



KARNATAK UNIVERSITY, DHARWAD
ACADEMIC (S&T) SECTION
ಕರ್ನಾಟಕ ವಿಶ್ವವಿದ್ಯಾಲಯ, ಧಾರವಾಡ
ವಿದ್ಯಾಮಂಡಳ (ಎಸ್&ಟಿ) ವಿಭಾಗ



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NAAC Accredited
'A' Grade 2014

website: kud.ac.in

No. KU/Aca(S&T)/SSL-394A/2022-23/1055

Date: 23 SEP 2022

ಅಧಿಸೂಚನೆ

ವಿಷಯ: 2022-23ನೇ ಶೈಕ್ಷಣಿಕ ಸಾಲಿನಿಂದ ಎಲ್ಲ ಸ್ನಾತಕ ಕೋರ್ಸುಗಳಿಗೆ 3 ಮತ್ತು 4ನೇ ಸೆಮೆಸ್ಟರ್

NEP-2020 ಮಾದರಿಯ ಪಠ್ಯಕ್ರಮವನ್ನು ಅಳವಡಿಸಿರುವ ಕುರಿತು.

- ಉಲ್ಲೇಖ: 1. ಸರ್ಕಾರದ ಅಧೀನ ಕಾರ್ಯದರ್ಶಿಗಳು(ವಿಶ್ವವಿದ್ಯಾಲಯ 1) ಉನ್ನತ ಶಿಕ್ಷಣ ಇಲಾಖೆ ಇವರ ಆದೇಶ ಸಂಖ್ಯೆ: ಇಡಿ 260 ಯುಎನ್‌ಇ 2019(ಭಾಗ-1), ದಿ:7.8.2021.
2. ಸಮಾಜವಿಜ್ಞಾನ ನಿಖಾಯ ಸಭೆಯ ಠರಾವುಗಳ ದಿನಾಂಕ: 12.09.2022
3. ವಿಶೇಷ ವಿದ್ಯಾವಿಷಯಕ ಪರಿಷತ್ ಸಭೆಯ ನಿರ್ಣಯ ಸಂ. 04, ದಿನಾಂಕ: 17.09.2022
4. ಮಾನ್ಯ ಕುಲಪತಿಗಳ ಆದೇಶ ದಿನಾಂಕ: 22-09-2022

ಮೇಲ್ಕಾಣಿಸಿದ ವಿಷಯ ಹಾಗೂ ಉಲ್ಲೇಖಗಳನ್ವಯ ಮಾನ್ಯ ಕುಲಪತಿಗಳ ಆದೇಶದ ಮೇರೆಗೆ, 2022-23ನೇ ಶೈಕ್ಷಣಿಕ ಸಾಲಿನಿಂದ ಅನ್ವಯವಾಗುವಂತೆ, ಸಮಾಜವಿಜ್ಞಾನ ನಿಖಾಯದ ಎಲ್ಲ ಸ್ನಾತಕ ಕೋರ್ಸುಗಳ ರಾಷ್ಟ್ರೀಯ ಶಿಕ್ಷಣ ನೀತಿ (NEP)-2020 ರಂತೆ 3 ಮತ್ತು 4ನೇ ಸೆಮೆಸ್ಟರ್‌ಗಳಿಗಾಗಿ ವಿಶೇಷ ವಿದ್ಯಾವಿಷಯಕ ಪರಿಷತ್ ಸಭೆಯ ಅನುಮೋದಿತ ಪಠ್ಯಕ್ರಮಗಳನ್ನು ಪ್ರಕಟಪಡಿಸಿದ್ದು, ಸದರ ಪಠ್ಯಕ್ರಮಗಳನ್ನು ಕ.ವಿ.ವಿ. www.kud.ac.in ಅಂತರ್ಜಾಲದಿಂದ ಡೌನ್‌ಲೋಡ್ ಮಾಡಿಕೊಳ್ಳಲು ಸೂಚಿಸುತ್ತಾ, ವಿದ್ಯಾರ್ಥಿಗಳು ಹಾಗೂ ಸಂಬಂಧಿಸಿದ ಎಲ್ಲ ಬೋಧಕರ ಗಮನಕ್ಕೆ ತಂದು ಅದರಂತೆ ಕಾರ್ಯಪ್ರವೃತ್ತರಾಗಲು ಕವಿವಿ ಅಧೀನದ / ಸಂಲಗ್ನ ಮಹಾವಿದ್ಯಾಲಯಗಳ ಪ್ರಾಚಾರ್ಯರುಗಳಿಗೆ ಸೂಚಿಸಲಾಗಿದೆ.

ಅಡಕ: ಮೇಲಿನಂತೆ

Kul-323191
ಕುಲಸಚಿವರು.

ಗೆ,

ಕರ್ನಾಟಕ ವಿಶ್ವವಿದ್ಯಾಲಯದ ವ್ಯಾಪ್ತಿಯಲ್ಲಿ ಬರುವ ಎಲ್ಲ ಅಧೀನ ಹಾಗೂ ಸಂಲಗ್ನ ಮಹಾವಿದ್ಯಾಲಯಗಳ ಪ್ರಾಚಾರ್ಯರುಗಳಿಗೆ. (ಕ.ವಿ.ವಿ. ಅಂತರ್ಜಾಲ ಹಾಗೂ ಮಿಂಚಂಚೆ ಮೂಲಕ ಬಿತ್ತರಿಸಲಾಗುವುದು)

ಪ್ರತಿ:

1. ಕುಲಪತಿಗಳ ಆಪ್ತ ಕಾರ್ಯದರ್ಶಿಗಳು, ಕ.ವಿ.ವಿ. ಧಾರವಾಡ.
2. ಕುಲಸಚಿವರ ಆಪ್ತ ಕಾರ್ಯದರ್ಶಿಗಳು, ಕ.ವಿ.ವಿ. ಧಾರವಾಡ.
3. ಕುಲಸಚಿವರು (ಮೌಲ್ಯಮಾಪನ) ಆಪ್ತ ಕಾರ್ಯದರ್ಶಿಗಳು, ಕ.ವಿ.ವಿ. ಧಾರವಾಡ.
4. ಅಧೀಕ್ಷಕರು, ಪ್ರಶ್ನೆ ಪತ್ರಿಕೆ / ಗೌಪ್ಯ / ಜಿ.ಎ.ಡಿ. / ವಿದ್ಯಾಂಡಳ (ಪಿ.ಜಿ.ಪಿ.ಎಚ್.ಡಿ) ವಿಭಾಗ, ಸಂಬಂಧಿಸಿದ ಕೋರ್ಸುಗಳ ವಿಭಾಗಗಳು ಪರೀಕ್ಷಾ ವಿಭಾಗ, ಕ.ವಿ.ವಿ. ಧಾರವಾಡ.
5. ನಿರ್ದೇಶಕರು, ಕಾಲೇಜು ಅಭಿವೃದ್ಧಿ / ವಿದ್ಯಾರ್ಥಿ ಕಲ್ಯಾಣ ವಿಭಾಗ, ಕ.ವಿ.ವಿ. ಧಾರವಾಡ.

KARNATAK UNIVERSITY, DHARWAD



BACHELOR OF SCIENCE IN HOTEL MANAGEMENT

(B.Sc. HM)

(Under -NEP)

(As per Section 44(1/ C) of K.S.U. Act 2000)

2021-22 onwards

SYLLABUS

B.Sc III & IV SEMESTERS

w.e.f 2022-23

Karnatak University, Dharwad
Four Years Under Graduate Program structure for B.Sc. (HM). (Hons.)
Effective from 2022-23
III and IV Semesters structure

Sem	Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
III	DSCC – 9	Theory	03 hrs	42	02 hrs	40	60	100	03
	DSCC – 10	Theory	03 hrs	42	02 hrs	40	60	100	03
	DSCC – 11	Theory	03 hrs	42	02 hrs	40	60	100	03
	DSCC – 12	Theory	03 hrs	42	02 hrs	40	60	100	03
	OEC – 3	Theory	03 hrs	42	02 hrs	40	60	100	03
	*SEC – 2	Practical	03 hrs	30	01 hr	25	25	50	02
	AECC-1 French	Theory	04 hrs	42	02 hrs	40	60	100	03
	AECC -2 English	Theory	04 hrs	42	02 hrs	40	60	100	03
	ValueBased	----	-----	----	-----	50	----	50	02
Total Credits									25
IV	DSCC – 13	Theory	03 hrs	42	02 hrs	40	60	100	03
	DSCC – 14	Theory	03 hrs	42	02 hrs	40	60	100	03
	DSCC – 15	Theory	03 hrs	42	02 hrs	40	60	100	03
	DSCC – 16	Theory	03 hrs	42	02 hrs	40	60	100	03
	OEC – 4	Theory	03 hrs	42	02 hrs	40	60	100	03
	AECC -1 French	Theory	04 hrs	42	02 hrs	40	60	100	03
	AECC -2 English	Theory	04 hrs	42	02 hrs	40	60	100	03
	Indian Constitution	Theory	02 hrs	30	01 hr	20	30	50	02
	ValueBased	----	-----	----	-----	50	----	50	02
Total Credits									25
Exit Option with Dip in Hotel Management									
Details of the other Semesters will be given later									

* Student can opt digital fluency as SEC or the SEC of his /her Programme.

B.Sc. Hotel Management Course Codes/ Exam pattern - B.Sc. HM 3rdSem						
Course Type	Course Codes	Paper / Course	Credit	Theory	IA / Practical	Total Marks
DSCC-9	123BHM011	FRONTOFFICEOPERATION – 03	03	60	40	100
DSCC-10	123BHM012	HOUSEKEEPINGOPERATIONS –03	03	60	40	100
DSCC -11	123BHM013	FOODPRODUCTION– 3	03	60	40	100
DSCC -12	123BHM014	FOOD ANDBEVERAGE SERVICE – 3	03	60	40	100
OEC– 3	003BHM051	HYGIENE, SANITATION AND FOOD SAFETY	03	60	40	100
SEC – 2	003BHM061	Artificial Intelligence	02	25	25	50
AECC-1 French	013FRE041	French- FRENCH LANGUAGE SECONADRY LEVEL	03	60	40	100
AECC-2 English	013ENG041	Generic English	03	60	40	100
Value Based	013VBA071	Sports (Level-5)	01	---	--	50
	013VBA072	NCC/NSS/R AND R CULTURAL (LEVEL 5)	01			
		Total	25			800
B.Sc. Hotel Management Course Codes / Exam pattern - B.Sc. HM 4thSem						
Course Type	Course Code	Paper / Course	Credit	Theory	IA / Practical	Total Marks
DSCC -13	124BHM011	FRONTOFFICE – 4	03	60	40	100
DSCC-14	124BHM012	HOUSEKEEPING OPERATIONS – 4	03	60	40	100
DSCC -15	124BHM013	FOOD PRODUCTION 04	03	60	40	100
DSCC -16	124BHM014	FOODANDBEVERAGESERVICE – 4	03	60	40	100
OEC – 4	004BHM051	AIRLINE CATERING	03	60	40	100
AECC-1 French	014FRE041	FRENCH LANGUAGE SECOND LEVEL	03	60	40	100
AECC-2 English	014ENG041	GENERIC ENGLISH	03	60	40	100
Indian Constitution	004EVS041	INDIAN CONSTITUTION	02	30	20	50
Value Based	013VBA071	SPORTS (Level-5)	01		50	50
	013VBA072	NCC/NSS/R AND R CULTURAL (LEVEL 5)	01			
			25			800
Exit option with Diploma in Hotel Management						

Programme Outcome

The Bachelor of Science in Hotel Management (B.Sc HM) has duration of three years (6 semesters) for General Degree and four years for Honours Degree having multi exit and multi entry system under NEP. We are proud to claim that the Karnatak University is the First in the country introducing courses under NEP. It leads to an initial professional university degree qualification. It qualifies graduates to take over specialist and managerial positions in the tourism and travel industry. The Bachelor of Science in Hotel Management (B.Sc HM) is now positioned as an attractive professional course with a specialization in hotel management studies along with extensive foreign language and inter-cultural content.

The basic objective of the B.Sc. (HM) is to provide competent young men and women with the necessary knowledge, skills, values and attitudes to occupy key operational positions in the Hotel and Hospitality Industry. The programme attracts students from all over the world, giving them the highest quality of academic and practical learning. The university has strong links with to the hotel industry, high standards of teaching, and work placements that give the graduates a wide choice of options for successful careers in the hotel and hospitality sector. It is designed such that class room training is reinforced with On-the-Job industrial exposure so as to sufficiently develop the skills and techniques.

The curriculum and syllabus for B.Sc. HM (Bachelor Science in Hotel Management) Program conforms to outcome based teaching learning process. In general, several outcomes have been identified and the curriculum and syllabus have been planned in such a way that each of the courses meets one or more of these outcomes. Student outcomes illustrate the students are expected to know and be able to do by the time of graduation. These relate to the skills, understanding, and behaviors that students acquire as they progress through the program. Further each course in the program brings out clear instructional objectives which are mapped to the student outcomes.

○ **Program Aims & Objectives:**

A graduate of the Hotel Management Program should:

1. To train them to understand the basics of Hotel Industry and in Food and Beverage.
2. To train and develop students to be leaders in hotel and food and beverage management through industry immersion and national and international linkages;
3. To intensify student`s knowledge and skills with instruction based on international standards;
4. To produce quality graduates with balanced knowledge, skills and industry exposure incatering, hotel and hygiene management;
5. To demonstrate community involvement and
6. To conduct researches concerning hotel and restaurant development program.

○ **Graduate Attributes/The student outcomes are:**

A graduate can have/manage the industry as:

1. A student after his graduation well equipped with the knowledge of Food & Beverage Production and Service.
2. Utilize interpersonal skills to lead/manage first-level employees in a hospitality setting.
3. Perform cost calculations and apply them to decision-making situations.
4. Evaluate food safety and sanitation to maintain a safe and sanitary work environment. Create an attractive and well-designed menu with consideration given to effective costing and pricing principles.

5. Complete and evaluate the data generated from a hotel night audit.
6. Develop a professional marketing brochure for a lodging operation.
7. Forecast sales and expenses in a variety of hospitality businesses.
8. Create a resume and cover letter that effectively highlights skills sought by potential employers.
9. Achieve national certification as a Serve Safe Food Protection Manager.
10. Schedule employees with consideration given to budgets, sales forecasts, and customary labor practices.

o **Program Specific Outcome (PSO):**

A graduate of Hospitality and Hotel Management Program will demonstrate:

PO1: Performs work activities effectively and efficiently to the standards expected in the operation required in the tourism industry/hospitality sectors.

PO2: Undertakes task, functions, duties and activities in the operation of the hotels, restaurants, travel, government and non-government agencies in accordance with the competency standards.

PO3: Analyses situation, identifies problems, formulates solutions and implements corrective and/or mitigating measures and action management into foodservice and lodging operations.

PO4. Demonstrate the ability to develop, examine, question, and explore perspectives or alternatives to problems in hospitality operations.

PO5: Demonstrate the ability to use professional written and oral communication skills and technology to successfully communicate.

PO6: Demonstrate awareness, understanding and skills necessary to live and work in a diverse world. Practice professional ethics, provide leadership, demonstrate personal and global responsibility, and work effectively as a team member.

B.Sc. HM III
SEMESTER SYLLABUS (UNDER NEP)
Title of the Course: DSCC 9 - FRONT OFFICE OPERATION – 03

Course Outcome:

1. To develop interest and attitudes in hospitality industries.
2. To develop sufficient trained man power for hotels
3. To develop necessary employable skills in the students
4. Demonstrate front of the house technical & supervision techniques.

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem.	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC - 9	Theory	03 hrs	42	02 hrs	40	60	100	03

FRONT OFFICE OPERATION-03	39/42 Hrs
Unit –1 Guest Cycle	13/14
* Pre-arrival	
* Arrival	
* Stay	
* Departure and post departure.	
* Bell desk operation, Placement of bell desk	
* Job description and specification	
* Equipment's of bell desk	
* Left luggage procedure	
Unit – 2 Evaluating Hotel Performance	13/14
* Occupancy ratio	
* Average room rate per guest	
* Average daily rate	
* Revenue per available room	
* Reservation management, Over booking	
* Forecasting	
* Packages , Potential reservation problem	

Unit – 3 Loyalty Programs	13/14
*Definition of loyalty programmes	
* Importance of loyalty programmes	
* Benefits of loyalty programmes	
* Types/levels of loyalty programmes	

Text Books

References

1. Front Office Management & Operations, Sudhir Andrews.
2. Hotel Front Office Operations and Management, Jatashankar R. Tewari.
3. Front Office Management, S.K Bhatnagar, Frank Bros and Co.
4. Managing Front Office Operations, Michael L.
5. Principles of Front Office Operations, Sue Baker ET-Al, Cassel 1994.
6. Hotel Front Office Management, James A Bardi, John Wiley & Sons, 1996.

Pedagogy

1. Lectures
2. Active learning
3. Self-study
4. Course project

Title of the Course: DSCC 10 - HOUSEKEEPING OPERATIONS – 03

Course Outcome:

1. Describe the role of housekeeping departments in hotel operations
2. Identify typical cleaning responsibilities of the housekeeping department
3. Control expenses in the housekeeping department
4. Understand the managerial skills necessary for efficient operations

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC - 10	Theory	03 hrs	42	02 hrs	40	60	100	03

HOUSEKEEPING OPERATIONS- 03		39/42 Hrs
Unit –1 THE HOUSEKEEPING DEPARTMENT		13/14
<ul style="list-style-type: none"> *The Professional Housekeeper * Housekeeping in other Institutions * Planning housekeeping operations * Introduction. * The Planning Process: Division of Work Document; Area inventory lists; Frequency schedules; Performance standards; Productivity Standards; Equipment and Operating. * Work Schedules 		
Unit –2 DAILY ROUTINES & SYSTEMS		13/14
<ul style="list-style-type: none"> * Introduction * The Housekeeping Day * Role of the Night Supervisor * Role of the Night GRA. * Cleaning public areas * Introduction 		
		13/14
Unit 3. Entrances		
<ul style="list-style-type: none"> * Lobbies * Front Desk * Specific Cleaning Tasks *Uniforms * Introduction * Selection & Design of Uniforms *Establishing Par levels for Uniforms 		

Text Books References:

1. Hotel Housekeeping Operations and Management (Third Edition) G.Raghubalan. Smritee Raghubalan.
2. Hotel Housekeeping (A training manual) Sudhir Andrews
3. Housekeeping: Operations, Design and Management. Malini Singh, Jaya B George.
4. A Student's handbook Housewifery.
5. Hotel Housekeeping, second edition (Training Manual) Sudhir Andrews.
6. Hotel Housekeeping Management K.M Hussain
7. Hotel and Hospitality Management Housekeeping, Prakash Talwar.

Pedagogy

5. Lectures
6. Active learning
7. Self-study
8. Course project

Title of the Course: DSCC – 11 - FOOD PRODUCTION – 3

COURSE OUTCOMES:

This subject aims at imparting the knowledge and skill sets required in bulk catering in welfare & Commercial sectors. In addition to this, the students are exposed to the features of Indian regional cuisines and operations of industrial caterings. The course familiarizes the students with equipment, types of catering, methods of purchasing & indenting, storing, portioning and planning in quantity food production.

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC - 11	Theory	03 hrs	42	02 hrs	40	60	100	03

FOOD PRODUCTION-III		Hrs 42
Unit –1 Introduction to Quantity Food Production		
<ul style="list-style-type: none"> * Introduction to Quantity Food Production. * Introduction to Sectors of Catering Industry (Welfare and Commercial). * Industrial Catering- (Introduction, Characteristics, Menu Planning & Challenges) * Banqueting- (Introduction, Characteristics, Menu Planning & Challenges) * Institutional Catering (Hospitals & Schools) - (Introduction, Characteristics, Menu Planning & Challenges) * Welfare Catering--(Introduction, Characteristics, Menu Planning & Challenges) * Volume Forecasting, (Definition, Importance, Concept of judgments) . * Factors influencing Volume Forecasting, Merits & Limitations of Volume forecasting 		
Unit –2 Yield Management		14
<ul style="list-style-type: none"> * Yield Management – Definition & need in quantity food production * Fundamentals of Yield Managements – Yield calculation & Importance * Advantages of Yield Management * Introduction to Equipment used in Quantity Food Production, Introduction to various mechanical and electrical Equipment used in quantity food production. * Equipment required for Quantity Food Production * Principles of Menu Planning * Menu balancing and food costing 		
Unit – 3 Purchasing and Indenting for Quantity Kitchen		12
<ul style="list-style-type: none"> *Introduction to understand the importance of purchasing and indenting * Principles of Indenting for Quantity Kitchen. – Indent format and indent specifications. * Purchase System and Standard Purchase Specifications * Storage Procedure. Inventory Control in Stores. 		

<ul style="list-style-type: none"> * Control Procedures to check pilferage & spoilage * Indian Regional cooking, Introduction to Indian regional cuisines * Regional specialties, Special methods, Ingredients & Equipment used * Festive Menus (Maharashtra, Gujarat, Punjab, Kashmiri, Hyderabad, Goa, Kerala, Uttar Pradesh, Rajasthan, Bengal, Mangalore, North eastern states, Parsi, Fasting Menu) * Factors influencing Regional and Religious menus (Eating Habits, Religious constraints, regional specialties seasonal availabilities) * Characteristics of Indian cooking techniques - Dum Pukth, Dum, Tawa, Kadai, Tandoor, Chula, Zameen Doz 	
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Text Books References:

1. Art of Indian Cookery - Rocky Mohan
2. Prasad – Cooking with Indian Master – J. Inder Singh Kalra
3. Quantity Food Production Operations and Indian Cuisine – Parminder S. Bali
4. Theory of Catering- Victor Cesarani & Ronald Kinton, ELBS
5. Theory of Cookery- Mr. K. Arora, Franck Brothers
6. Modern Cookery for Teaching & Trade Vol - I- Ms. Thangam Philip, Orient Longman.
7. The Professional Chef (4th Edition) - Le Rol A. Polsom

Pedagogy

1. Lectures
2. Active learning
3. Self-study
4. Course project

Title of the Course: DSCC – 12 FOOD AND BEVERAGE SERVICE – 3

COURSE OUTCOMES:

1. Contribute to food planning, preparation, and presentation for a food service operation.
2. Apply the principles of food and beverage cost control to assist in making decisions at an operational level and to contribute to the achievement of financial plans
3. Provide quality food and beverage planning, preparation, and presentation for a food service operation.
4. Food and beverage facility design, layout and equipment purchasing.

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC – 12	Theory	03 hrs	42	02 hrs	40	60	100	03
UNIT: 01 – FOOD & BEVERAGE SERVICE BASICS							42 Hrs	
<ul style="list-style-type: none"> • Definition. • What is Catering? • What is QSR? • What is FSR? • Food & Beverage Service Objective. • Food & beverage service organization. • Food and Beverage Services in Hotel • Structure of F&B Services Department • F&B Staff Attitudes and Competencies 							14 Hrs	
UNIT: 02 – F & B SERVICES - TYPES OF SERVICE							12 Hrs	
<ul style="list-style-type: none"> • Table Services. • English Service (Family Service) • American or Plate Service. • French Service. • Gueridon Service. • Silver Service. • Russian Service. • Assisted Services – Buffet Service, Self Service, Cafeteria Service, Single Point Service, Special Service, Room Service Etc. 								
UNIT: 03 – BEVERAGES							06 Hrs	
<ul style="list-style-type: none"> • Classification of Beverages-Alcohol and Non-Alcoholic Beverages. 								

REFERENCE BOOKS:

- John Fuller, *Modern Restaurant Service*, Copp Clark Pitman Publication, Canada, 1983.
- Dennis Lilicrap & John Lousins, *Food & Beverage Service*, Hodder Arnold, London 2006.
- Peter Dias, *The Steward*, Orient Blackswan Publishers, Delhi, 2012.
- Brian Varghese, *Food & Beverage Service*, Laxmi Publications, Solapur, 2002.
- S. Roday, *Hygiene & Sanitation*, Tata McGraw-Hill Publications, New Delhi, 1990.
- Sudhir Andrews, *Food & Beverage Management*, Tata McGraw-Hill Publications, New Delhi, 2008
- Vijay Dhawan, *Food & Beverage Service*, Frank Bros.& Co., New Delhi, 2009.
- Jagmohan Negi, *Food & Beverage Management & Cost Control*, Kanishka Publishers, Distributors, New Delhi, 2007.
- Bobby George, *Food & Beverage Service*, Jaico Publishing House, Mumbai, 2006.

OEC – 3 - HYGIENE, SANITATION AND FOOD SAFETY

Course Outcome:

The course is aimed at familiarizing the students regarding contaminated food, causes of contamination and sanitary techniques to develop ethics towards maintaining hygiene and sanitation in and around the hotel property. This course also covers the principles and practices of hygiene and sanitation as applied to the food service industry. The course undertakes a holistic approach by enlightening the students about the hygiene and sanitation followed in the hotel industry and their ill effects if not followed strictly.

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
OEC - 3	Theory	03 hrs	42	02 hrs	40	60	100	03

HYGIENE, SANITATION AND FOOD SAFETY	42 Hrs
Unit 1 - BASIC ASPECTS	42
<ul style="list-style-type: none"> * Definition of Health, Nutrition and Nutrients * Basic introduction to food safety, Hygiene, * Hazard risks - Importance of food (Physiological, Psychological, Social function of food) in maintain good health * Sanitation and health- Micro Organisms, Bacteria- Identification with Characteristic Illustration, Fungi -Identification with Characteristic illustration, Viruses, Identification with Characteristic illustration, Parasites -Identification with Characteristic illustration. * Food Contamination and spoilage -Terms and Causes of spoilage. 	16 Hrs.
<ul style="list-style-type: none"> * Sources of contamination, Criteria for judging whether food is fit for consumption, Spoilage of different product (Milk & milk products, Cereal & cereal products, meat, egg, fruit and vegetables), Signs of spoilage and fresh dry preserved fruits * Food Borne Diseases-Introduction, diseases and their classification, mode of transmission of disease, food borne illness, bacterial food poisoning – staphylococcus food infection, botulism, bacillus cereus food poisoning. * Viral infection, parasitic infection, control of food bore illness...Beneficial Role of Microorganism. Fermentation and role of lactic acid bacteria, fermentation in foods (dairy food, vegetables, bakery products and alcoholic beverages) 	

Unit 2 - HYGIENE IN THE KITCHEN	
<ul style="list-style-type: none"> * Personal Hygiene – Introduction - necessity for personal hygiene * Health of staff -personal appearance - sanitary practices - protective clothing, Importance of rest - exercise and recreation * Cleaning of kitchen floors – walls - equipment and cleaning agents used, Pot washing * Storage of raw and cooked food, Food storage conditions for dry foods, canned foods and perishables. Correct usages of refrigerators, walk in coolers, and reach in refrigerators. * Thawing of frozen food, rules for handling frozen poultry. Equipment and temperatures used for handling frozen poultry, equipment and the temperatures used for holding of cooked foods, importance of stock rotation FIFO * DISWASHING AND GARBAGE DISPOSAL- Manual dishwashing, Mechanical dish washing , Classification of garbage 	14 Hrs.
Unit 3 - Storage of garbage, disposal of garbage, waste disposal units fitted to sinks.	
<ul style="list-style-type: none"> * Management and sanitation – Introduction, sanitation training and education, who should be trained, what a training programme should include steps in planning and implementing a training programme Employment practice Hazard analysis of critical control point (HACCP) * Safety at the work place * Introduction, why accidents should be prevented, how accidents take place * Types of accidents, precautions to prevent accidents. * Hygiene in building, Pest Control * First Aid - Definition and importance of basic rule, role of first aider, the first aid kit, what to do in case of bleeding, burns, scalds, Electric shock, fractures, food poisoning. 	12 Hrs.

REFERENCE BOOKS:

Managing Food Hygiene by Nicholas Johns, Publishers: Macmillan.
The Food Hygiene Handbook by Richard A S Prenger, Publishers: High Field Publications.
Social & Preventive Medicine by Yash Pal Bedi, Publishers: Atma & Sons
Parks Textbook of Preventive & Social Medicine 13th Edition by J.E. Park, Publishers: M/S Banarsidas Bhanot.
Catering Management an Integrated Approach 2nd Edition By Mohini Sethi, Surjeet Malhan, Publishers: Wiley Eastern Ltd.

B.Sc. HM IV SEMESTER SYLLABUS (UNDER NEP)
Title of the Course: DSCC 13 - FRONT OFFICE – 4

Course Outcome:

1. To develop interest and attitudes in hospitality industries.
2. To develop sufficient trained man power for hotels
3. To develop necessary employable skills in the students
4. Demonstrate front of the house technical & supervision techniques.

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC – 13	Theory	03 hrs	42	02 hrs	40	60	100	03

FRONT OFFICE- 04		39/42 Hrs
Unit – 1: Front office accounting cycle		13/14
* Creation of accounts		
* Maintenance of accounts		
* Settlement of accounts		
* Control of cash and credit		
* Night auditing, Night audit		
* Duties and responsibilities of night auditor		
* Night auditing process		
Unit – 2: Safety and security		13/14
* Hotel security staff and system		
* Role of front office		
* Security and control of room keys		
* Fire safety and first aid in front office, Classification of fire		
* Procedure in the event of fire		
* First aid box		
* First aid for common problems		
Unit – 3: Computer application in front office		13/14
* Property management system		
* Role of technology in hospitality industry		
* Introduction to micros Amadeus Fidelio		

References:

1. Front office management & operations, Sudhir Andrews.
2. Hotel front office operations and management, Jatashankar R. Tewari.
3. Front office management, S.K Bhatnagar, Frank Bros and Co.
4. Managing front office operations, Michael L.
5. Principles of front office operations, Sue Baker ET-Al, Cassel 1994.
6. Hotel front office management, James A Bardi, John wiley& sons, 1996.

Title of the Course: DSCC-14 - HOUSEKEEPING OPERATIONS – 4

Course Outcome:

1. Describe the role of housekeeping departments in hotel operations
2. Identify typical cleaning responsibilities of the housekeeping department
3. Control expenses in the housekeeping department
4. Understand the managerial skills necessary for efficient operations

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC – 14	Theory	03 hrs	42	02 hrs	40	60	100	03

HOUSEKEEPING OPERATIONS		39/42 Hrs
Unit – 1: Planning Housekeeping Operations		13/14
<ul style="list-style-type: none"> * Introduction * The Planning Process * Work Schedules * Supervision in Housekeeping, Introduction 		
<ul style="list-style-type: none"> * Role of a supervisor * Specific Functions of a supervisor 		
Unit – 2: Housekeeping Inventories		13/14
<ul style="list-style-type: none"> * Introduction * Cleaning equipment's: i) Manual Equipment ii) Mechanical Equipment * Housekeeping Control Desk, Introduction * Forms, Formats, Records & Registers * Coordination with other departments: Coordination with Front Office * Coordination with Engineering Departments. 		

Unit – 3 Uniforms	13/14
* 12. Storage of Uniforms	
* Issuing and Exchanging of Uniforms	
* Advantages of Providing Staff Uniforms	
* Trends in Hotel Uniforms	

Text Books References:

1. Housekeeping: Operations, Design and Management. Malini Singh, Jaya B George.
2. Hotel Housekeeping Operations and Management (Third Edition) G.Raghubalan. Smritee Raghubalan.
3. Hotel Housekeeping (A training manual) Sudhir Andrews.
4. A Student's handbook Housewifery.
5. Hotel Housekeeping second edition (Training Manual) Sudhir Andrews.
6. Hotel Housekeeping Management K.M Hussain
7. Hotel and Hospitality Management HOUSEKEEPING Prakash Talwar.

Pedagogy

1. Lectures
2. Active learning
3. Self-study
4. Course project

Title of the Course: DSCC 15 - FOOD PRODUCTION- 04

COURSE OUTCOMES:

This module provides Theoretical and Practical foundation in baking practices. It includes: Selection of ingredients, Proper mixing and baking techniques involved in preparation of Breads, Cakes, Flour Pastry, Cookies and Icing.

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC – 15	Theory	03 hrs	42	02 hrs	40	60	100	03

FOOD PRODUCTION 04	Hrs
Unit –1: Introduction to Bakery & Confectionery 07 06	13/14
<ul style="list-style-type: none"> * Definition * Principles of Baking * Bakery Equipment (Small, Large, Tools etc.) * Formulas & Measurements * Physical & Chemical changes during baking * Characteristics & Functions of Ingredients used in Making of Bread, Cake and Flour Pastry, Flour * Shortening agents * Sweetening agents * Raising agents * Dairy products * Eggs * Sundry materials - Setting Agents, Chocolate, Cocoa Powder, Fruits & Nuts, Salt Spices Flavorings, Extracts, Emulsions & Alcohol. 	
Unit – 2: Yeast Dough's (Fermented Goods)	13/14
<ul style="list-style-type: none"> * Types – (Rich / Lean) * Stages / Steps in Bread Making * Methods of Bread Making (No time Dough, Straight Dough, Ferment & Dough, Sponge and Dough, Salt Delayed, Continuous Bread making process and Chorleywood Bread making process) * Bread Disease * Bread Improvers * Cake Making, Factors to be considered while cake making- (Combining ingredients, Forming of air cells and Developing texture) 	

<ul style="list-style-type: none"> * Method of Cake Making (Sugar batter, Flour batter, Foaming, Boiled, All in one, Blending) * Scaling, Panning, Baking and Cooling * Faults & Remedies 	
Unit – 3: Flour Pastries	13/14
<ul style="list-style-type: none"> * Introduction & Classification with examples * Recipes, Methods of Preparation, (Short Crust, Choux, Hot Water Crust, Flaky, Puff, Danish) * Do's and Don'ts while preparing Pastry * Cookies, Definition & Introduction * Characteristics and their Causes * Mixing Methods * Types of Cookies (Piped / Bagged, Dropped, Rolled, Moulded / Stamped, Ice box / Refrigerator, Bar, Sheet and Stencil) * Panning, Baking & Cooling * Cookie Improvers * Icing, Introduction to Icings * Definition & Uses * Classification (Flat & Fluffy) * Ingredients used in preparation of Icings * Definition & Uses * Classification (Flat & Fluffy) * Ingredients used in preparation of Icings 	

Text Books References:

1. Professional Baking- Wayne Gisslen
2. Professional Cooking – Wayne Gisslen
3. Professional Pastry Chef – Bo Friberg, John Wiley
4. The Wilton Ways of Cake Decorations - Hamlyn Publishing
5. Basic Baking – S.C.Dubey
6. Theory of Bakery and Confectionery, Yogambal Ashok kumar

Pedagogy

1. Lectures
2. Active learning
3. Self-study
4. Course project

Title of the Course: DSCC – 16- FOOD AND BEVERAGE SERVICE – 4

COURSE OUTCOMES:

1. Contribute to food planning, preparation, and presentation for a food service operation.
2. Apply the principles of food and beverage cost control to assist in making decisions at an operational level and to contribute to the achievement of financial plans
3. Provide quality food and beverage planning, preparation, and presentation for a food service operation.
4. Food and beverage facility design, layout and equipment purchasing.

Type of Course	Theory/ Practical	Instruction hour per week	Total hours of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
DSCC – 16	Theory	03 hrs	42	02 hrs	40	60	100	03

UNIT: 01 – F & B SERVICE EQUIPMENT	42 Hrs
<ul style="list-style-type: none"> • Familiarization & Selection factors of: - Cutlery - Crockery - Glassware - Flatware – Hollowware. • All other equipment used in F&B Service. • French terms related to the above • Non-alcoholic beverages 	14 Hrs
<ul style="list-style-type: none"> • Classification (Nourishing, Stimulating and Refreshing beverages) <ul style="list-style-type: none"> A. Tea - Origin & Manufacture - Types & Brands. B. Coffee - Origin & Manufacture - Types & Brands C. Juices and Soft Drinks D. Cocoa & Malted Beverages - Origin & Manufacture 	
UNIT: 02 - PREPARATION FOR SERVICE	
<ul style="list-style-type: none"> • Organising Mise-en-scene • Organising Mise en place <p align="center">II TYPES OF FOOD SERVICE</p> <ul style="list-style-type: none"> A. Silver service B. Pre-plated service C. Cafeteria service D. Room service E. Buffet service F. Gueridon service G. Lounge service 	10 Hrs
UNIT: 03 - SALE CONTROL SYSTEM	
<ul style="list-style-type: none"> • KOT/Bill Control System (Manual) <ul style="list-style-type: none"> • Triplicate Checking System • Duplicate Checking System • Single Order Sheet • Quick Service Menu & Customer Bill • Making bill • Cash handling equipment • Record keeping (Restaurant Cashier) 	08 Hrs

✓ **REFERENCE BOOKS:**

- John Fuller, *Modern Restaurant Service*, Copp Clark Pitman Publication, Canada, 1983.
- Dennis Lilicrap & John Lousins, *Food & Beverage Service*, Hodder Arnold, London 2006.
- Peter Dias, *The Steward*, Orient Blackswan Publishers, Delhi, 2012.
- Brian Varghese, *Food & Beverage Service*, Laxmi Publications, Solapur, 2002.
- S. Roday, *Hygiene & Sanitation*, Tata McGraw-Hill Publications, New Delhi, 1990.
- Sudhir Andrews, *Food & Beverage Management*, Tata McGraw-Hill Publications, New Delhi, 2008
- Vijay Dhawan, *Food & Beverage Service*, Frank Bros.& Co., New Delhi, 2009.
- Jagmohan Negi, *Food & Beverage Management & Cost Control*, Kanishka Publishers, Distributors, New Delhi, 2007.
- Bobby George, *Food & Beverage Service*, Jaico Publishing House, Mumbai, 2006.

OEC - 4 - AIRLINE CATERING

Programme outcome:

Students will be expected to explain the relation of lodging and in-flight food service operations to the travel and tourism, airline and hospitality industry. Cite opportunities for education, training and career development in the airline and hospitality industry.

Type of Course	Theory/ Practical	Instruction hour per week	Total hour of Syllabus / Sem	Duration of Exam	Formative Assessment Marks	Summative Assessment Marks	Total Marks	Credits
OEC - 4	Theory	03 hrs	42	02 hrs	40	60	100	03

Unit 1 - Introduction	42
<ul style="list-style-type: none"> *History of Airlines Catering * The Airlines Catering Industry, In-flight experience Back of House activities Planning Menu * Purchasing for flight catering Large scale food manufacture * Preparing Dishes and meal, Tray & Trolley preparation, Loading aircraft * The Flight catering supply chain, Role of manufacturer, * Role of Distributor, Role of Caterer, Role of Airlines The Airlines-Caterer interface * Production Planning, * Design of food production system & workflow * Production planning ,The planning process, * Planning overall production control * Food production The manufacturing process, Manufacturing strategy * Menu planning Product menu development ,Menu cycle Liaisons 	14
Unit 2- Flight Production Operation	14
<ul style="list-style-type: none"> *Production system ,Layout of Flight catering Unit , Goods receiving , Storage , Production Kitchens , Food & Veg , Meat, Fish preparation * Bakery & Pastry, Hot Kitchen, Cold ,Kitchen ,Beverage preparation, Wash up area, Tray Assembly * Production Control Computer system, Recipe files, * Aircraft Data * Flight schedule, Reservation and check in data, Production * Schedule, Quality Control , HACCP in flight catering * Transportation & Storage * Types of Uplifts, Transportation Vehicle and staffing * On board stowage and regeneration * Service level and Galley provision , Galley Location * Design and layout plan * Waste storage and compaction, Non-food storage, Service trolleys or carts 	
Unit - 3 - On-board service and waste recycling	14
<ul style="list-style-type: none"> * Cabin design and service ,Staffing level and training, In-flight service policy * Inflight service procedure , First class meal service, Business class meal service Economy class meal service, No frill service * Waste transportation ,Bins, Trough conveyor Vacuum waste system * Recycling ,Washing ware and equipment Refurbishment Waste management, * Disposal and Incineration , Water treatment , Recycling waste 	

REFERENCE BOOK

* **Flight Catering Management – Peter Jones**

* **In-flight Catering Management – Audrey C. McCool**

