



B. Sc. in Hospitality and Hotel Administration (B.Sc. in H&HA)
(Three -Year, Semester Based, Full Time Program)
Effective from Academic Session 2026-27

Vision of IMS Unison University

To be an eminent university shaping the future by nurturing knowledge and empowering minds.

Mission of IMS Unison University

To provide quality higher education through a multi-disciplinary approach and promote research and innovation in all spheres of its activities and to serve the society.

Vision of School of Hospitality Management

The School of Hotel Management aspires to be an eminent center for hospitality education in a nurturing environment, outfitting hotel management professionals for a competitive world.

Mission of School of Hospitality Management

To become a premier provider of hospitality education by leveraging a cutting-edge curriculum that promotes accountability, and creativity. To develop a sense of ethics, research, and technology in hospitality that contributes to society, along with personal and professional excellence.

Program Educational Objectives (PEO)

The educational objectives of the B.Sc in H&HA program are:

- PEO1.** To develop graduates with comprehensive operational and managerial expertise in hospitality and allied sectors, enabling successful professional practice and career advancement.
- PEO2.** To equip graduates with critical thinking, innovation, and entrepreneurial competencies required to address evolving industry challenges and create value-driven hospitality solutions.
- PEO3.** To nurture ethically responsible, socially responsive, and communicatively competent professionals committed to sustainability, leadership, teamwork, and lifelong learning.

Program Outcomes (PO)

On completion of the programme, graduates will be able to: -

- PO1.** Demonstrate proficiency in food production, food and beverage service, and rooms division operations for effective hospitality service delivery.
- PO2.** Collect, analyze, and interpret operational and customer data to improve organizational performance and service quality.
- PO3.** Design, organize, and manage hospitality systems such as hotels, restaurants, and tourism enterprises while ensuring safety, hygiene, and regulatory compliance.
- PO4.** Exhibit professional guest handling, service recovery, and interpersonal skills across diverse hospitality contexts.
- PO5.** Apply appropriate tools, technologies, and resource optimization techniques in hospitality operations.
- PO6.** Integrate creativity, innovation, and entrepreneurial thinking to enhance organizational competitiveness and business sustainability.
- PO7.** Incorporate environmental stewardship, social responsibility, and ethical values into hospitality decision-making and practices.
- PO8.** Communicate effectively through professional reports, presentations, and stakeholder interactions.
- PO9.** Function effectively as an individual and as a team member while demonstrating leadership and collaborative skills in multidisciplinary environments.
- PO10.** Engage in continuous professional development, adapt to technological advancements, and pursue lifelong learning for sustained career growth.



Nurturing Knowledge. Empowering Minds.

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Program Structure - Distribution of Credits

S.No	Nature of Course	1st Sem	2nd Sem	3rd Sem	4th Sem	5th Sem	6th Sem	Credits Allocated	
1	Discipline Specific Courses – Core (Major)	14	12		12	12	12	62	
2	Discipline Specific Courses – Core (Minor)	6	5		5	6	5	27	
3	Multi- disciplinary courses (MDC)		3		3		3	9	
4	Ability Enhancement courses (AEC)		2					2	
5	Skill Enhancement courses (SEC)				2	2	2	6	
6	Common Value- Added Courses (VAC)	4					2		6
7	Summer Internship / Industrial Training			20*				20	
Total Credits		24	22	20	22	22	22	132	
Contact Hours		30	30	-	30	30	30	-	

* Denotes the students undergo Internship Training in their 3rd semester.

Semester -I

S.No.	Course Code	Course Name	L	T	P	Credits	Course Category
1	BSHM 101	Basics of Culinary Arts - I	4	0	0	4	Major
2	BSHM 101P	Basics of Culinary Arts - I (Practical)	0	0	4	2	Major
3	BSHM 102	Introduction to Food and Beverage Service - I	4	0	0	4	Major
4	BSHM 102P	Introduction to Food and Beverage Service - I (Practical)	0	0	4	2	Major
5	BSHM 103	Introduction to Rooms Division - I	4	0	0	4	Minor
6	BSHM 103P	Introduction to Rooms Division - I (Practical)	0	0	4	2	Minor
7	BSHM 104	Introduction to Indian Knowledge System	2	0	0	2	Major
8	BSHM 105	Green Practices and Environmental Responsibility in Hospitality	4	0	0	4	VAC
		Total Credits	18	0	12	24	
		Total Contact Hours	30				

Semester -II

S.No.	Course Code	Course Name	L	T	P	Credits	Course Category
1	BSHM 106	Basics of Culinary Arts - II	4	0	0	4	Major
2	BSHM 106P	Basics of Culinary Arts - II (Practical)	0	0	4	2	Major
3	BSHM 107	Introduction to Food and Beverage Service - II	4	0	0	4	Major
4	BSHM 107P	Introduction to Food and Beverage Service - II (Practical)	0	0	4	2	Major
5	BSHM 108	Introduction to Rooms Division - II	3	0	0	3	Minor
6	BSHM 108P	Introduction to Rooms Division - II (Practical)	0	0	4	2	Minor
7	BSHM 109P	Professional English for Hospitality Excellence (Practical)	0	0	4	2	AEC
8	BSHM 110	Introduction to Tourism	3	0	0	3	MDC
		Total Credits	14	0	16	22	
		Total Contact Hours	30				

Semester -III**Industrial Internship – Practical Module only**

S.No.	Course Code	Course Name	L	T	P	Credits	Course Category
1	BSHM 201	Food Production Operations - Industry Exposure	-	-	-	6	I.T.
2	BSHM 202	Food and Beverage Service Operations - Industry Exposure	-	-	-	6	I.T.
3	BSHM 203	Rooms Division Operations - Industry Exposure	-	-	-	8	I.T.
		Total Credits	-	-	-	20	
		Total Contact Hours	-				

Semester –IV

S.No.	Course Code	Course Name	L	T	P	Credits	Course Category
1	BSHM 204	Indian Culinary Arts - I	4	0	0	4	Major
2	BSHM 204P	Indian Culinary Arts - I (Practical)	0	0	4	2	Major
3	BSHM 205	Food and Beverage Service Operations - I	4	0	0	4	Major
4	BSHM 205P	Food and Beverage Service Operations - I (Practical)	0	0	4	2	Major
5	BSHM 206	Rooms Division Operations - I	3	0	0	3	Minor
6	BSHM 206P	Rooms Division Operations - I (Practical)	0	0	4	2	Minor
7	BSHM 207	Accounting Skills for Hospitality	3	0	0	3	MDC
8	BSHM 208P	Professional Proficiency in Hospitality (Practical)	0	0	4	2	SEC
		Total Credits	14	0	16	22	
		Total Contact Hours	30				

Semester –V

S.No.	Course Code	Course Name	L	T	P	Credits	Course Category
1	BSHM 301	Indian Culinary Arts - II	4	0	0	4	Major
2	BSHM 301P	Indian Culinary Arts - II (Practical)	0	0	4	2	Major
3	BSHM 302	Food and Beverage Service Operations - II	4	0	0	4	Major
4	BSHM 302P	Food and Beverage Service Operations - II (Practical)	0	0	4	2	Major
5	BSHM 303	Rooms Division Operations - II	4	0	0	4	Minor
6	BSHM 303P	Rooms Division Operations - II (Practical)	0	0	4	2	Minor
7	BSHM 304	Healthy Living and Fitness	2	0	0	2	VAC
8	BSHM 305P	Digital Literacy for Hospitality Professionals (Practical)	0	0	4	2	SEC
		Total Credits	14	0	16	22	
		Total Contact Hours	30				

Semester –VI

S.No.	Course Code	Course Name	L	T	P	Credits	Course Category
1	BSHM 306	International Culinary Arts	4	0	0	4	Major
2	BSHM 306P	International Culinary Arts (Practical)	0	0	4	2	Major
3	BSHM 307	Food and Beverage Service Management	4	0	0	4	Major
4	BSHM 307P	Food and Beverage Service Management (Practical)	0	0	4	2	Major
5	BSHM 308	Rooms Division Management	3	0	0	3	Minor
6	BSHM 308P	Rooms Division Management (Practical)	0	0	4	2	Minor
7	BSHM 309	Hospitality Marketing	3	0	0	3	MDC

8	BSHM 310P	Career Readiness Skills (Practical)	0	0	4	2	SEC
		Total Credits	14	0	16	22	
		Total Contact Hours	30				



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PROGRAM SYLLABI

Semester - I

Course: BASICS OF CULINARY ARTS - I			Semester: I
Course Code: BSHM 101	L T P	4 0 0	Credits: 4

OBJECTIVE	This course gives an introductory knowledge related to professional kitchen, highlighting 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.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Explain the organization, hierarchy, kitchen layouts, hygiene standards, and coordination of professional kitchen operations. 2. Apply appropriate safety measures in handling kitchen equipment, fuels, fire emergencies, and basic first aid procedures. 3. Analyze the characteristics and culinary uses of vegetables, fruits, herbs, spices, cereals, dairy products, and other essential ingredients in cooking. 4. Demonstrate and evaluate the preparation and classification of stocks, soups, sauces, and salads, including their derivatives and modern presentation trends.		
COURSE DETAILS	Module No	Topic	Hours
	1	Professional Kitchen and Cooking Introduction, Definition of kitchen terms, Importance of Personal and Kitchen Hygiene, Uniform, Protective clothing, Kitchen Layouts (Basic, Bulk and Show kitchens), Hierarchy of Kitchen Department, Classical Kitchen Brigade. Organizational Structure, Modern Staffing in various hotels, Duties and Responsibilities of various chefs in kitchen, their attributes. Co-ordination of kitchen with other departments.	15
	2	Kitchen Equipment's, Fuels and Safety Kitchen Equipment's, Classification, Description, Usage, Upkeep and Storage, Kitchen Tools, Knives, Their Usage, Care and Maintenance of Workstations, Safety Procedures.	10

		Fuel – Types, Usage and Precautions. Fire – Introduction, Types and handling fires and usage of extinguishers, Basic First Aid- Burns, Scalds, Cuts.	
	3	Vegetables and ingredients used in cooking. Introduction to vegetables and fruits, Pigment, and color changes upon cooking, Herbs and Spices, Cereals and Pulses, Salt, sweeteners, fat, milk, and milk products	15
	4	Stocks and Soups Stocks -introduction, classification, usage, preparation, Soups -introduction, classification, preparation, salient features, care and precautions, trends in soup presentation	10
	5	Sauce and Salads Sauces Introduction, classification, usage, thickening agents, preparation of mother sauces, understanding their derivatives, propriety sauce and emerging trends. Salads -introduction, compositions, types, dressings, emerging trends, and salient features.	10
		Total Hours	60
TEXT BOOKS	• Krishna Arora, Theory of Cookery, Frank Brothers • Parvinder S Bali, Food Production Operations, Oxford University Press • Philip E. Thangam, Modern Cookery, Orient Longman		
REFERENCE BOOKS/ SUGGESTED READING	• Kinton and Cesarani, Practical Cookery, Hodder Education • Kauffman and Cracknell, Practical Professional Cookery, Cengage Learning EMEA • Wayne Gislen, Professional Cooking, Publisher Le Cordon Bleu • Andrew Hale Feinstein and John M. Stefanelli, Purchasing Selection and Procurement for the Hospitality Industry, Wiley		

Course: BASICS OF CULINARY ARTS - I (PRACTICAL)			Semester: I
Course Code: BSHM 101P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course enables students to familiarize themselves with kitchen and prepare very basic items used in different cuisines.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. To identify various areas in professional kitchen with understanding layout and organization of kitchen department. 2. To identify common ingredients, kitchen equipment(s), fuel(s), fire safety and first aid procedures. 3. To demonstrate the preparation of stocks, sauces, soups, and sandwiches.		
COURSE DETAILS	Module No	Topic	Hours
		• Understanding personal hygiene and kitchen hygiene • Grooming for professional kitchen – dos and don'ts • Understanding kitchen layouts. • Familiarization with kitchen equipment and tools • Kitchen first aid Handling fire • Familiarization, identification of commonly used ingredients in kitchen. • Preparation of stocks, mother sauces and at least two derivatives each. • Preparation of Soups (Minestrone, Consommés, Cream Soups, Puree Soups, Clear Soups, Bisques, Cold Soups, Chowders, and others)	
		Total Hours	60

Course: INTRODUCTION TO FOOD AND BEVERAGE SERVICE - I			Semester: I
Course Code: BSHM 102	L T P	4 0 0	Credits: 4

OBJECTIVE	This course gives an overview of Food and Beverage industry in India and abroad with reference to its history and importance in current economy along with familiarization with Food service equipment and services.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Identify various classifications of the Food and Beverage industry and various business models used to run the operations. 2. Explain the basic requirement of being a good professional and the organizational structure of food and beverage department in a star hotel. 3. Identify various tools and equipment used in the food and beverage department, their use and care. 4. List various kind of menu and be able to explain the French classical menu as a guideline to suggest accompaniments and condiments with different food articles & develop skills for new concepts.		
COURSE DETAILS	Module No	Topic	Hours
	1	Food and Beverage Services Introduction to the Food and Beverage Industry, Classification and description of Catering Establishments.	5
	2	Staffing, Intra and Inter-Departmental Relationship Hierarchy of F and B Department of Hotel, Job description/ Job Specifications of F and B staff, Attributes and Etiquette of F and B staff, French terms related to F and B staff, Modern Staffing in various hotel, Coordination of F and B dept. within and with other department.	10
	3	Food Service equipment, Fuel and Safety Familiarization and Selection factors of Crockery, Glassware, Tableware, Furniture, Linen, Disposables, Special equipment's and trolleys, EPNS	15
	4	Preparation and Service Styles Mise-en-scene and Mise-en-place, Classification of Services methods (Table Service, Assisted Service, Self Service, Single Point Service, Specialized/In Situ Service), Latest trends in Food Services	15
	5	Non-Alcoholic Beverages Classification (Nourishing, Stimulating and Refreshing Beverages), Tea, Coffee, Milk Based Drinks, Aerated Drinks, Squashes, Juices (Types, Brands), Water – Types, Brands	15
		Total Hours	60

TEXT BOOKS	• R. Singaravelavan, Food and Beverage Service, Oxford University Press • Anita Sharma, Bagchi, Textbook on Food and Beverage Service, Aman Publications • Dennis R.Lillicrap. and John A. Cousins. Food and Beverage Service, Publisher: ELBS
REFERENCE BOOKS/ SUGGESTED READING	• John Fuller, Modern Restaurant Service, Hutchinson • P. Dias, The Steward, Orient Longman Limited • G. Brown, K. Heppner and A. Deegan, Introduction Food and Beverage Service, Longman • Sudhir Andrews, Food and Beverage Services: A Training Manual, McGraw Hill Education

Course: INTRODUCTION TO FOOD AND BEVERAGE SERVICE - I (PRACTICAL)			Semester: I
Course Code: BSHM 102P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course introduces students to comprehend the various catering institutions, the equipment and tools frequently used with their implementation in the food and beverage industry. The course will also enable students to develop service skills and techniques in trend along with the knowledge of non-alcoholic beverages and mixology.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Differentiate and classify various types of restaurants based on concept, service style, and operational characteristics. 2. Apply and demonstrate essential professional skills, ethical standards, grooming, and communication competencies required in the hospitality industry. 3. Explain and analyze the organizational structure of the Food and Beverage Department in a star hotel and demonstrate the preparation and service of non-alcoholic beverages according to standard procedures.		
COURSE DETAILS	Module No	Topic	Hours
		Understanding Food Service Outlets and Ancillary F&B Service Areas • Understanding Personal Hygiene and Food Service Hygiene • Familiarization of F&B Service Equipment, Care and Maintenance Cleaning and polishing of EPNS items by • Plate Powder method • Polivit method • Silver Dip method • Burnishing method Practicing Briefing and De-Briefing Practicing Mise-en-Scene and Mise-en-Place Activities • Rules for Laying a Basic Cover • Basic Technical Skills • Handling service gear • Carrying a tray / salver • Carrying Plates, glassware, and other equipment • Placing meal plates and clearing soiled plates • Service of water • Napkin folds (10 folds) • Changing dirty ashtray • Cleaning and polishing glassware	

		Tea/Coffee/Cocoa/Malted Beverages – preparation and service • Juices/Soft Drinks/Tonic Water/Water– service • Mocktails – preparation and service	
		Total Hours	60

Course: INTRODUCTION TO ROOMS DIVISION - I			Semester: I
Course Code: BSHM 103	L T P	4 0 0	Credits: 4

OBJECTIVE	To acquaint students with the structure, functions, and coordination of front office and housekeeping operations, emphasizing guest service, hotel classification, safety, and professional grooming standards.		
COURSE OUTCOMES	Upon successful completion of the course a student will be able to: 1. Recall the structure and classification of hotels, including star categorization, hotel chains, and the growth of the accommodation sector. 2. Explain the functions, organization, and coordination of the front office department and its role in guest service. 3. Describe the structure, roles, and responsibilities of the housekeeping department and its importance in hotel operations. 4. Apply knowledge of guest room layouts, amenities, hygiene, safety, and grooming standards in rooms division operation.		
COURSE DETAILS	Module No	Topic	Hours
	1	Accommodation Sector Introduction, Concept, and its importance: Types & Classification of Hotels on Different basis; Star Categorization, Heritage Hotels and Others in India ,organization Structure of Hotels; Origin, Growth and Development of Hotel Sector in India.(ITC, The Taj Group, the Oberoi Group),foreign Hotel chains in India-Hilton, Marriott, Hyatt, Dual Brands.	12
	2	The Guest Accommodation Guest Rooms, Types, Layouts, Salient Features, Description, Guest Room Amenities, Supplies and Service, Floors, Room name Patterns, Guest elevator, Floor Pantries, Guest Safety on floors, Guest safety Procedures during Fire, emergencies	12
	3	Hotel Front office Front Office Introduction, function and its importance, Difference sections of the front office department and their layout and importance-reservation, reception, Concierge, bell desk, lobby, Telephones, Cashier, Inter and Intra -Department Coordination, Organization structure of front office, Key responsibilities, job Description, Attributes of Front Office personnel, uniforms and grooming Standards.	12
	4	Hotel Housekeeping Introduction, meaning and definition, Importance of Housekeeping, Responsibilities of the Housekeeping department, a career in the housekeeping department., Organizational framework of the Department (Large/Medium/Small Hotel), Job	12

		Description and Job Specification of staff in the department, Attributes and Qualities of the Housekeeping staff – skills of a good Housekeeper, Hygiene and Grooming Standards of Housekeeping Personnel	
	5	Layout of Housekeeping Department: Basic layout of House Keeping Department in hotels, Sections of the housekeeping department and their functions, Inter departmental Coordination with more emphasis on Front Office and the Maintenance department.	12
		Total Hours	60
TEXT BOOKS	- Professional Management of Housekeeping Operations by Robert J. Martin - Front Office Operations and Management by Jatashankar R. Tewari		
REFERENCE BOOKS/ SUGGESTED READING	- Accommodation Management by Roy C. Hotel Housekeeping - Training Manual by Sudhir Andrews - Hotel Front Office: Operations and Management by Sudhir Andrews		

Course: INTRODUCTION TO ROOMS DIVISION - I (PRACTICAL)			Semester: I
Course Code: BSHM 103P	L T P	0 0 4	Credits: 2

OBJECTIVE	To develop practical understanding of front office and housekeeping operations through grooming, equipment handling, room layouts, amenities management, and application of hotel terminology in daily operations.		
COURSE OUTCOMES	Upon successful completion of the course a student will be able to: 1. Explain the structure, functions, significance, and classification systems of the accommodation sector, including front office and housekeeping departments within hotel operations. 2. Demonstrate understanding of front office and housekeeping operations, departmental layout, interdepartmental coordination, tools, equipment, room amenities, hygiene, grooming, and safety standards. 3. Apply practical knowledge in preparing room layouts, amenity checklists, maintaining service standards, and using professional terminology, etiquette, and communication skills relevant to the room division department.		
COURSE DETAILS	Module No	Topic	Hours
		• Personal Hygiene, Grooming Standards & Professional Etiquette Understanding personal hygiene and grooming standards in the rooms division; code of conduct and professional behaviour; Do's and Don'ts for new employees in front office and housekeeping. • Layouts of Front Office and Housekeeping Areas Understanding and identifying layouts of front office, lobby, concierge, housekeeping offices, and floor pantries; study of coordination between both departments. • Familiarisation with Equipment and Tools Identification and handling of cleaning equipment, front office tools, communication devices, and maintenance aids; demonstration of their proper use and care. • Room Layouts, Standard Supplies & Amenities Familiarisation with different room types and layouts; standard amenities, guest supplies, and in-room facilities; study of placement standards and maintenance of guest rooms. • Room Amenity Checklist & Hotel Terminology Preparation of room amenity checklist; inspection and replenishment procedures; understanding basic hotel and rooms division terminology used in daily operations.	
		Total Hours	60

Course: INTRODUCTION TO INDIAN KNOWLEDGE SYSTEM			Semester: I
Course Code: BSHM 104	L T P	2 0 0	Credits: 2

OBJECTIVE	The purpose of this course is to gain an understanding of Indian Knowledge System and to develop an ability to apply the IKS to societal challenges faced today in areas such as holistic health, governance, public administration and sustainable living.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Explain the foundations, scope, and distinctive characteristics of Indian Knowledge Systems (IKS), including the Vedas, Puranas, Epics, and Subhashitas. 2. Analyze concepts of health, lifestyle, and consciousness in IKS with reference to Yoga, Ahara, Vihara, and Vichara. 3. Interpret traditional Indian perspectives on governance and public administration, including insights from the Arthashastra, Nitishastra, and Vidura Niti. 4. Apply IKS principles to contemporary contexts in personal well-being, ethical decision-making, and social governance.		
COURSE DETAILS	Module No	Topic	Hours
	1	Overview of Indian Knowledge Systems (IKS) Understanding IKS: Definitions, significance, categories, and its distinctive characteristics, The Four Vedas and Vedic Lifestyle: An introduction to their unique elements, Key Features of Indian Philosophy: Insights from the Puranas, Epics (Itihasa), and Subhashitas	12
	2	Health and Consciousness in IKS The Yogic Lifestyle: Its role in promoting health and holistic well-being, Health Management in IKS: The role of diet (Ahara), routine (Vihara), and thought (Vichara), Exploring Consciousness: Understanding the interrelation of body, mind, and intellect	12
	3	Governance and Public Administration in IKS Evolution of Governance: From ancient frameworks to modern-day systems, The Arthashastra: Its contemporary relevance and insights into statecraft, Ethical Wisdom from the Past: Highlights from Nitishastra and Vidura Niti	6
		Total Hours:	30
TEXT BOOKS	• Mahadevan, B., Srinivas, M. D., & Ahalya, S. (2022). Introduction to Indian Knowledge System: Concepts and Applications. PHI Learning Pvt. Ltd. • Frawley, D. (1999). Yoga and Ayurveda: Self-Healing and Self-Realization. Lotus Press. • Rangarajan, L. N. (Trans.). (1992). Kautilya: The Arthashastra. Penguin Books.		

	• Woodroffe, J. (Trans.). (1993). The Niti and Vairagya Satakas of Bhartrhari. Sri Satguru Publications.
REFERENCE BOOKS / SUGGESTED READING	• Ramakrishna Mission Institute of Culture. (1958). The Cultural Heritage of India (Vol. 1–2). Kolkata: The Ramakrishna Mission Institute of Culture. • Taimni, I. K. (1961). The Science of Yoga: The Yoga-Sutras of Patanjali. The Theosophical Publishing House • Mookerji, R. K. (1958). Local Government in Ancient India. Motilal Banarsidass. • Debroy, B. (Trans.). (2016). The Mahabharata (Vol. 6): Vidura Niti (from Book 5, Udyoga Parva). Penguin India.

Course: GREEN PRACTICES AND ENVIRONMENTAL RESPONSIBILITY IN HOSPITALITY			Semester: I
Course Code: BSHM 105	L T P	4 0 0	Credits: 4

OBJECTIVE	To create awareness about environmental issues and develop understanding of the relationship between humans and the natural environment.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Explain fundamental environmental concepts, ecosystems, and natural resource management. 2. Apply environmental principles to analyze real-world environmental problems and sustainability practices. 3. Examine human impacts on the environment and evaluate strategies for environmental conservation. 4. Propose practical and sustainable solutions to address local and global environmental challenges.		
COURSE DETAILS	Module No	Topic	Hours
	1	Environmental Studies: Introduction, Definition and Importance of Environmental Studies, Need for Public Awareness, Sensitization and Participation.	10
	2	Ecosystems: Concept of an Ecosystem, Types of Ecosystem, Structure and Function of an Ecosystem, Producers, Consumers and Decomposers, Energy Flow in the Ecosystem, Food Chains, Food Webs and Ecological Pyramids.	10
	3	Environmental Pollution: Definition, Causes, Effects and Control Measures of: (a) Air Pollution, (b) Water Pollution, (c) Soil Pollution, (d) Marine Pollution, (e) Noise Pollution, (f) Thermal Pollution, (g), Solid Waste Management: Causes, Effects and Control Measures of Urban and Industrial Wastes.	10
	4	Social Issues and the Environment: Environment from Unsustainable to Sustainable Development, Urban Problems Related to Energy Water Conservation, Rainwater Harvesting, Watershed Management, Resettlement and Rehabilitation of People: Its Problems and Concerns, Case Studies,	15
	5	Biodiversity: Introduction – Definition: Genetic, Species and Ecosystem Diversity, Bio-geographical Classification of India, Value of Biodiversity: Consumptive Use, Productive Use, Social Use, Ethical Use, Aesthetic Use and Option Values, Biodiversity at Global, National and Local Levels	15
		Total Hours	60

TEXT BOOKS	• Agarwal, K.C.2001 Environmental Biology, Nidi Publ. Ltd. Bikaner. • Brunner R.C., 1989, Hazardous Waste Incineration, McGraw Hill Inc.480p • Clark R.S., Marine Pollution, Clanderson Press Oxford (TB)
REFERENCE BOOKS/ SUGGESTED READING	• Cunningham, W.P.Cooper, T.H.Gorhani, E and Hepworth, M.T.2001. • Environmental Encyclopedia, Jaico Publ. House. Mumbai, 1196p

Semester - II

Course: BASICS OF CULINARY ARTS - II			Semester: II
Course Code: BSHM 106	L T P	4 0 0	Credits: 4

OBJECTIVE	This course gives an insight into the basic processes used in cooking with egg, meat, and fish cookery. Understanding vegetable cookery		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Explain the historical background, regional characteristics, and staple foods of French, Italian, and Chinese cuisines. 2. Analyze the classification, selection, cuts, and culinary applications of eggs, poultry, game, and meat in professional cookery. 3. Describe and differentiate various types of fish and shellfish, their purchasing, storage considerations, and classical preparations. 4. Apply appropriate methods of cooking using different heat mediums and techniques to achieve desired culinary results.		
COURSE DETAILS	Module No	Topic	Hours
	1	Brief Introduction to international cuisine French cuisine- Historical Background, Regions and Regional Cooking Styles, Staple food with regional Influences Italian cuisine - Historical Background, Regions and Regional Cooking Styles, Staple food with regional Influences Chinese cuisine- Historical Background, Regions and Regional Cooking Styles, Staple food with regional Influences	15
	2	Eggs, Poultry and Meat Eggs – Introduction, and Usage, Poultry and Game: Introduction, Classification, Selection Criteria, Cuts of Poultry, Yield, and simple Indian preparations, Meat: Characteristics, selection and grading, Classifications, Cuts of Meat, Storage and handling.	15
	3	Fishes in Cooking Introduction, Types, Purchasing, Storing Considerations, Fish and Shellfish, their classification, Cuts of Fish, Classical Preparations of Fish, Common cooking methods used for sea food.	15
	4	Methods of Cooking Introduction, Definition, and its importance, Types- Baking, Broiling, Grilling, Frying, Steaming, Stewing, Poaching, Poeling, Roasting, Sautéing, Braising Cooking with Microwave, Ovens, Gas, Induction Plates and other such medium.	15
		Total Hours	60

TEXT BOOKS	• Krishna Arora, Theory of Cookery, Frank Brothers • Parvinder S Bali, Food Production Operations, Oxford University Press • Philip E. Thangam, Modern Cookery, Orient Longman	
REFERENCE BOOKS / SUGGESTED READING	• Kinton and Cesarani, Practical Cookery, Hodder Education • Kauffman and Cracknell, Practical Professional Cookery, Cengage Learning EMEA • Wayne Gislen, Professional Cooking, Publisher Le Cordon Bleu • Andrew Hale Feinstein and John M. Stefanelli, Purchasing Selection and Procurement for the Hospitality Industry, Wiley	

Course: BASICS OF CULINARY ARTS - II (PRACTICAL)			Semester: II
Course Code: BSHM 106P	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.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. To demonstrate egg cookery. 2. Apply various methods of cooking. 3. Practice vegetable cuts and cooking vegetables and Indian breakfast dishes.		
COURSE DETAILS	Module No	Topic	Hours
		• Understanding Eggs and Their Simple Breakfast Preparations: • Eggs Preparations. • One Menu of two-three dishes Each Italian, French, Chinese Cuisine • Familiarization with, Poultry, Meats and Fishes – Their Simple Cuts and Cooking • Simple Vegetable and Meat Cookery • Simple Preparation of Boiled Rice (Draining and Absorption) Method.	
		Total Hours	60

Course: INTRODUCTION TO FOOD AND BEVERAGE SERVICE - II			Semester: II
Course Code: BSHM 107	L T P	4 0 0	Credits: 4

OBJECTIVE	This course emphasizes 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, guest handling situations and tobacco.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Explain various meal types and their service characteristics. 2. Describe menu classifications, French classical menu, accompaniments, and menu writing in French. 3. Apply order taking methods, billing systems, and cash handling equipment. 4. Demonstrate handling of guest situations and gueridon service techniques.		
COURSE DETAILS	Module No	Topic	Hours
	1	Meals Introduction and Importance of meal, Types of Meals (Early Morning Tea, English Breakfast, American Breakfast, Continental Breakfast, Indian Breakfast, Elevenses, Brunch, Lunch, Afternoon/High Tea, Dinner, Supper)	10
	2	Menu Menu (Concept, History, Classification), French Classical Menu - 11 and 17 course, Classical Food and its Accompaniments, Indian regional dishes, accompaniments, and service, Writing menu in French	10
	3	Sales Control System Order Taking Methods (Traditional and Modern system), Circumstantial KOTs, Billing Methods, Cash Handling Equipment	10
	4	Handling Situation Unavailability of Table/reservation, Serving Spoiled Dish, Unavailability of Food items, Handling Special Requests, Order Delays, Spillages, Lost and found properties, Illness, Drunken Guest, Unsatisfactory appearance of Guest, Dealing with children, Guest with special needs, physically challenged guest, old age guest, Customer with communication difficulties, Accident, Fire Accident, Suspicious Items and Package, Bomb threat	15
	5	Tobacco Introduction, History, Production Process, Cigar - Parts, Structure, Colors, Shapes and Sizes, Storage, Brands, Lighting and Service, Cigarettes - Processing, Parts, Types, Brands and Service, Pipe Tobacco – Types and Brand names, Health hazards	15
		Total Hours	60

TEXT BOOKS	• R. Singaravelavan, Food and Beverage Service, Oxford University Press • Anita Sharma, Bagchi, Textbook on Food and Beverage Service, Aman Publications • Dennis R. Lillicrap and John A. Cousins, Food and Beverage Service, Publisher: ELBS
REFERENCE BOOKS/ SUGGESTED READING	• John Fuller, Modern Restaurant Service, Hutchinson • P. Dias, The Steward, Orient Longman Limited • G. Brown, K. Heppner and A. Deegan, Introduction Food and Beverage Service, Longman • Sudhir Andrews, Food and Beverage Services: A Training Manual, McGraw Hill Education

Course: INTRODUCTION TO FOOD AND BEVERAGE SERVICE - II (PRACTICAL)			Semester: II
Course Code: BSHM 107P	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 etiquette and the service of cigar and cigarette.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Design Menu and planning of mise-en-place and service of different types of meals. 2. Demonstrate the table/trolley layout. 3. Understand situation handling techniques & demonstrate service of Tobacco.		
COURSE DETAILS	Module No	Topic	Hours
		Table Lay-Up and Service • A La Carte Cover • Table d' Hote Cover • Breakfast Covers • Afternoon Tea Cover • High Tea Cover Tray/Trolley Set-Up and Service Room Service Tray/Trolley Setup Procedure for Service of a Meal • Taking Guest Reservations • Receiving and Seating of Guests • Order taking and recording. • Order processing (passing orders to the kitchen) • Sequence of service French Classical Menu • Writing a Menu in French and its Equivalent in English • Practicing the cover setup Service of Tobacco Cigarettes and Cigars	
		Total Hours:	60

Course: INTRODUCTION TO ROOMS DIVISION - II			Semester: II
Course Code: BSHM 108	L T P	3 0 0	Credits: 3

OBJECTIVE	The course aims to develop students' understanding of housekeeping and front office operations, emphasizing cleaning science, guest room maintenance, reservation procedures, control desk operations, and effective coordination to ensure smooth guest services and operational efficiency in the accommodation sector.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Understand cleaning procedures, housekeeping operations, and guest room servicing techniques used in hotels. 2. Explain reservation procedures, registration processes, and housekeeping control desk operations. 3. Analyze housekeeping control desk, inventory control, and guest service procedures for operational efficiency. 4. Apply cleaning methods, maintaining hygiene and service standards.		
COURSE DETAILS	Module No	Topic	Hours
	1	Routine Cleaning of Housekeeping Department General principles of cleaning, Rules of the floor, Types and nature of soil, Daily cleaning of occupied, departure, vacant, Under Repair and VIP rooms, Evening service and second service procedures, Weekly / Periodic cleaning – Special cleaning tasks to be carried out, Spring Cleaning procedures Forms and Formats, Daily, weekly, and spring-cleaning procedures for various, Lobby, Cloakrooms, Restaurant/bar/banquet halls, Front areas, Corridor, Sauna/Swimming pool/Spas	09
	2	House Keeping Control Desk and Supervision Importance of Control Desk, Records maintained, Functions performed by C.D., Importance of Housekeeping supervision, Checklist for inspection, Dirty Dozen, Telephone handling skills, Lost and Found Procedure	09
	3	Registration Pre-Registration, Types of Registration Methods, Records and Forms Used, Types of Registration Methods/Records, Registration Procedure for Various Types Of Guest	09
	4	Reservation Operations Introduction to the guest cycle, Reservation Concept, importance, types, Channels and system, procedures of taking reservation, overbooking, amendment and cancellations, Groups Reservation: sources, issues in handling Groups and Baggage handling.	09

	5	Cleaning Science Characteristics of a good cleaning agent, General Criteria for selection and Classification, PH scale and cleaning agent with their application, Types of cleaning agent, Use, care, and Storage Cleaning Equipment Types of Equipment, Operating Principles of Equipment, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, Maintenance of equipment	09
		Total Hours	45
TEXT BOOKS	• Hotel Housekeeping: Operations and Management – G. Raghubalan & Smritee Raghubalan • Front Office Management – S.K. Bhatnagar • Professional Management of Housekeeping Operations – Robert J. Martin • Hotel Front Office Training Manual – Sudhir Andrews		
REFERENCE BOOKS/ SUGGESTED READING	• Hotel, Hostel and Hospital Housekeeping – Joan C. Branson & Margaret Lennox • Managing Front Office Operations – Michael L. Kasavana & Richard M. Brooks • Accommodation Management – Roy C. Wood		

Course: INTRODUCTION TO ROOMS DIVISION - II (PRACTICAL)			Semester: II
Course Code: BSHM 108P	L T P	0 0 4	Credits: 2

OBJECTIVE	To develop practical understanding of front office and housekeeping operations through grooming, equipment handling, room layouts, amenities management, and application of hotel terminology in daily operations.		
COURSE OUTCOMES	1. Explain the concepts, importance, and structure of housekeeping and front office operations within the accommodation sector, including control desk functions and inventory management. 2. Apply appropriate cleaning agents, equipment, and procedures to maintain hygiene, safety standards, and perform guest room cleaning and servicing as per standard operating procedures. 3. Demonstrate operational skills in front office functions.		
COURSE DETAILS	Module No	Topic	Hours
		Familiarisation with Cleaning Equipment and Agents Identification, classification, and handling of cleaning equipment and agents; practical use and care of tools; cleaning of various surfaces such as glass, metal, marble, tiles, and wood. Housekeeping Procedures and Control Desk Operations Understanding and performing basic housekeeping tasks—briefing, debriefing, key control, handling lost & found items. Front Office Equipment and Communication Skills Familiarisation with front desk equipment and formats; handling telephones at the reception. Guest Handling Skills Receiving and welcoming guests, offering welcome drinks, handling guest arrivals and departures, coordinating with other departments, and maintaining guest satisfaction standards. Guest Room Servicing Practical servicing of guest rooms; replacing guest supplies and soiled linen.	
		Total Hours	60

Course: PROFESSIONAL ENGLISH FOR HOSPITALITY EXCELLENCE (PRACTICAL)			Semester: II
Course Code: BSHM 109P	L T P	0 0 4	Credits: 2

OBJECTIVE	This practical course strengthens English for hospitality through real-world dialogues, service vocabulary, and role-plays, focusing on spoken clarity and guest interactions in authentic hotel scenarios.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Demonstrate effective spoken and written English communication suitable for professional hospitality environments. 2. Apply appropriate service vocabulary and courteous language during guest interaction and complaint handling scenarios. 3. Communicate confidently in workplace situations including presentations, interviews, and interdepartmental coordination.		
COURSE DETAILS	Module No	Topic	Hours
		Functional English for Hospitality Operations Hospitality terminology and service vocabulary, Sentence structuring for guest interaction, Polite expressions and courtesy language Spoken Communication & Guest Interaction Front office conversation drills, F & B service communication, Handling guest inquiries and providing information, Telephone etiquette and message recording Service Recovery & Complaint Handling Language Apologizing professionally, Empathetic listening and response framing Professional Communication in Workplace Email drafting for guest correspondence, Writing short service notes and internal communication	
		Total Hours:	60

Course: INTRODUCTION TO TOURISM			Semester: II
Course Code: BSHM 110	LTP	300	Credits: 3

OBJECTIVE	To inculcate the fundamental idea of tourism, its allied sectors, functioning, effect on economy, organizations influencing local, national, and international tourism.		
COURSE OUTCOMES	A student who successfully completes the course will understand: 1. Discuss tourism definition, its components, factors influencing tourism and its types. 2. Understand the various elements of tourism and acknowledge travel motivations and theories related to it. 3. Underline the allied sectors of tourism and its importance. 4. Identify the governing bodies of Tourism in India and the world, their functions and importance.		
COURSE DETAILS	Module No	Topic	Hours
	1	Introduction to Tourism Classification of travelers, Factors influencing the growth of tourism, Basic components of tourism, Types of tourism	09
	2	Elements of Tourism Positive and negative impacts of tourism, Activities of Department of Tourism, Economic impact of tourism, Geographical components of Tourism	09
	3	Travel Motivations - Travel Motivations and travel deterrents, Definition of Motivation, concept of motivation - types of motivations, Mackintosh's Classification of motivators, Pull and push forces in tourism- Sun lust and Wanderlust tourists.	09
	4	Introduction to Tourism Industry: Travel Agency and Tour Operators, Allied sectors- Accommodation Industry, Souvenir Industry, Shopping, Transportation (Air, Water, Land), Role of Transportation in Tourism (Airlines, Railways, Cruises, Coaches, Car Rentals), Tourism in India/Uttarakhand- An Overview	09
	5	Tourism Organization Functions, Objectives and Roles - ITDC, TTDC · Ministry of Tourism, Organization Chart of the Department of Tourism in India · Ministry of Railways and Airports Authority of India · An overview of International Organizations like UNWTO and WTTC	09
	Total Hours		45

TEXT BOOKS	• Swain and Mishra (2011), “Principles of Tourism”, 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 Pt. Ltd., New Delhi • International Tourism, A.K. Bhatia, Sterling Publishing Pt. Ltd., New Delhi
REFERENCE BOOKS/ SUGGESTED READING	• Ballabh, A (2005), Fundamentals of Travel and Tourism, Akansha Publishing House, New Delhi • Buhalis, D and Costa, C (2006), Tourism Management Dynamics, Rutledge, UK • Cooper, Fletcher et al, (1993), Tourism Principles and Practices, Pitman • Pran Seth, (2008), “Successful Tourism Management Vol. 1 and 2”, Sterling Publishers, New Delhi • Sipra Mukhopadhyay (2010), “Tourism Economics”, Anne Books Pt. Ltd., New Delhi

Semester - III

NOTE ON INDUSTRY INTERNSHIP

Duration of Exposure: 15 weeks = 14 weeks' industry + 1-week report making

- **Industrial Training will require an input of minimum 84 working days** (14 weeks' x 06 days = 84 days). Students who are unable to complete a minimum of 63 days (75% attendance) of industrial training would be disallowed from appearing in the term end examinations. Such students will be treated as 'absent' in industrial training. One week will be scheduled for making training reports and presentations.
- **No student shall join industrial training, without obtaining** "No Objection Certificate" from the University/ school.
- **Students are mandated to complete the training.**
- **For students arranging their industrial training on their own**, prior written approval needs to be taken from the Training & Placement officer/ coordinator and a "No Objection Certificate" needs to be obtained from university/ school.
- **Leave Formalities:** The leaves shall be applicable as per the policy of the hotel.

Credit Assigned: 20

Evaluation of Industrial training:

Student must submit the following on completion of industrial training:

1. Logbook (Filled)
 2. A copy of the training certificate.
 3. A Training Report
- The student shall prepare and **submit Logbook, and Training report** on their industrial exposure.
 - The viva will be conducted by an external examiner based on the experiential learning in operation areas of the hospitality unit. The 60% weightage will be given to Logbook & Training report and 40% weightage on viva voce.
 - All trainees must ensure that the logbooks are signed by the departmental/ sectional heads as soon as training is completed.

Guidelines for making training reports:

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

- a) The typing should be done on single side of the paper.
- 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) A copy meant for the purpose of evaluation may be bound in paper and submitted to the approved authority.
- f) The training report should preferably not less than 15 pages.

Course: FOOD PRODUCTION OPERATIONS - INDUSTRY EXPOSURE			Semester: III
Course Code: BSHM 201	LTP	0 0 0	Credits: 6

OBJECTIVE	Objective of doing the Industrial Training is to learn various section and types of food production areas.		
COURSE OUTCOMES	Through the Industrial training students shall be able to learn various sections of kitchen, types of kitchens available in star hotel, different types of cuisine offered in kitchen and the students shall learn the art of cooking food.		
COURSE DETAILS		WHAT TO OBSERVE - FOOD PRODUCTION	
		• Area and Layout of the Kitchen • Study of Standard Recipes • Indenting, Receiving and Storing • Preparing of batters, marinades, 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 and Banquet Kitchen	

Course: FOOD AND BEVERAGE SERVICE OPERATIONS - INDUSTRY EXPOSURE			Semester: III
Course Code: BSHM 202	L T P	0 0 0	Credits: 6

OBJECTIVE	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.		
COURSE OUTCOMES	Upon completing this course, students will be able to: Through this training the students shall be able to learn and see the different types of restaurants available in hotel. The type of services provided to the guests, and the customer handling skills can be learned during the training period.		
COURSE DETAILS		WHAT TO OBSERVE-- FOOD AND BEVERAGE SERVICE OPERATION	
		Banquets • 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 different promotional ideas carried out to maximize business. • Par stock maintained (glasses, cutlery, crockery etc.) Restaurants • 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 • 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 • 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 Bar • 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. • Spoilage and breakage procedures • Handling of empty bottles	

		• Requisitioning procedures • Recipes of different cocktails and mixed drinks • Provisions of different types of garnishes with different drinks • Bar cleaning and closing • 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 • To know the different brands of imported and local alcoholic and non-alcoholic beverages • KOT/BOT control Room Service/In room Dinning. • 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 • Clearance Procedure in Dishwashing area • Serving Food and Beverages
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Course: ROOM DIVISION OPERATIONS - INDUSTRY EXPOSURE			Semester: III
Course Code: BSHM 203	L T P	0 0 0	Credits: 8

OBJECTIVE	OBJECTIVE: The concept of doing the Industrial Training in room division is to learn and observe various types of rooms and sections in room division.		
COURSE OUTCOMES	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		WHAT TO OBSERVE- ROOM DIVISIONS OPERATIONS	
		• Number of rooms cleaned in a shift. • Thoroughly observe the cleaning equipment and detergents / any other cleaning supplies used. • Observe all guest supplies kept in guestroom bathroom. • Study the systematic approach in cleaning a room and bathroom • Study the Housekeeping cart and all items stocked in it. • Observe how woodwork, brass work is kept spotlessly clean and polished. • Observe procedure for handling soiled linen and 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. • Window panes and glass cleaning procedure and frequency • Observe methods of stain removal. • Maintenance of Logbook • Understand the functions in different shifts. • Observe the formats used by department and study various records maintained. Public Area • 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. WHAT TO OBSERVE-IN FRONT OFFICE • Greeting, meeting, and escorting the guest • Special rates and discounts applicable to groups, business houses, airlines, VIP's etc. • Types of plans and packages on offer • Forms and formats used in the department. • Procedure of taking a reservation. • Discounts available to travel agents, tour operators, FHRAI members etc • Bell Desk / Concierge Functions
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Semester – IV

Course: INDIAN CULINARY ARTS - I			Semester: IV
Course Code: BSHM 204	L T P	4 0 0	Credits: 4

OBJECTIVE	This course introduces Indian kitchen with understanding spices and condiments, masala, pastes and gravies, tandoor, and regional cuisine of India.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Explain the fundamentals of Indian cookery, including identification and preparation methods of rice, cereals, pulses, vegetables, and Indian breads. 2. Differentiate and analyze the role of spices, dry and wet masalas, and regional spice blends in Indian cuisine. 3. Examine the distinctive culinary characteristics, ingredients, and cooking styles of North Indian cuisines. 4. Compare the regional food habits, staple ingredients, and preparation techniques of Eastern Indian cuisines, including Bengal and the Seven Sister States.		
COURSE DETAILS	Module No	Topic	Hours
	1	Basics of Indian Cooking Introduction to Indian Cookery, Identification of various varieties of rice, cereals, and pulses. Simple methods of preparations - Rice, Dals, Vegetables, Indian breads.	15
	2	Role of spices in Indian cookery Indian equivalent of spices (names), Different masalas used in Indian cookery, Dry and Wet masalas, Varieties of masalas available in regional areas Special masala blends.	15
	3	Indian Cuisines North Region Kashmir, Mughlai, Punjab, Rajasthan	15
	4	Indian Cuisines East Bengal, Seven sister states (Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland & Tripura)	15
	Total Hours:		60
TEXT BOOKS	• Krishna Arora, Theory of Cookery, Frank Brothers • Parvinder S Bali, Food Production Operations, Oxford University Press • Philip E. Thangam, Modern Cookery, Orient Longman		
REFERENCE BOOKS/ SUGGESTED READING	• Kinton and Cesarani, Practical Cookery, Hodder Education • Kauffman and Cracknell, Practical Professional Cookery, Cengage Learning EMEA • Wayne Gislen, Professional Cooking, Publisher Le Cordon Bleu • Andrew Hale Feinstein and John M. Stefanelli, Purchasing Selection and Procurement for the Hospitality Industry, Wiley		

Course: INDIAN CULINARY ARTS - I (PRACTICAL)			Semester: IV
Course Code: BSHM 204P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course introduces practical skills in Indian kitchen of identifying masalas, pastes and gravies with menu preparations and preparations of basic tandoor preparations gravies and regional cuisine with a brief section on basic bakery.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Explain and differentiate the preparation methods of various Indian masalas, pastes, and gravies used in regional cuisines. 2. Design and plan regional menus comprising 2–3 authentic dishes per selected Indian state with appropriate sequencing and balance. 3. Demonstrate and apply modern Indian food preparation and plating techniques to present dishes with contemporary aesthetic standards.		
COURSE DETAILS	Module No	Topic	Hours
		• Understanding Preparations of Masalas, Pastes and Gravies in Indian Kitchen • Two Menus about 2-3 dishes per menu per Indian State • Food preparation and plating as per modern Indian cuisine.	
		Total Hours:	60

Course: FOOD AND BEVERAGE SERVICE OPERATIONS - I			Semester: IV
Course Code: BSHM 205	L T P	4 0 0	Credits: 4

OBJECTIVE	The students undertaking this course should be able to comprehend alcoholic beverage and its classification. The course also embraces the important topics including wine and its classification, Aperitifs and its types, liqueurs, beer and other fermented beverages.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Explain and measure various alcoholic beverages and determine their alcoholic strength using appropriate methods. 2. Discuss and interpret the concept of wine, including its classification, production process, and service practices. 3. Categorize and describe different spirits, their manufacturing processes, and prominent brands. 4. Explain and differentiate liqueurs, aperitifs, beer, and other fermented beverages based on their characteristics and production methods.		
COURSE DETAILS	Module No	Topic	Hours
	1	Alcoholic Beverages Introduction and Classification, Method of Preparing Alcohol (Fermentation Process, Distillation Process), Proof Systems (US/British/Gay-Lussac)	10
	2	Wines Definition, History, Vine (Family, Grape Composition, Vine Disease), Factors affecting quality (Soil, Climate, Viticulture), Classification of wines (Brief Description of Table, Sparkling, Fortified and Aromatized Wines)	10
	3	Vinification Process Method of Vinification (Red, White and Rose Wine)	10
	4	Sparkling Wine Champagne, Different process of making, Brand names, Sparkling wines from Spain, Portugal, Italy and Germany	10
	5	Wine and Accompaniments Wine service temperatures, Wine Faults, Glassware types, other Equipment's and tools associated with wine.	10
	6	Beer and Other Fermented Beverages Beer (Introduction, Production Process, Types, Beer Faults, Service Style and Brands), Other Fermented Beverages (Cider, Sake, Toddy, Perry etc.)	10
		Total Hours:	60
TEXT BOOKS	• R. Singaravelavan, Food and Beverage Service, Oxford University Press • Anita Sharma, Food and Beverage Service, Bagchi, Aman Publications • Dennis R. Lillicrap. and John A. Cousins., Food and Beverage Service, Publisher: ELBS		

REFERENCE BOOKS/ SUGGESTED READING	• John Fuller, Modern Restaurant Service, Hutchinson • P. Dias, The Steward, Orient Longman Limited • G. Brown, K. Heppner and A. Deegan, Introduction Food and Beverage Service, Longman • Sudhir Andrews, Food and Beverage Services: A Training Manual, McGraw Hill Education
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Course: FOOD AND BEVERAGE SERVICE OPERATIONS - I (PRACTICAL)			Semester: IV
Course Code: BSHM 205P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course focuses on providing skills for the service of alcoholic beverages.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Demonstrate the service procedures for different types of wine, including appropriate mise-en-place and service etiquette. 2. Apply knowledge and skills in the professional service of various spirits and liqueurs following standard practices. 3. Explain and perform the service of beer and other fermented beverages in accordance with established service standards.		
COURSE DETAILS	Module No	Topic	Hours
		Organizing Mise-en-place Wine service equipment, Beer service equipment Service of Wines Taking an Order and Service of –Sparkling, Aromatized, Fortified, Still Wines, How to Open a Wine Bottle (Different Types of Cork Screws), How to Open a Sparkling Wine - Pouring into Glass, Order of Service (Starting with Wine Approval from Host, Wrapping Bottle with Napkin Etc.), Use of Different Glasses, Holding and Carrying Glasses, Wine and Food Pairing Service of Beer and Other Fermented Beverages Taking an Order and Service of Beer, and Other Fermented and Brewed Beverages.	
		Total Hours:	60

Course: ROOMS DIVISION OPERATIONS - I			Semester: IV
Course Code: BSHM 206	L T P	3 0 0	Credits: 3

OBJECTIVE	This module focuses on the development of managerial skills in the learner. Stimulus is provided for building analytical and evaluatory skills. The concept of building and retaining customer loyalty will also be introduced. To make the learner, become an effective manager at par with the contemporary times, the role of artificial intelligence and its scope and implementation in the hotel industry will also be highlighted.		
COURSE OUTCOMES	Upon successful completion of the course a student will be able to: 1. Explain management functions and their application in handling guest accounts. 2. Apply tariff structures, guest accounting methods, and forecasting techniques in hotel operations. 3. Analyze guest handling procedures and front office operations throughout the guest cycle. 4. Evaluate housekeeping operations including linen control, contract cleaning, and pest control practices.		
COURSE DETAILS	Module No	Topic	Hours
	1	Cash and Accounts Introduction to cash, Functions of cash sections, Various modes of payment by the guest, Guest ledger, city ledger, Guest weekly bill, V.T.L	09
	2	Tariff Structure Basis of Charging, Plans, Competition, Customer's Profile, Standards of Service and Amenities, Different Types of Tariffs, Rack Rate, Discounted Rates for Corporate, Airlines, Groups and Travel Agents, Guest Accounting (Manual): Guest Weekly Bill, Visitors Tabular Ledger Different Types of Tariffs, Rack Rate, Discounted Rates for Corporate, Airlines, Groups and Travel Agents, Guest Accounting (Manual): Guest Weekly Bill, Visitors Tabular Ledger	09
	3	Front Office and Guest Handling Introduction to Guest Cycle: Pre-Arrival, Arrival, Stay, Departure and After Departure. During The Stay Activities, Information Services, Message and Mail Handling, Key Handling, Room Selling Technique, Hospitality Desk, Complaints Handling, Guest Handling, Guest Profile, Guest Paging.	09

	4	Contract Cleaning Definition, Concept, Jobs given on contract by Housekeeping. Advantages and Disadvantages, Pricing contracts., Types of Pests, Preventive and Control Measures.	09
	5	Linen and Uniform Room: Introduction of Linen and Uniform Room, Activities in the linen and Uniform Room, Layout of Linen/Uniform Room, Storage of Linen, Linen Exchange with all forms and formats, Par Stock, Linen Control, Linen Quality and Lifespan, Discard Management, Introduction of Uniform Room, Selection and Design of Uniforms, Uniform Management in Hotels, Establishing Par Levels For Uniforms, Storage Facilities and conditions, Issuing and Exchange of Uniforms	09
		Total Hours	45
TEXT BOOKS	• Hotel Housekeeping: Operations and Management – G. Raghubalan & Smritee Raghubalan • Front Office Management – S.K. Bhatnagar • Professional Management of Housekeeping Operations – Robert J. Martin • Hotel Front Office Training Manual – Sudhir Andrews		
REFERENCE BOOKS/ SUGGESTED READING	• Hotel, Hostel and Hospital Housekeeping – Joan C. Branson & Margaret Lennox • Managing Front Office Operations – Michael L. Kasavana & Richard M. Brooks • Accommodation Management – Roy C. Wood		

Course: ROOMS DIVISION OPERATIONS - I (PRACTICAL)			Semester: IV
Course Code: BSHM 206P	L T P	0 0 4	Credits: 2

OBJECTIVE	To develop practical understanding of front office and housekeeping operations and Management functions, budgeting, evaluating front office operations, supervision in housekeeping- managing relationship and building loyalty.		
COURSE OUTCOMES	Upon successful completion of the course a student will be able to: 1. Understand and apply management functions and budgeting principles in front office and housekeeping operations. 2. Evaluate front office performance and supervise housekeeping operations to ensure efficiency, service quality, and operational control. 3. Manage guest relationships and build customer loyalty through effective coordination, supervision, and service management practices.		
COURSE DETAILS	Module No	Topic	Hours
		• Management Functions- Numerical & Case study on management • Budgeting- Numerical & case study on Rooms division budget • Evaluating Front Office Operations- Numerical & case study on evaluating various rooms division activities • Managing Relationship and Building Loyalty Case study, research on Guest Loyalty Programs Presentation Accommodation Practicals • Bed Making – Day / Evening. • Daily Cleaning of Guest rooms – Departure, occupied and vacant. • Weekly / Spring Cleaning. • Cleaning routine Public areas. • Introduction to Cleaning Equipment's, Cleaning Agents • Polishing of Laminated surfaces, Brass Articles, EPNS articles, Copper articles. • Cleaning of Glass surfaces. • Register handling for lost and found procedure. • Handling guest requests and complains at control desk	
		Total Hours	60

Course: ACCOUNTING SKILLS FOR MANAGERS			Semester: IV
Course Code: BSHM 207	L T P	3 0 0	Credits: 3

OBJECTIVE	The objective of the course is to introduce students to the fundamental accounting instruments, categories, book- keeping process, financial statements, accounting regulations and international financial reporting standards.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Explain business transactions, accounting terminology, objectives, and fundamental accounting principles, concepts, and conventions. 2. Apply the principles of double-entry bookkeeping to record transactions through journals, ledgers, subsidiary books, and prepare basic financial statements. 3. Analyze the role, objectives, and significance of internal control systems and auditing, including distinctions between internal and statutory audit 4. Evaluate departmental accounting practices, including allocation and apportionment of expenses, and assess their advantages and limitations for managerial decision-making.		
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	10
	2	Account Records Principles of Double Entry System, Concept of Journal Entries, Ledger, Subsidiary Books, Basic Financial Statements	15
	3	Internal Control, Audit and Statutory Audit Definition and objectives of Internal Control, Characteristics of Internal Control, An introduction to Statutory Audit, Distinction between Internal Audit and Statutory Audit	10
	4	Departmental Accounting An introduction to departmental accounting, Allocation and apportionment of expenses, Advantages of allocation, Drawbacks of allocation	10
		Total Hours:	45
TEXT BOOKS	• Hotel Accountancy and Finance by S.P. Jain and K.L. Narang, Kalyani Publisher • Hotel Accounting by Earnest B. Horwath and Luis Toth, Wileyand Sons • Fundamentals of Accounting by A. Reddy, Himalaya Publishing House		

REFERENCE BOOKS / SUGGESTED READING	• Hotel Accounting and Financial Control by Ozi A.D' Cunha and Gleeson O. D' Cunha, Dicky's Enterprise, Kandivali, Mumbai • Accounting for Hospitality Industry by E. Moncarz, Prentice Hall • Hospitality Financial Accounting by Jerry J Weygandt, Wiley and Sons • Essentials of Financial Accounting by Bhattacharya, Prentice Hall India	
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Course: PROFESSIONAL PROFICIENCY IN HOSPITALITY (PRACTICAL)			Semester: IV
Course Code: BSHM 208P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course will prepare the learner for industry through training in personality development practice sessions.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Develop/ his/her personality for hospitality industry. 2. Enhance the personal grooming, interpersonal skills, communication skills and presentation skills. 3. Have awareness about the hospitality company's profile.		
COURSE DETAILS	Module No	Topic	Hours
		The student is required to maintain a file to document Practical. Every week one current affair issue is to be discussed and recorded in the student files. 1. Personality Enrichment Practical: Practice training on Grooming, Personal hygiene, Social and Business and Dining Etiquettes, Body language use and misuse, Art of good conversation, Art of intelligent listening. 2. Personality Development Strategies: Practice training in Communication Skills, Presentation Skills, Public Speaking, Extempore Speaking, importance, and art of 'Small Talk' before serious business. 3. Telephone conversation: Practicing the voice modulation, tone, dos and don'ts, manners and accent and mock telephonic interviews. 4. Presentation skills, Participating in a debate, group Discussion and Case Study Analysis.	
	Total Hours:		60

Semester – V

Course: INDIAN CULINARY ARTS - II			Semester: V
Course Code: BSHM 301	L T P	4 0 0	Credits: 4

OBJECTIVE	This course introduces Indian kitchen with understanding spices and condiments, masala, pastes and gravies, tandoor, and regional cuisine of India.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Analyze the regional characteristics, ingredients, and cooking styles of Western, Southern, and Central Indian cuisines. 2. Explain and apply the principles of tandoor cooking, including seasoning, marinades, tandoori breads, and basic Indian gravies. 3. Differentiate various types of quantity kitchen operations such as industrial, institutional, and outdoor catering setups. 4. Apply bulk cooking techniques like centralized production (CPU), batch cooking, and sous vide using appropriate large-scale equipment.		
COURSE DETAILS	Module No	Topic	Hours
	1	Indian Cuisines West and South Gujarat Maharashtra, Tamil Nadu, Kerala, Andhra Pradesh	15
	2	Indian Cuisines Central India Madhya Pradesh, Chhattisgarh	15
	3	Tandoor and Curries Understanding the Concept of Tandoor, Seasoning and Preparing a Tandoor, Types of Marinades Used for Tandoor Cooking, Types of Tandoori Breads and Dishes, Basic Indian Gravies: Introduction, Gravies and Curries, Regional Gravies, Gravy Preparations.	15
	4	Quantity Kitchen Operations Types of quantity kitchen operations, Industrial, institutional, outdoor catering, Techniques of bulk preparation (CPU, Batch Cooking, Sous Vide Cooking) Equipment used for bulk preparations	15
	Total Hours:		60
TEXT BOOKS	• Krishna Arora, Theory of Cookery, Frank Brothers • Parvinder S Bali, Food Production Operations, Oxford University Press • Philip E. Thangam, Modern Cookery, Orient Longman		

REFERENCE BOOKS / SUGGESTED READING	• Kinton and Cesarani, Practical Cookery, Hodder Education • Kauffman and Cracknell, Practical Professional Cookery, Cengage Learning EMEA • Wayne Gislen, Professional Cooking, Publisher Le Cordon Bleu • Andrew Hale Feinstein and John M. Stefanelli, Purchasing Selection and Procurement for the Hospitality Industry, Wiley	
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Course: INDIAN CULINARY ARTS - II (PRACTICAL)			Semester: V
Course Code: BSHM 301P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course introduces practical skills in Indian kitchen of identifying masalas, pastes and gravies with menu preparations and preparations of basic tandoor preparations gravies and regional cuisine with a brief section on basic bakery.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Explain and differentiate the preparation methods of various Indian masalas, pastes, and gravies used in regional cuisines. 2. Design and plan regional menus comprising 2–3 authentic dishes per selected Indian state with appropriate sequencing and balance. 3. Demonstrate and apply modern Indian food preparation and plating techniques to present dishes with contemporary aesthetic standards.		
COURSE DETAILS	Module No	Topic	Hours
		• Understanding Preparations of Masalas, Pastes and Gravies in Indian Kitchen • Two Menus about 2-3 dishes per menu per Indian State • Food preparation and plating as per modern Indian cuisine.	
		Total Hours:	60

Course: FOOD AND BEVERAGE SERVICE OPERATIONS - II			Semester: V
Course Code: BSHM 302	L T P	4 0 0	Credits: 4

OBJECTIVE	The students undertaking this course should be able to comprehend alcoholic beverage and its classification. The course also embraces the important topics including wine and its classification, Aperitifs and its types, liqueurs, beer and other fermented beverages.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Explain and measure various alcoholic beverages and determine their alcoholic strength using appropriate methods. 2. Discuss and interpret the concept of spirits, including its classification, production process, service practices, and related key aspects. 3. Categorize and describe different spirits, their manufacturing processes, and prominent brands. 4. Explain and differentiate liqueurs, aperitifs, bar operations and making of cocktails		
COURSE DETAILS	Module No	Topic	Hours
	1	Spirits Introduction, Manufacturing Process, Types, Brands - Whisky, Rum, Gin, Brandy, Vodka, Tequila Brief Introduction of other Spirits - Absinthe, Ouzo, Slivovitz, Akvavit, Feni, Arrack, Schnapps etc.	10
	2	Liqueurs Definition and History, Production of Liqueurs, Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean and Kernel) Popular Liqueurs (Name, colour, predominant flavour and country of origin)	10
	3	Aperitifs Introduction and Definition, Types of Aperitifs Vermouth (Definition, Types and Brand names), Bitters (Definition, Types and Brand names)	10
	4	Gueridon Service Definition, History, Staffing and equipment used, Ingredients Used, Common Preparation, Flambé Dishes, Carving, Salad Making etc., Types of Trolleys, Trolley Service – Beverages, Starters, High-Tea, Desserts etc.	10
	5	Bar Operations Introduction and organizational structure, Physical Layout of Bar, Bar Stock – Alcohol and Non-Alcoholic beverages, Bar Control and Equipments, Bar License, Opening and Closing Duties, Responsible Service, Bar Frauds	10

	6	Cocktails Introduction and History, Types and preparation, Classical Cocktail, Recipes and Garnishes, Innovative Cocktails and Mocktails, Costing, Cocktail Bar, Equipment, Garnishes, Decorative Accessories, Interaction with Guest, Suggestive Selling.	10
		Total Hours:	60
TEXT BOOKS	• R. Singaravelavan, Food and Beverage Service, Oxford University Press • Anita Sharma, Food and Beverage Service, Bagchi, Aman Publications • Dennis R. Lillicrap. and John A. Cousins., Food and Beverage Service, Publisher: ELBS		
REFERENCE BOOKS/ SUGGESTED READING	• John Fuller, Modern Restaurant Service, Hutchinson • P. Dias, The Steward, Orient Longman Limited • G. Brown, K. Heppner and A. Deegan, Introduction Food and Beverage Service, Longman • Sudhir Andrews, Food and Beverage Services: A Training Manual, McGraw Hill Education		

Course: FOOD AND BEVERAGE SERVICE OPERATIONS - II (PRACTICAL)			Semester: V
Course Code: BSHM 302P	L T P	0 0 4	Credits: 2

OBJECTIVE	The students undertaking this course should be able to understand the wine and food pairing, bar set up and operations, types of buffet set-up and banquet operations, art and science of mixology and various kinds of guerdon service.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Suggest wine for different types of dishes. 2. Practice various bar layouts, inventory, menu compilation, and suggestive selling. 3. Practice the varied buffet set up in banquet and ODC and demonstrate different dishes prepared through flambé, cocktail, mocktail preparation, and service skills.		
COURSE DETAILS	Module No	Topic	Hours
		Matching Wines with Food Menu Planning with accompanying Wines , Table laying and Service of menu with accompanying Wines. Bar Setup and Operations Understanding and observing Bar Layout, Taking Bar inventory and Practicing Bar stock maintenance, Preparing Bar menus Buffet and Banquet Planning and organizing various types of Buffets setups, Planning and organizing various types of Banquets and ODC setups. Cocktail and Mocktails Preparation Gueridon Service Practicing Flambé dishes, Practicing Trolley service – Beverages, Starters, High-tea, Desserts etc.	
		Total Hours:	60

Course: ROOMS DIVISION OPERATIONS – II			Semester: V
Course Code: BSHM 303	L T P	4 0 0	Credits: 4

OBJECTIVE	This module focuses on the development of understanding of housekeeping operations, interior decoration, store and contract management, hotel maintenance, and building systems. With a practical and hands-on approach, learner will learn about inventory control, staff planning, renovation processes, pest control, sustainable housekeeping practices, and modern building technologies, including smart room systems and fire safety.		
COURSE OUTCOMES	Upon successful completion of the course a student will be able to 1. Explain managerial functions and planning processes in housekeeping and rooms division operations. 2. Describe interior decoration principles, color schemes, lighting, and furniture arrangement in hotels. 3. Analyze maintenance systems, Hotel Design, procurement processes, and inventory management in hotel operations. 4. Evaluate sustainable practices, modern technologies, and safety systems used in hotel facilities.		
COURSE DETAILS	Module No	Topic	Hours
	1	Managerial Skills for Room Division Management Room Division Management Functions – Planning, Organizing, Coordinating, Staffing, Controlling and Evaluating, Importance of Leadership, Staff Motivation, Cross Training, Recognition, Communication, Incentive Programs, Performance Appraisals, Skills Training- prepares to train, present the training, practice skills.	12
	2	Planning and Organizing the Housekeeping Department Planning Process, Area Inventory List, Frequency Schedule, Performance and Productivity Standard, Time and Motion Study, Standard Operating Manual, Job Allocation and Work Schedules, Calculating Staff Strength and Duty Roaster, Teamwork and Leadership, Training in Housekeeping, Inventory level for non-recycle items	12
	3	Hotel Maintenance Definition of Maintenance, Types of maintenance, Snagging and desnagging / Maintenance log book, Role of hotel maintenance/ hotel engineering department, Interdepartmental coordination, Room division audit- Types of audit, Sustainable housekeeping practices- Waste management, conserving energy and eco-friendly practices, Maintenance of Security and surveillance system	12

	4	Interior Decoration Definition and Importance of Interior Decoration, Definition of color Importance and Characteristics, Classification of colors, Color Schemes, Classification of lighting, Importance and Applications of lighting, Principles of Furniture Arrangements, Control and Selection of Furniture.	12
	5	Hotel Design Design Consideration, Attractive Appearance, Efficient Plan, Good Location, Suitable material, Good workmanship, Sound financing, Competent Management, Firefighting –fire prevention and firefighting system, classes of fire. Fire extinguishers – portable and stationary. Fire Safety and alarm systems.	12
		Total Hours	60
TEXT BOOKS	• Hotel Housekeeping: Operations and Management – G. Raghubalan & Smritee Raghubalan • Front Office Management – S.K. Bhatnagar • Professional Management of Housekeeping Operations – Robert J. Martin • Hotel Front Office Training Manual – Sudhir Andrews • Service and Maintenance for Hotels and Residential Establishments Reprint Ed. by Rosemary Hurst, Heinemann		
REFERENCE BOOKS/ SUGGESTED READING	• Hotel, Hostel and Hospital Housekeeping – Joan C. Branson & Margaret Lennox • Managing Front Office Operations – Michael L. Kasavana & Richard M. Brooks • Accommodation Management – Roy C. Wood • The Management of Maintenance and Engineering systems in Hospitality Industry by Frank. D. Borsenik, John Wiley and Sons • Maintenance and Engineering for Lodging and Food Service Facilities by R. Frank D. Borsenik, Educational Institute of the American Hotel & Motel Association • Managing Hospitality Engineering System by Michael. H. Redlin and David. M. Stipanuk, Educational Inst of the Amer Hotel • Hospitality Facilities Management and Design by David M. Stipanuk, Amer Hotel & Motel Assn		

Course: ROOMS DIVISION OPERATIONS - II (PRACTICAL)			Semester: V
Course Code: BSHM 303P	L T P	0 0 4	Credits: 2

OBJECTIVE	To develop practical understanding of front office and housekeeping operations and Management functions, budgeting, evaluating front office operations, supervision in housekeeping- managing relationship and building loyalty.		
COURSE OUTCOMES	Upon successful completion of the course a student will be able to: 1. Understand and apply housekeeping planning principles including inventory management and coordination for efficient departmental operations. 2. Design guest room layouts and plan interior decoration considering aesthetics, functionality, and guest comfort. 3. Demonstrate knowledge of overall property maintenance systems and their role in sustaining operational efficiency and service quality		
COURSE DETAILS	Module No	Topic	Hours
		Housekeeping Planning Designing area inventory list, Establishing frequency schedule for cleaning task and conducting mock inspections, Calculating staffing requirement, Setting duty roster, Developing SOP's for skill Oriented tasks Designing Guest Room Layout To the scale guestroom designing and sub department layouts Interior Decoration Develop different dimensions of colours using Prang Colour System, Study the impact of colours, lighting and furniture on guest experience Inventory Management Create indent for different supplies, Calling for quotations and raising purchase order, Organizing Housekeeping Stores, Establishing Par Stock for regular operations/ Stock taking Property Maintenance Developing Snag List, Identifying different renovation requirements c) Listing outsourcing requirements, Staff Training for handling	
		Total Hours	60

Course: HEALTHY LIVING AND FITNESS			Semester: V
Course Code: BSHM 304	L T P	2 0 0	Credits: 2

OBJECTIVE	Prepare students to imbibe principles of wellness, health, fitness and nutrition and their importance for hospitality professionals		
LEARNING OUTCOME	Upon completing this course, students will be able to: 1. Demonstrate understanding of health principles incorporating a wide variety of aspects from nutrition to aging. 2. Demonstrate understanding of self-responsibility for personal health and wellness. 3. Understand implications of lifestyle diseases, addictions, and their prevention. 4. To think and act ethically in the context of health, nutrition, and wellness.		
COURSE DETAILS	Module No	Topic	Hours
	1	Human body Awareness of important body organs, their location and broad function	05
	2	Diet and Health Importance of breakfast fruits, whole grain, knowledge about constituent of diet, Importance of fibers in diet	05
	3	Lifestyle diseases Harmful effect of junk/processed foods, Dangers of obesity, Disease ensuing because of lifestyle e.g., diabetes heart diseases etc.	10
	4	Addictions Tobacco Chewing, Drinking, Smoking, Drugs addiction	05
	5	Importance of Mental Health Stress management, Anxiety and depression, Awareness of commonly encountered diseases ailments	05
	Total Hours:		30
TEXT BOOKS	• C. Corbin, G. Welk, W. Corbin, K. Welk, Corbin's Concepts of Fitness and Wellness: A Comprehensive Lifestyle Approach, McGraw Hill Education • K. Puri, S. Chandra., Health and Physical Education, Surjeet Publications • J. Williams, The Principles of Physical Education, W.B. Saunders Company, Philadelphia		

REFERENCE BOOKS/ SUGGESTED READING	• B.C.Rai, Health Education and Hygiene, Prakashan Kendra, Lucknow • Norman Bezzant, Help! First Aid for everyday emergencies, Jaico Publishing House • Les Snowdan and Maggie Humphrey, Fitness walking, Mainstream Publishing • W. Cunningham, T. Cooper, E. Gorham and M. Hepworth, Environmental Encyclopedia, Jaico Publishing House
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Course: DIGITAL LITERACY FOR HOSPITALITY PROFESSIONALS (PRACTICAL)			Semester: V
Course Code: BSHM 305P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course is designed to introduce students to basic computer operations and the essential features of MS Office tools. It aims to develop foundational proficiency in using Microsoft Word, Excel, and PowerPoint, enabling students to create, organize, and present information effectively. Emphasis is placed on applying these basic tools to perform common hospitality-related tasks, ensuring students can use technology efficiently in real-world hotel and tourism operations.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Develop the ability to create professional documents, spreadsheets, and presentations. 2. Utilize formatting tools and basic functions to customize hospitality-related templates. 3. Apply MS Word for designing menus, forms, and notices, and use Excel for performing basic calculations and generating charts.		
COURSE DETAILS	Module No	Topic	Hours
		• MS Word: • Creating and formatting documents • Using tables and bullet points • Designing menus, SOPs, and guest letters • MS Excel: • Data entry and cell formatting • Applying simple formulas and functions • Creating basic reports and charts • MS Power Point: • Slide creation and layout design • Preparing simple presentations for guest information • Using basic transitions for visual enhancement	
		Total Hours	60

Semester – VI

Course: INTERNATIONAL CULINARY ARTS			Semester: VI
Course Code: BSHM 306	L T P	4 0 0	Credits: 4

OBJECTIVE	At the end of the course the students will be able to understand the different international cuisine, key ingredients, methods, and style of preparation.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Discuss European and western cuisines of France, Italy, England, Germany, America, Mexico their key ingredients and methods of cooking. 2. Comprehend Importance of food safety and concept of HACCP. 3. Understand chocolate its types and tempering technique. 4. Discuss different techniques of Molecular gastronomy		
COURSE DETAILS	Module No	Topic	Hours
	1	Understanding European and Western Cuisine Introduction to French, Italian, English, German, American, Mexican, style of cooking, Historical Background, Regions and Regional Cooking Styles, Staple food with regional Influences	16
	2	Food safety Management system Issues of food safety in Food Production, Procedures of Food Safety Management Systems (FSMS), Sanitation and Safety, HACCP, concept, meaning, Principles of HACCP, Checklist of questions of Hazard analysis process	14
	3	Chocolates Introduction and Production Cycle of Chocolate, Types of Chocolate, Process and Components of Chocolate, Tempering of Chocolate, Different Chocolate Preparations, Use of Spray Gun	14
	4	Introduction To Molecular Gastronomy Learning Fusion of Food Science and Culinary Arts, The art of 7: - Jellification, Specification, Emulsification, Siphon Whipping, Suspension, Powdering, and Instant Freezing (N2)	16
		Total Hours:	60
TEXT BOOKS	• Theory of Cookery by Krishna Arora, Frank Brothers • Food Production Operations by Parvinder S Bali, Oxford University Press • Modern Cookery by Philip E. Thangam, Orient Longman		

REFERENCE BOOKS/ SUGGESTED READING	• Practical Cookery, Kinton and Cesarani, Hodder Education • Practical Professional, Cookery by Kauffman and Cracknell, Cengage Learning EMEA • 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, Wiley.	
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Course: INTERNATIONAL CULINARY ARTS (PRACTICAL)			Semester: VI
Course Code: BHM 306P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course gives students a basic idea of how to develop various skills related to international cuisines with an overview of gastro molecular cuisine.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Prepare signature dishes of various cuisines. 2. Practice different techniques of Molecular gastronomy. 3. Classify types of chocolates, practice tempering technique and prepare filled chocolates.		
COURSE DETAILS	Module No	Topic	Hours
		• Two Menus About 3-5 Dishes per country (western and European) • Food preparation and plating as per international standards. • Chocolate preparations, (filled and flavored) • Jellification, Specification, Emulsification, Siphon Whipping	
	Total Hours:		60

Course: FOOD AND BEVERAGE SERVICE MANAGEMENT			Semester: VI
Course Code: BSHM 307	L T P	4 0 0	Credits: 4

OBJECTIVE	This course focuses on providing operational and planning techniques used by Food and Beverage departments along with Food and Beverage control systems.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Explain the fundamentals of food and beverage management and its application across different types of catering establishments. 2. Analyze food and beverage control systems including purchasing, receiving, storing, issuing, production, and fraud prevention. 3. Apply costing techniques, sales analysis, and profit-volume relationships for effective pricing and revenue management. 4. Evaluate budgetary processes and menu management strategies for optimizing profitability and operational efficiency.		
COURSE DETAILS	Module No	Topic	Hours
	1	Food and Beverage Management Introduction, Objectives and Functions of Management, Factors affecting Food and Beverage Management, Food and Beverage Management in Hotels, Restaurant, Fast Food Outlets, Hospitals and Institutional Catering	8
	2	Food and Beverage Control Introduction, Objectives, Problems in Food and Beverage Control, Food and Beverage Control Cycle (Purchasing Control, Receiving Control, Storing, Issue and Inventory Control, Production Control), Frauds in Food and Beverage Control	14
	3	Sales Control Introduction, Controlling Techniques, Method of Calculating Selling Price, Controlling Revenue, KOT/BOT System, Electronic Cash Register/Point of Sale, Role of Cashier Summary Sheet	8
	4	Budgetary Control Introduction, Objectives, Types of Budget, Advantages and Limitations in budgeting, Steps in Preparing Budget , Preparing Budget for Food and Beverage Section	10
	5	Cost, Sales and Profit Introduction, Classification of Cost (Types of Cost in Food and Beverage Industry), Sales (Monetary, Non-Monetary, Cost to Sales Ratio), Profit-Volume Relationship, Breakeven Analysis, Margin of Safety, Variance Analysis	12

	6	Menu Management Introduction, Types of Menus, Menu Costing and Pricing, Menu Planning, Menu Merchandising, Menu Engineering and Analysis, Menu Fatigue	8
		Total Hours:	60
TEXT BOOKS	• Food and Beverage Service by R. Singaravelavan, Oxford University Press • Textbook on Food and Beverage Service by Anita Sharma, Bagchi, Aman Publications • Food and Beverage Service by Dennis R. Lillicrap. and John A. Cousins. Publisher: ELBS		
REFERENCE BOOKS/ SUGGESTED READING	• Modern Restaurant Service by John Fuller, Hutchinson • The Steward, by P. Dias, Orient Longman Limited • Introduction Food and Beverage Service by G. Brown, K. Heppner and A. Deegan, Longman • Food and Beverage Services: A Training Manual by Sudhir Andrews, McGraw Hill Education		

Course: FOOD AND BEVERAGE SERVICE MANAGEMENT (PRACTICAL)			Semester: VI
Course Code: BSHM 307P	L T P	0 0 4	Credits: 2

OBJECTIVE	This course focuses on providing operational and planning techniques used by food and beverage departments for planning and running food and beverage service outlets.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Demonstrate various restaurant set up and services, handling of general operations and special situations. 2. Handle practical situations. 3. Take inventory and store.		
COURSE DETAILS	Module No	Topic	Hours
		Planning a Layout for Coffee Shop, Fine Dine Restaurant, Take Away, Cafeteria, Practicing Service of these Areas Different Types of Restaurants Set Ups Organizing Theme Parties and Food Festivals Role Play and Situation Handling in Restaurant Practicing KOT/BOT making in Triplicate, Duplicate form Handling POS software Taking Inventory of Store and F and B Outlets Calculating Costs for Various F and B Outlets Practicing Menu Merchandising	
		Total Hours:	60

Course: ROOMS DIVISION MANAGEMENT			Semester: VI
Course Code: BSHM 308	L T P	3 0 0	Credits: 3

OBJECTIVE	This course develops advanced competencies in Rooms Division Management by integrating revenue optimization and housekeeping operations. It equips students with analytical and AI-enabled decision-making skills to enhance performance, guest satisfaction, sustainability, and profitability in contemporary hospitality settings.		
COURSE OUTCOMES	Upon successful completion of the course a student will be able to 1. Explain yield management concepts and calculate key performance indicators such as occupancy and RevPAR. 2. Demonstrate knowledge of property management systems (PMS), reservation systems, and night audit procedures. 3. Analyze Floor and Wall Coverings, Selection of floor covering, and inventory control in rooms division operations. 4. Apply revenue management and operational strategies to improve hotel performance and profitability.		
COURSE DETAILS	Module No	Topic	Hours
	1	Yield Management Introduction and Concept, Yield Management Team, Measuring Yield, Objectives and Benefits of Yield Management, Potential Average Single Rate, Potential Average Double Rate, Identical Yield, Rev PAR, Occupancy Ratio	09
	2	Front Office Computer Operation Basic of Computers, P.M.S, G.D.S, C.R.S, Reservation Management Software, Room Management Software, Guest Accounting Management Software	09
	3	The Night Audit Importance and functions of night audit, Operating modes, Night audit process, The night audit reports generation and utility	09
	4	Floor and Wall Coverings Selection of floor covering, Types and Characteristics, Care and Maintenance of carpets, Wall covering, Types of wall coverings, Cleaning and Maintenance of wall covering.	09
	5	Budget and Purchasing System Budget and Budgetary Control, Budget Process, Methods of Buying, Stock Record Issuing and Control, Purchasing system - method of buying, Identification and selection of supplier Purchase procedure.	09
		Total Hours	45

TEXT BOOKS	• Hotel Front Office Management – James A. Bardi • Hospitality Revenue Management – Peter Jones & Andrew Lockwood • Hotel Housekeeping: Operations & Management – G.R. Mudaliar & J.R. D’Souza
REFERENCE BOOKS/ SUGGESTED READING	• Managing Front Office Operations – Kasavana & Brooks (AHLEI) • Yield Management in Hospitality – Aurelio Mauri • Professional Housekeeping – Geeta Bhatnagar & Madho Rao

Course: ROOMS DIVISION MANAGEMENT (PRACTICAL)			Semester: VI
Course Code: BSHM 308P	L T P	0 0 4	Credits: 2

OBJECTIVE	To develop practical understanding of front office and housekeeping operations and Management functions, budgeting, evaluating front office operations, supervision in housekeeping- managing relationship and building loyalty.		
COURSE OUTCOMES	Upon successful completion of the course a student will be able to: 1. Calculate and evaluate key hotel KPIs such as Occupancy, ADR, RevPAR, GOPPAR, Yield %, par levels, MPR, and CPOR using operational data. 2. Apply data-driven pricing, forecasting, and channel optimization techniques using PMS, OTA dashboards, Excel Solver, and AI tools for revenue maximization. 3. Demonstrate housekeeping operational competence while integrating productivity and cost control measures to enhance rooms division performance.		
COURSE DETAILS	Module No	Topic	Hours
		Revenue Metrics & Data Analysis Practicals • Calculation of Hotel KPIs • Yield Management Practical • Demand Forecasting Exercise • Length of Stay (LOS) & Overbooking Simulation Pricing, Segmentation & Channel Management • Pricing Strategy Sheet Preparation • Price Sensitivity & Elasticity Case Study • Channel Mix Analysis • Group Booking – Displacement Analysis Practical Technology, AI & RMS Tools Practicals • OTA Dashboard Simulation • AI-Based Rate Recommendation Activity • PMS-Based Room Allocation (Simulation/ Worksheet) Housekeeping Operations • Guestroom Cleaning Practical : • HK Coordination Drill • HK Inspection Practical	
		Total Hours	60

Course: HOSPITALITY MARKETING			Semester: VI
Course Code: BSHM 309	L T P	3 0 0	Credits: 3

OBJECTIVE	The students undertaking this course should be able to understand the role and importance of sales and marketing in hotel operations.		
COURSE OUTCOMES	Upon completing this course, students will be able to: 1. Practice the marketing concepts in the Hospitality sector. 2. Differentiate between sales and marketing. 3. Become responsive towards changing trends of the market. 4. Utilize marketing tools effectively when needed.		
COURSE DETAILS	Module No	Topic	Hours
	1	Introduction to Hospitality Marketing Meaning, Definition and Concept of Marketing, Nature and Scope, Features/ Characteristics, Marketing Management, Definition, Philosophies and pillars of Marketing management, Introduction to 7 P's of Marketing mix, Changing trends of the market globally in the hospitality industry.	08
	2	Consumer Behavior Concept of Consumer Behavior, Consumer decision making process, Factors affecting Consumer Behavior	05
	3	Market Segmentation: Definition and Need for Market Segmentation, Basis for Segmentation	08
	4	Hospitality Product: Definition, Levels of Product, Hospitality products, Branding, Types of branding, New Product Development, Product Life Cycle, Product Differentiation	08
	5	Distribution: Definition and Importance of Distribution system, Channel levels of Distributions, Intermediaries for Hospitality Industry	08
	6	Promotion: Definition and characteristics of promotion tools, M's of Advertising, Various Sales promotion tools used in hotels and their application, Publicity and Public relation - Tools and opportunities in the Hotel Industry, Principles of Personal Selling, Direct Marketing, Telemarketing, and internet	08
		Total Hours:	45

TEXT BOOKS	• Marketing for Hospitality and Tourism by Philip Kotler, Bowen and Makens, Pearson • Hotel Marketing by S. M. Jha, Himalaya Publishing House • Hospitality Marketing by Neil Wearne, Routledge
REFERENCE BOOKS/ SUGGESTED READING	• Services Marketing by Valerie, Jo Baiter and Gremler, McGraw - Hill Education • Marketing & Sales Strategies for Hotels and Travel Trade, Dr. J. Negi, S Chand & Co. • Marketing Management by VS Ramakumari, Namakumari, Sage Publications India Pvt. Ltd.

Course: CAREER READINESS SKILLS (PRACTICAL)			Semester: VI
Course Code: BSHM 310P	L T P	0 0 4	Credits: 2

OBJECTIVE	This curriculum aims to cultivate core competencies for entry-level hospitality positions by enhancing soft skills and workplace etiquette. It ensures students are internship-ready through immersive, simulation-based learning that mirrors real hotel environments.		
LEARNING OUTCOME	Upon completing this course, students will be able to: 1. Demonstrate professional grooming, etiquette, and communication skills aligned with hospitality industry standards. 2. Prepare structured resumes and effectively participate in mock interviews for entry-level hospitality positions. 3. Exhibit workplace readiness skills including discipline, teamwork, and professional conduct during practical simulations.		
COURSE DETAILS	Module No	Topic	Hours
		Professional Grooming & Personal Branding • Hospitality grooming standards (hotel-specific grooming checklist) • Body language, posture, voice modulation • Workplace etiquette and professional conduct Communication Skills for Hospitality • Verbal communication in guest interaction • Telephone handling etiquette • Basic business communication Resume & Interview Preparation • Resume drafting for hospitality roles • Cover letter writing • Introduction pitch (30-second elevator pitch) • Mock interviews (operational level positions) Workplace Readiness • Introduction to departmental roles • Time management and discipline	
		Total Hours	60