



Nurturing Knowledge. Empowering Minds.

Masters of Hotel Management (MHM) **(Two -Year, Semester Based, Full Time Program)**

PROGRAM CURRICULUM

Rationale for the programme

There is growing need for increasing the “Management” competence in the field of Hotel Management. Professionally qualified personnel are the need of the day –Personnel who are multi skilled.

The philosophy of the Master of Hotel Management- program of School of Hospitality Management, IMS Unison University is to offer an extensive curriculum to provide the global hospitality sector with graduates who possess appropriate attributes and attitudes for a wide range of management positions in the hospitality industry and businesses. The program will have focus on a contemporary technological approach to hotel operations coupled with a strong foundation in management concepts. It also emphasizes on holistic personality development, ethical values and development of an inquiring mind.

Students pursuing a Masters of Hotel/Hospitality Management can work in the Industry or follow entrepreneurial goals in the Hotel/Hospitality Industry, Heritage Tourism, Business Tourism, Medical Tourism, Wellness Tourism, Adventure Tourism, Travel Blogging, Rental and Shared accommodation management etc. to name a few. The Hospitality Industry has grown with technological innovation and no human life is untouched by some form of it. A student pursuing this field has tremendous choice in employment opportunities, globally, as well as exposure to the best human leisure activities

The Post Graduate Degree in Hotel Management aims at bridging the gap and supplying the hotel/hospitality industry with professional management candidates who are competent and can face the challenges posed by the ever-changing hotel and hospitality industry scenario.

Program Educational Objectives (PEO)

The educational objectives of the MHM program are:

PEO1.To provide students with outcome-based education in different management subjects to understand real life managerial situations and to handle different challenges in the present global scenario.

PEO2.To understand the management functions of tourism and hospitality industry including human resource management, marketing and technology applications.

PEO3.To educate students to enable them to acquire proficiency, a sense of professionalism, integrity and team spirit to work in diverse professional environments in becoming a successful professional manager.

Program Outcomes (PO)

Outcomes that the hospitality Graduates are expected to have are: -

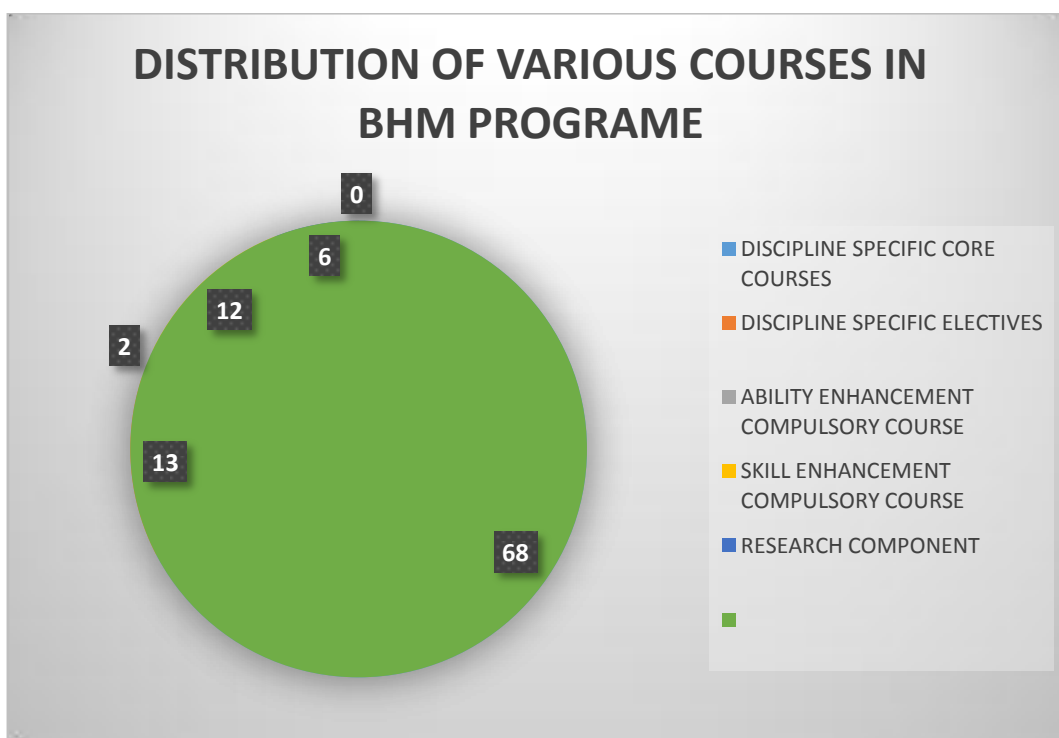
- PO1-** Apply the knowledge of Hospitality and its specialization to solve complex hospitality problem
- PO 2-** Identify, formulate, research literature and analyze complex hospitality problem reaching sustained conclusion.
- PO 3-** Understanding the impact of professional hospitality solutions in societal and environmental context
- PO 4-** Relate ethical principles and commit to professional ethics related to hospitality operation
- PO 5-** Function effectively as an individual, and as a member or leader in diverse team

MAPPING OF PEO WITH PO

	Program Educational Objective	Program outcome(s)
PEO1	To provide students with outcome-based education in different management subjects to understand real life managerial situations and to handle different challenges in the present global scenario.	PO1, PO2, PO3, PO4
PEO2	To understand the management functions of tourism and hospitality industry including human resource management, marketing and technology applications.	PO3, PO4, PO5
PEO3	To educate students to enable them to acquire proficiency, a sense of professionalism, integrity and team spirit to work in diverse professional environments in becoming a successful professional manager.	PO3, PO4, PO 5

PROGRAM CURRICULUM AS PER NEW CBCS SYSTEM

	MAXIMUM CREDIT ON OFFER IN MHM PROGRAM	97
	MINIMUM CREDIT REQUIREMENT FOR AWARD OF MHM	97
	NUMBER OF COURSES OFFERED	29
	STRUCTURE OF CREDIT REQUIREMENT	
1.	Discipline Specific Core Course	68
2.	Discipline Specific Elective	13
3.	Ability Enhancement Compulsory Course	2
4.	Skill Enhancement Compulsory Course	12
5.	Research Component	2



CREDIT DISTRIBUTION

DISCIPLINE SPECIFIC CORE COURSE			CREDITS		
1.	MHM 101	Food Production Operation-I (Theory and Practical)	3+2=5		68
2.	MHM 102	Food and Beverage Service Operation-I (Theory and Practical)	3+2=5		
3.	MHM103	Front Office Operation – I (Theory and Practical)	3+1=4		
4.	MHM 104	Accommodation Operation-I (Theory and Practical)	3+1=4		
5.	MHM 106	Introduction to Management	3		
6.	MHM 201	Food Production Operation-II (Theory and Practical)	3+2=5		
7.	MHM 202	Food and Beverage Service Operation-II (Theory and Practical)	3+2=5		
8.	MHM203	Front Office Operation – II (Theory and Practical)	3+1=4		
9.	MHM 204	Accommodation Operation-II (Theory and Practical)	3+1=4		
10.	MHM 206	Research Methodology	2		
11.	MHM 301P	Food Production Operation- Industry Exposure	5		
12.	MHM 302P	Food and Beverage Service Operation- Industry Exposure	5		
13.	MHM303P	Front Office Operation Industry Exposure	5		
14.	MHM 304 P	Accommodation Operation Industry Exposure	5		
15.	MHM 402	Facility Planning	3		
16.	MHM 404	Entrepreneurship Development	4		
DISCIPLINE SPECIFIC ELECTIVE					
1.	MHM 401	Professional Elective- A/B/C/D (Theory and Practical)	4+2=6		13
2.	MHM 403A	Human Resource Management	4	4	
	MHM 403B	Organizational Behavior	4		
3.	MHM 405A	Hospitality Marketing	3	3	
	MHM 405B	Hospitality Consumer Behavior	3		
ABILITY ENHANCEMENT COMPULSORY COURSE					
1.	MHM 105	Healthy Living and Fitness	2		2

SKILL ENHANCEMENT COMPULSORY COURSE				
1.	MHM 107S	Seminar I	1	12
2.	MHM 205	Accounting Skills for Hospitality Managers	2	
3.	MHM 207S	Seminar II	1	
4.	MHM 305P	Logbook & Training Project Report	2	
5.	MHM 306 P	Comprehensive Viva Voce on Industry Exposure	2	
6.	MHM 307S	Seminar III (Presentation on Industrial Exposure)	1	
7.	MHM 407S	Seminar IV	1	
8.	MHM 408P	Personality Development Practical	2	
RESEARCH COMPONENT				
1.	MHM 406	Project Report	2	2
TOTAL CREDITS				97

Semester I

Sr. No	Course Code	Course Category	Course Name	Periods			Credits
				L	T	P	
1	MHM 101	Foundation Course	Food Production Operation-I	3	0	0	3
2	MHM 101P	Foundation Course	Food Production Operation Practical -I	0	0	4	2
3	MHM 102	Foundation Course	Food and Beverage Service Operation-I	3	0	0	3
4	MHM 102P	Foundation Course	Food and Beverage Service Operation Practical-I	0	0	4	2
5	MHM103	Foundation Course	Front Office Operation - I	3	0	0	3
6	MHM 103P	Foundation Course	Front Office Operation Practical-I	0	0	2	1
7	MHM 104	Foundation Course	Accommodation Operation-I	3	0	0	3
8	MHM 104P	Foundation Course	Accommodation Operation Practical-I	0	0	2	1

9	MHM 105	Ability Enhancement	Healthy Living and Fitness	2	0	0	2
10	MHM 106	Core Course	Introduction to Management	3	0	0	3
11	MHM 107S	Ability Enhancement	Seminar-I	0	0	0	1
				Total Credits			24
				Total Contact Hours			17 0 12 29

Semester II

Sr. No	Course Code	Course Category	Course Name	Periods			Credits
				L	T	P	
1	MHM 201	Foundation Course	Food Production Operation-II	3	0	0	3
2	MHM 201P	Foundation Course	Food Production Operation Practical-II	0	0	4	2
3	MHM 202	Foundation Course	Food and Beverage Service Operation-II	3	0	0	3
4	MHM 202P	Foundation Course	Food and Beverage Service Operation Practical-II	0	0	4	2
5	MHM 203	Foundation Course	Front Office Operation	3	0	0	3
6	MHM 203P	Foundation Course	Front Office Operation Practical-II	0	0	2	1
7	MHM 204	Foundation Course	Accommodation Operation-II	3	0	0	3
8	MHM 204P	Foundation Course	Accommodation Operation Practical-II	0	0	2	1
9	MHM 205	Skill Enhancement	Accounting Skills for Hospitality Managers	2	0	0	2
10	MHM 206	Core Course	Research Methods for Hospitality Personnel	2	0	0	2
11	MHM 207S	Skill Enhancement	Seminar-II	0	0	0	1
				Total Credits			23
				Total Contact Hours			16 0 12 28

Semester III

Sr. No	Course Code	Course Category	Course Name	Periods			Credits
				L	T	P	
1	MHM 301P	Core Course	Food Production Operation- Industry Exposure –Practical	0	0	10	5
2	MHM 302P	Core Course	Food and Beverage Service Operation- Industry Exposure – Practical	0	0	10	5
3	MHM303P	Core Course	Front Office Operation Industry Exposure – Practical	0	0	10	5
4	MHM 304 P	Core Course	Accommodation Operation Industry Exposure – Practical	0	0	10	5
5	MHM 305P	Ability Enhancement	Logbook & Training Project Report	0	0	0	2
6	MHM 306 P	Ability Enhancement	Comprehensive Viva Voce on Industry Exposure	0	0	0	2
7	MHM 307S	Skill Enhancement	Seminar III (Presentation on Industrial Exposure)	0	0	0	1
Total Credits							25
Total Contact Hours				0	0	40	40

Semester IV

Sr. No	Course Code	Course Category	Course Name	Periods			Credits
				L	T	P	
1	MHM 401	Discipline Elective	Professional Elective- A/B/C/D	4	0	0	4
2	MHM 401P	Discipline Elective	Professional Elective-A/B/C/D Practical	0	0	4	2
3	MHM 402	Core Course	Facility Planning	3	0	0	3
4A	MHM 403A	Discipline Elective	Human Resource Management	4	0	0	4
4B	MHM 403B	Discipline Elective	Organizational Behaviour				
5	MHM 404	Core Course	Entrepreneurship Development	4	0	0	4
6A	MHM 405A	Discipline Elective	Hospitality Marketing	3	0	0	3

6B	MHM 405B	Discipline Elective	Hospitality Consumer Behaviour				
7	MHM 406S	Research Component	Project Report	0	0	0	2
8	MHM 407S	Skill Enhancement	Seminar-IV	0	0	0	1
9	MHM 408P	Skill Enhancement	Personality Development Practical	0	0	4	2
				Total Credits			25
				Total Contact Hours			18 0 8 26

TOTAL CREDITS:97

NOTE:

Specialization offered through Professional Elective choices in:

- Advance Food Production
- Advance Food & Beverage Service Operation
- Front Office Management
- Accommodation Operation Management

Choices between Discipline Specific Electives

- Human Resource Management MHM 403A or Organizational Behaviour MHM 403B
- Hospitality Marketing MHM 405A or Hospitality Consumer Behaviour MHM 405B

Masters of Hotel Management (MHM)

PROGRAM SYLLABI

Course: FOOD PRODUCTION OPERATION-I			Semester: I
Course Code: MHM 101	L T P	3 0 0	Credits: 3

OBJECTIVE	This course introduces kitchen with all the basic requirements to work in a professional kitchen the basic preparations like soups, stocks and sauces which form the basis of culinary procedures.		
LEARNING OUTCOME	<p>Upon completion of this course student will be able to:</p> <p>CO1 Discuss the origin of food and the objectives behind cooking of food.</p> <p>CO2 Identify areas in professional kitchen with understanding of layout and organization of kitchen department.</p> <p>CO3 Identify various Kitchen equipment's and fuels used.</p> <p>CO4 List importance of Kitchen hygiene and professional attitude.</p> <p>CO5 Identify various cooking methods.</p> <p>CO6 Discuss basic ingredients and principals involved in baking.</p>		
COURSE DETAILS	Module no	Topic	Hours
	1.	Introduction to the art of cookery <ul style="list-style-type: none"> • Culinary history. • Origins of modern cookery. • Aims and objectives of cooking food, Importance of cooking food, with reference to the catering industry. Principles of a balanced and a healthy diet 	7
	2.	Kitchen Hygiene and professionalism <ul style="list-style-type: none"> • Personal hygiene, their importance • Levels of skill, Attitude towards work 	5
	3.	Kitchen Organization <ul style="list-style-type: none"> • Modern kitchen Brigade 	7

	<ul style="list-style-type: none"> • Kitchen layout, Hierarchy and function, • Duties and responsibilities of Executive Chef, Sous chef and Chef de partie • Different sections of kitchen and their responsibility • Co-ordination with other departments 	
4.	Equipment, Tools and Fuels <ul style="list-style-type: none"> • Classification of different equipment's • Uses, maintenance, criteria for selection of equipment's • Various fuels used, Advantages and disadvantages of each 	5
5.	Methods of cooking and Preparations <ul style="list-style-type: none"> • Transfer of heat • Classification of cooking methods-boiling, poaching, steaming, stewing, braising, blanching, Frying, sautéing, roasting, grilling, broiling, baking. • Basic rules with examples • Advanced methods-micro-wave, infra-red, induction, paper bag etc. • Mise-en-place of all the basic preparations, cuts of vegetables, mire poix, bouquet garni, • Various textures, consistencies 	10
6.	Basic Bakery <ul style="list-style-type: none"> • Introduction, Principle of baking, uses of different types of oven • Difference between Bakery, patisserie and confectionary. Examples • Ingredients used, and role of each ingredients in baking 	8
Total		
SUGGESTED READING	<ul style="list-style-type: none"> • Theory of Cookery: Krishna Arora Publisher: Frank Brothers • Food Production Operations: Parvinder S Bali, Oxford University Press • Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman • Practical Cookery by Kinton & Cessarani • Practical Professional Cookery by Kauffman & Cracknell • Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu • Theory of Bakery and confectionery (yogambal Ashok Kumar) 	

Course: FOOD PRODUCTION OPERATION PRACTICAL -I			Semester: I
Course Code: MHM 101 P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course enables students to familiarize with kitchen and prepare very basic items used in different cuisines.		
LEARNING OUTCOME	Upon successful completion of this course, the student will have ability CO1 To identify various areas in professional kitchen with understanding layout and organization of kitchen department CO2 To identify kitchen equipment(s) and fuel(s) used CO3 To identify the most common and basic ingredients used in the kitchen		
COURSE DETAILS	Module no	Topic	Hours
	1.	<ul style="list-style-type: none"> • Familiarization and Understanding the usage of equipment and tools • Proper usage of a kitchen knife and hand tools • Familiarization, identification of commonly used raw material: For commodities listed in theory. • Basic hygiene practices to be observed in the kitchen • First aid for cuts & burns • Safety practices to be observed in the kitchen • Demonstration of cooking methods – two items of preparation of each method: • Boiling: Potato and Rice • Poaching: Fish and Egg • Steaming: Rice, Pudding • Blanching: Vegetable • Stewing: Mutton and Vegetable stew • Frying: Fritters, Patties • Sautéing: Vegetable • Roasting: Potato and Vegetable roast • Grilling: Grilled Vegetable and Fish • Braising: Chicken • Broiling: Breads, Spices • Baking: Potato and vegetable • Micro waving: Rice and Vegetable • Basic cuts of vegetables, Julienne, Jardinière, Brunoises, Dices, Macedoine, Paysane, Mire poix etc. 	
		Total hours	56

Course: FOOD & BEVERAGE SERVICE OPERATIONS -I			Semester: I
Course Code: MHM 102	L T P	3 0 0	Credits: 3

OBJECTIVE	This course gives an overview of Food & beverage industry in India & abroad with reference to its history and importance in current economy along with familiarization with various sectors, outlets and service methods. The course also focuses on providing information about various specialized services, non-alcoholic beverages & understanding widely used commodities like Tea, Coffee, mocktails etc.		
LEARNING OUTCOME	A student who successfully completes the course will be able to: CO1 Classify Food & Beverage Industry and Identify various outlets and ancillary section. CO2 Explain the basic requirement of being a good professional and the organizational structure of food and beverage department in a star hotel. CO3 List various activities performed for the restaurant readiness for operations and will have knowledge of food and beverage service methods. CO4 Identify various banquet set-ups and gueridon trolleys CO5 Differentiate between Nourishing, Stimulating and Refreshing Beverages and recognize various types of tea, coffee and other non-alcoholic beverages according to their characteristics.		
COURSE DETAILS	Module No.	Topic	Hours
	1.	Food and Beverage Service Industry A. Introduction to Food & Beverage Industry B. Classification and description of Catering Establishments C. Familiarization of Food & Beverage Outlets and Ancillary Sections	9
	2.	Staffing, Intra - and Inter-Departmental Relationship A. Hierarchy of F&B Department of Hotel B. Job description/ Job Specifications of F&B staff C. Attributes and Etiquettes of F&B staff D. French terms related to F&B staff E. Modern Staffing in various hotel F. Coordination of F&B dept. within and with other departments.	9
	3.	Preparation and Service Styles A. Mise-en-scene and Mise-en-place. B. Classification of Services methods: Table Service, Assisted Service, Self Service, Single Point Service, Specialized/In Situ Service	7

	4.	Banquet & Gueridon Service A. Banquet <ul style="list-style-type: none"> • Introduction, Types, Booking Procedure, Seating Arrangements. • Toasting Procedure B. Gueridon Service <ul style="list-style-type: none"> • History, Types, Staffing, Equipments and Ingredients Used, Ingredients Used. 	8
	5.	Non-Alcoholic Beverages Classification (Nourishing, Stimulating and Refreshing Beverages) <ol style="list-style-type: none"> i. Tea ii. Coffee iii. Milk Based Drinks - Drinking Chocolate, Malted Beverages, Milk shake (Origin, Manufacturing Process, Types, Brands) iv. Aerated Drinks, Squashes, Juices (Types, Brands) v. Water – Types, Brands 	9
		Total Hours	42
SUGGESTED READING	<ul style="list-style-type: none"> • Food & Beverage Service – R. Singaravelavan, Oxford University Press. • F& B Service –Anita Sharma, Bagchi • Food & Beverage Service – Dennis R. Lillicrap. & John A. Cousins. Publisher: ELBS • Modern Restaurant Service –John Fuller, Hutchinson • Banquet Management and Room Division - Aggarwal, D.K • Introduction F& B Service-Brown, Heppner & Deegan • Food & Beverage Service Training Manual – Sudhir Andrews, Tata McGraw Hill. • Thomas, C., & Hansen, B. (2013). Off-premise catering management (3rd ed.). New Jersey: John Wiley & Sons. • Tea: History, Terroirs, Varieties - Kevin Gascoyne - Firefly Books • The World Atlas of Coffee: From Beans to Brewing -- Coffees Explored, Explained and Enjoyed - James Hoffmann - Firefly Books 		

Course: FOOD & BEVERAGE SERVICE OPERATIONS PRACTICAL – I			Semester: I
Course Code: MHM 102 P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course introduces student to comprehend the various catering institutions, the equipments and tools frequently used with their implementation in food and beverage industry. The course will also enable students to develop service skills & techniques in trend along with the knowledge of non-alcoholic beverages and flambe dishes.		
LEARNING OUTCOME	<p>A student who will successfully fulfil the course will be able to:</p> <p>CO1 Differentiate the various types of restaurant.</p> <p>CO2 Apply the knowledge of basic requirement of being a good professional and the organizational structure of food and beverage department in a star hotel.</p> <p>CO3 Identify various tools and equipment's used in food and beverage department with their use and care.</p> <p>CO4 Demonstrate the basic technical skills applied during operations.</p> <p>CO5 Practice restaurant readiness for operations and will be able to demonstrate skills in handling the guest and taking his food and beverage order.</p> <p>CO6 Demonstrate skills of making and service of various types of tea, coffee, mocktails and other non-alcoholic beverages</p> <p>CO7 Demonstrate skills of making and service of various types of flambe dishes, salads etc.</p>		
COURSE DETAILS	S.No.	Topic	Hours
	1.	Understanding Food Service Outlets and Ancillary F&B Service Areas	
	2.	Understanding Personal Hygiene & Food Service Hygiene	
	3.	Familiarization of F&B Service Equipment, Care and Maintenance	
	4.	Cleaning and Polishing of EPNS items by <ul style="list-style-type: none"> • Plate Powder method • Polivit method • Silver Dip method • Burnishing method 	
	5.	Practicing Briefing and De-Briefing	
	6.	Practicing Mise-en-Scene and Mise-en-Place Activities	
	7.	Rules for Laying a Basic Cover	

	8.	<p>Basic Technical Skills</p> <ul style="list-style-type: none"> • Handling Service Gear • Carrying a Tray / Salver • Carrying Plates, Glassware and Other Equipments • Laying a Tablecloth • Changing a Tablecloth during service • Placing meal plates & Clearing soiled plates • Sideboard Organization • Service of Water • Using Service Plate & Crumbing Down • Napkin Folds (10 folds) • Changing dirty ashtray • Cleaning & polishing glassware 	
	9.	Tea/Coffee/Cocoa/Malted Beverages – Preparation & Service	
	10.	Juices/Soft Drinks/Tonic Water/Water– Service	
	11.	<p>Gueridon Service</p> <p>Practicing Flambé dishes, Carving, Salad making etc.</p>	
		Total Hours	56

Course: FRONT OFFICE OPERATIONS -I			Semester: I
Course Code: MHM 103	L T P	3 0 0	Credits: 3

OBJECTIVE	The objective of this course is that the student would be having a basic idea about the front office department of the hotel, students would be able to identify major role and tasks performed in front office department.		
LEARNING OUTCOME	<p>A student who successfully fulfils the course will be able to:</p> <p>CO1 Discuss and explain origin, growth and scope of tourism and hospitality industry</p> <p>CO2 Understand hotel organization and its functioning</p> <p>CO3 Understand the layout and the organization structure of front office department</p> <p>CO4 Identify various category of rooms and the major equipment used in front office department of a hotel.</p> <p>CO5 Identify different types of rates along with the major accounting documents used in hotels</p> <p>CO6 Recognize various stages of guest contact and the major activities done during guest contact</p> <p>CO7 Understand the reservation department and its operations</p> <p>CO8 Understand the role and functions of bell desk</p>		
COURSE DETAILS	Module No.	Topic	Hours
	1	Introduction to Hospitality and Tourism <ul style="list-style-type: none"> • Tourism industry- origin, importance, growth, allied sectors, types, motivation of tourism • Hospitality industry- origin, growth, scope, distribution channels 	4
	2	Classification of Hotels <ul style="list-style-type: none"> • Need for classification • Classification of Hotels and other lodging • Hotel organization chart • Major hotels chains operating in India 	4
	3	Introduction and Organization Structure of Front Office <ul style="list-style-type: none"> • Front office, functions and importance • Function areas and sections • Layout of front office • Front office hierarchy 	6

		<ul style="list-style-type: none"> • Duties and responsibilities • Personality traits 	
	4	Types of Rooms, Hotel Entrance, Lobby and Front Office <ul style="list-style-type: none"> • Types of rooms • Lobby • Counters and desks in the lobby • Front office equipment and furniture. 	5
	5	Guest Cycle and Guest Services <ul style="list-style-type: none"> • Introduction to guest cycle • Pre arrival, Arrival, Stay, Departure and Post Departure • Message and Mail Handling • Key control • Guest Services- Paging, Safety deposit locker, left luggage, Room change, Wake-up call • Guest complaints- types and handling 	10
	6.	Tariff Structure <ul style="list-style-type: none"> • Introduction • Room rate designation • Meal plans • Room tariff • Room tariff fixation 	6
	7.	Reservations <ul style="list-style-type: none"> • Introduction and importance • Modes • Channels and sources (FITs, Travel Agents, Airlines, GITs) • Types of reservations (Tentative, confirmed, guaranteed etc.) • Systems (non-automatic, semi-automatic and fully automatic) • Cancellation, Amendments and overbooking 	7
		Total Hours	42

SUGGESTED READING	<ul style="list-style-type: none">• Hotel Front Office Operations and Management, Second Edition, Jatashankar R. Tewari, Oxford University Press, New Delhi• Hotels for Tourism Development, Dr. J.M.S. Negi, Metropolitan Book Co. (P) Ltd., New Delhi• Dynamics of Tourism, R.N. Kaul, Sterling Publishing Pvt. Ltd., New Delhi• International Tourism, A.K. Bhatia, Sterling Publishing Pvt. Ltd., New Delhi• Hotel Front Office Management, James A. Bardi Van Nostrand Reinholdn New York
--------------------------	--

Course: FRONT OFFICE OPERATIONS PRACTICAL – I			Semester: I
Course Code: MHM 102 P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course gives students basic idea of basic tasks followed in the front office department of a hotel and role play would give a clarity to the students		
LEARNING OUTCOME	<p>A student who successfully fulfils the course will</p> <p>CO1 Students would be able to identify the role of front office in smooth running of a hotel, various equipment used, procedures like welcoming of guests, handling luggage, mail and message handling, paging of guest inside the hotel, making reservation, telephonic handling- phraseology and situation handling</p> <p>CO2 Students would be able to do role plays of front office personnel with their job analysis</p>		
COURSE DETAILS	S.No.	Topic	Hours
	1.	Introduction of India as a tourist destination, states, union territories and capitals, Uttarakhand- its potential in tourism, tourist spots	
	2.	World countries, capital and currencies	
	3.	International airlines and international airports in India	
	4.	Introduction of front office equipment, furniture and layout	
	5.	Role play	
	6.	Welcoming of guest	
	7.	Handling of guest luggage, formats	
		Total Hours	56
SUGGESTED READING	<ul style="list-style-type: none"> • Managing front office operations by M.Kasavana 1books • Hotel F.O. Training manual by Suvradeep Gauranga Ghosh • Front Office Management by S.K Bhatnagor • Hotel front office management by James Bardi 		

Course: ACCOMODATION OPERATION -I			Semester: I
Course Code: MHM 104	L T P	3 0 0	Credit: 3

OBJECTIVE	The course familiarizes students with operations of Housekeeping department, it's various controls and personnel along with its relationship with other departments.		
LEARNING OUTCOME	<p>A student who successfully completes the course will be able to:</p> <p>CO1 Recognize the organizational framework of housekeeping department</p> <p>CO2 Explain the importance role of key personnel's in housekeeping department.</p> <p>CO3 Discuss the interdepartmental relation of housekeeping department.</p> <p>CO4 Explain the importance of Control desk and various controls in the department.</p>		
COURSE DETAILS	Module no	Topic	Hours
	1.	<p>Housekeeping as a department: Relevance in the hotel, hostel and hospital, Inter department alco-operation & co-ordination of Housekeeping., Different sections of Housekeeping departments, Importance and role of housekeeping</p> <p>Functions of Housekeeping department: House Keeping Terminology Areas of cleaning., Briefing, Debriefing, Gate Pass, Forms & Formats used in Housekeeping., House Keeping Control Desk Operations, Services and facilities offered.</p>	6
	2.	<p>Organization structure of housekeeping department: Organization Structure of Housekeeping Department, Hierarchy of Small hotels, Medium hotels and large hotels., Duties & responsibilities of Executive Housekeeper and housekeeping staff, Attributes and qualities of HK staff</p>	6
	3.	<p>Cleaning equipments: Introduction to cleaning equipments, Types of cleaning equipments, care and maintenance., Uses and precautions</p> <p>Cleaning agents: Selection of cleaning agents, Types of cleaning agents, some common cleaning agents, Storage and issuing of cleaning agents</p>	6
	4.	<p>Hotel guest rooms: Hotel guestrooms types, Layout and design, Features and facilities, Room status</p> <p>Guest room supplies and amenities: Supplies and amenities, Types and uses, Placement of supplies, Standard operating procedure</p>	8

	5.	<p>Routine services: Cleaning of Occupied Room., Cleaning of Vacant Room., Evening service/Turndown Service, Routine cleaning</p> <p>Guest room fixtures and fittings: Introduction to furniture, fixtures, shape, design (Bed, mattress, bedding and soft furnishing), maintenance and care, selection of fixtures, fittings & furniture</p>	8
	6.	<p>Pest control: Pest: types, controlling techniques, pest found in hotels, hostel and hospital., Pest introduction</p> <p>Pest controlling techniques: Integrated pest management., Waste disposal-controlling techniques, Fumigation, Pest remedies</p>	8
		Total hours	42
SUGGESTED READING	<p>Textbooks:</p> <ol style="list-style-type: none"> 1. Hotel Housekeeping Operations And Management By G. Raghubalan & Smritee Raghubalan, Oxford University Press <p>References:</p> <ol style="list-style-type: none"> 1. Hotel Housekeeping: A Training Manual By Sudhir Andrews, Mcgraw Hill Education 2. Hotel Housekeeping By Malini Singh, Mcgraw Hill Education 3. Hotel Housekeeping Management & Operations By Sudhir Andrews, Mcgraw Hill Education 		

Course: ACCOMODATION OPERATION PRACTICAL -I			Semester: I
Course Code: MHM 104P	L T P	0 0 2	Credit: 1

OBJECTIVE	This course help students understand personnel hygiene and grooming standards that have to be followed in housekeeping department. They will understand about the layout structure housekeeping department and various facilities hotel provides to guest.		
LEARNING OUTCOME	<p>A student who successfully fulfils the course will be able to:</p> <p>CO1 Recognize the importance of hygiene and grooming standards.</p> <p>CO2 Demonstrate basic cleaning skills</p> <p>CO3 Identify various housekeeping equipment's</p> <p>CO4 To illustrate the role of housekeeping in guest service</p>		
COURSE DETAILS	Module no	Topic	Hours
		<p>Demonstration of Cleaning Equipment: Demonstration of cleaning equipment's, Care and maintenance instruction, how to use and where to use., Precautions</p> <p>Dusting and cleaning of guest rooms: Dusting of the all furniture and fixtures, vacuuming the whole guestroom., cleaning of flooring using proper cleaning equipment, Standard operating procedure</p> <p>Housekeeping Control Desk operations: Housekeeping control desk, Specimen copies of forms and format used in HK control desk., Situation Handling at HK control desk, functions at control desk</p> <p>Outdoor or Public area cleaning: Public areas in hotels, Standard operating procedure, Equipments and material required, Precautions</p> <p>Brassware and silverware cleaning: Briefing about bras so and Silvo, Standard operating procedure, Equipments and material required, Precautions</p> <p>Demonstration of Cleaning Agents: Demonstration of cleaning agents, Care and usage instructions, where to use and how, Precautions</p> <p>Bed-making procedure in housekeeping suite room: Standard operating procedure, Material required, Turn down service, precautions</p> <p>Set-up of Housemaid trolley: Housemaid trolley components, supplies and amenities, Positioning of housemaid trolley, Thumb rules for set up</p>	

		Bathroom Cleaning procedure in hotel guest rooms: Standard operating procedure, Equipments and material required, Supplies and amenities, precautions Scrubbing and buffing of floors: Scrubbing and buffing features, Uses instructions, care and maintenance, Precautions	
		Total hours	28

Course: HEALTHY LIVING AND FITNESS			Semester: I
Course Code: MHM 105	L T P	2 0 0	Credits: 2

OBJECTIVE	Prepare graduates to imbibe principles of wellness, health, fitness and nutrition and their importance for hospitality professionals		
LEARNING OUTCOME	<p>A student who successfully completes the course will be able to:</p> <p>CO1 Demonstrate understanding of health principles incorporating a wide variety of aspects from nutrition to aging.</p> <p>CO2 Demonstrate understanding of self-responsibility for personal health and wellness.</p> <p>CO3 Understand implications of lifestyle diseases, addictions and their prevention.</p> <p>CO4 to think and act ethically in the context of health, nutrition and wellness.</p>		
COURSE DETAILS	Module no	Topic	Hours
	1	Human body <ul style="list-style-type: none"> Awareness of important body organs, their location and broad function 	2
	2	Diet and Health <ul style="list-style-type: none"> Importance of breakfast fruits, whole grain knowledge about constituent of diet (Protein, fats, carbohydrates, vitamin and mineral) importance of fibers in diet 	5
	3	Lifestyle diseases <ul style="list-style-type: none"> Harmful effect of junk/processed foods Dangers of obesity Disease ensuing because of lifestyle e.g diabetes heart diseases etc 	5
	4	Exercise Benefits of yoga and exercise	5
	5	Addictions <ul style="list-style-type: none"> Chewing Drinking Smoking 	5
	6	Importance of mental health <ul style="list-style-type: none"> Stress management 	6

		<ul style="list-style-type: none"> • Anxiety and depression • Awareness of commonly encountered diseases ailments. 	
		Total hours	28
SUGGESTED READING	<ul style="list-style-type: none"> • Corbin. Charles Beetal. C.A., (2004) Concepts of Fitness and Welfare Boston McGraw Hill. • Puri. K. Chandra. S.S. (2005). Health and Physical Education. New Delhi: Surjeet Publications • Principles of Physical Education: Com. Philadelphia: W.B. Saunders • B.C. Rai Health Education and Hygiene Published by Prakashan Kendra, Lucknow • Norman Bezzant Help! First Aid for everyday emergencies. Jaico Publishing House Bombay, Delhi • Les Snowdan., Maggie Humphrey's Fitness walking, Maggie Humperry Orient Paper Books 2002 New Delhi. 		

Course: INTRODUCTION TO MANAGEMENT			Semester: 1
Course Code: MHM 106	L T P	3 0 0	Credits: 3

OBJECTIVE	This course helps the students <ul style="list-style-type: none"> • To gain understanding of the functions and responsibilities of managers. • To provide them tools and techniques to be used in the performance of the managerial job. • To enable them to analyze and understand the environment of the organization. • To help the students to develop cognizance of the importance of management principles. 		
LEARNING OUTCOME	A student who successfully completes the course will be able to: CO1 To gain understanding of the functions and responsibilities of managers. CO2 Provide them tools and techniques to be used in the performance of the managerial job. CO3 Enable them to analyze and understand the environment of the organization. CO4 help the students to develop cognizance of the importance of management principles. CO5 Understand the importance of motivation		
COURSE DETAILS	Module No.	Topic	Hours
	1.	Nature & Functions <ul style="list-style-type: none"> • Importance of Management • Definition of Management • Management Functions • Role of a Manager • Management Skills 	6
	2.	Development of Management Thought <ul style="list-style-type: none"> • Early Classical Approaches • Neo Classical Approaches • Modern Approaches 	5
	3.	Planning & Decision Making <ul style="list-style-type: none"> • Nature & Importance of Planning • Types of Plans • Meaning of Decision • Types of Decisions • Steps in Rational Decision making 	5

	4.	Organizing <ul style="list-style-type: none"> • Concept, nature, significance of organizing • Formal and informal organization • Organization chart of a 5-star hotel • Types of Organization • Functional, Line and staff relationship • Delegation and Authority • Centralization and Decentralization 	5
	5.	Staffing <ul style="list-style-type: none"> • Recruitment <ul style="list-style-type: none"> i. Internal Sources ii. External sources • Steps in the process of selection, • Recruitment Vs Selection. • Training methods <ul style="list-style-type: none"> i. On the job Training ii. Off the job Training 	6
	6.	Directing <ul style="list-style-type: none"> • Meaning, Nature, Significance and Characteristics • Chain of command, authority – responsibility-accountability relationship • Elements of Direction – supervision, communication, training and development, leadership, motivation. • Leadership-Meaning and Importance-Theories and Styles • Communication -Meaning and Significance-Types of Communication-Communication Process -Barriers to Communication • Supervision -Meaning, • Nature and Significance of Supervision. 	7
	7.	Managerial Control Meaning of Managerial Control A. Steps in Control Process B. Need for Control System C. Benefits of Control D. Control Techniques	8
			Total Hours

SUGGESTED READING		<ul style="list-style-type: none">• Principles of Management by PC Tripathi & PN Reddy• Principles of Management by BS Moshal• Principles and Practice of Management by LM Prasad	
------------------------------	--	---	--

Course: SEMINAR -I			Semester: I
Course Code: MHM 107 S	L T P	0 0 0	Credits: 1

OBJECTIVE	To inculcate, self-learning and communication skills. It will help to develop competencies in information retrieval, identify reliable sources, organize the information and communicate it effectively to peers using available information technology tools		
LEARNING OUTCOME	A student who successfully fulfils the course will be able to: CO1 Deal with public speaking anxiety and think more positively about public speaking CO2 Consider ways of grabbing the listener's attention, holding their interest, and concluding strongly CO3 Use body language and tone of voice to enhance their presentations CO4 Use slides and visual aids effectively CO5 Deliver an enthusiastic and well-practised presentation		
COURSE DETAILS	Module No	Topic	Hours
	1	The students are expected to prepare and conduct presentation on allotted topic from core or ancillary subjects which they have studied during the semester.	14
		Total hours	14
SUGGESTED READING	<ul style="list-style-type: none"> • Textbooks of the related course • Internet source on the topics 		

SEMESTER II

Course: FOOD PRODUCTION OPERATION-II			Semester: II
Course Code: MHM 201	L T P	3 0 0	Credits: 3

OBJECTIVE	This course gives an insight into the basic processes used in cooking with egg, meat and fish cookery. Understanding vegetable cookery.		
LEARNING OUTCOME	<p>A student who successfully fulfils the course will be able to:</p> <p>CO1 Explain about stocks, soups and sauces</p> <p>CO2 Explain methods of cooking applied in kitchen</p> <p>CO3 Discuss fish and seafood cookery.</p> <p>CO4 Compare Chinese Italian and French cuisine as per there salient features</p> <p>CO5 Discuss different methods associated with bread making</p>		
COURSE DETAILS	Module no	Topic	Hours
	1.	Stocks, Soups and Sauces <ul style="list-style-type: none"> Stocks-Definition, principles of stock making, types, preparation uses, Care & Precaution Soups: Definitions, Classification on soups. Cold and international soups. Examples: Consommé- preparation and precautions Sauces: Definition, Use and importance of sauces. Mother sauces- Recipes, Derivative sauces. 	4
	2.	Egg cookery <ul style="list-style-type: none"> Structure of egg, types, cooking methods, uses in cookery Selection, purchasing and storing of eggs Classical Egg preparations. 	02
	3.	Fish cookery <ul style="list-style-type: none"> Introduction to fish Cookery- Classification of fish with examples, Standard purchase specification Different cuts of fish Purchasing and storing fish. Classical Fish preparations. 	04
	4	Introduction to International cuisine <ul style="list-style-type: none"> French cuisine- Historical Background, Regions &Regional Cooking Styles, Staple food with regional Influences 	6

	<ul style="list-style-type: none"> • Italian cuisine -Historical Background, Regions &Regional Cooking Styles, Staple food with regional Influences • Chinese cuisine- Historical Background, Regions &Regional Cooking Styles, Staple food with regional Influences 	
5.	Bakery Science: Bread Making <ul style="list-style-type: none"> • Identification and handling of raw materials -Wheat & wheat flour, sugar, fat, yeast, water, salt, milk • etc. • Principles of bread making • Method of bread making: <ul style="list-style-type: none"> • (i) Straight dough method, (ii) Sponge and dough method, (iii) Salt delayed method, (iv) Flying ferment method. • Bread faults and remedies, Bread diseases, Bread varieties 	18
	Total Hours	36
SUGGESTED READING	<ul style="list-style-type: none"> • Accompaniments & Garnishes from waiter; Communicate: Fuller J. Barrie & Jenkins • Cooking Essentials for the New Professional Chef • Food Production Operations: Parvinder S Bali, Oxford University Press • Larder Chef by M J Leto & W K H Bode Publisher: Butterworth- Heinemann • Modern Cookery (Vol- I) By Philip E. Thangam, Publisher: Orient Longman • Practical Cookery by Kinton & Cessarani • Practical Professional Cookery by Kauffman & Cracknell • Professional Cooking by Wayne Gislen, Publisher Le Cordon Bleu • Purchasing Selection and Procurement for the Hospitality Industry by Andrew Hale Feinstein • and John M. Stefanelli 	

Course: FOOD PRODUCTION OPERATION PRACTICAL-II			Semester: II
Course Code: MHM 201P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course gives an insight into egg preparations, fish and meat cookery and vegetable preparations with Indian breakfast dishes		
LEARNING OUTCOME	A student who successfully completes the course, student will have skills: CO1 To demonstrate egg cookery. CO2 Apply various methods of cooking. CO3 Practice vegetable cuts and cooking vegetables. CO4 Practice various Indian breakfast dishes.		
COURSE DETAILS	Module no	Topic	Hours
		<ul style="list-style-type: none"> • Egg cookery including 5 classical preparations • Continental & English breakfast: Hash Brown, Baked and Glazed Vegetables, egg to order (Boiled, Poached, Scrambled etc.), Toasts, Porridge, Cereal flakes • Breakfast Rolls: Muffins, Croissant roll, 2Buns, 2 Breads, Brioche, Bread sticks • Tea/ Coffee • Indian breakfast: Poori Bhaji with Raita and pickle, Stuffed parathas with curd/ chutney and pickle, Poha and Upma, • Basic stock preparations: White and Brown • Basic Mother sauces preparations and 2 commonly used derivatives. • Preparation of basic continental cookery-stews, soups, and basic fish preparations. • Stews: Fricassee, Navarin Printainaire, Ragout, • Soups preparations varieties: 3 Consommé, 2 Crème, 2 Puree, 1 Broth, 1 Bouillon, 3 International soups, 1 cold soup 	
		Total Hours	56

Course: FOOD & BEVERAGE SERVICE OPERATIONS -II			Semester: II
Course Code: MHM 202	L T P	3 0 0	Credits: 3

OBJECTIVE	This course emphasizes on the meal and menu planning with the art of preparing different menus for each meal period. The course also focusses on various techniques followed in hotel/restaurant for controlling sales and assist in building up the foundation knowledge of tobacco and alcoholic beverages.		
LEARNING OUTCOME	<p>A student who will successfully fulfil the course will be able to:</p> <p>CO1 Gain knowledge of various types of meal served in a day and compile menus.</p> <p>CO2 Understand various type of menu, their features, advantages and limitations</p> <p>CO3 Understand a wide range of points influencing the menu planning process.</p> <p>CO4 Know the sequence of French classical menu as well as in English and explain all course with examples.</p> <p>CO5 Understand different types of order taking and billing methods.</p> <p>CO6 Learn how to prepare KOT, various types of circumstantial KOTs and BOTs</p> <p>CO7 Explain tobacco and the various consumption styles.</p> <p>CO8 Know the types, parts and design of a bar as well as identify possible frauds that may occur in the bar.</p> <p>CO9 Define, classify, know the alcoholic strengths and methods of making alcoholic beverages</p>		
COURSE DETAILS	Module No.	Topic	Hours
	1.	Meals A. Introduction and Importance of meal B. Types of Meals <ul style="list-style-type: none"> • Early Morning Tea, Breakfast (English, American, Continental, Indian), Elevenses, Brunch, Lunch, Afternoon/High Tea, Dinner, Supper 	6
	2.	Menu & Menu Planning A. Menu – Concept, History, Classification B. Menu Planning Consideration and Constraints C. Menu Terms and Designs D. French Classical Menu - 11 & 17 course	10
	3.	Sales Control System A. Order Taking Methods: Triplicate System, Duplicate System, Service with Order, Computerized System B. Circumstantial KOTs C. Billing Methods	6

		D. Cash Handling Equipment	
	4.	Tobacco A. Introduction, Curing Process B. Cigar - Parts, Structure, Colors, Shapes & Sizes, Storage, Brands. C. Cigarettes - Structure, Brands D. Health hazards	6
	5.	Bar Operations A. Introduction, B. Types of bar C. Bar Design <ul style="list-style-type: none"> • Front Bar • Back Bar • Under Bar D. Bar Frauds	6
	6.	Alcoholic Beverages E. Introduction and Classification with Examples F. Method of Preparing Alcohol G. Fermentation Process H. Distillation Process I. Proof Systems – US/British/Gay-Lussac	8
		Total Hours	42
SUGGESTED READING	<ul style="list-style-type: none"> • Food & Beverage Service – R. Singaravelavan, Oxford University Press. • Food & Beverage Service Training Manual - Sudhir Andrews • F& B Service –Anita Sharma, Bagchi • Food & Beverage Service – Lillicrap & Cousins • Modern Restaurant Service - John Fuller • Food & Beverage Service Management – Partho Pratim Seal • Andrews, S. (2013). Textbook of food and beverage management (7th ed.). New Delhi: Tata McGraw-Hill. • Davis, B., & Lockwood, A. (1998). Food and beverage management (3rd ed.). • Food Service Operations - Peter Jones & Cassel • Menu planning –Jaksa Kivela, Hospitality Press • The Restaurant (From Concept to Operation) -Lipinski • Ultimate Cigar Book: 4th Edition - Richard Carleton Hacker - Skyhorse Publishing • Difford’s Guide to Cocktails: 15th Edition – Simon Difford 		

Course: FOOD & BEVERAGE SERVICE OPERATIONS PRACTICAL –II			Semester: II
Course Code: MHM 202P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course focuses on providing skills of table layouts for different meals including different course of French classical menu. It also makes the student familiar with tray/trolley setups, procedure for meal service, telephone and dining etiquettes, service of tobacco based products along with familiarization of alcoholic beverages, bar equipment's, bar license, what to do check list.		
LEARNING OUTCOME	A student who will successfully complete the course will be able to: CO1 Prepare restaurant for service of various types of meals CO2 Practice the service procedure of a meal. CO3 Demonstrate the table/trolley layout. CO4 Understand situations handling techniques while guest handling. CO5 Compile the menu for different occasions as per the standards. CO6 Demonstrate the service of cigar and cigarettes including mise-en-place.		
COURSE DETAILS	S.No.	Topic	Hours
	1.	Table Lay-Up & Service <ul style="list-style-type: none"> • A La Carte Cover • Table d' Hote Cover • English Breakfast Cover • American Breakfast Cover • Continental Breakfast Cover • Indian Breakfast Cover • Afternoon Tea Cover • High Tea Cover Tray/Trolley Set-Up & Service <ul style="list-style-type: none"> • Room Service Tray/Trolley Setup 	
	2.	Procedure for Service of a Meal <ul style="list-style-type: none"> • Taking Guest Reservations • Receiving & Seating of Guests • Order taking & Recording • Order processing (passing orders to the kitchen) • Sequence of service • Presentation & Encashing the Bill • Presenting & collecting Guest comment cards 	

		<ul style="list-style-type: none"> • Seeing off the Guests 	
	3.	Social Skills <ul style="list-style-type: none"> • Handling Guest Complaints • Telephone manners • Dining & Service etiquettes 	
	4.	French Classical Menu <ul style="list-style-type: none"> • Writing a Menu in French & its Equivalent in English • Practicing the cover setup 	
	5.	Service of Tobacco <ul style="list-style-type: none"> • Cigarettes and Cigars - Lighting and Service 	
	6.	Bar Operation Procedure <ul style="list-style-type: none"> • Bar License • Opening and Closing Duties • Responsible Service • Bar Equipments 	
		Total Hours	56

Course: FRONT OFFICE OPERATION-II			Semester: II
Course Code: MHM 203	L T P	3 0 0	Credits: 3

OBJECTIVE	This course gives idea of how registration, check-in is done in a hotel. It also covers the basic operations of bell desk, cashier, accounting and night auditing. The different types of safety and security systems used in the hotel, for guest and staff is covered as well. It also covers the selling techniques used by hotel for up selling of product.		
LEARNING OUTCOME	<p>A student who successfully fulfils the course will be able to:</p> <p>CO1 Discuss the registration process, its importance and formats to be filled</p> <p>CO2 Understand the basic operations related to bell desk and cashiering</p> <p>CO3 Differentiate between accounts, vouchers, folios and ledgers</p> <p>CO4 Explain accounting cycle</p> <p>CO5 Outline the importance of night audit and how to process it</p> <p>CO6 Discuss the importance of safety and security in hotels</p> <p>CO7 Differentiate between classes of fire and how to control it</p> <p>CO8 Explain different emergency situations and their handling</p> <p>CO9 Enlist room selling techniques and role of front office in generating maximum revenue</p>		
COURSE DETAILS	S.No.	Topic	Hours
	1	Registration <ul style="list-style-type: none"> • Preregistration • Registration-process, records, formats, Form C • Check-in procedures 	4
	2	Bell Desk Operation <ul style="list-style-type: none"> • Functions • Luggage handling procedures and records 	3
	3	Cash & Accounts <ul style="list-style-type: none"> • Introduction to cash • Functions of cash sections • Departure procedure • Various modes of payment by the guest • Potential Check-out problems and solution. 	7
	4	Front Office Accounting <ul style="list-style-type: none"> • Introduction- types of accounts, vouchers, folios, ledger • Front Office accounting cycle 	4

	5	<p>The Night Audit</p> <ul style="list-style-type: none"> • Importance & functions of night audit • Night audit process • Operating modes: non automated, semi-automated, automated • The night audit reports –generations & utility 	7
	6	<p>Front office Guest Security & Safety</p> <ul style="list-style-type: none"> • Introduction to security systems • Types of security • Key control • Fire safety, accidents, lost & found • Handling emergency situations (Terrorist activities, bomb threat, robbery, theft, drunk guests) 	6
	7	<p>Room Selling Techniques</p> <ul style="list-style-type: none"> • Introduction • Types of room selling techniques • Front Office selling tips • Discounts fixation 	5
	8	<p>Hospitality Marketing</p> <ul style="list-style-type: none"> • Introduction to marketing- market mix, market segmentation • Sales and Marketing of hospitality products • Role of Front Office in profit maximization • Budget- types, budgetary control 	6
		Total Hours	
SUGGESTED READING	<ul style="list-style-type: none"> • Andrews, Sudhir: 1985, Hotel Front Office, Tata MC Graw Hill, New Delhi. • Malik, S. Profile of Hotel and Catering Industry, Heinemann, 1972. • Check in Check out – Jerome Vallen • Front Office Procedures – Peter Abbott & Sue Lewry • Basic Hotel Front Office Procedures – Peter Renner • Managing Front Office Operations – G.E. Steadman 		

Course: FRONT OFFICE OPERATION PRACTICAL-II			Semester: II
Course Code: MHM 203P	L T P	0 0 2	Credits: 1

OBJECTIVE	This course gives students an insight on how to handle a guest once they arrive in the hotel. Also, it will assist students in identifying the unique needs of different guests belonging to various age group, ethnicity, purpose of visit, etc.		
LEARNING OUTCOME	A student who successfully fulfils the course will be able to: CO1 Register a guest while checking them-in inside the hotel CO2 Open a guest account and posting of bills CO3 Night audit in IDS software		
COURSE DETAILS	S.No.	Topic	Hours
		<ul style="list-style-type: none"> • Develop an understanding of requirements of guests with children, business executives, single lady travellers, differently abled guests, old ages • Pre-registration • Registration • Room Assignment and room key issue • Check-in • Show around of guest room facilities and amenities • Capturing guest preferences and delight bank • Room changes • Upselling • Bill settlement/Check-out 	
		Total Hours	56
SUGGESTED READING	<ul style="list-style-type: none"> • Managing front office operations by M.Kasavana 1books • Hotel F.O. Training manual by Suvradeep Gauranga Ghosh • Front Office Management by S.K Bhatnagor • Hotel front office management by James Bardi 		

Course: ACCOMODATION OPERATION -II			Semester: II
Course Code: MHM 204	L T P	3 0 0	Credits: 3

OBJECTIVE	This course gives idea of the overall functioning of the housekeeping department. It covers the detail of the duties and responsibility of all the staff of the housekeeping department. Also Explains the formats used at the control desk. The different types of guest rooms are also discussed. Also the use of different types of cleaning equipment and agents are also briefed		
LEARNING OUTCOME	A student who successfully completes the course will be able to: CO1 Explain Housekeeping Department Operational Procedures CO2 Discuss Hotel Guest Room-layout, design, fitting fixtures CO3 Discuss the Cleaning Science CO4 Identify Cleaning Equipment Care and Cleaning of Different Surfaces CO5 Describe different types of beds and mattresses		
COURSE DETAILS	Module no	Topic	Hours
	1.	Budgeting for housekeeping expenses: types of budget, housekeeping expenses, budget planning process, income statement of the room divisions, controlling expenses, inventory control and stock-taking, purchasing system	6
	2.	Ergonomics in housekeeping: Meaning and significance of ergonomics, Comprehend the risk factor analysis, Work simplification and application of ergonomics in operation Interior decoration: importance, definition and types, classification, principles of design: harmony, rhythm, balance, proportion, and emphasis, elements of design	8
	3.	Care and cleaning of metals: Brass, Copper, Silver, EPNS, Bronze, Gun Metals, Chromium pewter, Stainless steel, iron, classification of glasses, Types of plastic, ceramics, wooden. Contract and outsourcing: Contract services in housekeeping, Hiring contract providers, Pricing of contracts, Merits and demerits of outsourcing	8
	4.	Laundry operations: Importance, Layout and planning, The Laundry Process, Dry Cleaning Operations, On Premises Laundry v/s Contract Services for Laundry	7

	5.	<p>Stain Removal: Classification of stains, General Procedure for stain Removal, Principles of Stain Removal, Identification of stains, Stain removal agents</p> <p>Uniform design and discard management: Layout of uniform room, Types of Linen, Sizes, Linen</p> <p>Exchange Procedure, Selection of Linen, Storage Facilities and Conditions, Discard Management</p> <p>Uniform Designing- Importance, Types and Characteristics</p>	6
	6.	<p>Linen and uniform room: Discard Management, Uniform Designing - Importance and Types, Characteristics, Selection and Par Stock, Layout of uniform room, issuing and exchange of uniforms</p> <p>Linen exchange and storage: Types of Linen, Size, Linen Exchange Procedure, Selection of Linen, Storage Facilities and Conditions, Par Stock - Factors affecting Par Stock, Layout of linen room</p>	7
	7.	<p>Safety awareness: Concept and Importance, Safety: Accidents and Fires (Cause, Procedure, Accident report form), Security: Security of Guest/ Employee, Theft: Employee, guest, external persons</p> <p>First Aid: Concept and Emergency Procedures (Heart Attack, Fits, Burns, Fainting, Fractures, Scalds, Artificial respiration)</p>	6
		Total hours	42
SUGGESTED READING	<p>Textbooks:</p> <ol style="list-style-type: none"> Hotel Housekeeping Operations And Management By G. Raghubalan & Smritee Raghubalan, Oxford University Press <p>References:</p> <ol style="list-style-type: none"> Hotel Housekeeping: A Training Manual By Sudhir Andrews, Mcgraw Hill Education Hotel Housekeeping By Malini Singh, Mcgraw Hill Education Hotel Housekeeping Management & Operations By Sudhir Andrews, Mcgraw Hill Education. 		

Course: ACCOMODATION OPERATION PRACTICAL -II			Semester: II
Course Code: MHM 204P	L T P	0 0 2	Credits: 1

OBJECTIVE	This course gives students, a basic idea of how to handle the guest call at the control desk. They learn how to fill different forms and formats used in the control desk and understand the importance and usage of different types of mechanical and manual equipment. They will also understand the concept of cleaning agents and their use on different surface.		
LEARNING OUTCOME	<p>A student who successfully completes the course will be able to understand:</p> <p>CO1 Illustrate the layout of different types of a guest room</p> <p>CO2 Identify different types of Manual and mechanical cleaning equipments</p> <p>CO3 Practice the storage and maintenance of different of different cleaning equipment</p> <p>CO4 Practice filling of different forms and format used at the control desk.</p> <p>CO5 To apply usage of different types of cleaning agents on different surface</p> <p>CO6 Practice the handling of guest complains and request at the control desk.</p>		
COURSE DETAILS	Module no	Topic	Hours
		<p>Team cleaning : allocation of tasks, preparation of room assignment sheet, standard operating procedure, types of team cleaning</p> <p>Preparation of budget : types of budget, budget planning process, anticipation of expenses, losses, income and profits</p> <p>Interior design in hotels : theme design, design trends, elements of design</p> <p>Ergonomics in housekeeping : ergonomics techniques, ergonomics use at workplace, risk factors analysis, application of ergonomics practices in operation</p> <p>Layout of Laundry and Linen room : Draw some layouts of linen room, layout of laundry section with placing of washer, drier, tumbler & other accessories, Outline work flow process, Positioning of equipment for smooth operation</p> <p>Forms & Formats used in Laundry : Fill up of laundry list, Linen exchange form, Linen discard record, Demonstration of laundry equipment</p> <p>Stain Removal : Material and equipment, Standard operating procedure, precautions, Material safety and data sheet</p> <p>Establishing Par Level for Linen, Equipment : How to establish par stock, Demonstration of forms and formats used for</p>	

		inventory, Demo of different types of stains found on linen, Practical work for stain removal First aid and role play : Precautions, Standard operating procedure, Role play on first aid Customer care/situation handling : Standard operating procedure, Role play on situation handling or customer handling, Professional tips	
		Total hours	28

Course: ACCOUNTING SKILLS FOR HOSPITALITY MANAGER			Semester: II
Course Code: MHM 205	L T P	200	Credits: 2

OBJECTIVE	The objective of the course is to introduce students to the fundamental accounting instruments, categories, bookkeeping process, financial statements, accounting regulations and international financial reporting standards.		
LEARNING OUTCOME	<p>Upon completion of the course student s will be able to able to:</p> <p>CO1 Explain the basic terminology, need and purpose of accounting for hospitality industry</p> <p>CO2 Discuss specific accounting terminology in interpretation of accounting data connected with specific needs of management in the hospitality industry companies</p> <p>CO3 Discuss the principles of the balance equation when recording data in the general ledger, as well as in the process of preparing financial statements.</p>		
COURSE DETAILS	Module no	Topic	Hours
	1.	Accounting: Business Transaction and Basic Terminology, Need to Study Accounting, Accounting functions, Purpose of Accounting Records, Accounting Principles – Concepts and Conventions	6
	2.	Account Records: Principles of Double Entry System, Journal Entries, Ledger, Subsidiary Books – Cash, Sales & Purchase books, Bank Reconciliation statement.	8
	3.	Financial Statement: Basic Financial Statements, Trial Balance, Preparation of Final Accounts, Basic Adjustments to final Accounts, Methods of Presenting Final Accounts Practical Problem.	8
	4.	Depreciation Reserves and Provisions – Meaning, basic Methods, Computer Application- Preparation of Records and Financial Statements	6
		Total hours	28
SUGGESTED READING	<ul style="list-style-type: none"> • Hotel Accountancy & Finance – S.P. Jain & K.L. Narang, Kalyani Publisher Ludhiana • Hotel Accounting Earnest B. Horwath & Luis Toth • Hotel Accounting & Financial Control By Ozi A.D’ Cunha & Gleson O. D’ 		

	<p>Cunha Publisher: Dicky, s Enterprize, Kandivali, Mumbai</p> <ul style="list-style-type: none">• Hospitality Accounting – Publisher: Prentia Hall Upper Sadde, River New Jersey• Hospitality Financial Accounting By Jerry J Weygandt, Publisher Wiley & sons
--	--

Course: RESEARCH METHODS FOR HOSPITALITY PERSONNELS			Semester: IV
Course Code: MHM 206	L T P	2 0 0	Credits: 2

OBJECTIVE	To give an in-depth knowledge about the Research Methods to the students and understanding its importance in the hospitality sector. The knowledge will help the students to do a market research by using research methodology and its implications.		
LEARNING OUTCOME	The students after having studied the course should be able to perform and acquaint the following: CO1 Usage of Research tools Hospitality sector. CO2 Develop research hypothesis CO3 Undertake a research project and write a report with complete the data analysis.		
COURSE DETAILS	Module no	Topic	Hours
	1	Research –Meaning, Importance & Research Design <ul style="list-style-type: none"> • Introduction • Meaning and Importance • The basis of classification of various types of research design. 	5
	2	Data Collection <ul style="list-style-type: none"> • Types of Data • Secondary data, Sources • Primary data, Sources • Sampling, Importance, Basic concepts • Questionnaire, Format and Administration, Steps involved in developing a Questionnaire • Interviews 	5
	3	Data Processing <ul style="list-style-type: none"> • Quality research, Introduction, Difference between Quality and Quantity research • Editing of Data, Coding of Data, Data Classification, Graphical Presentation of Data • Report writing steps involved, layout of report, mechanics of report writing, precautions of writing research writing • Oral Presentation 	6

	4	Data Analyzing & Drafting of Conclusions and Recommendations. <ul style="list-style-type: none"> • Meaning and scope of data analysis • Methods of Data analysis. • Generating Findings. • Drafting of conclusions and recommendations. 	6
	5	Methodology of presentation of research project <ul style="list-style-type: none"> • Meaning of presentation • Presentation as tool • Techniques of presentation of research project • How to deal with queries / questionnaire during presentation 	6
		Total hours	28
SUGGESTED READING	<ul style="list-style-type: none"> • Robert C Lewis Marketing Research • John Roberts Marketing for the Hospitality Industry • Dennis L Foster Hospitality Marketing and Sales for Hospitality Industry • Travel Tourism & Hospitality Research, By Ritchie Goeldner Publisher: John Wiley • How to Complete your Research project successfully, Judith Bell, USB Publisher Distributors Delhi • Research Methodology – C.R.Kothari 		

Course: SEMINAR -II			Semester: II
Course Code: MHM207 S	L T P	0 0 0	Credits: 1

OBJECTIVE	To inculcate, self-learning and communication skills. It will help to develop competencies in information retrieval, identify reliable sources, organize the information and communicate it effectively to peers using available information technology tools		
LEARNING OUTCOME	<p>A student who successfully fulfils the course will be able to:</p> <p>CO1 Deal with public speaking anxiety and think more positively about public speaking</p> <p>CO2 Consider ways of grabbing the listener's attention, holding their interest, and concluding strongly</p> <p>CO3 Use body language and tone of voice to enhance their presentations</p> <p>CO4 Use slides and visual aids effectively</p> <p>CO5 Deliver an enthusiastic and well-practised presentation</p>		
COURSE DETAILS	Module no	Topic	Hours
	1	The students are expected to prepare and conduct presentation on allotted topic from core or ancillary subjects which they have studied during the semester.	14
		Total hours	14
SUGGESTED READING	<ul style="list-style-type: none"> • Textbooks of the related course • Internet source on the topics 		

SEMESTER –III**NOTE ON INDUSTRIAL EXPOSURE****Duration of Exposure: 20 weeks**

Leave Formalities: One weekly off and festivals and national holidays given by the hotel 10 days medical leave supported by a medical certificate. Leave taken must be made up by doing double shifts or working on weekly offs. Attendance in the training would be calculated based on Certificate issued by Training

Manager/ HR Manager/ Concerned Officer of the unit trained in. Industrial Exposure will require an input of minimum 120 working days (20 weeks' x 06 days = 120 days). Students who are unable to complete a minimum of 90 days (75% attendance) of industrial training would be disallowed from appearing in the term and examinations. Such students will be treated as 'absent' in industrial training and results. Students who complete more than 90 days of industrial exposure but are unable to complete minimum 120 days due to medical reasons may make up for attendance during the vacations. The training in third semester necessarily needs to be in an approved hotel equivalent to three star of above/ Heritage or other such good hospitality unit. Prior written approval needs to be taken from the placement coordinator/ H.O.D for Industrial exposure from parent Institute.

Training Schedule in various departments: III Semester

Recommended training durations in various areas: -Housekeeping: 4-5 weeks, **Front Office:** 4-5 weeks, **Food and Beverage Service:** 4-5 weeks, **Food Production:** 4-5 weeks, and **Floating weeks:** others areas or in the areas of interest may be availed, **Total weeks:**20 weeks. The Units imparting industrial exposure shall conduct formal induction sessions and emphasis on personality skills while acquainting the learners with skills of trade. It may please be noted that for this semester the number of credits assigned is 20. Being practical oriented the number of hours input per week comes as 40 hours per week.

Academic Credits for training shall be based on following:

- Logbooks and attendance, Appraisals, Report and presentation, as applicable.
- All trainees must ensure that the logbooks and appraisals are signed by the departmental/ sectional heads as soon as training in a department or section is completed. Trainees are also advised to make are port in all four departments in III semester on completion of training in that respective department. A Power Point presentation (based on the report) Should be make. This will be presented in front of a select panel from the institute and the industry. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the department and what has he learned/ observed.

The Training Report will be submitted in the form specified as under:

- a) The typing should be done on both sides of the paper (instead of single side printing)
- b) The font size should be 12 with Times New Roman font.

- c) The Training Report may be typed in 1.5-line spacing.
- d) The paper should be A-4 size.
- e) Two copies meant for the purpose of evaluation may be bound in paper- and submitted to the approved authority.

Students must submit the following on completion of industrial training to the faculty coordinator at the institute:

- 1. Logbook.;
- 2. Appraisal;
- 3. A copy of the training certificate.
- 4. IT Report in all four Departments.
- 5. Power Point presentation on a CD, based on the training report.
- 6. Attendance sheet.
- 7. Leave card.

Evaluation of Industrial exposure

- a) The student shall prepare training report on following area of industrial exposure: Food Production Operation, Food & Beverage Service Operation and Room Division Operations in the hospitality unit. The viva will be conducted by an external examiner based on the experiential learning in operation areas of the hospitality unit. The 60% weight age will be given to report writing and 40% weight age viva voce.
- b) The student shall prepare and submit Logbook and present seminar on training exposure through PowerPoint presentation. The 60% weight age will be given to logbook writing and 40% weight age to seminar presentation/viva voce.

Course: FOOD PRODUCTION OPERATION INDUSTRY EXPOSURE			Semester: III
Course Code: MHM 301P	L T P	0 0 10	Credits: 5

OBJECTIVE	Objective of doing the Industrial Training is to learn various section and types of food production areas.		
LEARNING OUTCOME	CO1 Through the Industrial training students shall be able to learn various sections of kitchen. Types of kitchen available in star hotel. Different types of cuisine offered in kitchen. And also, the students shall learn the art of cooking food.		
COURSE DETAILS	Module no	Topic	Hours
		<p>WHAT TO OBSERVE- FOOD PRODUCTION</p> <ul style="list-style-type: none"> • Area & Layout of the Kitchen • Study of Standard Recipes • Indenting, Receiving & Storing • Preparing of batters, marinations and seasonings • All cuts of meat and butchery items (Mutton, poultry, beef, fish etc.) • Daily procedure of handover from shift to shift • Recipes and methods of preparation of all sauces • Quantities of preparation, weekly preparations and time scheduling • Stock preparation and cooking time involved • Cutting of all garnishes • Temperatures and proper usage of all equipment • Plate presentations for all room service and a la cart orders • Cleaning and proper upkeep of hot range • Cleanliness and proper upkeep of the kitchen area and all equipment • Yield of fresh juice from sweet lime / oranges • Storage of different mise-en-place – (Raw, Semi-Processed) • Bulk preparations • Finishing of buffet dishes • Recipes of at least 10 fast moving dishes • Mise-en-place for: A la Carte Kitchen & Banquet Kitchen 	10

Course: FOOD & BEVERAGE SERVICE OPERATION INDUSTRY EXPOSURE			Semester: III
Course Code: MHM 302P	L T P	0 0 10	Credits: 5

OBJECTIVE	The basic ideology of doing the Industrial Training in food and beverage service area is to learn and observe various sections and types of food and beverage areas.		
LEARNING OUTCOME	CO1 Through this training the students shall be able to learn and see the different types of restaurant available in hotel. The type of services provided to the guests. And also the customer handling skills can be learned during the training period.		
COURSE DETAILS	Module no	Topic	Hours
		WHAT TO OBSERVE -FOOD & BEVERAGE SERVICE Banquets <ul style="list-style-type: none"> • What is banqueting – the need to have banquet facilities, scope purpose, menus and price • structures • Types of banquet layouts • Types of banquet equipment, furniture and fixtures • Types of menus and promotional material maintained • Types of functions and services • To study staffing i.e. number of service personnel required for various functions. • Safety practices built into departmental working • Cost control by reducing breakage, spoilage and pilferage • To study different promotional ideas carried out to maximize business • Types of chafing dish used- their different makes sizes • Par stock maintained (glasses, cutlery, crockery etc) • Store room – stacking and functioning Restaurants <ul style="list-style-type: none"> • Taking orders, placing orders, service and clearing • Taking handover form the previous shift • Laying covers, preparation of mise-en-place and arrangement and setting up of station 	10

		<ul style="list-style-type: none"> • Par stocks maintained at each side station • Functions performed while holding a station • Method and procedure of taking a guest order • Service of wines, champagnes and especially food items • Service equipment used and its maintenance • Coordination with housekeeping for soil linen exchange • Physical inventory monthly of crockery, cutlery, linen etc. • Equipment, furniture and fixtures used in the restaurant and their use and maintenance • Method of folding napkins • Note proprietary sauces, cutlery, crockery and the timely pickup <p>Bar</p> <ul style="list-style-type: none"> • Bar setup, Mise-en-place preparation, Storage facilities inside the bar, Decorative arrangement to • liquor bottles • Types of glasses used in bar service and types of drinks served in each glass • Liaison with f & b controls for daily inventory • Spoilage and breakage procedures • Handling of empty bottles • Requisitioning procedures • Recipes of different cocktails and mixed drinks • Provisions of different types of garnish with different drinks • Dry days and handling of customers during the same • Handling of complimentary drinks • Bar cleaning and closing • Guest relations and managing of drunk guests <ul style="list-style-type: none"> • Inter bar transfer and service accessories maintained, and preparation of the same before the bar • opens • Types of garnishes and service accessories maintained, and preparation of the same before the • bar opens • To know the different brands of imported and local 	
--	--	---	--

		<p>alcoholic and non-alcoholic beverages</p> <ul style="list-style-type: none"> • Bar salesmanship • KOT/BOT control • Coordination with kitchen for warm snacks • Using of draught beer machine • Innovative drink made by the bar tender <p>Room Service/In room Dining</p> <ul style="list-style-type: none"> • Identifying Room Service Equipment • Importance of Menu Knowledge for Order-taking (RSOT functions/procedures) • Food Pickup Procedure • Room service Layout Knowledge • Laying of trays for various orders • Pantry Elevator Operations • Clearance Procedure in Dishwashing area • Room service Inventories and store requisitions • Floor Plan of the guest floors • Serving Food and Beverages 	
--	--	---	--

Course: FRONT OFFICE OPERATIONS INDUSTRY EXPOSURE			Semester: III
Course Code: MHM 303P	L T P	0 0 10	Credits: 5

OBJECTIVE	The concept of doing the Industrial Training in Front Office is to learn and observe various types of front office procedures of Guest handling and facilitations		
LEARNING OUTCOME	CO1 The learning outcome of this course is that the students will be able to practically observe a guest handling and facilitations along with various front office procedures.		
COURSE DETAILS	Module no	Topic	Hours
		<p style="text-align: center;">WHAT TO OBSERVE- FRONT OFFICE</p> <ul style="list-style-type: none"> • Greeting, meeting & escorting the guest • Location and role of status board, different types of status's maintained • Special rates and discounts applicable to groups, business houses, airlines, VIP's etc. • Identification of kind, mode and type of reservation • Filing systems and follow-up on reservations • Types of plans and packages on offer • Forms and formats used in the department • Procedure of taking a reservation • Group reservations, discounts and correspondence • Size, situations and general color schemes of rooms and suites • Discounts available to travel agents, tour operators, FHRAI members etc • Co-ordination of reception with lobby, front office cash, information, room service, housekeeping • Email and telephones • Bell Disk / Concierge Functions: luggage handling during check-in & check-out, left • luggage procedures, wake-up call procedure, scanty baggage procedure, handling of group • Baggage, maintenance of records, Errands made, briefings etc. • Layout of Room • Cleaning Equipment & Usage 	10

Course: ACCOMODATION OPERATION INDUSTRY EXPOSURE			Semester: III
Course Code: MHM 304P	L T P	0 0 10	Credits: 5

OBJECTIVE	The concept of doing the Industrial Training in room division is to learn and observe various types of rooms & sections in room division.		
LEARNING OUTCOME	The learning outcome of this course is that the students will be able to see different types of rooms and their facility. Room cleaning and maintenance of the hotel can be observed.		
COURSE DETAILS	Module no	Topic	Hours
		<p>WHAT TO OBSERVE- IN ACCOMMODATION OPERATIONS</p> <ul style="list-style-type: none"> • Number of rooms cleaned in a shift • Time taken in making bed • Thoroughly observe the cleaning equipments and detergents / any other cleaning supplies used • Observe all guest supplies kept in guestroom bathroom. Understand the procedure for • Procurement and replenishment of guest supplies. • Study the systematic approach in cleaning a room and bathroom and the various checks made of • all guest facilities e.g. telephone, channel music, A/C, T.V.etc • Study the Housekeeping cart and all items stocked in it. Note your ideas on its usefulness and • efficiency • Observe how woodwork, brass work is kept spotlessly clean and polished • Observe procedure for handling soiled linen & Procurement of fresh linen • Observe the procedure for Freshen up and Turn down service • Observe room layout, color themes and furnishings used in various categories and types • Carpet brushing and vacuum cleaning procedure • Windowpanes and glass cleaning procedure and frequency • Observe maintenance of cleaning procedure and frequency 	10

	<ul style="list-style-type: none"> • Understand policy and procedure for day-to-day cleaning • Observe methods of stain removal • Understand the room attendant’s checklist and other formats used • Observe handling of guest laundry & other service (like shoeshine etc.) <p>The Control Desk</p> <ul style="list-style-type: none"> • Maintenance of Logbook • Understand the functions in different shifts • Observe the coordination with other departments • Observe the area & span of control • Observe the handing of work during peak hours • Observe the formats used by department and study various records maintained <p>Public Area</p> <ul style="list-style-type: none"> • Observe the duty and staff allocation, scheduling of work and daily briefing • What to look for while inspecting and checking Public Area? • Importance of Banquets function prospectus • Observes tasks carried out by the carpet crew, window cleaners and polishers • Note Maintenance Order procedure • Study the fire prevention and safety systems built into the department • Observe coordination with Lobby Manager, Security and other departments • Observe the pest control procedure and its frequency • Study the equipment and operating supplies used the procedure for its procurement • Observe Policy and procedures followed for various cleaning 	
--	--	--

Course: LOGBOOK & TRAINING PROJECT REPORT			Semester: III
Course Code: BHM 305P	L T P	0 0 0	Credits: 2

OBJECTIVE	The concept of maintaining the Logbook & preparing a Training Project Report is to improve power of observation and learning through documentation of practical exposure on daily basis during the training		
LEARNING OUTCOME	CO1 The learning outcome of this course is that the students will be able to document their practical observations during industrial exposure.		
COURSE DETAILS	Module no	Topic	Hours
		<p>Student will write down observations and daily learning in the logbook for systematic learning through observation and documentation.</p> <p>The student shall prepare training report on in the hospitality unit following area of industrial exposure: Food Production Operation, Food & Beverage Service Operation and Room Division Operations</p>	4

Course: COMPREHENSIVE VIVA VOCE ON INDUSTRY EXPOSURE			Semester: III
Course Code: MHM 306 P	L T P	0 0 0	Credits: 2

OBJECTIVE	The concept of maintaining the Logbook & preparing a Training Project Report is to improve power of observation and learning through documentation of practical exposure on daily basis during the training		
LEARNING OUTCOME	CO1 The learning outcome of this course is that the students will be able to document their practical observations during industrial exposure.		
COURSE DETAILS	Module no	Topic	Hours
		Student will write down observations and daily learning in the logbook for systematic learning through observation and documentation and devote 4 hours per week for preparation for Comprehensive Viva Voce on Industry Exposure.	4

Course: SEMINAR -III			Semester: III
Course Code: MHM 307 S	L T P	0 0 0	Credits: 1

OBJECTIVE	To inculcate, self-learning and communication skills. It will help to develop competencies in information retrieval, identify reliable sources, organize the information and communicate it effectively to peers using available information technology tools		
LEARNING OUTCOME	<p>A student who successfully fulfils the course will be able to:</p> <p>CO1 Deal with public speaking anxiety and think more positively about public speaking</p> <p>CO2 Consider ways of grabbing the listener's attention, holding their interest, and concluding strongly</p> <p>CO3 Use body language and tone of voice to enhance their presentations</p> <p>CO4 Use slides and visual aids effectively</p> <p>CO5 Deliver an enthusiastic and well-practised presentation</p>		
COURSE DETAILS	Module no	Topic	Hours
	1	The students are expected to prepare and conduct presentation on allotted topic from core or ancillary operational area that they have observed during the semester industry exposure.	Nil
		Total hours	Nil
SUGGESTED READING	<ul style="list-style-type: none"> • Brochure of the related property of industry exposure • Internet source-Website of hotel property 		