

NAIPUNNYA INSTITUTE OF MANAGEMENT AND INFORMATION TECHNOLOGY

DEPARTMENT OF HOTEL MANAGEMENT

CURRICULUM FRAMEWORK AND SYLLABUS FOR

OUTCOME BASED EDUCATION IN

B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE

(W.E.F 2022 ADMISSION ONWARDS)



Naipunnya Institute of Management and Information Technology, Pongam, Koratty East, Thrissur, Kerala- 680308
(Affiliated to the University of Calicut , Accredited by NAAC with B++,ISO 9001-2015 Certified)

TABLE OF CONTENTS

SI No	Contents
1	About the Department
2	Program Outcomes
3	Program Specific Outcome
4	PSO-PO Mapping
5	Program Structure
6	Semester wise Distribution of Courses
7	Detailed syllabus with Course outcomes , Course Objectives and CO-PO Mapping
8	Semester wise Activities
9	Detailed Description of Activities
10	Course Evaluation and CIE

ABOUT THE DEPARTMENT

1. DEPARTMENT OF HOTEL MANAGEMENT

Naipunnya Institute of Management and Information Technology (NIMIT) is located at Pongam, 7 Km. from Angamaly en route to Thrissur along the National Highway 47, set in a sprawling area of 10 acres with landscaped gardens and aesthetically built buildings. The Institute is just 10 Km. from Cochin International Airport, Nedumbassery. This is the pioneer institution to start the B.Sc. degree programme in Hotel Management under Calicut University. NIMIT is proud to say that it was awarded as the Best Hotel Management Institute by the Department of Tourism, Government of Kerala in 2004. It is the first college in Kerala to offer a University degree in Hotel Management from the Calicut University.

Under the visionary leadership of Rev. Fr. Sebastian Kalapurackal, the department was formally established in 1998 with the introduction of **one-year craftsmanship programme** where local unemployed youth from neighbouring hamlets were taught and trained hospitality skills and were placed in star category hotels in India. With the success of the one year programme and the demand for such hospitality skills from the Hotel Industry, the department introduced **3- year Diploma program under, the affiliation of Kerala Tourism**. In 2002 the, the department introduced the first Degree program, titled **B.Sc. Degree in Hotel Management and Catering Science**, in the State of Kerala under University of Calicut with an intake of 36 students. The first batch graduated in 2005. In the year 2012, **B.Sc. in Hotel Management and Culinary Arts** affiliated to University of Calicut was introduced and the first batch graduated in 2015. A 3-year Bachelors Degree in Hotel Administration is been sanctioned by the University of Calicut and is functional from 2021.



Vision

To be the best hotel Management institute for training and educating aspiring learners of outstanding abilities who can become future leaders for the hospitality industry by working closely and proactively with the industry.

Mission

We train our students with hospitality skills by

Equipping aspiring students with international standards of skill operation by committed trainers.

Working proactively with the industry.

Promoting industrial creativity & innovations

Core Values

Professionalism and Holistic development

Delivering premium quality hands-on skill training

Fostering societal relevance

Intriguing Creativity and Innovations

Gender and social equity

Living Integrity

OBJECTIVES OF THE PROGRAMMES:

- To provide quality education in the field of hospitality, keeping in pace with the international standards.
- Provide competent and well trained manpower to the Hospitality Industry.
- To make students employable.

- To encourage the spirit of entrepreneurship in students.

PROGRAMS OFFERED:

- **B.Sc. HMCS- B.Sc. In Hotel Management and Catering Science**
- **B. Sc. HMCA- B.Sc. in Hotel Management and Culinary Arts**
- **BHA- Bachelor in Hotel Administration**

SCOPE OF THE PROGRAMMES:

Apart from jobs in Hotels and restaurants, hotel management diploma holders /graduates can find good jobs in:

1. Airline catering (flight kitchen) and Cabin Services
2. Club management
3. Cruise Ship Hotel Management
4. Hospital administration and catering
5. Hotel and Tourism Associations (for eg: state tourism development corporations)

2. Program Outcomes

1. **PO1.Critical Thinking:** Take informed actions after identifying the assumptions that frame our thinking and actions, checking out the degree to which these assumptions are accurate and valid, and looking at our ideas and decisions (intellectual, organizational, and personal) from different perspectives.
2. **PO2.Effective Communication:** Speak, read, write and listen clearly in person and through electronic media in English and in one Indian language, and make meaning of the world by connecting people, ideas, books, media and technology.
3. **PO3.Effective Citizenship:** Demonstrate empathetic social concern and equity centered national development, and the ability to act with an informed awareness of issues and participate in civic life through volunteering.

4. **PO4.Use of computer skills:** Use the knowledge of computers and information technology for data acquisition and data analysis in experimental investigations and in communication.
5. **PO5.Self-directed and Life-long Learning:** Acquire the ability to engage in independent and life-long learning in the broadest context socio-technological changes

3. Program Specific Outcomes

By the end of B.Sc. in Hotel Management and Catering Science Programme, a student will:

- **PSO1:** Develop skills in knife, tool and equipment handling and apply principles of food preparation to produce a variety of food products.
- **PSO2:** Be eligible for higher studies in the area of hospitality industry.
- **PSO3:** Develop hospitality skills to take up self-employment in the global market.
- **PSO4:** Demonstrate advanced-level cooking skill in a professional kitchen.

4. PSO-PO Mapping

PSO ▼	PSO1	PSO2	PSO3	PSO4
PO ↓				
PO1.Critical Thinking	1	2	1	1
PO2.Effective Communication	1	2	1	2
PO3. Effective Citizenship	2	1	1	1
PO4. Use of computer skills	1	1	1	3

PO5: Self-directed and Life-long Learning	1	2	1	3
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5. Programme Structure

B.Sc. in Hotel Management and Catering Science

(B. Sc. HMCS)

(Choice Based Credit and Semester System for Under Graduate Curriculum 2019)

The basic objective of the Programme is to open a channel of admission for students, who have completed 10+2 and are interested in taking Hotel Management as a career.

Eligibility for Admission:

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

Duration of the Programme:

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

Medium of Instruction:

The medium of instruction and examination shall be English.

Courses of Study:

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

Courses namely:-

1. Common courses
 2. 2Core courses
 3. Complementary courses and
 4. Open course.
1. Common Courses: There shall be 10 Common courses (Total 38 Credits) for completing the programme. These Common Courses 1-6 shall be taught by the English teachers and 7-10 by the teachers of Additional Language and general courses by the teachers of departments offering core courses concerned. The additional language offered in this programme is French. The candidates will not get any chance to opt other languages as their additional language, other than French.
 2. Core Courses: Core courses are the courses in the major subject of the programme. These are offered by the parent department. The number of core courses are 19 including Project work.
 3. Complementary Courses: These courses cover the subjects related to the core subject and are distributed in first four semesters.
 4. Open Courses: This Course shall be open to all students in the institution except the students in the parent department. All the Core, Complementary and Open courses for the programme shall be taught by the Hotel Management faculties.
 5. 'Ability Enhancement course/Audit course' is a course which is mandatory as per the directions from the Regulatory authorities like UGC, Supreme Court etc.

Courses in the programme

Common courses

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

9. Entrepreneurship Development.

10. Banking and Insurance.

Core courses

11. BSH/C1B01 Introduction to Hospitality Industry.

12. BSH2B02 Accommodation Operation.

13. BSH2B02 (P) Accommodation Operation- (Practical)

14. BSH3B03 Food and Beverage Production –I

15. BSH3B03 (P) Food and Beverage Production –I (Practical)

16. BSH3B04 Food and Beverage Service-I

17. BSH3B04 (P) Food and Beverage Service-I (Practical)

18. BSH4B05 Food and Beverage Service-II

19. BSH4B05 (P) Food and Beverage Service-II (Practical)

20. BSH4B06 Food and Beverage Production –II

21. BSH4B06 (P) Food and Beverage Production –II (Practical)

22. BSH5B07 Industrial Exposure Training and Report

23. BSH5B08 Comprehensive Self Study

24. BSH6B09 Front Office Operation

25. BSH6B09 (P) Front Office Operation- (Practical)

26. BSH6B10 Accommodation Management

27. BSH6B11 Rooms Division Management

28. BSH/C 6B12 Food and Beverage Management

29. BSH6B13 Project Report and Viva 6.3 Complimentary Courses

30. BSH/C 1CO1 Sales and Marketing

31. BSH/C 1CO2 Travel and Tourism

32. BSH/C2CO3 Event Management

33. BSH/C 2CO4 Management Principles and Practices

34. BSH/C 3CO5 Nutrition Hygiene and Sanitation

35. BSH/C 3CO6 Facility Planning

36. BSH/C 4CO7 Hotel Laws

37. BSH/C 4CO8 Human Resource Management

Open Courses

38. BSH/C 5DO1 Tourism and Hospitality Management

39. BSH/C 5DO2 Basics in Culinary.

40. BSH/C 5DO3 Introduction to Banquets and Buffets

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

Sl. No	Name of the Course	Credit	Semester
1.	Environment Studies	4	1
2.	Disaster Management	4	2
3.	Human Rights/ Intellectual Property Rights/ Consumer Protection	4	3
4.	Gender Studies/ Gerontology	4	4

Add-on Courses and Additional Certification Courses are provided by the college in various semesters in addition to the university's insisted courses.

Credits:

Each course shall have certain credits for passing the B.Sc. HM&CS programme, the student shall be required to achieve a minimum of 120 credits of which 38 (14 for common English courses + 8 for common language other than English+ 16 credits for general common courses) credits shall be from common courses, a minimum of 2credits for project and 2 credits for open courses.62 credits from core courses, 16 credits from complimentary courses So minimum credits required for core, complimentary and open course put together are 82 (Including minimum 2 credits for each Practical, i.e.,2X4=8 credit for all the practical).

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

Extra credit Activities:

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

Attendance:

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

Comprehensive self-study:

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

Project report:

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

Project work shall have the following stages: Project proposal presentation Field work and data analysis Report writing Draft project report presentation Final project report submission. The project should be done individually. The work of each student shall be guided by one Faculty member. The candidate shall prepare at least two copies of the report: one copy for submission to the Department and one copy for the student which he/she has to bring with him/her at the time of viva voce. More copies may be prepared if the organization or the guide or both ask for one copy each. The duration for project work is 3 weeks. A

certificate showing the duration of the project work shall be obtained from the supervising teacher or from the organization for which the project work was done and it shall be included in the project report. Research Methodology course should be taught in beginning of this semester before students start their project work. This will help the students to get awareness about the research and its importance. The five hours per week allotted for project work can be utilized for this purpose. There should not be any external examination for this course, but the institute can conduct internal examination and the marks can be considered while assessing internal marks.

Structure of the report:

- Title page
- Certificate from the organization (If the project work is done under an organization)
- Certificate from guide
- Acknowledgements
- Contents
- Chapter I: Introduction (Organization profile, Research problem, Objectives of the study, Research methodology etc.)
- Chapter II: Review of literature
- Chapters III and IV: Data Analysis (2 or 3 chapters)
- Chapter V: Summary, Findings and Recommendations.
- Appendix (Questionnaire, specimen copies of forms, other exhibits etc.)
- Bibliography (books, journal articles etc. used for the project work)

Evaluation of Project

The project evaluation shall be conducted at the end of sixth semester.

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

Industrial Training

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

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

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

Presentation of the training report –

- 25% of total external marks.
- Viva Voce- 25% of total external marks.
- Training Report- 25% of total external marks.
- Personal Grooming- 25% of total external marks.
- Internal Marks- 20% of total marks. (Including External and internal marks)

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

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

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

5. Programme Structure and infrastructure in the Department of Hotel Management

The programme consists of Common, Core, Complementary and Open courses. Laboratory activities are confined to II, III, IV & VI semesters. Practical are conducted by specialized faculty members. Each lab is provided with attenders to cater to the needs of the students. The labs are designed as per international standards to deliver a hotel environment to the student community. Add-on

courses of 30 hours are conducted in all the years of the programme to enhance the chances of employability. Events are conducted by classes for experiential learning. Students are encouraged to take part in various hospitality competitions conducted by the department as well as by Hotel Management Institutes in India and abroad. Workshops in vegetable, fruit and ice carving, fish fillet and wine services are conducted in the II and Final years.

ADVANCE TRAINING KITCHEN

To develop and fine tune the cooking skills, the students go through cookery practical in the Advanced Training Kitchen. To supplement these skills, regular demonstrations are given by the faculty and Industry Professionals in the demonstration Kitchen. The College believes in giving world class facilities to students to explore their culinary skills. The Advance Training Kitchen is designed to understand the concepts of international preparations and requirements of plating. Here students are developed to be a certified professional in Culinary Arts through hands on experience in various International cuisines.



BASIC TRAINING KITCHEN

Our food production lab is designed as per international standards for training hospitality students. It is equipped with all latest modular kitchen equipment and students are provided with individual work stations

for effective training. The spacious and well ventilated kitchen lab helps the students to learn the essentials of food production.



BAKERY DEMONSTRATION LAB

The college has bakery kitchen which is not only spacious but also include the important equipment and amenities used to bake items in the hospitality industry. Live demonstration of baking various items is another aspect of the practical training imparted to the students. Here students are taught with the elementary knowledge of source, properties and use of materials like oils, eggs, sugar and dry fruits, leaving agents, preparation of ingredients, movements in mixing, recipes temperature etc Students are not only given demonstration but also are allowed to practice the making of products like cakes and pastries, lemon curd tart, sponge cake, Swiss roll etc. The college has well designed Demonstration lab for Food production and Bakery classes. The equipment is available keeping in mind the latest technology to give the students an updated information and exposure. Experts from the industry are invited to take classes in this lab which allows students to learn the details of the subject. The experiences are shared by the experts to the students which help in their transformation to a professional as per the standards of the industry.

FOOD AND BEVERAGE SERVICE LAB

A Food and Beverage service lab or restaurant is a formation that prepares and caters food and drinks. The College has designed a well-equipped Mock F and B Service lab i.e. Cafe and Restaurant, equipped with all the facilities which are required to train students with over all functioning of F and B Service department that includes banquets, restaurant and bar. Individual attention is given to all the students during practical sessions.



FRONT OFFICE LAB

Front Office studies cannot be completed without extensive lab sessions, Our Front Office lab is well equipped with all modern accessories ranging from front desk, telephone, hands-free reservations, Whitney rack, Bell desk, Computer terminals, with IDS Fortune student version, aiming to create tomorrow's leaders. Front office in any hotel is considered as face of that property. Welcoming a guest, handling their queries, reservations, EPBAX are all important function of Front Office. Our Front Office lab is equipped with all the facilities which are required to train the students effectively.



GUEST ROOM

The department has a well-designed guestroom. This guestroom is equipped with all the modern facilities which are needed in today's hospitality world. Mock guestroom provides an idea to the students at The Hotel School to visualize the actual guestrooms of the hotel. The Facilities and Practical conducted in this room give a professional approach to the students.

HOUSE KEEPING LAB

Skills of receiving and accommodating guests are taught here. In addition, Front of the house skills are taught and the students are groomed to be efficient housekeeping professionals. Maintenance of Property, Interior Decoration, Flower arrangement, Fabric handling, Laundry management etc are practiced here. The

housekeeping lab is equipped with the equipment like the Wet & Dry Vacuum Cleaner, Washing Machine, Floor scrubbing machines, Maid's Trolley, and Linen Trolley etc. The Department also consists of a Laundry-Linen room and Housekeeping Lab. The college provides Housekeeping practical training in its well maintained Guest room and Practical Lab. Our House keeping lab is fully equipped with cleaning equipment and materials which are utilized in hotel for maintaining the aesthetic look of hotel property.



MOCK BAR

The Mock Bar provides students an opportunity to practice their knowledge in the field of Bar management. This bar consists of modern equipment and tools which are used in bar operations in the industry. Bar is a specialized counter on which drinks are served to customers by bartenders. This is the place where customers can sit at tables and are served cocktails and mock tails by servers.



LANGUAGE LAB

To facilitate the students in developing their communication skills, Naipunnya has the latest language lab. The intricacies of the language, be it English or any other major European language are dealt in the respective language classes in the language lab.



AUDIO-VIDEO ROOMS:

The audio-video room in the institute helps the students to go through the latest educational videos on various topics ranging from Hospitality, News briefs and IT scoops to personality development.

COMPUTER LABS

In today's world of technology, computer knowledge is must for every student. Hotel industry is equipped with latest technology and software. The department is equipped with Wi-Fi enabled computer lab. This lab has latest technology and software which is used to teach students to update them with the essential knowledge of computers



Training and Placement

Aiming at the overall development of the students by providing more opportunities for co-curricular activities and generating genuine interest in learning, Naipunnya has developed the Training and Placement cell. P & T cell arranges Industrial Training in five star and international chain hotels like Taj hotels, Leela hotels, and inter-Continental for the students to acquire more knowledge and to acquaint with various departments in hotels in India and abroad (Holiday Inn, Muscat and Taj Maldives).

Over the years, NIMIT has maintained cordial relations with the hospitality industry. This, along with our pedagogy, has facilitated an excellent placement record for the institution. To guide, train and prepare students to be industry-ready

- We organize visits to facility services of hotels to expose the students to practical scenarios
- We organize sessions by industry experts on current practices and industry expectations for future employees
- We conduct grooming and personality development sessions by internal resources and Training Managers from the industry
- We counsel the students and conducts drills on enhancing communication and interview skills
- We conduct specialized training on technical aspects of Hotel Operations

NAIPUNNYA INSTITUTE OF MANAGEMENT AND INFORMATION TECHNOLOGY		
List of Hotels (Training/ Placement)		
SL.NO.	NAME	ADDRESS
1	HYATT REGENCY-MUMBAI	SAHARA AIR PORT ROAD:ANDERI (E) MUMBAI-99
2	THE LEELA KEMPINSKI	SAHARA AIR PORT ROAD:ANDERI (E) MUMBAI-59
3	HOTEL SAHARA STAR	MUMBAI
4	INTERCONTINENTAL THE LALIT	MUMBAI
5	ITC GRAND CENTRAL	MUMBAI
6	ITC MARATHA	MUMBAI
7	JW MARRIOTT HOTEL	MUMBAI
8	LE ROYAL MERIDIEN	MUMBAI
9	SUN-N-SAND	MUMBAI
10	TAJ LANDS END MUMBAI	MUMBAI
11	TAJ PRESIDENT	MUMBAI

12	THE OBEROI	MUMBAI
13	THE RESORT	MUMBAI
14	THE RETREAT	MUMBAI
15	THE TAJ MAHAL PALACE & TOWER	MUMBAI
16	TRIDENT	MUMBAI
17	HOTEL MARINE PLAZA	MUMBAI
18	J.W.MARRIOTT JUHU	MUMBAI
19	HOTEL TRIDENT	MUMBAI
20	INTERCONTINENTAL	MUMBAI
21	SEA PRINCES	MUMBAI
22	THE ORCHID HOTEL	MUMBAI
23	HOTEL RENAISSANCE-KOCHI	PALARIVATTAM, ERNAKULAM
24	VIVANDA BY TAJ MALABAR	KOCHI
25	TAJ GATE WAY -KOCHI	ERNAKULAM-
26	CGH EARTH HOTEL-KOCHI	WILLINGTON ISLAND
27	AVENUE REGENT-KOCHI	M.G ROAD-KOCHI
28	CLUBMAHINDRA -KOLLAM	KOLLAM
29	DREAM HOTEL-KOCHI	VYTILA-ERNAKULAM
30	TRIDENT	KOCHI
31	HOTEL RAMADA-KOCHI	KOCHI
32	KUMARAKAM LAKE RESORT	MUMARAKAM
33	TAJ KUMARAKAM,	KUMARAKAM,

34	TAJ EXOTICA GOA	GOA
35	RAMAD,GOA	GOA
36	VIVANDA BY TAJ BANGALORE	BANGALORE
37	ITC GARDENIA,	BANGALORE
38	COWN PLAZA,BLR	BANGALORE
39	HOTEL FORTUNE	BANGALORE
40	HOTEL ZURI	BANGALORE -ITPL
41	GOLDEN PALMS HOTEL & SPA	BANGALORE
42	ITC WINDSOR	BANGALORE
43	THE LALIT ASHOK	BANGALORE
44	THE LEELA PALACE BANGALORE	BANGALORE
45	THE OBEROI BANGALORE	BANGALORE
46	HOTEL ROYAL ORCHID	BANGALORE
47	LE MERIDIEN	BANGALORE
48	TAJ RESIDENCY	BANGALORE
49	THE CHANCERY PAVILION	BANGALORE
50	ROYAL ORCHID CENTRAL	BANGALORE
51	ST. MARK'S HOTEL	BANGALORE
52	MOVEN PICK	BANGALORE
53	JW Marriott BENGALURU	BANGALORE
54	TAJ YESHWATPUR	BANGALORE
55	RITZ CARTON	BANGALORE

56	VIVANTA BY TAJ ITPL	BANGALORE
57	CORAMANDAL CHENNAI	CHENNAI
58	HOLIDAY INN GOA	GOA
59	CEDADE DE GOA	GOA
60	GOA MARRIOTT RESORT	GOA
61	INTERCONTINENTAL-GOA	GOA
62	MAJORDA BEACH RESORT	GOA
63	PARK HYATT GOA RESORT&SPA	GOA
64	RADISSON WHITE SAND RESORT	GOA
65	TAJ HOLIDAY VILLAGE	GOA
66	THE LEELA KEMPINSKI	GOA
67	CLUB MAHINDRA	GOA
68	RESORT DONA SYLVIA	GOA
69	THE KENILWORTH BEACH RESORT & SPA	GOA
70	THE MAJESTIC GOA	GOA
71	VAINGUINIM VALLEY RESORT	GOA
72	SUN VILLAGE	GOA
73	ITC HOTEL PARK SHERATON	CHENNAI
74	LE ROYAL MERIDIEN	CHENNAI
75	SHERATON CHOLA HOTEL	CHENNAI
76	TAJ COROMANDEL	CHENNAI
77	THE PARK	CHENNAI

78	RADISSON GRT HOTEL	CHENNAI
79	COURTIYARD BY MARRIOTT	CHENNAI
80	HOTEL LEELA BANGALORE	CHENNAI
81	HYATT	CHENNAI
82	ZURI	CHENNAI
83	THE RAINTREE	CHENNAI
84	TRIDENT CHENNAI	CHENNAI
85	GREEN PARK	CHENNAI
86	GRT GRAND	CHENNAI
87	CLUB MAHINDRA KODAGV	COORG
88	HYATT REGENCY	DELHI
89	INTERCONTINENTAL EROS NEHRU PALACE	DELHI
90	JAYPEE VASANT CONTINENTAL	DELHI
91	LE MERIDIEN NEW DELHI	DELHI
92	RADISSON HOTEL	DELHI
93	SHANGRI-LA HOTEL	DELHI
94	TAJ PALACE HOTEL	DELHI
95	THE CROWNE PLAZA DELHI	DELHI
96	THE GRAND NEW DELHI	DELHI
97	THE IMPERIAL	DELHI
98	THE LALIT NEW DELHI	DELHI
99	THE METROPOLITAN HOTEL	DELHI

100	THE OBEROI	DELHI
101	THE PARK NEW DELHI	DELHI
102	THE WESTIN GURGAON	NEW DELHI
103	JAYPEE SIDDHARTH	DELHI
104	THE AMBASSADOR HOTEL	DELHI
105	HOTEL TAJ KRISHNA	HYDERABAD
106	FORTUNE SELECT MANOHAR	HYDERABAD
107	JW MARRIOTT	HYDERABAD
108	HOTEL NOVOTEL	HYDERABAD
109	TAJ BANJARA	HYDERABAD
110	WESTIN	HYDERABAD
111	TRIDENT KOCHI	WILLINGDON ISLAND
112	STERLING HOLIDAY RESORT	MUNNAR
113	LE MERIDIEN	PUNE
114	SUN-N-SAND PUNE	PUNE
115	BEST WESTERN THE PRIDE	PUNE
116	TAJ BLUE DIAMOND	PUNE
117	HOTEL AURORA TOWERS	PUNE
118	HOLIDAY INN -KOCHI	KOCHI
119	MARRIOTT -PUNE	PUNE
120	HOTEL MOVEN PICK	BANGALORE
121	CROWNE PLAZA KOCHI	KOCHI

122	GRANDE BAY RESORT AND SPA	MAHABELIPURAM -CHENNAI
123	IBIS ACCOR -JAIPUR	JAIPUR
124	SHERATON UDAIPUR PALACE RESORT & SPA	
125	RADISSON HOTEL KANDLA	GANDHIDHAM, GUJARAT
126	ITC GRAND CHOLA,CHENNAI	CHENNAI
127	INTERCONTINENTAL DUBAI	DUBAI
128	CENTRO CAPITAL CENTRE -ROTANA	ABUDHABI -UAE
129	FAIRMONT JAIPUR	RAJASTAN
130	OBEROI UDAIVILAS	RAJASTAN
131	TRIDENT UDAIPUR	RAJASTAN
132	LE MERIDIEN JAIPUR	JAIPUR
133	RADISSON BLU -KOCHI	KOCHI
134	ERIYADU BEACH RESORT	MALDIVES
135	KEYS HOTEL	ERNAKULAM
136	HOTEL SEA SHORE RESIDENCY	KODUNGALLUR
137	HOTEL ALOFT	BANGALORE
138	RESIDENCY HOTEL	COIMBATURE
139	ACCORD METROPOLITINE	CHENNAI
140	CROWNE PLAZA	ELECTROCI CITY BANGALORE
141	RITZ CARLTON	BANGALORE
142	HOTEL ZURI BANGALORE	BANGALORE
143	LEELA CHENNAI	CHENNAI

145	EVOLVE BACK KAMALAPURA PALACE, HAMPI	HAMPI, KARNADAKA
146	IBIS -NOVOTAL BANGALORE	WHITE FIELD ,BANGALORE
147	HYATT RAIPUR	RAIPUR
148	TAJ BENGAL	BENGAL
149	DOUBLETREE BY HILTON AHMEDABAD	AHMEDABAD
150	RAMADA AJMER	RAJASTHAN
151	GRAND MERCURE BANGALORE	BANGALORE
152	HYATT CENTRIC	GOA
153	SAROVAR	HYDERABAD
154	RADISSON HYDERABAD HITEC CITY	HYDERABAD
155	FOUR SEASONS	BANGALORE
156	INTERCONTINENTAL FUJAIRAH	FUJAIRAH, UAE
157	NOVOTEL KOCHI INFOPARK	KOCHI
158	INTERCONTINENTAL FUJAIRAH	UAE
159	DEN HOTEL	BANGALORE
160	FOUR POINTS BY SHERATON	KOCHI INFOPARK
161	RAVIZ GROUP OF HOTELS	KOLLAM
162	RADISSON BLU KOCHI	KOCHI
163	GRAND HYATT BOLGATTY	KOCHI
164	HYATT REGENCY THRISSUR	TRISSUR

165	MANSOON EMPRESS	KOCHI
166	FAIRFEILD BY MARRIOTTS	BANGALORE
167	SHERATON GRAND,	BANGALORE
172	HOLIDAY INN	BANGALORE
181	CROWNE ,IHG HOTEL,	CHENNAI
182	COURTYARD BY MARRIOTS	CHENNAI
183	TAJ CONNEMARA	CHENNAI
184	HYATT REGENCY	,CHENNAI
186	LE MERIDIAN,	CHENNAI
187	HILTON,	CHENNAI
188	HOTEL TRIDENT,	CHENNAI
189	HABLIS HOTELS	CHENNAI
190	INTERCONTINENTAL CHENNAI MAHABALIPURAM	CHENNAI
191	HOLIDAY INN	ECR,CHENNAI
192	NOVOTEL BY ACCOR,	CHENNAI,ECR
198	TAJ FISHERMAN COVE,	CHENNAI
199	RADISON BLU	CHENNAI
200	IBIS BY ACCOR,	CHENNAI
201	TAJ TIRUPATY	TIRUPATHY

Our Major Recruiters



6. Semester wise Distribution of Courses

Semester I

SL NO	COURSE TYPE & CODE	SUBJECT	CREDIT	HOURS /WEEK	EXAM HOURS	EXTERNAL	INTERNAL	TOTAL
1	Common A01	English	3	4	2	60	15	75
2	Common A02	English	3	5	2	60	15	75

3	Common FRE 1A 07(3)	Second Language (Communicative Skills in French)	4	4	2.5	80	20	100
4	Core BSH/C 1B01	Introduction to Hospitality Industry	4	5	2.5	80	20	100
5	Complimentary BSH/C 1C01	Sales and Marketing	3	4	2	60	15	75
6	Complimentary BSH/C 1C02	Travel and Tourism	3	4	2	60	15	75
7.	Audit Course	Environment Studies	4	-	1	100	-	100
Total for semester I			21	25		420	105	525

Semester II

SL NO	COURSE TYPE & CODE	SUBJECT	CREDIT	HOURS /WEEK	EXAM HOURS	EXTERNAL	INTERNAL	TOTAL
1	CommonA03	English	4	4	2.5	80	20	100
2	Common A04	English	4	5	2.5	80	20	100
3	Common FRE 2A 08(3)	Second Language (Translation and Communication in French)	4	4	2.5	80	20	100
4	Core BSH 2B02	Accommodation Operation	4	4	2.5	80	20	100
5	Core BSH 2B02 (P)	Accommodation Operation- (Practical)	2	2	2	40	10	50
6	Complimentary BSH/C 2C03	Event Management	3	3	2	60	15	75
7	Complimentary BSH/C 2C04	Management Principles and Practices	3	4	2	60	15	75
8	Audit Course	Disaster Management	4	-	1	100	-	100

Total for semester II	23	25		520	115	575
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Semester III

SL NO	COURSE TYPE & CODE	SUBJECT	CREDIT	HOURS /WEEK	EXAM HOURS	EXTERNAL	INTERNAL	TOTAL
1	Common A11	Basic Numerical Methods	4	4	2.5	80	20	100
2	Common A12	Professional Business Skills	4	4	2.5	80	20	100
3	Core BSH3B03	Food and Beverage Production –I	3	3	2	60	15	75
4	Core BSH3B03 (P)	Food and Beverage Production –I (Practical)	3	3	2	60	15	75
5	Core BSH3B04	Food and Beverage Service-I	3	3	2	60	15	75
6	Core BSH3B04 (P)	Food and Beverage Service-I(Practical)	3	2	2	60	15	75
7	Complimentary BSH/C 3CO5	Nutrition Hygiene and Sanitation	3	3	2	60	15	75
8	Complimentary BSH/C 3CO6	Facility Planning	3	3	2	60	15	75
9	Audit Course	Human Rights/ Intellectual Property Rights/ Consumer Protection	4	-	1	100	-	100
Total for semester III			26	25		520	130	650

Semester IV

SL NO	COURSE TYPE & CODE	SUBJECT	CREDIT	HOURS /WEEK	EXAM HOURS	EXTERNAL	INTERNAL	TOTAL
1	Common A13	Entrepreneurship Development	4	4	2.5	80	20	100
2	Common A14	Banking and Insurance	4	4	2.5	80	20	100
3	Core BSH4B05	Food and Beverage Service-II	3	3	2	60	15	75

4	Core BSH4B05 (P)	Food and Beverage Service-II(Practical)	3	2	2	60	15	75
5	Core BSH4B06	Food and Beverage Production-II	3	3	2	60	15	75
6	Core BSH4B06 (P)	Food and beverage Production-II (Practical)	3	3	2	60	15	75
7	Complimentary BSH/C 4CO7	Hotel Laws	3	3	2	60	15	75
8	Complimentary BSH/C 4CO8	Human Resource Management	3	3	2	60	15	75
9	Audit Course	Gender Studies/ Gerontology	4	-	1	100	-	100
Total for semester IV			26	25		520	130	650

Semester V

SL NO	COURSE TYPE & CODE	SUBJECT	CREDIT	HOURS /WEEK	EXAM HOURS	EXTERNAL	INTERNAL	TOTAL
1	Core BSH5B07	Front Office Operation	3	5	2	60	15	75
2	Core BSH5B07 (P)	Front Office Operation- Practical	2	2	2	40	10	50
3	Core BSH5B08	Accommodation Management	3	4	2	60	15	75
4	Core BSH5B09	Rooms Division Management	3	4	2	60	15	75
5	Core BSH/C 5B10	Food and Beverage Management	3	5	2	60	15	75
	Open Course		3	2	2	60	15	75
Total for semester VI			17	25		340	85	425

Semester VI

SL NO	COURSE TYPE & CODE	SUBJECT	CREDIT	HOURS /WEEK	EXAM HOURS	EXTERNAL	INTERNAL	TOTAL
1	Core BSH6B11	Industrial Exposure Training And Report	3	18	Viva Voce	60	15	75
2	Core BSH6B12	Comprehensive self-Study	2	5	2	100		100
3	Core BSH6B13	Project Report and Viva	2	5	Viva Voce	40	10	50
Total for semester V			7	25		200	25	225

7. Semester wise Add-on programs

Semester	Activity Code	Activity Type	Activity Details
1	NLAIAOP- 01	Add-on	English Language Enrichment Skills
2	NHM2AOP-01	Add-on	Dining Etiquettes
3	NHM3AOP- 01	Add-on	Basics in Computer Applications
4	NHM4AOP-01	Add-on	Food Safety- FSSAI - Advanced Manufacturing
5	NHM5AOP-01	Add-on	Food Safety- FSSAI- Bakery level 2

8. Detailed Syllabus of Courses with Course Outcomes, Course Objectives and CO-PO/PSO Mapping

Semester 1

ENG1A01: LITMOSPHERE: THE WORLD OF LITERATURE

COURSE CODE	ENG1A01
TITLE OF THE COURSE	LITMOSPHERE: THE WORLD OF LITERATURE
SEMESTER IN WHICH THE COURSE IS TO BE TAUGHT	1
NO. OF CREDITS	3
NO. OF CONTACT HOURS	72 (4 Hours/Week)

Course Objectives

1. To develop the ability to appreciate life and literature
2. To cultivate an interest in society and culture
3. To envisage creative approach to life and literature

Course Outcomes

CO1: Develop the qualities necessary to become good, kind and responsible human being

CO2: Attain confidence to ask questions

CO3: Apply logical and analytical skills in various situations

CO4: Understand and apply problem solving skills

CO5: Assimilate new perspectives on life

CO6: Enhance the ability to express themselves through writing

PSO-CO MAPPING

PSO	CO1	CO2	CO3	CO4
PSO1	3	2	3	3
PSO2	2	3	2	2
PSO3	2	3	3	2
PSO4	3	2	2	3

PO-CO MAPPING

PO→	PO1	PO2	PO3	PO4	PO5
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CO ↓					
CO1	2	3	3	3	2
CO2	3	3	2	2	3
CO3	2	3	2	3	3
CO4	3	3	2	3	2
CO5	3	3	2	3	3
CO6	2	3	3	3	2

B. COURSE DETAILS:

MODULE 1: Literature- Initiation

1. To Posterity (poem)- Louis MacNeice
2. The Rocking Horse Winner (Short Story) -D H Lawrence
3. "Memoirs of A Mad Man (Prose excerpts from Autobiography)-Gustave Flaubert

MODULE 2: Creative Thinking and Writing

1. The Thought Fox (poem)-Ted Hughes
2. Poetry (poem)-Marianne Moore
3. Excerpt from An Autobiography(Prose)-Agatha Christie
4. Half a Day (Short story)-Naguib Mahfouz

MODULE 3: Critical Thinking

1. To a Reason (Poem)- Arthur Rimbaud
2. The Adventures of the Retired Colourman (Short Story)--Arthur Conan Doyle
3. Trifles (One-Act Play)-Susan Glaspe

MODULE 4: Perspectives

1. Body Without the "d" (Poem)-Justice Ameer
2. Sleeping Fool (Poem)-Suniti Namjoshi
3. The Cockroach (Short Story)-Luis Fernando Verissimo; translated by Anna Vilner
4. About Dalit Literature" (Prose)-Sharankumar Limbale
5. Purl (Short Film)-Kristen Lester

READING LIST: CORE TEXT

CODE: ENG1A01

TITLE: LITMOSPHERE: THE WORLD OF LITERATURE

AUTHOR: BoS English (UG) University of Calicut

PUBLISHER: University of Calicut

FURTHER READING:

Koshy, A V- A Treatise On Poetry for Beginners. CreateSpace Independent Publishing Platform, 2012
 Rilke, Rainer Maria -Letters to a Young Poet. Yogi Impressions, 2003.

Esplugas, Celia & Landwehr, Margarete. "The Use of Critical Thinking Skills In Literary Analysis". Foreign Language Annals, 2008. 29. 449 - 461.

10.1111/j.1944-9720.1996.tb01256.x.

LaPlante, Alice - The Making of a Story: A Norton Guide to Creative Writing. WW Norton, 2009.

Michael Michalko- Cracking Creativity. Ten Speed Press, 2001.

ENG1A02: FUNCTIONAL GRAMMAR AND COMMUNICATION IN ENGLISH

COURSE CODE	A02
Title of the Course	Functional Grammar and Communication in English
Semester in which the course is to be taught	1
No. of Credits	3
No of contact hours	90(5 Hours / Week)

AIM OF THE COURSE:

This course aims at preparing undergraduate students to learn how to use the structure of language systematically and to get a good command over the language to produce the learned grammatical structures accurately. It aims to enable the learner to communicate effectively at the written and spoken level appropriately in real-life situations.

Course Objectives
<ol style="list-style-type: none">1. To identify the key concepts of English grammar.2. To describe the use of appropriate language through the understanding of the sentence patterns in English.
Course Outcomes
CO1: Demonstrate the ability to use the syntactic structures within English texts. CO2: Distinguish logical and analytical skills in the use of language for communication. CO3: Develop writing skills in various professional and career related situations CO4: Formulate the basic skills in spoken communication in formal contexts

PSO-CO MAPPING

PSO	CO1	CO2	CO3	CO4
PSO1	2	1	2	2
PSO2	3	3	3	3
PSO3	3	3	3	3
PSO4	2	2	1	2

PO-CO MAPPING

PO CO	PO1	PO2	PO3	PO4	PO5
CO1	3	3	3	2	2
CO2	3	3	2	1	3
CO3	3	1	2	1	2
CO4	1	3	2	3	1

COURSE DESCRIPTION:

A. COURSE SUMMARY

Module 1: 26 hrs

Module 2: 26 hrs

Module 3: 26 hrs

Evaluation: 12 hrs

Total: 90 hrs

B. COURSE DETAILS:

Module1: Basic Concepts of Syntax

Word order and Sentence Patterns - Concord/ Subject-Verb Agreement - Types of Sentences based on Functions - Types of Sentences based on Clauses - Transformation of Sentences - Affirmative and Negative Sentences - Connectives- Collocations - Punctuations

Module 2: Basic Functional Aspects of Grammar

Use of major tense forms (Emphasis on tense forms in use in everyday transactions) – Use of Active and Passive Voice – Making use of Reported Speech – Use of functional elements in sentences – Articles – Prepositions.

Module 3: Skills for Communication

Aspects of Formal Communication – Barriers to Communication – Preparation for Minutes of Meeting – Writing of Memos - Emails – Letter writing – Writing Curriculum Vitae/Resume - Proposals and Statements of Purpose – Reviews - Case Studies – Group discussion – Presentation skills

READING LIST:

CORE TEXT: FUNCTIONAL GRAMMAR AND COMMUNICATION IN ENGLISH

CODE TITLE: ENG1A02

AUTHOR: BoS English (UG) University of Calicut

PUBLISHER: University of Calicut

FURTHER READING:

Adair, John. Effective Communication. London: Pan Macmillan Ltd., 2003. Collins, Patrick. Speak with Power and Confidence. New York: Sterling, 2009.

Combleet. S and Carter, R The Language of Speech and writing London: Routledge. 2001. Dignen, Bob. Presentation Skills in English, Orion Printers, Hyderabad. 2007.

Guffey, Mary Ellen. Essentials of Business Writing. Ohio: South-Western College Pubg., 2000. Kroehnert, Gary. Basic Presentation Skills. Sidney: McGraw Hill, 2010.

Mohan Krishna and Meera Banerji. Developing Communication Skills 2nd Edition, Trinity Press Delhi. 2009.

Quirk R. & Sidney Greenbaum. A University Grammar of English. ELBS.

Shankar. R Communication Skills in English Language ABD Publishers, New Delhi. 2011. Swan, Michael. Practical English Usage. Oxford University Press, 2005.

Thomson, A. J. and Martinet. A Practical English Grammar Combined Exercises Vol. 1 & 2. Oxford University Press.

Wallace, Michael. Study Skills in English. London: Cambridge University Press. 1988

Add on Course

NLA1AOP04-EFFECTIVE COMMUNICATION FOR HOSPITALITY PROFESSIONALS

No. of sessions: 30

Eligibility: Plus 2/ Grade 12

Programme Outcomes

PO1: Critical Thinking: Take informed actions after identifying the assumptions that frame our thinking and actions, checking out the degree to which these assumptions are accurate and valid, and looking at our ideas and decisions (intellectual, organizational, and personal) from different perspectives.

PO2: Effective Communication: Speak, read, write and listen clearly in person and through electronic media in English and in one Indian language, and make meaning of the world by connecting people, ideas, books, media and technology.

PO3. Citizenship ethics, and sustainability: Demonstrate empathetic social concern and equity centered national development. Guided by ethics. Promoting social, economic and environment sustainability.

PO4: Use of computer skills: Use the knowledge of computers and information technology for data acquisition and data analysis in experimental investigations and in communication.

PO5: Self-directed and Life-long Learning: Acquire the ability to engage in independent and life-long learning in the broadest context socio-technological changes.

Course Outcomes

CO1: Students of the course will consistently provide guests with exceptional experiences by communicating effectively.

CO2: Students will demonstrate improved interdepartmental communication and collaboration, leading to streamlined operations, reduced errors, and enhanced guest services.

CO3: Students will exhibit the ability to handle crises, conflicts, and challenging situations with confidence and professionalism, resulting in guest safety, satisfaction and reputation protection.

PO	PO1	PO2	PO3	PO4	PO5
CO					
CO1	3	3	1	3	3
CO2	3	3	1	3	3
CO3	3	3	1	3	2
CO4	-		-		

CO4: Students will possess cultural competency, including the ability to communicate with diverse international guests and create an inclusive environment.

COURSE DESCRIPTION:

A. COURSE SUMMARY:

Module 1: 10 hrs

Module 2: 10 hrs

Module 3: 7 hrs

Module 4: 5 hrs

Total Hours : 32

Course Details

Module 1: Customer-Centric Communication

- Understanding guest expectations
- Effective verbal and non-verbal communication with guests
- Building rapport and creating a welcoming atmosphere
- Handling Guest inquires and special requests

Module 2: Interdepartmental Collaboration and Team Communication

- Effective communication between different departments
- Streamlining processes to enhance guest services
- Coordination and communication in managing events and guest services
- Problem-solving and decision-making in a team setting

Module 3: Crisis Communication and Conflict Resolution

- Identifying and responding to crisis situations
- Conflict resolution techniques for addressing guest complaints and staff conflicts
- Handling challenging guest situations with empathy and professionalism
- Crisis communication strategies to protect the establishment's reputation

Module 4: Multilingual and Multicultural Competency

- Language skills and tools for effective communication with international guests
- Cultural awareness and sensitivity in guest interactions
- Adapting communication styles to diverse cultural preferences
- Strategies for creating an inclusive and culturally diverse atmosphere

Reference Books

1. "Hospitality Communication: Effective Communication for Hotels, Restaurants, and Clubs" by Lyle Sussman
2. "Effective Communication for the Hospitality Industry" by Denise Vaughn and Randy Vaughn
3. **FRE 1A 07 (3) Communicative Skill in French**



Course Objective
To introduce the students to the world of French culture and civilization, with emphasis on hotel industry, tourism and hotel management.
To Build confidence in dealing with foreign visitors in hotel industry
To Develop cultural awareness in hospitality industry
Course Outcomes
CO1. ameliorates the level of language proficiency
CO2: inculcates the cultural aspect of the region.
CO3: analyzes & evaluates other translated texts.
CO4: Learns how to Translate the recipe from French to English.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	2	2	1	1	3	3	2	3
CO2	3	2	2	2	1	3	3	3	3
CO3	3	3	3	1	1	3	3	2	3
CO4	3	3	3	1	1	3	3	2	2

SYLLABUS

Module I: Introduction to basic aspects of French culture – greetings, introductions, conversations of everyday life etc.

Module II : - Study of French culture and civilization – food, eating habits, cleanliness, leisure, travelling, favourite things in life etc.

Module III : - Words, phrases and speech patterns in French relating to Hotel industry, tourism and hotel management.

Text book: A Votre Service - 1 Lessons :(Full Text book) By- Rajeshwari Chandrasekar Goyal Publishers (P) Ltd., Delhi

4. BSH/C 1B01 Introduction to Hospitality Industry

Course Objective
Understand about the evolution of the Travel and Tourism industry in India.
Learn about the history of Motels and their features.
Identifying the various revenue generating and Non-Revenue generating departments in the hotel.
Understanding the importance of Customer relationship management.
Learning about various classifications of hotels and supplementary accommodations.
Course Outcomes
CO1: Demonstrate knowledge of the history of the lodging and food service industry.
CO2: To find the relation of lodging and food service to operations to the travel and tourism industry.
CO3: To know the knowledge of the history of the lodging and the food service industry.
CO4: To Endorse the general classifications of hotels and describe the most distinctive features of each.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	2	2	2	3	3	3	3	3
CO2	3	2	2	2	3	3	3	3	3
CO3	3	3	3	1	3	3	3	3	3
CO4	3	3	3	2	3	3	3	3	3

SYLLABUS

Module 1:

Introduction to the Hospitality industry

- The origin of hospitality
- History of travel -in India and international early times, Persian, Macedonial times, Mayurian empire ,the Mughal Empire, The Muslim Empire, English Raj, Post Independence
- Hospitality Guest relation, customer satisfaction
- Types of hospitality e. Hospitality ethics and standards
- Traits of hospitality employees
- Evolution and growth of hotel industry in India

Module 2:

History of Hotels ,Resorts and Motels

- Inns of early times b
- History of hotels in America
- History of motels and its features
- Advent of hotel chains

Module 3:

Types of hotels, Hotel Organization and Job Description

- Small, medium and Large hotels
- Revenue Departments
- Non revenue departments
- Minor revenue departments
- Uniformed services of hotel
- Organisation chart
- Job description and job specification of front office employees

Module 4:

Customer service and Understanding guest service

- What is customer service?
- Why is customer service is important ?
- Who is the customer?
- Creating excellent mindset
- Customer relationship management
- Difference between service and physical products

Module 5

Areas of Hospitality industry

- Basis of classification of hotels: resorts, commercial hotels, floating hotels, motels, casino hotels, timeshare, condominiums, boutique hotels and supplementary accommodations

- Air lines
- Railway
- Limousines, luxury Cruise lines,
- Fast food restaurants, Institutional catering, Theme park, welfare catering and outdoor catering.

Reference Books:

- Hospitality reception and front office procedures and systems: Dr.Jagmohan Negi
- Introduction to tourism & hospitality industry: Sudhir Andrews
- Hotel front office operations and management: Jatashankar. R.Tewari
- Front office management: Front office management
- Training manual for front office operations: Sudhir Andrews

5. BSH/C 1C01 Sales and Marketing

Course Objective
To understand the broad aspects of marketing concepts.
To understand the application of marketing in the hospitality business.
To develop marketing techniques for the hospitality industry.
To identify the elements involved in the marketing system and its routine in the hospitality industry.
Course Outcomes
CO1. To get the knowledge of marketing the services of the hospitality industry
CO2. To understand the scope with the ever changing aspects of Hospitality industry
CO3. To understand the market, buyer behavior.
CO4. To promote the services accordingly this suits the customer

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	2	2	2	3	3	3	3	3
CO2	3	2	2	2	3	3	3	3	3
CO3	3	3	3	1	3	3	3	3	3
CO4	3	3	3	2	3	3	3	3	3

SYLLABUS

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

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

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

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

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

Reference Books

- Marketing and sales strategies for hotels and travel trade – JAGMOHAN NEGI
 - Marketing for hospitality and tourism – PHILIP KOTLER, JOHN BOWEN AND JAMES MAKEN
 - Tourism marketing – S.M. JHA
 - Tourism marketing and communication – ROMILA CHAWLA
 - Marketing in travel and tourism – VICTOR T.C MIDDLETON
 - Principles of Marketing – PHILIP KOTLER & ABRAHAM KOSHI.
 - Principles of Marketing – NAMATHA KUMARI.
- Fundamentals of Marketing – TAPAN PANDEY, BUCKLEY R AND CAPLE, JIM

6. BSH/C1C02 Travel and Tourism

Course Objective
Understand what tourism is and types of tourism
Understand how income is generated through tourism.
Examine various job opportunities in tourism industry
Explain the travel agency concept and its impact on the economy.
Course Outcomes
CO1: Get the basic idea on the tourism Industry.
CO2: Understand the concepts of travel and tourism, the framework of the system, types and form of tourism as well as the impacts of tourism.
CO3: Understand the people's behavior on travel and travel motivations.
CO4: To help you to develop strong business management and communication skills

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	2	3	1	3	2	3	3	2	3
CO2	2	3	2	3	2	3	2	3	3
CO3	2	3	3	3	2	3	3	3	3
CO4	3	3	3	3	3	3	3	3	3

SYLLABUS

Module I. Introduction to travel and tourism – meaning – nature – definitions –Tourism, Tourist, Visitor, Excursionist -purpose of travel- travelers and visitors-the industry definitions followed in India-international tourism-domestic tourism-in bound tourism -out bound tourism- mass tourism -basic components of tourism-elements of tourism-future of tourism- Characteristics of Tourism. History of travel and tourism – Role of Transportation in Tourism– Air, Rail, Road, Sea-Cruises-

Module II. Tourism planning and development-Tourism Policy formulation-Types of tourism Planning- Steps of tourism Planning-Role of international organizations Planning-Tourism Policy of India- Tourism in Kerala and its policy- Participation of Public and private sector in Planning Economics of Tourism- Travel motivations- Job opportunities and employment generation- Govt. Revenue and foreign currency exchange- Economic growth based on tourists statistics- Economic benefit of tourism

Module III. Organizations in tourism – World Tourism Organization (WTO), International Air Transport Association (IATA), International Civil Aviation Organization (ICAO), Pacific Area Travel Association (PATA), India Convention Promotion Bureau (ICPB), Federation of Hotel and Restaurant Association of India (FHRAI), Travel Agent Association of India (TAAI),Universal Federation of Travel Agents Association (UFTAA).

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

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

Reference Books:

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

Semester II

ENG2A03: READINGS FROM THE FRINGES

1. No. of hours: 72 (4hrs/wk)

COURSE CODE	ENG2 A03
TITLE OF THE COURSE	READINGS FROM THE FRINGES
SEMESTER IN WHICH COURSE IS TO BE TAUGHT	2
NO. OF CREDITS	4
NO. OF CONTACT HOURS	72 (4hrs/week)

Aim of the Course:

This course aims to make the student understand the gender inequality, marginalization, disability studies, racism and casteism in our society. Though this engagement has been part of literary academic analysis, it has just begun making its foray into the syllabus of English departments of

Indian universities. This paper hopes to introduce undergraduate students to perspectives within literatures that acquaint them with both experiences of marginalization, as well as the examination of modes of literary stylistics that offer a variation from conventional practice.

Course Objectives
<ol style="list-style-type: none"> 1. To inculcate and apply the concepts of democracy and freedom in life and understand the basic tenets of our constitution 2. To critically think and examine various social issues prevailing in our society
Course Outcomes
CO1: ameliorates the level of language proficiency CO2: inculcates the cultural aspect of the region. CO3: analyzes & evaluates other translated texts. CO4: Learns how to Translate the recipe from French to English.

PSO-CO MAPPING

PSO	CO1	CO2	CO3	CO4
PSO1	1	1	0	1
PSO2	0	1	1	0
PSO3	1	0	1	1
PSO4	0	0	1	1

CO-PO MAPPING

PO	PO1	PO2	PO3	PO4	PO5
CO					
CO1	3	1	1	1	2
CO2	1	3	1	1	2
CO3	2	2	1	1	1
CO4	2	2	1	2	3

A. COURSE SUMMARY

Module 1: 15 hrs

Module 2: 15 hrs

Module 3: 15 hrs

Module 4: 15 hrs

Evaluation: 12 hrs

Total: 72 hrs

B. COURSE DETAILS:

Module 1: Constitution, Democracy and Freedom

1. "The Objectives Resolution"(Speech excerpt)- Jawaharlal Nehru
2. "How Many More Days, Democracy"(Poem) - Sameer Tanti
3. "When Salihan took on the Raj"(Article) - P. Sainath

Module 2: Ecology and Science

1. "Knowledge is Power"(Excerpt from Chapter 14 of Sapiens: A Brief History of Humankind)- Yuval Noah Harari
2. "A White Heron"(Short story) - Sarah Orne Jewett
3. "The Fish"(poem) - Elizabeth Bishop
4. "Everything I Need to Know I Learned in the Forest"(essay) - Vandana Shiva

Module 3: Gender Equality

1. "Fire" - Nikita Gill - Poem
2. "Accept Me" from I am Vidya: A Transgender's Journey - Living Smile Vidya
3. Dear Ijeawe (Letter-excerpt) - Chimamanda Ngozi Adichie

Module 4: Human Rights

1. "Entre-vous to Adulthood" from One Little Finger - Malini Chib
2. "The Body Politic" (Poem) - Hiromi Goto
3. "Love- lines in the time of Chaturvarna" (Article) - Chandra Bhan Prasad
4. "The History Lesson "(Poem) - Jeanette Armstrong

READING LIST:

CORE TEXT: Readings from the Fringes

CODE	TITLE	AUTHOR	PUBLISHER
ENG2A03		BoS (UG) University of Calicut	University of Calicut

FURTHER READING:

Ambedkar, B. R. Annihilation of Caste: An undelivered Speech. New Delhi: Arnold Publishers, 1990.

Adichie, Chimamanda Ngozi. We Should all be Feminists. New York: Anchor Books, 2015.

Shiva, Vandana. Water Wars: Privatization, Pollution and Profit. Cambridge: South End Press, 2002.

Fanon, Frantz. Black Skin, White Masks. London: Pluto, 2008.

Gearty, Conor. Can Human Rights Survive?. Cambridge: Cambridge UP, 2006.

Girma, Haben. Haben: The Deafblind Woman Who Conquered Harvard Law. New York: Twelve, 2019.

ENG2A04: READINGS ON KERALA

No. of hours: 90 (5hrs/wk)

COURSE CODE	ENG2AO4
TITLE OF THE COURSE	READINGS ON KERALA
SEMESTER IN WHICH COURSE IS TO BE TAUGHT	2
NO OF CREDITS	4
NO OF CONTACT HOURS	90(5HRS / WEEK)

Aim of the Course:

This course aims to give an overview of Malayalam literature and provides a detailed understanding of the cultural and historical tradition of the society and the development of literary sensibility. The course also provides a detailed analysis of the evolution of Malayalam literature through various genres.

Course Objectives
<ol style="list-style-type: none"> 1. To enable the students to read and critically appreciate the different varieties of Kerala literature, writings and films 2. To read and understand the diversity of Malayalam literature and understand its distinctions
Course Outcomes
CO1: Develop critical understanding of literature of Kerala CO2: Interrelate the cultural and historical tradition of the society and the development of literary sensibility CO3: Identify the diversity of literary endeavours and the cultural representations CO4: Identify and apply the insights and values in everyday life as a Keralite CO5: Critically analyse and interpret the present cultural production

PO-CO, PSO-CO MAPPING

	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO1	1	1	2	1	2	0	0	0	0

CO2	1	1	2	1	3	0	1	1	0
CO3	3	2	3	1	3	0	1	1	0
CO4	3	2	3	1	1	0	1	1	1
CO5	2	2	3	1	1	0	1	1	1

COURSE DESCRIPTION:

A. COURSE SUMMARY:

Module 1: Formation 15 hrs

Module 2: Evolution 22 hrs

Module 3: Stimulation 16 hrs

Module 4: Propagation 25 hrs

Evaluation 12 hrs

Total 90 hrs

B. COURSE DETAILS:

Module 1: Formation

1. "History" (Prose) excerpt from Malabar Manual – William Logan
2. "Tribal Tale of Kerala" (Prose) excerpt from Kerala Culture – Prof S Achutha Warriar
3. "Ghoshayatra" (Poem excerpt) – Kunchan Nambiar

Module 2: Evolution

1. Excerpt from Indulekha (Novel) -O. Chandu Menon
2. Excerpt from "Atmopadeshathakam" (Poem) - Sree Narayana Guru
3. "Not an Alphabet in Sight" (Poem) – Poykayil Appachan
4. "Ayyankali: A Dalit Leader of Organic Protest" (Prose-excerpt) -

M. Nisar, Meena Kandasamy

5. "Vakkom Moulavi: My Grandfather, the Rebel" (Prose) - Sabin Iqbal

Module 3: Stimulation

1. "Daughter of Humanity" (Story) - Lalithambika Antharjanam
2. "Kuttippuram Paalam" (Poem) – Edasseri
3. "Christian Heritage" (Story) - Vaikom Muhammad Basheer

Module 4: Propagation

1. "Myth and Literature" (Speech) -M T Vasudhevan Nair
2. "Rain at Heart" (Poem) –Sugathakumari
3. "Fifty years of Malayalam Cinema" (Prose) - VC Harris
4. "Malayalam's Ghazal" (Poem) – Jeet Thayil
5. "Agni" (Story) - Sithara A
6. "Pictures Drawn on Water" (poem) - K.Satchidanandan

READING LIST:

CORE TEXT: Readings on Kerala

CODE TITLE AUTHOR

PUBLISHER

Add on Course**Code-** ENGLISH LANGUAGE ENRICHMENT

No. of sessions: 30

Eligibility: Plus 2/ Grade 12

Course Objectives
1. To educate the students about the relevance of the English language in the contemporary society and how this language acts as a lingua franca in a multilingual context
2. To help students develop language and vocabulary skills relevant to a professional level.
3. To enable the students to interpret, summarise and analyze different sorts of textual content.
4. To improve the basic aspects of LSRW skills of students so as to help them to use it accordingly.
5. To teach them to create technical and professional documents that are precise and vivid.
Course Outcomes
CO1: Students will be educated about the relevance of the English language in the contemporary society and how this language acts as a lingua franca in a multilingual context
CO2: Students will develop their language and vocabulary skills relevant to a professional level.
CO3: Students will be equipped to interpret, summarise and analyze different sorts of textual content
CO4: Students will develop the basic aspects of LSRW skills which will enable them to use it accordingly.
CO5: Students will be capable to create technical and professional documents that are precise and vivid

CO-PO/PSO Mapping

PO→	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6
CO ↓											
CO1	2	3	1	3	0	3	0	0	1	1	1
CO2	2	3	1	2	0	3	0	0	1	0	3
CO3	1	3	2	2	0	3	0	1	3	2	3
CO4	2	3	2	2	0	3	0	1	3	2	1
CO5	2	3	2	3	0	3	0	0	1	1	3

3. FRE 2A 08 (3) Translation and communication in French

Course Objective
To ameliorate the level of language proficiency
To inculcate the cultural aspect of the region.
To analyze & evaluate other translated texts
Course Outcomes
CO1. Translation as Communication, translation as transmission, social and cultural factors.
CO2. Literary translation, commercial translation from source language to target language and vice-versa.
CO3. Analysis of translated texts, treatment of technical terminology in the translated texts. General principles for the translation of key words and culture specific terms.
CO4. Business translation, translation of advertisements.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	3	1	3	2	3	3	2	3
CO2	3	3	2	3	2	3	2	3	3
CO3	3	3	3	3	2	3	3	3	3
CO4	3	3	3	3	3	3	3	3	3

SYLLABUS

Module I: Translation as Communication, translation as transmission, social and cultural factors.

Module II: Literary translation, commercial translation from source language to target language and vice-versa.

Module III: Analysis of translated texts, treatment of technical terminology in the translated texts. General principles for the translation of key words and culture-specific terms

Module IV: Business translation, translation of advertisements. Translation of words/phrases/dialogues relating to hotel industry (pattern -3)

Text book for Pattern (3) in the 2nd semester A votre service 2' -- Lessons: (Full Text book), By- Rajeswari Chandrasekar , Goyal Publishers (P) Ltd, Delhi

4. BSH 2B02- Accommodation Operation

Course Objective
Identify the elements involved in the organization of accommodation operations, its functions, systems and routines.
Develop sensitivity and high work ethics towards cleanliness and hygiene and the factors that contribute to it.
Explain the implementation of policies regarding facilities and services, key control, lost and found and other routine procedures in Accommodation Operations.
Course Outcomes
CO1: Realize the role of the housekeeping department in hotels and its responsibilities.
CO2: Develop personal skills and in accommodation operation and services.
CO3: To Coordinate with other departments in the hotel.
CO4: Develop cleaning skills in special areas.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	3	3	2	3	3	3	3	3
CO2	3	3	3	1	3	3	3	3	3
CO3	3	3	3	1	3	3	3	3	3
CO4	3	3	3	1	3	3	3	3	3

SYLLABUS

Module 1: Housekeeping

- Introduction: What is Housekeeping?
- Classifications of hotels.
- Importance of housekeeping in the hospitality industry.
- Responsibilities of the housekeeping Department.
- Personal attributes of housekeeping staff.

Module 2: Organizational Framework of the department

- Organizational structure of the housekeeping department. (small, medium, large)
- Job description, job specification, job list, job breakdown and job procedures.

- Duties and responsibilities of housekeeping personnel. (EHK, Deputy Housekeeper, Desk control supervisor, Room and public area supervisor, guest room and public area attendants)
- Types of rooms and room status.
- Coordination with other departments.

Module 3: Cleaning Procedures & Types of cleaning

- Principles of cleaning, cleaning agents, cleaning equipment%u2019s.
- Frequency of cleaning.
- Spring cleaning
- Sequence of guest room cleaning- entering the guest room, removal of soiled linen, making the bed, cleaning the bathroom, replenishing the supplies servicing VIPs room.
- Second service, turndown service, guest floor practices, Room report.

Module 4: Housekeeping Procedures

- Daily routine system in housekeeping.
- Housekeeping control desk, forms formats and registers maintained in control desk.
- Types of Keys and key handling.
- Lost and found procedures.
- First Aid& Fire safety procedures

Module 5: Public Area Cleaning

- Entrance, lobbies, front desk,
- Elevators, stair case, guest corridors,
- Public restrooms,
- Banquet halls, restaurants
- Leisure areas

Reference Books

- Hotel Housekeeping Operations & Management: G. Raghubalan, SMr.itee Raghubalan

- Housekeeping Theory & Practices: Dr. Jagmohan Negi
- Professional Management of Housekeeping Operations: Robert J. Martin
- Hotel Housekeeping: Milani Singh
- Hotel Housekeeping Training Manual: Sudhir Andrews
- Accommodation Operation Management: S.K .Kaushal, S N Gautham

5. BSH 2B02 (P)- Accommodation Operation-(Practical)

Course Objective
Identify and demonstrate proper use of cleaning agents and equipment used in hotel housekeeping
Develop skills required to maintain hotel guestrooms and public areas.
Develop sensitivity and high work ethics towards cleanliness and hygiene and the factors that contribute to it.
Course Outcomes
CO1: Understand the cleaning Agents, Standard Supplies and Practice the cleaning at various levels.
CO2: Develop cleaning skills in special areas.
CO3: Develop a skill of Stain Removal and Flower Arrangement.
CO4: Practice cleaning of Ceramic, Brass and Plastic Understand the Guest Room inspection and Linen Folding.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	3	3	0	3	3	3	3	3
CO2	3	3	3	0	3	3	3	3	3
CO3	3	3	3	2	3	3	3	3	3
CO4	2	3	2	2	2	3	3	2	3

SYLLABUS

1. Cleaning Equipment (Demo)
2. Cleaning Agents (Demo)
3. Cleaning of Different Surface (Demo & Practice)
4. Bed Making (Demo & Practical Session)
5. Daily Cleaning of Guest Rooms (Demo /Practice)
6. Standard Supplies (Demo)
7. Periodical Cleaning & Special Cleaning (Demo/Practice)
8. Public area cleaning (Demo/Practice)
9. Guest Room inspection (Demo /Practice)
10. Maids cart , different types of trolleys (Demo)
11. Turn down service , Second service (Demo/Practice)
12. Folding of Linen (Demo/Practice)

Reference Books

- Hotel Housekeeping Operations & Management: G. Raghubalan, SMr.itee Raghubalan
- Housekeeping Theory & Practices: Dr. Jagmohan Negi
- Professional Management of Housekeeping Operations: Robert J .Martin
- Hotel Housekeeping: Milani Singh
- Hotel Housekeeping Training Manual: Sudhir Andrews
- Accommodation Operation Management: S.K .Kaushal, S N Gautham

6. BSH/C 2CO3 Event Management

Course Objective	
	To provide an Introduction to the Principles of Event management.
	To formulate event tourism strategies for destinations.
	To plan the development Management and implementation of festivals, entertainment events, corporate events, cultural events and sports events
Course Outcomes	
CO1	Learn the basics of event management.
CO2	Understand the fairs, conventions and exhibitions in and around the world.
CO3	Understanding the Travel Industry Fares
CO4	To Develop and organize an event.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	3	3	0	3	3	3	3	3
CO2	3	3	3	0	3	3	3	3	3
CO3	3	3	3	2	3	3	3	3	3
CO4	2	3	2	2	2	3	3	2	3

SYLLABUS

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

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

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

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

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

Reference Books:

1. Event marketing and management – Sanjay Singh Gaur,
2. Event management and event tourism – Gelz,
3. Hospitality marketing and management – J M Mathews
4. Event and entertainment marketing, Avrighbarry (1994), Vikas, Delhi.
5. Event management, Bhatia A.K. (2001), Sterling Publishers, New Delhi.

6. Event management in leisure and tourism, David C Watt (1998), Pearson, UK.
7. Event planning 2nd Edition. by Allen, Judy, 1952- the ultimate guide to successful meetings, corporate events, fund-raising galas, conferences, conventions, incentives and other special events / Judy Allen. ISBN 978-0-470-15574-5

7.BSH/C 2C04-Management Principles and Practices

Course Objective
To help the students gain understanding of the functions and responsibilities of managers.
To provide them tools and techniques to be used in the performance of the managerial job.
To enable them to analyze and understand the environment of the organization.
To help the students to develop cognizance of the importance of management principles
Course Outcomes
CO1: Demonstrate effective management principles as outlined in selected text learning objectives.
CO2: Apply effective management strategies,
CO3: Identify some of the key skills required for the training of staff.
CO4: Demonstrate the ability to communicate effectively.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	3	2	3	3	3	3	3	3
CO2	3	3	2	3	3	3	3	3	3
CO3	3	3	2	3	3	3	3	3	3
CO4	3	3	2	3	3	3	3	3	3

SYLLABUS

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

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

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

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

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

Reference Books:

1. Essential of Management – Harold Koontz & Heinz Weihrich
2. Management – H. Koontz & Cyrill O'Donnell.

3. Management Theory – Jungle, H. Koontz.
4. Principles of Management – Peter F. Drucker.
5. Management Concepts – V.S.P. Rao, Konark Publishers
6. Principles & Practice of Management – L.M. Prasad, S. Chand.
7. Organization & Management – R. D. Agarwal, Tata McGraw Hill.
8. Modern Business Administration – R.C., Pitman.

Human Resource Management – Railey M., Butterworth Heinemann

Add-On course: Dining Etiquettes, Course code: NHM2AOP-01

Course Objective
Fine dining etiquette can significantly enhance your dining experiences
Dining Etiquettes leave a lasting impression on those around you.
Learning this skill can bring you immense benefits
Fine dining etiquette is the language of dining sophistication.
Course Outcomes
CO1: It can boost your confidence
CO2: It can make a good impression on colleagues and clients
CO3: It can increase your chances of success in your career
CO4: for making a favorable impression at both lunch/dinner interviews as well as in social business situations.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	2	2	2	3	3	3	3	3
CO2	3	2	2	2	3	3	3	3	3
CO3	3	3	3	1	3	3	3	3	3
CO4	3	3	3	2	3	3	3	3	3

Detailed Syllabus:

Module 1: Introduction to Dining Etiquette

- Importance of Dining Etiquette
- Basic principles of table manners
- Overview of the course objectives and expectations

Module 2 Table Settings and Arrangement

- Proper placement of utensils, glassware, and tableware
- Setting the table for different occasions
- Napkin folding and placement

Module 3: Eating Techniques

- Demonstrating the use of various utensils
- Techniques for handling challenging foods
- Maintaining proper posture during a meal

Module 4: Handling Different Courses

- Understanding the sequence of courses
- Appropriate behavior during each course
- Starting and finishing each course gracefully

Module 5 Practical Application

- Hands-on practice sessions

- Individual and group exercises
- Feedback and refinement of dining etiquette skills

Reference Books:

1. Dining Etiquette by Rebeca Black
2. Table Manners by Tower Jeremiah

Semester III

1. A11- Basic Numerical Methods

Course Objective
To enable the students to acquire knowledge of numerical equations, matrices progressions, financial mathematics and descriptive statistics
At the end of this course, the students will be able to understand numerical equations, matrix, progression, financial mathematics, descriptive statistics and their applications.
Course Outcomes
CO1: Students acquire knowledge of mathematics and statistics.
CO2: Students develop skills like logical thinking, reasoning and problem solving skills as powerful tools in computing.
CO3: Students gain knowledge on applying interpolation, statistical tools, and their application.
CO4: Students will be able to effectively utilize the numeracy skills and statistical tools of analysis to make inferences in their life situations.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	2	3	1	2	1	3	3	2
CO2	3	2	3	1	2	1	3	3	2
CO3	3	2	3	1	2	1	3	3	2
CO4	3	2	3	1	2	1	3	3	2

SYLLABUS

Module I: Numerical expressions and Equations:

Simultaneous linear equations (up to three variables), Quadratic equations in one variable-factorization and quadratic formula

Module II: Matrices:

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

Module III Sequence, Series and Progression :

Concepts and differences - Arithmetic progression- n^{th} term and sum of n terms of an AP - Insertion of Arithmetic means in AP - Geometric progression- n^{th} term and sum of n terms of an GP - Insertion of Geometric Mean in GP - Harmonic progression.

Module IV: Interest and Time value:

Concept of interest-Types of interest: Simple interest and compound interest – nominal, real and effective rate of interest. Future value and Present Value; Annuity and Perpetuity; Computing future and present

values of annuity (regular and immediate) - multi and growing period perpetuity. Compound annual growth rate- computation of Equated Monthly Installments (EMI)

Module V: Descriptive Statistics:

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

Reference Books:

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

3. A12 Professional Business Skills

Course Objective
To update and expand basic Informatics skills of the students
To equip the students to effectively utilize the digital knowledge resources for their study
Course Outcomes
CO1: Facilitates easy business communication.
CO2: Improved knowledge of E-learning resources and its delivery broadens vision and insight of management.
CO3: Knowledge of artificial intelligence and data analysis helps to diversify and grow business cutting across obstacles
CO4: Knowledge of existing national and international cyber laws makes communication and business easier.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	2	3	1	2	1	3	3	2
CO2	3	2	3	1	2	1	3	3	2
CO3	3	2	3	1	2	1	3	3	2
CO4	3	2	3	1	2	1	3	3	2

SYLLABUS

Module I Professionalism:

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

Module II E-Learning:

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

Module III Business Data Analysis:

Features of New Generation Computers Concept of data analysis Business ,Data Analysis, Data Analyst Types of analysts-organization and source of data, importance of data quality, dealing with missing or incomplete data-Social Networking Analysis, Big Data Analysis Role of Data Scientist in Business & Society-Role of Artificial Intelligence and Intelligent Agents in e-business-Ethical and Legal considerations in Business Analytics

Module IV Socio-Cyber Informatics:

IT and society- Digital Divide-Digital natives- Cyberspace-New opportunities and threats- Cyber ethics- Cyber- crimes- Types- Cyber Laws Organizations related with cyber laws cyber addictions- Information overload- Health issues- e-waste and Green Computing Recent E-governance initiatives in India

Module V Digital Marketing:

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

References Books:

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

3. BHC 2B02 Food and Beverage Production

Course Objective
1. To develop skills of cooking in the Industry.
2. To find employment in the f & b production department beginning from trainees to executive chef.
Course Outcomes
CO1 The subject will develop basic awareness of the technical skills required in food production.
CO2 It also gives a comprehensive insight into the commodities required.
CO3 This shall help students to produce the varieties of dishes especially related to meat, rice.
CO4 To give a comprehensive insight into the commodities required, their characteristics used.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	2	3	2	0	3	2	3	3	3
CO2	3	3	3	0	3	3	2	3	3
CO3	3	3	3	0	2	3	3	3	3
CO4	3	3	3	0	3	3	3	3	3

SYLLABUS

Module 1: Introduction to Cookery

- Levels of skills and Experience
- Attitudes and Behavior in the Kitchen
- Personal Hygiene
- Safety Procedure in Handling Equipment
- Aims and objectives of cooking food
- Various textures
- Basic Culinary terms.
- HIERARCHY AND DEPARTMENT STAFFING- Classical Brigade- Modern staffing in various category hotels-Role of Executive Chef-Duties & Responsibilities of various chef-Cooperation with other Department.
- KITCHEN ORGANIZATION & LAYOUT- General layout of kitchen in various organization-Layout of Receiving Areas- Layout of storage Area-Layout of service and wash up- Various Fuels used- Advantages & Disadvantages.

Module 2: Basic Principles of Food Production

- Introduction, Classification of vegetables
- Effects of heat on vegetables
- Cuts of vegetables
- Classification of fruits- Uses of Fruit in Cookery
- Salads & Salad dressing
- Stocks- Definition of Stock- Types of Stocks- Preparation of stock- Storage of Stocks - Uses of Stocks
- Soups -Classification of soups with examples- Basic recipes- Consommés- Garnishes and accompaniment for Soups
- Classification of Sauces- Recipes for mother Sauces- Derivatives.

Module 3: Meat, Rice & Pulses

- Meat; Introduction- Cuts of Beef/Veal- Cuts of Lamb/Mutton- Cuts of Pork - Variety meats (Offal).
- Fish; Classification of fish with examples - Cuts of fish - Selection fish and & shellfish- Cooking of fish.
- Egg; Introduction of Egg Cookery- Structure of an egg- Selection of egg- Uses of egg in Cookery.
- Rice; Introduction - Classification and Identification - Cooking of rice,
- Cereals & pulses - Varieties of rice & other cereals.

Module 4: Methods of cooking food

- Roasting, Grilling, Frying, Baking, Broiling, Poaching, Boiling.
- Basic commodities: Flour; Types of wheat- Types of flour -. Uses of flour in food production
- Shortening- Role of shortening- Varieties of shortenings- Advantages & Disadvantages of using different shortenings
- Fats & Oil - Types, varieties
- Raising agents
- Classification of raising agent- Role of raising agents.

- Sugar; Importance of sugar- Types of sugar- Cooking of sugar- (various stages)- Uses of sugar

Module 5: Beverages, Milk & Milk Products

- Tea; Types of tea available- Preparing tea for consumption- Popular brand.
- Coffee; Types of coffee- Preparing coffee- Varieties of coffee- blends
- Chocolate- Manufacture of chocolates- Types of chocolates - Tempering of chocolates.
- Milk; Pasteurization, Homogenization, Types of milk. e.g. skimmed condensed.- Nutritive value.
- Cream; Processing of cream - Types of cream
- Butter - Processing of butter- Types of butter.
- Cheese; Processing of cheese- Types of cheese- Classification of cheese- Cooking of cheese- Uses of cheese.
- Uses of herbs and wines in cookery.

Reference Books:

- Practical Cookery: Victor Ceserani & Ronald Kinton, ELBS
- Theory of Catering: Victor Ceserani& Ronald Kinton, ELBS
- Theory of Catering: Mr.s. K. Arora, Frank Brothers
- Modern Cookery for Teaching & Trade(Vol. 1): Ms. Thangam Philip, Orient Longman
- Herrings Dictionary of Classical & Modern Cookery: Walter Bickel
- Chef Manual of Kitchen Management: Fuller, John

4. BSH3B03 (P) Food and Beverage Production –I (Practical)

Course Objective
To impart necessary cooking skills
To empower students with useful cooking abilities and techniques.
Course Outcomes
CO1: The subject will develop basic awareness of technical skills.
CO2: Practical knowledge on cuts of vegetables, preparation of stock, soups, Egg.
CO3: Practical knowledge on preparation of Indian Dishes.
CO4: subject will develop basic awareness of the technical skills required in the food production department.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	3	3	0	2	3	2	3	3
CO2	3	3	3	0	2	2	2	3	3
CO3	3	3	3	0	2	3	2	3	3
CO4	3	3	3	0	2	3	2	3	3

1. Identification and cuts of vegetables
2. Preparation of stocks – White, Brown and Fish
3. Preparation of Sauces
4. Soups: Cream – vegetable, spinach, tomato green peas, Consomme´ – Royale, Celestine National – Vichyssoise, cabbage chowder
5. Eggs – boiled, fried, poached, scrambled, omelettes.
6. Fish – Fish Orly a l'anglaise, Colbert, poached, saumon grille, Florentine, mornay, pomfret meunière, fish fingers.
7. Poultry – jointing chicken, poulet rôti à l' anglaise, poulet sauté chasseur, poulet Maryland, roast chicken, chicken a la king
8. Meat - Fillet steak, tournedos, escalope, lamb stew, hot pots, grilled steak.
9. Potatoes – French fries, lyonnaise, sauté, mashed, cream, parsley, parisienne
10. Vegetable – Veg. cooking, boiled, glazed, fried, stewed, braised.
11. Salads and sandwiches – coleslaw, Russian salad, potato salad, carrot, salad nicoise , fruit salad, waldorf salad, sandwiches varieties. Sweets – honeycomb mould, trifle, chocolate mousse, lemon soufflé , bread and butter pudding, caramel custard, albert pudding, Christmas pudding.
12. Indian Dishes
 - Snacks – dhokla, upma, idly, wadas, samosa, paltice, cutlets
 - Breads – chapatis, pooris, parathas, bhaturas, missieroti, roomali roti, bakiroti
 - Rice – jeera pulao, veg. pulao, lime rice, alu ki tahari, yakhni pulao, prawn pulao, peas pulao, chicken biryani, mutton biryani, prawns biryani, veg. biryani, hyderabadi biryani, kashmiri pulao
 - Gravies (veg/ non veg) – khorma (chicken, mutton veg.) shahjahani, jalfrezi, rogini chicken, rogan josh, chicken / mutton do pyaza, chicken chettinad, paneer malai kofta, palak paneer, butte chicken, aloo gobi, fish moilee, goan fish curry, macher jhol, dal makhani, dal tadka, mixed veg curry, pepper chicken, kadai chicken, mutton vindaloo,
 - Dry (veg./ non veg.) - salads, raitas, foogath, bhaji, bhujia, kachumber, fried bhindi, avail, brinjal bharta, masala fried fish, karimeen pollichathu
 - Sweets – Gajar Halwa, sheera, gulab jamun, boondi laddoo, semiya payasam, pal payasam, badam/ carrot kheer, jangri, shahi tukra, mysore pak, kesari, rasgullas, pumpkin halwa.

- Tandoor – Naan, kulcha, roti, chicken tikka , fish tikka, sheek kebab,tandoori chicken, hariyali chicken/ fish tikka,tangdi kebab.

5. BSH3B04 Food and Beverage Service-I

Course Objective
This course shall take the learner through the basic concepts of Food Service.
To comprehend various equipment used in restaurant.
To identify various types of restaurants and understand their features
To learn and create various napkin folds
Course Outcomes
CO1: To understand the Catering establishments.
CO2: To learn about the principal staff of various types of F&B operations, duties and responsibilities
CO3: To Understand about the operation equipment.
CO4: To understand the menu & menu planning.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	3	3	2	1	3	3	3	3
CO2	3	3	3	2	1	3	3	3	3
CO3	2	3	3	1	0	2	2	2	2
CO4	3	3	3	2	0	3	3	3	3

SYLLABUS

Module 1: Introduction to catering

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

Module 2: Department organization and staffing

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

Module 3: Operating equipments

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

Module 4: Menu

- Origin of menu, Objectives of Menu Planning, Types of menu- table d'hôte menu, a la carte menu (Cover and layout) French classical menu with examples
- Food and their usual accompaniments
- Breakfast: Types, menu for each type, terms used in the service of continental breakfast
- Cover laying for continental and English breakfast. Order taking procedures: In-person, telephone and door hangers.

Module 5: Types of Service

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

Reference Books:

- Food and Beverage Service: Dennis Lillicarp, Hodder and Stoughton Educational
- Food and Beverage Service: John Cousins, Hodder and Stoughton Educational
- Food and Beverage Service: Sudhir Andrew , Tata McGraw Hill Education
- Food and Beverage Service: Jagmohan Negi, Frank Brothers & Co. Ltd, Delhi
- Food and Beverage Service: Bobby George and Sandeep Bhattacharya, Jaico Publishing House, Delhi

6. BSH3B04 (P) Food and Beverage Service-I (Practical)

Course Objective
To provide students with an understanding of world- class Food and Beverage Service functions, operations and organization.
To learn the various cover setups used in food and beverage service.
To understand the procedure of taking a guest's order.of the service
To identify the various types of food and beverage service establishments.
Course Outcomes
CO1: To develop a comprehensive knowledge
CO2: To understand Food & Beverage Service in the Hotel & Catering industry.
CO3: It also aims to enable the students to acquire professional competence for Food & Beverage Service.
CO4: To develop a menu knowledge and menu planning skills.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	3	3	3	3	3	3	3	3
CO2	3	2	3	1	2	3	3	3	3
CO3	3	2	3	2	2	2	2	3	3
CO4	3	3	2	3	2	3	3	2	3

SYLLABUS

Module 1: Food and Beverage service areas

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

Module 2: Basic technical skill

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

Module 3: Menu

- Practice of simple menu compilation.
- Types of menu -Table lay up for different menu - A La Carte, Table d'hôte,

- French classical Menu
- Points to be remembered while laying a table for a menu

Module 4: Food and Beverage service

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

Module 5: Breakfast service

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

Reference Books

- Food and Beverage Service: Dennis Lillicarp, Hodder and Stoughton Educational
- Food and Beverage Service: John Cousins, Hodder and Stoughton Educational
- Food and Beverage Service: Sudhir Andrew , Tata McGraw Hill Education
- Food and Beverage Service: Jagmohan Negi, Frank Brothers & Co. Ltd, Delhi
- Food and Beverage Service: Bobby George and Sandeep Bhattacharya, Jaico Publishing House, Delhi

7. BSH3B04 (P) Nutrition Hygiene and Sanitation

Course Objective
To describe the roles of major nutrients in the human body.
To get an overview of minor nutrients and tackle their deficiency with the help of Nutrition.
To apply the knowledge of menu planning and calculation of a balanced diet.
To elaborate upon the various issues of contamination and food borne illness.
To analyse the responsibilities of a safe food handler.
Course Outcomes
CO1: To describe the characteristics, functions and food sources of major nutrients
CO2: Develop practical skills in implementing sanitation and safety protocol.
CO3: Implement effective food handling practices.
CO4: Develop critical thinking skills to accesses and address challenges related to nutrition retention.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	3	3	3	3	3	3	3	3
CO2	3	3	2	2	2	3	3	3	3
CO3	3	3	2	2	2	3	3	3	3
CO4	3	3	3	1	1	3	3	3	3

SYLLABUS

Module 1: Definition of the terms Health, Nutrition and Nutrients. Importance of Food – (Physiological, Psychological and Social function of food). NUTRIENTS: Classification of nutrients. CARBOHYDRATES: Definition, Classification (mono, di and polysaccharides), Dietary Sources, Functions, Significance of dietary fiber (Prevention/treatment of diseases). LIPIDS: Definition, Classification : Saturated and unsaturated fats, Dietary Sources, Functions, Significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA), **Cholesterol – Dietary sources and the Concept of dietary and blood cholesterol.**

Module 2:PROTEINS: Definition, Classification based upon amino acid composition, Dietary sources, Functions Methods of improving quality of protein in food (special emphasis on Soya proteins and whey proteins). VITAMINS: Definition and Classification (water and fats soluble vitamins), Food Sources, function and significance of: Fat soluble vitamins (Vitamin A, D, E, K), Water soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Cyano cobalamin Folic acid.

MINERALS: Definition and Classification (major and minor), Food Sources, functions and significance of: Calcium, Iron, Sodium, and Iodine & Fluorine. Effects of heat on starch, milk, meat, vegetables, role of fat in cooking, types of fat, spoilage of fat

Module 3:BALANCED DIET: Definition, Importance of balanced diet. RDA for various nutrients – age, gender, physiological state. MENU PLANNING: Planning of nutritionally balanced meals based upon the three food group system, Factors affecting meal planning, Critical evaluation of few meals served at the Institutes/Hotels based on the principle of meal planning. Calculation of nutritive value of dishes/meals. Food additives, Food adulteration, Food standards, Role of microorganisms in manufacturing bread, cheese, beverages etc, Egg white foams**Module 4:**MICROORGANISMS IN FOOD: General characteristics of Microorganisms based on their occurrence and structure.

Factors affecting their growth in food (intrinsic and extrinsic) Common food borne microorganisms: Bacteria (spores/capsules), Fungi, Viruses, Parasites

Module 5: FOOD SPOILAGE & FOOD PRESERVATION: Types & Causes of spoilage, Sources of contamination, Basic principles of food preservation, Methods of preservation (High Temperature, Low Temperature, Drying, Preservatives & Irradiation). HYGIENE AND SANITATION IN FOOD SECTOR General Principles of Food Hygiene, GHP for commodities, equipment, work area and personnel Cleaning and disinfection (Methods and agents commonly used in the hospitality industry) HACCP (Basic Principle and implementation)

Reference Books:

- Food Science: B Srilakshmi
- Food Science and Nutrition: Malathi
- Nutrition Science: B Srilakshmi
- Food and Nutrition: P K Jas.

8. BSH/C 3CO6 Facility Planning

Course Objective
Learn about various guidelines for hotel designing.
Understand the various classifications approved for hotels in India.
Learn the details of facility planning in terms of restaurant, kitchen and bar
Understand the various methods used for project Management.
Learn about the various methods used to conserve energy in hotels
Course Outcomes
CO1: To acquire knowledge of the nature of hospitality facilities
CO2: To maintenance needs, the primary facility systems, Kitchen and Restaurant Design.
CO3: To become successful managers in the field of hospitality.
CO4: To understand the energy conservation of Hotels.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	3	3	1	3	2	3	2	3
CO2	3	3	3	1	3	3	3	3	3
CO3	3	3	3	1	3	3	3	3	3
CO4	3	3	3	1	3	3	3	3	3

SYLLABUS

Module –I

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

Module-II

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

Module -III

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

Module-IV

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

Module V

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

Reference Books:

- Systematic layout planning-Richard Muther Cahners
- Hotels and resort planning by Fred Lawson
- Foodservice planning-layout and equipment-Lendall H Kotschevar, Margret E Tarell
- Hotel facility planning-Tarun Bansal

Add-on Course: Basics in Computer Applications Course Code: NHM3AOP-01

Course Objective
Familiarize students with various operating systems
Learn essential skills for navigating and managing files in different operating environments.
Develop proficiency in using Microsoft Word, Excel, and PowerPoint for document creation, data analysis, and presentations. Learn to use email effectively for communication and collaboration.
Course Outcomes
CO1: Create and edit documents, spreadsheets, and presentations using Microsoft Office applications
CO2: Effectively browse the internet and use email for communication and information retrieval.
CO3: Design and query databases using basic database management principles.
CO4: Email etiquette and effective communication for professional use

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	2	3	2	2	3	2	3	3	3
CO2	3	3	3	3	3	3	2	3	3
CO3	3	3	3	3	2	3	3	3	3
CO4	3	3	3	3	3	3	3	3	3

Detailed Syllabus:

Module 1 Introduction to Computers and Operating Systems

- Overview of Computers and their components
- Understanding operating systems (Windows, MacOS, Linux)
- Basic file management and organization

Module 2 Microsoft Office Suite

- Microsoft Word: Document creation, formatting, and basic editing
- Microsoft Excel: Spreadsheet creation, formulas, and data analysis
- Microsoft PowerPoint: Creating effective presentations for the hospitality Industry

Module 3 Internet and Email Basics

- Browsing the internet: Search engines, Websites, and online resources
- Email etiquette and effective communication for professional use

Module 4 Introduction to Data Management

- Basics of databases and their application in the hotel industry
- Introduction to data entry and data organization

Module 5 Introduction to Hospitality Management Software

- Overview of Property Management Systems (PMS) used in hotels
- Basic functionalities of reservation systems and booking platforms
- Understanding POS systems and their role in the hospitality sector
- Hands-on experience with basic POS operations and transactions

Reference Books

1. "Computer Basics Absolute Beginner's Guide, Windows 10 Edition" by Michael Miller
2. "Microsoft Office 2019 Step by Step" by Joan Lambert and Curtis Frye

Semester IV

1. **A13 Entrepreneurship Development**

Course Objective
To familiarize the students with the concept of entrepreneurship.
To identify and develop the entrepreneurial talents of the students
To generate innovative business ideas in the emerging industrial scenario
Course Outcomes
CO1: Understand the basic concepts of entrepreneurship.
CO2: Evaluate institutional support and incentives provided to entrepreneurs across different avenues.
CO3: Classify and differentiate Micro, Small, and Medium Enterprises based on their characteristics.
CO4: Apply the procedural steps involved in setting up an industrial unit.

CO-PO/PSO Mapping

PSO →	PSO1	PSO2	PSO3	PSO4	PSO5	PO1	PO2	PO3	PO4	PO5
CO ↓										
CO1	3	3	2	2	2	3	3	2	2	2
CO2	2	3	3	3	3	2	2	3	3	1
CO3	3	3	3	2	2	3	2	2	2	3
CO4	2	2	2	3	2	3	3	3	2	2

SYLLABUS

Module 1: Concepts of entrepreneur:

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

Module 2: Institutional support and incentives to entrepreneurs-

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

Module 3: Micro Small and Medium Enterprises-

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

Module 4: Setting up of Industrial unit-(Only Basic study)

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

Module 5: Project Report:

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

Reference Books:

- Shukla M.B. Entrepreneurship and small Business Management, Kitab Mahal Allahabad
- Sangram Keshari Mohanty, Fundamentals of entrepreneurship, PHI, New Delhi.
- Nandan H. Fundamentals of Entrepreneurship, PHI, New Delhi.
- Small-Scale Industries and Entrepreneurship, Himalaya Publishing , Delhi
- C.N.Sontakki, Project Management, Kalyani Publishers, Ludhiana.
- Sangram Keshari Mohanty. Fundamentals of Entrepreneurship, PHI, New Delhi
- Peter F. Drucker- Innovation and Entrepreneurship.
- Vasanth Desai, Small Business Entrepreneurship, Himalaya Publications.
- MSME Act 2006.

2. A14- Banking and Insurance

Course Objective
To enable the students to acquire knowledge about basics of Banking and Insurance.
To familiarize the students with the modern trends in banking.
Course Outcomes
<u>CO1</u> : Recognize the basic concepts of banking.
<u>CO2</u> : Compare and contrast various banking instruments.
<u>CO3</u> : Analyze electronic banking systems and their functions.
<u>CO4</u> : Describe the fundamentals of insurance.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	2	3	1	2	2	2	2	2	2
CO2	2	2	3	3	3	3	1	2	3
CO3	3	3	2	2	2	2	3	2	2
CO4	2	1	2	3	1	2	2	2	2

SYLLABUS

Module 1: Introduction to Banking:

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

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

Module 2: Negotiable Instruments:

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

- **Activity / Assignment:**
- Writing of cheque , writing of challan for Demand Draft
- Procedures for a Bank Loan.

Module 3: E-Banking:

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

- Activity / Assignment:
- Chelan filling for RTGS, EFT and NEFT
- Different types of Cards, the Procedure for application of different cards and the Procedure for blocking cards
- Procedure for application or activation of net banking, m-banking and tele-banking.

Module 4: Introduction to insurance:

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

- Activity / Assignment: List out different names of insurance companies

Module 5: Life insurance:

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

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

Reference Books:

- Jyotsna Sethi and Nishwan Bhatia's *Elements of Banking and Insurance*, published by Phi Learning Private Ltd
- Indian Institute of Bankers (Pub) Commercial Banking Vol-I/Vol-II (part I&II)Vol- III.
- Varshney: Banking Law and Practice. Sultan Chand
- Dr. P. Periasamy: Principles and Practice of Insurance Himalaya Publishing House, Delhi.
- Inderjit Singh, RakeshKatyal& Sanjay Arora: Insurance Principles and Practices,Kalyani Publishers, Chennai.
- M.N. Mishra: Insurance Principles and Practice, S. Chand & Company Ltd, Delhi.
- G. Krishnaswamy : Principles & Practice of Life Insurance

- Kothari & Bahl: Principles and Practices of Insurance
- B.S. Khubchandani, "Practice and Law of Banking", MacMillan India Ltd
- K.C. Nanda, "Credit Banking", Response Book, Sage Publication,

3. BSH4B05 Food and Beverage Service- II

Course Objective
To provide an overall idea of the service department of a hotel and its functions.
To understand the arrangement of a Food and beverage outlet for service.
To acquire some technical skills for serving food and beverages in hotels and its methods and styles
Course Outcomes
CO1- To Understand the various types beverages
CO2- To Identify the alcoholic beverages and its service methods
CO3-To Acquire the skills the producing and servicing of liqueurs, wines and spirits
CO4- To Understand the various types of mocktail & Cocktail preparations.

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	1	2	1	1	0	2	3	3	3
CO2	2	3	3	3	3	3	3	3	3
CO3	3	1	1	3	0	3	3	3	3
CO4	1	1	0	0	3	3	3	3	3

SYLLABUS

Module 1: Beverages

- Classification of beverages: Types of beverages, preparation of common non-alcoholic
- Beverages. Examples are tea, coffee, milk based drinks, juice, squash and aerated water, other bar non-alcoholic drinks used in dispense and main bar.
- Alcoholic beverage: Meaning, classification of alcoholic beverages.

Module 2: Dispense bar

- Introduction and definition
- Bar layout – physical layout of bar
- Bar stock – alcohol & non alcoholic beverages Bar equipment

Module 3: Wines

- Common grape varieties used in making wines, factors affecting the quality of wines, Manufacturing Process of table wines (red, white and rose),brand names, Wine producing regions of France, Grape Varieties, popular red and white wines.
- **Champagne:** Manufacturing process of Champagne, styles, brand names and bottle sizes
- Wine producing regions of Germany and Italy, grape varieties and brands.

- **Fortified wines:** Sherry, Port and Madeira –Production methods, and styles, Cider& Perry: Meaning.
- **Aperitifs** - Introduction and Definition, Types of Aperitifs, Vermouth (Definition, Types & Brand names),Bitters
- (Definition, Types & Brand names)

Module 4: Liqueurs

- Meaning, color, flavor & country of origin of Absinthe, Advocaat, Abricotine, Anisette, Aurum, Benedictine, Cointre au Crèmede menthe, crème, demokka, all, curacaos, Dram buie, Glavya, Goldwasser, grand marnier, Kahlua, Sambuca, Tia Maria, etc
- Beer: Manufacturing process, types of beer and popular brands. **Cocktail**- Meaning, types of Cocktails, Methods of making cocktails, points observed while
- making cocktails, Recipes of Whisky, rum, Gin, Brandy, Vodka,
- Tequila, Champagne based cocktails. (Given in reference text only) Mocktails : Meaning and recipes of famous mocktails.
- Specialty coffee – meaning and examples

Module 5: Spirits

- Spirit production methods - pot still and patent still Manufacturing process of Spirits (Whisky, Rum, Gin, Brandy, Vodka and Tequila), styles and brand names Checking, control & Billing: Introduction & checking systems, Types of checks, copies, triplicate system and duplicate system, checking for wines & other drinks
- The Bill - method of making a bill & settlement of accounts Tobacco - Important tobacco producing countries of the world, quality of cigars & cigarettes
- Strength & size of cigars, service method. Menu Engineering: Meaning
- Menu Merchandising: Methods of pricing menus, Shape and design of menu, Size of menu, Type & colour of paper or card, Layout, printing & reprinting.

Reference Books:

- | | |
|-----------------------------|--|
| · Food and Beverage Service | Dennis Lillicarp, Hodder and Stoughton Educational |
| · Food and Beverage Service | John Cousins, Hodder and Stoughton |
| · Educational | |
| · Food and Beverage Service | Sudhir Andrew , Tata McGraw Hill Education |
| · Food and Beverage Service | Jagmohan Negi, Frank Brothers & Co. Ltd, Delhi |

4. BSH4B05 (P) Food and Beverage Service- II (Practical)

Course Objective
This course shall take the learner through the basic concepts of Beverage Service. At the end of this course the student shall be able to identify meaning and difference between each other .
The course is planned for candidates to develop knowledge, inputs required at the entry and supervisory level of a star hotel.
Course Outcomes
CO1- Familiarising bar equipment and planning and operating beverage outlets.
CO2- Practice and learn the service of Cocktails and Mixed drinks.
CO3- Learn the method of service of non alcoholic beverages
CO4- To learn the restaurant set up.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	1	3	3	1	0	3	3	3	3
CO2	3	3	3	1	3	3	3	3	3
CO3	3	2	3	2	2	3	3	3	3
CO4	2	3	2	1	3	3	3	3	2

SYLLABUS

Module 1: Dispense Bar – Organizing Mise-en- place

- Wine service equipment Beer service equipment Cocktail bar equipment Liqueur / Wine Trolley
- Bar stock - alcoholic & non-alcoholic beverages Bar accompaniments & garnishes
- Bar accessories & disposables

Module 2: Planning and Operating Food & Beverage Outlets

- Classroom Exercise
- Developing Hypothetical Business Model of Food & Beverage Outlets
- Case study of Food & Beverage outlets - Hotels & Restaurants Function Catering – Banquets
- Planning & organizing Formal & Informal Banquets Planning & organizing Outdoor caterings
- Function Catering – Buffets
- Planning & organizing various types of Buffet

Module 3: Cocktails and Mixed drinks

- Definition and History Classification
- Recipe, Preparation and Service of Popular Cocktails:
 - Martini – Dry & Sweet - Manhattan – Dry & Sweet - Dubonnet - Roy-Roy - Bronx - White Lady - Pink Lady - SideCar - Bacardi - Alexandra - John Collins - Tom Collins - Gin FIZZ - Pimm’s Cup – no. 1,2,3,4,5- Flips - Noggs- Champagne Cocktail - Between the Sheets - Daiquiri - Bloody Mary - Screwdriver - Tequila Sunrise
 - Gin-Sling - Planters Punch - Singapore Sling - Pina Colada - Rusty Nail
 - B&B - Black Russian- Margarita - Gimlet – Dry & Sweet - Cuba Libre- Whisky Sour- Blue Lagoon- Harvey Wall Banger
 - Bombay Cocktail

Module 4: Alcoholic Beverages

- **Service of Wines** -Service of Red Wine, white/Rose Wine, Sparkling Wines, Fortified Wines, Aromatized Wines, Cider, Perry & Sake, Aperitifs, Bitters, Vermouths, Beer,
- **Service of Spirits** - Service styles – neat/on-the-rocks/with appropriate mixers - Whisky, Vodka, Rum, Gin, Brandy, Tequila **Service of Liqueurs** - Service styles – neat/on-the-rocks/with cream/ in frappe

Module 5: Matching Wines with Food

- Menu Planning with accompanying Wines - Continental Cuisine and Indian Regional Cuisine
- Table laying & Service of menu with accompanying Wines - Continental Cuisine and Indian Regional Cuisine

Reference Books:

- Food and Beverage Service: Dennis Lillicarp, Hodder and Stoughton Educational
- Food and Beverage Service : John Cousins, Hodder and Stoughton Educational
- Food and Beverage Service : Sudhir Andrew , Tata McGraw Hill Education
- Food and Beverage Service : Jagmohan Negi, Frank Brothers & Co. Ltd, Delhi
- Food and Beverage Service Bobby George and Sandeep Bhattacharya, Jaico Publishing House, Delhi

Course Objective
1. To develop theoretical knowledge in advanced cooking and management of various International Cuisines and the equipment used in the basic menu planning.
2. To find employment in the Food & Beverage production department beginning from trainees to executive chef.
3. To attain the knowledge in bakery and pastry.
Course Outcomes
CO1 The subject will develop additional basic awareness of the technical skills
CO2 To understand the insight into Indian Cookery, Quantity Food Production.
CO3 Help students to produce the varieties of dishes suitable for the various establishments
CO4 Understand develop the right attitude, good work habits, right cooking

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	2	3	2	0	3	2	3	3	3
CO2	3	3	3	0	3	3	2	3	3
CO3	3	3	3	0	2	3	3	3	3
CO4	3	3	3	0	3	3	3	3	3

SYLLABUS

Module 1: Indian Cookery:

- Introduction to Indian foods . **CONDIMENTS AND SPICES**; Spices used in Indian Cookery - Role of spices in Indian cookery - Indian equivalent of spices (names)
- **BASIC MASALAS**; Blending of spices and concept of 'masala'- Different masalas used in Indian Cookery - Wet masalas - Dry masalas - Composition of different masalas - Varieties of masalas available in regional areas - Special Masala blends.
- **THICKENING AGENTS**; Role of thickening agents in Indian cuisine - Types of thickening agents

Module 2: Quantity food production:

- **EQUIPMENT**- Quality of equipment used - Specification of equipment - Care & maintenance of equipment - Heat and cold generating equipment - Modern developments in equipment manufacturing

Module 3: Menu planning:

- Basic menu planning – recapitulation, Special emphasis on quantity food production, planning of menus for various categories, such as; School/college students, industrial Workers Hospitals, canteens, outdoor, party's theme dinners, Transport/mobile catering, Parameters for quantity food menu planning.
- **Indenting**: Principles of indenting - Quantities/portions for bulk production - Translation of recipes for indenting - Practical difficulties involved in indenting

Module 4: International cuisine:

- British, Middle East, Spanish, French, Italian, Oriental And Mexican. **SANDWICHES**: Parts, Filling, Spreads and Garnishes, Types, Making And Storing. **CHARCUTERIE**; - Sausages
- **Forcemeats** - - Marinades, Cures, Brines- Bacon, Ham, Gammon- Galantines - Pates And Terrines - Mousses and Mousselines – Chaud Froid - Aspic Jelly - Non Edible Displays.
- **Appetizers and garnishes**; - Classification, Examples, Different Garnishes.

Module 5: Bakery:

- **Short crust – Laminated – Choux**- Hot Water/Rough Puff - Recipes and methods of preparation - Care to be taken while preparing pastry - Role of each ingredient - Temperature of baking pastry.
- **BREADS**; Principles of bread making - Simple yeast breads - Role of each ingredient in bread making - Baking temperature and its importance.

- PASTRY CREAM; Basic pastry creams. Uses in confectionery
- Icing and toppings; frozen desserts

Reference Books:

- Practical Cookery: Victor Ceserani & Ronald Kinton, ELBS
- Theory of Catering: Victor Ceserani & Ronald Kinton, ELBS
- Theory of Catering: Mr.s. K. Arora, Frank Brothers
- Modern Cookery for Teaching & Trade(Vol. I) Ms. Thangam Philip, Orient Longman

6. BSH4B06 (P) Food and Beverage Production-II (Practical)

Course Objective
1. To acquire practical knowledge and skills in French Cuisine.
Course Outcomes
CO1 Practical Knowledge on French Classical Menu.
CO2 Practical Knowledge on French Classical Menu preparation.
CO3 Practical Knowledge on French Classical Menu setting.
CO4 Practical Knowledge on French Classical Menu presentation.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	2	3	2	0	3	2	3	3	3
CO2	3	3	3	0	3	3	2	3	3
CO3	3	3	3	0	2	3	3	3	3
CO4	3	3	3	0	3	3	3	3	3

SYLLABUS

<p>FRENCH MENUS</p>	
<p>MENU 1 Consommé Carmen Poulet Sauté Chasseur Pommes Lorette Haricots Verts Salade de Betterave Brioche Baba au Rhum</p>	<p>MENU 6 Barquettes Assortis Strogonoff De Boeuf Pommes Persilles Salade De Chou-Cru Garlic Rolls Crepe Suzette</p>
<p>MENU 2 Bisque D'écrevisse Escalope De Veau Viennoise Pommes Bataille CourgeProvencale Epinards Au Gratin. Gâteau De Pêche</p>	<p>MENU 7 Duchesse Nantua Poulet Maryland Croquette Potatoes Salade Nicoise Brown Bread Pate Des Pommes</p>
<p>MENU 3 Crème Dubarry Darne De Saumon Grillé Sauce Paloise Pommes Fondant PetitsPois A La Flammande French Bread Tarte au fruit</p>	<p>MENU 8 Kromeskies Filet De Sole Waleska Pommes Lyonnaises Funghi Marirati Bread Sticks SouffléMilanaise</p>
<p>MENU 4 Velouté Dame Blanche Côte De Porc Charcuterie Pommes De Terre À La Crème Carottes Glacé Au Gingembre Salade Verte Harlequin Bread ChocolateCream Puffs</p>	<p>MENU 9 Vol-Au-Vent De Volaille et Jambon HomardThermidor Salade Waldorf ViennaRolls Mousse Au Chocolat</p>

<p>MENU 5</p> <p>Cabbage Chowder Poulet A La Rex Pommes Marquise Ratatouille Salade De Carottes et Céleri Clover Leaf Bread Savarin DesFruits</p>	<p>MENU 10</p> <p>Crabe En Coquille Quiche Lorraine Salade de Viande Pommes Parisienne Focaccia Crème Brulee</p>
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7. BSH/C 4CO7 Hotel Law

Course Objective
This course enables the students to know the regulations of the government, to set up a hotel and tourism industry.
This course helps to create awareness among students about service industry related laws like contract act, industrial legislation, food adulteration act, and tourism-related laws.
Course Outcomes
CO1 Define contracts and identify the legislation that affects the hospitality facilities.
CO2 Describe the key areas of hotel legislation.
CO3 List the licenses required for operating catering establishments
CO4 To understand the appropriate courses of action when faced with legal problems.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	2	2	2	3	3	3	3	3
CO2	3	2	2	2	3	3	3	3	3
CO3	3	3	3	1	3	3	3	3	3
CO4	3	3	3	2	3	3	3	3	3

SYLLABUS

Module 1:

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

Module 2:

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

Module 3:

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

Module 4:

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

Module 5:

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

Reference books:

- Hotel laws- Amithabh Devendra; Oxford Publications. Mercantile Law: M.Cunhal.
- Mercantile Law: Gary and Chawla. Business law : Tulsian.
- Business law: Gary and Chawla.

8. BSH/C 4CO8 Human Resource Management

Course Objective
To enable the students to understand the HR Management and system at various levels in general and in certain specific areas in Hotel and Hospitality Industry and Organization
To enable the students to understand the HR Management and system at various levels in general and in certain specific to hotel and hospitality industries or organizations.
To help the students focus on and analyse the issues and strategies required to select and develop manpower resources in the Department where they are working.
To develop relevant skills necessary for application in HR related issues and develop skills in handling manpower.
To Enable the students to integrate the understanding of various HR concepts along with the domain concept in order to take correct business decisions. Hotel and Hospitality industries or organizations. To help the students focus on and analyse the issues and strategies required to select and develop man.
Course Outcomes
CO1: To understand the major areas of Human Resource Management.
CO2: To understand the importance and role of the human resource department.
CO3: To focus on the development of the human resource.
CO4: o understand the trend of HRM

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	3	2	1	3	3	3	3	3
CO2	3	3	2	1	3	3	3	3	3
CO3	3	3	2	1	2	3	3	3	2
CO4	3	3	2	1	3	3	3	3	3

SYLLABUS

Module 1: Human resource planning

- Micro
- Macro
- HRD applications in Hotel Industry Relevance of HRD in Hotel Industry

Module 2: Personnel office

- Functions
- Operations
- Hotel Environments and Culture HRD Systems

Module 3: Job evaluations

- Concepts
- Scope
- Limitations
- Job Analysis and Job Description Job Evaluation Methods
- Task Analyses
- Demand and Supply Forecasting Human Resource Information System
Human Resource Audit
- Human Resource Accounting Practices Recruitment and Selection

Module 4: Attracting and retaining talents

- Strategic Interventions Induction and Placement
- Staff Training and Development Training Methods and Evaluation
Motivation and Productivity Motivation and Job Enrichment
- Career Planning

Module 5: Employee counseling

- Performance Monitoring and Appraisal Transfer, Promotion and Reward Policy
Disciplinary Issues
- Employees' Grievance Handling Compensation and Salary Administration
Employee Benefits and Welfare Schemes
- Labour Laws and Regulations Related to Hotel Industry Gender Sensitivities
- Emerging Trends and Perspectives
- Impacts of Mergers and Acquisitions on Human Resource Practices

Reference Books:

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

Add-on Course: Food Safety- FSSAI - Advanced Manufacturing Course Code: NHM4AOP-01

Course Objective
Bakery level 2 has been tailored for bakery manufacturing units of all sizes, including small, medium, and large-scale operations that produce a diverse range of bakery items.
This course is intended to elucidate the basic hygiene and sanitary standards
All Food Business Operators operating in bakery food service establishments, are mandated by the Food Safety & Standard Act of 2006.
Course Outcomes
CO1: The objective of this course is to train the personnel that can be designated as Food Safety Supervisors in the Food Manufacturing units
CO2: To make awareness about food safety and hygiene requirements which are to be followed in their businesses.
CO3: better understanding of food safety and hygiene requirements and high standards of food safety in the food industry.
CO4: Better understanding and compliance with food safety regulations and prerequisites

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	3	3	2	3	3	2	2	3

CO2	3	3	3	3	2	3	3	3	3
CO3	3	3	3	3	3	3	3	3	2
CO4	3	3	3	3	3	3	3	3	3

Syllabus

PART I– INTRODUCTION TO FOOD SAFETY

1.1 Food safety & food safety hazards

1.2 Food spoilage

1.3 Activity 1

PART II – LOCATION, LAYOUT & FACILITIES

2.1 Location & surroundings

2.2 Layout & design of food establishment premises

a) Outside the premises

b) Inside the premises

2.3 Equipment & containers

2.4 Facilities

a) Water Supply

b) Drainage & Waste disposal

c) Personnel facilities and toilets

d) Air quality and ventilation

e) Lighting

2.5 Activity 2

PART III – CLEANING & SANITATION; MAINTENANCE OF ESTABLISHMENT

3.1 Cleaning & Sanitation of Equipment and Premises

3.2 Preventive & Corrective Maintenance

3.3 Activity 3

PART IV – PEST CONTROL

4.1 Pest Control

4.2 Monitoring & Detection

4.3 Major Pests

4.4 Activity 4

PART V – PERSONAL HYGIENE

5.1 Health status

5.2 Behavioural & personal cleanliness

5.3 Visitors

5.4 Activity 5

PART VI FOOD OPERATION AND CONTROLS

6.1 Procurement of raw materials

6.2 Storage of raw material

6.3 Production: Pre-processing, Production

6.4 Product Packaging

6.5 Approved Additives

6.6 Activity 6

PART VII- FOOD TRANSPORTATION, STORAGE & DISTRIBUTION

PART VIII MANAGEMENT AND SUPERVISION

PART IX FOOD TESTING

9.1 Sampling

9.2 Quality Testing Parameters

9.3 Safety Testing Parameters

PART X TRAINING

PART XI AUDIT, DOCUMENT AND RECORDS

PART XII PRODUCT INFORMATION & CONSUMER AWARENESS

12.1 Product Labelling

PART XIII Food Safety Management System Plan

13.1 Introduction to FSMS

13.2 FSMS Plan

13.3 Activity

Semester V

1. **BSH5B07 Front Office Operations**

Course Objective
Explaining the responsibilities of front office agent and relation with other departments
Proper procedure of check in and check out
Operations of computer systems
Describe the duties of night auditor
Explain the role of CRS
Understanding the relationship of F.O with back office marketing and F and B management departments
Course Outcomes
CO1 - To establish the importance of front office department
CO2 – To understand the role in the hospitality industry.
CO3 - To acquire basic knowledge.
CO4 - To acquire basic Skills.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	2	2	1	2	2	3	3	3	2
CO2	3	3	3	2	3	3	3	3	3
CO3	3	2	3	2	2	3	3	3	3
CO4	3	3	3	2	3	3	3	3	3

SYLLABUS

Module1: Introduction to Hospitality industry

- Introduction – What is Hospitality?
- Classifications of hotels.
- Hotel organisation-Hospitality ethics and standards
- Hospitality Ethics in practice
- Traits of Hospitality employees

Module2: Front office organization

- Functional areas, sections and Layout of front office
- Organization of front office staff
- Duties and Responsibilities of some front office personnel
- Qualities of front office personnel
- Importance of Organization

Module3: Room Tariff

- Introduction of Room tariff
- Room rate designation
- Meal plans, Room tariff card, Room tariff fixation, Guest cycle
- Reservations, Types of reservation , Modes of Reservation sources of reservation, reservation reports and importance of reservation
- Registration, pre- registration, forms ,passport, visa, registration records, Check in procedures for Individual, Group and crew arrivals, very important persons in a hotel.

Module4: Guest services

- Handling Guest mail, Message Handling
- Custody and control of keys, Guest paging, safe deposit locker
- Guest room change, left luggage handling, wakeup call
- Guest complaints, Types of Guest complaint, Handling Guest complaint
- Check out and settlement, departure procedure, Mode of settlement of bills, foreign exchange, cash settlement, credit settlement, potential check out problems and solutions, late checkout, improper posting of charges in guest folio, control of cash and credit, Credit limit for customers.

Module5: Front office accounting

- Introduction of front office accounting
- Types of Accounts
- Vouchers
- Folios and ledger
- Front office accounting cycle and Night audit process

Reference Books:

- Hotel Front office operations and management: Mr.. Jatashankar Tewari
- Hospitality reception and front office procedures and system: Dr. Jagmohan Negi
- Front Office Management: Mr.. S. K. Bhatnagar
- Managing Front Office Operations: Mr.. Michael L Kasavana

2. BSH5B09 P Front Office Operations (Practical)

Course Objective
Design all the functions to manage the front office.
Explains planning, organization and coordination in the front office.
Explains recruiting, directing and auditing in front office
Designs the front office facilities.
Identifies the room prices.
Reports all the activities.
Realizes the analysis of revenues & expenses.
Course Outcomes
CO1 : Familiarize students with the reservation.
CO2 : Familiarize students with the registration.
CO3 : Familiarize students with the telephone handling
CO4 : Familiarize students with Daily Transaction, and Accounting Procedures

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	3	3	1	3	3	3	2	3
CO2	3	3	3	1	3	3	3	2	3
CO3	3	3	3	1	3	3	3	2	3
CO4	3	3	3	2	3	3	3	3	3

SYLLABUS

Sl. No	Topic	Method
1	Reservation	Demo in PMS Lab
2	Registration	Demo in PMS Lab
3	Guest history	Demo in PMS Lab
4	Telephones	Demo & Practical Session
5	Housekeeping	Demo in PMS Lab
6	Daily transactions	Demo in PMS Lab
7	Front office accounting procedures	Demo/Practice
	(a)Manual accounting	Demo/Practice
	(b)Machine accounting	Demo /Practice
8	(c)Payable, Accounts Receivable, Guest history.	Demo
9	Role play	Demo/Practice
10	Situation handling	Demo/Practice

Reference Book

Sl. No	Book Name	Author
1	Hotel front office operations and Management	Mr.. Jatashankar R Tewari
2	Hospitality Reception and front office procedures and system	Dr. Jagmohan Negi
3	Front office Management	Mr.. S K Bhatnagar
4	Hotel Front office training manual	Sudhir Andrews

3. BSH5B08 Accommodation Management

Course Objective
Explain the activities, selection, procedures and records related to the linen and uniform room operations.
Explain the importance of laundry services in hotel operations; enlist the laundry equipment and laundry agents and explain their functioning in the laundry
Identify the elements involved in the organization of accommodation operations, its functions, systems and routines.
Practice the skills needed for effective supervision.
Course Outcomes
CO1: To elaborate the knowledge and importance
CO2: To understand the housekeeping department & its role in the hospitality industry.
CO3: To acquire basic knowledge & skills on Linen.
CO4: To enhance knowledge on Housekeeping Supervision

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	3	3	1	3	3	3	3	3
CO2	3	3	3	0	3	3	3	3	3
CO3	3	3	3	1	3	3	3	3	3
CO4	3	3	3	1	3	3	3	3	3

SYLLABUS

Module 1: Linen and Uniform room management

- Layout, responsibilities of linen room supervisor, and attendant.
- Type's storage and exchange of linen, par stock and linen control.
- Purchase of Linen.
- Issue and exchange procedures of linen.
- Advantage of providing staff uniforms.

Module 2: Laundry Operations

- Types of laundry and laundry equipment.
- Wash cycle Dry cleaning Stain removal.
- Layout of laundry, on premises laundry – location & planning.

Module 3: Interior design & flower arrangements

- Objective types and principles of design. Types / styles of flower arrangements.
- Equipment's and types of flower used for the arrangements
- Flower arrangements at various locations. Care and Conditioning of flowers.

Module 4: Housekeeping supervision

- Importance of supervision.

- Checklist for guest room inspection. Types of guest complains
- Handling of guest complaints
- Guest floor reportable and guest floor rules.

Module5: Contracts and outsourcing in Housekeeping

- Contracts –contract services in housekeeping, hiring contract providers,
- Contract specification, pricing contract. Outsourcing
- Changing trends in housekeeping Pest control – types and methods
- Waste management- collection segregation and disposal

Reference Books:

- Hotel Housekeeping Operations & Management: G. Raghubalan, SMr.itee Raghubalan
- Housekeeping Theory & Practices: Dr. Jagmohan Negi
- Professional Management of Housekeeping Operations: Robert J. Martin
- Hotel Housekeeping: Malani Singh
- Hotel Housekeeping Training Manual: Sudhir Andrews
- Accommodation Operation Management: S.K .Kaushal, S N Gautham

4. BSH5B09 Rooms Division Management

Course Objective
Use of computers in hotels, PMS applications in the front office.
Application of yield management in the hotel industry
Understand about TQM & Practices in TQM
Course Outcomes
CO1:. To acquire knowledge and skill on use of technology.
CO2: To understand the soft skills required in the front office.
CO3: To evaluate the Yield Management
CO4: To evaluate the Performance of Hotels.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	3	3	1	3	3	3	3	3
CO2	3	3	3	0	3	3	3	3	3
CO3	3	3	3	1	3	3	3	3	3
CO4	3	3	3	1	3	3	3	3	3

SYLLABUS

Module1: Computer applications in front office

- Property Management system
- Different types of Modules in PMS Different property management system Interface
- Self service terminal and information kiosk

Module 2: Yield Management

- Yield Management and forecasting Measuring yield in the industry
- Yield management in the hotel industry Elements of yield management
- Benefits of yield management, yield management strategies, challenges or problems in yield management, Measuring yield, forecasting, benefits of forecasting, Data required for forecasting, record required for forecasting room availability, yield management prospects

Module3: Evaluating Hotel performance

- Methods of measuring hotel performance Occupancy ratio
- Average daily rate and average room rate per guest Revenue per available room
- Market share index and evaluation of hotels by guest

Module4: Overview of soft skills for hospitality

- Introduction
- Job opportunities and their skill requirement Definition of Hard and soft skills
- Role of National skill development corporation Soft skill requirements for the service industry and teaching soft skills

Module5: Total Quality Management

- Guests perception of quality
- Introduction to total Quality Management Practices in total quality management Japanese 5 s practice
- Business process Re-engineering, Quality control circles, Kaizen, Benchmarking, **Benefits of total quality management**

Reference Books:

- Hotel front office operations and management: Jatashankar. R.Tewari
- Hospitality reception and front office procedures and systems: Dr. Jagmohan Negi
- Front office management: S.K. Bhatnagar
- Managing front office operations: Michael. L. Kasavana
- Soft skills for hospitality: Amitabh Devendra

BSH/C 5B10 Food and Beverage Management

Course Objective
To Understand the aspects involved in a restaurant business plan
To analyze various floor plans and its flow of spaces.
To develop a menu for the restaurant
To determine the financial aspects of the restaurant business
Course Outcomes
CO1 : To develop a management skills in the area of Food & Beverage
CO2: To develop management skills in the area of Beverage Service in the Hotel & Catering Industry.
CO3. To aims to enable the students to acquire professional
CO4 To understand the competence for Food & Beverage Management.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	3	3	2	3	3	3	3	3
CO2	3	3	3	3	3	3	3	3	3
CO3	3	3	3	3	3	3	3	3	3
CO4	3	3	3	3	3	3	3	3	3

SYLLABUS

Module1: Cost & Sales Dynamics

- Cost & Cost Accounting - Elements of Cost - Classification of Cost Sales Concept - Uses of Sales Concept

Module2: Inventory Control

- Importance, Objectives, Methods, Levels and Techniques
- Perpetual Inventory - Monthly Inventory. Pricing of Commodities - Comparison of Physical and Perpetual Inventory

Module3: Food & Beverage Control Purchasing & Budgetary control

- Receiving- Storing- Issuing- Sales Control Production Control- Standard Recipe - Standard Portion Size - Bar Frauds - Books maintained- Beverage Control - Sales Control - Procedure of Cash Control- Machine System- ECR- NCR- POS – Reports - Budgetary Control- Budget, Budgetary Control, Objectives, Framework, Key Factors, Types of Budget

Module 4: Standard Costing, Variance Analysis & Breakeven

- Standard Cost- Standard Costing. Cost Variances- Material Variances- Overhead Variances - Labour Variance - Fixed Overhead Variance- Break Even Analysis- Breakeven Chart - P V Ratio – Contribution- Marginal Cost

Module5: Menu Merchandising

- Menu Control- Menu Structure – Planning. Pricing of Menu - Types of Menu

- Menu as a Marketing tool – Layout - Constraints of Menu Planning

Reference Books:

- Cost Accounting: S.P. Jain, K.L. Narang
- Food and Beverage Management: Bernard Davis, Andrew Lockwood, Sally Stone

Open Course BSH/C 5DO2 Basics in Culinary

Course Objective
To develop skills of cooking in the Industry.
To find employment in the f & b production department beginning from trainees to executive chef.
Course Outcomes
CO1 Develop and follow cooking principles.
CO2 Demonstrate knife skills & practice basic knife cuts.
CO3 Develop and follow food safety procedures
CO4 Demonstrate and apply classical stocks & sauces.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	2	3	3	2	3	2	3	3	3
CO2	3	3	3	3	3	3	3	3	3
CO3	3	3	3	3	3	3	3	3	3
CO4	2	3	3	3	3	3	3	3	3

SYLLABUS

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

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

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

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

Add-on Course: Food Safety- FSSAI- Bakery Level Course code :2NHM5AOP-01

Course Objective

Bakery level 2 has been tailored for bakery manufacturing units of all sizes, including small, medium, and large-scale operations that produce a diverse range of bakery items.

This course is intended to elucidate the basic hygiene and sanitary standards

All Food Business Operators operating in bakery food service establishments, are mandated by the Food Safety & Standard Act of 2006.

Course Outcomes

CO1: Better understanding and compliance with food safety regulations and prerequisites.

CO2 : Improved knowledge of HACCP implementation.

CO3: Better understanding of hygiene and sanitation practices for personnel and workplace.

CO4: Participants will learn the core principles of food safety, regulatory compliance, and industry best practices

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	2	3	2	2	3	2	3	3	3
CO2	3	3	3	3	3	3	2	3	3
CO3	3	3	3	3	2	3	3	3	3
CO4	3	3	3	3	3	3	3	3	3

PART I – LOCATION, LAYOUT & FACILITIES

- Location & surroundings
- Layout & design of food establishment premises
- Equipment & containers

- Facilities/ Utilities
- Water Supply
- Drainage & Waste disposal • Personnel facilities and toilets
- Air quality and ventilation
- Lighting

PART II – MATERIAL HANDLING

- Procurement of Raw material
- Handling of raw material

PART III – PRE-PRODUCTION PROCESSING

PART IV – PRODUCTION

- Baking
- Cooling
- Sandwiching/ Mallow/ Centre filling/ Enrobing
- Role of process control in food safety
- Few Good practices in Bakery industry

PART V – PACKING & TRANSPORTATION

- Slicing and packing of bakery products
- Storage & Transportation of finished product
- Dispatch & Loading
- Retail & Display
- Control of storage & transportation conditions

PART V – PERSONAL HYGIENE

- Health status
- Behavioural & personal cleanliness
- Visitors

PART VI – SUPPORT SERVICES

- Management & Supervision
- Food Testing facilities

- Pest Control
- Cleaning & Maintenance
- Water handling
- Training
- Record Keeping
- Consumer Awareness
- Food Safety Management System Plan

VI semester

1. BSH6B11 Industrial Training and Report

Course Objective
The objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. Summer Batch: Mostly starts from June/July onwards.
Both hands-on experience and classroom learning are important while considering a candidate for the internship. Maintaining good grades and attendance during college is one way to enhance your chances of securing an internship at a good hotel.
The student is expected to complete 20 week training from globally reputed prosperity. On completion of the training the trainee is expected to submit a training report and log book.
Course Outcomes
C01: To improve the Students' employability skills and ensure smooth on boarding to their careers.
C02: It helps them to translate the knowledge gained from the institute to be put to practice.
C03: Helps them gain work related skills and expertise related to their future careers.
C04: Real work situations enable them to establish their career goals.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	3	3	3	3	3	3	3	3
CO2	3	3	3	3	3	3	3	3	3
CO3	3	3	3	3	3	3	3	3	3
CO4	3	3	3	3	3	3	3	3	3

2. BSH6B11 Comprehensive Self Study

Course Objective
<ul style="list-style-type: none"> Check the student's capacity of theoretical knowledge in which they studied in all the previous semesters.
<ul style="list-style-type: none"> Analyze the student capacity to solve the questions within the stipulated time.
<ul style="list-style-type: none"> Improve the observing and listening capacity of students in the classrooms and the other learning areas, including training.
Course Outcomes
CO1 Check the student's capacity of theoretical knowledge in which they studied in all the previous semesters.
CO2 Analyze the student capacity to solve the questions within the stipulated time.
CO3 Improve the observing and listening capacity of students in the classrooms and the other learning areas, including training.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	3	3	1	3	3	3	3	3
CO2	3	3	3	1	3	3	3	3	3
CO3	3	3	3	2	2	2	2	3	3

3. BSH6B13Project Report and Viva

Course Objective
To make them understand the concepts of Project Management for planning and execution of projects.
To make them understand the feasibility analysis in Project Management and network analysis tools for cost and time estimation.
To enable them to comprehend the fundamentals of Contract Administration, Costing and Budgeting
Make them capable to analyze, apply and appreciate contemporary project management tools and methodologies in Indian context.
The project is intended to serve the student's ability to apply multidisciplinary concepts, tools and techniques to deal with any subject related to the hospitality industry.
Course Outcomes
CO1: Apply research and analytical skills to gather and critically evaluate relevant information, data, and literature related to the chosen topic.
CO2: Demonstrate the ability to identify and define a problem or topic relevant to the field of study for a project report
CO3: Effectively organize and present findings, analysis, and conclusions in a clear and coherent manner through a well-structured project report.
CO4: Develop written communication skills by adhering to academic writing standards, including proper citation and referencing, grammar, and formatting, in the creation of the project report.

CO-PO/PSO Mapping

PO	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4
CO									
CO1	3	3	3	3	2	3	3	3	2
CO2	3	3	3	3	2	3	3	3	3
CO3	3	3	3	3	3	3	3	3	3
CO4	3	3	3	2	3	3	3	3	3

9. Detailed Description of Activities

Serial No.	Criteria Number	Activity	Specific details of activity
1	2.3.1	Internship -(Experiential Learning)	20 weeks of I.E.T.
2	2.3.1	Industrial Visits -(Participative Learning)	First year- Induction to core departments
3	6.3.3	Faculty Training	Specialized Training in the industry
4	1.2.2, 1.2.3	Add-on programme- 30 hrs.- Second years (Participative learning)	Food Safety- FSSAI- Govt. of India
5	2.3.1	Workshop on Carving. (Participative learning)	Veg and Fruit Carving- Culinary Club
6	7.1.11	Tourism Day -Interdepartmental Competitions (Participative learning)	Organised by Final years - HMCS/HMCA

7	2.3.1	Class Fest –based on Practical- (Problem Solving)	Innovative Food Presentations by Second years - HMCS/HMCA
8	2.3.1, 7.1.11	World Food Day(Experiential Learning)	Food preparation & distribution by Culinary Club
9	2.3.1, 7.1.11	World Chef Day(Experiential Learning)	Exhibition on innovative food
10	3.4.3	Outreach Programmes (CUSSP)(Participative Learning)	3 activity per semester
11	3.4.3	Extension Programme	Baker's Delight- Department
12	3.5.1	Faculty Exchange Programme	Exchange program with Milagress and Morning Star
13	2.3.1	Workshop on Wine(Participative Learning)	Wine pairing and Service
14	3.2.2	National Conference(Participative Learning)	Trending topics
15	2.3.1	Theme Dinner- Final Years- Workshop on fish Fillet.(Participative Learning)	Theme will be planned later
16	2.3.1, 3.2.2	Journal publication (Participative Learning)	Paper presentations by faculty and students
17	2.3.1	Workshop on Cocktail and Mock tail(Participative Learning)	Vino d Vino Club- members
18	2.3.1	Study Tour	Visit to Core course based industry

19	3.2.2	National Seminar – IPR/ Research Methodology (Participative Learning)	Online Seminar
20	2.3.1	Phoenix (Experiential Learning)	Management Fest
21	3.5.1	Student Exchange Programme (Participative Learning)	Institutions will be decided later

10. Course Evaluation and CIE

Effective implementation of Continuous Internal Evaluation Systems mooted by the University is being strictly performed which has also seen reforms from time to time. The institution has taken many operative measures for the effective application of the evaluation reforms. The institute has an exam cell headed by the Chief Examiner for the smooth conduct of all examinations. Examination Cell takes all precautions while preparing Examination Time table, Invigilation duty chart, seating plans for the students in the Examination halls. Examination cell takes necessary steps for handling Question paper (printing, counting, bundling, packing and sealing) and collecting back Answer sheets and distribution to concerned teachers after completion of the exam.

Continuous Internal Evaluation is divided into following sections:

- First Internal Examination
- Model Examination
- Assignment
- Seminar
- Viva

Evaluation and Grading

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

2. The evaluation scheme for each course shall contain two parts. 1) Internal Assessment 2) External Evaluation. 20% weight shall be given to the internal assessment. The remaining 80% weight shall be given for the external evaluation.
3. INTERNAL ASSESSMENT 20% of the total marks in each course is for internal examinations. The internal assessment shall be based on a system, involving written tests/assignments/seminars/ viva and attendance in respect of theory courses and lab involvements/ records and attendance in respect of practical courses. Internal assessment of the project will be based on its content, method of presentation, final conclusion and orientation to research aptitude. The components with the percentage of marks of internal evaluation of theory courses are: Attendance -25%, Assignment/ Seminar/ Viva- 25%, and Test paper- 50%. (If a Fraction appears in internal marks, nearest whole number is to be taken). Attendance of each course (Including Practical) will be evaluated as below

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

Internal Assessment for Practical: 20% of total marks are internal assessment. It should be done by the department based on the performance of the student in the practical Lab. The components with the percentage of marks of internal evaluation of practical courses are: Attendance- 25%, Record- 50% and Lab involvement- 25%. (If a Fraction appears in internal marks, nearest whole number is to be taken).

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

External Evaluation for Practical Courses. The practical evaluation shall be conducted at the end of the concerned semester.

- 20% of marks are awarded through internal assessment.

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

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

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

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

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

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

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

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

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

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

Award of Degree

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

Credits:

Each course shall have certain credits for passing the B. Sc. HM & CS programme, the student shall be required to achieve a minimum of 120 credits of which 38 (14 for common English courses + 8 for common language other than English+ 16 credits for general common courses) credits shall be from common courses, a minimum of 2 credits for open courses, 56 credits from core courses and

24 credits from complimentary courses. So minimum credits required for core, complimentary and open course put together are 82 (Including practical).

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

Audit Course for UG Programme in CBCSS

Semester 1

AUD1E01 ENVIRONMENTAL STUDIES

Course Objective

The study aims at imparting basic knowledge about the environment and its allied problems and acquiring an environmentally conscious mindset.

Course Outcomes:

- Comprehend the importance of ecosystem and biodiversity
- To correlate the human population growth and its trend to the environmental degradation and develop the awareness about his/her role towards environmental protection and prevention Identify different types of environmental pollution and control measures
- To correlate the exploitation and utilization of conventional and non-conventional resources

Syllabus

Module 1:

Introduction – Environment in the Indian context: Concept of an ecosystem, Multidisciplinary

nature of environmental studies. Components of environment- Atmosphere, hydrosphere, lithosphere and biosphere. Definition, scope and importance. Concept of sustainability and sustainable development.

Module 2:

Natural Resources : Renewable and non-renewable resources : Natural resources and associated problems. a) Forest resources : Use and over-exploitation, deforestation, case studies. Timber extraction, mining, dams and their effects on forest and tribal people. b) Water resources : Use and over-utilization of surface and ground water, floods, drought, conflicts over water, dams-benefits and problems. c) Mineral resources : Use and exploitation, environmental effects of extracting and using mineral resources, case studies. d) Food resources : World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies. e) Energy resources : Growing energy needs, renewable and non renewable energy sources, use of alternate energy sources. Case studies. f) Land resources : Land as a resource, land degradation, man induced landslides, soil erosion and desertification. • Role of an individual in conservation of natural resources. • Carbon footprint Water conservation, rain water harvesting, watershed management

Module 3:

Structure and function of an ecosystem. • Producers, consumers and decomposers. • Energy flow in the ecosystem. • Ecological succession. • Food chains, food webs and ecological pyramids. • Introduction, types, characteristic features, structure and function of the following ecosystem :- a. Forest ecosystem b. Grassland ecosystem c. Desert ecosystem d. Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)

Module 4:

Biodiversity and its conservation • Introduction – Definition : genetic, species and ecosystem diversity. • Biogeographical classification of India • Value of biodiversity : consumptive use, productive use, social, ethical, aesthetic and option values • Biodiversity at global, National and local levels. • Hot-spots of biodiversity. • Threats to biodiversity : habitat loss, poaching of wildlife, man-wildlife conflicts. • Endangered and endemic species of India • Conservation of biodiversity :

Module 5:

Environmental Pollution Definition • Cause, effects and control measures of :- a. Air pollution b. Water pollution c. Soil pollution d. Marine pollution e. Noise pollution f. Thermal pollution g. Nuclear hazards • Solid waste Management : Causes, effects and control measures of urban and industrial wastes. • Role of an individual in prevention of pollution.

Module 6:

Environmental Policies and practices: Climate change, Climate change, global warming, acid rain, ozone layer depletion, nuclear accidents.

Essential Reading

1. Bharucha Erach, The Biodiversity of India, Mapin Publishing Pvt. Ltd., Ahmedabad – 380 013, India, Email:mapin@icenet.net (R) c)
2. Brunner R.C., 1989, Hazardous Waste Incineration, McGraw Hill Inc. 480p
3. Carson, R. 2002. Silent Spring. Houghton Mifflin Harcourt.
4. Gadgil, M., & Guha, R.1993. This Fissured Land: An Ecological History of India. Univ. of California Press.

3. Gleeson, B. and Low, N. (eds.) 1999. Global Ethics and Environment, London, Routledge.
4. McNeill, John R. 2000. Something New Under the Sun: An Environmental History of the Twentieth Century.
5. Singh, J. S., Singh, S. P. and Gupta, S. R. 2014. Ecology, Environmental Science and Conservation. S. Chand Publishing, New Delhi.

Semester 2

AUD2E02 DISASTER MANAGEMENT

Course Objective

The study aims at providing an understanding on disaster management and various types of disasters.

It provides an awareness about disaster prevention and risk reduction and enables to impart knowledge on climate change adaptation and scenarios.

Course Outcomes:

- Understand the need and significance of studying disaster management

- Understand the different types of disasters and causes for disasters.
- Gain knowledge on the impacts Disasters on environment and society
- Study and assess vulnerability of a geographical area.
- Students will be equipped with various methods of risk reduction measures and risk mitigation.

Module 1:

Introduction – Hazard and Disaster. Concepts of Hazard, Vulnerability, Risks. Different Types

of Disaster : A) Natural Disaster: such as Flood, Cyclone, Earthquakes, Landslides etc B) Manmade Disaster: such as Fire, Industrial Pollution, Nuclear Disaster, Biological Disasters,

Accidents (Air, Sea, Rail & Road), Structural failures(Building and Bridge), War & Terrorism

etc. Slow Disasters (famine, draught, epidemics) and Rapid Onset Disasters(Air Crash, tidal

waves, Tsunami) Causes, effects and practical examples for all disasters.

Water and Climate Disaster: flood, hail storms, cloudburst, cyclones, heat and snow avalanches, cold waves, droughts, sea erosion, thunder and lightning. Geological Disaster: landslides, earthquakes, Tsunami, mine fires, dam failures and general fires. Biological Disaster: epidemics, pest attacks, cattle epidemic and food poisoning. Nuclear and Industrial Disaster: chemical and industrial disasters , nuclear accidents. Accidental Disaster: urban and forest fires, oil spill, mine flooding incidents, collapse of huge building structures.

Module 2:

Natural disasters- Earthquakes, Tsunami, Floods, Drought, Landslides, Cyclones and Volcanic

eruptions. Their case studies. Coastal disasters. Coastal regulation Zone.

Risk and Vulnerability Analysis 1. Risk : Its concept and analysis 2. Risk Reduction 3.

Vulnerability : Its concept and analysis 4. Strategic Development for Vulnerability Reduction Disaster Prevention and Mitigation. Refugee operations during disasters, Human Resettlement

and Rehabilitation issues during and after disasters, Inter-sectoral coordination during disasters,

Models in Disasters.

Module 3:

Disaster Preparedness and Response Concept and Nature Disaster Preparedness Plan

Prediction, Early Warnings and Safety Measures of Disaster. Role of Information, Education,

Communication, and Training, Disaster Management : Role of Government, International and NGO Bodies. Role of IT in Disaster Preparedness Role of Engineers on Disaster Management. Response Disaster Response : Introduction Disaster Response Plan Communication, Participation, and Activation of Emergency Preparedness Plan Search, Rescue, Evacuation and Logistic Management Role of Government, International and NGO Bodies Psychological Response and Management (Trauma, Stress, Rumor and Panic) Relief and Recovery Medical Health Response to Different

Disasters.

Module 4:

Rehabilitation, Reconstruction and Recovery Reconstruction and Rehabilitation as a Means of Development. Damage Assessment Post Disaster effects and Remedial Measures. Creation of Long-term Job Opportunities and Livelihood Options, Disaster Resistant House Construction Sanitation and Hygiene Education and Awareness, Dealing with Victims' Psychology, Longterm Counter Disaster Planning Role of Educational Institute.

Module 5:

The vulnerability atlas of India. Disaster Prevention and Mitigation. Agencies involved in Disaster Management. Warning and Prediction

Essential Reading:

1. Pandey, M., 2014. Disaster Management, Wiley India Pvt. Ltd., 240p.
2. Tushar Bhattacharya, Disaster Science and Management, McGraw Hill Education (India) Pvt. Ltd
3. Jagbir Singh, Disaster, Management: Future Challenges and Opportunities, K W Publishers

Pvt. Ltd.

4. J.P. Singhal, Disaster Management, Laxmi Publications

5. C. K. Rajan, Navale Pandharinath, Earth and Atmospheric Disaster Management : Nature and Manmade, B S Publication

6. Shailesh Shukla, Shamna Hussain, Biodiversity, Environment and Disaster Management,

Semester 3

AUD3E03- HUMAN RIGHTS

Course Objective

In-depth insight into the constitutional, statutory and institutional aspects of human rights and special legislations dealing with protection of vulnerable and marginalized groups.

Course outcomes

1. Understand the importance and different approaches to Human rights

2. Understand the different mechanisms of United Nations to ensure and protect the Human Rights
3. Understand the different Constitutional provisions and legislations to protect Human Rights in India
4. Analyse the functions of NHRC, Judiciary and PIL for protecting Human Rights in India
5. Examine the challenges to Human Rights of different vulnerable sections

MODULE – I

HUMAN RIGHTS; Meaning, Evolution and Importance

Approaches; Western, Marxian, Feminist and Third World

MODULE – II

U N O AND HUMAN RIGHTS

(a) Universal Declaration of Human Rights

(b) International Covenants on Civil and Political Rights (ICCPR),

International Covenant on Social Economic and Cultural Rights (ICESCR)

(c) The Office of the United Nations High Commissioners for Human Rights (UNHCHR)

MODULE- III

HUMAN RIGHTS IN INDIA

(a) Constitutional Provisions- Fundamental Rights, Directive Principles of State Policy

(b) Some important Legislations

- 1) Protection of Civil Rights Act-1955
 - 2) Prevention of Atrocities (SC and ST) Act 1989
 - 3) Sexual Harassment of Women at workplace (Prevention, Prohibition and Redressal) Act, 2013
 - 4) The Rights of Persons with Disabilities Act-2016
 - 5) Right to information Act 2005
- (c) Agencies Protecting Human Rights ; Judiciary, Public Interest Litigation, National Human Rights Commission and Media

MODULE- IV

CHALLENGES TO HUMAN RIGHTS

Human Rights Violations against Women, Children, Other marginalised sections like Minorities, Dalits, Adivasis and Women, Refugees

BOOKS AND REFERENCES

- 1 Andrew Clapham, Human Rights: A Very Short Introduction, Oxford University Press, New York, 2007
- 2 Darren J O Byrne,(ed), Human Rights: An Introduction, Pearson, New Delhi,2004
- 3 Chiranjeevi Nirmal, Human Rights in India, Oxford University Press, New Delhi,1997.
- 4 Pavithran K S,(ed), Human Rights in India: Discourse and Contentions, Gyan books, NewDelhi,2018
- 5 Ujwal Kumar Singh, (ed), Human Rights and peace: Ideas, Laws,

Institutions and Movements, Sage, New Delhi,2009

Page 3 of 4

6 Upendra Bax,: The RIGHT to be Human Lasncer International New
Delhi, 1987.

7 Johari J.C Human Rights and New World Order Anmol Publications ,
New Delhi, 0998

Semester 4

AUD4E06-Gender Studies

Course Objectives

- To provide the relevance and significance of the ideas of gender equality and gender justice in our society
- To develop an understanding about the basic concepts of gender studies
- To provide a historical background of women's movements and its relevance
- To understand the major debates around gendered ways of violence and to introduce gender perspectives on popular culture

Course - Outcomes

1. It helps the student to acquire knowledge about the importance of gender equality and women's rights
2. It helps the student to develop gender sensitivity through an analysis of contemporary social issues at the global, national and local levels
3. It helps the student to familiarize with analyzing the popular culture and media with a gender perspective
4. It equips the student to acquire knowledge about the various organs, conventions, constitutional provisions and redressal systems to combat gender discrimination

Module I

Introducing the concepts of sex and gender, gender division of labour, patriarchy, sexualities and sexual orientations, gender stereotypes, masculinities, intersectionalities of race, class, caste and gender in family and society

Suggested Readings

1. 50 Key concepts in Gender Studies, Jane Pilcher and Imelda Whelehan, Sage Publications, 2005
2. Understanding Gender: Kamala Bhasin, Women Unlimited, New Delhi, 2003.
3. What is Patriarchy? Kamala Bhasin, Women Unlimited, New Delhi, 2003.
4. Exploring Masculinity, Kamala Bhasin, Women Unlimited, New Delhi, 2003.

Module II

Women's Experiences in family & work, community, public sphere kinship structures, various forms of violence against women – female foeticide, infanticide, dowry, domestic violence, sexual assaults, rape, sexual harassment at workplace, honour killings – Government mechanisms to combat Violence against women in India

1. An overview of the status of women in India: Neera Desai and Maithreyi Krishnaraj, P 296-319, Class, Caste, Gender- Readings in Indian Government and Politics-5, Ed. Manoranjan Mohanty, Sage Publications, New Delhi, 2004
2. 'Towards Equality', Report of the Committee on the Status of Women in India, 1975

Module III

Historical Roots of Women's Movements in India and global – Right to vote –Women's Question and social reform in 19th early 20th Century in India and Kerala –Women in National Movement – Left Movement- The Contemporary Women's Movements in India – Queer movements – International human rights instruments & UN conventions on gender rights, Indian Constitutional guarantees of equality and citizenship rights – gender in higher Education

1. History of Doing, Radha Kumar, Kali for Women, New Delhi
2. Mapping of Women's Movement, Threfall. M. (Ed.). Verso, London
3. Women, Ecology and Culture: Gabriele Dietrich, P. 72- 95, Gender and Politics in India, Kali for Women
4. Saksham Report on Measures for Ensuring the Safety of Women and Programmes for Gender Sensitisation on Campuses, 2013,
https://www.ugc.ac.in/pdfnews/5873997_saksham-book.pdf

Module IV

Gender perspectives on popular culture, discourse and practices of cinema, television, popular music, magazines and advertisements, representations of women and gender/sexual minorities in media, gendered dimensions of social media – analysis of gender in news – print, television, web and women's media initiatives

Suggested Readings

1. Whose News: The Media and Women's Issues, Ammu Joseph & Kalpana Sharma (Ed), Sage Publishing, 2006
2. Films and Feminism - Essays in Indian Cinema - Jasbir Jain and Sudha Rai (Ed.), Rawat Publications.

Suggested Activities

1. Analysis of popular films – films for analysis: (1) The Great Indian Kitchen (Malayalam), Thappad (Hindi)
2. Analysis of (1) commercial television advertisements (2) Matrimonial Classifieds in Malayalam News papers.

References

3. Understanding Gender: Kamala Bhasin, Women Unlimited, New Delhi
4. What is Patriarchy? Kamala Bhasin, Women Unlimited, New Delhi
5. Exploring Masculinity, Kamala Bhasin, Women Unlimited, New Delhi
6. History of Doing, Radha Kumar, Kali for Women, New Delhi
7. Gendering caste through a feminist lens, Uma Chakravarti, Sage Publications
8. Feminism in India, Maitreyi Chaudhuri (Ed.), Women Unlimited, New Delhi 2005
9. 50 Key concepts in Gender Studies, Jane Pilcher and Imelda Whelehan, Sage Publications
10. Feminism, Jane Freedman, Buckingham Open University Press, Buckingham, 2001,
11. Mapping of Women's Movement, Threfall. M. (Ed.). Verso, London
12. Anila Agarwal, Human Rights for survival of civilization, Kalinga Publication, Delhi

(2004).

13. V.N. Shukla's Constitution of India, Eastern Book Company, 13th edn.

14. Who's News? Ammu Joseph and Kalpana Sharma, Sage Publications, New Delhi, 1994

Link for Syllabus and Question Bank:

Syllabus: [Audit Course Syllabus](#)

Question Bank: [Audit Course Question Bank](#)

Skill Enrichment Program (SEP) Course syllabus
for Certificate Program Basic Skills Enrichment

SEMESTER I

One session: One hour

Subject Name: Basic Skills Enrichment

Syllabus Code: BSE

Subject Code: SEP 01

Total: 5 Hours

Program Objective:

To make the students aware of themselves, their environment, about the challenges and to equip them with the basic communication and technical skills, along with practical training sessions.



Module 1: Effective Communication (LSRW)

(5 Hrs)

Session 1: Orientation Class - Familiarize with language lab - do's and don'ts, introduce Tell Me More Software and its applications, discuss the syllabus.

Session 2: Listening Skill - Listen and draw, word search and crossword puzzle, video & questions. Session 3: Speaking Skill - I have never, continue the story, and describe the image.

Session 4: Reading Skill - Reading comprehension, word jumble race, sentence pronunciation, Wordscramble.

Session 5: Writing Skill - Written expression, fill in the blanks, sentence practice and grammar practice, write story.

Skill Enrichment Program (SEP) Course syllabus
for Certificate Program Basic Skills Enrichment

SEMESTER II

One session: One hour

Subject Name: Basic Skills Enrichment

Syllabus Code: BSE

Subject Code: SEP 01

Total: 15 Hours

Program Objective:

To make the students aware of themselves, their environment, about the challenges and to equip them with the basic communication and technical skills, along with practical training sessions.

Module 1: Effective Communication (LSRW)

(5 Hrs)

Session 16: Listening skills: Listening to the words, sentences and passages. Sharing You Tube videos, homework related to the topics and its presentation in class.

Session 17: Speaking skills: vocabulary, speech, pronunciation of the words, sentences and passages. Assigning Situational conversation exercises.

Session 18: Reading skills: Comprehension passages, question and answers

Session 19-20: Writing skills: Grammar, basics, exercises, sentence formations

Module 2: MS office Suite

(10 Hrs)

Session 21-23: Starting MS Word, working with symbols, working with tables, headers, footers and other controls, formatting

Session 24-26: MS Excel, MS PPT - Formatting a worksheet, formatting cells, Using formula & graphs
Session 27-28:

Google docs, Google forms, Google spreadsheet, Google Meet
Session 29-30: Introduction to Photoshop/poster making and video editing

Course Outcome:

To develop their self-management and communicational skills and also equip them with the basic technical skills.

Skill Enrichment Program (SEP) Course
syllabus for Certificate Program
Intermediate Skills Enrichment
SEMESTER III

One session: One hour

Subject Name: Intermediate Skills Enrichment

Syllabus Code: ISE

Subject Code: SEP 02

Total: 15 Hours

Program Objective:

To make the students aware of their career choices and competencies required to be successful in their domain and equip them with the required skills.

DEPARTMENT OF HOTEL MANAGEMENT

Includes language lab training and activities to improve their communication skills

MODULE 1: Session 1- 4: Listening Skills

(4 Hrs)

- Short Video - Listen and express key points
- Learning from a song- Identifying phrases + looking for details
- Listening Task-Draw based on instruction/ Write recipe etc

MODULE 2: Session 5-10: Speaking Skills

(8 Hrs)

- Self-Introduction- Format + Individual presentation
- Role Play- Group ppt, At Restaurant/ Booking tickets for vacation/ Shopping, etc.
- Techniques to keep talking in English- at different situations eg: You don't understand/ You forget/ Going blank, etc

MODULE 3: Session 11- 15: Writing Skills

(3 Hrs)

- Description/ Descriptive writing: A gift you got, an exercise you know/ etc.
- Email Etiquette-Format + Content
- Newsletter

Skill Enrichment Program (SEP) Course
syllabus for Certificate Program Intermediate
Skills Enrichment SEMESTER IV

One session: One hour

Subject Name: Intermediate Skills Enrichment

Syllabus Code: ISE

Subject Code: SEP 02

Total: 15 Hours

Program Objective:

To make the students aware of their career choices and competencies required to be successful in their domain and equip them with the required skills.

DEPARTMENT OF HOTEL MANAGEMENT

Includes language lab training and activities to improve their communication skills

MODULE 1: Presentation Skills

(8 Hrs)

- Tell a tale- Compose a story using given set of words
- Skill Share- Individual ppt: A tutorial/ DIY using audio/visual aids
- Adzap - 3 min Group ppt Topics: colour changing dress/invisible ink, etc.

MODULE 2: Group Discussion

(4 Hrs)

- Etiquettes of GD- body language, behaviour, words you use
- Describe a scene - Watch a movie trailer + quiz & discussion
- Debate - 3 mins per group on different topics

MODULE 3: Communication Skills

(3 Hrs)

- Basics- Importance, Process, Barriers
- Vocabulary + Sentence Formation, Half sentences

Skill Enrichment Program (SEP)
Course syllabus for Certificate
Program Advanced Skills
Enrichment SEMESTER V

One session: One hour

Subject Name: Advanced Skills Enrichment

Syllabus

Code: ASE **Subject Code:** SEP 03

Total: 30

Hours **Program Objective:**

To enhance the employability skills of students by providing interview skills training.

MODULE 1

(10 Hrs)

- Expectation Setting
- SWOT Analysis
- Self-Introduction
- Organizational structure Case Study
- Corporate Jargons

MODULE 2

(10 Hrs)

- Extempore
- Interview Etiquettes
- Grooming & Body Language
- Presentation Skills

MODULE 3

(10 Hrs)



- Group Discussion
- Resume Preparation
- Mock Interview

Course Outcome:

To equip the students with the skills required to excel in their career.
