventory in the hospitality industry. Key topics include laundry processes, linen management, hygiene and safety protocols, and cost control strategies.

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Gain a foundational understanding of the role and significance of laundry services within the hospitality industry.	(R)	(F)	Written Exams
CO2	Understand the overall process of hotel laundry operations from receiving soiled linen to delivering clean, pressed items.	(U)	(F)	Written Exams
CO3	Acquire proficiency in operating various laundry equipment, including washing machines, dryers, ironing machines, and folding machines.	(Ap)	(C)	Application in Practical's
CO4	Develop the ability to identify different types of stains commonly encountered in laundry operations.	(An)	(C)	Written Exams
CO5	Learn the principles and techniques involved in dry cleaning, including the use of specialized equipment and solvents.	(E)	(P)	Application in Practical's
CO6	Students can create comprehensive and practical sustainable laundry techniques that can be implemented, monitored and evaluate and demonstrate practical skill in sustainable laundry practices through hands on exercise and field visits etc.	(C)	(M)	Application in Practical's
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Module	Unit	Content	Hrs
I		**Introduction to Hotel Laundry**	**10**
	1	Definition of Laundry and Types of Laundry	2
	2	Advantages and disadvantages of different types of laundry	3
	3	Organisation chart of Laundry	3
	4	Duties and responsibilities of various Laundry Personnel	2
II		**Planning of Laundry**	**10**
	5	Planning of OPL(On Premise Laundry), Layout & criteria of OPL	3
	6	Activities in Laundry	3
	7	Laundry cycle and Wash Cycle	2
	8	Laundry equipment and chemicals	2
III		**Dry-cleaning and stain removal**	**15**
	9	Dry-cleaning (advantages & disadvantages)	2
	10	Dry-cleaning process	2
	11	Handling guest laundry	1
	12	Stain removal and spotting	2
	13	Different types of stain.	2
	14	Different methods of Stain removals and removal of some common stain related to Hotel industry	2
	15	Identification of Stain.	1
	16	Treatment of unknown stain	1
	17	Wash care labels	2
IV		**Linen room and Uniform room**	**10**
	18	Types of Linen room	2
	19	Activities of Linen room	2

	20	Activities of Uniform room and advantages of providing uniforms to the staff	2
	21	Linen inventory and linen hire	2
	22	Activities of Sewing room	2
V	**Hands-on Laundry practices in Housekeeping : practical applications.**		**15**
	1	o) Identification of Laundry equipment p) Identification of Laundry chemicals q) Identification of Different types of Stains r) Practical demonstration on spotting s) Identification of Wash Care labels t) Practical understanding of laundry layout u) Practical demonstration on designing various uniforms	8
	2	Practical Demonstration on Linen Inventory	3
	3	Industrial Visits to a Commercial Laundry	4

REFERENCE BOOK

1 Hotel Housekeeping operations and Management Mr.G.Raghubalan

2 Housekeeping Theory and Practices Dr.JagmohanNegi

3 Fundamentals of Housekeeping operationsMr.Deepak Singh Negi

4 Hotel Housekeeping Management and OpertaionsMr.Sudhir Andrews

5 Hotel Housekeeping for Future managers Mr. Pankaj Behl

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	3	2	3	3	2	3	2	3	2	3	2	2	2
CO 2	3	2	3	3	2	3	3	3	3	3	3	2	1
CO 3	3	2	3	2	3	2	2	2	2	2	2	3	3
CO 4	2	3	3	2	3	3	3	3	2	2	3	2	2
CO 5	1	2	3	2	2	2	2	3	3	3	2	3	2
CO 6	3	2	2	3	3	2	2	2	2	2	3	2	3

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1		✓		✓
CO 2	✓			✓
CO 3	✓			✓
CO 4		✓		✓
CO 5	✓		✓	
CO 6			✓	

Interior Designing

Programme	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE.				
Course Code	**BHC5EJ304 (2)**				
Course Title	**INTERIOR DESIGNING**				
Type of Course	Elective Course in Major				
Semester	V				
Academic Level	300-399				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-	-	60
Pre-requisites	☐ Completion of introductory courses in hospitality management and design principles. ☐ Basic understanding of aesthetics and spatial plannin				
Course Summary	This elective course in Interior Designing provides students with foundational skills and knowledge for designing and managing interior spaces within the hospitality industry. Key topics include design concepts, space planning, color theory, furniture selection, and application of current trends and technologies in interior design				

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Gain a foundational understanding of the role and significance of interior designing within the hospitality industry.	(R)	(F)	Written Exams
CO2	Understand the overall process of colour schemes and different types of lighting.	(U)	(F)	Written Exams
CO3	Acquire proficiency in various design factors	(Ap)	(C)	Application in Practical's
CO4	Develop the ability to identify different types of cieings,flooring ,wall coverings and furniture's	(An)	(C)	Written Exams
CO5	Learn the principles and techniques involved in designing a hotel room	(E)	(P)	Application in Practical's
CO6	Students can create comprehensive and practical sustainable practices in interior designing of a hotel room etc.	(C)	(M)	Application in Practical's
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Module	Unit	Content	Hrs
I		**Introduction to Interior Designing**	10
	1	Objectives of Interior designing	2
	2	Basic types of Design	3
	3	Elements of Design	3
	4	Units of Design	2
II		**Design Principles**	10
	5	Proportion (Greek Oblong)	3
	6	Balance And Types of Balance	3
	7	Emphasis &Harmony	2
	8	Rhythm	2
III		**Interior Decoration in Hotels**	15
	9	Colour and dimensions.	2
	10	Colour wheel and colour system.	2
	11	Colour schemes and Harmonies	1
	12	Lighting and Different types	2
	13	Method of Lighting.	2
	14	Different types of lighting and different lighting plans for different areas in hotel	2
	15	Floor covering and Finishing and its selection	1
	16	Carpets and its types	1
	17	Caring of Carpets and its installation	2
IV		**Ceiling ,wall covering, window treatment and furniture's in a Hotel Room**	10

	18	Types of ceilings	2
	19	Types of wall coverings and its maintenance	2
	20	Different types of windows	2
	21	Types of window treatments	2
	22	Furniture and its types.	2
V		**Hands-on Interior Designing in Housekeeping: Practical applications.**	**15**
	1	a) Identification of colour schemes and wheels b) Identification of different flooring. c) Identification of different wall covering and ceiling d) Practical demonstration maintenance of carpets. e) Identification of different types of lighting. f) Identification of different types of furniture's	9
	2	Practical Demonstration designing a room	3
	3	Industrial visit to a interior designing company or expert lecture from a interior designer	3

REFERENCE BOOK

1 Hotel Housekeeping operations and Management Mr.G.Raghubalan

2 Housekeeping Theory and Practices Dr.JagmohanNegi

3 Fundamentals of Housekeeping operationsMr.Deepak Singh Negi

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Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	3	2	3	3	2	3	2	3	2	3	2	2	3
CO 2	3	2	3	3	2	3	3	3	3	3	3	2	2
CO 3	3	2	3	2	3	2	2	2	2	2	2	3	2
CO 4	2	3	3	2	3	3	3	3	2	2	3	2	2
CO 5	1	2	3	2	2	2	2	3	3	3	2	3	2
CO 6	3	2	2	3	3	2	2	2	2	2	3	2	3

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1		✓		✓
CO 2	✓			✓
CO 3	✓			✓
CO 4		✓		✓
CO 5	✓		✓	
CO 6			✓	

Floristry

Programme	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE.				
Course Code	**BHC6EJ303 (2)**				
Course Title	**Floristry**				
Type of Course	Elective Course in Major				
Semester	VI				
Academic Level	300-399				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-	-	60
Pre-requisites	☐ Completion of introductory courses in hospitality management. ☐ Basic understanding of horticulture and aesthetics.				
Course Summary	This elective course in Floristry equips students with fundamental skills and knowledge for creating and managing flower arrangements in a hotel setting. Key topics include the importance and basics of flower arrangements, equipment and materials used, design principles, and the role of horticulture. The course also covers practical applications, including different styles of flower arrangements, care and conditioning of flowers, and hands-on practice with visits to hotel flower rooms.				

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Recall and articulate the foundational elements that contribute to a comprehensive understanding of Flower arrangement Basics.	(R)	(F)	Written Exams
CO2	Through detailed study, students will understand and explain the intricacies of basic ingredients of Flower arrangement.	(U)	(F)	Written Exams
CO3	Students will be able to prepare the Flower arrangements and also understands the criteria while designing a Flower arrangement.	(Ap)	(C)	Application in Practical's
CO4	Students will have knowledge about the importance of Horticulture and Indoor Plants in Hotel Flower Arrangements.	(An)	(C)	Written Exams
CO5	Through practical application, students will improve their creativity in Flower arrangement.	(E)	(P)	Application in Practical's
CO6	To get a thorough knowledge on the usage of equipment, flowers and other related items in Flower arrangement.	(U)	(p)	Application in Practical's
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Module	Unit	Content	Hrs
I		**Introduction to Flower arrangement**	**10**
	1	Definition for Flower arrangement	2
	2	Flower room in Hotel, its layout and criteria of designing a flower room in Hotel	3
	3	Flower room personnel (duties and responsibility of a florist)	3
	4	Importance of Flower arrangement in Hotels	2
II		**Basics Ingredients of Flower Arrangement**	**10**
	5	Equipment used in Flower arrangements	3
	6	Mechanics and accessories used in Flower arrangements	3
	7	Containers and Bases used in Flower arrangement	2
	8	Flowers and Foliage used in Flower arrangements	2
III		**Designing Flower arrangement**	**15**
	9	Features of Good design	2
	10	Elements of Flower arrangement	2
	11	Principles of Flower arrangement	1
	12	Colour schemes	2
	13	Style/Type of Flower arrangements	2
	14	Japanese Flower arrangement and styles	2
	15	Dry Flower arrangement and its techniques	1
	16	General guidelines for conditioning the Flower arrangements	1
	17	Placement of Flower arrangement and Flower arrangement for various hotel areas	2
IV		**Horticulture and Flower arrangements**	**10**
	18	Importance of Horticulture in Flower arrangement.	2
	19	Duties and responsibilities of Horticulturists	2
	20	Essential component of Horticulture	2

	21	Indoor plants and its care	2
	22	Bonsai in Hotel properties	2
V		**Hands-on Flower Arrangement: practical applications.**	**15**
	1	g) Identification of equipment. h) Identification of different Flowers. i) Identification of Foliage. j) Demonstration of basic flower arrangement. k) Demonstration of Japanese flower arrangement. l) Identification of equipment and ingredients used in Dry flower arrangement. m) Demonstration of Dry flower arrangement	7
	2	Demonstration of Care and conditioning of Flowers – Dry and Fresh	3
	3	Visit to a Flower room in Hotel	5

REFERENCE BOOK

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2 Housekeeping Theory and Practices Dr.JagmohanNegi

3 Fundamentals of Housekeeping operationsMr.Deepak Singh Negi

4 Hotel Housekeeping Management and OpertaionsMr.Sudhir Andrews

5 Floriculture at a Glance Mr.Desh Raj

Mapping of COs with PSOs and POs:

	PSO 1	PSO 2	PSO 3	PSO4	PSO5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	3	2	3	3	2	3	2	3	2	3	2	2	3
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CO 5	1	2	3	2	2	2	2	3	3	3	2	3	2
CO 6	3	2	2	3	3	2	2	2	2	2	3	2	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:
- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1		✓		✓
CO 2	✓			✓
CO 3	✓			✓
CO 4		✓		✓
CO 5	✓		✓	
CO 6			✓	

SUSTAINABLE HOUSEKEEPING OPERATIONS

Programme	B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE.
Course Code	**BHC6EJ304 (2)**
Course Title	**Sustainable Housekeeping Operations**
Type of Course	Elective Course in Major
Semester	VI
Academic Level	300-399

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-	-	60

Pre-requisites	Completion of basic courses in housekeeping and hospitality management. Fundamental knowledge of sustainability principles and environmental practices.
Course Summary	This elective course in Sustainable Housekeeping Operations provides students with essential skills and knowledge for integrating sustainable practices into hotel housekeeping. Key topics include the importance of sustainability, eco-friendly cleaning products and methods, effective waste management, and energy and water conservation strategies. The course emphasizes practical applications, such as identifying sustainable products, demonstrating green cleaning techniques, and implementing waste segregation and resource-efficient practices. Students will also explore case studies and participate in hands-on activities to monitor and evaluate sustainable practices in housekeeping operations.

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Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Students can recall and articulate the foundational elements that contribute to a comprehensive understanding of sustainable hotel housekeeping operations.	(R)	(F)	Written Exams
CO2	Students can articulate the key principle of sustainability and their relevance to housekeeping practices	(U)	(F)	Written Exams
CO3	Students can identify and evaluate eco-friendly cleaning product and material in daily housekeeping operations	(Ap)	(C)	Application in Practical's
CO4	Students can develop and implement effective waste reduction, reuse and recycling programme within housekeeping operation	(An)	(C)	Written Exams
CO5	Students can develop and implement practices to minimise the energy and water usage in housekeeping task.	(E)	(P)	Application in Practical's
CO6	Students can create comprehensive and practical sustainable housekeeping plans that can be implemented, monitored and evaluate and demonstrate practical skill in sustainable housekeeping through hands on exercise and field visits etc.	(C)	(M)	Application in Practical's
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Module	Unit	Content	Hrs
I		**Introduction to Sustainability in Housekeeping**	**10**
	1	Definition & importance of Sustainability	2
	2	Role of Housekeeping in promoting Sustainability	3
	3	Benefits of Sustainable housekeeping	3
	4	Hotel design and construction - Ecotels	2
II		**Sustainable cleaning product and methods**	**10**
	5	Overview of eco-friendly cleaning products	3
	6	Benefits and challenges of Green cleaning agent	3
	7	Implementing Green cleaning methods and Techniques in room and public area	2
	8	Certification and standards for Sustainable products	2
III		**Waste management in Housekeeping**	**15**
	9	Types of Waste generated in Housekeeping.	2
	10	Waste Hierarchy – reduce, reuse, recycle and dispose.	2
	11	Effective waste segregation and disposal practices.	1
	12	Waste management strategies.	2
	13	Biogas plant.	2
	14	Sewage Treatment plant.	2
	15	Effluent treatment plant.	1
	16	Composting.	1
	17	Vermicomposting.	2
IV		**Energy and Water conservation strategies in Housekeeping Operations**	**10**
	18	Energy consumption in cleaning and laundry operations	2
	19	Energy efficient equipment and technologies to reduce energy use	2
	20	Technique for reducing water consumption in Housekeeping.	2

	21	Implementing water efficient technologies and practices	2
	22	Linen and Towel reuse programmes	2
V		**Hands-on Sustainable practices in Housekeeping : practical applications.**	**15**
	1	n) Identification of sustainable guest amenities o) Identification of Sustainable cleaning agents p) Identification of Sustainable cleaning equipment q) Practical demonstration of green cleaning method and techniques r) Practical demonstration of segregation of waste s) Practical demonstration of sustainable laundry practice t) Practical demonstration on proper dilution and usage of cleaning agents	8
	2	Case Studies based on Sustainability in hotel	3
	3	Practical Demonstration in Monitoring and evaluating sustainable practices	4

REFERENCE BOOK

1 Hotel Housekeeping operations and Management Mr.G.Raghubalan

2 Housekeeping Theory and Practices Dr.JagmohanNegi

3 Fundamentals of Housekeeping operationsMr.Deepak Singh Negi

4 Hotel Housekeeping Management and OpertaionsMr.Sudhir Andrews

5 Hotel Housekeeping for Future managers Mr. Pankaj Behl

6 Green housekeeping Ms.Christina Strutt

Mapping of COs with PSOs and POs:

	PSO 1	PSO 2	PSO 3	PSO4	PSO5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	3	2	3	3	2	3	2	3	2	3	2	2	2
CO 2	3	2	3	3	2	3	3	3	3	3	3	2	2
CO 3	3	2	3	2	3	2	2	2	2	2	2	3	3
CO 4	2	3	3	2	3	3	3	3	2	2	3	2	2
CO 5	1	2	3	2	2	2	2	3	3	3	2	3	1
CO 6	3	2	2	3	3	2	2	2	2	2	3	2	3

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1		✓		✓
CO 2	✓			✓
CO 3	✓			✓
CO 4		✓		✓
CO 5	✓		✓	
CO 6			✓	

FOOD & BEVERAGE PRODUCTION

Advanced Bakery and Confectionery Management

PROGRAMMME	B.SC HOTEL MANAGEMENT & CATERING SCIENCE				
COURSE CODE	**BHC5EJ305(3)**				
COURSE TITLE	**ADVANCED BAKERY AND CONFECTIONERY MANAGEMENT**				
TYPE OF COURSE	ELECTIVE				
SEMESTER	V				
ACADEMIC LEVEL	300-399				
COURSE DETAILS	Credit	Lecture Per Week	Tutorial Per Week	Practical Per Week	Total Hours
	4	4	-	-	60
PRE-REQUISITES	1.Proficiency in bakery and confectionery preparation of food items such as cakes,pastries,breadsetc in kitchen department. 2.Basic working skills with understanding of bakery & confectionery as part of food production department.				
COURSE SUMMMARY	This course provides an indepth exploration of the principles and practices involved in managing bakery and confectionery section and to equip students with skills and knowledge required to successfully manage bakery and confectionery in various food outlet settings.				

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Categor	Evaluation Tools
CO1	Demonstrate profici bakery and confectic preparation techniqu including cakes, pas breads.	Ap	P	Practical Assessm
CO2	Analyze and apply p of bakery and confec management in diffe production settings.	An	C	Case Studies / Pro Work
CO3	Evaluate quality star and compliance with and safety regulatio bakery and confectic operations.	E	C	Practical Assessm Inspections
CO4	Design innovative re and products in bake confectionery, consi market trends and cc preferences.	C	P	Product Developr Projects
CO5	Develop managerial necessary for effecti supervision and tear coordination in bake confectionery enviro	Ap	P	Practical Assessm Role Plays
CO6	Demonstrate creativ innovation in develo dessert concepts and presentation techniq	C	C	Practical Assessm Viva Voce
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Know (M)				

MODULE	UNIT	TOPIC	HRS
I		**ICING & TOPPINGS**	10
	1	Varieties Of Icings	3
	2	Uses Of Icings	2
	3	Difference Between Icings & Toppings	3
	4	Reciepes	2
II		**FROZEN DESSERTS**	10
	5	Types & Classification Of Frozen Desserts	3
	6	Ice Creams-Definition	2
	7	Methods Of Preparation	2
		Additives & Preservatives Used In Ice Cream Manufacture	3
III		**MERINGUES & CHOCOLATES**	15
	8	Making Of Meringues	1
	9	Factors Affecting the Stability	2
	10	Cooking Meringues	2
	11	Types Of Meringues	2
	12	Uses Of Meringues	2
	13	History & Source of Chocolate	2
	14	Manufacture Processing & Tempering of Chocolate	2
	15	Types Of Choclate	1
	16	Cocoa Butter,White Chocolate & Applications	1
IV		**BREAD MAKING**	10
		Importance & History Of Bread	2

	17		
	18	Fundamentals Of Bread Making	3
	19	Role Of Ingredients In Bread Making	3
	20	Bread Faults	2
V		**BAKERY & CONFECTIONERY - PRACTICALS**	30
	21	Decorated Cakes	10
	22	International Breads	5
	23	Sorbets,Parfaits,Gateaux	10
	24	Hot/Cold Desserts	5

Reference books:

1. Gisslen, W. (2016). Professional Baking (7th ed.). Wiley.
2. Friberg, B., & Coppedge, S. (2016). The Advanced Professional Pastry Chef (4th ed.). Wiley.
3. Migoya, F. (2015). The Modern Café (2nd ed.). Wiley

Mapping CO with POs and PSO's

CO	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO1	3	-	-	-	-	-	-	-	-	-	-	-	-
CO2	-	-	-	-	-	-	2	-	3	-	2		-
CO3	-	-	-	-	-	-	-	-	-	3	3	-	-
CO4	-	-	-	-	-	-	-	-	-	-	3	-	-
CO5	-	-	-	-	-	-	2	-	3	-	3	-	-
CO6	-	-	-	-	-	-	-	-	-	-	-	-	3

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:
- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓			
CO 2			✓	
CO 3		✓		
CO 4		✓		
CO 5			✓	
CO 6				✓

PROGRAMME	BSC HOTEL MANAGEMENT AND CATERING SCIENCE				
COURSE CODE	**BHC5EJ306(3)**				
COURSE TITLE	**GARDE MANGER**				
TYPE OF COURSE	ELECTIVE				
SEMESTER	V				
ACADEMIC LEVEL	300-399				
COURSE DETAILS	CREDIT	LECTURE PER WEEK	TUTORIAL PER WEEK	PRACTICAL PER WEEK	TOTAL HOURS
	4	4	-	-	60
PRE-REQUISITES	1.Proficiency in preparation of cold items such as frozen desserts,saladsetc and their storage methods. 2.Basic preparation skills of cold food items for buffets and other functions.				
COURSE SUMMARY	This course provides an indepth exploration of the cold food preparation and equip students with the knowledge required to successfully manage the garde manger section.				

Course Outcomes (CO):

CO	CO Statement	Cognitive Level	Knowledge Category	Evaluation Tools used
CO1	Demonstrate proficiency in various carving techniques for vegetables, fruits, and ice, utilizing appropriate tools and equipment.	(Ap)	(P)	Practical Assessments
CO2	Prepare and present a variety of sandwiches and canapés, incorporating different fillings, spreads, and garnishes, emphasizing quality and presentation.	(Ap)	(P)	Practical Assessments
CO3	Identify, classify, and prepare different types of forcemeat, sausages, pâtés, terrines, and other charcuterie items, understanding their components and cooking methods.	(An)	(P)	Written Exams
CO4	Explain the importance of appetizers and garnishes in culinary arts, classify them accordingly, and demonstrate their application in food presentation.	(U)	(C)	Written Exams
CO5	Apply advanced techniques in garde manger, including vegetable and fruit carving, preparation of complex forcemeats, mousses, and mousellines, and creation of non-edible displays.	(Ap)	(P)	Practical Assessments
CO6	Evaluate and critique garde manger dishes for taste, texture, and visual appeal, demonstrating advanced culinary skills and creativity.	(E)	(M)	Practical Assessments
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

MODULE	UNIT	TOPIC	HRS
1		CARVING	10
	1	Vegetable Carving	3
	2	Fruit Carving	2
	3	Ice Carving	3
	4	Tools, Equipment and Points to be Remebered In Carving	2
2		SANDWICHES & CANAPES	10
	5	Introduction to sandwiches	2
	6	Introduction to canapes	2
	7	Parts, filling, spreads & garnishes	2
	8	Types of sandwiches	2
	9	Storing of sandwiches	2
3		CHARACUTIER & FORCEMEAT	15
	10	Introduction, types, methods, components of forcemeat	1
	11	Classification of forcemeat	2
	12	Methods of preparation	2
	13	Components of forcemeat	2
	14	Sausage-casting & types	2
	15	Pate, terrine, gallotine-components and cooking methods	2
	16	Marinades, cures and brines-types, components and diiferences between each	2
	17	Ham, bacon and gamon-types and difference between each	1
	18	Mousses and mousselines, aspic jelly,non edible displays	1
4		APPETIZERS & GARNISHES	10

	19	Introduction to appetizers and garnishes	2
	20	Classifications	3
	21	Importance of garnishes in cookery	3
	22	Examples of different garnishes and appetizers	2
5		ADVANCED GARDE MANGER -PRACTICAL	30
	23	Vegetable & fruit carving	10
	24	Sandwiches and canopies	10
	25	Forcemeats(sausage, gallontine, ballontine, pate, terrine)	10
	26	Mousse & mousselines	5

Reference Books:

1. The Culinary Institute of America. (2008). Garde manger: The art and craft of the cold kitchen (5th ed.). Wiley.
2. Ruhlman, M., & Polcyn, B. (2005). Charcuterie: The craft of salting, smoking, and curing. W.W. Norton & Company.
3. Ingram, C., & Mayhew, M. (2009). Appetizers: 500 best-ever recipes. Lorenz Books.
4. The Culinary Institute of America. (2011). The professional chef (9th ed.). Wiley.
5. Notter, E. (2012). The art of the chocolatier: From classic confections to sensational showpieces. Wiley.

MAPPING OF COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO1	3	2	3	-	-	3	-	-	-	-	-	-
CO2	3	-	3	3	-	3	-	-	-	-	-	-
CO3	-	2	-	-	-	3	-	-	-	-	-	-
CO4	-	3	-	2	-	3	-	-	-	-	-	-
CO5	-	2	3	-	-	3	-	-	-	-	-	-
CO6	-	-	-	3	3	3	-	-	-	-	-	-

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:
- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1		✓		
CO 2		✓		
CO 3	✓			
CO 4				✓
CO 5		✓		
CO 6			✓	

KITCHEN FACILITY PLANNING

PROGRAMME	B.SC HOTEL MANAGEMENT & CATERING SCIENCE				
COURSE CODE	**BHC6EJ305(3)**				
COURSETITLE	**KITCHEN FACILITY PLANNING**				
TYPE OF COURSE	ELECTIVE				
SEMESTER	VI				
ACADEMIC LEVEL	300-399				
COURSE DETAILS	CREDIT	LECTURE PER WEEK	TUTORIAL PER WEEK	PRACTICAL PER WEEK	TOTAL HOURS
	4	4	-	-	60
PRE-REQUISITES	1.Proficiency in planning kitchen spaces/outlets of commercial establishments such as hotels,restaurants etc. 2.Basic knowledge &ideas about the dimensions,spacing requirements for kitchen facility of a 5 star hotel.				
COURSE SUMMARY	This course gives an in depth exploration of process involved in planning various kitchen outlets of a 5star hotels,restaurants and other food facility areas.				

Course Outcomes (COs):

CO	CO Statement	Cognitive Level	Knowledge Category	Evaluation Tools Used
CO1	Demonstrate proficiency in designing kitchen layouts considering factors like space allocation and workflow.	Ap	P	Practical Assessments
CO2	Explain the principles of kitchen equipment selection and placement based on functional and budgetary requirements.	An	C	Written Exams
CO3	Identify and analyze the essential systems in kitchen operations such as drainage, gas supply, and ventilation.	An	F	Written Exams
CO4	Evaluate the importance of effective kitchen storage systems and their impact on operational efficiency.	E	M	Practical Assessments
CO5	Apply computer-aided design techniques to develop efficient kitchen layouts and safety systems.	Ap	P	Practical Assessments
CO6	Critique and optimize kitchen designs for safety compliance and operational functionality.	E	M	Practical Assessments
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

MODULE	UNIT	UNIT	HRS
I		**KITCHEN LAYOUT & DESIGN**	**10**
	1	Factors Affecting Kitchen Design	**3**
	2	Principles of Kitchen Layout & Design	**2**
	3	Flow & Allocation of Work	**3**
	4	Planning Requirements For A Kitchen	**2**
II		**KITCHEN EQUIPMENTS & FUELS USED**	**10**
	5	Placement of Equipments in Kitchen	**2**
	6	Manufacture & Selection of Kitchen Equipments Used, Budgeting for Kitchen Equipment	**3**
	8	Fuel & Anticipating Requirements	**2**
	9	Types of Fuels, Advantages & Disadvantages of Each Fuel Used	**3**
III		**KITCHEN MAJOR WORK SYSTEMS&KITCHEN PREPARATION AREAS/STEWARDING**	**15**
	10	Drainage & Sewage System	**2**
	11	Gas Supply ,Steam& Ventilation System	**2**
	12	Vegetable Preparation& Meat Butchery	**2**
	13	Pastry & Bakery	**2**
	14	Hot Kitchen	**1**
	15	General Layout of Kitchen Stewarding	**2**
	16	Equipment Found in Kitchen Stewarding	**2**
	17	Work Flow in Kitchen Stewarding Area	**2**
IV		**KITCHEN STORE LAYOUT**	**10**
	18	Store Layout & Planning	**3**
	19	Storage Systems – Dry/Chillers	**2**
	20	Receiving Area Layout & Planning	**2**
	21	Factors Affecting Storage Process	**3**
V		**KITCHEN DESIGN SYSTEM**	**30**
	22	Computer Aided Kitchen Design System	**20**
	23	Fire Safety Drill System & Other Safety System In Kitchen	**10**

Reference Books:

1. Hertrich, M., & Coffman, K. (2015). Managing your own restaurant business: A comprehensive guide to hospitality management. Routledge.
2. Lertwannawit, A., &Tansuhaj, P. (2015). Restaurant and food service equipment. Cengage Learning.
3. Leong, K. H. (Ed.). (2017). Handbook of research on holistic optimization techniques in the hospitality, tourism, and travel industry. IGI Global.
4. National Restaurant Association Educational Foundation. (2017). ManageFirst: Hospitality and restaurant management. Pearson.
5. Smith, D. S. (Ed.). (2018). Restaurant and food service operations: Principles and practices. Pearson.

Mapping of Cos with PSOs and Pos

CO	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO1	3	3	2	2	2	1	2	2	1	1	1	1	1
CO2	2	3	2	2	2	1	2	2	1	1	1	1	1
CO3	2	3	2	2	2	1	2	2	1	1	1	1	1
CO4	1	2	2	2	1	1	1	2	1	1	1	1	1
CO5	3	3	2	2	2	1	2	2	1	1	1	1	1
CO6	2	3	2	2	2	1	2	2	1	1	1	1	1

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics:

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1		✓		
CO 2	✓			
CO 3	✓			
CO 4			✓	
CO 5			✓	
CO 6				✓

Butchery

PROGRAMME	B.SC HOTEL MANAGEMENT & CATERING SCIENCE			
COURSE CODE	**BHC6EJ306(3)**			
COURSE TITLE	**BUTCHERY**			
TYPE OF COURSE	ELECTIVE			
SEMESTER	VI			
ACADEMIC LEVEL	300-399			
COURSE DETAILS	CREDIT	LECTURE PER WEEK	TUTORIAL PER WEEK	PRACTICAL PER WEEK	TOTAL HOURS
	4	4	-	-	60
PRE-REQUISITES	1.Proficiency in identifying and understanding cuts of different meats such as chicken,redmeat,fish etc. 2.Basic cutting skills with knowledge of different meats and fish used in butchery section			
COURSE SUMMARY	This course provides an indepth exploration of the principles and practices of meat cutting involved in butchery and to equip students with skills and knowledge required to manage butchery section.			

Course Outcomes (CO):

CO	CO Statement	Cognitive Level	Knowledge Category	Evaluation Tools Used
CO1	Demonstrate proficiency in identifying and preparing various cuts of meats and fish, adhering to industry standards and safety protocols.	Ap	P	Practical Assessments, Project Evaluation
CO2	Explain the principles of meat and fish cookery, including the effects of different cooking methods on various cuts and types.	U	C	Written Exams, Internal Exams
CO3	Identify and classify different types of forcemeats, sausages, and charcuterie products, and demonstrate their preparation techniques.	An	P	Practical Assessments, Project Evaluation
CO4	Describe the types and uses of brines, cures, and marinades in butchery, and apply them effectively in meat and fish preparation.	U	F	Written Exams, Assignment
CO5	Apply practical skills in butchery, including meat identification, basic cuts preparation, fish filleting, and slaughtering techniques.	Ap	P	Practical Assessments, Project Evaluation
CO6	Evaluate the quality and safety of meat and fish products, demonstrating proficiency in handling and storage practices.	E	M	Practical Assessments, End Semester Examinations
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

MODULE	UNIT	TOPIC	HRS
I		**MEAT COOKERY**	10
	1	Introduction to Meat Cookery	3
	2	Cuts of pork/ beef/veal/mutton/lamb	2
	3	Variety meats (offals)	2
	4	Poultry (With menu examples of each)	3
II		**FISH COOKERY**	10
	5	Introduction to Fish Cookery	2
	6	Classification of fish with examples	2
	7	Cuts of fish with menu examples	2
	8	Selection of fish and shell fish	2
	9	Cooking of fish (effects of heat)	2
III		**FORCEMEATS & SAUSAGES**	15
	10	Types of forcemeats	1
	11	Preparation of forcemeats	2
	12	Uses of forcemeats	2
	13	Introduction to charcutierie	2
	14	Sausage – Types & Varieties	2
	15	Casings – Types & Varieties	2
	16	Fillings – Types & Varieties	2
	17	Additives & Preservatives	2
IV		**BRINES, CURES & MARINADES**	10
	18	Types of Brines	2

	19	Preparation of Brines	3
	20	Methods of Curing	3
	21	Types& Uses of Marinades	2
V		**BUTCHERY-PRACTICALS**	30
	22	Meat – Identification of various cuts, Carcass demonstration	10
	23	Preparation of basic cuts-Lamb and Pork Chops, Tornado, Fillet, Steaks and Escalope	10
	24	Cuts and Folds of fish	5
	25	Slaughtering and dressing	5

Reference Books:

1. Hui, Y. H., & Nip, W. K. (Eds.). (2011). Meat science and applications. Wiley-Blackwell.
2. LaBensky, S. R., Martel, P., & Hause, A. M. (2018). On Cooking: A textbook of culinary fundamentals (6th ed.). Pearson.
3. Smith, A. F., & Pearson, A. M. (2017). Principles of meat science (5th ed.). Kendall Hunt Publishing Company.
4. The Culinary Institute of America. (2011). The professional chef (9th ed.). Wiley.
5. Wallace, C. A., & Conly, R. (2017). The meat buyer's guide: Beef, lamb, veal, pork, and poultry (8th ed.). Wiley

Mapping of Cos with PSOs and Pos

CO	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO1	3	2	3	2	2	2	3	3	3	3	3	2	2
CO2	2	2	2	3	2	3	2	3	3	3	2	2	2
CO3	2	3	2	3	2	3	2	2	2	2	3	2	2
CO4	2	2	2	2	2	2	3	3	2	2	3	2	2
CO5	3	2	3	3	2	3	3	2	2	3	3	3	3
CO6	2	2	2	3	2	3	2	2	2	2	3	2	3

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓		✓	
CO 2	✓			✓
CO 3			✓	
CO 4		✓		
CO 5			✓	
CO 6				✓

FOOD & BEVERAGE SERVICE

WINE MANAGEMENT

Programme	B.Sc. Hotel Management & Catering Science				
Course Code	**BHC5EJ305(4)**				
Course Title	**WINE MANAGEMENT**				
Type of Course	Elective				
Semester	V				
Academic Level	300 – 399				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-	-	60
Pre-requisites	1. Proficiency in verbal and written communication & foundational understanding of communication principles to interact professionally with Guest and Team Members. 2. Basic Computer Skills with basic understanding of Food & Beverage Service operations.				
Course Summary	This course provides an in-depth exploration of wine management, equipping students with comprehensive knowledge of wine production, classification, storage, service, and global wine regions to excel in the hospitality industry.				

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	**Students will be able to** classify wines accurately based on their colour, characteristics, and general types, showcasing a nuanced appreciation of wine varieties.	U	C	Instructor-created exams /Seminar Presentations /Quiz/ Assignment
CO2	**Students will understand the** diversity of wine types, including still, sparkling, fortified, aromatized	U	C	Instructor-created exams/Assignment /Quiz
CO3	**Students will develop** analytical skills to evaluate the factors influencing the character of wine, enabling a deeper insight into wine production and quality assessment.	An	C	Instructor-created exams / Seminar Presentations/ Viva Voce/Assignment
CO4	**Students will acquire a** comprehensive understanding of the vilification processes for still wines, including red, white, and rosé, demonstrating procedural knowledge applicable to wine production.	Ap	C	Instructor-created exams / Seminar Presentation / Group Tutorial Work
CO5	**Graduates will exhibit a thorough knowledge** of the characteristics and service protocols for wines from major wine regions, including France, Italy, Germany, Spain, Portugal, and important New World wine brands, demonstrating an advanced understanding of international wine standards.	U	C	Instructor-created exams/Presentation / Group Tutorial Work/ Viva Voce /
CO6	**Students will acquire a** thorough understanding of the proper techniques for wine storage and service, and identify major wine-producing countries, fostering a global perspective on wine management	U	C	Presentation / Viva Voce/Seminar/ Quiz

* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)

- Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)

Module	Unit	Content	Hrs
I		**Introduction and Classification of Wines**	**12**
	1	Definition & History	1
	2	Classification with examples: Table/Still/Natural & Sparkling	4
	3	Classification with examples: Fortified & Aromatized	4
	4	Production of each classification	3
II		**Factors Influencing Wine Character and Viticulture**	**10**
	5	Factors influencing the character of wine	1
	6	Viticulture & Viticulture Methods	1
	7	Vinification of still wines (Red, White and Rose)	2
	8	Grape varieties	1
	9	Naming of wines	1
	10	Fruit wines and examples	1
	11	Vine diseases: Odieum, Mildew, Gray Rot (Noble Rot), Phylloxeravastatrix.	1
	12	Wine faults – Corked, Weeping, Excess Sulphur, Maderisation, Tartare Flakes, Formation of crystals, Hydrogen sulphide, Cloudiness, Secondary Fermentation, Foreign materials and sediments	2
III		**Global Wine Regions and Food Pairing**	**12**
	13	Wine producing countries and regions: France, Italy, Germany, Spain, Portugal, USA, Australia	4
	14	Wine names – France, Italy, Germany, California, Australia, India	2
	15	Champagne: Introduction, Manufacturing, Types, Brands	2
	16	Wine based Aperitifs	2
	17	Food & Wine Harmony	2

IV		Storage and Service of Wines	14
	18	Wine Storage	2
	19	Wine Terminology	2
	20	Reading a wine label	2
	21	Wine service equipment & Wine Trolley	2
	22	Service of Sparkling, Aromatized, Fortified, Still Wines	6
V		Open Ended Module: Mastering in Wine management	12
	1	Design a comprehensive menu that pairs specific wines with dishes. Each group should explain the rationale behind each pairing. (Group Activity)	4
	2	Discuss and demonstrate various wine service techniques, including opening, decanting, and pouring wine. Each group will present a specific technique and its importance in the overall wine service experience. (Group Activity)	4
	3	Conduct Group Work on Wine Faults and Solutions (**Objective:** Understand common wine faults, their implications, and practical solutions for maintaining wine quality.)	4

REFERENCE BOOK

1. Food and Beverage Service: Dennis Lillicarp& Cousins
2. Food and Beverage Service – R. Singaravelavan Oxford Higher Education
3. Food & Beverages Service Training Manual – Sudhir Andrews

Mapping of COs with PSOs and POs:

	PSO 1	PSO 2	PSO 3	PSO4	PS O5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	2	3	2	3	1	3	3	1	2	1	3	2	1
CO 2	2	3	1	2	1	1	3	2	2	1	3	2	1
CO 3	1	1	1	3	1	3	3	1	3	2	3	2	2
CO 4	3	3	3	3	1	3	3	1	2	3	3	2	3
CO 5	2	3	2	2	1	2	3	2	2	2	3	3	2
CO 6	2	2	3	3	1	3	3	2	2	2	3	3	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓	✓		✓
CO 2	✓	✓		✓
CO 3	✓	✓	✓	✓
CO 4	✓			✓
CO 5	✓		✓	✓
CO 6			✓	✓

Bar Management

Programme	B.Sc. Hotel Management & Catering Science
Course Code	**BHC5EJ306(4)**
Course Title	**BAR MANAGEMENT**
Type of Course	Elective
Semester	V
Academic Level	300 – 399

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-	-	60

Pre-requisites	1. Proficiency in verbal and written communication & foundational understanding of communication principles to interact professionally with Guest and Team Members. 2. Basic Computer Skills with basic knowledge of Food & Beverage Service operations.
Course Summary	This course provides comprehensive training in the principles and practices of bar management & equip students with the skills and knowledge required to successfully manage a bar or beverage service establishment.

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Students Will Understand The Fundamentals Of Bar And Bar Operations.	U	C	Instructor-created exams / Seminar Presentations /Quiz/ Assignment
CO2	Students Will Identify Various Types Of Bar And Service Equipment.	U	C	Assignment / Quiz
CO3	Students Will Develop Skills In Serving Alcoholic And Non-Alcoholic Beverages.	Ap	C	Instructor-created exams / Seminar Presentations/ Viva Voce
CO4	Students Will Learn About Effective Beverage Control Systems.	An	C	Instructor-created exams / Seminar Presentation / Group Tutorial Work
CO5	Demonstrate Proficiency In The Use Of Bar Service Equipment.	Ap	C	Presentation / Group Tutorial Work/ Viva Voce /
CO6	Students Will Develop Strategies For Maintaining High Standards Of Customer Service In A Bar Environment.	C	C	Presentation / Viva Voce /Seminar/ Quiz
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Module	Unit	Content	Hrs
I		**BAR AND BAR OPERATION**:	**8**
	1	Introduction, Definition, A brief history of bars and alcoholic beverages	2
	2	Development of bars, Modern Bar design, layout and location	2
	3	Ownership types – pubs and bars, Legal aspects affecting beverage businesses	2
	4	Roles of the bartender, Job description.	2
II		**BAR AND SERVICE EQUIPMENT**	**8**
	5	Bar area – large equipment, Bar area – small equipment and utensils	2
	6	Glassware, Food service equipment	2
	7	Dispense Bar: Introduction and definition, layout	2
	8	Preparation of Classic and Contemporary Cocktails	2
III		**SERVING ALCOHOLIC AND NON-ALCOHOLIC BEVERAGES**	**16**
	9	Beverage service procedures & Responsible service of alcohol	3
	10	Beverage service and the law	3
	11	The Principles and Practice of Bar and Beverage Management	2
	12	Management responsibilities in beverage staff training	2
	13	Preventing guest intoxication and identifying over-consumption	2
	14	Alcoholic bar provisions- beer, whiskey, rum, gin, brandy, wines, types of wines	2
	15	Non-alcoholic bar provisions- water, mineral water, aerated water, bitters, juices, syrups, and cordials	2
IV		**Customer care, Payment & Beverage Control Systems**	**16**
	16	Customer care- Meaning, Creating first impressions	3
	17	Handling Cash and Payments in Bars- Payment systems used in the bar ,	2
	18	Procedures and controls for receiving payments in the bar	2

	19	Cash counting, floats and cash drawers , Fraudulent and dishonest activities	2
	20	Beverage Control Systems-Introduction, Managing costs and revenue to make profits, Policies for pricing	2
	21	Stock control, Receiving, checking, storing and issuing controls,	2
	22	System of bar books, Control of possible losses in the bar, Point-of-sale systems for stock and beverage control.	3
V	**Open Ended Module: Mastering Bar Operation**		**12**
	1	Role play on handling various customer service situations in a bar setting, emphasizing communication skills and conflict resolution. (Group Activity)	5
	2	Assign students to develop a beverage inventory management system for a bar, focusing on stock rotation, ordering procedures, and minimizing wastage. (Group Activity)	3
	3	Assign students to design the layout of a bar space, considering factors such as workflow efficiency, customer comfort, and compliance with safety regulations. (Group Activity)	4

REFERENCE BOOK

1.   Food and Beverage Service: Dennis Lillicarp

2.   Food and Beverage Service: John Cousins

3.   Bar management and control: Dr. BK Chakravarti

4.   Managing Bar Operations: Lendal Henry Kotschevar and Mary L. Tanke

Mapping of COs with PSOs and POs:

	PSO 1	PSO 2	PSO 3	PSO4	PSO5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	2	3	3	2	2	2	3	2	3	2	2	3	3
CO 2	2	3	3	2	2	2	2	2	3	1	2	2	2
CO 3	3	2	2	2	1	2	3	2	3	2	2	2	3
CO 4	2	3	3	2	1	2	3	2	2	2	2	2	2
CO 5	3	3	3	3	2	2	3	3	2	2	2	2	2
CO 6	2	3	3	3	1	2	3	3	2	2	2	2	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓	✓		✓
CO 2	✓	✓		✓
CO 3	✓		✓	✓
CO 4	✓			✓
CO 5	✓		✓	✓
CO 6				✓

Food and beverage controls

Programme	B.Sc. Hotel Management & Catering Science
Course Code	**BHC6EJ305(4)**
Course Title	**Food and Beverage Controls**
Type of Course	Elective
Semester	VI
Academic Level	300 – 399

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-	-	60

Pre-requisites	1. Proficiency in verbal and written communication & foundational understanding of communication principles to interact professionally with Guest, Management and Team Members. 2. Basic Computer Skills with basic understanding of Various Food & Beverage Service operations.
Course Summary	This course provides a solid foundation in food and beverage controls, addressing key areas such as food cost control, receiving, storing, production, and sales.

Course Outcome (Cos)

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Students will understand the importance and principles of food cost control.	U	C	Instructor-created exams/Quiz/ Assignment
CO2	Students will be able to calculate food costs accurately and identify factors affecting these costs.	An	P	Instructor-created exams/Assignment /Quiz
CO3	Students will describe the steps and components of the food control cycle and implement effective management techniques within it.	Ap	C	Instructor-created exams / Seminar Presentations/ Viva Voce/Assignment
CO4	Students will perform and evaluate receiving procedures to ensure quality and cost control.	E	C	Instructor-created exams / Seminar Presentation / Group Tutorial Work
CO5	Students will utilize proper storage techniques to maintain inventory quality and reduce waste.	Ap	C	Instructor-created exams/Presentation / Group Tutorial Work/ /Quiz
CO6	Students will develop effective issuing procedures and documentation practices.	Ap	C	Presentation / Viva Voce/Seminar/Assignment
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Detailed Syllabus

Module	Unit	Content	Hrs
I		**FOOD COST CONTROL**	8
	1	Food and Beverage Control: Definition & Objectives	2
	2	Food Cost Control: Introduction & Definition to Cost Control	2
	3	The Objectives and Advantages of Cost Control	2
	4	Basic costing & Food costing	2
II		**FOOD CONTROL CYCLE**	10
	5	Purchasing Control: Aims of Purchasing Policy, Job Description of Purchase Manager	2
	6	Definition of Standard Purchase Specification, Purchase Order Forms, Food Quality Factors for different commodities	3
	7	Purchasing Procedure, Different Methods of Purchasing	3
	8	Sources of Supply, Ordering Cost, Carrying Cost	2
III		**Receiving, Storing & Issuing Control**	16
	9	RECEIVING CONTROL: Aims of Receiving , Equipment required for receiving	2
	10	Records maintained in the Receiving Department	1
	11	Receiving Procedure	2
	12	Hygiene and cleanliness of Receiving area	2
	13	Storing Control: Aims of Store Control, Storage Facilities and equipment , Lay out of Store,	3
	14	Types of Store, Records maintained	3
	15	Issuing Control, Requisitions, Perpetual Inventory Method, Monthly Inventory/Stock Taking, Stock levels	3

IV		**Production and Sales Control**	**14**
	16	Production Control: Aims and Objectives, Forecasting	2
	17	Fixing of Standards: Definition of standards (Quality & Quantity)	1
	18	Standard Recipe: Definition, Objectives and various tests	3
	19	Standard Portion Size & Standard Portion Cost	2
	20	Sales Control: Sales – ways of expressing selling	2
	21	Sales Price: Determining Sales Price, Calculation of selling price, factors to be considered while fixing selling price	2
	22	Billing procedure – cash and credit sales	2
V		**Open Ended Module: Instructor-Led Food and Beverage Control Initiatives**	**12**
	1	Create a restaurant inventory management plan, including receiving, storage, and issuing controls, following industry standards and efficiency principles. (Group Work)	5
	2	Assign research works on current trends in food and beverage controls for real-world application. (Assignment)	3
	3	Engage students in collaborative analysis within groups, focusing on different menu items to apply food cost control principles and propose cost-saving measures during interactive sessions. (Group Work)	4

Mapping of COs with PSOs and POs:

	PSO 1	PSO 2	PSO 3	PSO4	PSO5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	2	3	2	2	3	2	3	2	2	2	3	2	2
CO 2	2	2	2	2	3	1	3	1	2	2	3	2	1
CO 3	2	3	2	3	2	2	3	2	3	1	3	1	1
CO 4	2	3	3	2	2	1	2	2	3	2	2	2	2
CO 5	2	2	3	2	2	1	2	1	3	2	2	3	1
CO 6	2	3	2	2	3	2	2	2	3	2	3	3	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓	✓		✓
CO 2	✓	✓		✓
CO 3	✓	✓	✓	✓
CO 4	✓			✓
CO 5	✓			✓
CO 6		✓	✓	✓

Buffet and banquet management

Programme	B.Sc. Hotel Management & Catering Science
Course Code	**BHC6EJ306(4)**
Course Title	**Buffet and banquet management**
Type of Course	Elective
Semester	VI
Academic Level	300̇ – 399

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-	-	60

Pre-requisites	1. Proficiency in verbal and written communication & foundational understanding of communication principles to interact professionally with Guest and Team Members. 2. Basic Computer Skills with basic understanding ofHospitality Operations and Food & Beverage Service operations.
Course Summary	This course provides an in-depth exploration of the principles and practices involved in managing buffets and banquets and to equip students with the skills and knowledge required to successfully manage buffet and banquet services in various hospitality settings.

Course Outcome (Cos)

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Students Will Understand The Fundamentals Of Bar And Bar Operations.	U	C	Instructor-created exams /Seminar Presentations /Quiz/ Assignment
CO2	Students Will Identify Various Types Of Bar And Service Equipment.	U	C	Assignment /Quiz
CO3	Students Will Develop Skills In Serving Alcoholic And Non-Alcoholic Beverages.	Ap	C	Instructor-created exams / Seminar Presentations/ Viva Voce
CO4	Students Will Learn About Effective Beverage Control Systems.	An	C	Instructor-created exams / Seminar Presentation / Group Tutorial Work
CO5	Demonstrate Proficiency In The Use Of Bar Service Equipment.	Ap	C	Presentation / Group Tutorial Work/ Viva Voce /
CO6	Students Will Develop Strategies For Maintaining High Standards Of Customer Service In A Bar Environment.	C	C	Presentation / Viva Voce/Seminar/ Quiz
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Module	Unit	Content	Hrs
I		**FUNCTION CATERING**	**8**
	1	Introduction to function catering	2
	2	Banquets: Definition and Introduction, Types	2
	3	Types of functions & Types of Arrangement	2
	4	Staff requirement calculation	2
II		**Function Booking And Organization**	**8**
	5	Booking a function, BFP	2
	6	Organizing a function, Briefing &Debriefing	2
	7	Procedure for toasts at formal & wedding function	2
	8	Service during formal functions	2
III		**BUFFETS**	**16**
	9	Introduction	3
	10	Factors to plan buffets	3
	11	Area requirement	2
	12	Planning and organization	2
	13	Sequence of food, menu planning & Wine list Preparation	2
	14	Types of Buffet	2
	15	Check list Preparation	2
IV		**OUTDOOR CATERING & BANQUET OPERATION**	**16**
	16	Introduction to outdoor catering	2
	17	Staff Organization	2

	18	Calculating tables & equipment's required	2
	19	Service methods	3
	20	Table plans	2
	21	Spacing	2
	22	Table set-ups	3
V		**Open Ended Module: Mastering in Buffet and banquet management**	**12**
	1	Design a Menu for themed buffets.	4
	2	Plan an outdoor catering event, including menu adaptation and strategies for managing logistical challenges like weather. Present your plan to the class.	4
	3	Demonstrate different service styles (e.g., buffet, plated service) with a focus on guest interaction and efficiency.	4

REFERENCE BOOK

1. Food and Beverage Service: Dennis Lillicarp
2. Food and Beverage Service: John Cousins
3. Bar management and control: Dr. BK Chakravarti
4. Managing Bar Operations: Lendal Henry Kotschevar and Mary L. Tanke

Mapping of COs with PSOs and POs:

	PSO 1	PSO 2	PSO 3	PSO4	PSO5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	2	3	3	2	2	2	3	2	3	2	2	3	3
CO 2	2	3	3	2	2	2	2	2	3	1	2	2	2
CO 3	3	2	2	2	1	2	3	2	3	2	2	2	3
CO 4	2	3	3	2	1	2	3	2	2	2	2	2	2
CO 5	3	3	3	3	2	2	3	3	2	2	2	2	2
CO 6	2	3	3	3	1	2	3	3	2	2	2	2	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓	✓		✓
CO 2	✓	✓		✓
CO 3	✓		✓	✓
CO 4	✓			✓
CO 5	✓		✓	✓
CO 6				✓

ELECTIVE COURSES IN HOTEL MANAGEMENT AND CATERING SCIENCE WITH NO SPECIALISATION

FRONT OFFICE OPERATIONS

Programme	BSc Hotel Management and Catering Science
Course Code	**BHC5EJ307**
Course Title	**Front Office Operations**
Type of Course	ELECTIVE
Semester	V
Academic Level	300-399

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-	-	60

Pre-requisites	A fundamental understanding of hospitality management and customer service principles is required for this course
Course Summary	This course offers a comprehensive introduction to front office operations in the hospitality industry

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Describe the layout, roles, functions, and organizational setup of front office departments in various sizes of hotels.	R	F	Instructor- created exams / Quiz
CO2	Demonstrate understanding by explaining the guest cycle, reservation types, registration methods, and front office equipment and procedures.	Ap	P	Practical Assignment / Observation of Practical Skills
CO3	Apply their knowledge by performing basic front office tasks such as numbering rooms, handling reservations, and conducting registration activities.	An	C	Seminar Presentation / Group Tutorial Work
CO4	Analyze front office operations by identifying advantages and disadvantages of reservation systems, analyzing occupancy rates, and conducting front office audits.	C	C	Instructor- created exams / Home Assignments
CO5	Evaluate front office performance by assessing guest handling procedures, handling complaints effectively, and conducting feedback and evaluation processes.	E	C	One Minute Reflection Writing assignments
CO6	Demonstrate creativity and innovation by designing and implementing their own front office activities	C	C	Viva Voce

* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) #
- Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P)

Metacognitive Knowledge (M)

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**Introduction to Front Office**	**10**
	1	Lay out of the Front office	2
	2	Role and Functions of Front Office	2
	3	Different sections of the front office and their importance	2
	4	Qualities of front office staff	2
	5	Organisational set up of front office department in small, medium and large hotels	1
	6	Job descriptions of Front Office Manager and Guest Relation Executive	1
II		**Front office & Back Office**	**14**
	7	Basic Information for Front office & Back office	1
	8	Numbering of Rooms	1
	9	Food plans-basic of charging a guest	2
	10	Tariff and tariff fixation	1
	11	Terms used at Front Desk	1
	12	Front Office Equipment.	1
	13	Filling various Performa	1
	14	Guest Cycle (Check- in and Check-out Procedures)	2
	15	Welcoming Guest	1
	16	Night Audit	1
	17	Occupancy and Occupancy Rate.	1
	18	Front office Audit	1
III		**Reservation**	**12**
	19	Types of Reservation	3
	20	System of reservation and cancellation procedures	2
	21	Software used-group reservations	3
	22	Overbooking	1
	23	Modes of payment	2
	24	Advantages and Disadvantages	1

	25	Responsibilities of Reservation Staff.	2
IV	**Registration**		**12**
	26	Pre- Registration Activities	1
	27	Methods of Registration	2
	28	Rooms and Rate Assignment	2
	29	Handling Registration of Foreigners (C-Form)	1
	30	Room Charge Procedure	1
	31	Telephonic Etiquettes Manners	1
	32	Guest Handling Complaints.	3
	33	Feedback and Evaluation	
V	**Open Ended Module**		**12**
		Familiarise students with front office activities –Visit any of the hotels to observe front office operations	

Books & References

1. Front office Equipments and Furniture(Rack, counter, Bell Desk)

2. Chkravarthi.B.K. Front office Management in Hotel. CBS publishers and distributors.1999.

3. Abbott, Peters and Lewry Front Office Procedures, Social Skills, yield and management.

4. Bhatnagar.S.K. front office management, Frank Brothers &Co.

5. Bardi James, Front Office Operations

6. Front Office, Elsevier publications

Mapping of COs with PSOs and POs:

CO	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO1	-	3	2	2	-	-	3	-	3	-	-	-	-
CO2	3	3	3	-	-	-	-	-	-	3	3	-	-
CO3	-	3	3	-	3	-	-	3	3	3	-	-	-
CO4	-	3	3	3	-	-	-	-	-	3	3	-	-
CO5	-	3	3	-	3	3	3	3	3	-	3	3	-
CO6	-	3	3	3	-	-	-	3	-	3	-	-	3

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓			
CO 2		✓		
CO 3		✓	✓	
CO 4	✓	✓		
CO 5		✓		
CO 6				✓

HOUSEKEEPING OPERATIONS

Programme	BSc Hotel Management and Catering Science
Course Code	**BHC6EJ307**
Course Title	**HOUSEKEEPING OPERATIONS**
Type of Course	ELECTIVE
Semester	VI
Academic Level	300-399

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-	-	60

Pre-requisites	A fundamental understanding of hospitality management and customer service principles is required for this course
Course Summary	This course offers a comprehensive introduction to front office operations in the hospitality industry

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Demonstrate comprehension of housekeeping principles and practices.	U	F	Assignments/ Guest Speaker Sessions
CO2	Apply cleaning techniques and procedures effectively.	**Ap**	**P**	Practical Assessments
CO3	Evaluate laundry operations and sustainability practices.	**E**	**C**	Practical Assessments
CO4	Execute guestroom management procedures proficiently.	**Ap**	**P**	Assignments
CO5	Synthesize interdisciplinary coordination in housekeeping operations.	**C**	**C**	Guest Speaker Sessions/ Assignments
CO6	Engage in experiential learning and innovation.	**C**	**M**	Field Visits and Observation
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**Introduction to Housekeeping**	**10**
	1	Meaning and definition	1
	2	Importance of housekeeping	1
	3	Organisational framework of the department-(large, medium and small)	2
	4	Role of key personnel in housekeeping	1
	5	Qualities of housekeeping staff	1
	6	Skills of a good housekeeper	2
	7	Interdepartmental coordination with more emphasis on Front office and maintenance.	2
II		**Cleaning of Public Areas**	**16**
	8	Cleaning Science	2
	9	Types of Cleaning	2
	10	Spring and Deep Cleaning	2
	11	Housekeeping control desk	2
	12	Types of registers-files maintained	2
	13	Cleaning of public areas ((lobby, cloakrooms, restaurant, bar, banquet hall, administrative office, lift and elevations, staircase, back areas, front areas)	2
	14	Pest control	2
	15	Lost and found procedures	2
III		**Laundry Operations Management**	**10**
	16	Overview of Laundry Operations	2
	17	Linen and Uniform	3

	18	Laundry Equipments	2
	19	Sustainability Practices	3
IV	**Guest Room Management in House Keeping Operations**		**12**
	20	Cleaning of guest rooms	2
	21	Types of rooms and beds	2
	22	Types of keys and keys control	2
	23	Bed Making Procedures	2
	24	Procedures- daily cleaning of (occupied/ departure/vacant under repair/ VIP rooms)	2
	25	Replenishment of guest supplies and amenities	2
V	**Open Ended Module:** Some Suggestions: Organise field visit to hotels and resorts to observe housekeeping operations. Invite guest speakers from housekeeping industry to share their experience.		**12**

Books and References:

1. Charles MacPherson The Pocket butler's Guide to Good Housekeeping,

2. Hotel Housekeeping: Operations and Management ,Third Edition,

3. G. Raghubalan, Smritee Raghubalan Fundamentals of housekeeping

4. K.C.K.Rakesh Kadam Housekeeping Operations & Management for Hospitality.

5. PankajBehl Hotel Housekeeping for Future.

MAPPING of COs with PSOs and POs

CO	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO1	-	1	-	-	-	-	2	-	-	-	-	-	-
CO2	-	3	-	-	-	-	-	-	3	-	-	-	-
CO3	-	-	3	-	-	-	-	-	-	-	-	-	-
CO4	-	3	-	-	-	-	-	-	3	-	-	-	-
CO5	-	3	-	-	-	-	2	-	-	-	-	-	-
CO6	-	3	-	-	-	3	-	-	-	-	-	-	3

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1		✓		
CO 2			✓	
CO 3		✓		
CO 4		✓		
CO 5		✓		
CO 6				✓

FOOD AND BEVERAGE OPERATIONS

Programme	BSc Hotel Management and Catering Science
Course Code	**BHC6EJ308**
Course Title	**Food and Beverage Operations**
Type of Course	ELECTIVE
Semester	VI
Academic Level	300-399

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-	-	60

Pre-requisites	A fundamental understanding of hospitality management and customer service principles is required for this course
Course Summary	This course offers a comprehensive introduction to front office operations in the hospitality industry

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Explain fundamental concepts in food and beverage management, including the scope of operations, key terms, and the process of management.	U	F	Oral presentations/ Written assessments
CO2	Demonstrate an understanding of food production processes, beverage operations, and the types of beverages available in the industry.	Ap	C	Written reports
CO3	Assess various F&B service strategies, including different types of outlets, restaurants, meal plans, and ancillary departments.	E	P	Group discussions
CO4	Design advanced food service plans by developing menus, considering menu classification criteria, maintaining health and hygiene standards, and implementing customer payment systems.	C	P	Role-playing exercises
CO5	Apply open-ended learning practices by engaging in hands- on experiences such as visiting F&B outlets, inviting guest speakers, and exploring culinary tourism to enhance their understanding of industry practices.	Ap	C	Peer evaluations
CO6	Analyze cultural aspects of food and beverage, reflect on culinary tourism experiences, and discuss the impact of cultural diversity on F&B management.	An	C	Group presentations
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Detailed Syllabus:

Module	Unit	Content	Hrs
		Overview of Food and Beverage	12
I	1	Meaning- Definition-Concept	2
	2	Scope of Food & Beverage	2
	3	Key Terms-F & B Operations	2
	4	Process of F & B Management	2
	5	Quality in the management of food & beverage operations	2
	6	Duties and responsibilities of F & B Department staff.	2
II		**Food Production and Beverages**	10
	7	Kitchen	22
	8	Production process	2
	9	Services and Storage	2
	10	Beverage Operations	2
	11	Alcoholic and Non- Alcoholic Beverages-types	2
III		**F & B Services**	12
	12	Outlets of F & B	2
	13	Types of Restaurants	2
	14	Types of Meal Plan	2
	15	Room Service	2
	16	Catering Service	2
	17	Ancillary departments	2
IV		**Advanced Food Service**	14
	18	Introduction of Menu	2

	19	Courses of Menu	2
	20	Classification of Menu (Cuisine, Meal type, Service, Price)	2
	21	Maintain Health and Hygiene	2
	22	Deal with Customer Payment and POS	2
	23	Culinary Tourism Experiences	2
	24	Cultural Aspects of Food and Beverage	2
V	Open Ended Module:		**12**
	Visit any outlets of F & B to get hands on experience. Invite guest speakers from F & B industry to share their experience.		12

Books and References:

1. Sudhir Andrews , Food & Beverage Management , The Mc Graw- Hill Education Private Limited ,New Delhi

2. Bobby George Food &Beverage Services, Jaico Publishing house 121 Mumbai,2006

3. The Hospitality Managers Guide to WinesBeers, Spirit by Albert W.A Schmid

4. Food & Beverage Service, 9th Edition by John Cousins, DennisLillicrap, Suzzanne Weekes.

5. Foopd& Beverage Service TrainingManua- Sudhir Andrews, Tata McGraw Hill.

6. Introduction to F& B Service-Brown, Heppner,&Deegan

MAPPING of COs with PSOs and POs

CO	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO1	-	2	-	-	-	-	3	-	-	-	-	-	-
CO2	-	3	-	-	-	-	-	-	3	-	-	-	-
CO3	-	3	2	-	-	-	-	-	-	3	-	-	-
CO4	-	3	-	-	-	-	-	-	3	-	-	-	-
CO5	-	3	-	-	-	-	3	-	-	-	-	-	-
CO6	-	3	-	-	-	2	-	-	-	-	-	-	-

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓			
CO 2		✓		
CO 3			✓	
CO 4			✓	
CO 5		✓		
CO 6				✓

PERSONALITY DEVELOPMENT AND LIFE SKILLS

Programme	BSc Hotel Management and Catering Science
Course Code	**BHC8EJ401**
Course Title	**Personality Development and Life Skills**
Type of Course	Elective
Semester	VIII
Academic Level	400 - 499

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-	-	60

Pre-requisites	No specific prerequisites are required for this course, although a willingness to learn and improve personal and professional skills is required
Course Summary	This course covers essential life skills such as handli g customer complaints, personality grooming, business etiquette, and interview techniques.

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Demonstrate understanding of life skills concepts.	U	F	Instructor- created exams / Quiz
CO2	Analyse the historical development and evolution of life skills.	Ap	C	Practical Assignment / Observation of Practical Skills
CO3	Demonstrate the application of life skills by categorizing and applying them in different scenarios.	An	C	Seminar Presentation / Group Tutorial Work
CO4	Evaluate Customer Complaints and Dissatisfaction.	E	P	Instructor- created exams / Home Assignments
CO5	Exhibit professionalism in business settings by mastering aspects of personality grooming, business etiquette, and communication skills.	E	C	One Minute Reflection Writing assignments
CO6	Evaluate interview and group discussion techniques.	C	P	Viva Voce
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**Life Skills**	**10**
	1	Conceptual framework, definitions and interpretations	2
	2	Conceptual evolution of life skills	2
	3	Classification of life skills (Mother Skills, Survival Skills, Thinking Skills, Negotiating Skills and Coping Skills)	2
	4	Life skills to employability skills	2
	5	Life skills for organisational leadership.	2
II		**Handling Customer Complaints**	**8**
	6	Different types of complaints (mechanical, attitudinal, service-related, unusual- complaints in hotels and travel organizations, airlines, events)	4
	7	Reason for dissatisfaction	2
	8	Resolving Customer Complaints	2
III		**Personality Grooming and Business Etiquettes**	**14**
	9	Understanding the importance of personal grooming	2
	10	Understanding dress codes and appropriate attire for different occasions	2
	11	Personal Appearance on Customer Perception and Satisfaction	2
	12	Basic Business Etiquettes	8
		12.1 Office Courtesies, Business dress and grooming	
		12.2 Business Dining -Business manners- Business socialising	
		12.3 Telephone Etiquette	

IV	Introduction to Interviews and Group Discussions		16
	13	Interviews	8
		13.1 Fundamental Principles of Interviewing	
		13.2 Styles & Types of Interviews	
		13.3 General Principles to attend interviews	
		13.4 Types of Interview questions	
		13.5 Dress Code & Conducting mock interviews	
	14	Group Discussions	8
		14.1 Structure of a GD	
		14.2 Kinds of GDs	
		14.3 Strategies in GD	
		14.4 Team work and Conducting mock GD	
V	Open Ended Module:		12
	Conducting mock interviews and group discussions to simulate real-world scenarios. Role-playing scenarios to practice handling various types of complaints. Develop communication skills in addressing customer concerns.		

Books and References:

1. Barun. K. Mitra (2016). Personality Development and Soft Skills. New Delhi: Oxford University Press.

2. Madhukar, R. K. (2016). Business Communication. Noida: Vikas Publishing House Pvt Ltd.

3. Asha, K. (2015). Ef ective Business Communication. New Delhi: PHI.

4. Mary, M. (2013). Guide to Managerial Communication: Ef ective Writing & Speaking. New Delhi: PHI.

5. Raman, M., & Singh, P. (2012). Business Communication. New Delhi: Oxford University Press.

6. Guffey, M.A., & Loewy, D. (2010). Business Communication: Process and Product. Boston: South-Western Cengage Learning.

7. Meenakshi Raman & Prakash Singh (2012), Business Communication, 2/e, Oxford University Press.

8. UN Inter Agency Working Group (P&D), 2002: Life Skills for Health Promotion. Part-1, India

Mapping of COs with PSOs and POs

CO	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO1	-	-	-	-	-	-	3	-	-	-	-	-	-
CO2	-	-	-	-	-	-	-	-	3	-	-	-	-
CO3	-	-	-	-	-	-	-	-	3	-	-	-	-
CO4	-	-	-	-	-	-	-	-	-	-	-	3	-
CO5	-	-	-	-	-	-	-	2	-	-	3	-	-
CO6	-	-	-	-	-	3	-	-	-	-	-	-	-

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics:

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓			
CO 2		✓		
CO 3		✓	✓	
CO 4	✓		✓	
CO 5		✓		
CO 6				✓

Entrepreneurship Management in Hospitality

Programme	BSc Hotel Management and Catering Science
Course Code	**BHC8EJ403**
Course Title	**ENTREPRENEURSHIP MANAGEMENT IN HOSPITALITY**
Type of Course	Elective
Semester	VIII
Academic Level	400 – 499

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-	-	60

Pre-requisites	There are no specific prerequisites for this course, but a basic understanding of business principles and an interest in entrepreneurship, innovation, and the tourism industry would be beneficial
Course Summary	This course covers the fundamentals of entrepreneurship with a focus on its significance, skills, traits, and role in economic development. It delves into creativity, innovation, and their application in t e travel and tourism business, as well as the process of opportunity identification, new product development, and feasibility analysis

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Identify the key concepts and principles of entrepreneurship in the context of the tourism industry.	U	F	Instructor- created exams / Quiz
CO2	Analyze the process of creativity and innovation and their role in fostering entrepreneurship within the tourism sector.	An	C	Practical Assignment / Observation of Practical Skills
CO3	Evaluate various sources of ideas and opportunities for tourism entrepreneurship, and demonstrate the ability to develop new products and business plans.	E	P	Seminar Presentation / Group Tutorial Work
CO4	Examine the challenges and opportunities associated with start-up ventures in tourism, including financial considerations and government support mechanisms.	An	C	Instructor- created exams / Home Assignments
CO5	Apply entrepreneurial skills and knowledge to real-world scenarios through practical exercises.	Ap	P	One Minute Reflection Writing assignments
CO6	Create innovative solutions and strategies to address contemporary challenges and trends in tourism entrepreneurship.	C	C	Viva Voce
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P)				
Metacognitive Knowledge (M)				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**Entrepreneurship**	11
	1	Entrepreneurship: Concept, Meaning and Definition	2
	2	Types and Significance of Entrepreneurship	2
	3	Entrepreneurship Skills	2
	4	Entrepreneurial Traits	1
	5	Characteristics of Entrepreneur	2
	6	Role of Entrepreneurship in Economic Development	2
II		**Creativity, Innovation, and Entrepreneurship**	12
	7	Process of creativity	2
	8	Road blocks for creativity	2
	9	Types of Innovation	3
	10	Role of creativity and innovations in travel and tourism business	2
	11	Contemporary trends	3
III		**Tourism and Hospitality Entrepreneurship**	14
	12	Opportunity Identification	2
	13	Source of Ideas	3
	14	New Product Development	3
	15	Business Plan	3
	16	Feasibility Report	3
IV		**Start-up and Financial Sources**	11
	17	Defining what constitutes a start-up venture in the tourism industry and the associated challenges and opportunities.	3

	18	Feasibility Analysis of Tourism & Hospitality Enterprises	2
	19	Evaluating the viability of business ideas within the tourism and hospitality sector	2
	20	Subsidies and Incentives	2
	21	Role of govt. in promoting entrepreneurship	2
V	**Open Ended Module:**		**12**
		Conduct a Role Playing Exercise to Stimulate Entrepreneurial Decision	

Books and References:

1. Schaper, M., & Volery, T. (2007). Entrepreneurship and Small Business: A Pacific Rim Perspective. John Wiley & Sons, Australia LTD.

2, Morrison, A., Remington, M., & Williams, C. (1999). Entrepreneurship in the Hospitality, Tourism and Leisure Industries. Butterworth Heinemann, Oxford, UK.

3. Allen, K. R. (1999). Growing and Managing Entrepreneurial Business. Houghton Mifflin Company, Boston, NY.

4. Bridge, S., O'Neill, K., & Cromie, S. (2003). Understanding Entrepreneurship

Mapping of COs with PSOs and POs

CO	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO1	-	-	-	-	-	-	3	-	-	-	-	-	-
CO2	-	-	-	-	-	-	-	-	3	-	-	-	-
CO3	-	-	-	-	-	-	-	-	3	-	-	-	-
CO4	-	-	-	-	-	-	-	-	-	3	-	-	-
CO5	-	-	-	-	-	-	-	-	-	-	3	-	-
CO6	-	-	-	-	-	3	-	-	-	-	-	-	-

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓			
CO 2		✓		
CO 3		✓	✓	
CO 4	✓		✓	
CO 5		✓		
CO 6				✓

Hospitality Business

Programme	BSc Hotel Management and Catering Science			
Course Code	**BHC8EJ402**			
Course Title	**Hospitality Business**			
Type of Course	Elective			
Semester	VIII			
Academic Level	400-499			
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-	-	60
Pre-requisites	This course is designed for individuals seeking to gain insight into the hospitality industry. So a basic understanding of business principles and customer service concepts is required.			
Course Summary	This course provides an introduction to the dynamic hospitality industry, covering its concept, historical development, essential components like accommodation, and the characteristics that distinguish it. It explores the classification and categorization of hotels, including star ratings, size, location, and target markets. Additionally, it examines the organization structure of hotels, major departments, and their functions. The course look into future trends as well.			

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Demonstrate a comprehensive understanding of key concepts and theories in hospitality management.	R	F	Instructor- created exams / Quiz
CO2	Apply effective communication strategies and leadership principles within hotel organizational structures.	Ap	P	Practical Assignment / Observation of Practical Skills
CO3	Evaluate professional skills necessary for success in hospitality careers.	E	C	Seminar Presentation / Group Tutorial Work
CO4	Design innovative digital strategies and technological solutions to enhance guest experiences and streamline hotel operations.	C	P	Instructor- created exams / Home Assignments
CO5	Evaluate hospitality planning processes and operational management strategies	E	C	One Minute Reflection Writing assignments
CO6	Demonstrate creativity and innovation in developing ethical business practices and sustainable hospitality ventures.	C	C	Viva Voce
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**Introduction to Hotel Industry**	**10**
	1	Concept, Definition and Importance	2
	2	Development over the ages in context of Indian and International hospitality industry	2
	3	Accommodation as an Essential Component	2
	4	Characteristics (Inflexibility, Intangibility, Perishability, Fixed Location, Relatively Large Financial Investment)	2
	5	Hotel and Lodging	2
II		**Classification and Categorisation of Hotels**	**11**
	6	Star Classification	2
	7	Classification according to hotel size, location, target markets, levels of service, facilities provided, number of rooms, ownership and affiliation	3
	8	Home Stays and Classification	2
	9	Alternative Accommodation	2
	10	Major Chain Operations in the World	2
III		**Hotel Organization Structure**	**17**
	11	Organizational Charts	3
	12	Major Departments of a Hotel and their functions	14
		12.1 Front Office	
		12.2 Housekeeping	
		12.3 Food and Beverage Service	
		12.4 Food production organization, kitchen, beverages operation,	

		outlets of F & B, types of meal plans	
		12.5 Engineering and maintenance	
		12.6 Accounts, Human resource functions	
IV	**Future Trends and Major Organisations**		**10**
	13	E- Hospitality	2
	14	Emerging Technologies in Hospitality Sector	2
	15	Sustainability Practices in the Hospitality Sector	2
	16	Major Organisations- (FHRAI, ITDC)	2
	17	Career Opportunities in Hospitality Sector	2
V	**Open Ended Module**		**12**
	Include any current scenario in Hospitality Business. Local Hospitality Business Trends may be included Hotel /Resort Visit Invite minimum of three guest speakers from the hospitality sector to share their expertise. Encourage students to do part- time jobs in the accommodation sector		

Books and References

1. Walker, J. R. (2015). *Introduction to hospitality management*. Pearson.
2. Wood, R. C. (2013). *Hospitality management: A brief introduction*. Pearson Education Limited.
3. Bardi, J. A. (2015). *Hotel front office management*. Wiley.
4. Woods, R. H. (2017). *Managing hospitality organizations: Achieving excellence in the guest experience*. Cengage Learning.
5. Enz, C. A. (2010). *Hospitality strategic management: Concepts and cases*. Wiley.

Mapping of COs with PSOs and POs

CO	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO1	-	-	-	-	-	-	3	-	-	-	-	-	-
CO2	-	-	-	-	-	-	-	3	-	-	-	-	-
CO3	-	-	-	-	-	-	-	-	3	-	-	-	-
CO4	-	-	-	-	-	-	-	-	-	3	-	-	-
CO5	-	-	-	-	-	-	-	-	-	-	3	-	-
CO6	-	-	-	-	-	3	-	-	-	-	-	-	-

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓			
CO 2		✓		
CO 3			✓	
CO 4	✓			
CO 5		✓		
CO 6				✓

GROUPING OF MINOR COURSES IN HOTEL MANAGEMENT AND CATERING SCIENCE

(Title of the Minor: **TOURISM MANAGEMENT***)

Group No.	Sl. No.	Course Code	Title	Semester	Total Hrs	Hrs/ Week	Credits	Internal	External	Total
1			**TRAVEL AND TOURISM**							
	1	BHC1MN 101	Tourism Concepts	1	75	5	4	30	70	100
	2	BHC2MN 101	Travel Agency and Tour Operation	2	75	5	4	30	70	100
	3	BHC3MN 201	Airline Catering Operations	3	75	5	4	30	70	100
	4	BHC8MN 401	Tourism Products	8	75	5	4	30	70	100
2			**BUSINESS ADMINISTRATION**							
	1	BHC1MN 102	Introduction to MICE and Event Management	1	75	5	4	30	70	100
	2	BHC2MN 102	Hospitality Marketing	2	75	5	4	30	70	100
	3	BHC3MN 202	Human Resource Management	3	75	5	4	30	70	100
	4	BHC8MN 401	Management Principles and Practices	8	75	5	4	30	70	100

MINOR: TOURISM MANAGEMENT (Group One)

1. **Tourism Concepts**

Programme	BSc Hotel Management and Catering Science			
Course Code	BHC1MN101			
Course Title	Tourism Concepts			
Type of Course	**Minor**			
Semester	I			
Academic Level	100 - 199			
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	5	-	-	75
Pre-requisites	There are no specific prerequisites for this course, although a basic understanding of business principles and marketing concepts would be beneficial.			
Course Summary	This course provides a comprehensive overview of the tourism industry, covering topics such as the definition and concept of tourism, historical development, types of tourism, components of the industry, tourism motivation and demand, tourism statistics, and career opportunities in the field.			

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Understand the fundamental concepts and theories of tourism	**U, R**	**C**	Instructor- created exams / Quiz
CO2	Analyze and evaluate different types of tourism, tourism motivations, demand factors, and tourism statistics, applying Maslow's Hierarchy and other relevant theories.	**An, Ap**	**C**	Practical Assignment / Observation of Practical Skills
CO3	Identify and assess various job roles within the tourism industry	**Ap, An**	**C,P**	Seminar Presentation / Group Tutorial Work
CO4	Apply effective communication strategies and leadership principles in the context of tourism	**Ap, An**	**C**	Instructor- created exams / Home Assignments
CO5	Evaluate tourism planning processes and operational management strategies, synthesizing information from diverse sources to propose sustainable solutions	**E**	**C**	One Minute Reflection Writing assignments
CO6	Demonstrate creativity and innovation in designing ethical business practices and sustainable tourism ventures, utilizing digital strategies and technological solutions to enhance tourism experiences and operations.	**E,C**	**P,C**	Viva Voce

* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P)

Metacognitive Knowledge (M)

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**Basics of Tourism**	**12**
	1	Definition and Concept of Tourism	3
	2	Excursion, Leisure and Recreation; Tourist, Visitor, Traveller	3
	3	Historical Development of Tourism in India/ Worldwide	6
		1.3.1 Ancient Period	
		1.3.2 Medieval Period	
		1.3.3 Modern Period	
II		**Overview of Tourism**	**16**
	4	Types and Forms of Tourism	3
	5	Components and Elements of Tourism Industry	3
	6	5A's of Tourism (Attraction, Accessibility, Accommodation, Amenities, Activities)	4
	7	Characteristics of Tourism Industry	3
	8	Tourism System and Leiper's Model	3
III		**Tourism Motivation, Demand and Statistics**	**18**
	9	Travel Motivation: Definitions and Theories (Maslow's Hierarchy)	2
	10	Types of Travel Motivations (Physical, Cultural, Interpersonal, Status, Health)	3
	11	Tourism Demand: Definition and Measurement	2
	12	Determinants of Tourism	3
	13	Indicators and Methods for Measuring Demand	1
	14	Challenges in Measuring Tourism Demand	2
	15	Tourism Statistics: Types of Tourist Statistics (Volume, Value,	2

		Visitor Profiles)	
	16	Statistical Analysis of Spending and Earning in Tourism	1
	17	Tourism Trend Analysis	2
IV	**Tourism Organizations and Career Opportunities**		**14**
	18	Overview of Job Roles in Tourism Industry	2
	19	Skills and Qualifications Required	3
	20	Tourism Organizations - International Bodies (UNWTO, IATA, ICAO, PATA)	3
	21	National Tourism Organizations (ITDC, DGCA, AAI, IATO, TAAI)	3
	22	Regional Tourism Development Corporations (KTDC, DTPC)	3
V	**Open Ended Module**		**15**
	Familiarising the Modern Trends in Tourism Careers (Cruise, Events, Technological Advancement in Tourism) AI Based Content Writing (Assignment and Report Writing etc) Practical orientation program facilitated by industry experts Destination Camping Trip Industry Expert Sessions Reflection and Discussion Feedback Collection		

Books and References:

1. Bhatia, A.K., (2019), Tourism Development Principles and Practices. New Delhi :Sterling Publishers Pvt.Ltd.

2. Robinson, P., Lück, M., & Smith, S. L. (2013). Tourism. Wallingford, Oxfordshire: CABI.

3. Sampad Kumar Swain and Jitendra Mohan Mishra (2011). Tourism: Principles and Practices, Oxford University Press. New Delhi

4. Cooper, C, Fletcher J, Gilbert D, Stephen Wanhill, Fyal, 2004, Tourism Principles and Practices, Pearson Education.

Mapping of COs with PSOs and POs :

	PSO1	PSO2	PSO3	PSO4	PSO 5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6
CO 1	3	-	-	-	-	-						
CO 2	3	1	-	-	-	-						
CO 3	-	-	2	-	-	-						
CO 4	-	3	-	-	-	-						
CO 5	-	-	-	1	2	-						
CO 6	-	-	-	-	-	3						

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Discussion / Seminar
- Midterm Exam
- Final Exam (70%)

Mapping of COs to Assessment Rubrics:

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓			✓
CO 2	✓			✓
CO 3	✓			✓
CO 4		✓		✓
CO 5		✓		✓
CO 6		✓		

Travel Agency and Tour Operation

Programme	B.Sc. Hotel Management & Catering Science
Course Code	**BHC2MN101**
Course Title	**Travel Agency and Tour Operation**
Type of Course	Minor
Semester	II
Academic Level	100-199

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	5	-	-	75

Pre-requisites	Students should have a basic understanding of the tourism and hospitality industry, with prior coursework in introductory tourism or related fields recommended.
Course Summary	This course offers comprehensive insights into the operations of travel agencies and tour operations, focusing on industry trends, customer service, tour planning, and marketing strategies. Through theoretical concepts and practical applications, students will develop essential skills for managing travel agencies and organizing tours. Evaluations will include quizzes, case studies, project assignments, and practical workshops.

Course Outcomes (CO)

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Understand Travel Agency Operations: Gain a comprehensive understanding of the fundamental operations of travel agencies and tour operations.	U	C	Quizzes and Tests, Short Essays
CO2	Develop Tour Packages: Learn to design and create effective tour packages to meet diverse customer needs.	C	P	Project Assignments, Case Studies
CO3	Implement Customer Service Strategies: Acquire skills to deliver exceptional customer service in the travel and tour industry.	Ap	P	Practical Workshops, Customer Service Proposals
CO4	Analyze Market Trends: Understand and evaluate market trends and their impact on travel agency and tour operations.	An	C	Research Papers, Comparative Analysis Assignments
CO5	Manage Tour Operations: Develop strategies for efficiently managing tour operations, including logistics and coordination.	Ap	P	Role-Playing Exercises, Reflective Journals
CO6	Ensure Compliance with Industry Standards: Gain knowledge of legal and ethical issues in travel and tour operations and ensure compliance with industry standards.	E	F	Legal Case Studies, Compliance Audits
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Module	Unit	Content	Hrs
I		**Introduction to Travel Agency and Tour Operation**	**15**
	1	Overview of Travel and Tourism Industry	2
	2	Roles and Functions of Travel Agencies	2
	3	Types of Travel Agencies and Tour Operators	3
	4	Legal and Regulatory Framework	2
	5	Industry Trends and Challenges	3
	6	Organizations in India: Indian Association of Tour Operators (IATO), Travel Agents Association of India (TAAI)	3
II		**Travel Agency Operations**	**15**
	7	Establishing a Travel Agency	3
	8	Travel Agency Operations and Management	3
	9	Ticketing and Reservations Systems	3
	10	Travel Documentation and Formalities	3
	11	Customer Service in Travel Agencies	3
III		**Tour Planning and Development**	**15**
	12	Designing Tour Packages	3
	13	Pricing and Costing of Tour Packages	3
	14	Marketing and Promotion of Tours	3
	15	Handling Special Interest Tours	3
	16	Sustainable Tourism Practices	3
IV		**Tour Operations Management**	**15**
	17	Logistics and Coordination in Tour Operations	3
	18	Managing Tour Guides and Escorts	3

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	19	Crisis Management in Tours	3
	20	Evaluating Tour Performance	3
	21	Technology in Tour Operations	3
V	**Open Ended Module:**		**15**
	1	Case Studies in Travel and Tour Operations Travel Agency and Tour Operation Simulations Project-Based Learning: Creating a Tour Package Workshops and Training Modules Reflective Journals and Presentations	

REFERENCE BOOK

1. "Human Resource Management" by Gary Dessler

2. "Fundamentals of Human Resource Management" by David A. DeCenzo and Stephen P. Robbins

3. "Strategic Human Resource Management: Theory and Practice" by John Bratton and Jeffrey Gold

Mapping of COs with PSOs and POs:

	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	2	3	3	2	2	2	3	2	3	2	2	3	3
CO 2	2	3	3	2	2	2	2	2	3	1	2	2	2
CO 3	3	2	2	2	1	2	3	2	3	2	2	2	3
CO 4	2	3	3	2	1	2	3	2	2	2	2	2	2
CO 5	3	3	3	3	2	2	3	3	2	2	2	2	2
CO 6	2	3	3	3	1	2	3	3	2	2	2	2	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:
- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓	✓		✓
CO 2	✓	✓		✓
CO 3	✓		✓	✓
CO 4	✓			✓
CO 5	✓		✓	✓
CO 6				✓

Airline Catering Operations

Programme	B.Sc. Hotel Management & Catering Science
Course Code	BHC3MN201
Course Title	**Airline Catering Operations**
Type of Course	MINOR
Semester	III
Academic Level	200-299

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	5	-	-	75

Pre-requisites	Students should have a basic understanding of hospitality management or culinary arts, with prior coursework in food safety and hygiene recommended.
Course Summary	This course offers in-depth insights into the operations of airline catering, covering menu development, procurement, production, and distribution of meals for airline passengers. Students will explore regulatory requirements, quality assurance practices, and customer service strategies specific to the airline industry. Evaluation methods include quizzes, case studies, practical demonstrations, and project assignments.

Course Outcomes (Cos):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Understand Airline Catering Operations: Gain a comprehensive understanding of the operations involved in providing catering services to airlines.	U	C	Quizzes and Tests, Short Essays
CO2	Develop Menu Planning Skills: Learn to design and create airline menus that meet dietary requirements, taste preferences, and logistical constraints.	C	P	Project Assignments, Menu Design Projects
CO3	Implement Food Safety Regulations: Acquire skills to ensure compliance with food safety and hygiene standards in airline catering operations.	Ap	P	Practical Workshops, Food Safety Audits
CO4	Manage Logistics and Distribution: Understand and apply logistics principles in the procurement, storage, and transportation of catering supplies for airlines.	Ap	P	Role-Playing Exercises, Logistics Plans
CO5	Ensure Quality Control: Develop strategies for maintaining high-quality standards in food preparation, presentation, and service in airline catering.	Ap	P	Quality Control Checks, Case Studies
CO6	Enhance Customer Service: Learn to deliver exceptional customer service in airline catering, considering the unique challenges and expectations of passengers.	Ap	P	Customer Feedback Analysis, Service Improvement Plans
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Module	Unit	Content	Hrs
I		**Introduction to Airline Catering Operations**	**15**
	1	Overview of Airline Catering Industry	3
	2	Role and Importance of Airline Catering	3
	3	Regulatory Framework and Standards	3
	4	Challenges and Trends in Airline Catering	3
	5	Customer Expectations and Service Standards	3
II		**Menu Planning and Development**	**15**
	6	Menu Planning Considerations	3
	7	Dietary Requirements and Menu Adaptation	3
	8	Menu Design and Presentation	3
	9	Costing and Budgeting for Airline Menus	3
	10	Special Meals and Catering Requests	3
III		**Food Safety and Hygiene**	**15**
	11	Food Safety Regulations and Compliance	3
	12	HACCP Principles in Airline Catering	3
	13	Handling and Storage of Food Supplies	3
	14	Hygiene Practices and Sanitation	3
	15	Allergen Management in Airline Catering	3
IV		**Logistics and Operations**	**15**
	16	Procurement of Catering Supplies	3
	17	Inventory Management and Control	3
	18	Transportation and Distribution Logistics	3

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	19	Catering Facility Operations	3
	20	Technology in Airline Catering Operations	3
V	**Open Ended Module:**		**15**
	1	Case Studies in Airline Catering Menu Planning and Development Projects Food Safety Audits and Compliance Checks Practical Workshops: Catering Simulation Reflective Journals and Presentations	

REFERENCE BOOK

1. "Airline Catering and In-Flight Services" by Ioannis Kostakis

2. "Catering Management: A Comprehensive Guide to the Successful Management of Hotel, Restaurant, Boarding House, Popular Café, Tea Rooms, and Every Other Branch of Catering, Including a Section on the Law and the Caterer" by Francis B. Bertelsen

3. "Airline Catering: A Practical Guide" by Peter Jones

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO 5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	2	3	3	2	2	2	3	2	3	2	2	3	3
CO 2	2	3	3	2	2	2	2	2	3	1	2	2	2
CO 3	3	2	2	2	1	2	3	2	3	2	2	2	3
CO 4	2	3	3	2	1	2	3	2	2	2	2	2	2
CO 5	3	3	3	3	2	2	3	3	2	2	2	2	2
CO 6	2	3	3	3	1	2	3	3	2	2	2	2	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓	✓		✓
CO 2	✓	✓		✓
CO 3	✓		✓	✓
CO 4	✓			✓
CO 5	✓		✓	✓
CO 6				✓

Tourism Products

Programme	B.Sc. Hotel Management & Catering Science				
Course Code	**BHC8MN401**				
Course Title	**TOURISM PRODUCTS**				
Type of Course	MINOR				
Semester	VIII				
Academic Level	400-499				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	5	-	-	75
Pre-requisites	Students should have a basic understanding of tourism principles and practices, with prior coursework in introductory tourism or related fields recommended.				
Course Summary	This course provides an in-depth analysis of tourism products, including their creation, packaging, and promotion. Students will examine different types of tourism products, their market segmentation, consumer behavior, and destination management strategies. Evaluation methods include research papers, presentations, group projects, and practical assignments.				

Course Outcomes (Cos):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Understand Tourism Products: Gain a comprehensive understanding of the types and classifications of tourism products globally.	U	C	Quizzes and Tests, Short Essays
CO2	Develop Marketing strategies: Learn to develop effective marketing strategies for different types of tourism products	C	P	Project assignments, Marketing plans
CO3	Implement Sustainable Practices: Acquire skills to implement sustainable practices in the management of tourism products.	Ap	P	Practical Workshops, Sustainability Reports
CO4	Analyze Consumer Behavior: Understand consumer behavior and preferences in relation to tourism products.	An	C	Research Papers, Consumer Surveys
CO5	Manage Destination Development: Develop strategies for destination planning and development to enhance tourism products.	Ap	P	Case Studies, Destination Proposals
CO6				

* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)

- Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**Introduction to Tourism Products**	**15**
	1	Overview of Tourism Product	3
	2	Economic Impact of Tourism Product	3
	3	Social and Cultural Impact	3
	4	Environmental Sustainability	3
	5	Tourism Product Development Proces	3
II		**Natural Tourism Product**	**20**
	6	Coastal and Marine Tourism	4
	7	Ecotourism and Wildlife Tourism	4
	8	National Parks and Protected Areas	4
	9	Adventure Tourism	4
	10	Rural and Agro Tourism	4
III		**Cultural and Heritage Tourism Products**	**15**
	11	Cultural Tourism: Museums and Cultural Sites	3
	12	Heritage Tourism: Historical Sites and Monuments	3
	13	Religious Tourism	3
	14	Cultural Events and Festivals	3
	15	Indigenous Tourism	3
IV		**Adventure and Special Interest Tourism Products**	**15**
	16	Adventure Tourism Activities	3
	17	Wellness and Medical Tourism	3
	18	Educational Tourism	3

	19	Culinary Tourism	3
	20	Dark Tourism and Niche Market	3
V	**Open Ended Module**		**10**
	1. Case Studies on Successful Tourism Products		
	2. Field Trips to Local Tourism Attractions		
	3. Project-Based Learning: Developing a Tourism Product		
	4. Industry Guest Lectures and Workshops		
	5. Research Paper on Emerging Trends in Tourism Products		

Reference Books

1. "Tourism Management: Managing for Change" by Stephen J. Page

2. "Tourism: Principles, Practices, Philosophies" by Charles R. Goeldner and J.R. Brent Ritchie

3. "Destination Management and Marketing: Global Perspectives" by Tony L. Mathews and Peter D. Pforr

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO 5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	2	3	3	2	2	2	3	2	3	2	2	3	3
CO 2	2	3	3	2	2	2	2	2	3	1	2	2	2
CO 3	3	2	2	2	1	2	3	2	3	2	2	2	3
CO 4	2	3	3	2	1	2	3	2	2	2	2	2	2
CO 5	3	3	3	3	2	2	3	3	2	2	2	2	2
CO 6	2	3	3	3	1	2	3	3	2	2	2	2	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓	✓		✓
CO 2	✓	✓		✓
CO 3	✓		✓	✓
CO 4	✓			✓
CO 5	✓		✓	✓
CO 6				✓

MINOR: BUSINESS ADMINISTRATION (Group Two)

Introduction to MICE and Event

Programme	B.Sc. Hotel Management & Catering Science				
Course Code	**BHC1MN102**				
Course Title	**INTRODUCTION TO MICE AND EVENT MANAGEMENT**				
Type of Course	Minor				
Semester	I				
Academic Level	100 - 199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	5	-	-	75
Pre-requisites	1. Proficiency in verbal and written communication & foundational understanding of communication principles to interact professionally with clients, vendors, and team members. 2. Basic computer skills, including word processing and spreadsheet use				
Course Summary	This course equips students with expertise in planning, coordinating, and executing events, ensuring a comprehensive understanding of the dynamic field of event management within the hospitality industry				

Course Outcomes (Cos)

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Learn the basics of event management. Develop and organise an event Understand the fairs, conventions and exhibitions in and around the world. Understanding the Travel Industry Fares.	U	C	Instructor-created exams/Quiz/ Assignment
CO2	Acquire specialized knowledge in Meetings, Incentives, Conferences, and Exhibitions (MICE), honing skills essential for planning and executing diverse and successful events.	Ap	P	Instructor-created exams/Assignment /Quiz/ Observation of Skills
CO3	Gain proficiency in navigating travel industry fares, enhancing the ability to strategize cost-effective travel arrangements for events, complementing the overall management and coordination skills.	Ap	P	Instructor-created exams / Seminar Presentations/Viva Voce/ Group Tutorial Work
CO4	Cultivate comprehensive skills in planning, organizing, and marketing events.	U	C	Instructor-created exams / Seminar Presentation / Assignment
CO5	Develop expertise in coordinating various aspects of events, ensuring smooth execution and optimal participant satisfaction.	Ap	P	Presentation / Group Tutorial Work/ Assignment
CO6	Enhance leadership capabilities specific to event management, fostering the ability to guide teams effectively and make strategic decisions in the dynamic and fast-paced environment of event planning and execution.	Ap	P	Presentation / Viva Voce/Seminar/ Quiz
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Module	Unit	Content	Hrs
I		**Introduction to Event management**	**10**
	1	Events-Event management – definition	2
	2	Broad classification of Events (types).	3
	3	Event planning, Five C's of event management -Conceptualization, Costing, Canvassing, Customization, Carrying out	3
	4	Role of events in promotion of tourism.	2
II		**MICE**	**10**
	5	Introduction to MICE– Meeting – Incentives – Conference – Convention – Exhibition –	3
	6	Trade shows and fairs	2
	7	Leisure Events, Sports Events – organizers – sponsorship	2
	8	Event management as a profession.	3
III		**Event Planning, Organizing and Marketing**	**13**
	9	Event Planning Process	1
	10	Event organizing	1
	11	Problem Solving & Crisis Management	1
	12	Participants & Venue Management	2
	13	Time &Infrastructure Management.	2
	14	Human Resource Management	1
	15	Event Marketing & Customer care	2
	16	Marketing equipment and tools –	1
	17	Promotion, Media Relations Publicity	2
IV		**Event Co-ordination & Travel Industry Fairs**	**12**
	18	Event Co-ordination,	2

	19	Visual and Electronic Communication–	2
	20	Leadership	3
	21	Event Evaluation & Event Presentation	3
	22	Travel Industry Fairs – Benefits of Fairs	2
V		**Hands-on Data Structures: Practical Applications**	**30**
		• Develop an event proposal including objectives, target audience, and preliminary budget. • Create a detailed timeline for an event from planning to execution. • Develop a comprehensive checklist for event tasks. • Submit the timeline and checklist for review.	8
		Conduct a Role Play on • Vendor Negotiation • Client Consultation • Event Coordination • Crisis Management • Role Play exercise for organizing a mock event.	15
		Event Budgeting Planning Task: Provide students with a hypothetical event scenario and ask them to create a comprehensive budget plan. Include expenses such as venue rental, catering, decorations, marketing, staffing, and contingency funds. Students should justify their budget allocations.	7

REFERENCE BOOK

1. Event marketing and management – Sanjayasingh Gaur,

2. Event management and event tourism – Gelz,

3. Hospitality marketing and management – J M Mathews

4. Event and entertainment marketing, Avrichbarry (1994), Vikas, Delhi.

5. Event management, Bhatia A.K. (2001), Sterling Publishers, New Delhi.

6. Event management in leisure and tourism, David C Watt (1998), Pearson, UK.

Mapping of COs with PSOs and POs:

	PSO 1	PSO 2	PSO 3	PSO4	PS O5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	1	3	2	2	2	1	3	3	2	2	2	2	2
CO 2	1	2	2	3	2	1	3	3	3	1	1	2	2
CO 3	1	2	2	2	3	1	3	3	2	3	2	1	2
CO 4	1	2	2	3	2	1	3	3	3	2	2	2	2
CO 5	1	2	2	2	2	3	2	3	3	2	2	2	2
CO 6	1	2	2	3	2	1	2	3	3	2	2	2	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓	✓		✓
CO 2	✓	✓		✓
CO 3	✓		✓	✓
CO 4	✓	✓		✓
CO 5	✓	✓		✓
CO 6			✓	✓

Hospitality Marketing

Programme	B.Sc. Hotel Management & Catering Science
Course Code	BHC2MN102
Course Title	Hospitality Marketing
Type of Course	Minor
Semester	II
Academic Level	100-199

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	5	-	-	75

Pre-requisites	Students should have a basic knowledge of business management principles and fundamental marketing concepts, with prior coursework in hospitality management recommended.
Course Summary	This course equips students with essential marketing skills for the hospitality industry through theoretical knowledge and practical applications, emphasizing ethical practices and emerging trends, evaluated via quizzes, case studies, project assignments, and practical workshops.

Course Outcomes (Cos)

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Understand Marketing Fundamentals: Gain a comprehensive understanding of fundamental marketing principles and their application in the hospitality industry.	U	C	Quizzes and Tests, Short Essays
CO2	Develop Marketing Strategies: Learn to design effective marketing strategies tailored to the hospitality sector.	C	P	Project Assignments, Case Studies
CO3	Implement Digital Marketing Techniques: Acquire skills to develop and implement digital marketing campaigns to enhance brand presence and customer engagement.	Ap	P	Practical Workshops, Digital Marketing Proposals
CO4	Analyze Market Trends: Understand and evaluate market trends and their impact on hospitality marketing strategies.	An	C	Research Papers, Comparative Analysis Assignments
CO5	Manage Customer Relations: Develop strategies for managing customer relations, including customer service excellence and loyalty programs.	Ap	P	Role-Playing Exercises, Reflective Journals
CO6	Ensure Ethical Marketing Practices: Gain knowledge of ethical issues in hospitality marketing and ensure compliance with industry standards.	E	F	Ethical Case Studies, Compliance Audits

* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)

- Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)

Module	Unit	Content	Hrs
I		**Introduction to Hospitality Marketing**	**10**
	1	Importance of Marketing in Hospitality	2
	2	Marketing Concepts and Theories	2
	3	Unique Characteristics of Hospitality Marketing	2
	4	Role of Marketing Manager in Hospitality	2
	5	Objectives and Policies in Hospitality Marketing	2
II	**II**	**Market Research and Segmentation**	**10**
	6	Market Research Methods	2
	7	Analyzing Market Data	2
	8	Market Segmentation Strategies	3
	9	Targeting and Positioning in Hospitality	3
III		Marketing Mix in Hospitality	
	10	Product Development and Branding	2
	11	Pricing Strategies	3
	12	Distribution Channels	1
	13	Integrated Marketing Communications	2
	14	Promotional Strategies	1
	15	Digital Marketing in Hospitality	2
	16	Social Media Marketing	2
	17	Customer Relationship Management (CRM)	2
IV		Implementation and Control	25
	18	Marketing Plan Development	2

	19	Implementing Marketing Strategies	2
	20	Monitoring and Controlling Marketing Efforts	2
	21	Evaluating Marketing Performance	2
	22	Customer Feedback and Satisfaction	1
	23	Handling Customer Complaints	3
	24	Loyalty Programs and Retention Strategies	2
	25	Ethical Issues in Hospitality Marketing	2
	26	Regulatory Environment	2
	27	Sustainability and Green Marketing	3
	28	Crisis Management in Hospitality Marketing	2
	29	Emerging Trends in Hospitality Marketing	2
V	Open Ended Module		15
	1	Case Studies, Research Projects, Interviews, Marketing Simulations, Workshops and Training Modules, Policy Analysis, Surveys and Questionnaires, Data Analysis, Presentations, Project-Based Learning, Ethical Dilemmas, Technology in Hospitality Marketing, Creative Activities.	

Reference Books

1. "Marketing for Hospitality and Tourism" by Philip Kotler, John T. Bowen, and James Makens

2. "Hospitality Marketing Management" by Robert D. Reid and David C. Bojanic

3. "Strategic Marketing in Hospitality and Tourism" by David Bowie and Francis Buttle

Mapping of COs with PSOs and POs:

	PSO 1	PSO 2	PSO 3	PSO4	PSO5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	2	3	3	2	2	2	3	2	3	2	2	3	3
CO 2	2	3	3	2	2	2	2	2	3	1	2	2	2
CO 3	3	2	2	2	1	2	3	2	3	2	2	2	3
CO 4	2	3	3	2	1	2	3	2	2	2	2	2	2
CO 5	3	3	3	3	2	2	3	3	2	2	2	2	2
CO 6	2	3	3	3	1	2	3	3	2	2	2	2	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:
- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓	✓		✓
CO 2	✓	✓		✓
CO 3	✓		✓	✓
CO 4	✓			✓
CO 5	✓		✓	✓
CO 6				✓

Human Resource Management

Programme	B.Sc. Hotel Management & Catering Science				
Course Code	BHC3MN202				
Course Title	Human Resource Management				
Type of Course	Minor				
Semester	III				
Academic Level	200 - 299				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	5	-	-	75
Pre-requisites	A solid understanding of basic business concepts, proficiency in English, and foundational knowledge in mathematics and social sciences.				
Course Summary	The HRM paper explores the strategies and practices used to effectively recruit, manage, develop, and retain an organization's human resources to enhance overall performance and employee satisfaction.				

Course Outcomes (Cos)

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	**Understand HRM Principles**: Gain a comprehensive understanding of the fundamental principles and functions of human resource management.	U	C	Quizzes and Tests, Short Essays
CO2	**Develop Recruitment Strategies**: Learn to design effective recruitment and selection processes to attract and retain top talent.	C	p	Project Assignments, Case Studies
CO3	**Implement Training Programs**: Acquire skills to develop and implement training and development programs that enhance employee performance and growth.	Ap	p	Practical Workshops, Training Program Proposals
CO4	**Analyze Compensation Systems**: Understand and evaluate compensation and benefits systems to ensure fairness and competitiveness within the organization.	An	C	Research Papers, Comparative Analysis Assignments
CO5	**Manage Employee Relations**: Develop strategies for managing employee relations, including conflict resolution, performance appraisals, and disciplinary actions.	Ap	p	Role-Playing Exercises, Reflective Journals
CO6	**Ensure Legal Compliance**: Gain knowledge of employment laws and regulations to ensure the organization's HR practices comply with legal standards.	E	F	Legal Case Studies, Compliance Audits
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Module	Unit	Content	Hrs
I		**Introduction:**	10
	1	Importance of Human Resource Management	2
	2	Meaning, Nature and Scope, Functions and Role of HR Manager	2
	3	Advisory and service function to other department	2
	4	HRM function planning	2
	5	Objectives and policies, organizing the HRM Department.	3
II		**Procurement and Development Functions:**	10
	6	Job Analysis	2
	7	Job description	2
	8	Job specification	3
	9	Recruitment, selection, placement and induction and socialization	3
III		**Training & development.**	15
	10	Types and method	2
	11	Job change – career planning, promotion, demotion, transfer, separations.	3
	12	Compensation Function	1
	13	Job evaluation	2
	14	Merit rating	1
	15	Methods of wage payment	2
	16	Incentive compensation – Types, advantages, perquisites.	2
	17	Wage system in India – Minimum wage, fair wage, living wage	2
IV		**Maintenance and Integration, Audit and Control**	25
	18	Administration of welfare	2

	19	Amenities & fringe benefits	2
	20	Safety & accident prevention work	2
	21	Environment fatigue safety	2
	22	Accident prevention	1
	23	Employee grievances and their redressal	3
	24	Suggestion schemes	2
	25	Administration of discipline	2
	26	Audit and Control Function	2
	27	Performance appraisal – purpose, factors, methods	3
	28	360 degreefeed back uses and application	2
	29	Human resource accounting	2
V	**Open Ended Module:**		**15**
	1	Case Studies-Research Projects-Interviews-HR Simulations-Workshops and Training Modules-Policy Analysis-Surveys and Questionnaires-Data Analysis-Presentations-Project-Based Learning-Ethical Dilemmas-Technology in HRM-Creative Activities.	

REFERENCE BOOK

1. "Human Resource Management" by Gary Dessler
2. "Fundamentals of Human Resource Management" by David A. DeCenzo and Stephen P. Robbins
3. "Strategic Human Resource Management: Theory and Practice" by John Bratton and Jeffrey Gold

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	2	3	3	2	2	2	3	2	3	2	2	3	3
CO 2	2	3	3	2	2	2	2	2	3	1	2	2	2
CO 3	3	2	2	2	1	2	3	2	3	2	2	2	3
CO 4	2	3	3	2	1	2	3	2	2	2	2	2	2
CO 5	3	3	3	3	2	2	3	3	2	2	2	2	2
CO 6	2	3	3	3	1	2	3	3	2	2	2	2	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓	✓		✓
CO 2	✓	✓		✓
CO 3	✓		✓	✓
CO 4	✓			✓
CO 5	✓		✓	✓
CO 6				✓

Management Principles and Practices

Programme	**B.Sc. Hotel Management & Catering Science**
Course Code	BHC8MN401
Course Title	**MANAGEMENT PRINCIPLES AND PRACTICES**
Type of Course	Minor
Semester	VIII
Academic Level	400-499

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	5	-	-	75

Pre-requisites	Students should have a basic understanding of business operations and prior coursework in introductory business or management is recommended.
Course Summary	This course offers comprehensive insights into management principles and practices, emphasizing the core functions of planning, organizing, leading, and controlling. Through a blend of theoretical concepts and practical applications, students will develop essential management skills and engage in hands-on activities to reinforce their learning. Evaluations will include quizzes, case studies, project assignments, and practical workshops.

Course Outcomes (Cos)

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Understand Fundamental Management Principles: Gain a comprehensive understanding of fundamental management principles and their application in organizational settings.	U	C	Quizzes and Tests, Short Essays
CO2	Develop Strategic Planning Skills: Learn to design and implement effective strategic plans for organizational success.	C	P	Project Assignments, Case Studies
CO3	Implement Organizational Structures: Acquire skills to develop and implement efficient organizational structures and processes.	Ap	P	Practical Workshops, Organizational Design Proposals
CO4	Analyze Leadership Styles: Understand and evaluate different leadership styles and their impact on team performance and organizational culture.	An	C	Research Papers, Comparative Analysis Assignments
CO5	Manage Organizational Change: Develop strategies for managing organizational change, including conflict resolution and employee engagement.	Ap	P	Role-Playing Exercises, Reflective Journals
CO6	Ensure Ethical Management Practices: Gain knowledge of ethical issues in management and ensure compliance with industry standards.	E	F	Ethical Case Studies, Compliance Audits
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Module	Unit	Content	Hrs
I		**Introduction to Management**	**15**
	1	Importance of Management	3
	2	Management Functions and Roles	3
	3	Evolution of Management Thought	3
	4	Management Theories and Approaches	3
	5	Managerial Skills and Competencies	3
II		**Planning and Decision Making**	**15**
	6	Nature and Importance of Planning	3
	7	Types of Plans	3
	8	Strategic Planning Process	3
	9	Decision Making Models and Tools	3
	10	Risk Management and Contingency Planning	3
III		**Organizing**	**15**
	11	Organizational Structure and Design	3
	12	Departmentalization	3
	13	Authority, Responsibility, and Delegation	3
	14	Coordination and Communication	3
	15	Organizational Culture and Change	3
IV		**Leading**	**15**
	16	Leadership Theories and Styles	3
	17	Motivation Theories and Practices	3
	18	Team Dynamics and Group Behavior	3
	19	Conflict Resolution and Negotiation	3

	20	Performance Management and Appraisal	3
V		**Open Ended Module:**	**15**
	1	Case Studies in Management Management Simulations Project-Based Learning Workshops and Training Modules Reflective Journals and Presentations	

REFERENCE BOOK

1. "Management" by Stephen P. Robbins and Mary Coulter

2. "Principles of Management" by Charles W. L. Hill and Steven McShane

3. "Management: Leading & Collaborating in a Competitive World" by Thomas S. Bateman and Scott A. Snell

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	2	3	3	2	2	2	3	2	3	2	2	3	3
CO 2	2	3	3	2	2	2	2	2	3	1	2	2	2
CO 3	3	2	2	2	1	2	3	2	3	2	2	2	3
CO 4	2	3	3	2	1	2	3	2	2	2	2	2	2
CO 5	3	3	3	3	2	2	3	3	2	2	2	2	2
CO 6	2	3	3	3	1	2	3	3	2	2	2	2	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:
- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓	✓		✓
CO 2	✓	✓		✓
CO 3	✓		✓	✓
CO 4	✓			✓
CO 5	✓		✓	✓
CO 6				✓

GROUPING OF VOCATIONAL MINOR COURSES IN HOTEL MANAGEMENT AND CATERING SCIENCE

(Title of the Vocational Minor: **CATERING SCIENCE (Vocational)**)

Group No.	Sl. No.	Course Code	Title	Semester	Total Hrs	Hrs/ Week	Credits	Marks		
								Internal	External	Total
1			**FUNDAMENTALS OF CATERING SCIENCE**							
	1	BHC1VN101	**Introduction to Catering Science**	1	75	5	4	30	70	100
	2	BHC2VN101	**Culinary Techniques and Fundamentals**	2	75	5	4	30	70	100
	3	BHC3VN201	**Gastronomy and Food Science**	3	75	5	4	30	70	100
	4	BHC8VN301	**Menu Planning and Design for Events**	8	60	4	4	30	70	100
2			**HOSPITALITY MANAGEMENT FOUNDATIONS**							
	1	BHC1VN102	**Food and Beverage Management**	1	75	5	4	30	70	100
	2	BHC2VN102	**Hospitality Entrepreneurship**	2	75	5	4	30	70	100
	3	BHC3VN202	**Event Catering and Banquet Operations**	3	75	5	4	30	70	100
	4	BHC8VN302	**Food Safety and Sanitation Management**	8	60	4	4	30	70	100

FUNDAMENTALS OF CATERING SCIENCE (Group One)

Introduction to Catering Science

Programme	BSc Hotel Management and Catering Science
Course Code	**BHC1VN101**
Course Title	**INTRODUCTION TO CATERING SCIENCE**
Type of Course	Minor
Semester	I
Academic Level	100-199

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3	-	2	75

Pre-requisites	1. Basic Culinary skill 2. Health and Safety Knowledge 2. Teamwork and collaboration skills
Course Summary	This course provides an in-depth introduction to catering science with a specific focus on hotel management. It covers fundamental concepts, industry practices, and technical skills essential for catering professionals in the hospitality industry.

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Understand the basics of catering science and its significance in hotel management.	U	C	Open book exams
CO2	Apply principles of food safety and hygiene in catering operations.	Ap	P	Assignment
CO3	Develop and plan effective menus considering nutrition, cost, and customer preferences.	Ap	P	Group Tutorial Work
CO4	Deliver high-quality customer service in a catering context.	U	C	Home Assignments/
C05	Knowledge on Catering establishment	U	F	Mini project
CO6	Analyze current trends and challenges in the catering industry.	An	C	Research Paper/Presentation
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**Introduction to Catering Science**	10
	1	Definition and scope of catering science - Importance of catering in the hospitality industry.	2
	2	History and Evolution of Hotel Industry in India - Historical development of catering services.	2
	3	Structure and types of Catering establishments	2
	4	Classification of hotels	2
	5	Hotel – Department types	1
	6	Types of rooms in hotel	1
II		**Food Safety and Hygiene**	15
	7	Definition and Importance Food Safety – Hazards of food safety (Biological-Chemical-Physical)	3
	8	Control/Prevention measures of food hazards	3
	9	Factors affecting microbial growth in food	3
	10	Hygiene Practices - Personal hygiene for catering staff.	3
	11	Storage – Types - Methods of food preservation (refrigeration, freezing, canning, drying)	3
III		**Menu Planning and Development**	10
	12	Different types of menus (à la carte, table d'hôte, banquet, etc.).	3
	13	Menuplanning – process and its importance	
	14	Factors influencing menu planning (seasonality, budget, customer demographics)	3
	15	Basics of nutrition and dietary requirements in menu - Balancing taste and nutrition in menu design.	2
	16	Pricing strategies - Cost-effective ingredient sourcing.	2

IV		Customer Service in Catering	10
	17	Customer expectations and satisfaction	2
	18	Communication skills and professional etiquette.	2
	19	Handling Complaints and Feedback	1
	20	Techniques for resolving customer complaints.	1
	21	Personalization and customization of services	2
	22	Building customer loyalty and repeat business	2
V		Practical Applications, Case Study and Course Project	30
	1	Assignments and Projects: Practical assignments related to food preparation, safety, and operations.	10
	2	Class Participation: Active participation in class discussions and practical sessions.	10
	3	Group Work: Collaborative projects to simulate real-world catering operations. Presentations: Presentations on specific topics or projects to develop communication skills.	10

Mapping of COs with PSOs and POs :

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	3	2	2	1	-	-	3	2	1	1	2	1	-
CO 2	3	3	3	2	1	-	3	2	2	1	2	1	-
CO 3	3	3	2	2	1	1	3	3	2	2	3	2	1
CO 4	2	3	2	2	-	-	2	3	2	1	2	3	-
CO 5	3	2	2	1	-	-	3	2	1	1	2	1	-
CO 6	2	3	2	2	1	-	2	3	2	2	3	2	-

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:
- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	x	-	-	x
CO 2	x	x	-	x
CO 3	x	x	x	x
CO 4	x	x	-	x
CO 5	x	-	x	x
CO 6	x	x	x	x

Culinary Techniques and Fundamentals

Programme	B. Sc. Hotel Management and Catering Science
Course Code	**BHC2VN101**
Course Title	**CULINARY TECHNIQUES AND FUNDAMENTALS**
Type of Course	Minor
Semester	2
Academic Level	100 - 199

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3	-	2	75

Pre-requisites	1. Basic culinary knowledge 2. Proficiency in statistics 3. Basic computer knowledge
Course Summary	This course provides an in-depth understanding of culinary techniques and fundamentals essential for a successful career in the hospitality industry. It covers the essential skills and knowledge needed to operate efficiently in a professional kitchen, including kitchen safety, food preparation, cooking techniques, and menu planning.

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Demonstrate proficiency in fundamental culinary techniques and kitchen safety protocols.	U	C	Instructor-created exams / Quiz
CO2	Prepare a variety of dishes using different cooking methods.	Ap	P	Practical Assignment / Observation of Practical Skills
CO3	Understand and apply principles of nutrition and food science in menu planning.	Ap	P	Seminar Presentation / Group Tutorial Work
CO4	Exhibit professional kitchen management skills, including inventory control and cost management.	U	C	Instructor-created exams / Home Assignments
CO5	Develop and design menus that reflect an understanding of culinary trends and customer preferences.	Ap	P	One Minute Reflection Writing assignments
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**Introduction to Culinary Arts and Kitchen Safety**	10
	1	Overview of the culinary industry	2
	2	Roles and responsibilities in the kitchen	2
	3	Kitchen safety and accident prevention	3
	4	Sanitation and hygiene standards	3
II		**Basic Cooking Techniques**	10
	5	Knife skills and basic cuts	3
	6	Dry-heat cooking methods: roasting, baking, grilling, and sautéing	3
	7	Moist-heat cooking methods: boiling, steaming, poaching, and braising	2
	8	Combination cooking methods: stewing and braising	2
III		**Principles of Food Preparation**	15
	9	Ingredient selection and quality control	2
	10	Measurement and conversion techniques	2
	11	Flavour development and seasoning	1
	12	Cooking with herbs and spices	2
	13	Basic sauces and stocks	2
	14	Mis en place	2
	15	Conduction- Convection- Radiation	1
	16	Mixing methods	1
	17	Caramelization	2
IV		**Familiarity with kitchen tools**	10
	18	Uses and maintenance of kitchen equipment	2

	19	Equipment maintenance	2
	20	Types of kitchen equipment's	2
	21	Types of cutting boards	2
	22	Refrigeration and storage	2
V	**Practical Applications, case study and course project.**		**30**
	1	Demonstration of basic cuts Practicing different cooking methods.	20
	2	Familiarizing basic fundamental preparations.	10

Mapping of COs with PSOs and POs :

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	3	2	2	1	-	-	3	2	1	1	2	1	-
CO 2	3	3	3	2	1	-	3	2	2	1	2	1	-
CO 3	3	3	2	2	1	1	3	3	2	2	3	2	1
CO 4	3	3	2	2	1	1	3	3	2	2	3	2	1
CO 5	2	3	2	2	-	-	2	3	2	1	2	3	-
CO 6	3	2	2	1	-	-	3	2	1	1	2	1	1

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	x	-	-	x
CO 2	x	x	-	x
CO 3	x	x	x	x
CO 4	x	x	-	x
CO 5	x		x	x
CO 6	-	-	x	x

Gastronomy and Food Science

Programme	B. Sc. Hotel management and Catering Science
Course Code	**BHC3VN 201**
Course Title	**GASTRONOMY AND FOOD SCIENCE**
Type of Course	Minor
Semester	3
Academic Level	200 - 299

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3	-	2	75

Pre-requisites	1. Basic Culinary skill 2. Health and Safety Knowledge 2. Teamwork and collaboration skills
Course Summary	This course explores the interdisciplinary field of gastronomy and food science, focusing on the cultural, scientific, and technological aspects of food. Students will gain a comprehensive understanding of how food is perceived, prepared, and consumed, integrating concepts from culinary arts, food chemistry, nutrition, and food technology.

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Comprehend the components of food, including nutrients and additives.	U	C	Instructor-created exams / Quiz
CO2	Apply various cooking methods to create diverse dishes,Understand chemical reactions in cooking and food preservation.	Ap	P	Practical Assignment / Observation of Practical Skills
CO3	Appreciate global culinary traditions and their cultural influences.Adhere to food safety standards and hygiene practices.	Ap	P	Seminar Presentation / Group Tutorial Work
CO4	Critically evaluate current food trends and their impact.Communicate culinary concepts and experiences clearly.	U	C	Instructor-created exams / Home Assignments
CO5	Apply research and problem-solving in food-related challenges. Recognize ethical dilemmas in the food industry and propose solutions.	Ap	P	One Minute Reflection Writing assignments
CO6	Commit to ongoing professional development in gastronomy and food science,embracing new technologies, trends, and advancements in the field to enhance their expertise and career opportunities.	Ap	P	Viva Voce
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**Introduction to Gastronomy and Food Science**	10
	1	Definition and Scope of Gastronomy	2
	2	Molecular gastronomy	2
	3	Historical Perspectives on Food	2
	4	CulturalPerspectives on Food	1
	5	Sensory Analysis Techniques	1
	6	Taste, Aroma, and Texture Perception	1
	7	Introduction to Food Science	1
II		**Food Chemistry**	15
	8	Basic Food Components (Carbohydrates, Proteins, Fats)	3
	9	Water soluble vitamins	2
	10	Fat soluble vitamins	1
	11	Micro and major minerals	2
	12	Water and Its Role in Food	2
	13	Food Additives and Preservatives	3
	14	Flavor Chemistry	2
III		**Culinary Techniques and Science**	10
	15	Cooking Methods (Boiling, Roasting, Grilling, Sous-Vide)	3
	16	The Science of Baking	3
	17	Science of Pastry	2
	18	Sensory Evaluation of Food	2
IV		**Gastronomy and Culture**	10

	19	Food as Cultural Expression	3
	20	Global Cuisines and Food Traditions	2
	21	Food Trends and Movements	3
	22	**Consumer Preferences and Food Product Development**	2
V	**Practical Application**		**30**
	1	**Project on technique and applications in molecular gastronomy**	20
	2	Case study	10

Mapping of COs with PSOs and POs :

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	3	2	2	1	-	-	3	2	1	1	2	1	-
CO 2	3	3	3	2	1	-	3	2	2	1	2	1	-
CO 3	3	3	2	2	1	1	3	3	2	2	3	2	1
CO 4	2	3	2	2	-	-	2	3	2	1	2	3	-
CO 5	3	2	2	1	-	-	3	2	1	1	2	1	-
CO 6	2	3	2	2	1	-	2	3	2	2	3	2	-

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	x			
CO 2		x	x	
CO 3		x	x	
CO 4	x	x		
CO 5		x	x	
CO 6				x

Menu Planning and Design for Events

Programme	B. Sc. Hotel Management and Catering Science
Course Code	**BHC8VN301**
Course Title	**MENU PLANNING & DESIGN FOR EVENTS**
Type of Course	Minor
Semester	8
Academic Level	400 - 499

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-	-	60

Pre-requisites	1. Basic knowledge in food trends and consumer behaviour 2. Understanding of cultural cuisine 3. Basic Culinary skills
Course Summary	This course is designed to provide students with the knowledge and skills necessary to plan, design, and execute menus and events effectively. The course covers a wide range of topics, including menu development, event logistics, theme creation, budgeting, and client management. It combines theoretical knowledge with practical applications, enabling students to understand both the creative and operational aspects of menu planning and event design.

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Create menus that cater to various event types, considering factors such as dietary restrictions, nutritional balance, and guest preferences. Integrate seasonal, regional, and cultural influences into menu planning to enhance culinary offerings.	U	C	Instructor-created exams / Quiz
CO2	Apply critical thinking and problem-solving abilities to address challenges and unexpected issues during event planning and execution.	Ap	P	Practical Assignment / Observation of Practical Skills
CO3	Present the final project to peers and instructors, showcasing a deep understanding of menu planning and event design principles.	Ap	P	Seminar Presentation / Group Tutorial Work
CO4	Coordinate all logistical aspects of event planning, including venue selection, timeline creation, and vendor coordination.	U	C	Instructor-created exams / Home Assignments
CO5	Synthesize knowledge and skills acquired throughout the course to develop a comprehensive menu and event plan.	Ap	P	One Minute Reflection Writing assignments
CO6	Evaluate the effectiveness and guest satisfaction of executed events to identify areas for improvement and future development.	E	M	Feedback Analysis/ Reflective Journals
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**Introduction to Menu Planning and Design**	10
	1	Importance of menu planning.	2
	2	Types of menu planning.	4
	3	Types of events & corresponding menu style.	4
	4	Plan menu based on different guest profile.	
II		**Building the menu structure**	10
	5	Steps of creating a menu	3
	6	Advantages disadvantages of menu	3
	7	Menu engineering	2
	8	Tasting, Finalizing & printing the menu.	2
III		**Contingency of planning for events**	15
	9	Key components of event contingency planning	2
	10	Steps for developing an event contingency plan	2
	11	Example scenarios, response strategies	1
	12	Importance of event contingency planning	2
	13	Steps of handle last minute changes	2
	14	Menu contingency planning	2
	15	Supply chain contingency plan	1
	16	Managing dining room capacity or un expected crowds	1
	17	Identifying alternative ingredients or suppliers	2
IV		**Presentation & service style for events**	10
	18	Types of presentation and service style for events	2

	19	Interactive food stations	2
	20	Planning & execution	2
	21	Key elements of food presentation	2
	22	Timing &Sequence of courses in menu preparation	2
V	**Practical Applications, case study and course project.**		**30**
	1	Creating Menu for restaurant – Fine dining, casual, ethnic	20
	2	Group work on menu for specific dietary needs	10

Mapping of COs with PSOs and POs :

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	3	2	2	1	-	-	3	2	1	1	2	1	-
CO 2	3	3	3	2	1	-	3	2	2	1	2	1	-
CO 3	3	3	2	2	1	1	3	3	2	2	3	2	1
CO 4	2	3	2	2	-	-	2	3	2	1	2	3	-
CO 5	3	2	2	1	-	-	3	2	1	1	2	1	-
CO 6	2	3	2	2	1	-	2	3	2	2	3	2	-

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1				
CO 2				
CO 3				
CO 4				
CO 5				
CO 6				

HOSPITALITY MANAGEMENT FOUNDATIONS (Group Two)

Food and Beverage Management

Programme	B. Sc. Hotel Management and Catering Science
Course Code	**BHC1VN102**
Course Title	**FOOD AND BEVERAGE MANAGEMENT**
Type of Course	Minor
Semester	1
Academic Level	100 - 199

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3	-	2	75

Pre-requisites	1. Basic knowledge in Food and beverages 2. Functional Managerial skills 3. Teamwork and collaboration skills
Course Summary	This course provides an in-depth introduction to food and beverage management with a specific focus on hotel management. It covers fundamental concepts, industry practices, and managerial skills essential for catering professionals in the hospitality industry.

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	To explain the fundamentals of Cost & Cost accounting	U	C	Instructor-created exams / Quiz
CO2	Discuss the fundamentals of inventory control	Ap	P	Practical Assignment / Observation of Practical Skills
CO3	To discuss the importance of Food & Beverage control	Ap	P	Seminar Presentation / Group Tutorial Work
CO4	To acquaint the students with basics of Menu engineering	U	C	Instructor-created exams / Home Assignments
CO5	To expose the students on Variance Analysis, break even analysis, food and beverage trends and developments	Ap	P	One Minute Reflection Writing assignments
CO6		Ap	P	Viva Voce

* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)

\# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**Cost & Sales Dynamics**	**10**
	1	Cost & Cost Accounting,	2
	2	Elements of Cost, Classification of Cost	4
	3	Sales Concept, Uses of Sales Concept	4
II		**Inventory Control**	**10**
	4	Importance, Objectives, Methods, Levels & techniques	3
	5	Physical Inventory, Perpetual Inventory	3
	6	Pricing of Commodities	2
	7	Comparison of Physical & Perpetual Inventory	2
III		**Food & Beverage Control**	**15**
	8	Receiving, Storing, Issuing of food & beverage	2
	9	**Production Control-**	2
	10	Standard Recipe, Standard Yield, Standard Portion size	1
	11	**Beverage Control**	2
	12	Standard Recipe, Standard Yield, Standard Portion size	2
	13	Bar frauds, Books maintained in bar	2
	14	**Sales Control**	1
	15	Procedure of cash, ECR, POS	1
	16	**Budgetary Control**	1
	17	Budget, Budgetary Control, Types of budget	1
IV		**Menu &Menu merchandising**	**10**
	18	Menu, Principles, Type & Structure	2

	19	Menu Planning, Pricing and Profitability	2
	20	Menu as a Marketing tool	2
	21	Layout, Constraints of Menu planning	2
	22	Menu Engineering	2
V	**Hands-on Data Structures:** **Practical Applications, Case Study and Course Project**		**30**
	1	Standard Cost,Standard Costing.	4
	2	Cost Variances-Material Variances, Labour Variances, Overhead variance	4
	3	Break Even Analysis	6
	4	Food & beverage trends & developments Food Tourism – Concepts and Trends Emerging Food Tourism destinations Global Food Culture and Traditions Food & beverage Consumer Trends Sustainability and Environmental issues Ethics and Ethical practices Proprietary Foods Food and Beverage Research	16

Mapping of COs with PSOs and POs :

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1													
CO 2													
CO 3													
CO 4													
CO 5													
CO 6													

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1				
CO 2				
CO 3				
CO 4				
CO 5				
CO 6				

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Hospitality Entrepreneurship

Programme	BSc Hotel Management and Catering Science				
Course Code	**BHC2VN 102**				
Course Title	**HOSPITALITY ENTREPRENEURSHIP**				
Type of Course	Minor				
Semester	2				
Academic Level	100-199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3	-	2	75
Pre-requisites	1. Basic business knowledge 2. Entrepreneurial mind set 3.Computer literacy				
Course Summary	This course introduces students to the fundamentals of entrepreneurship within the hospitality industry. It covers essential concepts such as business planning, market analysis, financial management, operations, and customer service, with a focus on practical applications and real-world examples.				

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Identify and evaluate opportunities in the hospitality industry.	E	F	Internal exams / Quiz
CO2	Develop a comprehensive business plan tailored to a hospitality venture.	C	C	Assignment / Observation of Practical Skills
CO3	Apply financial management principles to plan and sustain a hospitality business.	Ap	P	Seminar Presentation
CO4	Manage operations and human resources effectively in a hospitality context.	An	C	Group Tutorial Work / Assignments
CO5	Design and implement effective marketing and customer service strategies.	Ap	M	One Minute Reflection Writing assignments
CO6	Evaluate the impact of sustainable practices on the profitability and brand reputation of a hospitality venture.	E	M	Case Studies / Reflective Journals
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**Introduction to Hospitality Entrepreneurship**	10
	1	Overview of the hospitality Industry	2
	2	Definitions and scope of hospitality entrepreneurship	3
	3	Current trends and opportunities in the hospitality industry	3
	4	Types of Hospitality Ventures - hotels, restaurants, cafes, event planning, tourism services.	2
II		**Business Planning and financial Management**	10
	5	Components of a business plan: executive summary	3
	6	Market analysis, organizational structure, product/service line	
	7	Importance of a business plan in hospitality ventures	3
	8	SWOT analysis (Strengths, Weaknesses, Opportunities, Threats)	2
	9	Budgeting and financial forecasting - Funding and Investment	2
III		**Operations and Human Resource Management**	15
	10	HRM – Importance and Features	3
	11	HRD – Application in hotel industry	
	12	HRIS – Functions and Importance	
	13	Personnel Office - Functions	2
	14	Staffing – Process, Recruitment	3
	15	Operations Management - Quality control and service standards	2
	16	Training, and retaining staff in the hospitality industry	3
	17	Leadership and team management	2
IV		**Marketing and Customer Service**	10
	18	Digital marketing: social media, SEO	2

	19	Traditional marketing: advertising, PR	3
	20	Emerging trends in marketing and its application in hotel industry	
	21	Customer Service Excellence - Principles of outstanding customer service	3
	22	Managing customer feedback and complaints	2
V	**Practical Applications, Case Study and Course Project**		**30**
	1	Students will work in groups for data collection	10
	2	The project on formulating research question	10
	3	Data analysis and interpretation	10

Mapping of COs with PSOs and POs :

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1													
CO 2													
CO 3													
CO 4													
CO 5													
CO 6													

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics:

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1				
CO 2				
CO 3				
CO 4				
CO 5				
CO 6				

Event Catering and Banquet Operations

Programme	BSc Hotel Management and Catering Science
Course Code	**BHC3VN 202**
Course Title	**EVENT CATERING AND BANQUET OPERATIONS**
Type of Course	Minor
Semester	3
Academic Level	200-299

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3	-	2	75

Pre-requisites	1. Teamwork and collaboration skills 2. Basic knowledge on Food and beverages 2. Basics of food safety
Course Summary	This course provides an in-depth exploration of the principles and practices involved in event catering and banquet operations within the hotel management industry.

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Understand the fundamentals of event catering and banquet operations.	U	C	Open book exams
CO2	Understand and identify the various equipment's and tools used in banquet operations	Ap	P	Assignment
CO3	Plan and execute successful catering events and banquets.	Ap	P	Group Tutorial Work
CO4	Ensure high standards in function catering and organizing.	U	C	Home Assignments/
C05	Understand outdoor catering and buffet.	U	F	Mini project
CO6	Evaluate the financial and operational performance of catering and banquet events to identify areas for improvement.	E	M	Case Studies / Reflective Journals
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**Introduction to Event Catering and Banquet Operations**	**10**
	1	Definitions and scope -Types of events and banquets	2
	2	Trends in event catering and banquets	
	3	Roles and Responsibilities - Key positions in catering and banquet operations - Responsibilities and skill sets required	3
	4	Client Requirements and Expectations - Understanding client needs - Customizing services for different events	2
	5	Event Planning Process - Steps in event planning	
	6	Coordination with clients and vendors	3
II		**Planning and Organizing Events and Banquets**	**10**
	7	Event Concept Development - Menu Planning and Design	3
	8	Function menu - Dietary restrictions and preferences - Beverage selection	3
	9	Table plans - Table set-ups	2
	10	Steps in service during formal functions	
	11	SOP for informal functions	2
	12	Food Service equipment - Other function equipment	
III		**Function Booking and organization**	**15**
	13	Booking a function	3
	14	Graphs and their representations	3
	15	Organizing a function	3
	16	Briefing and allocation	3
	17	Procedure for toasts at formal function	3

IV		Outdoor catering & Buffet	10
	18	Introduction to outdoor catering	2
	19	Staff requirement	2
	20	Calculating tables &equipment required	2
	21	Introduction to Buffet	2
	22	Types of buffet, buffet settings	2
V		**Practical Applications, Case Study and Course Project**	**30**
	1	Practical assignments related to event planning and execution.	10
	2	Group Work: Collaborative projects to simulate real-world event planning and management.	10
	3	Presentations: Presentations on specific topics or projects to develop communication skills.	10

Mapping of COs with PSOs and POs :

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1													
CO 2													
CO 3													
CO 4													
CO 5													
CO 6													

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1				
CO 2				
CO 3				
CO 4				
CO 5				
CO 6				

Food Safety and Sanitation Management

Programme	BSc Hotel Management and Catering Science
Course Code	**BHC8VN302**
Course Title	**FOOD SAFETY AND SANITATION MANAGEMENT**
Type of Course	Minor
Semester	8
Academic Level	300-399

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	4	-	-	60

Pre-requisites	1. Basic Science knowledge 2. Critical thinking and problem-solving skills 3.Interest in public health
Course Summary	This course provides in-depth knowledge and skills necessary to ensure food safety and sanitation in hotel management. It covers essential principles, best practices, and regulatory requirements to create a safe food environment.

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Understand the importance of food safety and its impact on the hospitality industry.	U	R	Open book exams
CO2	Identify and control various food safety hazards.	An	C	Assignment / Mini project
CO3	Implement effective personal hygiene and sanitation practices.	Ap	P	Seminar Presentation
CO4	Manage safe food handling and storage procedures.	Ap	M	Group Tutorial Work
CO5	Develop and apply food safety management systems like HACCP.	E	F	Performance task
CO6	Handle food safety crises and communicate effectively during incidents.	Ap	P	Case study
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)				
# - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Detailed Syllabus:

Module	Unit	Content	Hrs
I		**Introduction to Food Safety**	10
	1	Definition and significance of food safety	2
	2	Food safety hazards (Biological-Chemical-Physical) – Contamination source and prevention measures.	3
	3	Factors affecting microbial growth in food	3
	4	Foodborne illnesses	
	5	Definition and importance of sanitation, hygiene and its application	2
II		**Personal Hygiene and Sanitation**	10
	6	Handwashing techniques and importance	2
	7	Personal health and hygiene practices for food handlers	2
	8	Cleaning and sanitizing procedures	2
	9	Sanitizing procedures – Vegetables, Utensils	2
	10	Use of sanitizing agents and equipment maintenance	2
III		**Food Handling and Storage**	15
	11	Receiving and storing raw materials safely	3
	12	Temperature control and the danger zone	2
	13	Separation of raw and cooked foods	3
	14	Safe thawing, cooking, and cooling practices	2
	15	Methods of food preservation (refrigeration, freezing, canning, drying)	3
	16	Food waste management – Waste disposal (food, oil, veg waste etc.)	2
IV		**Food Safety Management Systems**	10
	17	Principles and implementation of HACCP	2
	18	Critical control points in food preparation	2

	19	Role of health inspections and checklist Audit	2
	20	Food Safety Laws and Regulations	2
	21	Education and awareness of food safety laws	1
	22	Crisis Management and Communication	1
V	**Practical Applications, Case Study and Course Project**		**30**
	1	Develop a comprehensive food safety management plan for a hotel.	10
	2	The project will include hazard analysis, hygiene protocols, area-specific sanitation procedures, a sanitation management system, and regulatory compliance.	20

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1													
CO 2													
CO 3													
CO 4													
CO 5													
CO 6													

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics:

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1				
CO 2				
CO 3				
CO 4				
CO 5				
CO 6				

DISTRIBUTION OF GENERAL FOUNDATION COURSES IN

HOTELMANAGEMENT AND CATERING SCIENCE

Semester	Course Code	Course Title	Total Hours	Hours/ Week	Credits	Marks		
						Internal	External	Total
1	BHC1FM 105	Multi-Disciplinary Course 1 – Event Management	45	3	3	25	50	75
2	BHC2FM	Multi-Disciplinary Course 2 – Service Marketing	45	3	3	25	50	75
3	BHC3FV 108	Value-Added Course 1 – Global Hospitality Trends	45	3	3	25	50	75
4	BHC4FV 110	Value-Added Course 2 – Sustainability and Green Practices in Hospitality	45	3	3	25	50	75
5	BHC5FS 112	Skill Enhancement Course 2 – Hospitality Communication	45	3	3	25	50	75
6	BHC6FS 113	Skill Enhancement Course 3 – Principles of Food Science	45	3	3	25	50	75

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Programme	B.Sc. Hotel Management & Catering Science
Course Code	**BHC1FM105**
Course Title	**EVENT MANAGEMENT**
Type of Course	MINOR
Semester	I
Academic Level	100-199

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	3	3	-	-	45

Pre-requisites	Students should have a basic understanding of hospitality principles. Prior coursework in hospitality or related fields is recommended.
Course Summary	This course provides an in-depth exploration of event management within the hospitality industry, covering key aspects such as planning, organizing, and executing events. Students will gain practical skills in managing different types of events, understand the importance of customer service, and learn about the latest trends and technologies in event management.

Course Outcomes (Cos)

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Understand the fundamentals of event management and its significance in the hospitality industry.	U	C	Quizzes, Short Essays
CO2	Develop skills to plan and organize various types of events.	Ap	P	Group Projects, Assignments
CO3	Implement effective customer service strategies during events.	Ap	P	Role-Playing Exercises, Case Studies
CO4	Manage logistics and operations for successful event execution.	Ap	P	Practical Workshops, Event Planning Projects
CO5	Analyze the financial aspects of event management.	An	C	Financial Analysis Projects, Exams
CO6	Utilize technology and trends in modern event management.	Ap	P	Presentations, Technology Integration Projects
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Module	Unit	Content	Hrs
I		Introduction to Event Management	**9**
	1.	Overview of Event Management: Definition, types of events, significance in hospitality	3
	2.	Event Management Process: Steps in event planning and management	3
	3.	Roles and Responsibilities: Roles of an event manager, team structure	3
II		Event Planning and Organization	**9**
	4.	Types of Events: Corporate events, social events, public events, and special events	3
	5.	Event Planning Tools: Tools and techniques for effective event planning	3
	6.	Budgeting and Financial Planning: Budget creation, financial planning, and cost management	3
III		Customer Service and Logistics	**9**
	7.	Customer Service Strategies: Importance of customer service, handling guest expectations	3
	8.	Event Logistics: Venue selection, layout planning, and logistics management	3
	9.	Vendor Coordination: Working with vendors, contracts, and service level agreements	3
IV		Event Execution and Management	**9**
	10.	On-Site Event Management: Managing on-site operations, real-time problem solving	2
	11.	Risk Management: Identifying and managing risks, contingency planning	2
	12.	Post-Event Evaluation: Feedback collection, event evaluation, and reporting	2
	13.	Technology in Event Management: Use of technology in planning and executing events, event management software	3
V		**Open Ended Module:**	**9**

		Group Projects: Planning and organizing a mock event	
		Role-Playing Exercises: Customer service scenarios	
		Practical Workshops: On-site event management	
		Presentations: Latest trends and technologies in event management	
		Financial Analysis Projects: Budgeting and financial planning for events	

REFERENCE BOOK

1. "Event Management for Dummies" by Laura Capell
2. "The Complete Guide to Successful Event Planning" by Shannon Kilkenny
3. "Event Planning: The Ultimate Guide" by Judy Allen
4. "Special Events: Creating and Sustaining a New World for Celebration" by Joe Goldblatt

5. "Event Planning: The Art of Hospitality" by Alex Genadinik

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	2	3	3	2	2	2	3	2	3	2	2	3	3
CO 2	2	3	3	2	2	2	2	2	3	1	2	2	2
CO 3	3	2	2	2	1	2	3	2	3	2	2	2	3
CO 4	2	3	3	2	1	2	3	2	2	2	2	2	2
CO 5	3	3	3	3	2	2	3	3	2	2	2	2	2
CO 6	2	3	3	3	1	2	3	3	2	2	2	2	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓	✓		✓
CO 2	✓	✓		✓
CO 3	✓		✓	✓
CO 4	✓			✓
CO 5	✓		✓	✓
CO 6				✓

Multi-Disciplinary Course 2 – Service Marketing

Programme	B.Sc. Hotel Management & Catering Science				
Course Code	BHC2FM106				
Course Title	Service Marketing				
Type of Course	MDC				
Semester	II				
Academic Level	100-199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	3	3	-	-	45
Pre-requisites	A foundational understanding of marketing concepts is required				
Course Summary	This course provides an in-depth understanding of hotel sales and marketing, covering key concepts such as the marketing mix, relationship marketing, guest preferences, and the development of marketing plans tailored to the hospitality industry				

Course Outcome (Cos)

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tool
CO1	Understand the fundamental concepts of hotel sales and marketing.	U	F	Instructor-create
CO2	Apply marketing strategies and techniques to the hospitality industry.	Ap	P	PracticalAssignm PracticalSkills
CO3	Evaluatetheeffectivenessofmarketingeffortswithinthehospitalitysector.	E	C	SeminarPresenta GroupTutorialW
CO4	Analyze the role of sales teams and office management in driving hotel revenue.	An	C	Instructor-create Assignments
CO5	Assess,advertising, public relations and publicity strategies for hospitality businesses.	E	C	OneMinuteRefle Writingassignme
CO6	Apply innovative approaches to Hospitality marketing challenges.	C	P	VivaVoce

* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)

- Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)

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Module	Unit	Content	Hrs
I		**Hotel Sales and Marketing**	**09**
	1	Hotel Sales and Marketing Concepts	1
	2	Marketing Mix	1
	3	8P'sof Marketing	2
	4	Evolution of Markets-Global and Indian tourist markets	2
	5	Relationship Marketing	2
	6	Guest Preferences	1
II		**Marketing Plan to Hospitality Industry**	**10**
	7	Marketing Team	1
	8	Steps in Marketing Plan	2
	9	Selecting Target Markets	2
	10	Positioning the Property	1
	11	Developing and Implementing Marketing Action Plan	2
	12	Evaluating the Marketing Plan	2
III		**Sales Office of a Hotel/Resort**	**10**
	13	Marketing and Sales Division	1
	14	Organising and Designing a hotel's sales office	1
	15	Developing Sales Team(hiring, selection, management, evaluation)	2
	16	Compensation for salesforce (target and achievement)	2
	17	Computerised Client Information Records	1
	18	Sales Report and Analysis	2
	19	Sales forecasting(long-term and short-term)	1

IV		Advertising, Public Relations and Publicity	7
	20	Effective hotel advertising (brochure, social media advertising,	3
	21	Advantages of advertising	2
	22	Advertising Agencies	2
V		**Open Ended Module:**	09
	1	Reviewing marketing case studies published in reputed journals

Organized an event like food fest, seminar, picnic, or a local tourism destination near your area and make and execute a marketing planusing the possibilities of digital marketing. | |

Books and References:

1. Kotler,P.,Bowen, J.T., Baloglu,S.(2019).Marketing for Hospitality andTourism,8thEd..PearsonEducation,Inc.
2. Hudson,S.(2009).Tourismandhospitalitymarketing:aglobalperspective.Sage.
3. Taylor,D.(2012).Hospitality Sales and Promotion. Routledge.
4. George,R.(2021).Marketingtourismandhospitality:Conceptsandcases.SpringerNature.

Mapping of COs with PSOs and POs:

	PSO 1	PSO 2	PSO 3	PSO4	PS O5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	2	3	3	2	2	2	3	2	3	2	2	3	3
CO 2	2	3	3	2	2	2	2	2	3	1	2	2	2
CO 3	3	2	2	2	1	2	3	2	3	2	2	2	3
CO 4	2	3	3	2	1	2	3	2	2	2	2	2	2
CO 5	3	3	3	3	2	2	3	3	2	2	2	2	2
CO 6	2	3	3	3	1	2	3	3	2	2	2	2	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:
- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓	✓		✓
CO 2	✓	✓		✓
CO 3	✓		✓	✓
CO 4	✓			✓
CO 5	✓		✓	✓
CO 6				✓

Global Hospitality Trends

Programme	B.Sc. Hotel Management & Catering Science			
Course Code	**BHC3FV108**			
Course Title	**GLOBAL HOSPITALITY TRENDS**			
Type of Course	MINOR			
Semester	III			
Academic Level	100-199			
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	3	3	-	-	45
Pre-requisites	Students should have foundational knowledge of hospitality management principles and practices. Prior coursework in hospitality management is recommended.			
Course Summary	This course explores the latest global trends shaping the hospitality industry, including technological advancements, sustainability practices, changes in consumer behavior, and the impact of globalization. Students will gain insights into how these trends influence hospitality operations and strategies. Evaluation methods include quizzes, case studies, group discussions, and project			

Course Outcomes (Cos)

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Understand Global Trends: Gain an understanding of current global trends in the hospitality industry.	U	C	Quizzes, Short Essays
CO2	Analyze Technological Innovations: Examine the impact of technological advancements on hospitality operations.	An	P	Case Studies, Group Discussions
CO3	Evaluate Sustainability Practices: Assess the importance and implementation of sustainability practices in hospitality.	E	P	Research Papers, Project Assignments
CO4	Understand Changing Consumer Behavior: Explore the changing preferences and behaviors of hospitality consumers globally.	U	C	Surveys, Reflective Journals
CO5	Adapt to Globalization: Learn strategies to adapt hospitality operations to a globalized market.	Ap	P	Role-Playing Exercises, Presentations
CO6	Predict Future Trends: Develop the ability to predict future trends and their potential impact on the hospitality industry.	C	M	Forecasting Projects, Strategic Reports
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Module	Unit	Content	Hrs
I		**Introduction to Global Hospitality Trends**	**10**
	1	Overview of Global Hospitality Trends (2 hours)	2
	2	Drivers of Change in the Hospitality Industry (2 hours)	2
	3	Global Economic Impact on Hospitality (2 hours)	2
	4	Trends in Global Tourism and Travel (2 hours)	2
	5	Globalization and Its Impact on Hospitality (2 hours)	2
II		**Technological Innovations in Hospitality**	**10**
	6	Role of Technology in Modern Hospitality (2 hours)	2
	7	Smart Hotels and IoT (Internet of Things) (2 hours)	2
	8	Artificial Intelligence and Automation in Hospitality (2 hours)	2
	9	Virtual and Augmented Reality Applications (2 hours)	2
	10	Emerging Markets in Hospitality (2 hours)	2
III		**Sustainability in Hospitality**	**10**
	11	Importance of Sustainability in Hospitality (2 hours)	2
	12	Sustainable Practices in Hotel Operations (2 hours)	2
	13	Green Building and Eco-Friendly Designs (2 hours)	2
	14	Sustainable Food and Beverage Practices (2 hours)	2
	15	Adapting to Cultural Differences (2 hours)	2
IV		**Changing Consumer Behavior**	**10**
	16	Understanding Millennial and Gen Z Travelers (2 hours)	2
	17	Impact of Social Media on Hospitality (2 hours)	2
	18	Health and Wellness Tourism (2 hours)	2
	19	Customized and Personalized Guest Experiences (2 hours)	2

	20	Future Trends: Predictions and Forecasts (2 hours)	2
V		**Open Ended Module:**	**5**
		Group Discussion: Technological Disruptions	
		Research Paper: Case Studies on Sustainable Hotels	
		Survey: Consumer Preferences and Trends	
		Case Study: Impact of Global Events on Hospitality	

REFERENCE BOOK

1. "Global Hospitality Management: A Cross-Cultural Perspective" by Robert H. Woods
2. "Hospitality 2.0: The Impact of Technology and Innovation on the Future of Hospitality" by Scott Klososky
3. "Sustainable Hospitality: Sustainable Development in the Hotel Industry" by Willy Legrand, Philip Sloan, and Joseph S. Chen
4. "The Routledge Handbook of Consumer Behaviour in Hospitality and Tourism" by Saurabh Kumar Dixit
5. "Global Trends in the Hospitality Industry" by Jonathan Wiseman

Mapping of COs with PSOs and POs:

	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	2	3	3	2	2	2	3	2	3	2	2	3	3
CO 2	2	3	3	2	2	2	2	2	3	1	2	2	2
CO 3	3	2	2	2	1	2	3	2	3	2	2	2	3
CO 4	2	3	3	2	1	2	3	2	2	2	2	2	2
CO 5	3	3	3	3	2	2	3	3	2	2	2	2	2
CO 6	2	3	3	3	1	2	3	3	2	2	2	2	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓	✓		✓
CO 2	✓	✓		✓
CO 3	✓		✓	✓
CO 4	✓			✓
CO 5	✓		✓	✓
CO 6				✓

Value-Added Course 2 – Sustainability and Green Practices in Hospitality

Programme	B.Sc. Hotel Management & Catering Science
Course Code	BHC4FV110
Course Title	**SUSTAINABILITY AND GREEN PRACTICES IN HOSPITALITY**
Type of Course	Value Added Course
Semester	IV
Academic Level	100-199

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	3	3	-	-	45

Pre-requisites	Students should have a basic understanding of hospitality management principles, with prior coursework in environmental science or related fields recommended.
Course Summary	This course provides an in-depth understanding of sustainability and green practices in hospitality. Students will learn about sustainable resource management, energy efficiency, waste reduction, and green certification programs. The course includes practical applications through case studies, project-based learning, and field trips to eco-friendly hospitality establishments.

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Understand Sustainability Principles: Gain a comprehensive understanding of sustainability and its importance in the hospitality industry.	U	C	Quizzes and Tests, Short Essays
CO2	Develop Green Practices: Learn to design and implement green practices in hospitality operations.	C	P	Project Assignments, Practical Workshops
CO3	Evaluate Environmental Impact: Acquire skills to assess the environmental impact of hospitality operations and propose improvements.	Ap	P	Environmental Impact Assessments, Case Studies
CO4	Manage Sustainable Resources: Understand and apply sustainable resource management techniques in hospitality.	Ap	P	Role-Playing Exercises, Resource Management Plans
CO5	Promote Green Certification: Develop strategies to achieve and maintain green certification for hospitality establishments.	Ap	P	Certification Proposals, Reflective Journals
CO6	Innovate in Sustainable Hospitality: Apply creativity and innovation to develop new sustainable practices and solutions in the hospitality industry.	C	P	Innovation Projects, Design Thinking Workshops

* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)

- Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)

Module	Unit	Content	Hrs
I		**Introduction to Sustainability in Hospitality**	**10**
	1	Principles of Sustainability	2
	2	Environmental, Social, and Economic Dimensions	2
	3	Global Trends in Sustainable Hospitality	2
	4	Benefits and Challenges of Sustainability	2
	5	Sustainability Standards and Certifications	2
II		**Sustainable Practices in Hospitality**	**15**
	6	Sustainable Food Sourcing	3
	7	Waste Management Strategies	3
	8	Energy Efficiency and Renewable Energy	3
	9	Water Conservation Practices	3
	10	Green Building and Design	3
III		**Economic and Social Aspects**	**10**
	11	Economic Analysis of Sustainability	2
	12	Cost-Benefit Analysis	2
	13	Social Responsibility in Hospitality	2
	14	Community Engagement Programs	2
	15	Practicum: Social Impact Project	2
IV		**Monitoring and Improvement**	**5**
	16	Sustainability Metrics and Reporting	2
	17	Continuous Improvement Strategies	3
V		Open Ended Module:	**5**

		Innovative Practices in Sustainable Hospitality Design Thinking Workshop	

REFERENCE BOOK

1. "Sustainable Hospitality and Tourism Management" by Claire Liu
2. "Greening Your Hospitality Business" by Paul Pearce
3. "Environmental Management for Hotels: A Student's Handbook" by David Kirk

Mapping of COs with PSOs and POs:

	PSO 1	PSO 2	PSO 3	PSO4	PS O5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	2	3	3	2	2	2	3	2	3	2	2	3	3
CO 2	2	3	3	2	2	2	2	2	3	1	2	2	2
CO 3	3	2	2	2	1	2	3	2	3	2	2	2	3
CO 4	2	3	3	2	1	2	3	2	2	2	2	2	2
CO 5	3	3	3	3	2	2	3	3	2	2	2	2	2
CO 6	2	3	3	3	1	2	3	3	2	2	2	2	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓	✓		✓
CO 2	✓	✓		✓
CO 3	✓		✓	✓
CO 4	✓			✓
CO 5	✓		✓	✓
CO 6				✓

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Hospitality Communication

Programme	B.Sc. Hotel Management & Catering Science
Course Code	BHC5FS112
Course Title	**HOSPITALITY COMMUNICATION**
Type of Course	SEC
Semester	5
Academic Level	100-199

Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	3	3	-	-	45

Pre-requisites	Students should have a basic understanding of hospitality principles, with prior coursework in communication or related fields recommended.
Course Summary	This course provides an in-depth understanding of communication strategies and skills necessary for effective interaction in the hospitality industry. Students will learn about different communication methods, customer service communication, conflict management, and the role of technology in enhancing communication. Evaluation methods include role-playing exercises, group discussions, presentations, and project assignments.

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Understand Communication Principles: Gain a comprehensive understanding of communication principles and their application in hospitality.	U	C	Quizzes and Tests, Short Essays
CO2	Develop Interpersonal Skills: Learn to develop and enhance interpersonal communication skills for effective interaction with guests and staff.	C	P	Role-Playing Exercises, Group Discussions
CO3	Implement Customer Service Communication: Acquire skills to effectively communicate with guests and manage their expectations.	Ap	P	Practical Workshops, Customer Service Scenarios
CO4	Manage Conflict Resolution: Understand and apply conflict resolution techniques in hospitality settings.	Ap	P	Conflict Management Exercises, Case Studies
CO5	Utilize Technology in Communication: Learn to use technology tools to improve communication in hospitality operations.	Ap	P	Technology Integration Projects, Presentations
CO6	Enhance Cultural Sensitivity: Recognize and adapt to cultural differences to improve communication and guest satisfaction in diverse hospitality environments.	Ap	C	Cross-Cultural Training Exercises, Cultural Sensitivity Workshops

* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)

- Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)

Module	Unit	Content	Hrs
I		**Introduction to Hospitality Communication**	10
	1	Overview of Communication in Hospitality	2
	2	Principles of Effective Communication	2
	3	Types of Communication: Verbal and Non-Verbal	2
	4	Barriers to Effective Communication and Strategies to Overcome Them	2
	5	Role of Technology in Modern Communication	2
II		**Interpersonal Communication Skills**	10
	6	Building Interpersonal Relationships	2
	7	Active Listening Techniques	2
	8	Empathy and Emotional Intelligence	2
	9	Communication Styles and Adaptability	2
	10	Cultural Sensitivity in Communication	2
III		**Customer Service Communication**	10
	11	Principles of Customer Service Communication	2
	12	Handling Customer Inquiries and Complaints	2
	13	Enhancing Guest Experiences through Communication	2
	14	Communicating with Diverse Guest Profiles	2
	15	Feedback and Improvement Strategies	2
IV		**Conflict Resolution and Management**	10
	16	Understanding Conflict in Hospitality Settings	2
	17	Conflict Resolution Techniques	2
	18	Mediation and Negotiation Skills	2
	19	Dealing with Difficult Guests	2

	20	Case Studies in Conflict Resolution	2
V		**Open Ended Module:**	**5**
		Technology in Hospitality Communication	
		Practical Application and Integration	
		Role-Playing Exercises in Customer Service Scenarios	
		Group Discussions on Effective Communication Strategies	
		Project-Based Learning: Developing a Communication Plan	
		Industry Guest Lectures and Workshops	
		Research Paper on Emerging Communication Technologies	
		Practical Application and Integration	

Mapping of COs with PSOs and POs:

	PSO 1	PSO 2	PSO 3	PSO4	PS O5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	2	3	3	2	2	2	3	2	3	2	2	3	3
CO 2	2	3	3	2	2	2	2	2	3	1	2	2	2
CO 3	3	2	2	2	1	2	3	2	3	2	2	2	3
CO 4	2	3	3	2	1	2	3	2	2	2	2	2	2
CO 5	3	3	3	3	2	2	3	3	2	2	2	2	2
CO 6	2	3	3	3	1	2	3	3	2	2	2	2	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓	✓		✓
CO 2	✓	✓		✓
CO 3	✓		✓	✓
CO 4	✓			✓
CO 5	✓		✓	✓
CO 6				✓

Skill Enhancement Course 3 – Principles of Food Science

Programme	B.Sc. Hotel Management & Catering Science				
Course Code	BHC6FS113				
Course Title	**PRINCIPLES OF FOOD SCIENCE**				
Type of Course	Skill Enhancement Course				
Semester	VI				
Academic Level	100-199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	3	3	-	-	45
Pre-requisites	Students should have a basic understanding of biology and chemistry, with prior coursework in these subjects recommended.				
Course Summary	This course provides a comprehensive overview of food science, covering topics such as food composition, processing techniques, preservation methods, safety practices, and nutritional implications. Emphasis is placed on practical applications through labs, projects, and industry-relevant assessments.				

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO1	Understand Food Composition: Comprehend the chemical and physical composition of food and its nutritional significance.	U	C	Quizzes, Tests, Short Essays
CO2	Develop Food Processing Techniques: Apply scientific principles to various food processing methods and technologies.	C	P	Project Assignments, Lab Reports
CO3	Implement Food Preservation Methods: Demonstrate skills in developing and applying food preservation techniques effectively.	Ap	P	Practical Workshops, Preservation Projects
CO4	Analyze Food Safety Practices: Evaluate and implement food safety and quality control measures.	An	C	Research Papers, Safety Audits
CO5	Explore Nutritional Implications: Analyze the nutritional content of foods and its impact on health and wellness.	Ap	P	Nutrition Analysis Projects, Reflective Journals
CO6	Understand Regulatory Compliance: Understand and comply with regulatory agencies and laws governing food safety and quality.	U	F	Regulatory Compliance Exercises, Case Studies

* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C)

- Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)

Module	Unit	Content	Hrs
I		**Introduction to Food Science**	**10**
	1	Overview of Food Science	2
	2	Chemical Composition of Food	2
	3	Physical Properties of Food	2
	4	Biological Properties of Food	2
	5	Food and Nutrition Basics	2
II		**Food Processing and Preservation**	**15**
	6	Principles of Food Processing	3
	7	Thermal Processing: Pasteurization and Sterilization	3
	8	Non-Thermal Processing: High Pressure, Irradiation	3
	9	Food Preservation Methods: Refrigeration, Freezing, Drying	3
	10	Fermentation and Pickling	3
III		**Food Safety and Quality Control**	**10**
	11	Food Microbiology and Safety	2
	12	Foodborne Illnesses and Prevention	2
	13	HACCP and Food Safety Management Systems	2
	14	Food Quality Control and Assurance	2
	15	Regulatory Agencies and Food Laws	2
IV		**Food Chemistry and Analysis**	**5**
	16	Carbohydrates, Proteins, and Fats in Food	1
	17	Vitamins and Minerals in Food	1
	18	Food Additives and Contaminants	1
	19	Sensory Evaluation of Food	1

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	20	Analytical Techniques in Food Science	1
V	**Open Ended Module:**		**5**
	1	Laboratory Experiments and Reports	
		Project-Based Learning: Food Product Development	
		Field Trips to Food Processing Plants	
		Guest Lectures from Industry Experts	
		Research Paper on Current Issues in Food Science	

REFERENCE BOOK

1. "Principles of Food Science" by Janet D. Ward and Larry T. Ward
2. "Food Science" by Norman N. Potter and Joseph H. Hotchkiss
3. "Introduction to Food Science" by Rick Parker and Miriah Pace

Mapping of COs with PSOs and POs:

	PSO 1	PSO 2	PSO 3	PSO4	PS O5	PSO 6	PO1	PO2	PO3	PO4	PO5	PO6	PO7
CO 1	2	3	3	2	2	2	3	2	3	2	2	3	3
CO 2	2	3	3	2	2	2	2	2	3	1	2	2	2
CO 3	3	2	2	2	1	2	3	2	3	2	2	2	3
CO 4	2	3	3	2	1	2	3	2	2	2	2	2	2
CO 5	3	3	3	3	2	2	3	3	2	2	2	2	2
CO 6	2	3	3	3	1	2	3	3	2	2	2	2	2

Correlation Levels:

Level	Correlation
-	Nil
1	Slightly / Low
2	Moderate / Medium
3	Substantial / High

Assessment Rubrics:

- Quiz / Assignment/ Quiz/ Discussion / Seminar
- Midterm Exam
- Programming Assignments (20%)
- Final Exam (70%)

Mapping of COs to Assessment Rubrics :

	Internal Exam	Assignment	Project Evaluation	End Semester Examinations
CO 1	✓	✓		✓
CO 2	✓	✓		✓
CO 3	✓		✓	✓
CO 4	✓			✓
CO 5	✓		✓	✓
CO 6				✓

Conclusion

The B.Sc. in Hotel Management and Catering Science program from the University of Calicut stands as a comprehensive and meticulously crafted four-year undergraduate course, dedicated to equipping students with the essential skills and knowledge required to thrive in the dynamic hospitality industry. The curriculum is thoughtfully designed to combine rigorous theoretical knowledge with extensive practical training, ensuring that graduates are not only well-versed in the fundamental principles of hospitality management but also adept at applying these concepts in real-world settings.

Throughout the program, students engage in a diverse range of subjects, encompassing areas such as food and beverage management, accommodation operations, culinary arts, and hospitality marketing, among others. This holistic approach ensures that graduates possess a well-rounded understanding of the multifaceted hospitality sector, preparing them for a variety of roles within the industry.

Furthermore, the program's emphasis on practical training, including internships and industry projects, provides students with invaluable hands-on experience, fostering their ability to seamlessly transition into professional environments. Graduates of this program are well-prepared to embark on successful careers in hotels, resorts, restaurants, event management companies, and other related fields, equipped with the skills and confidence to excel and make significant contributions to the hospitality industry.

In conclusion, the B.Sc. in Hotel Management and Catering Science program from the University of Calicut is a gateway to a rewarding career in the hospitality sector, offering a perfect blend of theoretical and practical learning experiences that empower students to achieve excellence and success in this ever-evolving industry.