

Tata Institute of Social Sciences- School of Vocational Education

Three Year B.Voc. in Hotel Management

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1. Introduction

The University Grants Commission (UGC) has launched a scheme on skills development based higher education as part of college/university education, leading to Bachelor of Vocation (B.Voc.) Degree with multiple exits such as Diploma/Advanced Diploma under the NSQF. The B.Voc. programme is focused on universities and colleges providing undergraduate studies which would also incorporate specific job roles and their NOSs along with broad based general education. This would enable the graduates completing B.Voc. to make a meaningful participation in accelerating India's economy by gaining appropriate employment, becoming entrepreneurs and creating appropriate knowledge.

In December 2011, Tata Institute of Social Sciences set up the **School of Vocational Education (SVE)** to provide immediate and definite interventions to improve the lives of the disadvantaged and marginalized youth, especially who are excluded by the formal school education system, through appropriate vocational training programmes. It has been set up with a vision of creating an ecosystem that would bring back the dignity of labour for blue collar streams of work and create sustainable sources of income. This project has been initiated under the aegis of **All India Council for Technical Education (AICTE)** proposed by the **Ministry of HRD, Government of India**.

1.1 Key Features:

Objectives

- To provide judicious mix of skills relating to a profession and appropriate content of General Education.
- To ensure that the students have adequate knowledge and skills, so that they are work ready at each exit point of the programme.
- To provide flexibility to the students by means of pre-defined entry and multiple exit points.
- To integrate NSQF within the undergraduate level of higher education in order to enhance employability of the graduates and meet industry requirements. Such graduates apart from meeting the needs of local and national industry are also expected to be equipped to become part of the global workforce.
- To provide vertical mobility to students coming out of 10+2 with vocational subjects.
- The certification levels will lead to Diploma/Advanced Diploma/B. Voc. Degree Hotel Management and will be offered under the aegis of the TISS. This is out-lined in the Table below.

Award	Duration	Corresponding NSQF level
Diploma	1 Year	5
Advanced Diploma	2 Years	6
B.Voc. Degree	3 Years	7

The approach adopted by TISS-SVE is called the **Work Integrated Training programme (WITP)**. This Vocational Educational Programme is being implemented for the first time in India with a focus on job-specific skills rather than providing only a broad based education. The aim is to enable the students to learn the skill by engaging in on-the-job training at real shop floor of the industry/company along with classroom theoretical training. Through this “**Earn while you Learn**” approach model, the trainee may also earn a modest stipend during on-the-job duration of the course. Although, this is not mandatory for any institution, TISS-SVE strongly encourages the training partners to adopt this practice.

1.2. Eligibility for Admission

The eligibility condition for admission to B.Voc. programme in Hotel Management shall be 10+2 or equivalent.

1.3. Employability

Considering the work integrated approach adopted by TISS:SVE the industry will be open to employ the students attached with them for the purpose of training as full time employees. We can assist in placements after completion of the course but no guarantee can be given.

2. Course Structure

The Vocational course is a three year program consists a combination of Practical, Theory and Generic (provided by TISS) courses. The three year program will be divided into 6 semesters; 2 semesters per year. 1st year will be a Diploma, 2nd year will be Advance Diploma & 3rd year will be a Degree.

The program is a work integrated training which include on-the-job training (practical) for 4 to 5 days a week and 1 day of theory training. The courses also include generic module for overall development of the candidate. The 1st two years of this program are in line with the Community College framework of the AICTE. The B.Voc Degree program is designed as per the UGC guidelines. The objective of the course is to provide immediate and definite interventions to improve the lives of the disadvantaged and marginalized youth, especially who are excluded by the formal school education system through appropriate vocational training programmes. The target beneficiaries would include organized and unorganized labour, women, children, dalits and tribals.

Curriculum

The curriculum in each of the years of the programme would be a suitable mix of general education and skill development components.

Skill Development Components:

- (i) The focus of skill development components shall be to equip students with appropriate knowledge, practice and attitude, so as to become work ready. The skill development components should be relevant to the industry as per its requirements.
- (ii) The curriculum will necessarily embed within itself, National Occupational Standards (NOSs) of specific job roles within the industry. This would enable the students to meet the learning outcomes specified in the NOSs.
- (iii) The overall design of the skill development component along with the job roles selected will be such that it leads to a comprehensive specialization in one or two domains.
- (iv) In case NOS is not available for a specific area / job role, TISS will get the curriculum for this developed in consultation with industry experts.
- (v) The curriculum will focus on work-readiness skills in each of the three years.
- (vi)** Adequate attention will be given in curriculum design to practical work, on the job training, development of student portfolios and project work.

General Education Component:

- (i) The general education component will adhere to the normal university standards. It will emphasise and offer courses which provide holistic development. However, it will not exceed 40% of the total curriculum.
- (ii) Adequate emphasis will be given to language and communication skills.

The curriculum will be designed in a manner that at the end of year-

1, year-2 and year-3, students are able to meet below mentioned level descriptors for level 5, 6 and 7 of NSQF, respectively:

Level	Process required	Professional knowledge	Professional skill	Core skill	Responsibility
Level 5	Job that requires well developed skill, with clear choice of procedures in familiar context	Knowledge of facts, principles, processes and general concepts, in a field of work or study	A range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying basic methods, tools materials and information	Desired mathematical skill, understanding of social, political and some skill of collecting and organizing information, communication.	Responsibility for own work and learning and some responsibility for other's works and learning
Level 6	Demands wide range of specialized technical skill, clarity of knowledge and practice in broad range of activity involving standard/ non-standard practices	Factual and theoretical knowledge in broad contexts within a field of work or study	A range of cognitive and practical skills required to generate solutions to specific problems in a field of work or study	Reasonably good in mathematical calculation, understanding of social, political and, reasonably good in data collecting organizing information, and logical	Responsibility for own work and learning and full responsibility for other's works and learning

Level 7	Requires a command of wide ranging specialized theoretical and practical skill, involving variable routine and non-routine context	Wide ranging, factual and theoretical knowledge in broad contexts within a field of work or study	Wide range of cognitive and practical skills required to generate solutions to specific problems in a field of work or study	Good logical and mathematical skill understanding of social political and natural environment good in collecting and	Full responsibility for output of group and development
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- Professional knowledge is what a learner should know and understand with reference to the subject.
- Professional skills are what a learner should be able to do.
- Core skills refer to basic skills involving dexterity and use of methods, materials, tools and instruments used to perform the job including IT skills needed for that job.
- Responsibility aspect determines the (i) nature of working relationship, (ii) level of responsibility for self and others, (iii) managing change and (iv) accountability for actions.

The credits distribution as suggested by UGC for each of three years is as follows:

NSQF Level	Skill Component Credits	General Education Credits	Normal calendar duration	Exit Points / Awards
Year 3	36	24	Six Semesters	B.Voc.
Year 2	36	24	Four semesters	Advanced Diploma
Year 1	36	24	Two semesters	Diploma
TOTAL	108	72		

Examination and Assessment

The assessment for the general education component will be done by the TISS as per the prevailing standards and procedures.

The assessment for the skill development components will necessarily focus on practical demonstrations of the skills acquired. TISS will consult the respective Sector Skill Council or COE for designing the examination and assessment pattern for the skill development components. TISS may also consider using the designated assessors of Sector Skill Councils/industry associations for the conduct of practical assessment or draw from the panel of examiners appointed by TISS-SVE.

TISS will establish a credit based assessment and evaluation system for the B.Voc. programme.

3. Semester wise Distribution of Credits

Semester wise Credit distribution of Credits							
Semester	Recommended Vocational Theory Credits	Vocational Theory Hours	Vocational Practical Credits	Vocational Practical Hours	General Education Credits	General Education Hours	Total Hours
Semester 1	6	90	12	360	12	180	630
Semester 2	6	90	12	360	12	180	630
Semester 3	6	90	12	360	12	180	630
Semester 4	6	90	12	360	12	180	630
Semester 5	6	90	12	360	13	195	645
Semester 6	6	90	12	360	13	195	645
Total	36	540	72	2160	72	1110	3810

Theory 1 credit =15 hours

Practical

1 credit =30 hours

NOS standards to be mapped for skills to be acquired per semester

SYLLABUS FOR 3 Year B.Voc Degree in Hotel Management

Introduction:

The 3 year Degree is a comprehensive program encompassing all the areas of Hotel operations. The objectives of the program is given below.

- To develop the right skills necessary in the Hotel industry so as to meet the requirements according to the industry expectations.
- To develop the required skills in Food & Beverage Production.
- To develop the required skills in Food & Beverage Service.
- To develop the required skills in House Keeping & Front Office operations.
- To develop the required skills in Sales and Marketing and General Management of the Hotel industry.
- To develop the required skills in communication for a better career in the Hotel Industry.
- To provide the basic knowledge in hygiene, food safety & nutrition in line with International standards.
- To enable the candidates to manage any hospitality, tourism and other allied industries.

Semester Wise Courses:

Year	Semester I	Semester II
First	<ol style="list-style-type: none"> 1. Foundation Course in Food & Beverage Production 2. Foundation Course in Food & Beverage Service 3. Foundation Course in Front Office Operations 4. Foundation Course in House Keeping Operations 5. Food Safety & Hygiene 6. Elective-1- Travel & Tourism Management 7. Functional English 1 8. Computing Skills course I 9. Personal Grooming 	<ol style="list-style-type: none"> 1. Food & Beverage Production II 2. Food & Beverage Service II 3. Front Office Operations II 4. House Keeping Operations II 5. Elective-2- Basics of Event Management 6. Management Principles & Practices 7. Computing Skills course II 8. Communication Skills I
Second	Semester III	Semester IV
	<ol style="list-style-type: none"> 1. Food & Beverage Production-III 2. Food & Beverage Service -III 3. Front Office Operations-III 4. House Keeping Operations-III 5. Hospitality Law 6. Hotel Accountancy 7. Financial Literacy 8. Digital Literacy 9. Basics of Legal and HR Policies 	<ol style="list-style-type: none"> 1. Food & Beverage Production IV 2. Food & Beverage Service IV 3. Front Office Operations IV 4. House Keeping Operations IV 5. Hospitality Marketing 6. Elective-3- Allied Hospitality Management 7. Functional English II 8. Basics of Accounting

Third	Semester V	Semester VI
	<ol style="list-style-type: none"> 1. Food & Beverage Production-V 2. Food & Beverage Service -V 3. Housekeeping OperationsV 4. Front Office Operations V 5. Food & Beverage Management 6. Hotel Economics & Statistics 7. Communication Skills II 8. Health and Fitness 9. Basics of Economics and Markets 	<ol style="list-style-type: none"> 1. Food & Beverage Production VI 2. Food & Beverage Service VI 3. Front Office Operations VI 4. House Keeping Operations VI 5. Environmental Science 6. Entrepreneurship Development 7. Entrepreneurship 8. Employment Readiness

Please note the subject highlighted in red above are the Generic Modules. TISS:SVE will prepare the detailed syllabus for the same.

Semester I

1. Course Title: Foundation Course in Food & Beverage Production

Credits: 1

TotalCreditHours:15

Introduction and Course Objectives:

This course deals with the basics of working in a kitchen, starting from hygiene standards upkeep, HACCP and other ethics. It also includes the features of the Kitchen area and the equipments used in it. Lastly it deals with nature of commodities used in the kitchen too.

Main Concepts: Standards and ethics for food handlers, food commodities & kitchen equipment

Learning Objectives: To learn Food Production the basics of Kitchen are required to be learnt first. This Semester aims at that.

These objectives need to correspond with NOS framework.

Course Content:

PROFESSIONAL STANDARDS AND ETHICS FOR FOOD HANDLERS

Personal hygiene
General kitchen hygiene and sanitation
HACCP (Hazard Analysis and Critical Control Points)
Ethics in the kitchen

FOOD COMMODITIES

Classification of Ingredients
Characteristics of Ingredients
Uses of Ingredients
Food and its relation to health
Definition of Basal Metabolism
Major nutrients – functions, sources and deficiency of Carbohydrates, Proteins, Fat, Vitamins, Minerals, Water and Fibre

COOKING FUELS AND KITCHEN EQUIPMENT

Types of cooking fuels
Uses of cooking fuels
Safety precautions
Classification of Kitchen Equipment
Uses of Kitchen Equipment
Care and maintenance

PROCESSING OF COMMODITIES

Cleaning and pre-preparation of food commodities

Quality points & cuts of fruit ,vegetables, fish, lamb, beef, pork, poultry and game

Practicals

Lay out of the kitchen.
Kitchen organization chart
Identifying & Use of Kitchen equipment
Cuts of vegetables
Cuts of meat and fish

Method of Teaching:

1. Classroom Instruction
2. Demonstrations,
3. Role Play
4. Group activities

Method of Assessment & Weightage:

Assessment Tasks:

Multiple choice test for the classroom sessions
On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test
50% for Supervisor's checklist and feedback

Reading Lists & References

Essential Reading

1. Theory of Catering by David Foskett and Victor Ceserani, Publishers-Hodder Education
2. Practical Cookery by David Foskett, Ronald Kinton and Victor Ceserani, Publishers-Hodder Education
3. Modern Cookery for the Teaching and the Trade by Thangam Philip, Publisher-Orient Longman
5. Theory of Cookery by Krishna Arora, Publishers-Frank Bros. & Co.

Suggested Reading

1. Prashad-Cooking with Indian Masters by IndersinghKalra, Publishers-Allied Publishers Pvt Limited
 2. Larousse Gastronomique by Prosper Montagne, Publishers-Hamlyn
 4. Food and Beverage Management by Bernard Davis, Andrew Lockwood and Sally Ston
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2. Course Title: Foundation Course in Food & Beverage Service

Credits:1

TotalCreditHours:15

Introduction and Course Objectives:

This course aims at disbursing knowledge about the basics of food service, which includes the types of service area and the expected attributes of the personnel working within. It will also include the knowledge about equipments used in the F&B service areas.

Main Concepts: Basics of Food & Beverage Service

Learning Objectives: To learn about the industry, service areas, personnel and equipment used
These objectives need to correspond with NOS framework.

Course Content:

FOOD & BEVERAGE SERVICE INDUSTRY

Introduction to Food and Beverage Service
Types of catering operations

ATTRIBUTES OF FOOD & BEVERAGE SERVICE PERSONNEL

FOOD & BEVERAGE SERVICE ORGANIZATION

Organizational Hierarchy of the F & B Department
Job Specifications for the F & B Department
Job Descriptions (Directeur de Restaurant (Restaurant Manager), Maitre d'hotel (Sr. Captain), Chef de Rang (Station waiter), Busboy, Hostess, Sommelier (Wine waiter), RSOT, Chef d'etage (Floor Waiter)

FOOD & BEVERAGE SERVICE AREAS WITH HIERARCHIES

Restaurant, Coffee Shop, Room Service, Bar, Banquets

F & B SERVICE EQUIPMENT

- a) Furniture
- b) Linen
- c) Chinaware
- d) Silverware (Flatware, Hollowware)
- e) Glassware
- f) Disposables
- g) Special Equipment (Trolleys, Electrical equipment etc)
- h) Personal Equipment

PRACTICALS

- i. Briefing/debriefing
- ii. Restaurant Etiquette

- iii. Mise- en- Scene/ Mise -en Place
- iv. Identification of Equipment
- v. Laying and relaying a table cloth
- vi. Rules for laying a cover
- vii. Napkin folds
- viii. Service of water

Method of Teaching:

1. Classroom Instruction
2. Demonstrations,
3. Role Play
4. Group activities

Method of Assessment & Weightage:

Assessment Tasks:

Multiple choice test for the classroom sessions

On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test

50% for Supervisor's checklist and feedback

Essential Reading

1. R Singaravelan (2011) Food and Beverage Service, Oxford University Press

Suggested Reading

- George Bobby & Chatterjee Sandeep(2008) Food and Beverage Service and Management, Jaico
 - Lillicrap Dennis and Cousins John (2010)-Food and Beverage Service- 9thEdition – Hodder Education
 - Andrews Sudhir (2009)Food and Beverage Management, Tata McGraw Hill
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3. Course Title: Foundation Course in Front Office Operations

Credits: 1

TotalCreditHours:15

Introduction and Course Objectives:

This course aims at discussing about the basics of Front of the house in the Hotel industry. It encompasses the product to be dealt with, the organization to work in and the guest cycle which is the sole centre of the objectives of a front office.

Main Concepts: Understanding the identity of Front Office

Learning Objectives: Introduction to the industry, Hotel as an organization, the product and Guest cycle.

These objectives need to correspond with NOS framework.

Course Content:

INTRODUCTION TO TOURISM, HOSPITALITY AND HOTEL INDUSTRY

1. Tourism and it's importance
2. Concept of Hospitality and it's origin
3. Origin, History, Growth and Development of hotel industry – India and global
4. Classification and Categorization of Hotel Industry.

HOTEL ORGANIZATION

1. Introduction to Front Office
2. Basic Activities of Front Office
3. F O Layout & Equipment
4. Various Sections of Front Office
5. Organization Structure of Front Office department of a 5 star and 3 star category hotel.

FRONT OFFICE PRODUCT

1. Types of rooms
2. Types of room rates
3. Types of plans
4. Room status definitions

INTRODUCTION TO GUEST CYCLE HANDLING

1. Pre-arrival
2. Arrival
3. Occupancy
4. Departure

PRACTICALS

1. Grooming and Hospitality etiquette
2. Welcoming/ greeting the guest
3. Basic telephone handling

Method of Teaching:

1. Classroom Instruction
2. Demonstrations,
3. Role Play
4. Group activities

Method of Assessment & Weightage:**Assessment Tasks:**

Multiple choice test for the classroom sessions

On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test

50% for Supervisor's checklist and feedback

Reading Lists & References**Essential Reading**

1. Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
2. An introduction to hospitality- Dennis L. Foster
3. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley & Jeremy Huyton

Suggested Reading

1. Hotel Reception- White & Beckley
 2. Hotel Front Office Training-Sudhir Andrews
 3. Hotel Front Office Operations – Colin Dix & Chris Baird
 4. Hotel Front Office – James Bardi
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4.Course Title: Foundation Course in Housekeeping Operations

Credits: 1

TotalCreditHours:15

Introduction and Course Objectives:

This course inculcates the basics of Housekeeping operations in any Hotel explaining the objectives and the set up of the department. Guest rooms which are the obvious product of this department has also been dealt in this course.

Main Concepts: Understanding the structure & identity of the department

Learning Objectives: The department and the Guest rooms

These objectives need to correspond with NOS framework.

Course Content:

HOUSE KEEPING DEPARTMENT

1. Organizational frame work of the department (large, medium, small)
2. Role of key personnel in house keeping
3. Job description and job specification of staff in the department
4. Qualities of the house keeping staff
5. Skills of a good house keeper (Managerial, technical, Conceptual)
6. Inter departmental coordination with more emphasis on front office and maintenance
7. Department and the relevant sub sections.

HOTEL GUEST ROOM

1. Types of guest rooms
2. Layout out of guest rooms (types)
3. Layout of floor pantry
4. Furniture, fixture, guest supplies, amenities in a guest room (to be dealt in brief only)
5. Accessories
6. Daily cleaning of occupied, departure, vacant, under repair, VIP rooms
7. Weekly cleaning , spring cleaning
8. Evening service
9. Systems and procedures involved.
10. Cleaning process
11. Cleaning and upkeep of public areas (lobby, cloak room, restaurants, bar, banquet halls, admin offices, lifts and elevators, staircases, back areas, front area, corridors)

Practicals

- i. Personal hygiene in house keeping
- ii. Housekeeping etiquette
- iii. Bed Making
- iv. Cleaning Rooms & Public Areas

Method of Teaching:

1. Classroom Instruction
2. Demonstrations,
3. Role Play
4. Group activities

Method of Assessment & Weightage:

Assessment Tasks:

Multiple choice test for the classroom sessions

On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test

50% for Supervisor's checklist and feedback

Reading Lists & References

Essential Reading

1. Text book of Hotel Housekeeping Management & Operations, Sudhir Andrews, Tata
2. McGraw-Hill
3. Hotel, Hostel Hospital Housekeeping, John C. Branson and & Margaret Lennox
4. Hotel Housekeeping, Raghubalan & Smritee Raghubalan, Oxford University Press
5. Housekeeping operation design & management, Jaya George & Malini S , Jaico
6. publishing
7. The Good House Keeping Book, Dorothy B. Marsh Harcourt College Publishers

Suggested Reading

1. The Art of Flower Arrangements, Rekha Sarin, UBS Publishers.
2. The Best in Lobby Design hotels & Offices, Alan Philips, Rotovision SA
3. The Best in Office Interior Design, Alan Philips, Rotovision SA
4. The Complete Curtain Book, Isabella Forbes, Conron/ Octopus Publishing
5. The Flooring Book, Elizabeth Wilhide, VNR
6. The Professional Housekeeper, Madelin Schneider, & Georgina Tucker

5.CourseTitle: Food Safety & Hygiene

Credits: 1

TotalCreditHours:15

Introduction and Course Objectives:

To learn about the needs of hygiene in the food processing and service area and how to achieve a hygienic setup.

Main Concepts :Safe and Hygienic Food Production & service areas in the industry.

Learning Objectives: Hygiene 7 sanitation from receiving area to the service area, Reasons of contamination and points to check. Safety management in the industry.

These objectives need to correspond with NOS framework.

CourseContent:

INTRODUCTION TO HYGIENE AND SANITATION

1. Introduction
2. Importance of hygiene in catering establishments
3. Sanitation and its importance ,principles-chemicals, heat and water

CONTAMINATION AND SPOILAGE

1. Contamination and food spoilage, sources
2. Conditions which lead to spoilage
3. Signs of spoilage in various foods
4. Microbes and its role in food spoilage
5. Factors affecting and controlling microbial growth
6. Food borne illness (case studies)

PURCHASING, RECEIVING AND STORAGE OF FOODS

1. Procedures while purchasing and receiving foods
2. Importance on storage of food
3. Points to be considered while storing food
4. Classification of food according to ease of spoilage
5. Storage of leftover food, hot food and cooling of foods
6. Various storage zones-dry, refrigerator freezer- special reference to temperatures
7. Sanitary procedure followed while preparing and storing foods

SAFETY MANAGEMENT IN CATERING ESTABLISHMENTS

1. Accidents -commonly occurring in catering establishments
2. Preventive methods
3. Education/training in sanitation
4. Food safety regulations- all food laws and standards and HACCP

MethodofTeaching:

1. Classroom Instruction
2. Group activities

Method of Assessment &Weightage:

Assessment Tasks:

Multiple choice test for the classroom sessions

Weightage:

100% for MCQ test

Reading Lists & References

Essential Reading

1. Food hygiene and sanitation - S. Roday
2. Managing food hygiene - Nicholas John
3. Food hygiene for food handlers - Jill Trickett

Suggested Reading

1. Principles of food sanitation - Marriott
 2. Essentials of food safety and sanitation - David M S Swane, Nancy R Rue, Richard Linton
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6. Course Title: Elective-1- Travel & Tourism Management

Credits: 1

Total Credit Hours: 15

Introduction and Course Objectives:

To learn about the Umbrella industry of Tourism and connect it to the Hotel industry

Main Concepts: Tourism and Travel industry and its relevance to the Hospitality industry.

Learning Objectives: Definition & phenomena of Tourism. Tourism product & its influence from Geography of India, Travel regulations & Management.

These objectives need to correspond with NOS framework.

Course Content:

TOURISM PHENOMENA

1. Understanding tourism – Concept and definition, meaning, concept of traveler and tourists, classification of tourism according to purpose of travel, 4 components of tourism, related definitions, impact of tourism
2. Origin growth and development of tourism.

GEOGRAPHY AND TOURISM

1. India's bio diversity.
2. Landscape – Physiographical structure of India
3. Climate and Seasons of India

TRAVEL MANAGEMENT

1. Transport Systems – Air, Rail, Road, Waterways
2. Travel Agencies – Definition, history, Role and functions, Types
3. Tourism Organization and Associations – Introduction, functions and organization of IATA, ICAO, WTO, ASTA, UFTAA, PATA, TAAI
4. Tour operator – Definition, Types, Importance and role of Tourist guide and related definitions

TRAVEL FORMALITIES AND REGULATIONS

1. Passport - definition, types in India, other passports, procedure for obtaining passport in India
2. Visa – definition, types, procedure for obtaining visa in India, related definitions
3. Foreign Exchange – Definition of currency and BTQ, Countries and currencies, RBI regulation on foreign exchange, related definitions
4. Brief information on Immigration, Travel insurance, health certificates, PIO cards and baggage rules

Method of Teaching:

1. Classroom Instruction
2. Group activities

Method of Assessment & Weightage:

Assessment Tasks:

Multiple choice test for the classroom sessions

Weightage:

100% for MCQ test

Reading Lists & References

Essential Reading

1. Hotel for tourism development- DR JAGMOHAN NEGI
2. Profiles of Indian tourism – SHALINI SINGH
3. Tourism today – RATNADEEP SINGH

4. Dynamics of tourism – PUSHPINDER S GILL

Suggested Reading

1. Introduction of tourism – SETH
 2. Tourism past, present and future- BOOKHARD
 3. Tourism principles and policies – AK BHARIA
 4. Travel agents and tourism – MERRISON JAMEW
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Semester II

1. Course Title: Food & Beverage Production II

Credits: 1

Total Credit Hours: 15

Introduction and Course Objectives: To learn the objectives of cooking and basics of Indian cookery. This course goes into giving details about methods of cooking and making of soups & stocks.

Main Concepts: Objectives & Methods of Cooking. Cooking as an art.

Learning Objectives: Aims and Methods of cooking. Introduction to Indian & Continental Cuisine

These objectives need to correspond with NOS framework.

Course Content:

AIMS AND OBJECTIVES OF COOKING FOOD

1. Importance of cooking food
2. Effects of action of heat on food- cereals, pulses, starchy vegetables, green leafy vegetable sweetening agents, meat, fish, eggs, dairy products, dairy fat, vegetable oils and fats, animal fat, nuts and oil seeds

METHODS OF COOKING

Classification, principles, equipment required, commodities that can be used, menu examples for - Boiling, Steaming, Poaching, Blanching Sautéing, Grilling, Roasting, Baking Braising, Broiling, Microwaving, Frying. Stewing and En Papillote.

INDIAN CUISINE

Characteristics, ingredients used, equipment used, cooking methods for regional cuisines – Punjabi, Awadhi, Bengali, Hyderabad, Chettinad, Coastal India, Karnataka
Glossary of Indian Culinary Terms and Popular dishes

ART OF COOKERY

Styles of Cookery-Oriental/Asian/European/Continental/Pan American
History and Development of Modern Cuisine-Classical and Contemporary

STOCKS, SAUCES AND SOUPS

- a. Types of Stocks, Mirepoix, Bouquet Garni, & its Uses
- b. Basic mother sauces, derivatives, Thickening agents used in sauces rectification of faulty sauces, miscellaneous sauces & Gravies, Jus roti and Jus lie
- c. Soups– Classification, principles, garnishing and accompaniments Popular international soups

Practicals

- i. Methods of cooking
- ii. Preparations of Stock
- iii. Preparations of Basic Mother Sauces
- iv. Preparations of Soups
- v. Preparation of marinades, masalas, pastes and gravies

Method of Teaching:

1. Classroom Instruction
2. Demonstrations,
3. Role Play
4. Group activities

Method of Assessment & Weightage:**Assessment Tasks:**

Multiple choice test for the classroom sessions

On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test

50% for Supervisor's checklist and feedback

Reading Lists & References**Essential Reading**

1. Theory of Catering by David Foskett and Victor Ceserani, Publishers-Hodder Education
2. Practical Cookery by David Foskett, Ronald Kinton and Victor Ceserani, Publishers-Hodder Education
3. Modern Cookery for the Teaching and the Trade by Thangam Philip, Publisher-Orient Longman
4. Theory of Cookery by Krishna Arora, Publishers-Frank Bros. & Co.

Suggested Reading

1. Prashad-Cooking with Indian Masters by Indersingh Kalra, Publishers-Allied Publishers Pvt Limited
 2. Larousse Gastronomique by Prosper Montagne, Publishers-Hamlyn
 3. Food and Beverage Management by Bernard Davis, Andrew Lockwood and Sally Ston
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2.CourseTitle:Food and Beverage Service-II

Credits: 1

TotalCreditHours:15

IntroductionandCourseObjectives: In this session students will learn about the importance of Menu and its planning. Besides types of service and description about certain specialized service.

MainConcepts:Menu Planning and Types of Food Service.

LearningObjectives: To learn about Menu Planning, Types of Service, Banquets, Buffet and Room Service.

TheseobjectivesneedtocorrespondwithNOSframework.

CourseContent:

TYPES OF SERVICE AND MENUS

1. Table Service- French, Russian, English, American, Silver
2. Assisted service-carvery, Buffet
3. Self service-, cafeteria
4. Specialized service-gueridon, automated, tray, trolley etc

MENU PLANNING

- a. Introduction
- b. Types of menus
- c. Rules to be observed while planning menus
- d. Classical French Menu - 13 courses
- e. Menu Terms
- f. Food and its accompaniments with cover
- g. Menu Design

BREAK FAST

1. Types – Continental, English, Buffet, Indian
2. Menu
3. Cover set up and service

IN-ROOM DINING

- a. Hierarchy
- b. Layout and design
- c. Cycle of service
- d. Forms and formats- RSOT control sheet, Waiter's card, Breakfast Door Knob, Amenity Voucher

FUNCTION CATERING

1.Types of functions

2. Banquet menu
3. Table and seating plans
4. Booking procedure with forms and formats- BFC, Booking Diary, Function of the Day,
5. Banquet seating calculation

BUFFET

1. Introduction
2. Types of Buffet services– Finger, Fork, sit down
3. Types of Buffet - Themes
4. Equipment

Practicals

Cover Set up, Service sequence, clearance\
Silver service, Preplated service
Compiling of a menu in French
Breakfast cover setup
Service of non alcoholic beverages
Room service tray set ups
Room service tray setup
Setting up of a BFC and making a bill

Method of Teaching:

1. Classroom Instruction
2. Demonstrations,
3. Role Play
4. Group activities

Method of Assessment & Weightage:

Assessment Tasks:

Multiple choice test for the classroom sessions
On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test
50% for Supervisor's checklist and feedback

Essential Reading

1. R Singaravelan (2011) Food and Beverage Service, Oxford University Press

Suggested Reading

- George Bobby & Chatterjee Sandeep (2008) Food and Beverage Service and Management, Jaico
 - Lillicrap Dennis and Cousins John (2010)-Food and Beverage Service- 9th Edition – Hodder Education
 - Andrews Sudhir (2009) Food and Beverage Management, Tata McGraw Hill
-

3. Course Title: Front Office Operations-II

Credits: 1

Total Credit Hours: 15

Introduction and Course Objectives: To learn about the concept of reservation of rooms in a hotel and the importance & operations of the Lobby

Main Concepts: Reservation of Rooms in a Hotel. Lobby

Learning Objectives: To learn about the Lobby & Bell desk operations. To learn about the concept of Reservation.

These objectives need to correspond with NOS framework.

Course Content:

LOBBY AND BELL DESK OPERATIONS

1. Layout of a lobby
2. Concept of Uniformed Services & its function
3. Job description and specification – Concierge, Bell Captain, Bell Boy, Doorman & Parking Valet
4. Layout & equipment of Bell Desk
5. Luggage handling Procedure on guest arrival – FIT, VIP, and Group
6. Luggage handling Procedure on guest Departure – FIT, VIP, and Group
7. Left Luggage procedure
8. Scanty Baggage procedure

RESERVATION CONCEPT

1. Sources and modes
2. Types – Guaranteed & non-guaranteed
3. Reservation Record
4. Method of receiving a reservation
5. Handling special requests
6. Confirmation of reservation
7. Modification of reservation
8. Cancellation of reservation
9. Reservation Charts
10. Records and forms used
11. Job description and specification – Reservation Assistant

Practicals

Countries, capitals, currencies and official airlines of the world (assignment)
Luggage handling – FIT, walk-in, scanty baggage, regular, crew and group guest.
Reservations

- Taking down a reservation for FIT, FFIT, Corporate guest and group
- Special requests
- Amendment of reservation
- Cancellation of reservation

Great Personalities of the hotel industry (min. 3 personalities to be given as an assignment)

Method of Teaching:

1. Classroom Instruction
2. Demonstrations,
3. Role Play
4. Group activities

Method of Assessment & Weightage:**Assessment Tasks:**

Multiple choice test for the classroom sessions

On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test

50% for Supervisor's checklist and feedback

Reading Lists & References**Essential Reading**

1. Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
2. An introduction to hospitality- Dennis L. Foster
3. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley & Jeremy Huyton

Suggested Reading

1. Hotel Reception- White & Beckley
 2. Hotel Front Office Training- Sudhir Andrews
 3. Hotel Front Office Operations – Colin Dix & Chris Baird
 4. Hotel Front Office – James Bardi
-

4.CourseTitle:Housekeeping Operations II

Credits: 1

TotalCreditHours:15

IntroductionandCourseObjectives: The course aims at teaching about the various equipment used to clean the public areas & rooms of the Hotel. It also contains information about Housekeeping control desk, and the rooms designated to issue Uniforms of the Employees.

MainConcepts:Housekeeping Control desk, Uniform Room and Cleaning Equipment.

LearningObjectives: To learn about the Housekeeping control desk, Uniform & Tailor room and cleaning equipment used in the department

TheseobjectivesneedtocorrespondwithNOSframework.

CourseContent:

CLEANING EQUIPMENTS

1. Types of equipments
2. Operating principles of equipments
3. Characteristics of good equipment (Mechanical, manual)
4. Storage, upkeep, maintenance of equipment

HOUSE KEEPING CONTROL DESK

1. Importance, role, co-ordination, checklist
2. Forms, formats & registers used in the desk reports
3. Role of computers, snapshots of software
4. Lost & found
5. Key control
6. Gate pass
7. Indenting from stores

LINEN, UNIFORM, TAILOR ROOM

1. Lay out
2. Types of linen, sizes, linen exchange procedures
3. Storage facilities and conditions
4. Par stock. (Introduction & definition)
5. Discard procedure, re use of discard
6. Inventory system
7. Functions of uniform room
8. Functions of tailor room

Practicals

- a. Applying Brasso.
- b. Bed making - traditional
- c. Glass cleaning tasks – mirror, glass, window pane
 - i. Sweeping, Scrubbing and Mopping
 - ii. Wet and Dry dusting
 - iii. High ceiling cleaning - cobwebs
- d. Demonstration of Public area cleaning - Restaurant
- e. Demonstration of Public area cleaning - Offices, corridors
- f. Forms and formats – occupancy slip, gate passes, job order, lost and found register,

key register

Method of Teaching:

1. Classroom Instruction
2. Demonstrations,
3. Role Play
4. Group activities

Method of Assessment & Weightage:

Assessment Tasks:

Multiple choice test for the classroom sessions

On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test

50% for Supervisor's checklist and feedback

Reading Lists & References

Essential Reading

1. Text book of Hotel Housekeeping Management & Operations, Sudhir Andrews, Tata
2. McGraw-Hill
3. Hotel, Hostel Hospital Housekeeping, John C. Branson and & Margaret Lennox
4. Hotel Housekeeping, Raghubalan & Smritee Raghubalan, Oxford University Press
5. Housekeeping operation design & management, Jaya George & Malini S, Jaico
6. publishing
7. The Good House Keeping Book, Dorothy B. Marsh Harcourt College Publishers

Suggested Reading

1. The Art of Flower Arrangements, Rekha Sarin, UBS Publishers.
 2. The Best in Lobby Design hotels & Offices, Alan Philips, Rotovision SA
 3. The Best in Office Interior Design, Alan Philips, Rotovision SA
 4. The Complete Curtain Book, Isabella Forbes, Conron/ Octopus Publishing
 5. The Flooring Book, Elizabeth Wilhide, VNR
 6. The Professional Housekeeper, Madelin Schneider, & Georgina Tucker
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5.CourseTitle: Basics of Event Management

Credits: 1

TotalCreditHours:15

IntroductionandCourseObjectives: Events are special occasions which are organized by third parties. The present course aims at teaching about the various types of events and how to organize them to gain profits. This in turn will help students to become entrepreneurs in future.

MainConcepts:Elements of Event management, Planning & Conduction.

LearningObjectives: To learn about the concept of Event Management, How to plan, organize and conduct events and make them profitable.

TheseobjectivesneedtocorrespondwithNOSframework.

CourseContent:

Introduction to Event Management

Defining an event. Importance & scope of events. Size & type of Events. Advantages offered by events

Team Organization & Work Distribution

Event Team. Code of ethics. Supervising skills. Management skills. Distribution of responsibilities.

Key Elements of Events.

Core concept. Core People. Core Talent. Core Structure. Event Infrastructure. Main infrastructure & facilities.

Event planning

Role of an event planner. Qualities of a good event planner. Aim of event. Develop a map. Establish objectives. Preparing event proposal. Use of planning tools. Legal formalities & permission from competent authorities. Cost estimation.

Promotion & Media

Purpose of Promotion, Use of Different Media- print, networking, TV, Radio, Internet, outdoor media etc., Sponsorships, Factors to make promotions effective.

Conduction of the event

Organizing, Staffing, Systematic supervision to ensure proper distribution and discharge of duties, Leading, Coordination, Controlling, Fire fighting skill, Putting things back to the place.

MethodofTeaching:

1. Classroom Instruction
2. Group activities

MethodofAssessment&Weight age:

AssessmentTasks:

Multiple choice test for the classroom sessions

Weightage:

100% for MCQ test

ReadingLists&References

EssentialReading

1. Event Management by Sita Ram Singh.
2. Event Management : For Tourism, Cultural, Business and Sporting Events by Lynn Van Der Wagen& Brenda R.Carlos

SuggestedReading

1. Event Marketing and Management by Sanjaya Singh Gaur & Sanjay V.Saggere
-

6.CourseTitle: Management Principles & Practices

Credits: 1

TotalCreditHours:15

IntroductionandCourseObjectives: It is very important to know about the basic principles of management for all the students as the Hotel industry is a Human intensive one and therefore at every corner of its operation management principles are bound to be applied.

MainConcepts:Introduction, Planning, Organizing, Staffing & Directing.

LearningObjectives: To learn the Management principles and how to practice them.

TheseobjectivesneedtocorrespondwithNOSframework.

CourseContent:

INTRODUCTION TO BUSINESS AND MANAGEMENT

- a) Meaning, definition, characteristics, objectives, functions and scope of business
- b) Meaning, definition, nature and characteristics, scope and functional areas of management, Process of Management
- c) Levels of management
- d) Management a science or art or profession
- e) Management and administration
- f) Principles of management
- g) Social responsibility of business and ethics

PLANNING

- a) Meaning, objectives, nature, advantages and limitations
- b) Planning purpose
- c) Types of plans (meaning only)

ORGANIZING

- a) Meaning, nature and purpose
- b) Principles of organizing

STAFFING AND DIRECTING

- a. Meaning, definition, nature and importance of Staffing
- b. Staffing process
- c. Sources of recruitment
- d. Training: Meaning, Need and Methods
- e. Leadership: meaning, functions and styles
- f. Motivation: meaning and importance
- g. Communication: Meaning, Process and barriers to communication
- h. Co-ordination: meaning, importance and techniques.

MethodofTeaching:

- 1. Classroom Instruction
- 2. Group activities

MethodofAssessment&Weight age:

AssessmentTasks:

Multiple choice test for the classroom sessions

Weightage:

100% for MCQ test

ReadingLists&References

EssentialReading

1. Koontz & O'Donnell, Management
 2. Appanniah& Reddy, Essentials of Management
 3. M.Prasad, Principles of Management
 4. Rustum&Davan, principles and practice of Management
 5. Srinivasan &Chunawalla, Management Principles and Practice
-

Semester III

1.Course Title: Food & Beverage Production-III

Credits: 1

Total Credit Hours: 15

Introduction and Course Objectives: This course will be dealing with the topic of food preservation which is important aspect in Food production. Preserved food Cheese is to be discussed .Elements of Bakery will be another subject to be discussed in this semester course.

Main Concepts: Learning about food preservation and bakery.

Learning Objectives: Food preservation & Cheese. Basics of Bakery

These objectives need to correspond with NOS framework.

Course Content:

FOOD PRESERVATION

1. Methods of Food Preservation
2. Physical and chemical agents in food preservation
3. Preservation of perishable foods

CHEESE

1. Manufacturing process
2. Types of cheese according to texture,
3. Uses of cheese in cookery
4. Famous cheese of the world

BAKERY

1. Role of ingredients in baking
2. Types of Dough-Bread
3. Types of batters-pancakes
4. Types of Breads-Names and description of Breakfast, Lunch, Snack and International breads
5. Glossary of Bakery Terms

Practicals

Demonstration of Breakfast, Lunch, Snack items and International breads

Demonstration of pancakes

Method of Teaching:

1. Classroom Instruction
2. Demonstrations,
3. Role Play
4. Group activities

Method of Assessment & Weight age:

Assessment Tasks:

Multiple choice test for the classroom sessions

On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test

50% for Supervisor's checklist and feedback

Reading Lists & References**Essential Reading**

1. Theory of Catering by David Foskett and Victor Ceserani, Publishers-Hodder Education
2. Practical Cookery by David Foskett, Ronald Kinton and Victor Ceserani, Publishers-Hodder Education
3. Modern Cookery for the Teaching and the Trade by Thangam Philip, Publisher-Orient Longman
4. Theory of Cookery by Krishna Arora, Publishers-Frank Bros. & Co.

Suggested Reading

4. Prashad-Cooking with Indian Masters by IndersinghKalra, Publishers-Allied Publishers Pvt Limited
 5. Pvt Limited
 6. Larousse Gastronomique by Prosper Montagne, Publishers-Hamlyn
 7. Food and Beverage Management by Bernard Davis, Andrew Lockwood and Sally Ston
-

2.Course Title: Food & Beverage Service III

Credits: 1

Total Credit Hours: 15

Introduction and Course Objectives: This semester deals with the beverages being served in the F&B service areas. These will include alcoholic and non alcoholic with their nature, features,manufacture,storage& service.

Main Concepts: Learning Beverages—Alcoholic & Non Alcoholic.

Learning Objectives: Objectives are to learn their nature, features, manufacture, storage& service of alcoholic and non alcoholic beverages.

These objectives need to correspond with NOS framework.

Course Content:

NON ALCOHOLIC BEVERAGES

1. Classification
2. Hot Beverages – Tea, Coffee, Cocoa - production, types, brand names and service
3. Cold Beverages – waters, juices, milk based, syrups, squashes, aerated – types, brands and service

ALCOHOLIC BEVERAGES

1. Consumption – benefits, abuse, sensible drinking
2. Introduction and classification of alcoholic beverages

WINE

1. Vine – family, grape composition, training and pruning, cycle of harvest, factors affecting quality – soil, climate, viticulture, vinification, vine diseases
2. Classification of wines – still, sparkling, fortified, aromatized,
3. Control of Quality – France, Italy, German,
4. Grape varietis – 10 red and 10 white
5. Wine manufacture – red, white, rose
6. Wine producing countries and regions (handout provided) - France, Italy, Germany
7. Wine names – France, Italy, Germany, California, Australia, India
8. Champagne – Introduction, manufacture, types and shippers
9. Fortified wines – Sherry, Port, Madeira - types, manufacture, service and brands
10. Aromatised – Vermouth and other aromatized wines
11. Wine service temperatures

WINE & FOOD HARMONY

Practicals

- Service of non alcoholic beverages
- Reading of the wine maps of France, Italy, Germany
- Reading of wine labels
- Service of Still wines
- Service of Sparkling wines
- Service of fortified, aromatized wines
- Matching food and wine

Method of Teaching:

1. Classroom Instruction
2. Demonstrations,
3. Role Play
4. Group activities

Method of Assessment & Weight age:**Assessment Tasks:**

Multiple choice test for the classroom sessions

On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test

50% for Supervisor's checklist and feedback

Reading Lists & References**Essential Reading**

2. R Singaravelan (2011) Food and Beverage Service, Oxford University Press

Suggested Reading

- George Bobby & Chatterjee Sandeep(2008) Food and Beverage Service and Management, Jaico
- Lillicrap Dennis and Cousins John (2010)-Food and Beverage Service- 9thEdition – Hodder Education
- Andrews Sudhir (2009)Food and Beverage Management, Tata McGraw Hill

3.Course Title: Front Office Operations III

Credits: 1

Total Credit Hours: 15

Introduction and Course Objectives: This semester course aims at learning about all the Front office operations in detail including Reservation, Reception, Information and Telephone operations.

Main Concepts: Reception, Information & Telephone areas of the front office.

Learning Objectives: At the end of the course the student should be in a position to understand the full operations of the front of the hotel

These objectives need to correspond with NOS framework.

Course Content:

RESERVATION OPERATIONS

Reservations and sales

Reservation inquiry – CRS, Intersell Agencies, GDS, Internet and Property Direct.

Group Reservations

Reservation reports

FRONT DESK OPERATIONS

Information

Role Of Information

Handling of mails, registered posts, parcels etc.

Handling of messages.

Handling of guest room keys.

Paging

Providing information to the guest.

Aids used in Information section.

Reception

Introduction to reception

Coordination between FO and other departments

Types of keys and their control

Room change procedure

Preparation of expected arrival & Departure Reports

Preparation of other documents

Preparation of Guest History Card

Arrival procedure – FIT, FFIT, Walk-in, Scanty Baggage, Corporate guest & Group

Departure procedure – FIT, FFIT, Walk-in, Scanty Baggage, Corporate guest & Group

Records and forms used

Job description and specification – Receptionist

TELEPHONE

Role of telephone Department

Staff organization

Telephone etiquette

Records and forms used

Special features for hotels – HOBIC, CAS etc.

Types of calls

Practicals

Handling messages, Handling keys
Providing information to the guest
Handling group reservations
Handling registration – FIT, FFIT, VIP/Regular, Corporate, Group/crew guest
Security Deposit Box handling, Credit Card Handling procedure, Foreign Currency exchange procedure

Method of Teaching:

1. Classroom Instruction
2. Demonstrations,
3. Role Play
4. Group activities

Method of Assessment & Weight age:

Assessment Tasks:

Multiple choice test for the classroom sessions
On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test
50% for Supervisor's checklist and feedback

Reading Lists & References

Essential Reading

4. Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
5. An introduction to hospitality- Dennis L. Foster
6. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley & Jeremy Huyton

Suggested Reading

5. Hotel Reception- White & Beckley
 6. Hotel Front Office Training-Sudhir Andrews
 7. Hotel Front Office Operations – Colin Dix & Chris Baird
 8. Hotel Front Office – James Bardi
-

4.Course Title: Housekeeping Operations III

Credits: 1

Total Credit Hours: 15

Introduction and Course Objectives: This semester aims at learning all the aspects of interior decoration in the Hospitality industry. It will include the color choices, the wall & Floor finishing and the Furniture & Furnishings being used.

Main Concepts: Interior Decoration

Learning Objectives: At the end of the semester the student should have a vivid knowledge about the interior decoration followed in the industry.

These objectives need to correspond with NOS framework.

Course Content:

INTERIOR DECORATION

- Introduction
- Definition
- Design
- Elements of Design
- Principles of Design

COLOR AND LIGHT

- Introduction
- Color wheel
- Importance
- Classification characteristics
- Color Schemes
- Layout of room lighting plan
- Types, classification
- Sources
- Uses

FURNITURE AND FURNISHINGS

- Introduction
- Types of Furniture
- Types of Joints
- Principles of furniture arrangement
- Styles of furniture – Chippendale, Victorian, French, Royal, Contemporary, Oriental, Scandinavian
- Types of furnishings
- Use of furnishings
- Care of furnishings

WALL COVERINGS AND FLOOR FINISHES

- Types – Paints, fabric, wood, plastic, tiles, wall paper.
- Selection of wall coverings
- Care of wall coverings
- Types of Windows – 10 types
- Window treatment – stiff (blinds, shutters, shades, screens), soft (curtains, swags, valances)
- Types of floor finishes (hard – granite, marble, tile, semi hard – rubber linoleum, cork, wood, Soft-carpet and types of carpets, rugs, dhurries)

Selection, advantages, disadvantages, care and cleaning

Practicals

Bed making with turn down and foot fold (single sheet covering and duvet)

Planning a color scheme of a room based on different schemes

Interior design – analyzing a picture with respect to elements of interior design

Setting of Chamber Maid's Trolley – all supplies provided

Sewing tasks

Method of Teaching:

1. Classroom Instruction
2. Demonstrations,
3. Role Play
4. Group activities

Method of Assessment & Weight age:

Assessment Tasks:

Multiple choice test for the classroom sessions

On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test

50% for Supervisor's checklist and feedback

Reading Lists & References

Essential Reading

8. Text book of Hotel Housekeeping Management & Operations, Sudhir Andrews, Tata
9. McGraw-Hill
10. Hotel, Hostel Hospital Housekeeping, John C. Branson and & Margaret Lennox
11. Hotel Housekeeping, Raghubalan & Smritee Raghubalan, Oxford University Press
12. Housekeeping operation design & management, Jaya George & Malini S, Jaico
13. publishing
14. The Good House Keeping Book, Dorothy B. Marsh Harcourt College Publishers

Suggested Reading

1. The Art of Flower Arrangements, Rekha Sarin, UBS Publishers.
 2. The Best in Lobby Design hotels & Offices, Alan Philips, Rotovision SA
 3. The Best in Office Interior Design, Alan Philips, Rotovision SA
 4. The Complete Curtain Book, Isabella Forbes, Conron/ Octopus Publishing
 5. The Flooring Book, Elizabeth Wilhide, VNR
 6. The Professional Housekeeper, Madelin Schneider, & Georgina Tucker
-

5.Course Title: Hospitality Law

Credits: 1

Total Credit Hours: 15

Introduction and Course Objectives: This course deals with all the elements of Law which is applicable to the aspects of the Hotel industry.

Main Concepts: Hotel Law, Licences & Permits & Food legislation

Learning Objectives: At the end of the semester the student will have sufficient knowledge of the elements of Law and legal procedures which are applicable to the Hotel industry.

These objectives need to correspond with NOS framework.

Course Content:

THE INDIAN CONTRACT ACT:

Definition of Contract – essential elements of a valid contract – classification of contracts – voidable contract – void contract – illegal agreement – express contract – implied contract – executed contract – executable contract – warranties

Contractual relationship: Advance Booking/ hotel reservation – terms and conditions – laws relating to registration of guest – Infectious diseases – Hotel Register – Guests in residence – Death at the hotels – Guests causing disturbance – Property lost and found – Animal – Price display – Overbooking – Breach of contract – Registered letters – Damage to property – service charge – Settlement of payments – Guests who have left.

HOTEL LICENSES AND PERMITS

Licenses and permits

Liquor licensing laws – Licensed premises – General permitted hours – Quantities and measures – Billiards and similar games – Music and dancing licenses – Performing right – Late night refreshment house – Tobacco and cigars – Betting, gaming and gaming machines – copyrights

FOOD LEGISLATION:

Prevention of Food Adulteration Act: – Objectives – definition - Adulterated and Misbranded Food - Provisions- Appointment and Powers of Food Inspector under the act - procedure for taking a sample

CONSUMER PROTECTION ACT

Definitions - Consumer protection councils - procedure for redressal of grievances.

Method of Teaching:

1. Classroom Instruction

Method of Assessment & Weight age:

Assessment Tasks:

Multiple choice test for the classroom sessions

Weightage:

100% for MCQ test

Reading Lists & References

Essential Reading

1. Hotel and Tourism Laws – Dr.JagmohanNegi
2. Mercantile Law –N.D. Kapoor

3. Mercantile Law – S.P. Iyengar

Suggested Reading

1. Principles of Business Law –Aswathappa. K
 2. Business Law –M.C.Kuchal
 3. Bare Acts of respective Legislation
-

6.Course Title: Hotel Accountancy

Credits: 1

Total Credit Hours: 15

Introduction and Course Objectives: Book keeping and financial accounting is the soul of any operation. This semester deals with the techniques involved in book keeping and accounts.

Main Concepts: Book keeping & Final Accounts.

Learning Objectives: At the end of the semester the student should be in a position to maintain and decipher all books of accounts used in the Hotel industry

These objectives need to correspond with NOS framework.

Learning Objectives:

These objectives need to correspond with NOS framework.

Course Content:

DOUBLE ENTRY BOOK KEEPING

Meaning of Book-keeping and Double Entry Book-keeping

Meaning of Accounting, Objectives, Advantages, Users of Accounting Information and Relationship with other disciplines

Accounting Concepts and Conventions

JOURNAL AND LEDGER

Meaning, Advantages and Limitations

Classification of Accounts – personal, real and nominal, rules for debiting and crediting

Journalizing – simple and compound entries,

Posting from journal to ledger, balancing of accounts & preparation of Trial balance.

SUBSIDIARY BOOKS

Meaning, objectives, Advantages and Limitations

Types of subsidiary books - Purchase Book, Purchase Returns Book, Sales Book, Sales Returns Book, Cash Book – Simple and three columnar - Petty Cash Book

FINAL ACCOUNTS

Meaning, Objectives, Advantages and limitations

Trading and Profit and Loss Account, Balance Sheet

Types of assets and liabilities

Income Statement and Balance Sheet and Schedules (Simple problems without adjustments)

Method of Teaching:

1. Classroom Instruction

Method of Assessment & Weight age:

Assessment Tasks:

Multiple choice test for the classroom sessions

Weightage:

100% for MCQ test

Reading Lists & References

Essential Reading

Accounting Vol –1 –B.S.Raman

Accounting Vol – II – B.S.Raman

Suggested Reading

Accounting in the Hotel and Catering Industry – Harries

Elements of Hotel and Catering Industry – Kotas Richard.
Hotel and catering costing and budgets – Boandaman
Cost Analysis & Cost Control – Ghosh & Gupta
Cost Accounting & Budgeting – David C. Asch

Semester IV

1.Course Title: Food & Beverage Production IV

Credits: 1

Total Credit Hours: 15

Introduction and Course Objectives: This course will be aimed at primarily teaching and learning of the next stage of Bakery i.e Pastry along with which sugar work will also be taught. Menu planning and its association with food production department will be another part of this semester's study. Standards of food production and its maintenance as per WHO standards is also included.

Main Concepts: Menu Planning & Pastry.

Learning Objectives: At the end of the semester it is expected of the student to have definite knowledge about pastry work of the Bakery and the Food standards dictated by the WHO.

These objectives need to correspond with NOS framework

Course Content:

MENU PLANNING

- a. Principles of menu planning
- b. Types of menus
- c. Names and description of popular national and international dishes

PASTRY

- a. Pastry – Puff pastry, flaky pastry, short crust pastry-(sweet and savoury), choux pastry,
- b. Types of Sponge cakes
- c. Types of Gateaux
- d. Types of Icing- Fondant, fresh cream, butter cream, American frosting, royal, truffle, ganache
- e. Types of desserts-hot and cold desserts
- f. Petits fours-Definition and examples

FOOD STANDARDS

- a. Importance
- b. WHO standards-voluntary and compulsory standards
- c. Common adulterants and their detection
- d. Classification of additives and their role
- e. Mislabeling

Practical

- Punjabi cuisine
- Awadhi cuisine
- Bengali cuisine
- Hyderabad cuisine
- Chettinad cuisine
- Goan cuisine
- Kerala cuisine

Method of Teaching:

1. Classroom Instruction

2. Demonstrations,
3. Role Play
4. Group activities

Method of Assessment & Weight age:

Assessment Tasks:

Multiple choice test for the classroom sessions

On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test

50% for Supervisor's checklist and feedback

Reading Lists & References

Essential Reading

1. Theory of Catering by David Foskett and Victor Ceserani, Publishers-Hodder Education
2. Practical Cookery by David Foskett, Ronald Kinton and Victor Ceserani, Publishers-Hodder Education
3. Modern Cookery for the Teaching and the Trade by Thangam Philip, Publisher-Orient Longman
4. Theory of Cookery by Krishna Arora, Publishers-Frank Bros. & Co.

Suggested Reading

8. Prashad-Cooking with Indian Masters by IndersinghKalra, Publishers-Allied Publishers
 9. Pvt Limited
 10. Larousse Gastronomique by Prosper Montagne, Publishers-Hamlyn
 11. Food and Beverage Management by Bernard Davis, Andrew Lockwood and Sally Ston
-

2.Course Title: Food & Beverage Service IV

Credits: 1

Total Credit Hours: 15

Introduction and Course Objectives: This Course deals with study about Beer and all distilled alcoholic beverages, their production, storage & service.

Main Concepts:

Learning Objectives:

These objectives need to correspond with NOS framework.

Course Content:

BEER AND OTHER FERMENTED BEVERAGES

- a. Introduction to Beer
- b. Ingredients for Beer Manufacture
- c. Production of Beer
- d. Beer classification and styles
- e. Service of Beer
- f. Beer brands with countries – 10 countries with 5 brands each
- g. Cider, Sake, Toddy

ALCOHOLIC BEVERAGES

Introduction

Effect of alcohol on health
Classification of alcoholic beverages
Pot still distillation
Patents still distillation
Proof systems

Whisky

Scotch - manufacturing, types, regions, brands
Irish – history, manufacture, brands
American – history, manufacture, types, brands
Brand names – Canadian, Indian

Brandy

History
Cognac - Manufacturing, region, types, brands
Other brandies – Armagnac, Marc/Grappa, Calvados – basic knowledge

Rum

History, Manufacture, Styles, Brand names with countries

Gin

History, Manufacture, Types, Brand names with countries

Vodka

History, Manufacture, Brand names with countries, flavoured vodkas

Tequila

History, Manufacture, Styles, Brand names

Practicals

- a. Service of beer
- b. Service of spirits and liqueurs
- c. Preparation of popular Cocktails .

Method of Teaching:

1. Classroom Instruction
2. Demonstrations,
3. Role Play
4. Group activities

Method of Assessment & Weight age:**Assessment Tasks:**

Multiple choice test for the classroom sessions

On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test

50% for Supervisor's checklist and feedback

Reading Lists & References**Essential Reading**

3. R Singaravelan (2011) Food and Beverage Service, Oxford University Press

Suggested Reading

- George Bobby & Chatterjee Sandeep(2008) Food and Beverage Service and Management, Jaico
- Lillicrap Dennis and Cousins John (2010)-Food and Beverage Service- 9thEdition – Hodder Education
- Andrews Sudhir (2009)Food and Beverage Management, Tata McGraw Hill

3.Course Title: Front Office IV

Credits: 1

Total Credit Hours: 15

Introduction and Course Objectives:

Main Concepts:

Learning Objectives:

These objectives need to correspond with NOS framework.

Course Content:

REGISTRATION

- ✓ Objectives
- ✓ Legal obligations
- ✓ Pre-registration
- ✓ Registration procedure – FIT , FFIT, Walk-in, Scanty Baggage, VIP, Crew and Group guests
- ✓ When guests cannot be accommodated – Walk-in Guests, guests with non-guaranteed reservations and guests with guaranteed reservations.
- ✓ Reports
- ✓ Records and forms used
- ✓ Equipment

FO CASH AND ACCOUNTING

- ✓ Role of FO Cash section at stages of the guest cycle
- ✓ Job description of FOC
- ✓ Departure procedure - FIT , FFIT, Walk-in, Scanty Baggage, VIP, Crew and Group guests
- ✓ Security Deposit Box handling
- ✓ Credit Card Handling procedure
- ✓ Foreign Currency exchange procedure
- ✓ Reports
- ✓ Records and forms used
- ✓ Equipment
- ✓ Accounting Fundamentals – Accounts, folios, vouchers, POS, ledgers
- ✓ FO accounting cycle
- ✓ Creation and maintenance of accounts
- ✓ Guest and non guest accounts
- ✓ Accounting system – non automated, semi automated and fully automated

FRONT OFFICE AND GUEST SAFETY AND SECURITY

- ✓ Importance of security system
- ✓ Safe Deposit
- ✓ Key Control
- ✓ Emergency situations – accident, illness, theft, fire, bomb threat etc.

Practicals.

- a. Calculation of room occupancy percentages and room position
- b. Preparation of a guest folio
- c. Check-out procedure
- d. PMS activities
 - Feeding a reservation

- Amendment, Cancellation and Reinstating a reservation
- Feeding messages
- Check in guest
- Room and rate assignment
- Room change
- e. Emergency situation Handling
 - Fire
 - Death
 - Natural Disasters – Floods, earthquake, epidemics etc
 - Accident
 - Lost & Found
 - Damage to Hotel property
 - Vandalism
 - Drunk Guest
 - Scanty Baggage
 - Theft
 - Sick Guests
 - Bomb and Terrorism Threats

Method of Teaching:

1. Classroom Instruction
2. Demonstrations,
3. Role Play
4. Group activities

Method of Assessment & Weight age:

Assessment Tasks:

Multiple choice test for the classroom sessions

On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test

50% for Supervisor's checklist and feedback

Reading Lists & References

Essential Reading

7. Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
8. An introduction to hospitality- Dennis L. Foster
9. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley & Jeremy Huyton

Suggested Reading

9. Hotel Reception- White & Beckley
 10. Hotel Front Office Training-Sudhir Andrews
 11. Hotel Front Office Operations – Colin Dix & Chris Baird
 12. Hotel Front Office – James Bardi
-

4.Course Title: House Keeping IV

Credits: 1

Total Credit Hours: 15

Introduction and Course Objectives:

Main Concepts:

Learning Objectives:

These objectives need to correspond with NOS framework.

Course Content:

HORTICULTURE AND FLOWER ARRANGEMENTS

1. Indoor and outdoor plants – five each
2. Care and upkeep
3. Bonsai
4. Landscaping
5. Identification of flowers
6. Types of arrangements
7. Principles of arrangement
8. Arrangements by location
9. Points to be remembered

CLEANING SCIENCE

- a. Cleaning principles
- b. PH scale and cleaning agent with their application
- c. Types of cleaning agents
- d. Cleaning products – hotel specific
- e. Characteristics of a good cleaning agent

SUPERVISION IN HOUSEKEEPING

1. Role of a supervisor (Desk, Public Area, Floor, Linen, Uniform, Laundry)
2. Supervisors Check list
3. Guest complaints & Guest complaint handling
4. VIP Room Checking
5. Leave handling procedures

Practicals

- ✓ Flower arrangement (circular, horizontal, triangular, vertical, one sided triangular, ikebana)

Method of Teaching:

1. Classroom Instruction
2. Demonstrations,
3. Role Play
4. Group activities

Method of Assessment & Weight age:

Assessment Tasks:

Multiple choice test for the classroom sessions
On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test

50% for Supervisor's checklist and feedback

Reading Lists & References

Essential Reading

15. Text book of Hotel Housekeeping Management & Operations, Sudhir Andrews, Tata
16. McGraw-Hill
17. Hotel, Hostel Hospital Housekeeping, John C. Branson and & Margaret Lennox
18. Hotel Housekeeping, Raghubalan&SmriteeRaghubalan, Oxford University Press
19. Housekeeping operation design & management, Jaya George &Malini S , Jaico
20. publishing
21. The Good House Keeping Book, Dorothy B. Marsh Harcourt College Publishers

Suggested Reading

1. The Art of Flower Arrangements, RekhaSarin, UBS Publishers.
 2. The Best in Lobby Design hotels & Offices, Alan Philips, Rotovision SA
 3. The Best in Office Interior Design, Alan Philips, Rotovision SA
 4. The Complete Curtain Book, Isabella Forbes, Conron/ Octopus Publishing
 5. The Flooring Book, Elizabeth Wilhide, VNR
 6. The Professional Housekeeper, Madelin Schneider, & Georgina Tucker
-

5.Course Title: Hospitality Marketing

Credits: 1

Total Credit Hours: 15

Introduction and Course Objectives:

Main Concepts:

Learning Objectives:

These objectives need to correspond with NOS framework.

Course Content:

INTRODUCTION TO HOSPITALITY MARKETING

1. Meaning and definition - Nature and Scope - Feature / Characteristics - Concepts of Marketing
2. Customer Expectations from hospitality services - Solving Customers problems
3. Relevance of Sales & marketing in the Hospitality Industry.

1.HOSPITALITY MARKETING MIX

- ✓ Meaning and Definition of Marketing Mix
- ✓ **PRODUCT / SERVICE MIX**
 - Elements /Components
 - Difference between goods and services
 - Product life Cycle
 - Stages of New product/ service development
- ✓ **PRICE MIX**
 - Factors influencing pricing
 - Pricing methods and strategies
- ✓ **PROMOTION MIX**
 - Objectives of promotion
 - Elements of promotions mix
 - Advertising, sales, promotion, personal selling, publicity, public relations
- ✓ **PLACE MIX**
 - Distribution channels/channel intermediaries
- ✓ **PEOPLE**
 - Elements of People mix
 - Role of Employees and Internal Marketing
 - Role of customers and Relationship Marketing

2.THE MARKETING ENVIRONMENT

- ✓ The importance of Environmental scanning - Types of Environments
- ✓ SWOT Analysis
- ✓ The Future of Hospitality Marketing in India

3.MARKETING SEGMENTATION, TARGETING AND POSITIONING

- ✓ Meaning, Importance and Basis of Market Segmentation
- ✓ Essentials of sound market segmentation
- ✓ STP Strategy- Segmentation, Targeting & Positioning strategies

4.CONSUMER BEHAVIOUR IN HOTEL INDUSTRY

- ✓ Factors influencing Consumer behavior

- ✓ Buying decision process

Method of Teaching:

1. Classroom Instruction
2. Role Play
3. Group activities

Method of Assessment & Weight age:

Assessment Tasks:

Multiple choice test for the classroom sessions

Weightage:

100% for MCQ test

Reading Lists & References

Essential Reading

1. Services Marketing : Zeital, Valeria and Mary Jo Baiter
 2. Delivery Quality Service: Zenithal, Parasuraman and Bitner
 3. Service Marketing : The India Experience by Ravi Shankar
 4. Services Marketing : S.M.Jha
-

6.Course Title: Allied Hospitality Management

Credits: 1

Total Credit Hours: 15

Introduction and Course Objectives:

Learning Objectives:

These objectives need to correspond with NOS framework.

Course Content:

RETAIL MANAGEMENT

1. The Retail Environment
2. Retail Operations, Systems & Inventory
3. Retail Advertising and Promotion
4. Retail Supply Chain Management

FACILITIES MANAGEMENT

1. Introduction to Facility Management – Areas of control
2. Housekeeping-Area cleaning, Pest Control, Horticulture, Vendor Management,
3. Inventory
4. Engineering – Equipment maintenance, Energy Saving measures
5. Procurement & Finance
6. Miscellaneous – Security, Front Office, Training, Events

EVENT MANAGEMENT

1. Role of events for promotion of tourism,
2. Types of Events-Cultural, festivals, religious, business etc.
3. Need of event management,
4. Key factors for best event management.
5. Case study of some cultural events

MICE

1. Concept of MICE.
2. Introduction of meetings, incentives, conference/conventions, and exhibitions.
3. Definition of conference and the components of the conference market.
4. The nature of conference markets and demand for conference facilities.
5. The impact of conventions on local and national communities

Method of Teaching:

1. Classroom Instruction

Method of Assessment & Weight age:

Assessment Tasks:


Multiple choice test for the classroom sessions

Weightage:

100% for MCQ test

Reading Lists & References

Essential Reading

1.  Coleman, Lee &Frankle (1991), Powerhouse Conferences. Educational Institute of AH & LA.

2. 📖 Hoyle, Dorf & Jones (1995), Meaning conventions & Group business. Educational institute of AH & MA.

Semester V

1.Course Title: Food & Beverage Production-V

Credits: 1

Total Credit Hours: 15

Introduction and Course Objectives: This course of Food Production inculcates the knowledge of various cuisines outside India. This includes the study about these countries, their culinary regions & styles and their popular dishes. Besides a concise knowledge about Kitchen organization and the development of the kitchen staff is also being imparted in this semester.

Main Concepts: Continental, Latin American & Oriental cuisines. Kitchen organization.

Learning Objectives: At the end of the semester the students will be expected to have a fair knowledge about French, Italian, Spanish, Mexican & Oriental cuisine. They will also be aware about the organization structure of the kitchen and the road to Training & development of the Kitchen staff.

These objectives need to correspond with NOS framework.

Course Content:

FRENCH CUISINE

1. Features, regional classification, ingredients, methods of cooking, courses of the menu.
2. Glossary of French Culinary Terms

ITALIAN CUISINE

1. Features, regional classification, ingredients, methods of cooking, courses of the menu.
2. Glossary of Italian Culinary Terms

SPANISH /MEXICAN CUISINE

- a. Features, regional classification, ingredients, methods of cooking, courses of the menu.
- b. Glossary of Spanish/Mexican Culinary Terms

ORIENTAL CUISINE

1. Chinese-Features, regional classification, ingredients, methods of cooking, courses of the Menu
2. Thai-Features, regional classification, ingredients, methods of cooking, courses of the Menu
3. Japanese-Features, regional classification, ingredients, methods of cooking, courses of the Menu

KITCHEN ORGANIZATION AND HUMAN RESOURCE

1. The classical kitchen brigade-the partie system
2. Job description and job specification of executive chef, chef de partie and commis
3. Recruitment and selection
4. Induction, training and development

PRACTICALS

1. Demonstrations of basic principles of French cuisine
2. Preparation of Puff pastry, short crust pastry-sweet and savoury, choux pastry
3. **Menus of French, Italian, Thai & Japanese cuisine**

Method of Teaching:

1. Classroom Instruction
2. Demonstrations,
3. Role Play
4. Group activities

Method of Assessment & Weight age:

Assessment Tasks:

Multiple choice test for the classroom sessions

On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test

50% for Supervisor's checklist and feedback:

Reading Lists & References

Essential Reading

1. Theory of Catering by David Foskett and Victor Ceserani, Publishers-Hodder Education
2. Practical Cookery by David Foskett, Ronald Kinton and Victor Ceserani, Publishers-Hodder Education
3. Modern Cookery for the Teaching and the Trade by Thangam Philip, Publisher-Orient Longman
4. Theory of Cookery by Krishna Arora, Publishers-Frank Bros. & Co.

Suggested Reading

12. Prashad-Cooking with Indian Masters by IndersinghKalra, Publishers-Allied Publishers Pvt Limited
 13. Pvt Limited
 14. Larousse Gastronomique by Prosper Montagne, Publishers-Hamlyn
 15. Food and Beverage Management by Bernard Davis, Andrew Lockwood and Sally Ston
-

2.Course Title: Food & Beverage Service V

Credits: 1

Total Credit Hours: 15

Introduction and Course Objectives: This 5th Sem syllabus of F&B Service contains knowledge about the Bar, its structure, types and equipments used. The course also deals with information about regional popular spirits, Liqueurs and important cocktails.

Main Concepts: Bars, Ethnic Spirits, Cocktails & Liqueurs.

Learning Objectives: At the end of the course the student should be able to prepare cocktails of various types and should have imbibed good knowledge about the various Bars , ethnic spirits and liqueurs.

These objectives need to correspond with NOS framework.

Course Content:

OTHER SPIRITS

- ✓ Absinthe
- ✓ Ouzo
- ✓ Slivovitz
- ✓ Akvavit
- ✓ Feni
- ✓ Arrack
- ✓ Schnapps
- ✓ Pastis

LIQUEURS

Introduction, Manufacture, Brand names with base, color, flavor, countries

BAR

- ✓ Types
- ✓ Equipment and ingredient
- ✓

Cocktails

Introduction, parts (base, modifier etc), methods (stir, shaken etc) families (cups, daisies, crustas etc), terms (dash, zest, on the rocks, naked etc) popular cocktails (classic, modern, variations)

TOBACCO

- ✓ Health hazards
- ✓ Cigar – Manufacture, parts, colors, shapes, storage, brands and service

Practicals

- ✓ Service of Liqueurs
- ✓ Service of cigars & Cigarettes

Method of Teaching:

1. Classroom Instruction
2. Demonstrations,
3. Role Play
4. Group activities

Method of Assessment & Weight age:

Assessment Tasks:

Multiple choice test for the classroom sessions
On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test

50% for Supervisor's checklist and feedback

Reading Lists & References

Essential Reading

4. R Singaravelan (2011) Food and Beverage Service, Oxford University Press

Suggested Reading

- George Bobby & Chatterjee Sandeep(2008) Food and Beverage Service and Management, Jaico
- Lillicrap Dennis and Cousins John (2010)-Food and Beverage Service- 9thEdition – Hodder Education
- Andrews Sudhir (2009)Food and Beverage Management, Tata McGraw Hill

3.Course Title: Front Office V

Credits:1

Total Credit Hours: 15

Introduction and Course Objectives: This chapter deals mainly with the accounting and audit aspect of the front office. Besides knowledge about Guest relations, Upselling and complaint handling has also been integrated in this course.

Main Concepts: F.O. Accounting, Audit and Guest Relations.

Learning Objectives: At the end of the semester course the student should have clear idea about the accounting & audit process of the front office. He/She also will have enough knowledge about guest relations & complaint handling procedures.

These objectives need to correspond with NOS framework.

Course Content:

RECEPTION

1. Day & Night Reception
2. Preparation of night reports
3. Calculations
4. Room selling techniques – Upselling and Discounts

HOSPITALITY AND LOBBY DESK

1. Role of the GRE
2. Welcome Procedure
3. Identifying complaints
4. Complaint Handling
5. Role of the Lobby Desk
6. Job Description of the Lobby Manager

FRONT OFFICE ACCOUNTING, CHECK-OUT AND SETTLEMENT

1. Tracking transaction – cash payment, charge purchase, account correction, account allowance, account transfer, cash advance
2. Internal control – Cash Bank
3. Check-out and account settlement
4. Control of cash and credit
5. Methods of settlement
6. Checkout options - Express checkout, self check out
7. Late check-out
8. Unpaid account balances
9. Account collection –account aging
10. Updating FO records
11. Late Charges

THE FRONT OFFICE AUDIT

1. Role and importance of Night Audit
2. Job Description of the night auditor
3. Establishing an End of day
4. Guest Credit monitoring
5. Preparation of Transcript
6. The Front Office audit process

Computer applications in Front Office Operations

1. Role of computers
2. Various types of PMS used
3. Front Office modules and its applications

Practicals

FO situation Handling

- Upselling
- Complaint handling

PMS activities

- Posting of charges
- Transferring folio
- Splitting folio
- Checking out guests

GLOSSARY

Method of Teaching:

1. Classroom Instruction
2. Demonstrations,
3. Role Play
4. Group activities

Method of Assessment & Weight age:

Assessment Tasks:

Multiple choice test for the classroom sessions

On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test

50% for Supervisor's checklist and feedback

Reading Lists & References

Essential Reading

10. Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
11. An introduction to hospitality- Dennis L. Foster
12. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley & Jeremy Huyton

Suggested Reading

13. Hotel Reception- White & Beckley
 14. Hotel Front Office Training-Sudhir Andrews
 15. Hotel Front Office Operations – Colin Dix & Chris Baird
 16. Hotel Front Office – James Bardi
-

4.Course Title: House Keeping Operations V

Credits: 1

Total Credit Hours: 15

Introduction and Course Objectives: Housekeeping is responsible for the look good appearance of the Hotels. This semester course deals with property decoration & redecoration, refurbishment and Employee uniform designs. It will also impart the knowledge about the contract 3rd party services given by the hotels in the areas of Pest control & laundry.

Main Concepts: Laundry & Pest control services, Textile designing & Refurbishment/Redecoration.

Learning Objectives: At the end of the course the student will have knowledge about the design & decoration of a property and also of the textiles & uniforms used in the property for it's decent looks.

These objectives need to correspond with NOS framework.

Course Content:

TEXTILES AND UNIFORM DESIGNING

- a. Fibre (natural , manmade, characteristics, advantage, disadvantages)
- b. Weaves (plain, twill, jacquard, damask, satin)
- c. Finishing processes
- d. Importance of Uniforms
- e. Types of Uniforms
- f. Characteristics of Uniforms
- g. Selection of Uniforms
- h. Par stock

CONTRACT SERVICES – LAUNDRY, PEST CONTROL

- a. Introduction
- b. Contract Services – complete program, Special, periodic, pricing, types
- c. Laundry – layout, types, equipment
- d. Pest control – common pests, eradication, control

REFURBISHMENT, REDECORATION, NEW PROPERTY OPENING

- a. Definition
- b. Factors involved in refurbishment and redecoration
- c. Procedures & Task involved
- d. Snagging list
- e. Takeover of a new property from projects

Method of Teaching:

1. Classroom Instruction
2. Demonstrations,
3. Role Play
4. Group activities

Method of Assessment & Weight age:

Assessment Tasks:

Multiple choice test for the classroom sessions

On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test

50% for Supervisor's checklist and feedback

Reading Lists & References**Essential Reading**

22. Text book of Hotel Housekeeping Management & Operations, Sudhir Andrews, Tata
23. McGraw-Hill
24. Hotel, Hostel Hospital Housekeeping, John C. Branson and & Margaret Lennox
25. Hotel Housekeeping, Raghubalan&SmriteeRaghubalan, Oxford University Press
26. Housekeeping operation design & management, Jaya George &Malini S , Jaico
27. publishing
28. The Good House Keeping Book, Dorothy B. Marsh Harcourt College Publishers

Suggested Reading

1. The Art of Flower Arrangements, RekhaSarin, UBS Publishers.
 2. The Best in Lobby Design hotels & Offices, Alan Philips, Rotovision SA
 3. The Best in Office Interior Design, Alan Philips, Rotovision SA
 4. The Complete Curtain Book, Isabella Forbes, Conron/ Octopus Publishing
 5. The Flooring Book, Elizabeth Wilhide, VNR
 6. The Professional Housekeeper, Madelin Schneider, & Georgina Tucker
-

5.Course Title: Food & Beverage Management

Credits:1

Total Credit Hours: 15

Introduction and Course Objectives: Food & Beverage Management is the soul of F&B operations as it controls the movement of the food materials from the purchase to the service level. Without sufficient knowledge of F&B-Management, such establishments may not be economically sustainable.

Main Concepts: F&B Mgt, Budgeting & Pricing, Menu Engineering, Recent trends in F&B.

Learning Objectives: This course will culminate into knowledge of controlling and running a financially stable Food & Beverage outlet.

These objectives need to correspond with NOS framework.

Course Content:

AN OVERVIEW OF FOOD AND BEVERAGE MANAGEMENT

1. Introduction to Food & beverage management
2. The hospitality industry and its products
3. Service standards
4. **Purchase ,Inventory, Storage,**
Role of Purchase department & purchase cycle, S.P.S, Purchase order form , Selection of Supplier, Economic Order Quantity, Concentration of Orders, Kickbacks, Other supplier considerations, Receiving of Food & beverages, Commodity receiving Reports, Store room design ,Storeroom control,
5. **Bar frauds and best practices**
Various methods of theft & fraud, Establishing drink selling prices, Advantages of Standard recipes, Average drink price by period, Pricing individual drinks, Keeping full bottle sales separate, Inter bar transfers, Spillage allowance, Standard Cost control, Measuring devices.

MENU ENGINEERING

1. Definition and objective of menu engineering

Concept of - Sales Mix, Sales Mix Report, Contribution Margin & Gross Profit, Sales History.

Menu Evaluation -common questions.

Menu Analysis- Profitability & Popularity index, Kasavana's Menu Item Analysis

2. Analysis and action

Menu Engineering Worksheet and it's applications,

BUDGETING & PRICING

1. Budgeting

Concepts of Catering Policy - Operating budget, Capital Budget, Master budget., Budgetary control, Who prepares the budget, Factors responsible for budgeting.

2.Forecasting

Volume forecasting & Production Sheet, Use of Left over

3.Restaurant Revenue Management

Methods of Pricing- Mark up pricing, Contribution Margin Pricing, Ratio Pricing, Other Pricing Considerations, Subjective Pricing methods

RECENT CONCERNS AND TRENDS

- ✓ Future of Quick service Restaurants

- ✓ Concept of Fast food, Well known Brands in India
- ✓ Changing trends in modern food & beverage practices

Method of Teaching:

1. Classroom Instruction
2. Group activities

Method of Assessment & Weight age:

Assessment Tasks:

Multiple choice test for the classroom sessions

Weightage:

100% for MCQ test

Reading Lists & References

Essential Reading

1. Food and Beverage Management by Bernard Davis, Andrew Lockwood and Sally Stone, Publishers- Butterworth-Heinemann

2. Catering Management by Mohini Sethi and Surjeet Malhan, Publishers-Wiley Eastern

Suggested Reading

6.Course Title: Hotel Costing

Credits:1

Total Credit Hours: 15

Introduction and Course Objectives: Hotel costing is a very important subject to be learned and understood by all future managers & entrepreneurs. This course aims at discussing all which goes into understanding the costing aspects involved in the Hotel industry.

Main Concepts: Elements of Cost, Budget & Break even analysis in the Hotel Industry.

Learning Objectives: The students will be expected to learn all the elements which goes into computation of the costs of running a Hotel & F&B outlets and also about controlling the cost.

These objectives need to correspond with NOS framework.

Course Content:

COST CONCEPTS

- a. Introduction – importance - advantages and disadvantages
- b. Types of cost – elements of cost – elements of profit- need for food cost and its analysis
- c. Hotel Cost Sheet
- d. Ingredient Cost Sheet

BUDGET

- a. Introduction – meaning – definitions
- b. Types of budgets - advantages and disadvantages
- c. Budgetary control - Introduction – meaning – objectives - advantages and disadvantages

MATERIAL CONTROL

- a. Stores Purchase order- stores requisition
- b. Stores ledger – LIFO and FIFO

MENU COSTING AND BANQUET COSTING

- a. Meaning and methods
- b. Hubbard's formula. (Simple problems)

BREAK EVEN ANALYSIS

1. Introduction – meaning
2. CVP analysis and its application
(Exercises on BEP both in unit and sales, P/V ratio, margin of safety)

Method of Teaching:

1. Classroom Instruction
2. Demonstrations,
3. Role Play
4. Group activities

Method of Assessment & Weight age:

Assessment Tasks:

Multiple choice test for the classroom sessions

On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test

50% for Supervisor's checklist and feedback

Reading Lists & References

Essential Reading

1. Cost and Management Accounting by M.N.Arora
2. Food and Beverage Costing by Jagmohan Negi
3. Cost Accounting by Jain and Narang

Suggested Reading

1. Hospitality Management Accounting by Coltman
 2. Essentials of Management Accounting by I.M.Pandey
-

Semester VI

1.Course Title: Food Production-VI

Credits: 1

Total Credit Hours: 15

Introduction and Course Objectives: This last semester course concentrates on Kitchen planning and food production systems available worldwide. Besides this knowledge about the Garde Manger/ Cold Kitchen and professional accompaniments & garnishes for continental foods will also be taught.

Main Concepts: Garde Manger, Kitchen planning, Food production systems.

Learning Objectives: The student at the end of this course will be expected to know about the cold kitchen functions and dishes made therein. He / She will also be expected to know about how to plan a kitchen and the system of food production required to be involved in a specific operation.

These objectives need to correspond with NOS framework.

Course Content:

GARDE MANGER (LARDER WORK)

1. Salads-Classification, principles of salad making, ingredients used, parts of a salad, salad dressings, garnishes, types of salads, classical salads
2. Hors d'oeuvres-Classification, examples and accompaniments
3. Sandwiches- composition, types, principles of preparation, classic sandwiches, rules to be followed, and accompaniments.
4. Specialty meats- Farcis, terrines, pates, galantines, ballotines, mousses.
5. Cold sauces- dips, chaudfroids, aspics.
6. Charcuterie-Sausages, bacon and ham

ACCOMPANIMENTS AND GARNISHES

1. Classical vegetable accompaniments
2. Potato preparations
3. Garnishes and accompaniments for popular dishes

KITCHEN PLANNING

1. Sections of the kitchen with layout and functions
2. Production workflow
3. Planning of Kitchen Spaces
4. Layout of a large quantity kitchen and satellite kitchen
5. Planning of Storage Spaces

FOOD PRODUCTION SYSTEMS

1. Principles of large scale commercial cooking
2. Rechauffe – effective use of leftovers.
3. Catering systems
 - Cook Chill Systems-definition, procedure, advantages and disadvantages
 - Cook Freeze System –definition, procedure, advantages and disadvantages
 - Sous Vide- definition, procedure, advantages and disadvantages

PRACTICALS

- ✓ Demonstrations/ Preparation of some popular cold cuts

- ✓ Cold Desserts- Mousse, Souffles, Condes & Custards.

Method of Teaching:

1. Classroom Instruction
2. Demonstrations,
3. Role Play
4. Group activities

Method of Assessment & Weight age:

Assessment Tasks:

Multiple choice test for the classroom sessions

On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test

50% for Supervisor's checklist and feedback

Reading Lists & References

Essential Reading

1. Theory of Catering by David Foskett and Victor Ceserani, Publishers-Hodder Education
2. Practical Cookery by David Foskett, Ronald Kinton and Victor Ceserani, Publishers-Hodder Education
3. Modern Cookery for the Teaching and the Trade by Thangam Philip, Publisher-Orient Longman
4. Theory of Cookery by Krishna Arora, Publishers-Frank Bros. & Co.

Suggested Reading

16. Prashad-Cooking with Indian Masters by IndersinghKalra, Publishers-Allied Publishers Pvt Limited
 17. Pvt Limited
 18. Larousse Gastronomique by Prosper Montagne, Publishers-Hamlyn
 19. Food and Beverage Management by Bernard Davis, Andrew Lockwood and Sally Ston
-

2.Course Title: Food & Beverage Service VI

Credits:1

Total Credit Hours: 15

Introduction and Course Objectives: This last semester course in F&B service aims at inculcating the knowledge of planning & design of service areas. It will also contain lessons of Bar & Beverage management.

Main Concepts: Bar & Beverage Management, Service area planning & design, Forms & formats.

Learning Objectives: At the end of this course, the student will know about the various matters related to Beverage management & control. Besides they will also be expected to know about service area design & planning

These objectives need to correspond with NOS framework.

Course Content:

AN OVERVIEW OF BEVERAGE MANAGEMENT

- i. Introduction to beverage management
- ii. The hospitality industry and its products
- iii. Service standards

BAR AND BEVERAGE MANAGEMENT

- i. The legal framework in India –laws, licenses, permitted hours, age restrictions, weights and measures, alcoholic strength
- ii. Compiling various wine and drink lists
- iii. Inventory, Storage,
- iv. Sourcing of liquor
- v. Pricing of alcoholic beverages
- vi. Bar stock taking and inventory, Determining stock levels
- vii. Standard recipe, costing and pricing of drinks
- viii. Bar frauds and best practices
- ix. Books and records in bar

FACILITY PLANNING AND DESIGN OF SERVICE AREAS

- i. F & B Function areas
- ii. Food service outlets
- iii. Lounges and bars
- iv. Conference, banqueting and function rooms

MANAGEMENT INFORMATION SYSTEM

- ✓ Reports generated
- ✓ Analysis of revenue reports
- ✓ Daily sales report
- ✓ APC, Cover turnover ratio
- ✓ P & L statement (food service outlets)

Method of Teaching:

1. Classroom Instruction
2. Demonstrations,
3. Role Play
4. Group activities

Method of Assessment & Weight age:**Assessment Tasks:**

Multiple choice test for the classroom sessions

On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test

50% for Supervisor's checklist and feedback

Reading Lists & References**Essential Reading**

5. R Singaravelan (2011) Food and Beverage Service, Oxford University Press

Suggested Reading

- George Bobby & Chatterjee Sandeep(2008) Food and Beverage Service and Management, Jaico
- Lillicrap Dennis and Cousins John (2010)-Food and Beverage Service- 9thEdition – Hodder Education
- Andrews Sudhir (2009) Food and Beverage Management, Tata McGraw Hill

3.Course Title: Front Office VI

Credits: 1

Total Credit Hours: 15

Introduction and Course Objectives: The most important issues of the front office operations are discussed in this semester course. This course deals with planning and yield management which is instrumental in the profitability of the organization. Besides elements of F.O. planning & security of the hotel & its residents has also been discussed in this course.

Main Concepts: Yield Management, Planning F.O operations, Security & F.O facility planning.

Learning Objectives:

These objectives need to correspond with NOS framework.

Course Content:

YIELD MANAGEMENT

1. Applicability to rooms division.
2. Capacity Management.
3. Discount allocation
4. Duration control.
5. Measuring yield.
6. Elements of yield management.
7. Uses of yield management.

SECURITY AND LODGING INDUSTRY

1. Developing the security program.
2. Management role in security.
3. Setting up the security program.
4. Security and law.

PLANNING AND EVALUATING FRONT OFFICE OPERATIONS

- a. Establishing Room rates
- b. Basis of charging
- c. Plans, competition, customer's profile, standards of service and amenities.
- d. Hubbart's Formula.
- e. Forecasting room availability
- f. Forecasting techniques
- g. Forecasting data
- h. Forecast formula
- i. Sample forecast formula.

ACCOMMODATION FACILITY PLANNING

1. Planning the Front Office Layout
2. Ergonomics
3. Lobby layout
4. Front Desk layout
5. Bell Desk layout
6. Back Office layout

Method of Teaching:

1. Classroom Instruction
2. Demonstrations,
3. Role Play

4. Group activities

Method of Assessment & Weight age:

Assessment Tasks:

Multiple choice test for the classroom sessions

On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test

50% for Supervisor's checklist and feedback

Reading Lists & References

Essential Reading

13. Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks

14. An introduction to hospitality- Dennis L. Foster

15. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley & Jeremy Huyton

Suggested Reading

17. Hotel Reception- White & Beckley

18. Hotel Front Office Training-Sudhir Andrews

19. Hotel Front Office Operations – Colin Dix & Chris Baird

20. Hotel Front Office – James Bardi

4.Course Title: Housekeeping Operations-VI

Credits:

Total Credit Hours: 16

Introduction and Course Objectives: This last semester of Housekeeping course is all about planning of the department and the Budget of the department. What it takes to be a housekeeping professional at different levels has also been included in the last chapter for those who look at housekeeping as a future career.

Main Concepts: Facility planning, Budgeting.

Learning Objectives: Students will be expected to learn about the different elements which goes into budgeting housekeeping operations in the Hotel Industry. The layout and plan of the housekeeping department is another part about which the students will become aware.

These objectives need to correspond with NOS framework.

Course Content:

ACCOMMODATION FACILITY PLANNING

1. Room dimensions (length, width, height, space management)
2. Facilities and services for disabled guest room.
3. Balconies and terraces
4. Eva floor
5. Work ergonomics
6. Bathroom layout
7. Fitting and fixtures
8. Disabled guest bathroom features

BUDGETING FOR HOUSEKEEPING

1. Inventory control and stock taking
2. Types of budgets (operational and capital)
3. Budget preparation
4. Cost control in specific areas, guest room, public areas, linen room, stores, cleaning
5. material and supplies, flowers)
6. Purchasing.(Principles involved, stages, types)
- 7.

DAILY ROUTINES AND HOUSEKEEPING PROCEDURES

- ✓ A day in the life of an Executive Housekeeper, Accommodation Manager
- ✓ A day in the life of an Assistant Housekeeper
- ✓ A day in the life of a Floor Supervisor
- ✓ A day in the life of a Public Area Supervisor
- ✓ A day in the life of a Desk Housekeeper
- ✓ A day in the life of a Uniform, Linen Supervisor

Method of Teaching:

1. Classroom Instruction
2. Demonstrations,
3. Role Play
4. Group activities

Method of Assessment & Weight age:

Assessment Tasks:

Multiple choice test for the classroom sessions

On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test

50% for Supervisor's checklist and feedback

Reading Lists & References

Essential Reading

29. Text book of Hotel Housekeeping Management & Operations, Sudhir Andrews, Tata
30. McGraw-Hill
31. Hotel, Hostel Hospital Housekeeping, John C. Branson and & Margaret Lennox
32. Hotel Housekeeping, Raghubalan&SmriteeRaghubalan, Oxford University Press
33. Housekeeping operation design & management, Jaya George &Malini S , Jaico
34. publishing
35. The Good House Keeping Book, Dorothy B. Marsh Harcourt College Publishers

Suggested Reading

1. The Art of Flower Arrangements, RekhaSarin, UBS Publishers.
2. The Best in Lobby Design hotels & Offices, Alan Philips, Rotovision SA
3. The Best in Office Interior Design, Alan Philips, Rotovision SA
4. The Complete Curtain Book, Isabella Forbes, Conron/ Octopus Publishing
5. The Flooring Book, Elizabeth Wilhide, VNR
6. The Professional Housekeeper, Madelin Schneider, & Georgina Tucker

5.Course Title: Environmental Science

Credits: 1

Total Credit Hours: 15

Introduction and Course Objectives: Environment is the most important concern for every industry to survive. In this context it becomes imperative to give inputs of environment science to the students

Main Concepts: Natural resources, Ecosystems & Environmental pollution.

Learning Objectives: The student will remain aware about the environmental concerns and connect it to the Hotel industry after the course.

These objectives need to correspond with NOS framework.

Course Content:

UNIT 1: The Multi-disciplinary nature of environmental studies (1 lecture)

- a. Definition, Scope and importance
- b. Need for public awareness.

UNIT 2: Natural Resources:

Renewable and non-renewable resources:

Natural resources and associated problems.

- a. Forest resources : Use and over-exploitation. Deforestation, Case studies. Timber extraction, mining, dams and their effects on forests and tribal people.
- b. Water resources : use and over utilization of surface and ground water
Floods, drought, conflicts over water, dams-benefits and problems.
- c. Mineral resources: use and exploitation, environmental effects of extracting and using mineral resources. Case studies.
- d. Food resources: world food problems , changes caused by agriculture and over grazing effects of modern agriculture, fertilizer- pesticide problems, water logging salinity. Case studies.
- e. Energy resources : growing energy needs, renewable and non renewable energy sources, use of alternate energy sources. Case studies.
- f. Land resources: land as a resource, land degradation, man induced landslides, soil erosion and desertification.
 - Role of an individual in conservation of natural resources.
 - Equitable use of resources for sustainable lifestyles.

UNIT 3: Ecosystems

- a. Concept of an ecosystem.
- b. Structure and function of an ecosystem.
- c. Producers ,consumers and decomposers.
- d. Energy flow in the ecosystem.
- e. Ecological succession.
- f. Food chain, food web and ecological pyramids.
- g. Introduction types characterized features structure and function of the following economics.
 - Forest ecosystem
 - Grassland ecosystem
 - Desert ecosystem
 - Aquatic ecosystems(ponds, streams, lakes, rivers, oceans, estuaries)

UNIT 4: Environmental pollution

- a. Definition
- b. Causes, effects and control measures of:-

- Air pollution
 - Water pollution
 - Soil pollution
 - Marine pollution
 - Noise pollution
 - Thermal pollution
 - Nuclear hazards
- c. Solid waste management causes urban and industrial wastes.
 - d. Roles of an individual in prevention of
 - e. Pollution case studies
 - f. Disaster management, floods, earthquake.

Method of Teaching:

1. Classroom Instruction
2. Group activities

Method of Assessment & Weight age:

Assessment Tasks:

Multiple choice test for the classroom sessions

Weightage:

100% for MCQ test

Reading Lists & References

Essential Reading

Suggested Reading

1. AGARWAL. K.C.2001 Environmental Biology, Nidi publ.ltd. Bikaner.
 2. Bharucha Erach The Biodiversity of India. Mapin publishing pvt,ltd
Ahmedabad – 380 013, india,email : mapin@iccnel.net(R)
 3. Brunner R.C..1989, hazardous waste Incineration, McGraw Hill Inc.48(
 4. Clark R.S., Marie Pollution, Clanderson press oxford(IB)
 5. Cunningham, W.p.cooper, T.H.Gorhani.E & Hepworth,M.T.200 Environmental
 6. Encyclopedia, jaico Publ,House,Mumbai,1196p
 7. De A.K, Environmental Chemistry, Wiley Eastern Ltd.
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6.Course Title: Entrepreneurship Development

Credits: 1

Total Credit Hours: 15

Introduction and Course Objectives: A beautiful course at the end of three years guides the students how to become an entrepreneur and master of own business. All the important aspects , pros & cons are given in this course .

Main Concepts: Entrepreneurship, small scale industries, starting a small business.

Learning Objectives: At the end of this semester course, the student will have a fair idea about starting and running his / her own enterprise.

These objectives need to correspond with NOS framework.

Course Content:

ENTREPRENEURSHIP

Introduction to Entrepreneur, Entrepreneurship and Enterprise - Importance and relevance of the entrepreneur - Factors influencing entrepreneurship Pros and Cons of being an entrepreneur

Characteristics of a successful entrepreneur - Competency requirement for entrepreneurs

Types of Entrepreneurs

Problems and promotion of Women entrepreneurs

SMALL SCALE ENTERPRISES

Small scale enterprises/ Tiny industries/Ancillary industries/ Cottage Industries - definition, meaning, product range, capital investment, ownership patterns

Importance and role played by SSI in the development of the Indian economy

Problems faced by SSI's and the steps taken to solve the problems - Policies governing SSI's, Sickness in SSE's – Meaning and definition of a sick industry – Causes of industrial sickness – Preventive and remedial measures for sick industries

STARTING A SMALL BUSINESS

Business opportunity, scanning the environment for opportunities, evaluation of alternatives and selection based on personal competencies.

Steps involved in starting a business venture – location, clearances and permits required, formalities, licensing and registration procedures.

Assessment of the market for the proposed project - financial, technical and social feasibility of the project.

Method of Teaching:

1. Classroom Instruction
2. Demonstrations,
3. Role Play
4. Group activities

Method of Assessment & Weight age:

Assessment Tasks:

Multiple choice test for the classroom sessions

On-the-job Check list by supervisor with feedback

Weightage:

50% for MCQ test

50% for Supervisor's checklist

Reading Lists & References**Essential Reading**

1. Udai Pareek and T.V Rao , Development Entrepreneurship
2. S.V.S. Sharma, Development Entrepreneurship, Issues and Problems
3. Srivastava A. Practical Guide to Industrial Entrepreneurs

Suggested Reading

1. Government of India. Report of the committee on development of small and medium entrepreneurs. 1975
 2. Bharusali Entrepreneur Development
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