



UNIVERSITY OF CALICUT

Abstract

General & Academic - CBCSS UG - B.Sc Hotel Management and Culinary Arts Programme, w.e.f 2020 admission - Change of Industrial Exposure Training (IET) from 5th semester to the 6th semester - Academic Council resolution implemented- Orders Issued.

G & A - IV - J

U.O.No. 2162/2022/Admn

Dated, Calicut University.P.O, 27.01.2022

*Read:-*1.U.O.No. 5748/2021/Admn, Dated 30.05.2021

2.Item No.4 in the minutes of the meeting of the Board of Studies in Catering Science and Hotel Management held on 16.06.2021

3.Item No.I.1 in the Minutes of the Faculty of Science held on 17.08.2021

4.Item No.II.H.4 in the Minutes of the LXXXII meeting of Academic Council held on 24.09.2021

5.Orders of the Vice Chancellor in the file no.120153/GA-IV-J1/2018/Admn dated 22.10.2021.

ORDER

1. The Scheme and Syllabus of B.Sc Hotel Management & Culinary Arts (LRP Pattern), incorporating Outcome Based Education (OBE) in the existing syllabus, in accordance with CBCSS UG Regulations 2019, is implemented with effect from 2020 Admission, vide paper read (1) above.
2. Vide paper read (2) above, the meeting of Board of Studies in Catering Science and Hotel Management (Single Board) considered the issue of Open Course and Industrial Exposure Training (IET) in the 5th semester B.Sc Hotel Management and Catering Science and B.Sc Hotel Management and Culinary Arts programmes based on the letter from Principal, Naipunnya Institute of Management & Information Technology.
3. The Board of Studies discussed the issue of, Open Course and Industrial Exposure Training together in one semester, in detail and observed that when it comes together, it is practically difficult for the departments to manage the training of the students and they have to break in between. Most of the colleges offer training to the students to the best hotels outside Kerala and even some times outside India. Since the open course is offered from outside the department, they are forced to break the training for classes. The board also discussed the rules of Open Course and realized that it is not possible to change the Open Course to another semester. Finally it has been decided by the board to request the University to change the IET from 5th semester to the 6th semester from the 2020 admission students, for the smooth conduct of the same.
4. The Faculty of Science approved the recommendation of Board of Studies in Catering Science and Hotel Management, vide paper read (3) above.
5. The LXXXII meeting of Academic Council approved the minutes of the Board of Studies in Catering Science and Hotel Management, vide paper read (4) above, and the Vice Chancellor has ordered to implement the resolution of Academic Council, vide paper read (5) above.
6. Sanction is, therefore, been accorded to change the Industrial Exposure Training [IET] for B.Sc Hotel Management and Culinary Arts programme from 5th semester to 6th semester, with effect from the 2020 admission students for the smooth conducting of the same
7. Orders issued accordingly. (syllabus appended)

Arsad M

Assistant Registrar

To

The Principals of all Affiliated Colleges

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

Forwarded / By Order

Section Officer

UNIVERSITY OF CALICUT

Bachelor of Science (B.Sc)

Syllabus of Outcome Based Education [OBE] in
HOTEL MANAGEMENT AND
CULINARY ARTS

(UNDER THE FACULTY OF SCIENCE, UNIVERSITY OF CALICUT)

**AS PER THE REGULATIONS FOR
CHOICE BASED CREDIT AND SEMESTER SYSTEM FOR UNDER
GRADUATE (UG) CURRICULUM -2019
(CBCSSUG 2019)**

Bachelor of Science (B.Sc)

HOTEL MANAGEMENT AND CULINARY ARTS

(UNDER THE FACULTY OF SCIENCE, UNIVERSITY OF CALICUT)

AS PER THE REGULATIONS FOR CHOICE BASED CREDIT AND SEMESTER SYSTEM FOR UNDER GRADUATE (UG) CURRICULUM -2019 (CBCSSUG 2019)

1.0 TITLE OF THE PROGRAMME

This DEGREE shall be called BACHELOR OF SCIENCE IN HOTEL MANAGEMENT AND CULINARYARTS under the Faculty of Science (Language Reduced Pattern –LRP)

2.0 ELIGIBILITY FOR ADMISSION

Any candidate who has passed the Plus Two of the Higher Secondary Board of Kerala or Pre Degree of Calicut University or that of any other University or Board of Examinations in any state recognized as equivalent to the Plus Two of the Higher Secondary Board in Kerala, with no less than 45% marks in aggregate is eligible for admission, However, SC/ST, OBC and other eligible communities shall be given relaxation as per University rules.

3.0 DURATION OF THE PROGRAMME

The programme shall be six semesters distributed over a period of 3 Academic years. The odd semesters (1, 3, 5) shall be from June to October and the even semesters (2, 4, 6) shall be from November to March. Each semester shall have 90 working days inclusive of all examinations.

4.0 MEDIUM OF INSTRUCTION

The medium of instruction and examination shall be English.

5.0 COURSES OF STUDY

Total number of courses for the whole BSc HM&CS Programme is 38 which are spread through 120 credits. The main courses shall be divided into 4 categories as follows.

Courses namely:-

1. Common courses

2. Core courses
3. Complementary courses and
4. Open course.

5.1 Common Courses: There shall be 10 Common courses (Total 38 Credits) for completing the programme. These Common Courses 1-6 shall be taught by the English teachers and 7-10 by the teachers of Additional Language and general courses by the teachers of departments offering core courses concerned. The additional language offered in this programme is French. The candidates will not get any chance to opt other languages as their additional language, other than French.

5.2 Core Courses: Core courses are the courses in the major subject of the programme. These are offered by the parent department. The number of core courses are 19 including Project work.

5.3 Complementary Courses: These courses cover the subjects related to the core subject and are distributed in first four semesters.

5.4 Open Courses: This Course shall be open to all students in the institution except the students in the parent department.

All the Core, Complementary and Open courses for the programme shall be taught by the Hotel Management faculties.

5.5 'Ability Enhancement course/Audit course' is a course which is mandatory as per the directions from the Regulatory authorities like UGC, Supreme Court etc.

6.0 COURSES IN THE PROGRAMME

6.1. Common courses

1. Transactions: Essential English Language Skills
2. Ways with Words: Literatures in English
3. Communicative Skills in French.
4. Writing for Academic and Professional Success.
5. Zeitgeist: Readings on contemporary Culture
6. Translation and communication in French.
7. Basic Numerical Methods.
8. Professional Business Skills.
9. Entrepreneurship Development.
10. Banking and Insurance.

6.2 Core courses

- 11 BHC 1B01 Introduction to Hospitality Industry
- 12 BHC 2B02 Food and Beverage Production
- 13 BHC 2B02 (P) Food and Beverage Production – Practical
- 14 BHC 3B03 Food and Beverage Service
- 15 BHC 3B03 (P) Food and Beverage Service- Practical
- 16 BHC 3B04 Advanced Food and Beverage Production
- 17 BHC 3B04 (P) Advanced Food and Beverage Production – Practical

- 18 BHC 4B05 Quantity Cooking
- 19 BHC 4B05 (P) Quantity Cooking – Practical
- 20 BHC 4B06 Bakery and Confectionary
- 21 BHC 4B06 (P) Bakery and Confectionary- Practical
- 22 BHC 5B07 Advanced Garde manger
- 23 BHC 5B07 (P) Advanced Garde manger- Practical
- 24 BHC 5B08 Kitchen Management
- 25 BHC 5B09 Banquets and Buffets
- 26 BSH/C 5B10 Food and Beverage Management
- 27 BHC 6B11 Industrial Exposure Training and Report
- 28 BHC 6B12 Comprehensive Self Study
- 29 BHC 6B13 Project Report and Viva

6.3 Complimentary Courses

- 30 BSH/C 1CO1 Sales and Marketing
- 31 BSH/C 1CO2 Travel and Tourism
- 32 BSH/C 2CO3 Event Management
- 33 BSH/C 2CO4 Management Principles and Practices
- 34 BSH/C 3CO5 Nutrition Hygiene and Sanitation
- 35 BSH/C 3CO6 Facility Planning
- 36 BSH/C 4CO7 Hotel Laws
- 37 BSH/C 4CO8 Human Resource Management

6.4 Open Courses

- 38 BSH/C 5DO1 Tourism and Hospitality Management
- BSH/C 5DO2 Basics in Culinary.
- BSH/C 5DO3 Introduction to Banquets and Buffets

Program Outcome (PO's)

A graduate of BACHELOR OF SCIENCE IN HOTEL MANAGEMENT AND CULINARYARTS will demonstrate:

PO1: Performs work activities effectively and efficiently to the standards expected in the operation required in the tourism industry/hospitality sectors.

PO2: Undertakes task, functions, duties and activities in the operation of the hotels, restaurants, travel, government and non-government agencies in accordance with the competency standards.

PO3: Analyses situation, identifies problems, formulates solutions and implements corrective and/or mitigating measures and action management into foodservice and lodging operations.

PO4: Demonstrate the ability to develop, examine, question, and explore perspectives or alternatives to problems in hospitality operations.

PO5: Demonstrate the ability to use professional written and oral communication skills and technology to successfully communicate.

PO6: Demonstrate awareness, understanding and skills necessary to live and work in a diverse world.

PO7: Practice professional ethics, provide leadership, demonstrate personal and global responsibility, and work effectively as a team member.

PO8: The course will develop awareness of the technical skills required in the food production department.

PO9: Gives insight into the commodities required, their characteristics, uses and handling procedures food production department. This shall help students to produce the varieties of dishes suitable for the various establishments.

7.0 SEMESTER WISE DISTRIBUTION OF COURSES

Semester I

SL NO	COURSE TYPE & CODE	SUBJECT	CRE DIT	HOURS /WEEK	EXAM HOURS	EXTE RNAL	INTE RNAL	TOT AL
1	Common A01	English	4	4	2.5	80	20	100
2	Common A02	English	3	4	2	60	15	75
3	Common FRE1A 07 (3)	Second Language; Communicative Skills in French	4	4	2.5	80	20	100
4	Core BHC 1B01	Introduction to Hospitality Industry	4	5	2.5	80	20	100
5	Complimentary BSH/C 1C01	Sales and Marketing	3	4	2	60	15	75
6	Complimentary BSH/C1C02	Travel and Tourism	3	4	2	60	15	75
Total for semester I			21	25		420	105	525

Semester II

SL NO	COURSE TYPE & CODE	SUBJECT	CRE DIT	HOURS /WEEK	EXAM HOURS	EXTE RNAL	INTE RNAL	TOT AL
1	Common A03	English	4	4	2.5	80	20	100
2	Common A04	English	3	4	2	60	15	75
3	Common FRE 2A 08 (3)	Second Language; Translation and Communication in French	4	4	2.5	80	20	100
4	Core BHC 2B02	Food and Beverage Production	4	4	2.5	80	20	100
5	Core BHC 2B02 (P)	Food and Beverage Production – Practical	2	2	2	40	10	50
6	Complimentary BSH/C 2C03	Event Management	3	4	2	60	15	75
7	Complimentary BSH/C2C04	Management Principles and Practices	3	3	2	60	15	75
Total for semester II			23	25		460	115	575

Semester III

SL NO	COURSE TYPE & CODE	SUBJECT	CRE DIT	HOURS /WEEK	EXAM HOURS	EXTE RNAL	INTE RNAL	TOT AL
1	Common A11	Basic Numerical Methods	4	4	2.5	80	20	100
2	Common A12	Professional Business Skills	4	4	2.5	80	20	100
3	Core BHC 3B03	Food and Beverage Service	3	3	2	60	15	75
4	Core BHC 3B03 (P)	Food and Beverage Service- Practical	2	2	2	40	10	50
5	Core BHC3B04	Advanced Food and Beverage Production	3	4	2	60	15	75
6	Core BHC3B04 (P)	Advanced Food and Beverage Production – Practical	3	2	2	60	15	75
7	Complimentary BSH/C 3CO5	Nutrition Hygiene and Sanitation	3	3	2	60	15	75
8	Complimentary BSH/C 3CO6	Facility Planning	3	3	2	60	15	75
Total for semester III			25	25		500	125	625

Semester IV

SL NO	COURSE TYPE & CODE	SUBJECT	CRE DIT	HOURS /WEEK	EXAM HOURS	EXTE RNAL	INTE RNAL	TOT AL
1	Common A13	Entrepreneurship Development	4	4	2.5	80	20	100
2	Common A14	Banking and Insurance	4	4	2.5	80	20	100
3	Core BHC4B05	Quantity Cooking	3	3	2	60	15	75
4	Core BHC4B05 (P)	Quantity Cooking – Practical	3	2	2	60	15	75
5	Core BHC 4B06	Bakery and Confectionary	3	3	2	60	15	75
6	Core BHC 4B06 (P)	Bakery and Confectionary- Practical	3	2	2	60	15	75
7	Complimentary BSH/C 4CO7	Hotel Laws	3	4	2	60	15	75
8	Complimentary BSH/C 4CO8	Human Resource Management	3	3	2	60	15	75
Total for semester IV			26	25		520	130	650

Semester V

SL NO	COURSE TYPE & CODE	SUBJECT	CRE DIT	HOURS /WEEK	EXAM HOURS	EXTE RNAL	INTE RNAL	TOT AL
1	Core BHC5B07	Advanced Garde manger	3	5	2	60	15	75
2	Core BHC5B07 (P)	Advanced Garde manger- Practical	3	3	2	60	15	75
3	Core BHC5B08	Kitchen Management	3	5	2	60	15	75
4	Core BHC509	Banquets and Buffets	3	4	2	60	15	75
5	Core BSH/C 5B10	Food and Beverage Management	3	5	2	60	15	75
6	Open Course		3	3	2	60	15	75
Total for semester V			18	25		360	90	450

Semester VI

SL NO	COURSE TYPE & CODE	SUBJECT	CRE DIT	HOURS /WEEK	EXAM HOURS	EXTE RNAL	INTE RNAL	TOT AL
1	Core BHC6B11	Industrial Exposure Training and Report	3	15	Viva Voce	60	15	75
2	Core BHC6B12	Comprehensive Self Study	2	5	2	100		100
3	Core BHC 6B13	Project Report and Viva	2	5	Viva Voce	40	10	50
Total for semester VI			7	25		200	25	225

8.0 Ability Enhancement courses/Audit courses: These are courses which are mandatory for a programme but not counted for the calculation of SGPA or CGPA. There shall be one Audit course each in the first four semesters. These courses are not meant for class room study. The students can attain only pass (Grade P) for these courses. At the end of each semester there shall be examination conducted by the college from a pool of questions (Question Bank) set by the University. The students can also attain these credits through online courses like SWAYAM, MOOC etc (optional). The list of passed students must be sent to the University from

the colleges at least before the fifth semester examination. The list of courses in each semester with credits is given below.

Sl NO	Name of the course	Credit	Semester to be taught
1	Environment Studies	4	1
2	Disaster Management	4	2
3	Human Rights/ Intellectual Property Rights/ Consumer Protection	4	3
4	Gender Studies/ Gerontology	4	4

Colleges can opt any one the courses.

8.1. Extra credit Activities: Extra credits are mandatory for the programme. Extra credits will be awarded to students who participate in activities like NCC, NSS and Swatch Bharath. Those students who could not join in any of the above activities have to undergo Calicut University Social Service Programme (CUSSP). Extra credits are not counted for SGPA or CGPA.

9.0 CREDITS

Each course shall have certain credits for passing the BSc HM&CS programme, the student shall be required to achieve a minimum of 120 credits of which 38(14 for common English courses + 8 for common language other than English+ 16 credits for general common courses) credits shall be from common courses, a minimum of 2credits for project and 2 credits for open courses.62 credits from core courses, 16 credits from complimentary courses So minimum credits required for core, complimentary and open course put together are 82 (Including minimum 2 credits for each Practical, i.e., $2 \times 4 = 8$ credit for all the practical).

In all other matters regarding the BSc HM&CS programme under Choice Based Credit Semester System which is not specified in this regulation, the common regulation **CBSSUG 2019** will be applicable.

10.0 ATTENDANCE

A student shall be permitted to appear for the semester examination only if he/she secures not less than 75% attendance for theory classes and practical classes actually held for each of the course in a semester. If the candidate has shortage of attendance in any course in a semester, he/she shall not be allowed to appear for any examination in that semester. However the University may condone shortage if the candidate applies for it as laid down by the University common regulations for **CBSSUG 2019** and if the Vice Chancellor is satisfied with the reason cited by the candidate for the absence in classes.

11.0 COMPREHENSIVE SELF STUDY

In the sixth semester, the candidates have to face an examination with multiple choice questions. The credit for this course is Two. It is a two hour examination with 100 marks and there is no any internal mark for this course. Out of 120 questions, 100 questions must be answered. The questions will be selected from a question pool, prepared by the board of studies. The evaluation of answer scripts will be done externally.

12.0 PROJECT REPORT

During the sixth semester every student shall do a project .The student may choose any topic from the subjects he/she has studied. The candidate shall prepare and submit a project report to the department. The report shall be in manuscript / typed and bound with not less than 50 A4 size pages. The project report should be submitted to the Department one month before the last working day of the sixth semester.

12.1 Project work shall have the following stages:

- Project proposal presentation
- Field work and data analysis
- Report writing
- Draft project report presentation
- Final project report submission

The project should be done individually. The work of each student shall be guided by one Faculty member. The candidate shall prepare at least two copies of the report: one copy for submission to the Department and one copy for the student which he/she has to bring with him/her at the time of viva voce. More copies may be prepared if the organization or the guide or both ask for one copy each.

The duration for project work is 3 weeks. A certificate showing the duration of the project work shall be obtained from the supervising teacher or from the organization for which the project work was done and it shall be included in the project report.

Research Methodology course should be taught in beginning of this semester before students start their project work. This will help the students to get awareness about the research and its importance. The five hours per week allotted for project work can be utilised for this purpose. There should not be any external examination for this course, but the institute can conduct internal examination and the marks can be considered while assessing internal marks.

12.2 Structure of the report:

- Title page
- Certificate from the organization (If the project work is done under an organisation)
- Certificate from guide
- Acknowledgements
- Contents
- Chapter I: Introduction (Organization profile, Research problem, Objectives of the study, Research methodology etc.)

- Chapter II: Review of literature
- Chapters III and IV: Data Analysis (2 or 3 chapters)
- Chapter V: Summary, Findings and Recommendations.
- Appendix (Questionnaire, specimen copies of forms, other exhibits etc ;)
- Bibliography (books, journal articles etc. used for the project work)

12.3 Evaluation of Project.

- The project evaluation shall be conducted at the end of sixth semester.
- 20% of marks are awarded through internal assessment.
- A Board of two examiners (One Internal and One External) appointed by the University shall evaluate the report.
- Evaluation of project should involve submission of report with and project based viva-voce.
- A Viva voce based on the project report shall be conducted individually by the Board of Examiners.
- The total credits for Project work is 2.
- The Maximum Marks for evaluation of the report shall be 50 distributed among the following components.
 - Introduction (Organization profile, Research problem, Objectives of the study, Research methodology etc.) - 5 Marks
 - Review of literature- 5 Marks
 - Data Analysis (2 or 3 chapters)- 10 Marks
 - Summary, Findings and Recommendations- 5 Marks
 - Viva-Voce – 15 Marks
 - Internal – 10 Marks
 - Total- 50 Marks

13.0 EVALUATION AND GRADING

13.1. Mark system is followed instead of direct grading for each question. For each course in the semester the letter grade, grade point and % of marks are introduced in 7-point indirect grading system as per the guidelines of the University of Calicut **CBSSUG 2019**

13.2. The evaluation scheme for each course shall contain two parts.

- 1) Internal Assessment
- 2) External Evaluation.

20% weight shall be given to the internal assessment. The remaining 80% weight shall be given for the external evaluation.

13.3 INTERNAL ASSESSMENT

20% of the total marks in each course are for internal examinations. The internal assessment shall be based on a system, involving written tests/assignments/seminars/ viva and attendance in respect of theory courses and lab involvements/ records and attendance in respect of practical courses.

Internal assessment of the project will be based on its content, method of presentation, final conclusion and orientation to research aptitude.

The components with the percentage of marks of internal evaluation of theory courses are:

Attendance -25%, Assignment/ Seminar/ Viva- 25%, and Test paper- 50%.

(If a Fraction appears in internal marks, nearest whole number is to be taken).

Attendance of each course (Including Practical) will be evaluated as below:

Above 90% attendance	100 marks allotted for attendance.
85 to 89%	80%
80 to 84%	60%
76 to 79	40%
75%	20%

13.4 Internal Assessment for Practical: 20% of total marks are internal assessment. It should be done by the department based on the performance of the student in the practical Lab.

The components with the percentage of marks of internal evaluation of practical courses are:

Attendance- 25%, Record- 50% and Lab involvement- 25%.

(If a Fraction appears in internal marks, nearest whole number is to be taken).

13.5 External Evaluation: External evaluation carries 80% of marks. The external examination in theory courses is to be conducted with question papers set by experts. The evaluation of the answer scripts shall be done by examiners based on well-defined scheme of evaluation by the University. The external examination in practical courses shall be conducted by two examiners- one internal and external, appointed by the university. The project evaluation and viva can be conducted by the external examiners appointed by the university.

13.6 After external evaluation, only marks are to be entered in the answer scripts. All other calculations including grading are done by the University.

13.7. External Evaluation for Practical Courses.

- The practical evaluation shall be conducted at the end of the concerned semester.
- 20% of marks are awarded through internal assessment.
- A Board of two examiners (One Internal and One External) appointed by the University shall conduct the evaluation.
- Evaluation of practical should involve submission of record.
- A viva voce based on the practical shall be conducted individually by the Board of Examiners.
- The Maximum Marks for evaluation of the practical shall be distributed among the following components.
 - Practical Knowledge – 50% of total external marks.
 - Viva Voce- 25% of total external marks.
 - Practical Record- 15% of total external marks.
 - Personal Grooming- 10 % of total external marks.

12.7 Revaluation: In the new system of grading, revaluation is permissible. The prevailing rules of revaluation are applicable to **CBCSSUG 2019**. There is no revaluation facility available for practical.

14.0 QUESTION PAPER;

The pattern of question paper for 80 Marks as Maximum, should be as follows,

Question Type	Total No Of questions	No of questions to be answered	Marks for each Question	Maximum Marks	Total Marks
Short Answer	15	---	2	25	25
Short Essay	8	---	5	35	35
Long Essay	4	2	10	---	20
				Grand Total	80

The pattern of question paper for 60 Marks as Maximum, should be as follows,

Question Type	Total No Of questions	No of question to be answered	Marks for each Question	Maximum Marks	Total Marks
Short Answer	12	---	2	20	20
Short Essay	5	---	5	20	20
Long Essay	4	2	10	--	20
			Grand Total		60

There are some practical courses which are having 60 marks as maximum for external evaluation, the proportion for the marks can be taken as following.

<i>Evaluation Method</i>	<i>Maximum Marks</i>
Practical Record	10
Indent/ Preparation Writing	10
Technical Skills	20
Viva Voce	10
Presentation/ Hygiene/ Personal Grooming	10
<i>Total Marks</i>	<i>60</i>

There are some practical courses which are having 40 marks as maximum for external evaluation, the proportion for the marks can be taken as following.

<i>Evaluation Method</i>	<i>Maximum Marks</i>
Practical Record	10
Technical Skills	20
Viva Voce	10
<i>Total Marks</i>	<i>40</i>

15.0 AWARD OF DEGREE.

The successful completion of the courses (Common, Core, Complimentary and Open courses) prescribed for this programme with E- grade (minimum 40% -for external and 40% for internal) shall be the minimum requirement for the award of degree.

15.1 CREDITS: Each course shall have certain credits for passing the BSc HM & CS programme, the student shall be required to achieve a minimum of 120 credits of which 38 (14 for common English courses + 8 for common language other than English+ 16 credits for general common courses) credits shall be from common courses, a minimum of 2 credits for open courses, 56 credits from core courses and 24 credits from complimentary courses. So minimum credits required for core, complimentary and open course put together are 82 (Including practical).

In all other matters regarding the BSc HM & CS programme under Choice Based Credit semester system which are not specified in this regulation, the common regulation **CBCSSUG 2019** will be applicable.

16.0 FACULTY QUALIFICATIONS

Candidates, who are having graduation in Hotel Management / Hotel Administration with Masters Degree in Hotel Management or in Tourism or in MBA in Tourism and / or Hotel Management with NET in that subject, can teach in this Programme. (If NET is not conducted by UGC, then the UGC norms in Faculty appointment and Calicut University Order 3696/GA-1/F1-2013/CU dated 26/02/2014 will be applicable.)

Candidates, who are having PhD as the basic qualification instead of NET, should have their PhD in the discipline of Tourism and/or Hotel Management.

The industry experiences should also be considered (In addition to basic qualification said above) while appointing teachers for programmes.

17.0 WORK LOAD FOR THE PROGRAMME.

All the matters related with the work load, should be as per the rules and regulation laid by the university and other authorities.

But in fifth semester of this programme, the students have to undergo Industrial exposure training. In this semester, the students have to face two written examinations in Comprehensive self study and Open course. Though the students are in the training, they are not available in the campus, and it will not affect the work load of the teachers in that semester. That is, in this semester also, the teachers teaching workload should be calculated as 25 hours per week.

The students, who are in training, are grouped as per the strength of teachers and students and one teacher training coordinator should be appointed for each group. The teacher coordinator manages and supervises all the needs for the training, of the candidate and should be done in a very effective way by frequent visits in the training properties and evaluating the training logbook twice in month. Regular contact with the properties should be ensured to monitor student's attendance, behaviour and benefits of training etc, by the teacher coordinator.

18.0 INDUSTRIAL TRAINING

18.1. Exposure to Industrial Training is an integral part of the 6th semester curriculum. The 20 weeks/ 5 months industrial training would be divided into four weeks each in the four key areas of Food Production, Food & Beverage Service, and Accommodation Operations & Front Office Operations.

18.2. Attendance during the training would be calculated separately. Industrial Training will require an input of 120 working days i.e. (20 weeks x 06 days = 120 days). A student can avail leave to a maximum of 10% (12 days) only with prior permission of the hotel authorities. Similarly, the institute Principal can condone an additional 10% (12 days) on production of a medical certificate.

18.3. Evaluation of Industrial Exposure Training and report: The Maximum Marks for external evaluation of the Industrial Exposure Training and report shall be distributed among the following components.

Presentation of the training report – 25% of total external marks.

Viva Voce- 25% of total external marks.

Training Report- 25% of total external marks.

Personal Grooming- 25% of total external marks.

Internal Marks- 20% of total marks. (Including External and internal marks)

18.3.1 Internal marks for IET and report, will be based on the feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training.

18.3.2 The University will appoint a Board of two examiners (One Internal and One External) to conduct the external evaluation of Industrial Exposure Training and report,

18.4. Responsibilities of institute, hotel and the student/trainee with aims & objectives have been prescribed for adherence.

18.5. Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

Course Outcomes

Course Outcome:

After completion of the course students will be expected to be able to:

Code	Course Name	Course Outcome
Core BHC 1B01	Introduction to Hospitality Industry	<p>Explain the relation of lodging and food service operations to the travel and tourism industry.</p> <p>Demonstrate knowledge of the history of the lodging and food service industry.</p> <p>Analyze, evaluate and discuss several aspects, development and trends which have affected lodging and food service operations in recent years and which will continue to have an impact on the industry in the future.</p> <p>Describe the areas in Hospitality Industry.</p> <p>Endorse the general classifications of hotels and describe the most distinctive features of each.</p> <p>Describe the two common divisions or functional areas of the hotel organization (Front Office and House Keeping) and explain the responsibilities and activities of each.</p>
Complimentary BSH/C 1CO1	Sales and Marketing	<p>To get the knowledge of marketing the services of the hospitality industry and cope with the ever changing aspects.</p> <p>To understand the market, buyer behavior, and to promote the services accordingly this suits the customer and the organization the best.</p>
Complimentary BSH/C1C02	Travel and Tourism	<p>Get the basic idea on tourism Industry.</p> <p>Understand the concepts of travel and tourism, the framework of the system, types and form of tourism as well as the impacts of tourism.</p> <p>Understand the people behavior on travel and travel motivations.</p> <p>Learn to national and international tourism organizations and their role to promote tourism and hospitality.</p> <p>To help you to develop strong business management and communication skills, broadening your job prospects in the tourism industry.</p>
Core BHC 2B02	Food and Beverage Production	<p>Get the basic idea on tourism Industry.</p> <p>Understand the concepts of travel and tourism, the framework of the system, types and form of tourism as well as the impacts of tourism.</p> <p>Understand the people behavior on travel and travel motivations.</p> <p>Learn to national and international tourism organizations and their role to promote tourism and hospitality.</p>

		To help you to develop strong business management and communication skills, broadening your job prospects in the tourism industry.
Core BHC 2B02 (P)	Food and Beverage Production – Practical	The subject will develop basic awareness of the technical skills required in the food production department. Practical knowledge on cuts of vegetables, preparation of tocks, soups, Egg, Fish, Poultry, Meat, Potatoes, Salads and sandwiches. Practical knowledge on preparation of Indian Dishes.
Complimentary BSH/C 2CO3	Event Management	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.
Complimentary BSH/C2C04	Management Principles and Practices	Demonstrate effective management principles as outlined in selected text learning objectives. Apply effective management strategies, principles and techniques. Identify some of the key skills required for the training of staff. Demonstrate the ability to communicate effectively.
Common A11	Basic Numerical Methods	Understand numerical equations, matrix, progression, financial mathematics, descriptive statistics and their applications. Acquire knowledge of numerical equations, matrices progressions, financial mathematics and descriptive statistics
Common A12	Professional Business Skills	To introduce students with the process of Business communication so that they can identify conditions favorable to effective communication. Teach them basics of Data analysis, Cyber information, E-Learning and Digital Marketing needed for professional careers.
Core BHC 3B03	Food and Beverage Service	To develop a comprehensive knowledge & understanding of Food & Beverage Service in the Hotel & Catering industry. It also aims to enable the students to acquire professional competence for Food & Beverage Service.
Core BHC 3B03 (P)	Food and Beverage Service- Practical	Familiarise F&B service areas and equipments. Basic technical skills on waiter's toolkit, cutlery, crockery, glassware, flatware, and hollowware service equipments. Practical knowledge on Menu, Restaurant Service, Meal Courses, Breakfast Service and Sequence of Service.

Core BHC3B04	Advanced Food and Beverage Production	The subject will develop additional basic awareness of the technical skills required in the food production department. It also gives a comprehensive insight into the Larder, Kitchen Management, Institutional Industrial Catering, Quantity Purchase and Storage. This shall help students to produce the varieties of dishes suitable for the various establishments.
Core BHC3B04 (P)	Advanced Food and Beverage Production – Practical	Practical Knowledge on French Classical Menu, Chinese, and International Menu. Its preparation, Setting and Presentation.
Complimentary BSH/C 3CO5	Nutrition Hygiene and Sanitation	To describe the characteristics, functions and food sources of major nutrients and how to maximize nutrient retention in food preparation and storage. To develop an understanding of the basic principles of sanitation and safety and be able to apply them in the foodservice operations. To reinforce personal hygiene habits and food handling practices that protects the health of the consumer
Complimentary BSH/C 3CO6	Facility Planning	The student will acquire knowledge of the nature of hospitality facilities, maintenance needs, the primary facility systems, Kitchen and Restaurant Design, Project Management and Energy conservation of Hotels. This course provides students the required knowledge to become successful managers in the field of hospitality.
Common A13	Entrepreneurship Development	The importance of entrepreneurship development is to create and enable the entrepreneurs initiating and sustaining the process of economic development.
Common A14	Banking and Insurance	Acquire knowledge about the basics of Banking and Insurance. Familiarize the students with the modern trends in banking.
Core BHC4B05	Quantity Cooking	The subject will develop basic awareness of the technical skills required in quantity Cooking. It also gives a comprehensive insight into the quantity food transportation, Methods of cooking and quantity food production. This shall help students to produce the varieties of dishes suitable for the various establishments.
Core BHC4B05 (P)	Quantity Cooking – Practical	The students will be able to do bulk preparation of various snacks, Breads, Rice, Gravies, Salads, Sweets, and Tandoor.

Core BHC 4B06	Bakery and Confectionary	The student will acquire knowledge of preparing different bakery items and use of equipments.
Core BHC 4B06 (P)	Bakery and Confectionary- Practical	Perform hygiene and cleanliness of bakery, bakery equipments & utensils. Perform to prepare different bakery bread making. Perform & identify the quality of baking and causes of spoilage. Perform to prepare hotel ready bake different bread products. Perform to prepare different types of cakes. Perform to prepare various icing. Perform to prepare different types of Biscuits. Perform to prepare different types pastries.
Complimentary BSH/C 4CO7	Hotel Laws	Define contracts and identify the legislation that affects the hospitality facilities. Describe the key areas of hotel legislation. List the licenses required for operating catering establishments and its procedure of procurement and renewal. Discuss and select appropriate courses of action when faced with legal problems Explain the legal issues involved in discrimination in the hotel and tourism industry.
Complimentary BSH/C 4CO8	Human Resource Management	To understand the major areas of Human Resource Management. To understand the importance and role of human resource department in the hospitality industry. It also focuses on the development of the human resource.
Core BHC5B07	Industrial Exposure Training and Report	To improve the Students' employability skills and ensure smooth on boarding to their careers. It helps them to translate the knowledge gained from the institute to be put to practice. Helps them gain work related skills and expertise related to their future careers. Real work situations enable them to establish their career goals. Knowledge of collecting, preparing and submitting training related report from the supervisors and managers of the training establishment.
Core BHC5B08	Comprehensive self Study	Check the student's capacity of theoretical knowledge in which they studied in all the previous semesters. Analyze the student capacity to solve the questions within the stipulated time. Improve the observing and listening capacity of students in the classrooms and the other learning areas, including training.

BSH/C 5DO1	Tourism and Hospitality Management	Get the basic idea on tourism and hospitality Industry. Understand the concept of Hotels, types, departments and its operations styles. Understand the concepts of travel and tourism and Tourism products. Understand the people behavior on travel and travel motivations
BSH/C 5DO2	Basics in Culinary.	An introduction to Culinary, its fundamental concept, development and future.
BSH/C 5DO3	Introduction to Banquets and Buffets	Basics of prepare and present banquet meals, catering operations and buffet operations.
Core BHC6B09	Advanced Garde manger	To develop skills in producing a variety of carving. To prepare items appropriate for buffet presentation, including decorative pieces
Core BHC6B09 (P)	Advanced Garde manger- Practical	Perform the preparation of Carving, decorative items, non-edible displays, Charcutiere, Sausages, Marinades, Galantines, Pate, Terrines, Sandwiches and canopies.
Core BHC6B10	Kitchen Management	Demonstrate an understanding of the principles of sanitation, hygiene and safety, and the safe use of equipment. Demonstrate an understanding of basic kitchen management concepts, principles and practices. Demonstrate a working knowledge of Purchasing, Recipe Portfolio, basic human resource concepts, labour cost controls, yield factors, recipe pre-costing, pricing, purchasing and plant engineering and security.
Core BHC6B11	Banquets and Buffets	Will be able to prepare and present banquet meals. Will be able to conduct catering operations. Will be able to execute buffet operations.
Core BSH/C 6B12	Food and Beverage Management	To develop a management skills in the area of Food & Beverage Service in the Hotel & Catering industry. It also aims to enable the students to acquire professional competence for Food & Beverage Management.
Core BHC 6B13	Project Report and Viva	To understand project characteristics and various stages of a project, the conceptual clarity about project organization and feasibility analyses Market, Technical, Financial and Economic, analyze the learning and understand techniques for Project planning, scheduling and Execution Control.

COURSE DETAILS

CORE COURSES

BHC 1B01 Introduction to Hospitality Industry.

Module	Topic	Content
1	Introduction to the Hospitality industry	a. The origin of hospitality b. History of travel -in India and international – early times, Persian, Macedonial times, Mayurian empire ,the Mugal Empire, The Muslim Empire, English Raj, Post Independence c. Hospitality –Guest relation, customer satisfaction d. Types of hospitality e. Hospitality ethics and standards f. Traits of hospitality employees g. Evolution and growth of hotel industry in India
2	Areas of Hospitality industry	a. Basis of classification of hotels: resorts, commercial hotels, floating hotels, motels, casino hotels, time share, condominiums, boutique hotels and supplementary accommodations,Types of rooms b. Air lines c. Railway d. Limousines, luxury Cruise lines, e. Fast food restaurants, Institutional catering, Theme park, welfare catering and outdoor catering.
3	Introduction to the Hotel industry	a. Introduction to different departments of hotel b.Revenue and non revenue departments of a hotel c.Organisation chart d.Uniformed services of hotel

4	Introduction to Front Office Department	<ul style="list-style-type: none"> a. Introduction b. Front Office Functions, Guest Cycle c. Front -of-the-House Operations d. Back -of-the-House Operations e. Front Office: Organisational Structure f. The Reservation, Types of Reservation g. Check-in Process h. Tariff structure & Plannes i. Front Office Accounting j. Check-out Process k. The Electronic Front Office (EFO), Software using in Front office l. Job description and job specification of Front office employees
5	Introduction to Housekeeping Department	<ul style="list-style-type: none"> a. Introduction b. Organisation of Housekeeping Department c. Layout of the Housekeeping Department d. Functions of the Housekeeping Department e. Management of Guest Amenities- Guest room amenities, Bath room amenities. f. Job description and job specification of house keeping employees

REFERENCE BOOK

Sl.No	Book Name	Author
1	Hospitality reception and front office procedures and systems	Dr. Jagmohan Negi
2	Introduction to tourism & hospitality industry	Sudhir Andrews
3	Hotel front office operations and management	Jatashankar. R. Tewari
4	Front office management	S.K. Bhatnagar
5	Training manual for front office operations	Sudhir Andrews

BHC 2B02 FOOD AND BEVERAGE PRODUCTION

Module I: INTRODUCTION TO COOKERY & HIERARCHY AND DEPARTMENT STAFFING: Levels of skills and Experience, Attitudes and Behavior in the Kitchen, Personal Hygiene, Safety Procedure in Handling Equipment, Aims and objectives of cooking foods, Various textures, Basic Culinary terms, Classical Brigade, Modern staffing in various category hotels, Role of Executive Chef, Duties & Responsibilities of various chefs, Co-operation with other Departments. **KITCHEN ORGANIZATION & LAY OUT:** General layout of kitchen in various organization, Layout of Receiving Areas, Layout of storage Area, Layout of service and wash up, Various Fuels used, Advantages & Disadvantages of each.

Module II: BASIC MENU PLANNING & PRINCIPLES OF FOOD PRODUCTION: Types of Menu, Menu Planning Principle, Introduction, Classification of vegetables, Effects of heat on vegetables, Cuts of vegetables, Classification of fruits, Uses of Fruit in Cookery. STOCKS, SAUCES AND SOUPS: Definition of Stock, Types of Stocks, Preparation of stock, Storage of Stocks, Uses of Stocks, Recipes for mother Sauces, Derivatives, and Classification of soups with examples, Basic recipes, Consommés, Garnishes and accompaniment for Soups.

Module III: MEAT, FISH, EGG, CEREALS AND PULSES: Introduction, Cuts of Beef/Veal, Cuts of Lamb/Mutton, Cuts of Pork, Variety meats (Offal). Classification of fish with examples- Cuts of fish, Selection fish and & shellfish, Cooking of fish, Introduction of Egg Cookery- Structure of an egg, Selection of an egg, Uses of egg in Cookery, Cooking of rice, cereals & pulses- Introduction, Classification and Identification.

Module IV: METHODS OF COOKING FOODS: Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling. BASIC COMMODITIES: Flour, Types of wheat, Types of flour, Uses of flour in food production, Shortening, Role of shortening, Varieties of shortenings, Advantages & Disadvantages of using different shortenings. Fats & Oils - Types, varieties. Raising agents- classification of raising agents, role of raising agents. Sugar- Importance of sugar, Types of sugar, cooking of sugar- (various stages), Uses of sugar

Module V: Tea- Types of tea available- Preparing tea for consumption- Popular brands. Coffee- Types of coffee, Preparing coffee, Varieties of coffee blends. Chocolate- Manufacture of chocolates, Types of chocolates, Tempering of chocolates. Milk- Pasteurization- Homogenization- Types of milk. e.g. skimmed condensed, Nutritive value. Cream- Processing of cream, Types of cream. Butter- Processing of butter, Types of butter. Cheese- Processing of cheese. Types of cheese, Classification of cheese, Cooking of cheese, Uses of cheese

REFERENCE BOOKS

Sl.No	Book Name	Author& Publisher
1	Practical Cookery, .	Victor Ceserani & Ronald Kinton, ELBS
2	Theory of Catering,	Victor Ceserani& Ronald Kinton, ELBS
3	Theory of Catering,	Mrs. K.Arora, FrankBrothers
4	Modern Cookeryfor Teaching & Trade	Vol. I, Ms. ThangamPhilip, Orient Longman
5	Herrings Dictionaryof Classical& Modern Cookery,	Walter Bickel
6	Chef Manual of Kitchen Management,	Fuller, John

BHC 2B02 (P) FOOD AND BEVERAGE PRODUCTION – PRACTICAL

1. Identification and cuts of vegetables, Preparation of stocks – White, Brown and Fish, Preparation of Sauces, Soups:
 - a. Cream – vegetable, spinach, tomato green peas
 - b. Consomme – Royale, Celestine
 - c National – Vichyssoise, cabbage chowder
2. Eggs – boiled, fried, poached, scrambled, omelettes.
3. Fish – Fisho’rly a la nglaise, Colbert, poached, saumon grille, Florantine, mornay, pomfretmeuniere, fish fingers.
4. Poultry – jointing chicken, Poulet roti a l anglaise, Poulet sauté chasseur, Poulet Maryland, Roast Chicken, Chicken a la King.
5. Meat- Fillet Staek, Tournedos, Escolope, lamb stew, hot spots, grilled steak.
6. Potatoes – French fries, lyonnaise, sauté, mashed, cream, parsley, parsienne.
7. Vegetable – Veg. cooking, boiled, glazed, fried, stewed, braised.
8. Salads and sandwiches – coleslaw, Russian salad, potato salad, carrot, salad nicoise , fruit salad, waldrof salad, sandwiches varieties.
9. Sweets – honey comb mould, trifle, chocolate mousse, lemon soufflé, bread and butter pudding, caramel custard, albert pudding, Christmas pudding

BHC 3B03 FOOD AND BEVERAGE SERVICE

Aim of the course: To provide students with an understanding of world- class Food and Beverage Service functions, operations and organization.

Course code: BHC 3B03

Credit: 4

Hours/week: 3 hrs. /week

Module 1. Introduction to catering: Introduction to the Hotel Industry and growth of the hotel Industry in India. Catering establishments: Definition and structure. Role of catering establishment in the travel/tourism industry. Classification of the catering industry.

Module 2. Department organization and staffing: Organization of Food and Beverage department of a hotel. Principal staff of various types of F&B operations, duties and responsibilities. French terms related to F&B staff. Inter-departmental relationships (Within F&B and other department). Attributes of a waiter- Personal hygiene, punctuality, personality, attitude towards guests, appearance, salesmanship and sense of urgency. Types of restaurants: coffeeshop, continental restaurants, specialty restaurants, pubs, night clubs, discotheques, snack and milk bar.

Module 3. Operating equipments: Classification of crockery, cutlery, glassware, hollowware, flatware and special equipments. Restaurant linen and furniture. Dummy waiter- arrangement and uses during services. Ancillary departments: Pantry, still room, silver room, wash-up and hot-plate.

Module 4. Menu: Origin of menu, Objectives of Menu Planning, Types of menu- table d’hôte menu, a la carte menu (Cover and layout), French classical menu with examples, Food and their

usual accompaniments, Breakfast: Types, menu for each type, terms used in the service of continental breakfast. Cover laying for continental and English breakfast. Order taking procedures: In-person, telephone and door hangers.

5. Types of service: Different styles of service, advantages and disadvantages. Restaurant service: Misen scene, Misen place. Points to be remembered while laying a table, Do's and don'ts in a restaurant. Sequence of service. Floor / Room service: Meaning, Full & Partial room service, Breakfast service in room, tray & trolley set-up for room service. Tea service: Afternoon tea and high tea, order of service. Banquets and buffets – Types and layout

Reference Books

1. Food and Beverage Service by Dennis Lillicarp, Hodder and Stoughton Educational
2. Food and Beverage Service John Cousins, Hodder and Stoughton Educational
3. Food and Beverage Service by Sudhir Andrew , Tata McGraw Hill Education
4. Food and Beverage Service by JagmohanNegi, Frank Brothers & Co .Ltd, Delhi
5. Food and Beverage Service Bobby George and Sandeep Bhattacharya, Jaico Publishing House, Delhi

BHC 3B03 (P) FOOD AND BEVERAGE SERVICE- PRACTICAL

Module I. Food and Beverage service areas : Induction and familiarization of F & B service areas- Ancillary F & B service areas –Induction and profile - Familiarization of F & B Service - equipment- cutlery, crockery, glassware, flatware, hollowware, linen and miscellaneous equipments - Care & Maintenance of F&B Service equipment - Cleaning / polishing/wiping /storing of F & B service equipments-cutlery, crockery and glassware.

Module II. Basic technical skill: Waiter's tool kit- Arrangement of sideboard- Handling/ storing cutlery, crockery, glassware, flatware, hollowware - Manipulating service spoon and fork for serving various courses- Laying and relaying of table cloth -Serviette folds

Module III. Menu: Practice of simple menu compilation- Types of menu - Table lay up for different menu - A La Carte, Table d'hôte, French classical Menu -Points to be remembered while laying a table for a menu

Module IV. Food and Beverage service- Restaurant service - Organizing Mise-en-scene, Organizing Mise-en-Place. Opening, Operating & Closing duties Restaurant vocabulary – English and French different forms of service in a restaurant- Russian, American, French, Silver and English. Service of water- Carrying a Tray /Salver - Carrying glasses. Service of various forms of a meal courses: Hors d' oeuvres, Potage, Poisson, Entrée, Releve (main), Sorbet, Roti, Legumen, Entrement, Savoury, Desserts and Cafe. Clearing soiled plates/Clearing of a meal (course by course)Sequence of service- Receiving and seating of guests, presenting the menu, taking orders, serving courses, bill presentation and seeing off the guest.

Module V. Breakfast service: Breakfast –Types, Breakfast Menu (English, American Continental, Indian, buffet). Breakfast table setting - Continental breakfast cover and tray set up. English breakfast cover and tray set up. Buffet Service of non – alcoholic drinks, tea and coffee.

Reference Books

1. Food and Beverage Service by Dennis Lillicarp, Hodder and Stoughton Educational
2. Food and Beverage Service John Cousins, Hodder and Stoughton Educational
3. Food and Beverage Service by Sudhir Andrew , Tata McGraw Hill Education
4. Food and Beverage Service by JagmohanNegi, Frank Brothers & Co .Ltd, Delhi
5. Food and Beverage Service Bobby George and Sandeep Bhattacharya, Jaico Publishing House, Delhi

BHC 3B04 ADVANCED FOOD AND BEVERAGE PRODUCTION

Module I:LARDER: Importance Of Larder Control Sections Of Larder, Duties And Responsibilities Of Larder Chef.

Module II:KITCHEN MANAGEMENT: Principles of kitchen layout and design- kitchen equipments- garbage disposal.

Module III: VOLUME FEEDING: INSTITUTIONAL INDUSTRIAL CATERING. Types of institutional & industrial catering, Menu planning for institutional & industrial catering

Module IV:HOSPITAL CATERING, OFF PREMISES CATERING- Hiring of equipments- Menu planning- Theme parties.

Module V:QUANTITY PURCHASE & STORAGE- Introduction to purchasing- Purchasing system- Purchase specifications- Purchasing techniques- Storage.

REFERENCE BOOKS

Sl.No	Book Name	Author& Publisher
1	Practical Cookery, .	Victor Ceserani & Ronald Kinton, ELBS
2	Theory of Catering,	Victor Ceserani& Ronald Kinton, ELBS
3	Theory of Catering,	Mrs. K.Arora, FrankBrothers
4	Modern Cookeryfor Teaching & Trade	Vol. I, Ms. ThangamPhilip, Orient Longman
5	Herrings Dictionaryof Classical& Modern Cookery,	Walter Bickel
6	Chef Manual of Kitchen Management,	Fuller, John

BHC 3B04 (P) ADVANCED FOOD AND BEVERAGE PRODUCTION – PRACTICAL

FRENCH MENUS	CHINESE MENUS	INTERNATIONAL MENUS
MENU1: Consommé Carmen PouletSaute Chasseur	MENU I Prawn Ball Soup Fried Wantons Sweet & Sour	SPAIN Gazpacho Pollo En Pepitoria

Pommes Lorette Haricots Verts Salade de Betterave Brioce Baba au Rhum	Pork Hakka Noodles	Paella Fritata De Patata Pastel De Manzana
MENU 2 Bisque D'ecrevisse Escalope De VeaVienneoise Pommes Bataille CourgeProvencale Epinardsau Gateau De Peche	MENU 2 Hot & Sour soup Beans Sichwan Stir Fried Chicken & Peppers Chinese Fried Rice	ITALY Minestrone Ravioli Arabeata FettocineCarbonara Polo Alla Cacciatore MedanzaneParmigiane Grissini Tiramisu
MENU 3 Crème Dubarry Darne De Saumon Grille Sauce Poloise Pommes Fondant PetitsPois A La Flammande French Bread Tarte au fruit	MENU 3 Sweet Corn Soup Shao Mai Tung-Po Mutton Yangchow Fried Rice	GERMANY Linsensup pe Sauerbaate Spatzale German Potato Salad Pumpernickle Apfel Strudel
MENU 4 Veloute Dame Blanche Cote De Pore Charcuterie Pommes De Terre A La Crème Carottes Glace Au GingembreSalade Verte Harlequin Bread ChocolateCream Puffs	MENU 4 Wanton Soup Spring Rol1s Stir Fried Beef & Celery Chow Mein	U.K. Scotch Broth Roast Beef Yorkshire Pudding Glazed Carrots & Turnips Roast Potato Yorkshire Curd Tart Crusty Bread
MENU 5 Cabbage Chowder Poulet A La Rex Pommes Marquise Ratatouille Salade DeCarottes et Celeri CloverLeaf Bread Savar	MENU 5 Prawns in Garlic Sauce Fish Szechwan Hot & Sour Cabbage Steamed Noodles	GREECE SoupeAvogolemeno Moussaka A LaGreque DolmasTzaziki Baklava Harlequin Bread

BHC 4B05 QUANTITY COOKING

Module I: Menu planning- Study of menus for different Types of quantity food outlets. Courses of menu, Uses of menu cards, points for Menu writing Important cookery terms used in Menus, common French and English Menu terms. Review of mechanics of menu Planning. Menu format, Standardization of recipes, recipe files and Adapting recipes.

Module II: Quantity Food Transportation, receipt and Transportation Handling of foods. Storage of And buying Foods (dry & refrigerated) Review of food selection with Reference to food buyer, Methods of buying, specifications, Use of processed and convenience Foods.

Module III: Methods of cooking Application of cookery Prepare menu principles for quantity courses for Indian, food production for various Western Far East food groups. and Continental meals Methods of cooking- Moist, (at least 2 each) Dry heat (using air as a medium) -veg . & non veg. & Using fat as a medium, Micro wave calculate nutritive Cooking. value,yield, size of Conservation of fuel portion, cost/ serving Review of food standards .

Module IV: Quantity Food Production Food preparations - main dishes and Their usual accompaniments. Soups, Salads and salad dressings Common sauces and chutneys. Dishes for special catering Functions, festivals.

Reference Books:

1. West B.B. Wood L. Harger V.P. (1966) Food Service in institutions John Willey and sons, Inc., New York.
2. Casady M.S. (1973) Food preparation Handbook' published by the Home Science Association of India.
3. Karla Longree(1967) ' Quantity Food Sanitation' John Wiley and Sons, Inc., New York.
4. Waldo(1969) Recipes for great restaurants, Colier Macmillan Boom Company, New York.
5. Kotschewar L. and Terrel M.E.(1961) Food service Planning layout and Equipment, John Wiley and Sons Ltd.
6. Thangam E. Philip (1965) Modern Cookery for Teaching and the trade vol. I & II, John Wi Orient Longmans Ltd., New Delhi.
7. Terrel M.E. and Haigu V.F. (1966) Professional Food preparation, John Wiley And Sons, New York.

BHC 4B05 (P) QUANTITY COOKING – PRACTICAL

INDIAN DISHES

- a. Snacks – dhokla, uppama, idly, wadas, samosa, paltice, cutlets
- b. Breads – chappaties, poories, parathas, bhaturas, missie roti, roomali roti, baki roti

- c. Rice – jeerapulao, veg. pulao, lime rice, alukithahari, yakhinipulao, prawn pulao, peas pulao, chicken biryani, muootn biryani, prawns biryani, veg. biryani, hyderabadi biryani, kashmiripulao
- d. Gravies (veg/ non veg) – khorma (chicken, mutton veg.) shajahani, jalfraize, rogini chicken, rogan josh, chicken / mutton do pyaz, chicken chettinad, paneermalaikofta, palakpaneer, butter chicken, alogobi, fish moilee, goan fish curry, macherjhol, dal makhani, dal thadka, mixed veg curry, pepper chicken, kadai chicken, mutton vindaloo,
- e. Dry (veg./ non veg.) - salads, raitas, foogath, bhaaji, bhujjia, kuchumber, fried bhindi, avail, brinjalbhurta, masala fried fish, karimeenpollichudhu
- f. Sweets – Gajjarhulwa, sheera, gulabjamun, boondhiladoo, semiyapayasam, pal payasam, badam/carrot kheer, jangri, shahitukra, mysorepak, kesari, rasagullas, pumpkin hulwa.
- g. Tandoor – Naan, kulcha, roti, chicken tikka , fish tikka, sheek kebab, tandoori chicken, hariyali chicken/ fish tikka, tangdi kebab.

BHC 4B06 BAKERY AND CONFECTIONARY

Module I. Introduction to Baker & Confectioner industry / Hotel industry: Organizational hierarchy of Baker & Confectioner Department- Aims and objective of baking food- Attributes of Baker & Confectioner services personals- Duties and responsibilities of Baker & Confectioner service personals- Introduction to basic equipments and tools used in bakery and confectionary. Bakery layout.

Module II. Raw material required for Bread making: Role of flour, Water, Yeast, Salt, Sugar, Milk & fats. Principles involved for bread preparation- Different types of breads and their properties- Method of Bread Making- Sponge and dough method- Characteristics of good bread- Bread faults and their remedies.

Module III. Yeast- Role of yeast in the fermentation of dough. Elementary knowledge of Oven- types of oven and temperature chart. Cakes: Methods for production of cakes- Raw materials required- Role of flour, sugar, shortening and eggs for cake production- machineries used for cake making. Types of Icing- icing equipments. Cake making methods- sugar batter- flour batter- Genoese method- blending and rubbing method. Cake temperature.

Module IV: Principles of pastry making and its derivatives- short crust paste- choux paste- Puff paste- Flaky paste- Preparation of cookies and biscuits- Factors effecting quality of Cookies & biscuits- raw materials required- faults in preparation of Cookies and biscuits.

Module V: Study of Confectionery Ingredients like Starch and its derivatives- An Elementary knowledge of source, properties & use of fats, oils used for confectionary products - Characteristic of chemicals and leavening agents - Study of sugar boiled confectionery like Amorphous confectionery & Crystalline confectionery. Introduction to the confectionary work. Confectionary terms. Introduction to the basic tools used in the confectionary - Role of flour, sugar, shortening and egg - Knowledge of different sauces which are used in confectionery like: Truffle sauce, Cherry sauce- strawberry puree- knowledge of Chocolate and cocoa powder. Introduction to Indian sweets: Ingredients- preparations and procedures

Reference Books:

1. Publishers International confectioner – Virtur and Co.
2. TheProfessional French Pastry
3. Taste of India, Madhur Jaffrey, Rupa
4. Publication Principles of Baking – Naynne –
5. The new Professional Chef.

BHC 4B06 (P) BAKERY AND CONFECTIONARY- PRACTICAL

- A. Preparation of : Bread Roll- Bread Stick-Soft roll- Hot cross bun- fruit bun- Chelsea bun
- B. Preparation of: Croissants- white bread- Brown bread- Vienna bread- fancy bread- Milk bread- Raisin Bread- fruit Bread.
- C. Preparation of : Pizza base- Cheese Straw- Burger-
- D. Preparation of: Christmas cake – Banana bread- sponge cake- Madeira Cake – Genoese cake- Fatless cake- Rock cake- fruit Cake.
- E. Preparation of Various Icing.
- F. Preparation of Biscuits. Practical - Indian Sweets : Peda, Halwa,, Sweets in syrup, Milk based sweets, Cakes, Sweet Meat, Kheer, Puddings
- G. Demonstrations – Indian Regional Sweets

BHC 5B07 ADVANCED GARDE MANGER

Module I. Vegetable Carving & Fruit carving

Module II. Non-edible displays- Ice carving, B u t t e r sculptures, Aspic logo, C h a u d -Froid designs, Tallow sculptures, Thermo coal, W a x

Module III. Sandwiches and canopies- Parts, Filling, Spreads and Garnishes, Types, Making and Storing.

Module IV Charcutiere- Sausages- Forcemeats- Marinades, Cures, Brines- Bacon, Ham, Gammon- Galantines- Pates and Terrines - Mousses and Mousse lines - ChaudFroid - Aspic Jelly- Non Edible Displays

Module V Appetizers and Garnishes- Classification – Examples- Different Garnishes

REFERENCE BOOKS

Creative art of garnishing: Culinary Institute of America

Practical butchery – Isaac Pitman

Garde manger- The art of craft and cold kitchen: Culinary Institute of America

The professional garde Manger- A guide to art of buffet: David paul

Garde Manger- The cold kitchen: Curtiss Scott Hemm

BHC 5B07 (P) ADVANCED GARDE MANGER- PRACTICAL

01. Vegetable Carving, Fruit Carving & Ice Carving
02. Sandwiches and canopies
03. Charcutiere, Sausages, Marinades, Galantines
04. Pates and Terrines
05. Mousses and Mousse lines

BHC 5B08 KITCHEN MANAGEMENT

Module I. Safe and clean work-site- Appropriate legislations- Different levels of government legal systems on food health- inspection and areas of control- FSSAI- Its function and importance. Food borne illnesses and non-food contaminants- Causes, symptoms-control and methods of transmission- Bacterial family's involved in food-borne illnesses - Discuss transmission, control measures and major food habitats.

Module II. 4. Personal hygiene- importance- Personal sanitary habits- Personal sanitary practices- its importance in transportation, purchasing, receiving, storing, preparing, holding and reheating of foods (including required temperatures). Methods of safe transporting purchasing, receiving, storing, preparing, holding and reheating of foods with special emphasis on temperature control.

Module III Purchasing -approved sources- Purchases specifications- Standards: meat, fish, poultry, and produce, dairy. Purchasing, receiving, storage, issuing, taking, monitoring and controlling inventory- Purchase ethics. Personal sanitation habits for food service workers- principles of hazard analysis -critical control point-system (HACCP). Importance of emergency and planning procedures (cause and response)-Fire Accident Evacuation.

Module IV. Recipe portfolio/reference manual - Professional development opportunities in the hospitality industry- Knowledge of basic human resource concepts- Job description- performance review - evaluation process- Role of discipline- Principles of group dynamics- team work and team building.

Module V. Perform basic numeric operations- Change common fractions to higher or lower terms- Calculate lowest common denominator - Perform addition, subtraction, multiplication- division using all forms of common fractions- Calculate decimal fractions to common fractions and perform addition, subtraction, multiplication, division functions (rounding to the nearest cent)- Change percentages to common fractions or decimal fractions. Relationship of Fahrenheit to Celsius temperatures as applied to recipes- Standards of measurement: metric, imperial, American. The principles of conversion- Principles and concepts of cost controls, yield factors, recipe pre-cost and pricing.

BHC 5B09 BANQUETS AND BUFFETS

Module	Topic	Content
1	Introduction to function catering	1. Introduction to function catering 2. Banquets

		<ul style="list-style-type: none"> 3.Types of functions 4.Function staff 5.Staff requirement calculation
2	Function Menu and equipment	<ul style="list-style-type: none"> 1.Function Menus 2.Banquet menu planning 3.Wine list 4. Food Service equipment 5. Other function equipment
3	Table set-ups and service methods	<ul style="list-style-type: none"> 1.Table plans 2.Spacing 3.Table set-ups 4.Service during formal functions 5.Service during informal functions
4	Function Booking and organization	<ul style="list-style-type: none"> 1.Booking a function 2.Organizing a function 3.Briefing 4.Procedure for toasts at formal function 5.Procedure for toasts at formal wedding
5	Outdoor catering & Buffet	<ul style="list-style-type: none"> 1.Introduction to outdoor catering 2.Staff requirement 3.Calculating tables & equipmentsrequired 4.Introduction to Buffet 5.Types of buffet, buffet settings

Reference Book

Sl.No	Book Name	Author
1	Food and Beverage Service	R. Singaravelavan-Oxford university press
2	Food & Beverage Service	Vijay Dhawan-Frank Bros & Co
3	Text book of Food and Beverage Management	Sudhir Andrews-The McGraw-Hill companies

BSH/C 5B10 FOOD AND BEVERAGE MANAGEMENT

Module	Topic	Content
1	Cost & Sales Dynamics	Cost & Cost Accounting - Elements of Cost - Classification of Cost - Sales Concept - Uses of Sales Concept
2	Inventory Control	Importance, Objectives, Methods, Levels and Techniques. Perpetual Inventory - Monthly Inventory. Pricing of Commodities -

		Comparison of Physical and Perpetual Inventory
3	Food & Beverage Control Purchasing & Budgetary control	Receiving- Storing- Issuing- Sales Control Production Control- Standard Recipe - Standard Portion Size - Bar Frauds - Books maintained- Beverage Control - Sales Control - Procedure of Cash Control- Machine System- ECR- NCR- POS – Reports - Budgetary Control-Budget, Budgetary Control, Objectives, Frame Work, Key Factors, Types of Budget
4	Standard Costing, Variance Analysis & Breakeven	Standard Cost- Standard Costing. Cost Variances- Material Variances- Overhead Variances - Labour Variance - Fixed Overhead Variance- Breakeven Analysis- Breakeven Chart - P V Ratio – Contribution- Marginal Cost
5	Menu Merchandising	Menu Control- Menu Structure – Planning. Pricing of Menu - Types of Menu. Menu as a Marketing tool – Layout - Constraints of Menu Planning

REFERENCE BOOKS

Cost Accounting: S.P.JAIN, K.L.NARANG

Food and Beverage Management: BERNAD DAVIS, ANDREW LOCKWOOD, SALLY STONE

BHC 6B11 INDUSTRIAL EXPOSURE TRAINING AND REPORT

Industrial Exposure Training is an integral part of the curriculum. Student has to undergo industrial training minimum 22 weeks at a single stretch. They will be awarded 100 marks (80 marks external evaluation and 20 marks internal evaluation) for the industrial training & report and for viva voce.

- 1) For award of 100 marks of IET would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the student's responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training.
- 2) Responsibilities of institute, hotel, the student/trainee with aims & objectives have been prescribed for adherence.
- 3) Once the student has been selected / deputed for Industrial Training by the Institute, he/she shall not be permitted to undergo it elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.

INDUSTRIAL EXPOSURE TRAINING

Objective of industrial Exposure Training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate,

develop and build their confidence. Industrial Training is also expected to provide the students the basis to identify their key operational area of interest.

RESPONSIBILITIES OF THE TRAINEE

1. Should be punctual
2. Should maintain the training logbook up-to date
3. Should be attentive and careful while doing work
4. Should be keen to learn to learn and maintain high standards and quality of work
5. Should interact positively with the hotel staff.
6. Should be honest and loyal to the hotel and towards their training.
7. Should get their appraisals signed regularly from the HODs or training manager.
8. Gain maximum from the exposure given, to get maximum practical knowledge and skills.
9. Should attend the training review sessions / classes regularly
10. Should be prepared for the arduous working condition and should face them positively
11. Should adhere to the prescribed training schedule.
12. Should take the initiative to do the work as training is the only time where you can get maximum exposure.
13. Should on completion of industrial Training, hand over all the reports, appraisal, logbook and completion certificate to the institute.

RESPONSIBILITIES OF THE INSTITUTE

1. Should give proper briefing to students prior to the industrial training
2. Should make the students aware of the industry environment and expectations.
3. Should notify the details of training schedule to all the students.
4. Should coordinate (emergencies) with the hotel especially with the training manager
5. Should visit the hotel wherever possible, to check on the trainees
6. Should sort out any problem between the trainees and the hotel
7. Should take proper feedback from the students after the training
8. Should brief the students about appraisals, attendance, marks, logbook and training report.
9. Should ensure trainees procure training completion certificate from the hotel before joining institute.

RESPONSIBILITIES OF THE HOTEL

First exposure: A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and in all probability - their own careers in the industry.

Hotels:

1. Should give proper briefing session! Orientation / induction prior to commencement of training.
2. Should make a standardized training module for all trainees.

3. Should strictly follow the structured training schedule.
4. Should ensure cordial working conditions for the trainee.
5. Should coordinate with the institute regarding training programme
6. Should be strict with the trainees regarding attendance during training
7. Should check with trainees regarding appraisals, training report, log boom, etc.
8. Should inform the institute about truant trainees
9. Should allow the students to interact with the guest
10. Should specify industrial training “Dos and Don’ts” for the trainee
11. Should ensure issues of completion certificate to trainees on the last day of training

BHC 6B12 COMPREHENSIVE SELF STUDY

This course covers the entire programme learning by conducting an examination having the duration of two hours (120 minutes). 120 multiple choice questions will be asked in the examination and within the stipulated time, the candidate should complete the answering process and the answer scripts will be send for external evaluation.

The main objectives of this course are,

1. To understand the student capacity of theoretical knowledge in which they studied in all the previous semesters.
2. To analyse the student capacity to solve the questions within the stipulated time.
3. To improve the observing and listening capacity of students in the class rooms and the other learning areas, including training.

COMPLIMENTARY COURSES

BSH/C 1C01 SALES AND MARKETING

Module I

Marketing – basic concepts – needs, wants, demand, exchange, transaction, value and satisfaction in hospitality industry – marketing process – marketing philosophies – Products and Services, Application of different marketing concepts in hotel/ service industry.

Module II

Marketing information system – concepts and components – internal record system result area) – marketing intelligence system – scope in hospitality business – processes and characteristics – managerial use – MIS with special reference to rooms, restaurants – banquets and facilities.

Module III

Product – defining the hospitality products – difference between good and services product – levels of product – generic, expected, augmented, potential tangible and intangible products – Product life Cycle - product mix in hospitality business.

Module IV

Marketing environment – a basis for needs and trend analysis and marketing effectiveness – SWOT analysis for hospitality industry of Micro and Macro environment. Pricing and Pricing Strategies - Advertisement and Promotion.

Module V

Branding – basic concepts – brand equity – branding of hotels. Pricing of hospitality – concepts and methodology. Organisational customer- Types. Methods & Steps. Principles and practice of hospitality selling – Selling process – AIDA model. Latest trends in Hospitality Marketing

REFERENCE BOOKS

Marketing and sales strategies for hotels and travel trade – JAGMOHAN NEGI

Marketing for hospitality and tourism – PHILIP KOTLER, JOHN BOWEN AND JAMES MAKEN

Tourism marketing – S.M. JHA

Tourism marketing and communication – ROMILA CHAWLA

Marketing in travel and tourism – VICTOR T.C MIDDLETON

Principles of Marketing – PHILIP KOTLER & ABRAHAM KOSHI.

Principles of Marketing – NAMATHA KUMARI.

Fundamentals of Marketing – TAPAN PANDEY, BUCKLEY R AND CAPLE, JIM,

BSH/C 1C02 TRAVEL AND TOURISM

Module I. Introduction to travel and tourism – meaning – nature – definitions –Tourism, Tourist, Visitor, Excursionist -purpose of travel- travellers and visitors-the industry definitions followed in India-international tourism-domestic tourism-in bound tourism -out bound tourism-mass tourism -basic components of tourism- elements of tourism-future of tourism- Characteristics of Tourism.

History of travel and tourism – Role of Transportation in Tourism– Air, Rail, Road, Sea-Cruises-

Module II. Tourism planning and development-Tourism Policy formation-Types of tourism

Planning- Steps o tourism Planning-Role of international organizations Planning-Tourism Policy of

India- Tourism in Kerala and its policy- Participation of Public and private sector in Planning

Economics of Tourism- Travel motivations- Job opportunities and employment generation- Govt.

Revenue and foreign currency exchange- Economic growth based on tourists statistics- Economic benefit of tourism

Module III. Organizations in tourism – World Tourism Organization (WTO), International Air

Transport Association (IATA), International Civil Aviation Organization (ICAO), Pacific Area Travel

Association (PATA), India Convention Promotion Bureau (ICPB), Federation of Hotel and

Restaurant Association of India (FHRAI), Travel Agent Association of India (TAAI),Universal

Federation of Travel Agents Association (UFTAA).

Module IV. Travel Agency-concept, -role-functions-types of Travel agencies, Department of Travel agencies, Major activities-Income sources of travel agencies-Tour Operation-Meaning-definition-functions-types of tour operation overseas, domestic, specialist-main types of tour packages- Independent, escorted, guided- FIT, GIT, inbound, outbound.- Travel formalities, types of passport, types of VISA, health related documents.

Module V- Tourism Products - meaning-definition–Types-India’s rich heritage- architectural heritage, forts, palaces, monuments-World heritage sites-Museums and Art Galleries- handicrafts- Culture and tradition-folklore, cuisine, costume, religions (Jainism, Islam, Hinduism, Christianity, Sikhism) Dance (Classical) and Music (instruments) - Fairs and festivals in India- Natural Products of India- Mountains, hill stations ,caves, Forests, Deserts, Waterfalls, Beaches, Backwaters, islands, farms and plantations - Wildlife resources of India – national parks and wildlife sanctuaries in India – bio reserve centres

Reference

1. Pran Seth: Successful tourism Management (Vol. 1 & 2)
2. A.K Bhatia: International Tourism
3. A.K Bhatia: Tourism Management & Marketing.
4. Christopher.J. Hollway; Longman ; The Business of Tourism
5. Cooper, Fletcher et al, (1993), Tourism Principles and Practices, Pitman.
6. P.N. Seth: Successful Tourism Development Vol. 1 and 2, Sterling Publishers
7. Page, S: Tourism Management: Routledge, London
8. Glenn. F. Ross - The Psychology of Tourism (1998), Hospitality Press, Victoria, Australia

BSH/C 2C03 EVENT MANAGEMENT

MODULE 1:- Events-Event management – definition – Broad classification of Events (types). Event planning, Five C’s of event management -Conceptualization, Costing, Canvassing, Customization, Carrying out- Role of events in promotion of tourism.

MODULE 2:- MICE – Meeting – Incentives – Conference – Convention – Exhibition –Trade shows and fairs, Leisure Events, Sports Events – organizers – sponsorship – event management as a profession-

MODULE 3:- Event Planning and organizing – Problem Solving and Crisis Management – Leadership and Participants Management – Managing People and Time – Site and Infrastructure Management.

MODULE 4:-

Event Marketing – Customer care – Marketing equipment and tools – Promotion, Media Relations and Publicity - Event Co-ordination - Visual and Electronic Communication– Event Presentation – Event Evaluation – Case Studies of events.

MODULE 5:- Travel Industry Fairs – Benefits of Fairs - ITB, WTM, BTF, TTW, FITUR, KTM, IITM, CII- Events, PATA Travel Mart- India Convention Promotion Bureau (ICPB).

REFERENCE BOOKS.

Event marketing and management – sanjayasingh gaur,

Event management and event tourism – gelz,

Hospitality marketing and management – j.m.mathews

Event and entertainment marketing, Avrichbarry (1994), vikas,Delhi.

Event management, Bhatia a.k. (2001),sterling publishers, New delhi.

Event management in leisure and tourism,David c. Watt (1998), Pearson, uk.

Event planning 2nd edn.By Allen, Judy, 1952- the ultimate guide to successful meetings, corporate events, fund-raising galas, conferences, conventions, incentives and other special events / Judy Allen.ISBN 978-0-470-15574-

BSH/C 2C04MANAGEMENT PRINCIPLES AND PRACTICES.

Module I

Nature and Scope of Management: Evolution of Management - Schools of management thought - F.W.Taylor and Henry Fayol - Principles of Management - Management as a science and an art - Management process.

Module II

Functions of Management: Planning: Types of plan - Planning process – Organizing: Span of control - Line and staff functions - Centralization and decentralization – Delegation - Staffing: Manpower planning: Recruitment - Selection and placement. Directing. Principles of direction – Co-ordinating and controlling.

Module III

Manager Vs Leader: Leadership and motivation: leadership styles -Theories of motivation- MBO - Management of performance - Team Management
Characteristics of work group - Work group behaviour and productivity - Team creation and management.

Module IV

Communication in Management- Importance, SMMR model, Communication & Information, Communication Process, barriers to Communication, Types of Communication, verbal &Non verbal communication. Conflict resolution.

Module V

Ethics & Management : Relevance of values in management – Holistic approach for managers in decision making - Ethical Management: Role of organisational culture in ethics -structure of ethics management - Ethics Committee.

REFERENCE BOOKS

Essential of Management – Harold Koontz & Heinz Weirich
Management – H. Koontz & Cyril O'Donnell.
Management Theory – Jung, H. Koontz.
Principles of Management – Peter F. Drucker.
Management Concepts – V.S.P. Rao, Konark Publishers
Principles & Practice of Management – L.M. Prasad, S. Chand.
Organization & Management – R. D. Agarwal, Tata McGraw Hill.
Modern Business Administration – R.C., Pitman.
Human Resource Management – Railey M., Butterworth Heinemann

BSH/C 3C05 NUTRITION HYGIENE AND SANITATION

Module 1:

Definition of the terms Health, Nutrition and Nutrients. Importance of Food – (Physiological, Psychological and Social function of food). NUTRIENTS: Classification of nutrients. CARBOHYDRATES: Definition, Classification (mono, di and polysaccharides), Dietary Sources, Functions, Significance of dietary fiber (Prevention/treatment of diseases). LIPIDS: Definition, Classification : Saturated and unsaturated fats, Dietary Sources, Functions, Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA), Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol.

Module 2:

PROTEINS: Definition, Classification based upon amino acid composition, Dietary sources, Functions Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins). VITAMINS: Definition and Classification (water and fats soluble vitamins), Food Sources, function and significance of: Fat soluble vitamins (Vitamin A, D, E, K), Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyanocobalamin Folic acid. MINERALS: Definition and Classification (major and minor), Food Sources, functions and significance of : Calcium, Iron, Sodium, Iodine & Fluorine. Effects of heat on starch, milk, meat, vegetables, role of fat in cooking, types of fat, spoilage of fat

Module 3:

BALANCED DIET: Definition, Importance of balanced diet. RDA for various nutrients – age, gender, physiological state. MENU PLANNING: Planning of nutritionally balanced meals based

upon the three food group system, Factors affecting meal planning, Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning. Calculation of nutritive value of dishes/meals.

Module 4: Food additives, Food adulteration, Food standards, Role of microorganisms in manufacturing bread, cheese, beverages etc. Egg white foams. MICRO-ORGANISMS IN FOOD: General characteristics of Micro-Organisms based on their occurrence and structure. Factors affecting their growth in food (intrinsic and extrinsic) Common food borne micro-organisms: Bacteria (spores/capsules), Fungi, Viruses, Parasites

Module 5:

FOOD SPOILAGE & FOOD PRESERVATION: Types & Causes of spoilage, Sources of contamination, Basic principles of food preservation, Methods of preservation (High Temperature, Low Temperature, Drying, Preservatives & Irradiation). HYGIENE AND SANITATION IN FOOD SECTOR General Principles of Food Hygiene, GHP for commodities, equipment, work area and personnel Cleaning and disinfection (Methods and agents commonly used in the hospitality industry) HACCP (Basic Principle and implementation)

REFERENCE BOOKS

- 1) Food Science: B Srilakshmi
- 2) Food Science and Nutrition: Malathi
- 3) Nutrition Science: B Srilakshmi
- 4) Food and Nutrition: P K Jas.

BSH/C3C06 FACILITY PLANNING

Module -I

HOTEL DESIGN: Hotel design considerations, Systematic Layout Planning, Rules for allocation of space in a hotel.

Module-II

HOTEL CLASSIFICATION: Types of hotel, Guidelines for Approval of Hotel Projects and its classification, Classification of hotels including Heritage and Apartment Hotels

Module -III

KITCHEN and RESTAURANT DESIGN: Designing and planning restaurant, Bar design, Physical layout of kitchen, Kitchen configuration and environmental conditions

Module-IV

PROJECT MANAGEMENT: Basic rules and procedure for network analysis, CPM & PERT, Comparison of CPM & PERT

Module V

ENERGY CONSERVATION PROGRAMME IN HOTEL INDUSTRY: Energy conservation, Conservation of energy in different hotel areas, Energy Audit

REFERENCE BOOKS :

- Systematic layout planning-Richard MutherCahners
- Hotels and resort planning by Fred Lawson
- Food service planning-layout and equipment-Lendall H Kotschevar,Margret E Tarell
- Hotel facility planning-Tarun Bansal

BSH/C4C07 HOTEL LAWS

Module 1:

Indian Contract Act 1872 – Contract – Nature and Classification of Contracts – offer and acceptance – consideration – capacities of parties – free consent – coercion – undue influence misrepresentation- fraud – mistake – void agreements – discharge of contract – breach of contract and remedies- contingent contract - quasi contracts.

Module 2:

Special Contracts – Contract of Indemnity – meaning – nature – right of indemnity holder – and indemnifier – Contract of Guarantee- Meaning – nature - and features- surety and co-surety- rights and liabilities- discharge of surety from his liabilities.

Module 3:

Contract of Bailment And Pledge – rights and duties of bailer and bailee – pledger and pledge – pledge by non owner – Agency – duties and liabilities of agent and principal - termination of agency.

Module 4:

Sale of Goods Act, 1930 – Contract of sale of goods – Meaning – Essentials of contract of sale – Conditions and warranties- caveat emptor – sale by non owners – rules as to delivery of goods – auction sale - rights of unpaid seller.

Module 5:

Hotel laws-Shops & establishment act-Rights of Innkeeper & tenant, Various laws pertaining to hotel Industry-The Consumer Protection Act,1986 – Definition – consumer – complainant – goods – service –complaint – unfair trade practices – restrictive trade practices – rights and remedies for consumers -consumer protection council – consumer disputes redressal agencies.

Reference Books:

1. HOTEL LAWS- OXFORD PUBLICATIONS.
2. MERCANTILE LAW: M.C KUNHAL.
3. MERCANTILE LAW: GARY AND CHAWLA.
4. BUSINESS LAW : TULSIAN.
5. BUSINESS LAW: GARY AND CHAWLA.

BSH/C4C08 HUMAN RESOURCE MANAGEMENT

Module	Topic	Content
1	Human Resource Planning	A. Micro B. Macro HRD applications in Hotel Industry Relevance of HRD in Hotel Industry
2	Personnel Office	A. Functions B. Operations Hotel Environments and Culture HRD Systems
3	Job Evaluations	A. Concepts B. Scope C. Limitations Job Analyses and Job Description Job Evaluation Methods Task Analyses Demand and Supply Forecasting Human Resource Information System Human Resource Audit Human Resource Accounting Practices Recruitment and Selection
4	Attracting and Retaining Talents	Strategic Interventions Induction and Placement Staff Training and Development Training Methods and Evaluation Motivation and Productivity Motivation and Job Enrichment Career Planning
5	Employee Counseling	Performance Monitoring and Appraisal Transfer, Promotion and Reward Policy Disciplinary Issues Employees' Grievance Handling Compensation and Salary Administration Employee Benefits and Welfare Schemes Labour Laws and Regulations Related to Hotel Industry Gender Sensitivities Emerging Trends and Perspectives Impacts of Mergers and Acquisitions on Human Resource Practices

Reference Books

1. Human Resource Management for Hospitality and Tourism Industries by Dennis Nickson, Paperback
2. Human Resources Management in the Hospitality Industry. David K. Hayes, Ph.D. and Jack D. Ninemeier, Ph.D
3. Human Resource Management in the Hospitality Industry A guide to best practice Ninth edition Michael J. Boella and Steven Goss-Turner
4. HRM in Hotel and Tourism Industry - Existing Trends and Practices Percy K. Singh, Jain Book agency
5. HRM in Hotel and Tourism Industry - Existing Trends and Practices O P Agarwal, Jain Book agency

OPEN COURSES

BSH/C 5D01 TOURISM AND HOSPITALITY MANAGEMENT

Module I: Introduction to travel and tourism:- Important phenomenon's helped the development of evolution of travel and tourism- the meaning of tourism-purpose of travel (motivations)- travellers and visitors-the industry-definitions followed in India-international tourism-basic components of tourism- elements of tourism-future of tourism

Module II: Development of means of transport: - Road transport-Sea/Water transport, Cruise industry-Rail transport-luxury trains of India-Air transport-India and international- Travel Documents.

Module III: Tourism Products:-Types (Natural, Manmade, Symbiotic) –Eco tourism, Adventure tourism- Sustainable tourism- Responsible tourism- Nature based tourism- Green tourism- Multi sport adventures- Cultural tourism- Health tourism- Rural tourism- Ethnic tourism - Spiritual tourism- Golf tourism- Space tourism- Pro poor tourism- Dark Tourism etc.- Important Tourist Destinations in India and Kerala

Module IV: Accommodation Industry- History-Types-Departments-Categorisation in India (Star)- Room types-Travel Agency-Types and Functions-Tour Operators-Types and Functions - Characteristics of tourism- Impacts of tourism (Economic, Environmental, Socio-cultural) -

Reference Books

Reference Books

1. Pran Seth: Successful tourism Management (Vol. 1 & 2)
2. A.K Bhatia: International Tourism
3. A.K Bhatia: Tourism Management & Marketing.
4. Christopher.J. Hollway; Longman ; The Business of Tourism
5. Cooper, Fletcher et al, (1993), Tourism Principles and Practices, Pitman.
6. P.N. Seth: Successful Tourism Development Vol. 1 and 2, Sterling Publishers
7. Page, S: Tourism Management: Routledge, London
8. Glenn. F. Ross - The Psychology of Tourism (1998), Hospitality Press, Victoria, Australia.

BSH/C 5D02 BASICS IN CULINARY

Module I: Cooking Principles: What is cooking?, Objectives of Cooking- The Basic Cooking Methods- Dry-Heat Cooking Methods- Moist-Heat Cooking Methods.

Module II: Knife Skills & Basic Knife Cuts: Knife Skills 101, The Anatomy of a Chef's Knife, How to Use A Chef's Knife, How To Chop an Onion, Basic Knife Cuts.

Module III: Food Safety: When Food Goes Bad- What is Cross- contamination?- Food Temperature Danger Zone - Chicken & Poultry Safety Tips- Ground Beef Safety Tips- Slow Cookers and Food Safety- Brown Bag Lunches and Food Safety- Cutting Boards and Food Safety - Food Temperature Danger Zone - Food Poisoning Symptoms - How to Wash Your Hands.

Module IV: Stocks & Sauces: Role of Stocks and sauces in cooking- The Mother Sauces- Stock Making Basics- Chicken Stock Recipe- Vegetable Stock Recipe - Chicken Velouté Sauce - Suprême Sauce Recipe - Making Beef Stock - Espagnole: Basic Brown Sauce - Demi-Glace Recipe - Beurre Blanc Sauce - Béchamel Sauce Recipe - Hollandaise Sauce Recipe

BSH/C 5D03 INTRODUCTION TO BANQUETS AND BUFFETS

Module	Topic	Content
1	Introduction to function catering	<ol style="list-style-type: none"> 1.Introduction to function catering 2.Banquets 3.Types of functions 4.Function staff 5.Staff requirement calculation
2	Function Menu and equipment	<ol style="list-style-type: none"> 1.Function Menus 2.Banquet menu planning 3.Wine list 4. Food Service equipment 5.Other function equipment
3	Table set-ups and service methods	<ol style="list-style-type: none"> 1.Table plans 2.Spacing 3.Table set-ups 4. Service during formal functions 5. Service during informal functions
4	Function Booking and organization	<ol style="list-style-type: none"> 1.Booking a function 2.Organizing a function 3.Briefing 4.Procedure for toasts at formal function 5.Procedure for toasts at formal wedding
5	Outdoor catering & Buffet	<ol style="list-style-type: none"> 1.Introduction to outdoor catering

		2. Staff requirement 3. Calculating tables & equipments required 4. Introduction to Buffet 5. Types of buffet, buffet settings
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Reference Book

Sl.No	Book Name	Author
1	Food and Beverage Service	R. Singaravelavan-Oxford university press
2	Food & Beverage Service	Vijay Dhawan-Frank Bros & Co
3	Text book of Food and Beverage Management	Sudhir Andrews-The McGraw-Hill companies

Common courses

BHC3A11 BASIC NUMERICAL METHODS

Course No: 3.1

Course Code: BHC3A11

Course Name: Basic Numerical Methods

Credits: 4

Hours per week: 4

Total hours: 64

Course Objectives:

- To enable the students to acquire knowledge of numerical equations, matrices progressions, financial mathematics and descriptive statistics
- At the end of this course, the students will be able to understand numerical equations, matrix, progression, financial mathematics, descriptive statistics and their applications.

Module I:

Numerical expressions and Equations: Simultaneous linear equations (up to three variables), Quadratic equations in one variable-factorization and quadratic formula [10 Hours]

Module II

Matrices: introduction - type of matrices –trace and transpose and determinants - matrix operations – adjoint & inverse–rank- solving equations by matrices: Cramer’s Rule(not more than 3 variables). (15 Hours)

Module III

Sequence, Series and Progression : Concepts and differences - Arithmetic progression- nth term and sum of n terms of an AP - Insertion of Arithmetic means in AP - Geometric progression- ‘nth term and sum of n terms of an GP - Insertion of Geometric Mean in GP - Harmonic progression. (20 Hours)

Module IV

Interest and Time value : *Concept* of interest-Types of interest: Simple interest and compound interest – nominal, real and effective rate of interest. Future value and Present Value; Annuity and Perpetuity . Computing future and present values of annuity (regular and immediate) - multi and growing period perpetuity. Compound annual growth rate- computation of Equated Monthly Installments (EMI). (15 Hours)

Module V:

Descriptive Statistics: Measures of Central Tendency – Mean : Arithmetic mean , Geometric mean and Harmonic Mean- Median ,Mode and other position values. Measures of Dispersion: mean deviation, quartile deviation, standard deviation and coefficient of variation. Measures of Skewness and Kurtosis. (20 Hours)

Reference Books

1. Business Mathematics and Statistics- N G Das & J K Das (Tata McGraw Hill)
2. Basic Mathematics and its Application in Economics – S. Baruah (Macmillan)
3. Mathematics for Economics and Business – R. S. Bhardwaj (Excel Books)
4. Business Statistics – G. C. Beri (Tata McGraw Hill)
5. Fundamentals of Statistics – S.C.Gupta (Himalaya Publishing House)
- 6.SP Gupta ,Statistical Methods, Sultan Chand
- 7.Dinesh Khattar-The Pearson guide to quantitative aptitude for competitive examinations.
8. Dr. Agarwal.R.S– Quantitative Aptitude for Competitive Examinations, S.Chand &Co. Limited.
- 9.. Abhijit Guha, Quantitative Aptitude for Competitive Examinations, Tata Mcgraw Hill,
(Theory and problems may be in the ratio of 20% and 80% respectively. An over view of the topics is expected and only simple problems shall be given)

BHC3A12 PROFESSIONAL BUSINESS SKILLS

Lecture Hours per week: 4

Credits: 4

Internal: 20

External: 80

Examination 2.5 Hours

Objectives:

- To update and expand basic Informatics skills of the students
- To equip the students to effectively utilize the digital knowledge resources for their study

Module I

Professionalism: Meaning -Definition – Characteristics - Traits and Qualities of a good professional - Professionalism in business - Professional Skills: important soft skills for business success Professionalism in Communication: Verbal Communication: Professional Presentation - Different Presentation Postures- Written Communication: Email - Significance of Email in business – Email etiquette: format - rules – dos and don'ts - Technical Documentation: Standards – Types
(15 Hours, 15 marks)

Module II

E-Learning :Introduction of electronic learning - benefits and drawbacks of e-Learning - Online education - Digital age learners - Knowledge resources on internet - E-books, Audio, Video and other means for e-learning- Introduction to e-content development and tools - Online libraries – MOOCs - The e-Learning as a service Industry - major technologies used in e-earning- different approaches for eLearning delivery - E-learning in India
(12 Hours, 12 marks)

Module III

Business Data Analysis : Features of New Generation Computers – Concept of data analysis – Business Data Analysis – Data Analyst – Types of analysts - organisation and source of data, importance of data quality, dealing with missing or incomplete data- Social Networking Analysis – Big Data Analysis - Role of Data Scientist in Business & Society - Role of Artificial Intelligence and Intelligent Agents in ebusiness - Ethical and Legal considerations in Business Analytics
(18 Hours, 18 marks)

Module IV

Socio - Cyber Informatics: IT and society - Digital Divide – Digital natives-Cyber space- New opportunities and threats - Cyber ethics - Cyber-crimes -Types - Cyber Laws – Organisations related with cyber laws-Cyber addictions - Information overload - Health issues - e-waste and Green Computing –Recent E-governance initiatives in India
(15 Hours, 15 marks)

Module V

Digital Marketing : Introduction to Digital marketing Environment –meaning & Concept – Need for digital marketing – Advantages and disadvantages of digital marketing -Trends in digital marketingTypes of digital marketing – Business models in digital marketing Business to Business (B2B), Business to Customer (B2C), Customer to Customer (C2C), Business to Employees (B2E), Business to Government (B2G) - Online advertising - types of online advertising - Top e-commerce websites around the world and its scenario in India. PPC (Pay per Click) advertising – Search engine Analytics – search engine ads – social media channels and ads.

(20 Hours, 20 marks)

References Books:

1. Professional Business Skills – Lee Pelitz 2nd Edition
 2. Peter Norton, Introduction to Computers, Tata McGraw Hill Private Limited, New Delhi, 2009.
 3. Alan Evans, IITL ESL, Leslie Lamport, Dolores Etter, Darren George, Kenneth C Laoudon, Gary Rogers, Rainer Handel, INFORMATICS -Technology in Action, Pearson Education, Delhi, 2009.
 4. V.Rajaraman, Introduction To Information Technology, PHI Learning Private Limited,New Delhi, 2009.
 5. Daniel Minoli&EmmaMinoli, Web Commerce Technology Hand Book, Tata McGraw Hill, New Delhi, 2009
 6. Godfrey Parkin,DigitalMarketing:Strategies for online success,New Holland publishers Ltd,2009
 7. Damian Ryan,Understanding Digital marketing:Marketing strategies for Engaging the Digital generation,Kogan page,3rd Edition,2014
 8. Jonah Berger,Contagious Why things catch on,Simon&Schuster,2013
 9. Turban E, Armson, JE, Liang, TP &Sharda, Decision support and Business Intelligence Systems, 8thEdition, John Wiley & Sons, 2007
 10. Frank J. Ohlhorst, Big Data Analytics, 1st Edition, Wiley, 2012.
 11. Efraim Turban, Ramesh Sharda, Jay Aronson, David King, Decision Support and Business Intelligence Systems, 9th Edition, Pearson Education, 2009.
 12. Microsoft Office 2007 Business Intelligence - Reporting, Analysis, and Measurement from the Desktop, Doug Harts, TATA McGraw-Hill Edition, 2008
 13. Data Mining for Business Intelligence: Concepts, Techniques, and Applications in Microsoft Office Excel with XLMiner, GalitShmueli, Nitin R. Patel, Peter C. Bruce, Wiley Publication, 2010
 14. Data Mining: Concepts and Techniques”, Morgan Kaufmann Publication, 3rd Edition, 2011
- Data Science for Business – What you need to know about data mining and data-analytic thinking, Foster Provost, Tom Fawcett, O’ Reilly Media Publication, 2013

BHC4A13 ENTREPRENEURSHIP DEVELOPMENT

Course No: 4.1

Course Code: BHC4A13

Course Name: Entrepreneurship Development

Credits: 4

Hours per week: 4

Total Hours 64

Course Objectives

- To familiarize the students with the concept of entrepreneurship.
- To identify and develop the entrepreneurial talents of the students
- To generate innovative business ideas in the emerging industrial scenario.

Module 1

Concepts of entrepreneur: Entrepreneur- Definitions - Characteristics of entrepreneur- Classification of entrepreneur-Entrepreneurial traits -Entrepreneurial functions - role of entrepreneurs in the economic development - Factor effecting entrepreneurial growth – Entrepreneurship – Meaning – definition - Entrepreneur vs Intrapreneur - Women Entrepreneurs - Recent development – Problems - Entrepreneurial Development Programmes - Objectives of EDP - Methods of training - Phases of EDP. (10Hours)

Module 2

Institutional support and incentives to entrepreneurs- Functions of Department of Industries and Commerce (DIC) - Activities of Small Industrial Development Corporation (SIDCO)-Functions of National Small Industries Corporation(NSIC)- Functions of Small Industries Development Bank of India (SIDBI) - Khadi Village Industry Commission (KVIC)-Small Industries Service Institute (SISI)- Functions and services of Kerala Industrial Technical Consultancy Organisation (KITCO)-Activities of Science and Technology Entrepreneurship Development Project (STEDP)-Strategies of National entrepreneurship Development Board (NEDB) -Objectives of National Institute for entrepreneurship and small business development (NIESBUD) - Techno park-Functions of techno park Incentives Importance- Classification of incentives – Subsidy - Types of Subsidy (12 Hours)

Module 3

Micro Small and Medium Enterprises- Features- Objectives- Importance- Role of SME in the economic development- MSME Act 2006- Salient features- Credit Guarantee Fund Trust Scheme for MSMEs - Industrial estates-Classification-Benefits- Green channel- Bridge capital- Seed capital assistance-Margin money schemes –Single Window System- Sickness- Causes –Remedies Registration of SSI (12 Hours)

Module 4

Setting up of Industrial unit-(Only Basic study) Environment for Entrepreneurship – Criteria for selecting particular project- Generating project ideas-Market and demand analysis-Feasibility study Scope of technical feasibility- Financial feasibility- Social cost benefit analysis-Government regulations for project clearance-Import of capital goods- approval of foreign collaboration- Pollution control clearances- Setting up of micro small and medium enterprises-Location decision- Significance. (15 Hours)

Module 5

Project Report - Meaning-Definition - Purpose of project reports-Requirements of good report - Methods of reporting - General principles of a good reporting system - Performa of a project report - Sample project report. (The preparation of sample project report shall be treated as an assignment of this course). (15 Hours,)

Books Recommended:

1. Shukla M.B. Entrepreneurship and small Business Management,KitabMahal Allahabad.
2. SangramKeshariMohanty, Fundamentals of entrepreneurship,PHI,New Delhi.
3. Nandan H. Fundamentals of Entrepreneurship,PHI, NewDelhi.
4. Small-Scale Industries and Entrepreneurship, Himalaya Publishing ,Delhi
5. C.N.Sontakki,ProjectManagement,Kalyani Publishers, Ludhiana.
6. SangamKeshariMohanty. Fundamentals of Entrepreneurship, PHI, NewDelhi
7. Peter F. Drucker- Innovation and Entrepreneurship.
8. Vasanth Desai, Small Business Entrepreneurship, Himalaya Publications.
9. MSME Act 2006.

BHC4A14 BANKING AND INSURANCE

Course No: 4.2

Course Code: BHC4A14

Course Name: Banking And Insurance

Credits: 4

Hours per week: 4

Total Hours : 64

Course Objectives:

- To enable the students to acquire knowledge about basics of Banking and Insurance.
- To familiarize the students with the modern trends in banking.

Module 1

-Introduction to Banking : Meaning and definition - Origin and development of banking – Customer of a bank - Structure of banking in India - Banks and economic development -Functions of commercial banks (conventional and innovative functions) - Central bank RBI – Functions - Emerging trends in banking.

- Activity: List out the name of banks as per their different category
- Assignment: Procedure for creating an account in a bank **(10 Hours)**

Module 2

Negotiable Instruments : Definition - Characteristics - Types - Parties to negotiable instruments - Cheques - Types of cheques - Crossing of cheques - Drafts - Cheque vs. Draft - Endorsement - Significance - Regularity of endorsement - Liability of endorser -Electronic payments.

Activity / Assignment:

- Writing of cheque , writing of challan for Demand Draft
- Procedures for a Bank Loan. **(10 Hours)**

Module 3

E-Banking-centralized online real time electronic banking (CORE)-Electronic Clearing service (ECS) - Electronic Fund Transfer - Real Time Gross settlement (RTGS)—National Electronic Fund transfer(NEFT)-society for worldwide interbank financial telecommunication(SWIFT) - E-cheque - Any Time Money - ATM.s- Credit card - Debit card-smart card - Internet banking - mobile banking - Tele-banking - financial inclusion - recent initiatives in financial inclusion.

Activity / Assignment:

- Chelan filling for RTGS, EFT and NEFT
- Different types of Cards, the Procedure for application of different cards and the Procedure for blocking cards
- Procedure for application or activation of net banking, m-banking and tele-banking. **(15 Hours)**

Module 4

Introduction to insurance: Concept - need of insurance-insurance as a social security tool – insurance and economic development-principles of insurance - various kinds of insurance - life and general insurance (fire, marine, medical, personal accident, property and motor vehicle insurance) - featureslife insurance Vs. general insurance.

- Activity / Assignment: List out different names of insurance companies **(15 Hours)**

Module**5**

Life insurance-law relating to life insurance-general principles of life insurance contract, proposal and policy—Assignment and nomination - title and claims - general insurance - law relating to general Insurance - IRDA - powers and functions - insurance business in India.

- Case Study: Preparation of a proposal for life insurance and how to claim insurance in case of any accident, death or damage.

(14 Hours)**Reference Books:**

1. . Jyotsna Sethi and Nishwan Bhatia's *Elements of Banking and Insurance*, published by Phi Learning Private Ltd.
2. Indian Institute of Bankers (Pub) Commercial Banking Vol-I/Vol-II (part I& II)Vol- III.
3. Varshaney: Banking Law and Practice.Sultan Chand
4. Dr. P. Periasamy: Principles and Practice of Insurance Himalaya Publishing House, Delhi.
5. Inderjit Singh, RakeshKatyal& Sanjay Arora: Insurance Principles and Practices,Kalyani Publishers, Chennai.
6. M.N. Mishra: Insurance Principles and Practice, S. Chand & Company Ltd, Delhi.
10. G. Krishnaswamy : Principles & Practice of Life Insurance
11. Kothari &Bahl: Principles and Pratices of Insurance
12. B.S. Khubchandani, "Practice and Law of Banking",MacMillan India Ltd
13. K.C. Nanda," Credit Banking", Response Book, Sage Publication.