

**SYLLABUS
For
BHMCT
(BachelorsInHotel
Management&Catering
Technology)
4Year(Hons.)**

Batch2024onwards

FirstSemester

Course Code	CourseType	CourseTitle	LoadAllocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
		First 2 Weeks Mandatory Induction Program for all BHMCT I Year Studentsbeyondclass hours							
AGBHM101-24	Major1	FoodProduction Foundation-I	3	0	0	40	60	100	3
AGBHM102-24	Major1 Practical	FoodProduction Foundation-I (Practical)	0	0	4	60	40	100	2
AGBHM103-24	Major2	Food & Beverage ServiceFoundation-I	3	0	0	40	60	100	3
AGBHM104-24	Major2Practical	Food & Beverage ServiceFoundation-I (Practical)	0	0	4	60	40	100	2
AGBHM105-24	Minor1	FoundationCoursein Rooms Division Operations – I	2	0	0	40	60	100	2
AGBHM106-24	Minor1Practical	FoundationCoursein Rooms Division Operations– I (Practical)	0	0	2	60	40	100	1
AGBHM107x	Multidisciplinary Course 1	CommonBasket-I	3	0	0	40	60	100	3
AEC-24101	Ability Enhancement Course 1	FoundationCoursein English-I	2	0	0	40	60	100	2
AGBHM108-24	SkillEnhancement Course 1	Bakery & Confectionery -I	2	0	0	40	60	100	2
AGBHM109-24		Bakery& Confectionery-I (Practical)	0	0	2	60	40	100	1
VAC-24101	ValueAdded Course 1	UniversalHuman Values	3	0	0	40	60	100	3
	TOTAL		18	0	12	520	580	1100	24

**List of Multidisciplinary Course I
(Common Basket-I)**

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
AGBHM107A-24	Multidisciplinary Course 1	Basics of Tourism	3	0	0	40	60	100	3
AGBHM107B-24	Multidisciplinary Course 1	Indian Heritage and culture	3	0	0	40	60	100	3
AGBHM107C-24	Multidisciplinary Course 1	Constitution of India	3	0	0	40	60	100	3

Students can opt any one subject from the list of Common Basket-I as given.

Second Semester

Course Code	CourseType	CourseTitle	LoadAllocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
AGBHM201-24	Major3	FoodProduction Foundation-II	3	0	0	40	60	100	3
AGBHM202-24	Major3 Practical	FoodProduction Foundation-II (Practical)	0	0	4	60	40	100	2
AGBHM203-24	Major4	Food & Beverage ServiceFoundation-II	3	0	0	40	60	100	3
AGBHM204-24	Major4 Practical	Food&Beverage ServiceFoundation-II (Practical)	0	0	4	60	40	100	2
AGBHM205-24	Minor2	FoundationCoursein Rooms Division Operations – II	2	0	0	40	60	100	2
AGBHM206-24	Minor2Practical	FoundationCoursein Rooms Division Operations– II (Practical)	0	0	2	60	40	100	1
AGBHM207-24	Multidisciplinary Course 2	FoodScience&Nutrition	3	0	0	40	60	100	3
AEC-24102	Ability Enhancement Course 2	FoundationCoursein English-II	2	0	0	40	60	100	2
AGBHM208-24	Skill Enhancement Course 2	Application of Computer&IT	2	0	0	40	60	100	2
AGBHM209-24		Application of Computer&IT (Practical)	0	0	2	60	40	100	1
AGBHM210y	ValueAdded Course 2	CommonBasket-II	3	0	0	40	60	100	3
	TOTAL		18	0	12	520	580	1100	24

ListofValueAddedCourse2 (Common Basket-II)

Course Code	CourseType	CourseTitle	LoadAllocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
AGBHM210A-24	ValueAdded Course 2	Environmental Science	3	0	0	40	60	100	3
AGBHM210B-24	ValueAdded Course 2	Healthylivingand fitness	3	0	0	40	60	100	3
AGBHM210C-24	ValueAdded Course 2	Fundamentalof Management	3	0	0	40	60	100	3
AGBHM210D-24	ValueAdded Course 2	Nutrition and diet planning(MOOC)	3	0	0	40	60	100	3

Studentscanopt anyonesubjectfromthelist ofCommonBasket-IIas given.

***FIRST
SEMESTER***

COURSE CODE: AGBHM 101-24

COURSE TITLE: Food Production Foundation-I (THEORY)

L:T:P::3:0:0

Credits-3

Max Marks: 100

Course Objectives:

The objective of this course is that the student would be having a basic idea about the Food Production department of the hotel, students would be able to identify a major role played by the Kitchen Department and how it plays a very vital role in customer satisfaction.

Course Outcomes: After completion of the course student will be able to understand:- CO1.

Discuss the concept of professional kitchen & cooking

CO2. Learn about kitchen equipments, fuels & safety methods.

CO3. To Learn about Fuel and safety procedure in kitchen.

CO4. Identify and learn about various ingredients used in cooking

CO5. Will be able to learn about different methods used in cooking.

CO6. Learn about the different types of cooking.

Unit-I (8 hours)

Professional Kitchen & Cooking- Introduction, Definition and its importance, Personal & Kitchen Hygiene, Uniform, Protective clothing, Hierarchy of Kitchen Department, Classical Kitchen Brigade, Modern Staffing in various hotels, Duties & Responsibilities of various chefs in kitchen and their attributes, Coordination of kitchen with other departments.

Unit-II (7 hours)

Kitchen Equipment- Kitchen Equipments, Classification, Description and Usage, Upkeep and Storage of Kitchen Tools, Knives, Their Usage, Care & Maintenance, Workstations and Safety Procedures.

Unit III (7 hours)

Fuels & Safety- Fuel – Types, Usage and Precautions, Fire-Introduction, Types and handling fires and usage of extinguishers, Basic First Aid-Burns, Scalds, Cuts.

Unit IV (8 hours)

Ingredients used in cooking- Herbs & Spices, Cereals and Pulses, Fruits and Vegetables, Salt, Sweeteners, Fat, Milk and Milk Products: - Introduction, Types, Purchasing, Storing Considerations and their key uses in kitchen.

Unit V (8 hours)

Methods of Cooking- Introduction, Definition, and its importance.

Unit VI

Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Roasting, Frying, Sautéing, Braising.

Cooking with Microwave, Ovens, Gas, Induction Plates and others such medium.

TextBooks:-

- FoodProductionOperations:ParvinderSBali,OxfordUniversity Press
- ModernCookery(Vol-I)ByPhilipE.Thangam, Publisher:OrientLongman
- PracticalCookeryByKinton&Cessarani
- TheoryofCatering ByKinton &Cessarani
- Theoryof Cooking BySingh SK&Chomplay.P
- TheoryofCookeryByKArora,Publisher: FrankBrothers

ReferenceBooks

- Accompaniments&Garnishesfromwaiter;Communicate:FullerJ.Barrie&Jenkins
- Professional Cooking by Wayne Gislen,Publisher Le Cordon Bleu
- PracticalProfessionalCookeryByKauffman&Cracknell The
- Professional Chef: Le RoIA.Polsom

COURSE CODE: AGBHM 102-24

COURSE TITLE: Food Production Foundation-I(PRACTICAL)

L-0,T/P-4

Credits: 02

Max Marks: 100

Objective: The course aims to introduce the students to Basic Kitchen knowledge which will subsequently help to understand and apply Professional Cookery during the subsequent semesters.

Course Outcome CO1. To be able to list and relate to kitchen equipment's and their handling.
CO2. To develop the ability to classify different vegetables along with the cuts.
CO3. Students will learn and compare various methods of cooking used in Food Production.
CO4. Students will be able to apply the hands-on learning to prepare various dishes. CO5. Students will learn how to make soups, thickening agents.
CO6. To develop ability to make various dishes of rice & pasta cookery

EVALUATION: The performance of the students will be evaluated on the basis of class participation, house tests, regularity and assignments carrying 60 percent of the total marks and rest through semester end examination of 4 hours duration.

1. Introduction to Equipments, Identification, Description, Uses And Handling Of Equipments
2. **Knife Skills** – Cuts of Vegetables
3. **Cooking Methods** Frying, Baking, Grilling, Poaching, Stewing, Braising, Boiling, Steaming Sautéing, Poeling, Searing
4. **Stocks**
White, Brown, Fish & Vegetable
5. **Mother Sauces**
Béchamel, Espagnole, Velouté
6. **Other Sauces**
Hollandaise, Mayonnaise and Tomato Sauce
7. **Soups**
Consommé, Cold and Broth
8. **Thick Soups**
Puree, Velouté, Cream, Bisque and Chowder
9. **Egg Cookery**
Boiled-Soft & Hard, Fried-Bulls Eyes, Over Easy, Continental and Masala Omelet, Scrambled, Encocotte
10. **Salads-Simple and Compound**
Garden green, Waldorf salad, Russian salad, Coleslaw, Caesar, Nicoise salad
11. **Potato Cookery**
Fried, Mashed, Roast, Boiled, Sauté, Baked
12. **Rice & Pasta Cookery**
Drainage and Absorption Method, Al-dente, Fried Rice, Boiled Rice, Rice Pilaf, Herb Rice, and Brown Rice

COURSE CODE: AGBHM 103-24

COURSE TITLE: Food & Beverage Service Foundation-I (THEORY)

L:T:P::3:0:0

Max Marks: 100

Credits-3

Course Outcomes:

CO1. Course inculcates knowledge about the concept. Students will practice basic service skills used in F&B Outlets and their characteristics.

CO2. Learn about F&B hierarchy, duties & responsibilities, coordination of F&B service department with other departments.

CO3. Students will be able to understand and explain various F&B equipment's and their usages.

CO4. To develop the ability to understand the intricacies in preparation of Restaurant operations.

CO5. Student will be able to classify and illustrate on food service principles and procedures.

CO6. Will be able to learn about different types of dining services in F&B.

Unit-1: INTRODUCTION TO HOSPITALITY INDUSTRY-Success trigger of hospitality industry, Types of F&B operations, Classification of commercial, residential/non-residential, Welfare catering-industrial/institutional/transport such as air, road, rail, sea, etc. Indian concept of hospitality (Values & ethics viz – a vis world), Overview of F&B Service in India.

Unit-2: DEPARTMENTAL ORGANISATION & STAFFING: F & B Outlets-Specialty restaurants, Coffee shop/all day dining, Cafeteria, Fast food (Quick Service Restaurant), Grill room, Banquets, Bar types, pubs, permit rooms, Vending machines, Night clubs – Discotheques, Casinos, Pastry shops, Coffee bars, Room service/IRD, Mobile catering. Ancillary departments-Pantry, Food pick up area, Store, Linen room, Kitchen stewarding, principal staff of various F&B operations – hierarchy a) French/English/American hierarchy of F & B staff b) Duties & responsibilities of F & B staff, Attributes of a good waiter c) Interdepartmental relationships (within F & B & other departments)

Unit-3: F & B SERVICE EQUIPMENT-Cutlery, Crockery, Glassware, Flatware, Hollowware & All other equipment used in F&B service (French terms related to the above). Preparation for service-Organizing. MEALS & MENU PLANNING-Origin of menu, Objectives of menu planning, Types of menus, mise-en-scene & organizing mise-en-place. Courses of French classical menu, Sequence, French names of dishes, Types of meals, Early morning tea, Breakfast (English/American/Continental/Indian/ Buffet), Bruch, Lunch, Afternoon/high tea, Dinner, Supper

Unit-4: DINING SERVICES –Silver service, Pre plated service, Cafeteria service, Room service, Buffet service, Gueridon service, & Live counters Lounge service, Food court, Butler service, Family service, Russian service, Indian form of service & Oriental service

ReferenceBooks:

1. Food&BeverageServiceTrainingManualbySudhirAndrews,
Publisher: McGraw Hill
2. FoodandBeverageService,8thEditionbyJohnCousins,Dennis
Lillicrap and Suzanne Weekes, Publisher: Hodder Education
3. ModernRestaurantServicebyJohnFuller,Publishers: Hutchinson's
4. Professional
5. FoodCBeverageService-BobbyGeorgeCSandeePChatterjee,
Jaico Publishing House
6. FoodCBeverageService-R.Singaravelavan,OxfordUniversity
Press, New Delhi.
7. FoodCBeverageService-DennisR.Lillicrap.CJohn.A.Cousins.
Publisher: ELBS .
8. TheWaiterHandbookByGrahmBrown,Publisher:GlobalBooks
CSubscription Services New Delhi.

COURSE CODE: AGBHM104-24

COURSE TITLE: Food & Beverage Service Foundation I (PRACTICAL)

L:T:P::0:0:4

Credits-2

Max Marks:100

Course Objectives: This course gives reveal show food & beverage is served at various outlets of food and beverage departments in the hospitality industry.

Course Outcomes: After completion of the course student will be able to understand:- Co1.

Understand the importance of grooming skills

CO2. Students will be able to List and name various Restaurant equipment's. CO3.

Students will practice basic service skills used in F&B Outlets.

CO4. Be able to prepare various menu's for different occasions keeping in mind the standards of menu making.

CO5. Students will be able to learn how to setup the restaurant before service.

CO6. Be able to understand the process of telephone handling and complaints of guests.

Unit-1: INTRODUCTION TO THE FOOD & BEVERAGE DEPARTMENT- Overview, Importance of grooming, Grooming standards & checklist, Familiarization & identification of food service areas & ancillary areas with tools & equipment, Soft skills—Importance & Service drivers

Unit-2: PREPARATION OF SERVICE- Mise-en-scene, Mise-en-place, & Opening, operating & closing duties, **SOCIAL SKILLS**- Handling guest complaints, Telephone manners & Dining & service etiquettes. Listening skills, delighting the guest, Storytelling, Spontaneity, Gaining guest loyalty & seeing off the guest

Unit-3: APPLICATION OF MENU PLANNING EXERCISE FRENCH CLASSICAL MENU & INDIAN MENU- Examples from each courses, Cover of each course, Accompaniments

Unit-4: TABLE LAY-UP & SERVICE- Alacarte cover, Table d'hôte cover, Lunch service, Mise-en-place, Cover laying, Service, Clearing & Presenting bill

Unit-5: SOCIAL SKILLS- Listening Skills, delighting the guest- story telling, spontaneity, gaining guest loyalty & seeing off the guest. Handling guest complaints, telephone manners, dining & service etiquettes.

COURSE CODE: AGBHM105-24
COURSE TITLE: Room Division Foundation-I (THEORY)

L:T:P::3:0:0
Max Marks:100

Credits-3

Course Objectives:

The objective of this course is that the student would be having a basic idea about the room division of the hotel;

students would be able to identify major role and task performed in room division department.

Course Outcomes: After completion of the course student will be able to understand:-

CO1. Discuss the concept of accommodation Sector.

CO2. Learn about Guest room and specifications.

CO3. Identify the Front office role and functions.

CO4. Will be able to learn about personnel in housekeeping department.

CO5. To learn about Housekeeping Personnel.

CO6. Students will enhance their professional skills, etiquette and learn to work in a team.

Unit-I (8 hours)

Accommodation Sector: Introduction, Concept, and its importance; Types & Classification of Hotels on different basis; Star Categorization, Heritage Hotels and others, Indian Hotels; Origin, growth and development of Hotel Sector in India. (ITC, The Taj Group, The Oberoi Group) Foreign Hotel Chains in India – Hilton, Marriott, Hyatt, Dual brands.

Unit-2 (8 hours)

The Guest Accommodation: Guest Rooms, Types, Layouts, Salient Features, Description, Guest Room amenities, supplies and services, Floors, Room Name List Patterns, Guest Elevators, Floor Pantries, Guest Safety on Floors, Guest Safety Procedures during Fire, emergencies.

Unit-3 (8 hours)

Hotel Front Office: Front Office Introduction, Functions and its importance, Different sections of the front office department and their layout and importance, Reservation, Reception, Concierge, Bell desk, Lobby, Telephones, Cashier, Inter and Intra-department coordination, Organization structure of Front Office, Key Responsibilities, Job Descriptions, Attributes of Front Office Personnel, Uniform and Grooming Standards.

Unit-4 (8 hours)

Housekeeping Department: Introduction, Meaning and definition, Importance of Housekeeping, Sections of Housekeeping, Responsibilities of the Housekeeping department, a career in the Housekeeping department, Housekeeping Department: Organizational framework of the Department (Large/Medium/Small Hotel).

Unit-5 (8 hours)

House Keeping Personnel: Role of Key Personnel in Housekeeping, Job Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff – skills of a good Housekeeper, Interdepartmental Coordination with more emphasis on Front office and the Maintenance department, Hygiene and Grooming Standards of Housekeeping Personnel.

TextBooks:-

- o HotelHouseKeeping–SudhirAndrewsPublisher:TataMcGrawHill.
- o HotelHousekeepingOperations&Management–Raghubalan,OxfordUniversityPress.
- o HousekeepingandFrontOffice–Jones
- o FrontOfficeOperation Management-S.KBhatnagar,Publisher:FrankBrothers
- o FrontOfficeTrainingmanual–SudhirAndrews.Publisher:TataMcGraw Hill
- o FrontOfficeOperations–Colin Dix& ChrisBaird.
- o ManagingFrontOffice OperationsByKasavan&Brooks

ReferenceBooks:-

- o HotelHostelandHospitalHousekeeping–JoanC Branson &MargaretLennox(ELBS).
- o TheProfessionalHousekeeper–TuckerSchneider,;WileyPublications
- o ManagingFrontOfficeOperations–Kasavana&BrooksEducational InstitutionAHMA
- o FrontOffice–Operationsandmanagement–Ahmed Ismail(ThomsonDelmar).

COURSECODE: AGBHM106-24

COURSE TITLE: RoomDivisionFoundation-I(PRACTICAL)

L:T:P::0:0:2

Credits-1

CourseObjectives: This course gives reveal the equipment's used in Room Division along with essential supplies and grooming standard required in Room division.

CourseOutcomes: After completion of the course student will be able to understand:- CO1. To study the layout of different time of guest room.

CO2. To analyze different types of manual and mechanical cleaning equipments. CO3. To describe storage and maintenance of different cleaning equipment.

CO4. Understanding different front office equipment and furniture.

CO5. Filling different types of front office forms and formats.

CO6. To learn about DO'S and Don'ts of staff.

Topics:

(40 hours)

- o Understanding Personal Hygiene Grooming Standards
- o Understanding Layouts of Front Office and Housekeeping.
- o Familiarization with equipments and tools
- o Room layout and standard supplies (Amenities)
- o Preparing Room Amenity checklist
- o DO'S and Don'ts for new entrants/employees in the front office
- o Hotel terminology

MULTIDISCIPLINARY COURSE-1

COURSE CODE: AGBHM107A-24

COURSE TITLE: Basics of Tourism (THEORY)

L:T:P::3:0:0

Credits-3

Max Marks:100

Course Objectives:

The objective of this course is that the student would be to have a basic knowledge of tourism Industry.

Course Outcomes: After completion of the course student will be able to understand:- CO1.

Discuss the concept of Tourism

CO2. Learn about Tourism products and resources.

CO3. Identify and learn about Tourism planning and development CO4. Will

be able to learn about Tour Operations.

CO5. Learn about the tour packages

CO6. To Learn about Guides & Escorts

Unit-I (8 hours)

Concept of Tourism: Origin and objectives of tourism, Elements of tourism; Scope of tourism; Nature of tourism, Travel motivations, Economic benefit of tourism.

Unit-2 (8 hours)

Tourism products and resources: Architectural heritage of India, Classical and folk art of India, Fairs and festivals of India, Natural and other tourism resources.

Unit-3 (8 hours)

Tourism planning and development: Steps of tourism planning, Tourism policy of India, Tourism in State and its policy, Participation of public and private sector in planning.

Unit-4 (8 hours)

Tour Operations: Meaning & Definition, Types of Tour operator: Inbound, Outbound & Domestic, Tour Packaging – definition, components of a tour package, Types of Package, Tour: Independent Tour, Inclusive Tour, Escorted Tour, Business Tour.

Unit-5 (8 hours)

Guides & Escorts: Their role and function Qualities required being a guide or escorting, Itinerary Planning, Steps to plan a Tour, Transport booking – reservation, Accommodation – Reservation & Food facilities, Local guide /escort, Tour Costing.

Text Books:-

- o Tourism and travel management – Bishwal R. Gosh
- o Dynamic of Tourism, R.N. Kaul, Sterling Publishing Pvt. Ltd., New Delhi.
- o International Tourism, A.K. Bhatia, Sterling Publishing Pvt. Ltd., New Delhi

Reference Books:-

- o Marketing Management, Philip Kotler, Prentice-Hall of India, New Delhi.
- o Marketing research – G.C. Beri
- o Hotels for Tourism Development, Dr. J.M.S. Negi, Metropolitan Book Co. (P) Ltd, New Delhi.
- o Hotel Front Office Management, James A. Bardi, Van Nostrand Reinhold New York.

COURSE CODE: AGBHM 107B-24
COURSE TITLE: INDIAN HERITAGE & CULTURE (THEORY)

L- 3, T/P- 0
Max Marks: 100

Credits-3

Objective: The aim of the course is to understand the concept and meaning of culture; establish the relationship between culture and heritage and tourism; discuss the role and impact of Indian Heritage and Culture in human life and Tourism.

Course Outcomes: After completion of the course student will be able to understand:- CO1.

Discuss the concept of Heritage

CO2. Learn about Museums.

CO3. Identify and learn about Culture and Civilization CO4. Will

be able to learn about Indian culture.

CO5. Learn about the National Tourism Resources

CO6. To Learn about Other Tourism Resources

Course Content

UNIT 1 (6 hours)

Heritage- Meaning and Concept, Criteria for Selection as Heritage Sites, Monuments and Zones by UNESCO (WHC), Types of Heritage Properties, World Famous Heritage Sites and Monument in India and Abroad

UNIT 2 (6 hours)

Museums- Concept and Classification, (National Museum, New Delhi; Bharat Kala Bhawan, Varanasi; Archaeological Museum; Sarnath, Etc.), Heritage Hotels and Its Classification

UNIT 3 (8 hours)

Culture - Culture-Concept, Meaning & Definition, Elements of Culture (Discourses on Culture in 19th and 20th Century A.D. (An Overview), Layers of Culture (Manifestation of Culture), Civilization (Concept, Meaning & Definition, Characteristics of Civilization), Difference between Culture and Civilization, Cultural Diversity (Dimensions of Cultural Diversity)

UNIT 4 (8 hours)

Indian Culture - General Features, Sources, Components and Evolution, Indian Culture & Heritage (Cultural Diversity of India, Geographic, Religious, Language, Clothing and Attire, Food Habits, Performing Arts, Fairs & Festival), Cultural History of India

UNIT 5 (4 hours)

National Tourism Resources- Wild Life Sanctuaries and National Park, the Indian Birds, Sanctuaries, Trekking and Mountaineering, Beaches, Hill and Mountain Resorts, Deserts, Ballooning, Boating, Island Tourism, Safari, Risk Based Activities

UNIT 6 (4 hours)

Other Tourism Resources- Duty Free Shops, Entertainment and Night Life, Theme Parks, Specialized Fairs, Annual Fairs, Sports Tourism, Dance and Music Festivals

TextBook:

1. Indian Art and Culture by Nitin Singhania, Publisher: McGraw Hill

Reference Books:

1. Conservation of Indian Heritage by Allchin and Allchin, Cosmo Publishers
2. The Tourist Historic City. Retrospect & Prospect of managing the heritage city by G.J. Ashworth, Publisher: Pergamon, Oxford.
3. Eyewitness Travel India, Publisher: Dorling Kindersley Ltd. London
4. Fundamentals of Travel & Tourism by Arpita Mathur, Publisher: Ann Books Pvt. Ltd, New Delhi.
5. Fairs & Festivals of India by S.P. Dharma and Seema Gupta, Publisher: Hindology Books.

COURSE CODE: AGBHM107C-24
COURSE TITLE: CONSTITUTION OF INDIA (THEORY)

L- 3, T/P- 0
Max Marks: 100

Credits-3

Course Outcomes:

After completion of the course student will be able to understand:- CO1. To know about the basic structure of Indian Constitution.
CO2. To know the Fundamental Rights (FR's), DPSP's and Fundamental Duties (FD's) of our constitution.
CO3. To know about our Union Government, political structure & codes, procedures. CO4. To know about the Judicial System of India and Judicial Activism.
CO5. To know the State Executive & Elections system of India
CO6. To learn the Amendments and Emergency Provisions, other important provisions given by the constitution.

Course Content

Module-1

Indian Constitution: Necessity of the Constitution, Societies before and after the Constitution adoption. Introduction to the Indian constitution, Making of the Constitution, Role of the Constituent Assembly.

Module-2

Salient features of India Constitution. Preamble of Indian Constitution & Key concepts of the Preamble. Fundamental Rights (FR's) and its Restriction and limitations in different Complex Situations. building.

Module-3

Directive Principles of State Policy (DPSP's) and its present relevance in Indian society. Fundamental Duties and its Scope and significance in Nation, Union Executive : Parliamentary System, Union Executive – President, Prime Minister, Union Cabinet.

Module-4

Parliament - LS and RS, Parliamentary Committees, Important Parliamentary Terminologies. Judicial System of India, Supreme Court of India and other Courts, Judicial Reviews and Judicial Activism.

Module-5

State Executive and Governor, CM, State Cabinet, Legislature - VS & VP, Election Commission, Elections & Electoral Process. Amendment to Constitution, and Important Constitutional Amendments till today. Emergency Provisions.

Textbook:

1. "Constitution of India" (for Competitive Exams) - Published by Naidhruva Edutech Learning Solutions, Bengaluru. – 2022.
2. "Introduction to the Constitution of India", (Students Edition.) by Durga Das Basu (DD Basu): Prentice – Hall, 2008.

Reference Books:

1. "Constitution of India, Professional Ethics and Human Rights" by Shubham Singles, Charles E. Haries, and et al: published by Cengage Learning India, Latest Edition – 2019.

2. "The Constitution of India" by Merunandan KB: published by Merugu Publication, Second Edition, Bengaluru.
3. "Samvidhana Odu"-for Students & Youths by Justice H N Nagamohan Dhas, Sahayana, kerekon.
4. M. Govindarajan, S. Natarajan, V. S. Senthilkumar, "Engineering Ethics", Prentice-Hall, 2004.

Ability Enhancement Course-1

1stSemester	Foundation Course in English-I				
AEC-24101					
Internal Marks:	40		L	T	P
External Marks:	60		2	0	0
Total Marks:	100		Credits		2

Course Outcomes: After studying the course, students will be able to:

CO1	Understand the Need and Purpose of Communication.
CO2	Recognize the different signals of non-verbal Communication.
CO3	Enhance and practice advanced vocabulary in day-to-day life
CO4	Understand the word formation in different contexts
CO5	Develop proficiency in reading skills
CO6	Activate and reinforce the Writing and critical thinking skills

Part	Content	CO
I	Communication -Meaning, Process, Kinds and Barriers	CO1
	Verbal and Non-Verbal Communication -Body language, Kinesics, Para-language and Proxemics	CO2
II	Vocabulary Building -Building Vocabulary for everyday communication expanding academic and professional understanding	CO3
III	Prefix, Suffix and Collocation -Understanding and Usage in various contexts	CO4
IV	Reading -Meaning, Importance, Gears of Reading and Effective Reading Skills	CO5
	Reading Practice -Unseen Comprehension Passages	CO6

References

- Technical Communication (Paperback, Meenakshi Raman, Sangeeta Sharma)
- Essentials of English Grammar & Composition by N. K. Aggarwal
- Black Book of English Vocabulary May 2024 by Nikhil Gupta

Skill Enhancement Course-1

COURSE CODE: AGBHM108-24

COURSE TITLE: BAKERY & CONFECTIONERY-I (THEORY)

L- 2, T/P- 0

Credits-2

Max Marks: 100

Course Objectives:

The objective of this course is that the student would be having a basic idea about the Bakery & Confectionery department of the hotel, students would be able to identify major role played by the Bakery Department and how it plays a very vital role in customer satisfaction.

Course Outcomes: After completion of the course student will be able to understand:- CO1.

Discuss the concept of professional bakery & Confectionery

CO2. Learn about the different types of flours.

CO3. To Learn about the procedure of bread making.

CO4. Identify and learn about various ingredients in bread making.

CO5. Will be able to learn about different methods used in bakery.

CO6. Learn about the layout and quality control.

Unit-I

Introduction & scope of Bakery & Confectionery, Bakery terms. Organisation chart of Bakery., Structure of wheat grain. Milling of wheat and role of bran and germ. Flours : Different types of flours available, constituents of flours, PH Value of flour, water absorption power of flour, gluten, diastatic capacity of flour, grade of flour.

Unit-II

Raw material required for bread making, Methods of bread making:- straight dough method- delayed salt method - no time dough method - sponge and dough method, Characteristics of good bread,

Unit-III

Bread faults and their remedies, Yeast, Bread diseases – Rye and mold - causes and prevention., Bread improvers - improving physical quality.

Unit-IV

Oven & Baking : Knowledge and working of various types of oven. Baking temperatures for bread, confectionery goods., Bakery layout – The required approvals for setting up of a Bakery – Government procedure and Bye-laws. - Selection of site - Selection of equipment. - Layout design - Electricity., Quality control - of raw material - of finished products.

COURSECODE: AGBHM109-24

COURSE TITLE: BAKERY & CONFECTIONERY-I(PRACTICAL)

L-0,T/P-2

Credits:01

MaxMarks:100

Objective: Lab would be based on the BHCT101. The objective of this lab is to understand the various skills of Baking and Bread Making in Bakery.

Course Outcomes: After completion of the course student will be able to understand:- CO1. To be able to list and relate to kitchen equipment's and their handling.

CO2. To develop the ability to learn different types of bread making.

CO3. Student will learn and compare various methods of making buns in confectionary.

CO4. Students will be able to apply hands on learning to prepare various multigrain breads. CO5.

Students will be able to learn about Bread & butter Pudding.

CO6. Learn about how to make various buns and brownies.

1. Equipment Identification

2. Ingredients & Glossary

3. Bread Making Straight dough method – Bread loaf & Bread rolls.

4. Bread Making Straight dough method – Bread sticks & Bread rolls

5. Bread Making Sponge & dough method – Brown bread loaf & rolls

6. Burger buns & Genoises sponge

7. Dinner rolls & Swiss roll & Yule log

8. Multigrain bread rolls & Donuts.

9. Garlic bread rolls and fruit tarts

10. Milk Bread & Bread & butter Pudding

11. Dinner Rolls & Crème caramel

12. Hot Dog Buns & Brownie

ValueAddedCourse-1

COURSECODE: VAC-24101

COURSE TITLE: UniversalHumanValues (THEORY)

L- 3, T/P- 0

Credits-3

1stSemester	UniversalHuman Values				
VAC-24101					
InternalMarks:	40		L	T	P
ExternalMarks:	60		3	0	0
Total Marks:	100		Credits		3

CourseOutcomes: Afterstudying thecourse, studentswill beable to:	
CO1	UnderstandtheNeedandProcessofValue Education.
CO2	IdentifyandAnalyseBasicHumanAspirations.
CO3	AnalysetheNeedsandActivitiesofSelfand Body.
CO4	HarmonyintheSelfandBody
CO5	IdentifyandUnderstand theComprehensiveHumanGoal.
CO6	UnderstandExistenceas Co-existenceat alllevels

Part	Content	CO
I	IntroductiontoValueEducation, Self-Exploration astheProcessofValue Education	CO1
	BasicHumanAspirations andthe Programtofulfil BasicHuman Aspirations	CO2
II	UnderstandingtheHuman BeingasCo-existenceofSELF(I)and BODY	CO3
III	UnderstandingHarmonyintheSELFand the BODY	CO4
	HarmonyintheFamily,Extending relationshipfromFamilyto Society.	CO5
IV	HarmonyinNatureandtheHolisticperceptionofHarmonyin Existence	CO6

References:

- AFoundationCourseinHumanValuesandProfessionalEthicsbyRRGaur,RSangalC G P Bagaria
- EthicsandHumanValuesbyS.AbdulSattar.
- HumanValuesbyDr.KshitizJain.

Second Semester

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
AGBHM201-24	Major 3	Food Production Foundation-II	3	0	0	40	60	100	3
AGBHM202-24	Major 3 Practical	Food Production Foundation-II (Practical)	0	0	4	60	40	100	2
AGBHM203-24	Major 4	Food & Beverage Service Foundation-II	3	0	0	40	60	100	3
AGBHM204-24	Major 4 Practical	Food & Beverage Service Foundation-II (Practical)	0	0	4	60	40	100	2
AGBHM205-24	Minor 2	Foundation Course in Rooms Division Operations-II	2	0	0	40	60	100	2
AGBHM206-24	Minor 2 Practical	Foundation Course in Rooms Division Operations-II (Practical)	0	0	2	60	40	100	1
AGBHM207-24	Multidisciplinary Course 2	Food Science & Nutrition	3	0	0	40	60	100	3
AEC 24201	Ability Enhancement Course 2	Foundation Course in English-II	2	0	0	40	60	100	2
AGBHM208-24	Skill Enhancement Course 2	Application of Computer & IT	2	0	0	40	60	100	2
AGBHM209-24		Application of Computer & IT (Practical)	0	0	2	60	40	100	1
VAC 24201	Value Added Course 2	Environmental Studies & sustainability	3	0	0	40	60	100	3
	TOTAL		18	0	12	520	580	1100	24

2nd Semester	Food Production Foundation-I (THEORY)				
AGBHM201-24					
Internal Marks:	40		L	T	P
External Marks:	60		3	0	0
Total Marks:	100		Credits		3

Course Outcomes: After studying the course, students will be able to:	
CO1	Discuss the concept of stock, soup and sauces.
CO2	Learn about eggs and its classification
CO3	To Learn about Poultry and game.
CO4	To let students familiarize with various meats cuts and their use in kitchen.
CO5	Identify and learn fishes used in cooking.
CO6	Will be able to learn about different Salad and sandwiches.

Part	Content	CO
I	Stocks, Sauces & Soups: Stocks: Introduction, Classification, Usage, Preparation; Sauces: Introduction, Classification, Usage, Thickening Agents, Preparation of Mother Sauces, understanding their derivatives, propriety sauces, making of good sauce, emerging trends, Soups: Introduction, Classification, Preparation, Salient Features, Care and precautions, trends in soup presentation.	CO1
II	Eggs: Eggs – Introduction, Usage in Kitchen, Structure of Egg, Classification Grading of Eggs, Types, Selection, Storage and preparation of breakfast dishes with eggs.	CO2
III	Poultry: Introduction, Classification, Selection Criterion, Cuts of Poultry, Yield and simple Indian preparations, Poultry, (With menu examples of each)	CO3
IV	Meat: Introduction, Classification, Selection Criterion, Characteristics, selection and grading, Classification (Bovines, Ovines and Swines), Categories, Cuts of Meat, beef/veal, Cuts of lamb/mutton, Cuts of pork, Variety meats(offal's), Storage and handling.	CO4
V	Fishes in cooking: Introduction, Types, Purchasing, Storing Considerations, Fish & Shellfish, Their Classification, Cuts of Fish, Popular Species of Fish, Classical Preparations of Fish, Common cooking methods used for seafood.	CO5
VI	Salad & Sandwiches: Salads: Introduction, compositions, types, dressings, emerging trends. Sandwiches: Introduction, compositions, types, dressings, emerging trends.	CO6

References / Text Books

Text Books:-

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Theory of Cookery By K Arora, Publisher: Frank Brothers
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery by Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell

Reference Books

Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
The Professional Chef: Le Rol A. Palsom
Theory of Catering By Kinton & Cessarani
Theory of Cooking By Pranshu & Singh SK

2nd Semester	Food Production Foundation-II (PRACTICAL)				
AGBHM202-24					
Internal Marks:	60		L	T	P
External Marks:	40		0	0	4
Total Marks:	100		Credits		2

Course Outcomes: After studying the course, students will be able to:	
CO1	Learn how to prepare soup, sauces & stocks
CO2	Learn how to prepare different types of eggs.
CO3	Will be able to learn about the identification of poultry (cuts& preparations)
CO4	Recognize commonly used raw material and understand the proper usage.
CO5	Learn how to make breakfast dishes.
CO6	Preparation of salads & sandwiches.

Part	Content	CO
I	Preparation of Stocks, Mother Sauces and at least two derivatives each. Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)	CO1
II	Understanding Eggs and their simple Breakfast Preparations; Preparation of: Hard & soft boiled eggs, Fried eggs, Poached eggs, Scrambled eggs, Omelette's (Plain, Spanish, Stuffed)	CO2
III	Familiarizations with, Poultry, Meats & Fishes Their Simple Cuts and Cooking Vegetables – Their usage and cooking precautions Simple Vegetable and Meat Cookery	CO3
IV	Identification of types of rice varieties & pulses, Simple preparation of Boiled rice (Draining & Absorption) method.	CO4
V	Fired rice, Simple daal preparation, Wheat, products like making chapattis, parathas, phulkas, Kulchas & puris. Simple Breakfast Preparations: Preparation of Puri/ Bhaji, Allo Parathas, Chola Bhatura, Preparation of Continental Breakfast	CO5
VI	Preparation of Salads & Sandwiches	CO6

2nd Semester	Food and Beverage Service Foundation-II (THEORY)				
AGBHM203-24					
Internal Marks:	40		L	T	P
External Marks:	60		3	0	0
Total Marks:	100		Credits		3

Course Outcomes: After studying the course, students will be able to:	
CO1	Learn about different non-alcoholic preparations.
CO2	Learn about different types of meals served in the restaurant
CO3	To learn about the menu and menu planning.
CO4	To learn about in room dining
CO5	To learn about the setups of present trays and trolleys
CO6	Will be able to learn about different billing methods & order taking

Part	Content	CO
I	Non-Alcoholic Beverages & Mocktails: Introduction, Types (Tea, Coffee, Juices, Aerated Beverages, Shakes) Descriptions with detailed inputs, their origin, varieties, popular brands, presentation and service tools and techniques. Mocktails – Introduction, Types, Brief Descriptions, Preparation and Service Techniques	CO1
II	Types of Meals: Breakfast-Concept, Types & classification, Breakfast services in Hotels, Preparation for Breakfast Services, Mise-en-place and Mise-en-scene, arrangement and setting up of tables/trays, Functions performed while serving Breakfast, emerging trends in Breakfast Services and salient features. Brunch, Lunch, Hi-Tea, Dinner, Supper, Elevenses and other. Table Cheese: types, storage and their services.	CO2
III	Types of Menu: Introduction, Concept, Types, Salient Features, Menu Designs, French Classical Courses.Cover and Accompaniments for Dishes. French and culinary terms.	CO3
IV	Room Service/ In Room Dining: Introduction, Concept of Room Service/ In Room Dining, Salient Features. Understanding Guest expectations in Room Service, Room Service Equipment's.	CO4
V	Set up of Trays & Trolleys, Upkeep and Storage, Service Tools, Clearance, Presentation of Bills, Room Service Dos & Don'ts. Mini Bar Management in Guest Rooms, Guest Interaction– Have and Have not's.	CO5
VI	Order Taking & Billing methods: Introduction, checking system in food operations, Methods of taking food and beverages orders in various outlets. Computerized order taking.	CO6

References / Textbooks
<p>Text Books:-</p> <ul style="list-style-type: none"> • Food & Beverage Service–Dennis R.Lillicrap. & John A. Cousins .Publisher: ELBS • Food & Beverage Service–Sudhir Andrews, Tata Mc Graw Hill. • Food & Beverage Service Lillicrap & Cousins, ELBS • Introduction F & B Service- Brown, Heppner & Deegan <p>Reference Books</p> <ul style="list-style-type: none"> • Modern Restaurant Service-John Fuller, Hutchinson • Professional Food & Beverage Service Management–Brian Varghese • The Restaurant (From Concept to Operation)

2 nd Semester	Food and Beverage Service Foundation-II (PRACTICAL)				
AGBHM204-24					
Internal Marks:	60		L	T	P
External Marks:	40		0	0	4
Total Marks:	100		Credits		2

Course Outcomes: After studying the course, students will be able to:	
CO1	Learn how to prepare different non-alcoholic beverages
CO2	Will be able to learn about the restaurant etiquettes
CO3	Different types of breakfast served in the restaurant
CO4	Learn different types of food services done in the restaurant.
CO5	Learn about service of soups
CO6	Making different types of mocktails.

Part	Content	CO
I	Understanding Non-Alcoholic Beverages, Types & Service Techniques	CO1
II	Guest Interactions while on Food Service–Do's & Don'ts	CO2
III	Breakfast Services: Types, Breakfast Layouts, Menu Knowledge, Table Services, Clearance & Acknowledging guests.	CO3
IV	Familiarization with Food Service in Restaurants (Receiving Guests, Table Layouts, complimenting them, Presentation of Bills, dealing with in house/residential guests), Presenting Menus, precautions while dealing with guests.	CO4
V	Services of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders and others)	CO5
VI	Understanding Mocktails, Their Presentation and Services (At least ten types of Mocktails)	CO6

2 nd Semester	Foundation Course in Room Division Operations-II (THEORY)				
AGBHM205-24					
Internal Marks:	40		L	T	P
External Marks:	60		2	0	0
Total Marks:	100		Credits		2

Course Outcomes: After studying the course, students will be able to:	
CO1	Learn about different cleaning agent and its application.
CO2	To Learn about Front office operation.
CO3	To Learn about different types of Cleaning Procedure.
CO4	To learn about Reservation procedure.
CO5	To learn about the importance of housekeeping desk.
CO6	Student will acquire to know how on various tasks in front desk function.

Part	Content	CO
I	Cleaning Science: Cleaning Agents, Characteristics of a good cleaning agent, PH scale, Types of cleaning agent, cleaning products (Domestic and Industrial), Cleaning Equipment: Types of Equipment, Operating Principles, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment, Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal.	CO1
II	Basic Front Office Operations: Front desk operations & functions, Equipment used at front office – Room Rack, Mail Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipment's, rooms and plans, Introduction to the guest cycle,	CO2
III	Housekeeping Procedures: Cleaning Schedules, Cleaning Methods, Cleaning of Guest Rooms & Bathrooms, Special Cleaning, Weekly Cleaning /Spring Cleaning, Evening service/ Turn Down Service, System & procedures involved, Forms and Formats, Replenishment of Guest supplies and amenities, Use of Maids Cart & Caddy. Briefing, Debriefing, Proceeding for Days work, Keys & Their Classification, Inventory of Housekeeping Items, Indenting from Stores.	CO3
IV	Reservation: Concept, importance, types, channels and systems, Procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups, and baggage handling.	CO4
V	Housekeeping control desk: Importance, Role, Co-ordination, check list, key control. Handling Lost and Found, Forms, Forms and registers used in the Control Desk, Paging systems and methods, Handling of Guest Requests, General operations of control desk	CO5
VI	Front Desk Functions: Procedure for Room Assignment, Room Status, Wash and Change Room, Complimentary stay, Suite Check-in/check-out, upgrading a guest, Downgrading a guest, Handling request for Late Check-out, Precautions for Scanty Baggage guest, Guest Stationery, Handling request for Rental Equipment, Upselling, Material Requisition, Shift Briefing, Morning and Afternoon Shift Handover, Night Shift Handover, Guest Relations, Courtesy Calls, Room amenities for Corporate/VVIP/VIP guest, Handling Awkward guests, Room Change Procedure, Handling Mails, Message and Paging, Key control procedures.	CO6

References / Text Books

Text Books:-

- Hotel Hostel and Hospital Housekeeping–Joan C Branson & Margaret Lennox (ELBS).
- Hotel Housekeeping– Sudhir Andrews Publisher: Tata McGraw Hill.
- Front Office Training manual–Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Front Office–Operations and management–Ahmed Ismail (Thomson Delmar).
- Hotel Housekeeping Operations & Management–Raghubalan, Oxford University Press.

Reference Books

- Housekeeping and Front Office–Jones
- Managing Housekeeping Operations–Margaret Kappa & Aleta Nitschke
- Security Operations By Robert Mc Crie, Publisher: Butterworth–Heinemann
- Managing Computers in Hospitality Industry– Michael Kesavana & Cahell.
- Front Office Operation Management-S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks

2nd Semester	Foundation Course in Room Division Operations-II (PRACTICAL)				
AGBHM206-24					
Internal Marks:	60		L	T	P
External Marks:	40		0	0	2
Total Marks:	100		Credits		1

Course Outcomes: After studying the course, students will be able to:	
CO1	Recognize commonly used agents for cleaning different surfaces
CO2	Learn about the procedures at control desk of housekeeping
CO3	Learn check-in and checkout procedures
CO4	Learn telephone handlings in the department.
CO5	Identify different types of guest supplies and amenities
CO6	Role plays of different guest situations

Part	Content	CO
I	<ul style="list-style-type: none"> • Identification and familiarization with cleaning equipments and agents. • Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metals surfaces, tiles, marble and granite tops. 	CO1
II	<ul style="list-style-type: none"> • Develop an understanding about basic housekeeping procedures like Briefing, De Briefing, dealing with Lost & Found, Key Control, Forms & Registers at Control desk of Housekeeping. 	CO2
III	<ul style="list-style-type: none"> • Skill to handle front desk operations i.e guest reservations, guest arrival (FIT and groups) including baggage handling. 	CO3
IV	<ul style="list-style-type: none"> • Skills to handle to telephones at the reception-receive/record messages. • Skills to handle guest departure (FIT's and groups). 	CO4
V	<ul style="list-style-type: none"> • Identification and familiarization with front desk equipment and Performa's. • Preparation and study of countries, capitals, currencies, airlines and flags chart. 	CO5
VI	Role play: <ul style="list-style-type: none"> • At the porch, Guest driving in Doorman opening the door and saluting guest; Calling bell boy • At the Front Desk: Guest arriving; greeting & offering welcome drink and guest interactions. • Servicing of guestrooms, placing/replacing guest supplies and soiled linen, laundry Process. 	CO6

2 nd Semester		Food Science & Nutrition (THEORY)			
AGBHM207-24					
Internal Marks:	40		L	T	P
External Marks:	60		3	0	0
Total Marks:	100		Credits		3

Course Outcomes: After studying the course, students will be able to:	
CO1	Apply knowledge of nutrients with their deficiencies.
CO2	Students will come to know analyze the properties of carbohydrates
CO3	To understand the classification of dietary sources
CO4	To identify the essentials of Vitamins, Minerals And Water
CO5	To apply the principles of balanced diet and assess food quality
CO6	Students will explore and implement newer trends in food service industry

Part	Content	CO
I	Basic Aspects - Definition in terms of Health, Nutrition and Nutrients; Importance of Food and Nutrients, Definition and scope of food science. Macro and Micronutrients.	CO1
II	Carbohydrates- Introduction and Classification, Sources of Carbohydrate, Effect of Cooking on Carbohydrate, uses of carbohydrates in food preparation Health issues with Carbohydrate →Underweight and Obesity.	CO2
III	Proteins- Introduction and Classification, Dietary Sources and Function, Type of proteins based on their origin(plant/animal), Commercial uses of proteins in different food preparations Effect of cooking on Proteins –Denaturation, Emulsification, Foamability, Coagulation.	CO3
IV	Vitamins, Minerals And Water- Definition and Classification of Vitamins (A, D, E, K, B and C), Dietary Sources and Function of Vitamins, Definition and Classification of Minerals (Iron, calcium, Sodium, Iodine, Flourine), Dietary Sources and Functions of Minerals, Definition , Sources, Function.	CO4
V	Balanced Diet And Evaluation of Food- Definition and Importance, Factors affecting Balance Diet - (Age, Gender, Physiological state), Menu planning & its factors, Introduction of Evaluation of food - (objective & subjective), Energy – Definition and units of its measurements (kcal), Dietary sources, Energy contribution from macronutrients(carbohydrates proteins and fats).	CO5
VI	Newer Trends In Food Service Industry- Emulsion- Definition and Types, Flavours – Definition and Types, Browning – Definition, Types, Prevention.	CO6

References/ Text Books

- Srilakshmi, B., Nutrition Science, New Age International (P) Ltd., New Delhi, 2017.
- Mahtab, S, Bamji, Kamala Krishnasamy, G.N.V. Brahmam, Text Book of Human Nutrition, Third Edition, Oxford and IBH Publishing Co. P. Ltd., New Delhi, 2015
- Dietary Guidelines for Indians, ICMR, National Institute of Nutrition, Hyderabad, 2011.
- Gordon M. Wardlaw, Paul M.Insel, Perspectives in nutrition 11th edition, Mosby- year Book,Inc.St.Louis,Missouri, 2019

2nd Semester	Foundation Course in English-II				
AEC 24201					
Program: BCA/BBA/B.Com/BHMCT/BSc.FD					
Internal Marks:	40		L	T	P
External Marks:	60		2	0	0
Total Marks:	100		Credits		2

Course Outcomes: After studying the course, students will be able to:

CO1	Demonstrate effective listening skills to enhance communication
CO2	Apply fundamental grammar rules in writing and speaking
CO3	Summarize information from various sources to assess their understanding
CO4	Enhance their understanding of vocabulary in various contexts
CO5	Understand the fundamentals of business letter writing
CO6	Develop their ability to connect literary themes to real world contexts

Part	Content	CO
I	Developing Effective Listening Skills- Listening v/s Hearing, Poor Listening v/s Effective Listening, Advantages of Good Listening, Types of Listening, Barriers to Effective Listening	CO1
	Essentials of Grammar- Parts of Speech, Subject-Verb Agreement	CO2
II	The Art of Condensation- Forms of Condensation, Principles of the Art of the Condensation, Steps for Writing an Effective Precis, Writing Precis of given passages	CO3
III	Vocabulary Building- Idioms, One-word Substitution, Homonyms, Homophones	CO4
IV	Business Letters- Difference between Personal and Business Letter, Purposes of Business Letter, Layout of Business Letters, Components of Business Letter, Types of Business Letters	CO5
	Text- 'Where the Mind is without Fear' by Rabindranath Tagore and 'The School for Sympathy' by E.V. Lucas	CO6

References

- Technical Communication (Paperback, Meenakshi Raman, Sangeeta Sharma)
- Communication Skills by Sanjay Kumar, Pushp Lata, Second Edition, Oxford University Press
- Professional Communication by Aruna Koneru, The McGraw- Hills Companies

2nd Semester	Application of Computer & IT (THEORY)				
AGBHM208-24					
Internal Marks:	40		L	T	P
External Marks:	60		2	0	0
Total Marks:	100		Credits		2

Course Outcomes: After studying the course, students will be able to:	
CO1	Learn about Introduction to computers.
CO2	Too Familiar with Components of Computers
CO3	Learn about Computer software.
CO4	Identify and learn about Internet services.
CO5	Will be able to learn about Basic Computer application.
CO6	To Learn about Social Media Applications and Hospitality

Part	Content	CO
I	Introduction to Computer: Classification, Generations, Organization, Capabilities, Characteristics & Limitations, Application of Computer in Hotels,	CO1
II	Familiarization with Components of Computers – Hardware: Hardware elements– input, storage, processing & output devices. Block diagram of computer.	CO2
III	Introduction to Computers Software: Types of Software, System Software, Application Software, Utility Software's, Use of MS-Office: Basics of MS-Word. MS-Excel and MS-Power Point.	CO3
IV	Internet: Introduction to Internet: Definition of networks, concepts of webpage, website and web searching (browsing).	CO4
V	Applications: Benefits, Application, Working, Hardware and Software requirements, Worldwide Web, Web Browser, URL, Search Engines, Email.	CO5
VI	Social Media Applications and Hospitality: Introduction to Social Media, Its Role in Hospitality Promotion, Facebook – Creating Pages and Profiles, Merits/Demerits of social media, LinkedIn, Twitter and Other Social Media Applications.	CO6

References / Text Books**Text Books:-**

- Leon & Lion, Introduction to Computers, Vikas Publishing House, New Delhi
- Computers in Hotels –Concepts & Applications: Partho PSeal Oxford University Press
- Managing Computers in Hospitality Industry– Michael Kesavana & Cahell.

Reference Books

- June Jamrich Parsons, Computer Concepts 7th Edition, Thomson Learning, Bombay.
- Comer, Computer networks and Internet, Pearson Education
- White, Date Communications & Computer Network Thompson Learning, Bombay

2nd Semester	Application of Computer & IT (PRACTICAL)				
AGBHM209-24					
Internal Marks:	60		L	T	P
External Marks:	40		0	0	2
Total Marks:	100		Credits		1

Course Outcomes: After studying the course, students will be able to:

CO1	To understand the computer fundamentals
CO2	To know how to use MS-office
CO3	Handling MS Word
CO4	Knowledge of MS-excel
CO5	Will be able to make spreadsheets/worksheet
CO6	Will have knowledge about MS PowerPoint

Part	Content	CO
I	WINDOWS OPERATIONS A. Creating Folders B. Creating Shortcuts C. Copying Files/Folders D. Renaming Files/Folders E. Deleting Files F. Exploring Windows G. Quick Menus	CO1
II	MS-OFFICE 2007 MS WORD Creating a document Formatting a document Special effects	CO2
III	Cut, copy and paste operation Using MS-Word tools Tables Graphics Print options	CO3
IV	MS OFFICE 2007 MS-EXCEL How to use Excel Creating a spreadsheet Making the worksheet look pretty	CO4
V	Going through changes Printing the worksheet Additional features of worksheet Maintaining multiple worksheet	CO5
VI	MS OFFICE 2007 MS-POWER POINT Making a simple presentation B. Using Auto Content Wizards and Templates C. Power Points five views D. Slides Internet & E-mail – Practical	CO6

References/ Text Books

- Fundamental of Computers- V Rajaraman, Publisher: Prentice Hall India
- Mastering Microsoft Office, Lonnie E. Moseley & David M Boodey, BPB Publication
- Using computers in Hospitality, Third Edition, Peter O' Conner

2 nd Semester	Course Name: Environmental Studies & Sustainability				
Course Code: VAC 24201					
Program: BCA/BBA/B.Com/BHMCT/BSc.FD					
Internal Marks:	40		L	T	P
External Marks:	60		3	0	0
Total Marks:	100		Credits		3

Prerequisite: Students must have the basic understanding of the Environment

Course Outcomes: After studying the course, students will be able to:	
CO1	Attribute the knowledge of multidisciplinary nature of environmental studies.
CO2	Understand the Climatic conditions and its adaptation and mitigation techniques.
CO3	Evaluate the interlink between biotic and abiotic components of ecosystem.
CO4	Differentiate the terms of biodiversity and understand its role in society.
CO5	Apply the knowledge to understand the problems of pollution and its remedies by citing the case studies.
CO6	Relate the importance of environmental sciences for sustainable approach.

Part	Content	CO
I	Introduction to Environmental Studies: Multidisciplinary nature of Environmental Studies, Scope and Importance, Role of an individual and IT in protection, Need for public awareness.	CO1
	Climate Change: Climate change, it's causes and consequences, Adaptation and mitigation techniques for climate change, case studies on the survival of dolphins, IPCC and its laws, Economic conditions of the world related to climate change	CO2
II	Ecosystem: Structure and function of ecosystem, Energy flow, Food Chain and Food Web, Ecological Pyramids	CO3
III	Biodiversity: Levels of biodiversity, India as a mega-biodiversity nation, Hotspots of biodiversity, Threats to biodiversity, Conservation of biodiversity, Values of biodiversity.	CO4
	Environmental Pollution: Types, Causes, effects and controls (Air, Water, Soil, Noise and Nuclear Hazards) Human Health Risks, Solid Waste Management, Pollution case studies, study of various types of wastes produced and their dumping spots and the consequences	CO5
IV	Environmental and Social Issues: Climate change, Global Warming, Ozone layer Depletion, Acid Rain and impacts on Human communities and agriculture, Case Study of Taj Mahal, Wildlife Protection Act, Forest Conservation Act.	CO6
	Human Population and Environment: Human Population Growth; Impacts on the Environment, Human health and Welfare; Disaster Management: Floods, Earthquakes, Cyclone and Landslides. Environmental Communication and Public Awareness, Case Studies (e.g., CNG Vehicles in India)	

Field Work

- Visit to a local polluted site- Urban/ Rural/ Industrial/ Agricultural
- Study of common Plants, Insects, Birds
- Study of simple ecosystem pond

References:

- Environmental Studies by S.M.Saxena
- Environmental Sciences by Jaswinder Kaur
- Introductory environmental studies by Dr. S.K. Bhasin, Dr. Varinder Kaur
- Climate Change Adaptation and Mitigation by James M.Vose

Third Semester

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
AGBHM301-24	Major 5	Introduction to Indian Cookery	3	0	0	40	60	100	3
AGBHM302-24	Major 5 Practical	Introduction to Indian Cookery (Practical)	0	0	4	60	40	100	2
AGBHM303-24	Major 6	Food & Beverage Service Operations-I	3	0	0	40	60	100	3
AGBHM304-24	Major 6 Practical	Food & Beverage Service Operations-I (Practical)	0	0	4	60	40	100	2
AGBHM305-24	Minor 3	Front Office Operations-I	2	0	0	40	60	100	2
AGBHM306-24	Minor 3 Practical	Front Office Operations-I (Practical)	0	0	2	60	40	100	1
AGBHM307-24	Minor 4	Accommodation Operations-I	2	0	0	40	60	100	2
AGBHM308-24	Minor 4 Practical	Accommodation Operations-I (Practical)	0	0	2	60	40	100	1
AGBHM309-24	Multidisciplinary Course 3	Management & Organizational Behavior	3	0	0	40	60	100	3
AGBHM310y	Ability Enhancement Course 3	Common Basket -II	2	0	0	40	60	100	2
AGBHM311-24	Skill Enhancement Course 3	Bakery & Confectionery-II (Theory)	2	0	0	40	60	100	2
AGBHM312-24		Bakery & Confectionery-II (Practical)	0	0	2	60	40	100	1
	TOTAL		17	0	12	580	620	1200	24

List of Ability Enhancement Course 3

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
AGBHM310A-24	Ability Enhancement Course 3	Hotel Accounting	2	0	0	40	60	100	2
AGBHM310B-24	Ability Enhancement Course 3	Event Management	2	0	0	40	60	100	2
AGBHM310C-24	Ability Enhancement Course 3	Foreign Language French	2	0	0	40	60	100	2
AGBHM310D-24	Ability Enhancement Course 3	Hospitality and Engineering Maintenance	2	0	0	40	60	100	2

Students can opt any one subject from the list of Common Basket-II as given.

3rd Semester	Introduction to Indian Cookery (THEORY)				
AGBHM301-24					
Internal Marks:	40		L	T	P
External Marks:	60		3	0	0
Total Marks:	100		Credits		3

Course Outcomes: After Studying this course, the students will: -

CO1	Analyze the history of Indian cuisine while understanding the staple diets, special equipment, and culinary terms used in traditional cooking.
CO2	Understand the key characteristics, ingredients, cooking techniques of North and East Indian cuisines.
CO3	Explore the key ingredients, cooking methods, signature dishes of West, South, and Central Indian cuisines.
CO4	Understand the origin, techniques, special equipment, and classical dishes associated with Dum cooking.
CO5	Gain knowledge of tandoor cooking, including its history, types, installation, marination techniques, and traditional breads.
CO6	Understand the history, regional influences, ingredients, and equipment used in preparing traditional Indian sweets.

Part	Content	CO
I	Introduction to Indian Cookery: Introduction to Indian Regional Cuisine, History & heritage of Indian Cuisine, Factors that affect eating habits in different parts of the country, Geographic location, Historical background, Seasonal availability, Special equipment, Staple diets, Specialty cuisine for festivals and special occasions, Indian cuisine Culinary Terms	CO1
II	Indian Cuisines – North and East Regions: - North Indian Cuisines: Kashmir, Mughlai, Punjab, Rajasthan, East Indian Cuisines: Bengal, Seven Sister States (Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland & Tripura).	CO2
III	Indian Cuisines – West, South, and Central Regions: - West Indian Cuisines: Gujarat, Maharashtra, South Indian Cuisines: Tamil Nadu, Kerala, Andhra Pradesh, Central Indian Cuisines: Madhya Pradesh, Chhattisgarh, Uttar Pradesh/Bihar	CO3
IV	Introduction to Dum Cooking: - Introduction and Origin of Dum Cooking, Special Equipment and Their Uses, Classical Dishes Prepared Using Dum Cooking.	CO4
V	Introduction to Tandoor Cooking: - Origin and History of Tandoor, Types of Tandoors and Their Uses, installing a New Tandoor, Marinating and Making Techniques for Kebab Basic Indian Breads Made in Tandoor	CO5
VI	Introduction to Indian Sweets: - Introduction, Origin and history of Indian sweets, Ingredients used in Indian Sweets, Regional Influence on Indian Sweets, Equipment used in preparing Indian Sweets.	CO6

References / Text Books

Text Books:-

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Theory of Cookery By K Arora, Publisher: Frank Brothers
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery by Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell

Reference Books

Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
The Professional Chef: Le Rol A. Palsom
Theory of Catering By Kinton & Cessarani
Theory of Cooking By Pranshu & Singh SK

3rd Semester	Introduction to Indian Cookery (PRACTICAL)				
AGBHM302-24					
Internal Marks:	60		L	T	P
External Marks:	40		0	0	4
Total Marks:	100		Credits		2

Course Outcomes: After doing the practical's students will: -	
CO1	Understand the key ingredients, preparation methods gravies of North Indian cuisines.
CO2	Gain knowledge of the ingredients, cooking techniques, and traditional gravies of East Indian cuisines, including Bengali and Seven Sister States' culinary traditions.
CO3	Understand the ingredients, preparation methods, and traditional gravies of West Indian cuisines, Including Gujarati, Maharashtrian, and Goan culinary traditions.
CO4	Learn the ingredients, preparation techniques, and traditional gravies of South Indian cuisine, including Tamil Nadu, Karnataka, Andhra Pradesh & Hyderabad.
CO5	Understand the ingredients, cooking methods, and traditional gravies of Central Indian cuisines, including Madhya Pradesh, Chhattisgarh, Uttar Pradesh, and Bihar.
CO6	Develop an understanding of the ingredients, preparation techniques, and traditional dishes of North and South Indian breakfasts.

Part	Content	CO
I	INDIAN CUISINES NORTH (GRAVIES): - Kashmir, Punjab, Rajasthan, Mugalai	CO1
II	INDIAN CUISINES EAST (GRAVIES): - Bengal, Seven sister states (Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland & Tripura)	CO2
III	INDIAN CUISINE WEST (GRAVIES): - Gujarat, Maharashtra, Goa	CO3
IV	INDIAN CUISINE SOUTH (GRAVIES): - Tamil Nadu, Kerala, Andhra Pradesh	CO4
V	INDIAN CUISINES CENTRAL INDIA (GRAVIES): - Madhya Pradesh Chhattisgarh, Uttar Pradesh/Bihar Madhya Pradesh, Chhattisgarh, Uttar Pradesh/Bihar	CO5
VI	INDIAN BREKFAST: - North and South Region.	CO6

3rd Semester	Food & Beverage Service Operations-I (THEORY)				
AGBHM303-24					
Internal Marks:	40		L	T	P
External Marks:	60		3	0	0
Total Marks:	100		Credits		3

Course Outcomes: After Studying this course, the students will: -

CO1	Understand the definition, production, fermentation, and distillation processes of alcoholic beverages, along with their classification and examples.
CO2	Understand the history, classification of various types of wines, including table, sparkling, fortified, and aromatized wines, along with relevant examples.
CO3	Understand the wine regions, laws, grape varieties, production, and brands of Old and New World wines.
CO4	Learn the principles of food and wine pairing, proper wine storage methods, and essential wine terminology in English and French.
CO5	Understand the definition, types, production process, and proper storage methods of beer.
CO6	Gain knowledge of table cheese, including its types, production process, popular brands, service methods, and storage requirements.

Part	Content	CO
I	Alcoholic Beverage: - Introduction and definition • Production of Alcohol • Fermentation process • Distillation process • Classification with examples Introduction and definition • Production of Alcohol • Fermentation process • Distillation process • Classification with examples	CO1
II	Introduction to Wines: - Definition & History of Wines, Classification of Wines with Examples, Table/Still/Natural, Sparkling, Fortified, and Aromatized Wines, Production Process of Each Classification	CO2
III	World Wines: - Old World Wines (Principal Wine Regions, Wine Laws, Grape Varieties, Production, and Brand Names), France, Germany, Italy, Spain, Portugal, New World Wines (Principal Wine Regions, Wine Laws, Grape Varieties, Production, and Brand Names), USA, Australia, India, Chile, South Africa, Algeria, New Zealand.	CO3
IV	Wine Service & Storage: - Food & Wine Harmony, Storage of Wines, Wine Terminology (English & French).	CO4
V	Beer: - Introduction & Definition, Types of Beer, Production of Beer, Storage	CO5
VI	Table Cheese: - Introduction, Types, Production, Brands and Services, Storage	CO6

References / Textbooks

Text Books:-

- Food & Beverage Service–Dennis R.Lillicrap. & John A. Cousins .Publisher: ELBS
- Food & Beverage Service–Sudhir Andrews, Tata Mc Graw Hill.
- Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F & B Service- Brown, Heppner & Deegan

Reference Books

- Modern Restaurant Service-John Fuller, Hutchinson
- Professional Food & Beverage Service Management–Brian Varghese
- The Restaurant (From Concept to Operation)

3rd Semester	Food & Beverage Service Operations-I (PRACTICAL)				
AGBHM304-24					
Internal Marks:	60		L	T	P
External Marks:	40		0	0	4
Total Marks:	100		Credits		2

Course Outcomes: After doing the practical's students will: -

CO1	Develop proficiency in organizing a dispense bar by identifying and utilizing wine, beer, cocktail, along with equipment's.
CO2	Understand bar stock, accompaniments, and accessories for effective bar operations.
CO3	Master the techniques of serving various types of wines professionally.
CO4	Understand wine and drinks lists through comparative analysis of different bars.
CO5	Understand the methods and techniques for serving bottled, canned, and draught beers efficiently.
CO6	Understand the principles and techniques of cheese service, including selection, presentation, and pairing with beverages

Part	Content	CO
I	Dispense Bar & Mise-en-Place: - Organizing Mise-en-Place for the Bar, Identification of Wine Service Equipment, Identification of Beer Service Equipment, Identification of Cocktail Bar Equipment, Identification of Liqueur/Wine Trolley.	CO1
II	Bar Stock & Accessories: - Bar Stock – Alcoholic & Non-Alcoholic Beverages, Preparation of Bar Accompaniments & Garnishes, Identification of Bar Accessories & Disposables.	CO2
III	Service of Wines: - Service of Wines, Service of Red Wine, Service of White/Rosé Wine, Service of Sparkling Wines, Service of Fortified Wines, Service of Aromatized Wines	CO3
IV	Wine & Drinks List: - Comparative Analysis of Various Wine Bars, Comparative Analysis of Various Beer Bars, Comparative Analysis of Various Cocktail Bars	CO4
V	Service of Beer: - Service of Beer, Service of Bottled & Canned Beers, Service of Draught Beers	CO5
VI	Service of Cheese: - Service of Cheese	CO6

3rd Semester	Front Office Operations-I (THEORY)				
AGBHM305-24					
Internal Marks:	40		L	T	P
External Marks:	60		2	0	0
Total Marks:	100		Credits		2

Course Outcomes: After Studying this course, the students will: -

CO1	Understand IT's role in hospitality and explore PMS, its modules, and interdepartmental integration.
CO2	Get Knowledge of front office accounting functions, types of accounts, vouchers, folios, ledgers, and key financial controls like paid out, allowance, and credit management.
CO3	Analyze the front office accounting cycle, including account creation, maintenance, and settlement processes for efficient financial management.
CO4	Understand and apply the check-out procedures in front office operations, including guest account settlements
CO5	Get knowledge of the role, duties, and responsibilities of a Night Auditor, enabling them to efficiently manage night audit operations, ensure financial accuracy.
CO6	Gain proficiency in executing the night audit process, including closing daily operations.

Part	Content	CO
I	Computer Application and software used in Front office: - Role of Information Technology in Hospitality industry, Different Property Management Systems – Opera, Ids, Fidelio, Shaw Man, Amadeus, Galelio Various modules of the PMS – Front Desk Module, Reservations, Rooms, Setup Module, Cashier, Night audit, Report center, Back Office Module and linking of Property Management System in Other Departments	CO1
II	Front Office Accounting Fundamentals: - Front Office Accounting and its Functions, Types of Accounts, Vouchers, Folios, Ledgers, Paid Out, Allowance, and Credit Control.	CO2
III	Front Office Accounting Cycle: - Creation of Accounts, Maintenance of Accounts, Settlement of Accounts, Various modes of payments, TDS, Pre Authorization of credit cards	CO3
IV	Check Out Procedure Guest Account Settlement: – Cash, Credit, Indian Currency & Foreign Currency, Transfer of Guest Account, BTA, BTC, Express Check Out, Late Check Out	CO4
V	Night Auditor & Responsibilities: - Role of Night Auditor, Duties & Responsibilities of Night Auditor, Various types of reports, MTD YTD Figures, Daily Sales Report.	CO5
VI	Night Audit Process: - Establishing the End of the Day, Completing Outstanding Postings & Verifying Transactions, Reconciling Transactions & Verifying No-Shows, Preparing Reports & Updating the System	CO6

References / Text Books

Text Books:-

- Hotel Hostel and Hospital Front office–Joan C Branson & Margaret Lennox (ELBS).
- Hotel Housekeeping– Sudhir Andrews Publisher: Tata McGraw Hill.
- Front Office Training manual–Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Front Office–Operations and management–Ahmed Ismail (Thomson Delmar).
- Hotel Housekeeping Operations & Management–Raghubalan, Oxford University Press.

Reference Books

- Housekeeping and Front Office–Jones
- Managing Housekeeping Operations–Margaret Kappa & Aleta Nitschke
- Security Operations By Robert Mc Crie, Publisher: Butterworth–Heinemann
- Managing Computers in Hospitality Industry– Michael Kesavana & Cahell.
- Front Office Operation Management-S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks

3rd Semester	Front Office Operations-I (Practical)				
AGBHM306-24					
Internal Marks:	60		L	T	P
External Marks:	40		0	0	2
Total Marks:	100		Credits		1

Course Outcomes: After doing the practical's students will: -	
CO1	Able to efficiently conduct a night audit in the front office, collect and analyze various front office vouchers
CO2	Learn to navigate PMS, use hot function keys, and prepare registration cards for guest arrivals.
CO3	Gain proficiency in handling various reservation procedures, including making, modifying, canceling, and managing group and sharer reservations.
CO4	Develop the ability to manage guest profiles, update and print folios, process room changes, and handle sharer accommodations efficiently using the front office system.
CO5	Learn cash handling, billing, and deposit processing in the front office.
CO6	Gain proficiency in handling guest check-outs, finalizing folios, and maintaining guest history records.

Part	Content	CO
I	Night Audit & Front Office Vouchers: - How to conduct a night audit in the front office, Collection of samples of various vouchers used in the front office, how to prepare various reports used by the Night Auditor.	CO1
II	Property Management System (PMS) & Registration Process: - PMS Training - Hot Function Keys, how to print and prepare registration cards for arrivals.	CO2
III	Reservation Procedures: - how to make a reservation, how to make an add-on reservation, how to amend a reservation, how to cancel a reservation, how to make a group reservation, how to make a sharer reservation	CO3
IV	Guest Profile & Room Management: - how to create and update guest profiles, how to update guest folio, how to print guest folio, how to make a room change on the system, how to add a sharer	CO4
V	Cash Handling & Billing Procedures: - how to log in cashier code, how to close a bank at the end of each shift, how to check room rate variance report, how to process charges, how to process a deposit for arriving guests, how to process a deposit for in-house guests.	CO5
VI	Check-Out Process & Guest History: - how to process a guest check-out, how to check out a folio, how to feed remarks in guest history.	CO6

3rd Semester	Accommodation Operations-I (THEORY)				
AGBHM307-24					
Internal Marks:	40		L	T	P
External Marks:	60		3	0	0
Total Marks:	100		Credits		3

Course Outcomes: After Studying this course, the students will: -	
CO1	Learn housekeeping supervision, inspection methods, staff management, and effective delegation techniques.
CO2	Understand linen types, selection, storage, par stock management, inventory, and discard procedures in housekeeping.
CO3	Get the knowledge of uniform design, tailor room functions, inventory control, and par level management in housekeeping
CO4	Learn to manage cleaning schedules, apply floor cleaning techniques, and coordinate special housekeeping services.
CO5	Learn metal cleaning techniques and proper use of cleaning agents.
CO6	Understand textiles, fibers, fabrics, finishes, and their use in hotels.

Part	Content	CO
I	Housekeeping Supervision: - Importance of Inspection, Special Function of Supervisors, Checklist for Infection, Typical Areas usually neglected where special attention is required, Self Supervision Techniques for Cleaning Staff, Degree of Discretion/ Delegation to Cleaning Staff.	CO1
II	Linen & Uniform Management; - Layout and Types of Linen, Linen Sizes and Exchange Procedure, Selection and Storage of Linen, Par Stock: Factors, Calculation, and Management, Linen Inventory System & Discard Management.	CO2
III	Tailor Room & Inventory Control: - Uniform Designing: Importance, Types, Characteristics, and Selection, Function of the Tailor Room, Managing Inventory: Linen, Uniforms, Guest Loan Items, Par Levels: Machines, Equipment, Cleaning & Guest Supplies.	CO3
IV	Special Cleaning Schedules & Services: - Daily, Weekly, Fortnightly, and Monthly Cleaning, Routine Cleaning, Spring Cleaning, Deep Cleaning, Cleaning of Different Types of Floor Surfaces, Special Services: Baby Sitting, Second Service, Freshen Up Service, Valet Service.	CO4
V	Care & Cleaning of Metals: - Cleaning Methods for Brass, Copper, Silver, EPNS, Bronze, Gun Metal, Chromium, Pewter, Stainless Steel, Types of Tarnish and Their Effect, Cleaning Agents and Their Uses.	CO5
VI	Textiles: - Terminology, Classification and Identification of Textile Fibers, Characteristic of Textile Fibers, Yarn Fabric Construction Blends and Unions, Textile Finishes, Use of Textile in Hotels	CO6

References/ Text Books

- Hotel, Hostel and Hospital Housekeeping – by Joan C Bransom & Margaret Lennox, ELBS with Hodder & Stoughton Ltd. Hotel House Keeping A Training Manual by Sudhir Andrews, Tata Mc Hotel Housekeeping Operations & Management by Rghubalan, Oxford. Management of Hotel & Motel Security (Occupational Safety and Health) by H Brustein, CRC Publisher. • • • Professional Management of Housekeeping Operations II Edi. By Robert J. Martin & Thomas J. A. Jones, Wiley Publications The Professional Housekeeper by Tucker Schneider, Wiley Publications Professional Management of Housekeeping by Manoj Madhukar, Rajat Publications.

3rd Semester	Accommodation Operations-I (Practical)				
AGBHM308-24					
Internal Marks:	60		L	T	P
External Marks:	40		0	0	2
Total Marks:	100		Credits		1

Course Outcomes: After doing the practical's students will: -

CO1	Learn practical stain removal techniques using proper cleaning agents.
CO2	Learn to operate various types of laundry equipment efficiently.
CO3	Understand and apply daily, weekly, monthly, and deep cleaning procedures effectively.
CO4	Learn how to accurately take and manage inventories in housekeeping operations.
CO5	How to repair uniform – different types of stitching
CO6	Develop practical skills in embroidery techniques used for hotel textiles and uniforms.

Part	Content	CO
I	How to remove stains from different surface or fabrics using all relevant cleaning agents in a practical real-life environment	CO1
II	How to operate Different Types Laundry Equipment	CO2
III	Daily, Weekly, Monthly and Deep Cleaning	CO3
IV	Taking Inventories	CO4
V	How to repair uniform – different types of stitching	
VI	Embroidery practice	

3rd Semester	Management & Organizational Behavior				
AGBHM309-24					
Internal Marks:	40		L	T	P
External Marks:	60		3	0	0
Total Marks:	100		Credits		3

Course Outcomes: After studying the course, students will be able to:	
CO1	Understand the fundamental principles, functions, and evolution of management and its role in organizational success.
CO2	Apply planning and organizing techniques, including decision-making processes and organizational structuring
CO3	Demonstrate knowledge of leadership styles and motivational theories to influence team performance effectively.
CO4	Identify and learn about Internet services.
CO5	Will be able to learn about Basic Computer application.
CO6	To Learn about Social Media Applications and Hospitality

Part	Content	CO
I	Introduction to Management: - Definition, Nature, and Scope of Management, Functions of Management (Planning, Organizing, Staffing, Directing, Controlling), Levels and Types of Managers, Management Skills and Roles (Mintzberg's Managerial Roles), Evolution of Management Theories: Classical, Behavioral, and Modern Approaches.	CO1
II	Planning and Organizing: - Planning: Definition, Importance, Types, Process, Decision Making: Steps, Types, and Techniques, Organizing: Structure and Process, Types of Organizational Structures (Functional, Divisional, Matrix), Delegation of Authority and Span of Control.	CO2
III	Leadership and Motivation: - Leadership: Definition, Styles (Autocratic, Democratic, Laissez-faire), Theories of Leadership: Trait Theory, Behavioral Theories, Contingency Theories, Motivation: Definition and Importance, Theories of Motivation: Maslow's Hierarchy, Herzberg's Two-Factor, McGregor's Theory X & Y, McClelland's Theory, Application of Motivation in the Hospitality Industry.	CO3
IV	Organizational Behavior: Introduction and Foundations: - Definition, Nature, and Scope of Organizational Behavior, Key Elements: People, Structure, Technology, Environment, Individual Behavior: Personality, Perception, Attitudes, Learning Theories in OB (Classical Conditioning, Operant Conditioning, Social Learning), Job Satisfaction and Its Impact	CO4
V	Group Dynamics and Team Building: - Definition and Types of Groups, Group Formation and Development Stages (Tuckman Model), Group Cohesiveness and Conflict Management, Teamwork: Characteristics, Benefits, and Challenges, Effective Team Building Strategies in Organizations.	CO5
VI	Organizational Culture and Change Management: - Organizational Culture: Concept, Types, and Importance, Organizational Climate and Its Influence, Change Management: Need, Process, and Resistance to Change	

	Reference Book: -	
	Organizational Behaviour" – Stephen P. Robbins & Timothy A. Judge, "Management: Principles and Practice" – R.S. Gupta, B.D. Sharma, N.S. Bhalla, Organizational Behaviour" – Fred Luthans	

3rd Semester	Hospitality and Engineering Maintenance (THEORY)				
AGBHM310D-24					
Internal Marks:	40		L	T	P
External Marks:	60		2	0	0
Total Marks:	100		Credits		2

Course Outcomes: After studying the course, students will be able to:	
CO1	Understand the scope and types of maintenance in the hospitality industry.
CO2	Identify and describe basic hotel engineering systems.
CO3	Analyze water supply, plumbing, and sanitation systems in hotels.
CO4	Explain the functioning and maintenance of electrical systems.
CO5	Understand HVAC and refrigeration systems used in hotels.
CO6	Apply energy conservation methods and preventive maintenance practices.

Part	Content	CO
I	Introduction to Maintenance: - Concept and scope of maintenance in hospitality, Types of maintenance: preventive, breakdown, predictive, Role of maintenance department and coordination with operations, Organization chart of engineering department, Maintenance records and documentation, Common maintenance problems in hotels.	CO1
II	Hotel Engineering Systems: - Working principles of boilers, pumps, motors, lifts, escalators, Safety devices and emergency procedures, Preventive maintenance of plant and machinery, Energy efficiency and load management. Maintenance checklists, Engineering stores management.	CO2
III	Water Supply and Plumbing: - Sources and treatment of water, Plumbing systems and layouts in hotels, Drainage and sewage disposal, Grease traps and backflow prevention. Sanitation and hygiene in water systems, Water conservation methods.	CO3
IV	Electrical Systems in Hotels: - Basics of electricity and current distribution, Electrical circuit components: fuses, MCBs, switches, Lighting systems: types and placements, Preventive maintenance of electrical systems.	CO4
V	HVAC and Refrigeration: - Principles of heating, ventilation, and air-conditioning, Types of air conditioning systems, Common faults and troubleshooting in HVAC, Use of refrigeration in hotels (cold storage, walk-in chillers).	CO5
VI	Energy Conservation and Maintenance Planning: - Importance of energy conservation in hospitality, Methods to reduce energy consumption, Preventive maintenance planning and scheduling, Use of CMMS (Computerized Maintenance Management System)	CO6

References/ Text Books

Hospitality Facilities Management and Design, Hotel Engineering, Facility Management, Hotel Engineering Management" Author: Sujit Ghosh, **Introduction to Facility Management" Author: Eric Teicholz**

3 rd Semester	Course Name: Bakery & Confectionery-II (Theory)				
Course Code: AGBHM311-24					
Internal Marks:	40		L	T	P
External Marks:	60		2	0	0
Total Marks:	100		Credits		2

Course Outcomes: After studying the course, students will be able to:	
CO1	Understand the functions and interactions of bakery ingredients.
CO2	Demonstrate knowledge of international bread-making processes.
CO3	Understand preparation methods and characteristics of cookies and biscuits.
CO4	Acquire knowledge of different types of pastries and their production.
CO5	Learn advanced cake-making and decorating techniques.
CO6	Understand industrial baking practices, hygiene, and quality control

Part	Content	CO
I	Bakery Ingredients and Their Functions: - Functions of flour, sugar, eggs, fats, and leavening agents, Role of water and salt in baking, Gluten development and fermentation, Types and uses of emulsifiers and preservatives, Dough mixing and kneading methods.	CO1
II	International Breads: - Preparation of French bread, ciabatta, and sourdough, Fermentation and proofing methods, Shaping, scoring, and baking techniques, Common bread faults and remedies, Retarding and freezing of dough.	CO2
III	Cookies and Biscuits: - Types and characteristics of cookies and biscuits, mixing methods: creaming, one-stage, sponge, baking temperatures and effects on texture, Troubleshooting common faults.	CO3
IV	Pastry and Puff Products: - Types: short crust, puff, choux, and filo pastry, Techniques of lamination and rolling, Texture and flakiness control, Common pastry products: pies, turnovers, éclairs, Fault identification and correction.	CO4
V	Cakes and Finishing Techniques: - Types of cakes: sponge, pound, butter-based, foam, Leavening methods and ingredient ratios, Icing and decoration techniques: fondant, buttercream.	CO5
VI	Industrial Baking Practices: - Overview of industrial baking process and machinery, Sanitation and hygiene standards in bakeries, Quality control measures and HACCP basics.	CO6

References:

"Theory of Bakery and Patisserie"

- **Author:** Parvinder S. Bali

"Basic Baking"

- **Author:** Pearl Mett

"The Professional Pastry Chef: Fundamentals of Baking and Pastry"

- **Author:** Bo Friberg

3 rd Semester	Course Name: Bakery & Confectionery-II (PRACTICAL)				
Course Code: AGBHM312-24					
Internal Marks:	60		L	T	P
External Marks:	40		0	0	2
Total Marks:	100		Credits		1

Course Outcomes: After studying the course, students will be able to:	
CO1	Understand the functions and interactions of bakery ingredients.
CO2	Demonstrate knowledge of international bread-making processes.
CO3	Understand preparation methods and characteristics of cookies and biscuits.
CO4	Acquire knowledge of different types of pastries and their production.
CO5	Learn advanced cake-making and decorating techniques.
CO6	Understand industrial baking practices, hygiene, and quality control

Part	Content	CO
I	Basic Bakery Ingredient Handling <ul style="list-style-type: none"> Practical 1: Identification and evaluation of baking ingredients Practical 2: Dough mixing and gluten development demonstration 	CO1
II	Bread Making <ul style="list-style-type: none"> Practical 3: Preparation of white and whole wheat bread Practical 4: Baking of French baguette and sourdough bread 	CO2
III	Cookies and Biscuits <ul style="list-style-type: none"> Practical 5: Drop, bar, and piped cookies Practical 6: Biscuits – sweet and savory types 	CO3
IV	Pastries <ul style="list-style-type: none"> Practical 7: Puff pastry and savory turnovers Practical 8: Choux pastry and cream-filled éclairs 	CO4
V	Cakes and Decoration <ul style="list-style-type: none"> Practical 9: Baking sponge and pound cakes Practical 10: Buttercream icing and basic fondant decoration 	CO5
VI	Industrial Methods and Hygiene <ul style="list-style-type: none"> Practical 11: Use and cleaning of commercial bakery equipment Practical 12: Bakery hygiene and sanitation protocols. 	CO6

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
AGBHM401-24	Major 9	Food Production Operation-II	3	0	0	40	60	100	3
AGBHM402-24	Major 9 Practical	Food Production Operation-II (Practical)	0	0	4	60	40	100	2
AGBHM403-24	Major 10	Food & Beverage Service Operations-II	3	0	0	40	60	100	3
AGBHM404-24	Major10 Practical	Food & Beverage Service Operations-II (Practical)	0	0	4	60	40	100	2
AGBHM405-24	Major 11	Front Office Operations-II	2	0	0	40	60	100	2
AGBHM406-24	Major11 Practical	Front Office Operations-II (Practical)	0	0	2	60	40	100	1
AGBHM407-24	Major 12	Accommodation Operations-II	2	0	0	40	60	100	2
AGBHM408-24	Major 12 Practical	Accommodation Operations-II (Practical)	0	0	2	60	40	100	1
AGBHM409x	Minor/Elective 7	Elective Course I	2	0	0	40	60	100	2
	TOTAL		12	0	12	440	460	900	18

List of Minor/Elective Course I

Course Code	Course Type	Course Title	Load Allocations			Marks Distribution		Total Marks	Credits
			L*	T*	P	Internal	External		
AGBHM409A-24	Minor/Elective 7	Principles of Management	2	0	0	40	60	100	2
AGBHM409B-24	Minor/Elective 7	Laundry Management	2	0	0	40	60	100	2

Students can opt any one subject from the list of Minor/Elective course.

4 th Semester	Introduction to Indian Cookery (THEORY)				
AGBHM401-24					
Internal Marks:	40		L	T	P
External Marks:	60		3	0	0
Total Marks:	100		Credits		3

Course Outcomes: After Studying this course, the students will: -

CO1	Understand and apply modern culinary techniques and innovative cooking methods of Continental Cuisine
CO2	Master in preparation of Indian gravies and spice blends with regional authenticity.
CO3	Explain fundamentals of selected international cuisines and their preparation styles.
CO4	Create intermediate-level baked goods and decorative pastries.
CO5	Produce and present cold kitchen items such as salads and hors d'oeuvres
CO6	Implement hygiene standards and food safety regulations in kitchen operations.

Part	Content	CO
I	Continental Cuisine: - Introduction to Continental cuisine and key regions (French, Italian, Spanish, British), Characteristics and ingredients used in Continental cooking, Classical sauces: béchamel, espagnole, velouté, hollandaise, tomato, Common cooking techniques: poaching, roasting, grilling, sautéing, Continental soups: minestrone, consommé, bouillabaisse.	CO1
II	Indian Gravies and Masalas: - Types of gravies: brown, white, red, makhani, korma, etc., Preparation of wet and dry masalas from scratch, Tempering (tadka) techniques for different gravies, Role of onions, tomatoes, and spices in flavor development, Use of dairy (cream, yogurt, ghee) in gravies.	CO2
III	International Cuisine Basics: - Introduction to global cuisines: Italian, Chinese, Thai, Mexican, Key ingredients and cooking methods from each cuisine, Use of sauces: soy, béchamel, pesto, salsa, Typical dishes: pasta, noodles, tacos, Thai curry, Cultural influences on food traditions.	CO3
IV	Baking and Patisserie: - Role of ingredients in baking (flour, sugar, fat, eggs), Mixing methods: creaming, folding, rubbing-in, whisking, Types of pastries: puff, short crust, choux, filo, Cake types: sponge, fruit, butter, eggless.	CO4
V	Larder and Cold Kitchen: - Organization and layout of a larder kitchen, Preparation of cold sauces: mayonnaise, vinaigrette, tartare, Classical salads and their compositions, Salad's dressings: emulsified and non-emulsified, Hors d'oeuvres: types, arrangement, garnishing.	CO5
VI	Food Safety and Hygiene: - Importance of personal hygiene and clean uniforms, Types of food contamination: physical, chemical, biological, Cross-contamination prevention techniques, cleaning schedules and sanitization procedures, Introduction to HACCP principles and food safety laws	CO6

References / Text Books

Text Books:-

- Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins
- Theory of Cookery By K Arora, Publisher: Frank Brothers
- Food Production Operations: Parvinder S Bali, Oxford University Press
- Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman
- Practical Cookery by Kinton & Cessarani
- Practical Professional Cookery By Kauffman & Cracknell

Reference Books

Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu
The Professional Chef: Le Rol A. Polsom
Theory of Catering By Kinton & Cessarani
Theory of Cooking By Pranshu & Singh SK

4 th Semester	Introduction to Indian Cookery (PRACTICAL)				
AGBHM402-24					
Internal Marks:	60		L	T	P
External Marks:	40		0	0	4
Total Marks:	100		Credits		2

Course Outcomes: After Studying this course, the students will: -

CO1	Apply modern culinary techniques and innovations in practical cooking.
CO2	Demonstrate proficiency in Indian gravies and curries.
CO3	Apply basic international cookery techniques and plating skills.
CO4	Bake and decorate cakes and pastries independently.
CO5	Prepare and present cold kitchen items professionally.
CO6	Practice and maintain hygiene and safety in all food production areas

Part	Content	CO
I	Modern Culinary Techniques and Innovations: - Sous Vide Chicken Breast with Herb Infusion, (<i>Cook chicken breast using sous vide technique with rosemary, thyme, and garlic for flavor infusion.</i>) Smoked Butter & Dehydrated Mango Crisp Garnish, (<i>Prepare smoked butter for use in sauces or spreads; serve with mango crisps as a decorative side.</i>)	CO1
II	Gravies & Curries Practice: - Paneer Butter Masala with Fresh Cream Finish, Vegetarian Kofta Curry Using Base Gravy	CO2
III	International Cuisine Practice: - Vegetable Spring Rolls with Soy-Based Dip, Pesto Pasta with Color-Balanced Garnish	CO3
IV	Bakery Practical (Cakes & Pastry): - Layered Sponge Cake with Buttercream Filling, Mini Fruit Muffins with Glaze	CO4
V	Larder & Cold Kitchen Practical: - Greek Salad with Lemon-Olive Dressing, Cold Hors d'oeuvres Platter with Lettuce Presentation	CO5
VI	Hygiene & Safety Practices: - Waste Segregation and Garbage Disposal Drill, Knife & Equipment Sanitization Checklist Task.	CO6

4 th Semester	Food & Beverage Service Operations-II (THEORY)				
AGBHM403-24					
Internal Marks:	40		L	T	P
External Marks:	60		3	0	0
Total Marks:	100		Credits		3

Course Outcomes: After Studying this course, the students will: -

CO1	Understand types and service styles for breakfast and brunch.
CO2	Plan and analyze different types of food and beverage menus.
CO3	Execute specialized tableside and room services.
CO4	Identify and serve various non-alcoholic beverages.
CO5	Operate manual and digital billing and control systems.
CO6	Handle guest complaints with professionalism and empathy.

Part	Content	CO
I	Breakfast and Brunch Service: - Types of breakfast: Continental, English, American, Breakfast table setup, Eggs to order and accompaniments, Buffet vs à la carte brunch, Service procedures for tea/coffee, Special diets (gluten-free, vegan options), Billing and timing coordination.	CO1
II	Menu Planning and Types: - Classical French menu structure, Cyclical and seasonal menus, Wine and food pairing basics, Children and diet menus, Menu engineering (star, plow horse, etc.)	CO2
III	Specialized Services: - Gueridon service techniques, Flambé preparation (Crêpes Suzette, Steak Diane), Silver service and synchronized service, Room service and tray setup, Trolley-based service operations, Client interaction during special services	CO3
IV	Beverage Knowledge – Non-Alcoholic: - Classification: aerated, syrups, juices, mocktails, Coffee types: espresso, cappuccino, Turkish, Tea types: black, green, oolong, herbal, Smoothies and energy drinks, Beverage service etiquette.	CO4
V	Billing and Control Systems: - Manual and computerized billing, Order-taking pads, KOT, BOT, Cashiering and bill settlement methods, POS systems and software, Handling billing errors and customer disputes.	CO5
VI	Handling Guest Complaints: - Types of guest complaints: food, service, ambiance, Communication and listening skills, Problem-solving approaches, Apology techniques and service recovery, Documentation of complaints, Escalation and feedback loops.	CO6

References / Textbooks

Text Books:-

- Food & Beverage Service–Dennis R.Lillicrap. & John A. Cousines .Publisher: ELBS
- Food & Beverage Service–Sudhir Andrews, Tata Mc Graw Hill.
- Food & Beverage Service Lillicrap & Cousins, ELBS
- Introduction F & B Service- Brown, Heppner & Deegan

Reference Books

- Modern Restaurant Service-John Fuller, Hutchinson
- Professional Food & Beverage Service Management–Brian Varghese
- The Restaurant (From Concept to Operation)

4 th Semester	Food & Beverage Service Operations-II (PRACTICAL)				
AGBHM404-24					
Internal Marks:	60		L	T	P
External Marks:	40		0	0	4
Total Marks:	100		Credits		2

Course Outcomes: After Studying this course, the students will: -

CO1	Execute standard breakfast and brunch service procedures.
CO2	Interpret and present menus effectively in service.
CO3	Perform specialized gueridon and flambé service.
CO4	Mix and serve popular non-alcoholic beverages.
CO5	Handle restaurant billing manually and digitally.
CO6	Address guest complaints with professionalism and skill.

Part	Content	CO
I	Breakfast and Brunch Practical: - Setting up breakfast covers, serving eggs, juices, and breads, Buffet brunch layout and execution, Tray setup for room service, Hot beverage service: tea, coffee, Clearing and resetting tables.	CO1
II	Menu Presentation and Planning: - Interpreting multi-course menus, Taking orders from a French menu, Food-wine pairing simulation, Designing themed menus, Practicing service sequence, Guest interaction etiquette.	CO2
III	Specialized Service Techniques: - Demonstrating gueridon service, Preparing flambé dishes, Handling carving trolley, Service of cheese board, Room service simulation.	CO3
IV	Mocktail Preparation: - Making popular mocktails: Virgin Mojito, Shirley Temple, Shaking, stirring, layering techniques, using bar tools (shaker, strainer, jigger), Garnishing with fruit and herbs.	CO4
V	Billing Practice and POS: -Manual billing formats, Handling KOT/BOT samples, Simulating cashier role, Use of POS system.	CO5
VI	Guest Complaint Handling Practice: - Roleplay: complaint scenarios, Verbal vs written complaint handling, Team response in service failures, Logging and documentation.	CO6

4 th Semester	Front Office Operations-II (THEORY)				
AGBHM405-24					
Internal Marks:	40		L	T	P
External Marks:	60		2	0	0
Total Marks:	100		Credits		2

Course Outcomes: After Studying this course, the students will: -

CO1	Understand the reservation process in front office operations.
CO2	Apply quality assurance methods to enhance guest satisfaction in front office
CO3	Deliver quality guest services during the stay.
CO4	Perform basic front office accounting and night audit tasks.
CO5	Manage guest departure and billing procedures.
CO6	Use revenue management tools to optimize room sales

Part	Content	CO
I	Reservation Procedures: - Types of reservations (confirmed, tentative, guaranteed), Modes of reservation (phone, email, OTA), Forecasting and overbooking, Group reservations and block bookings, Reservation amendments and cancellations, Forms used in reservation	CO1
II	Front Office Quality Assurance and Guest Satisfaction: - Concepts of quality assurance in front office, Guest satisfaction measurement tools, Standards and SOPs for front office services, Guest feedback collection and analysis, Service recovery and improvement plans, Role of audits and inspections	CO2
III	Guest Services During Stay: - Information and concierge services, Handling guest messages and mail, Safe deposit locker procedure, Wake-up calls, newspapers, etc., Handling guest complaints	CO3
IV	Front Office Accounting: - Guest folio and charge posting, Room rate management, Allowances and rebates, Night audit basics, Overages and shortages, Bill generation and payment process.	CO4
V	Departure and Check-Out: - Check-out procedures, Late check-out and express check-out, Settlement of bills and modes of payment, Luggage handling and transportation assistance, Collecting feedback.	CO5
VI	Revenue Management Basics: - Concept of yield management, Occupancy and average room rate (ARR), Revenue per available room (RevPAR), Demand forecasting, Pricing strategies (dynamic, rack, corporate)	CO6

References / Text Books

Text Books:-

- Hotel Hostel and Hospital Front office–Joan C Branson & Margaret Lennox (ELBS).
- Hotel Housekeeping– Sudhir Andrews Publisher: Tata McGraw Hill.
- Front Office Training manual–Sudhir Andrews. Publisher: Tata Mac Graw Hill
- Front Office–Operations and management–Ahmed Ismail (Thomson Delmar).
- Hotel Housekeeping Operations & Management–Raghubalan, Oxford University Press.

Reference Books

- Housekeeping and Front Office–Jones
- Managing Housekeeping Operations–Margaret Kappa & Aleta Nitschke
- Security Operations By Robert Mc Crie, Publisher: Butterworth–Heinemann
- Managing Computers in Hospitality Industry– Michael Kesavana & Cahell.
- Front Office Operation Management-S.K Bhatnagar, Publisher: Frank Brothers
- Managing Front Office Operations By Kasvan & Brooks

4th Semester	Front Office Operations-II (PRACTICAL)				
AGBHM406-24					
Internal Marks:	60		L	T	P
External Marks:	40		0	0	2
Total Marks:	100		Credits		1

Course Outcomes: After Studying this course, the students will: -

CO1	Handle the reservation process efficiently.
CO2	Execute quality assurance practices and handle guest feedback effectively.
CO3	Provide concierge and guest services effectively.
CO4	Manage front office accounting and billing systems.
CO5	Perform guest check-out with attention to detail.
CO6	Operate front office software and PMS tools confidently.

Part	Content	CO
I	Reservation Practice: - Handling telephonic reservations, filling up reservation forms, entering bookings in a reservation register, Making group bookings, Handling cancellation and modification.	CO1
II	Quality Assurance Practice: - Conducting guest satisfaction surveys, Role-playing service recovery scenarios, Preparing SOP checklists and audit reports, analyzing feedback and suggesting improvements, practicing guest interaction to enhance satisfaction.	CO2
III	Concierge and Information Services: - Providing city information, making local reservations (taxis, shows), Giving directions and maps, Arranging airport transfers, Handling guest mail and parcels.	CO3
IV	Guest Accounting: - Creating and updating guest folios, posting room charges and extras, applying discounts, rebates, preparing interim bills, Resolving billing discrepancies.	CO4
V	Departure Procedure: - Simulating check-out and bill settlement, Handling guest complaints on departure, Feedback collection form filling, Issuing final invoice and receipt, Luggage assistance	CO5
VI	Use of PMS (Property Management System): - Introduction to software like IDS/Opera, creating new bookings in system, Room allocation and status update, generating reports (occupancy, arrivals), Posting charges electronically	CO6

4 th Semester	Accommodation Operations-II (THEORY)				
AGBHM407-24					
Internal Marks:	40		L	T	P
External Marks:	60		2	0	0
Total Marks:	100		Credits		2

Course Outcomes: After Studying this course, the students will: -

CO1	Manage linen and laundry operations in hotels.
CO2	Identify and arrange guest room amenities as per category.
CO3	Apply procedures for handling lost and found items.
CO4	Operate and coordinate through the housekeeping control desk.
CO5	Prepare and monitor budgets in housekeeping.
CO6	Ensure safety and security in housekeeping operations.

Part	Content	CO
I	Linen and Laundry Management: - Types of linen used in hotels, Par stock calculation and inventory control, Linen cycle and storage, In-house vs outsourced laundry, laundry workflow and layout, laundry chemicals and equipment.	CO1
II	Guest Room Supplies and Amenities: - Standard amenities in different room categories, VIP guest amenities, Eco-friendly and luxury amenities, Setup for single, double, and suites, Minibar setup and checklist, Room maintenance log	CO2
III	Lost and Found Procedure: - Categories: valuable, perishable, non-valuable, Documentation and logging procedure, Storage and disposal timelines, Lost and Found register format, Guest communication and retrieval process	CO3
IV	Housekeeping Control Desk: - Role and functions of the control desk, Handling room status reports, Key issuing and tracking, Logbooks and registers.	CO4
V	Budgeting in Housekeeping: - Types of budgets: operating, capital, flexible, Cost control techniques, planning for linen, cleaning supplies, Forecasting expenses and cost centers, Performance indicators in budgeting	CO5
VI	Safety and Security in Housekeeping: - Fire safety equipment in rooms and corridors, Handling suspicious items and guests, Security rounds and checklist, Lost keys and master key policy, Chemical safety and storage	CO6

References/ Text Books

- Hotel, Hostel and Hospital Housekeeping – by Joan C Bransom & Margaret Lennox, ELBS with Hodder & Stoughton Ltd. Hotel House Keeping A Training Manual by Sudhir Andrews, Tata Mc Hotel Housekeeping Operations & Management by Rghubalan, Oxford. Management of Hotel & Motel Security (Occupational Safety and Health) by H Brustein, CRC Publisher. ••• Professional Management of Housekeeping Operations II Edi. By Robert J. Martin & Thomas J. A. Jones, Wiley Publications The Professional Housekeeper by Tucker Schneider, Wiley Publications Professional Management of Housekeeping by Manoj Madhukar, Rajat Publications.

4 th Semester	Accommodation Operations-II (PRACTICAL)				
AGBHM408-24					
Internal Marks:	60		L	T	P
External Marks:	40		0	0	2
Total Marks:	100		Credits		1

Course Outcomes: After Studying this course, the students will: -

CO1	Perform practical tasks in linen and uniform management.
CO2	Set up guest rooms according to hotel standards.
CO3	Maintain records for lost and found effectively.
CO4	Manage housekeeping operations through the control desk.
CO5	Demonstrate basic housekeeping budgeting concepts.
CO6	Apply fire safety and emergency protocols in hotels.

Part	Content	CO
I	Linen Room Operations: - Marking and mending linen, Folding techniques for linen and uniforms, Issuing clean linen to floors, Receiving soiled linen, Recording entries in linen register, Inspecting damaged items.	CO1
II	Room Setup & Amenities: - Making beds for standard, twin, king rooms, Setup of toiletries, towels, and stationery, Placing VIP and honeymoon amenities, Preparing rooms for inspection, Dusting, vacuuming, and polishing.	CO2
III	Lost and Found Practice: - Receiving and tagging found items, Logging items in register, returning items to guests, handling perishable lost items, preparing lost & found forms.	CO3
IV	Control Desk Duties: - Updating room status board, receiving messages from other departments, Handling calls and guest requests, Issuing keys with logs, Handling supply requisitions	CO4
V	Budgeting Exercise: - Creating dummy budgets, listing daily housekeeping expenses, calculating cost per occupied room, listing cleaning and guest supplies, comparing cost with revenue, Discussing budget cuts and cost-saving ideas	CO5
VI	Fire & Safety Drill: - Demonstrating fire extinguisher use, Simulating emergency evacuation, Reporting safety hazards, First-aid training, Security alert handling.	CO6

4th Semester	Principles of Management				
AGBHM409A-24					
Internal Marks:	40		L	T	P
External Marks:	60		2	0	0
Total Marks:	100		Credits		2

Course Outcomes: After Studying this course, the students will: -

CO1	Understand basic concepts and evolution of management.
CO2	Apply planning processes and tools in business contexts.
CO3	Analyse organizational structures and delegation methods.
CO4	Perform staffing-related functions like recruitment and training.
CO5	Implement motivation and communication strategies in teams.
CO6	Use control mechanisms to ensure efficiency in hospitality.

Part	Content	CO
I	Introduction to Management: - Definitions and evolution of management, Importance and functions of management, Levels and roles of managers, Henry Fayol's and Taylor's principles, Management vs administration, Management skills: conceptual, technical, human	CO1
II	Planning: - Features and importance of planning, Types: strategic, operational, contingency, Steps in planning process, Objectives, policies, procedures, Decision-making in planning, Limitations of planning	CO2
III	Organizing: - Meaning and process of organizing, Formal vs informal organization, Span of control and chain of command, Delegation and decentralization, Types of organizational structures, Departmentalization	CO3
IV	Staffing: - Importance of staffing in hospitality, Manpower planning, Recruitment and selection process, Training and development, Performance appraisal, Promotions and transfers	CO4
V	Directing: - Meaning and characteristics of directing, Motivation theories: Maslow, Herzberg, Leadership styles, Communication process and barriers, Role of supervision, Importance in hospitality context	CO5
VI	Controlling: - Nature and importance of control, Steps in the control process, Types of control: feedback, concurrent, preventive, Tools: budgets, audits, MIS, Setting standards and variance analysis, Role in service quality	CO6

References/ Text Books

"Principles of Management" Author: Harold Koontz & Heinz Weihrich, Management: A Global, Innovative, and Entrepreneurial Perspective" Author: Heinz Weihrich, Mark V. Cannice, Harold Koontz Principles and Practices of Management", Author: L.M. Prasad.