

# DEPARTMENT OF HOTEL MANAGEMENT AND CATERING SCIENCE

**COURSE STRUCTURE & SYLLABI**  
(For the students admitted from year 2023-2024 onwards)

**Programme : B.Sc. Hotel Management and Catering Science**



**JAMAL MOHAMED COLLEGE (AUTONOMOUS)**  
Accredited with A++ Grade by NAAC (4<sup>th</sup> Cycle) with CGPA 3.69 out of 4.0  
(Affiliated to Bharathidasan University)  
**TIRUCHIRAPPALLI – 620 020**

**B.Sc. HOTEL MANAGEMENT AND CATERING SCIENCE**

Sem	Course Code	Part	Course Category	Course Title	Ins. Hrs/ Week	Credit	Marks		Total
							CIA	ESE	
I	23U1LT1/LA1/LF1 /LH1/LU1	I	Language - I		6	3	25	75	100
	23UCN1LE1	II	English - I	English for Communication - I	6	3	25	75	100
	23UHM1CC1	III	Core - I	Basics of Food Production	5	5	25	75	100
	23UHM1CC2P		Core - II	Indian Cuisine - Practical	4	3	20	80	100
	23UHM1AC1		Allied - I	Fundamentals of Food and Beverage Service	4	4	25	75	100
	23UHM1AC2P		Allied - II	Basics of Restaurant Service - Practical	3	2	20	80	100
	23UCN1AE1	IV	AECC - I	Value Education	2	2	-	100	100
<b>Total</b>					<b>30</b>	<b>22</b>			<b>700</b>
II	23U2LT2/LA2/LF2 /LH2/LU2	I	Language - II		6	3	25	75	100
	23UCN2LE2	II	English - II	English for Communication - II	6	3	25	75	100
	23UHM2CC3	III	Core - III	Front Office Operations	5	5	25	75	100
	23UHM2CC4P		Core - IV	Front Office Operations - Practical	3	2	20	80	100
	23UHM2AC3		Allied - III	Housekeeping Operations	5	5	25	75	100
	23UHM2AC4		Allied - IV	Nutrition and Food Science	3	3	25	75	100
	23UCN2SS	IV	Soft Skills Development	Soft Skills Development	2	2	-	100	100
	23UCN2CO	V	Community Outreach	JAMCROP	-	@	-	-	@
	23U2BT1/ 23U2AT1		Basic Tamil - I/ Advanced Tamil - I	எழுத்தும் இலக்கியமும் அறிமுகம் - I/ தமிழ் இலக்கியமும் வரலாறும் - I	-	-	-	100 <sup>#</sup>	-
<b>Total</b>					<b>30</b>	<b>24</b>			<b>700</b>
<b>@ Only grades will be given</b>									
III	23U3LT3/LA3/LF3 /LH3/LU3	I	Language - III		6	3	25	75	100
	23UCN3LE3	II	English - III	English for Communication - III	6	3	25	75	100
	23UHM3CC5	III	Core - V	Advanced Food Production Operations	4	4	25	75	100
	23UHM3CC6P		Core - VI	European Cuisine - Practical	3	2	20	80	100
	23UHM3AC5		Allied - V	Specialized Food and Beverage Service	4	4	25	75	100
	23UHM3AC6P		Allied - VI	Housekeeping Operations - Practical	3	2	20	80	100
	23UHM3GE1	IV	Generic Elective - I		2	2	-	100	100
	23UCN3AE2		AECC - II	Environmental Studies	2	2	-	100	100
<b>Total</b>					<b>30</b>	<b>22</b>			<b>800</b>
IV	23U4LT4/LA4/LF4 /LH4/LU4	I	Language - IV		6	3	25	75	100
	23UCN4LE4	II	English - IV	English for Communication - IV	6	3	25	75	100
	23UHM4CC7	III	Core - VII	Front Office Management	5	5	25	75	100
	23UHM4CC8P		Core - VIII	Specialized Food and Beverage Service - Practical	3	3	20	80	100
	23UHM4AC7		Allied - VII	Bakery and Confectionery	5	5	25	75	100
	23UHM4AC8P		Allied - VIII	Bakery and Confectionery - Practical	3	2	20	80	100
	23UHM4GE2	IV	Generic Elective - II		2	2	-	100	100
	23UCN4EL		Experiential Learning	Internship	-	2	-	100	100
	23UCN4EA		Extension Activities	NCC, NSS, etc.	-	1	-	-	-
23U4BT2/ 23U4AT2		Basic Tamil - II/ Advanced Tamil - II	எழுத்தும் இலக்கியமும் அறிமுகம் - II/ தமிழ் இலக்கியமும் வரலாறும் - II	-	-	-	100 <sup>#</sup>	-	
<b>Total</b>					<b>30</b>	<b>26</b>			<b>800</b>
V	23UHM5CC9	III	Core - IX	Prominent Cuisines of the World	6	6	25	75	100
	23UHM5CC10P		Core - X	Front Office Management - Practical	4	4	20	80	100
	23UHM5CC11		Core - XI	Accommodation Management	6	6	25	75	100
	23UHM5CC12P		Core - XII	Accommodation Management - Practical	5	4	20	80	100
	23UHM5DE1A/B		Discipline Specific Elective - I		5	5	25	75	100
	23UHM5SE1A	IV	Skill Enhancement Course - I	Food Safety and Quality Control	2	1	-	100	100
	23UHM5SE2A		Skill Enhancement Course - II	Managerial Accounts and Finance of Hotel	2	1	-	100	100
	23UHM5EC1		Extra Credit Course - I*	Online Course	-	*	-	-	-
<b>Total</b>					<b>30</b>	<b>27</b>			<b>700</b>
VI	23UHM6CC13P	III	Core - XIII	Prominent Cuisines of the World -Practical	5	5	20	80	100
	23UHM6CC14		Core - XIV	Tourism Management	5	5	25	75	100
	23UHM6CC15P		Core - XV	Applications of Information Technology in Hospitality Industry - Practical	5	4	20	80	100
	23UHM6CC16		Core - XVI	Entrepreneurship in Tourism and Hospitality Industries	5	5	-	100	100
	23UHM6DE2A/B		Discipline Specific Elective - II		5	4	25	75	100
	23UHM6DE3A/B		Discipline Specific Elective - III		4	3	25	75	100
	23UCN6AE3	IV	AECC - III	Gender Studies	1	1	-	100	100
	23UHM6EC2		Extra Credit Course - II*	Online Course	-	*	-	-	-
	23UHMECA		Extra Credit Course for all**	Online Course	-	**	-	-	-
<b>Total</b>					<b>30</b>	<b>27</b>			<b>700</b>
<b>* Programme Specific Online Course for Advanced Learners</b>									
<b>** Any Online Course for Enhancing Additional Skills</b>									
<b>Grand Total</b>						<b>148</b>			<b>4400</b>

### GENERIC ELECTIVE COURSES

Semester	Course Code	Course Title
III	23UHM3GE1	Basic Front Desk Operation
IV	23UHM4GE2	Basic Baking

### # Self-Study Course – Basic and Advanced Tamil

(Applicable to the candidates admitted from the academic year 2023 -2024 onwards)

Semester	Course Code	Course Title
II	23U2BT1	Basic Tamil – I (எழுத்தும் இலக்கியமும் அறிமுகம் - I)
	23U2AT1	Advanced Tamil – I (தமிழ் இலக்கியமும் வரலாறும் - I)
IV	23U4BT2	Basic Tamil – II (எழுத்தும் இலக்கியமும் அறிமுகம் - II)
	23U4AT2	Advanced Tamil – II (தமிழ் இலக்கியமும் வரலாறும் - II)

### Mandatory

Basic Tamil Course - I and II are offered for the students who have not studied Tamil Language in their schools and college.

Advanced Tamil Course - I and II are offered for those who have studied Tamil Language in their schools but have opted for other languages under Part - I.

### DISCIPLINE SPECIFIC ELECTIVES

Semester	Course Code	Course Title
V	23UHM5DE1A	Human Resource Management
	23UHM5DE1B	Event Management
VI	23UHM6DE2A	Hospitality Marketing
	23UHM6DE2B	Customer Relationship Management
	23UHM6DE3A	Organisational Behaviour
	23UHM6DE3B	Travel Agency and Tour Operations

Semester	Course Code	Course Category	Hours/ Week	Credits	Marks for Evaluation		
					CIA	ESE	Total
I	23UHM1CC1	Core - I	5	5	25	75	100
<b>Course Title</b>		Basics of Food Production					

### SYLLABUS

Unit	Contents	Hours
I	<b>Introduction to Professional Cookery</b> Culinary history - Origins of modern cookery- Aims and objectives of cooking - Importance of personal hygiene and food safety - Chances of contamination of food - Regulatory standards of food in India - *FSSAI, AGMARK, etc.* - Importance of applying HACCP regulations - Levels of skills and experiences in food production – *Attitude and behavior in the kitchen * – Uniform and protective clothing -	15
II	<b>Kitchen Organization</b> Hierarchy of kitchen department – Modern staffing in various category hotels – Duties and responsibilities of various chefs - coordination of kitchen with other departments - Layout of general kitchen – Kitchen equipment - Pre-preparation & Preparation equipment - Ancillary equipment: knives, utensils, pots and pans - Modern Development in Equipment – *Types of fuels used in the kitchen*	15
III	<b>Raw Materials</b> Classification of raw materials and their characteristics and functions - * Selection and storage of fruits, vegetables, cereals, pulses, fats, oils, spices, herbs and condiments * - Milk products, eggs, fish, meat, poultry and game birds - Basic cuts of vegetables, meat and fish	15
IV	<b>Basic Cooking Methods</b> Modes of Heat Transfer - Various methods of Cooking: Definition, Rules, Associated Terms - Moist Methods: Boiling, Poaching, Steaming, Stewing, Braising - Dry Methods: Frying, Grilling, Roasting, Broiling, and Baking = Modern Methods of cooking - Texture of food - Introduction to Indian cuisine - Indian basic masalas – Indian gravies - Regional cuisines of India - Ethnic cuisine - * Indian and Western culinary terms *	15
V	<b>Pre-preparation Works</b> Mise en place - Preparation of ingredients - * Foundation liquids and stocks * – Classification of stocks and their uses -Soup and its types - Introduction to Sauces – Uses of sauces – Components of a sauce - Mother sauces – derivatives of mother sauces and their uses – Italian sauces - Proprietary sauces – Contemporary sauces – Making of good sauce	15
VI	<b>Current Trends (For CIA only)</b> – Modern equipment used in Food Production-Latest technologies used in cooking methods	

\*.....\* Self Study

<b>Textbooks:</b>
1. Parvinder S. Bali, Food Production Operations, Oxford University Press, New Delhi, 3 <sup>rd</sup> Edition, 2014.
2. Krishna Arora, Theory of Cookery, Frank Brothers and Co Publishers Private Ltd, New Delhi, 4 <sup>th</sup> Edition, 2011.
3. Paul Hamlyn, Larousse Gastronomique Cookery Encyclopedia, Octopus Publishing Group, London, 1 <sup>st</sup> Edition, 2001.
<b>Reference Books:</b>
1. Louis Saulnier, Le Repertoire De La Cuisine, Barrons Educational Series, United States, 5 <sup>th</sup> Edition, 2010.
2. Mian N. Riaz, and Muhammad M. Chaudry, Halal Food Production, Taylor and Francis Inc, Boca Roca, U.S, 1 <sup>st</sup> Edition, 2003.
3. Yogesh Singh, Principles of Food Production Operations, I.K. International Pvt. Ltd, New Delhi, 2017.

**Web Resource(s):**

1. [https://www.tutorialspoint.com/food\\_production\\_operations/food\\_production\\_operations\\_quick\\_guide](https://www.tutorialspoint.com/food_production_operations/food_production_operations_quick_guide).
2. <https://www.ihmnotes.in/assets/Docs/Sem-1/FP/UNIT%206%20BASIC%20PRINCIPALS%20OF%20COOKING%20FOOD.pdf>
3. <https://study.com/academy/lesson/food-production-methods-planning.html>

**Course Outcomes**

Upon successful completion of this course, the student will be able to:

CO No.	CO Statement	Cognitive Level (K-Level)
CO1	<i>Define</i> cooking, its various techniques and methods, quality standards and make use of appropriate sanitation, health and safety practices in cooking	K1
CO2	<i>Classify</i> and use different food production equipment and raw materials used for cooking and inspect their role in designing, formulating and preparing dishes	K2
CO3	<i>Examine</i> the bases of cooking process and select appropriate ingredients, masalas and sauces required for preparing dishes.	K3
CO4	<i>Inspect</i> the organizational hierarchy of food production department of classified hotels and appraise the functions of kitchen staff members as a team leader	K4
CO5	<i>Explain</i> the rules, ethics, and procedures to be followed in day to day operations of food production in catering establishments.	K5

**Relationship Matrix:**

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5	
CO1	3	3	2	3	2	2	3	2	1	3	2.4
CO2	2	3	3	3	1	3	3	2	-	3	2.3
CO3	3	3	1	3	2	3	3	2	2	3	2.5
CO4	3	3	3	3	3	3	3	3	3	3	3.0
CO5	3	3	-	3	3	3	3	3	3	3	2.7
<b>Mean Overall Score</b>											<b>2.58</b>
<b>Correlation</b>											<b>High</b>

Mean Overall Score	Correlation
< 1.5	Low
≥ 1.5 and < 2.5	Medium
≥ 2.5	High

**Course Coordinator: Mr. K.G. Rajan**

Semester	Course Code	Course Category	Hours/ Week	Credits	Marks for Evaluation		
					CIA	ESE	Total
I	23UHM1CC2P	Core - II	4	3	20	80	100
<b>Course Title</b>		Indian Cuisine - Practical					

SYLLABUS			
Unit	Contents		Hours
I	<b>Menu – I</b> Bhaturas Channa Masala Chicken Dum Biryani Goan Fish Curry Chiroti	<b>Menu – II</b> Stuffed Parathas Mughlai Chicken Gravy Peas Pulao Mutton Shajahani Doodh Pak	12
	<b>Menu – III</b> Mughlai Parathas Gujarati Dal Hydrabadi Chicken Biryani Nilgiri Khorma Sooji Hulwa	<b>Menu – IV</b> Bhakhari Doodhi Chana Moghalai Biryani Hydrabadi Fish Curry Moong Dal Hulwa	
III	<b>Menu – V</b> Methi Thepla Makhani Dal Veg Biryani Mutton Do Pyaz Besan Barfi	<b>Menu – VI</b> Hoppers Sukha Dal Kashmiri Pulao Methi Murg Jallebi	12
	<b>Menu – VII</b> Dal Kachories Panjabi Dal Navarathna Pulao Mutton Vindaloo Gulab Jamun	<b>Menu – VIII</b> Tandoori Nan Masala Dal Shrimp Biryani Fish Stew Mysore Pak	
V	<b>Menu – IX</b> Chapathi Moong Dal with Palak Mutton Dum Biryani Dhalcha Wheat Hulwa	<b>Menu – X</b> Vatta Appam Kozhi Salan Variety Rice Chicken Pepper Fry Phirnee	12

**Textbooks:**

1. Parvinder S. Bali, Food Production Operations, Oxford University Press, New Delhi, 3<sup>rd</sup> Edition, 2014.
2. Krishna Arora, Theory of Cookery, Frank Brothers and Co Publishers Private Ltd, New Delhi, 4<sup>th</sup> Edition, 2011.
3. Paul Hamlyn, Larousse Gastronomique Cookery Encyclopaedia, Octopus Publishing Group, London, 1<sup>st</sup> Edition, 2001.

**Reference Book(s):**

1. Louis Saulnier, Le Repertoire De La Cuisine, Barrons Educational Series, United States, 5<sup>th</sup> Edition, 2010.
2. Mian N. Riaz, and Muhammad M. Chaudry, Halal Food Production, Taylor and Francis Inc, Boca Roca, U.S, 1<sup>st</sup> Edition, 2003.
3. Yogesh Singh, Principles of Food Production Operations, I.K. International Pvt. Ltd, New Delhi, 2017.

**Web Resource(s):**

1. <https://www.indianhealthyrecipes.com/recipes/latest-updates/>
2. <https://www.allrecipes.com/recipes/233/world-cuisine/asian/indian/>
3. <https://www.delish.com/cooking/g1899/simple-indian-recipes/>

Course Outcomes		
Upon successful completion of this course, the student will be able to:		
CO No.	CO Statement	Cognitive Level (K-Level)
CO1	<i>Name</i> and select appropriate equipment and ingredients for preparation of dishes	K1
CO2	<i>Explain</i> the skills, methods and techniques applied to produce food and run a food production section	K2
CO3	<i>Apply</i> the procedures, ethics and moral values in the working environment of food production	K3
CO4	<i>Analyse</i> the quality standards of ingredients, equipment, food products, and working environment of kitchen in catering establishments	K4
CO5	<i>Prove</i> the knowledge and skills of producing and developing dishes of Indian Cuisine by adopting new trends and advancements of the field	K5

### Relationship Matrix:

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5	
CO1	3	3	3	3	-	3	3	3	-	3	2.4
CO2	3	3	3	3	3	3	3	3	3	3	3.0
CO3	2	3	2	3	3	3	3	2	3	3	2.7
CO4	2	3	1	3	2	3	3	2	2	3	2.4
CO5	2	3	2	3	2	3	3	3	-	3	2.4
<b>Mean Overall Score</b>											<b>2.58</b>
<b>Correlation</b>											<b>High</b>

Mean Overall Score	Correlation
< 1.5	Low
≥ 1.5 and < 2.5	Medium
≥ 2.5	High

Course Coordinator: Mr. K.G. Rajan

Semester	Course Code	Course Category	Hours/ Week	Credits	Marks for Evaluation		
					CIA	ESE	Total
I	23UHM1AC1	Allied - I	4	4	25	75	100
<b>Course Title</b>		Fundamentals of Food and Beverage Service					

SYLLABUS		
Unit	Contents	Hours
I	<b>Introduction to Hotel Industry</b> Evolution of Hotel Industry in India - * Chain group of hotels in India * - Different types of catering establishments – Commercial and Welfare – Career opportunities for job and entrepreneurship - Classification of Hotels – Organization of the star category hotel - Departments of Hotel Introduction to Food and Beverage service Department - Different outlets of Food and Beverage Service - Layout of a Restaurant.	12
II	<b>Organization of F&amp;B Department</b> Hierarchy of Food and Beverage Service Department - Duties and Responsibilities of F&B Staff members – Attributes needed for F&B staff - Food Service equipment – Types – Uses – Purchase considerations – Storage conditions – Silver cleaning methods – Polivit, Dry powder, Silver dip and Burnishing methods - Ancillary sections – Still room – Silver room – Wash up – Hot plate – Pantry - Styles of Food Service – Types of waiter service, *Self-service and Assisted service* – Factors influencing in each styles -Relationship between F & B service department with other departments of the hotel .	12
III	<b>Introduction to Menu</b> Menu – Origin – Types – A la carte and Table de hote - French Classical Menu – Courses and Sequences - Cover and Accompaniments for various menus - * French Culinary terms *- Menu Planning – Points to be considered while planning menu – Compiling of Menus - *Names of Indian and international dishes *	12
IV	<b>Restaurant Arrangements</b> Preparation of Restaurant – Before and After the Service - Mis en scene and Mis en place - *Cover laying procedures * - Prior to guest arrival, during service and after service - Points to be observed - Service procedures – Waiting at table –Service procedures for different meals – Do’s and Don’ts during service - Order taking and billing methods – KOT – Methods of taking food order and settling bills.	12
V	<b>Service Procedures</b> Breakfast – Menu and cover setups for various breakfasts - Brunch and afternoon tea - Room service – Location and equipment required – Room service procedures - Forms used in room service, order talking, thumb rules, suggestive selling, guest service Procedure in room service - *Non-Alcoholic beverages* – Types – Hot/Cold, Stimulating, Nourishing and refreshing beverages - Brand names – Methods of service - Hygiene and Sanitation in Food and Beverage Operations.	12

\*.....\* Self Study

<b>Text Book(s):</b>
<ol style="list-style-type: none"> <li>1. R. Singaravelavan, Food and Beverage Service, Oxford University Press, New Delhi, 2<sup>nd</sup> Edition, 2011.</li> <li>2. Sudhir Andrews, Food and Beverage Management, Tata McGraw Hill Education, New Delhi, 3<sup>rd</sup> Edition, 2014.</li> <li>3. Vara Prasad, Food and Beverage – F&amp;B Simplified Pearson Education, Noida, 1<sup>st</sup> Edition, 2012.</li> </ol>
<b>Reference Book(s):</b>
<ol style="list-style-type: none"> <li>1. Dennis R. Lillicrap, John A. Cousins, Food &amp; Beverage Service, John Wiley &amp; Sons Incorporated, London, 9<sup>th</sup> Edition, 2014.</li> <li>2. Brian Varghese, Professional Food and Beverage Service Management, , Laxmi Publications, New Delh New Editioni, 2015.</li> <li>3. Mahendra Singh Negi, Training Manual for Food and Beverage Services, I K International Publishing House Pvt. Ltd, New Delhi, 2<sup>nd</sup> Edition, , 2016.</li> </ol>



**Web Resource(s):**

1. [https://www.tutorialspoint.com/food\\_and\\_beverage\\_services/food\\_and\\_beverage\\_services\\_terminology.htm](https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_terminology.htm)
2. <https://uou.ac.in/sites/default/files/slm/BHM-102T.pdf>
3. <https://www.ihmnotessite.net/food-beverage>

**Course Outcomes**

Upon successful completion of this course, the student will be able to:

CO No.	CO Statement	Cognitive Level (K-Level)
CO1	<i>Recall</i> the basics of catering establishments and appraise the important role of food and beverage service in various catering outlets.	K1
CO2	<i>Outline</i> the functions of F&B Service personnel and interpret the procedures, techniques and attributes to be applied in performing the responsibilities in Food Beverage Service operations.	K2
CO3	<i>Apply</i> the knowledge and skills of managing a food and beverage outlet by making required arrangement, utilizing appropriate equipment and following precise methods.	K3
CO4	<i>Categorize</i> the courses and sequence of French Classical Menu and apply the knowledge of designing and compiling menus.	K4
CO5	<i>Prove</i> the attitude and behaviour of offering customers service by following systematic procedures and business ethics.	K5

**Relationship Matrix:**

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5	
CO1	2	3	-	3	1	3	3	3	2	3	2.3
CO2	2	3	2	3	3	3	3	3	3	3	2.8
CO3	2	3	2	3	3	3	3	3	3	3	2.8
CO4	2	2	-	3	2	3	3	3	2	2	2.2
CO5	2	3	3	3	3	3	3	2	2	3	2.7
<b>Mean Overall Score</b>											<b>2.56</b>
<b>Correlation</b>											<b>High</b>

Mean Overall Score	Correlation
< 1.5	Low
≥ 1.5 and < 2.5	Medium
≥ 2.5	High

Course Coordinator: Mr. S. Samuel Anand Kumar

Semester	Course Code	Course Category	Hours/ Week	Credits	Marks for Evaluation		
					CIA	ESE	Total
I	23UHM1AC2P	Allied - II	3	2	20	80	100
<b>Course Title</b>		Basics of Restaurant Service - Practical					

SYLLABUS		
Unit	Contents	Hours
I	<b>Practical – I</b> Training on food service areas – Induction & Profile of the areas <b>Practical – II</b> Ancillary F&B service areas – Induction & Profile of the areas	9
II	<b>Practical – III</b> Familiarization of F&B Service equipment Care & Maintenance of F&B Service equipment <b>Practical – IV</b> Cleaning / polishing of EPNS items by: - Plate Powder method - Polivit method - Silver Dip method - Handling Burnishing Machine	9
III	<b>Practical – V</b> Basic Technical Skills on - Procedure of Laying for a la carte & Table D’hote Menu - Holding Service Spoon & Fork - Carrying a Tray / Salver - Laying a Table Cloth <b>Practical – VI</b> Basic Technical Skills on - Changing a table cloth during service - Placing meal plates & Clearing soiled plates - Stocking sideboard - Service of water	9
IV	<b>Practical – VII</b> Basic Technical Skills on - Using Service Plate & Crumbing Down - Napkin Folds - Method of rearranging the table set-up - Cleaning & polishing glassware <b>Practical – VIII</b> Service of Breakfast- Continental, English & American Tea – Preparation & Service Coffee - Preparation & Service	9
V	<b>Practical – IX</b> Juices & Soft Drinks - Preparation & Service - Mocktails - Juices, Soft drinks, Mineral water, Tonic water <b>Practical – X</b> Room service tray setup Cocoa & Malted Beverages – Preparation & Service	9

<b>Textbooks:</b>
<ol style="list-style-type: none"> <li>1. R.Singaravelavan, Food and Beverage Service, Oxford University Press, New Delhi, 2<sup>nd</sup> Edition, 2011.</li> <li>2. Sudhir Andrews, Food and Beverage Management, Tata McGraw Hill Education, New Delhi, 3<sup>rd</sup> Edition, 2014.</li> <li>3. VaraPrasad, Food and Beverage – F&amp;B Simplified, Pearson Education, Noida, 1<sup>st</sup> Edition, 2012.</li> </ol>
<b>Reference Books:</b>
<ol style="list-style-type: none"> <li>1. Dennis R. Lillicrap, John A. Cousins, Food &amp; Beverage Service, John Wiley &amp; Sons Incorporated, London, 9<sup>th</sup> Edition, 2014.</li> <li>2. Brian Varghese, Professional Food and Beverage Service Management, , Laxmi Publications, New Delhi, New Edition, 2015.</li> <li>3. Mahendra Singh Negi, Training Manual for Food and Beverage Services, I K International Publishing House Pvt. Ltd, New Delhi, 2<sup>nd</sup> Edition, 2016.</li> </ol>

**Web Resources:**

1. [https://www.tutorialspoint.com/food\\_and\\_beverage\\_services/food\\_and\\_beverage\\_services\\_terminology.htm](https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_terminology.htm)
2. <https://uou.ac.in/sites/default/files/slm/BHM-102T.pd>
3. <https://www.ihmnotessite.net/food-beverage>

<b>Course Outcomes</b>		
Upon successful completion of this course, the student will be able to:		
<b>CO No.</b>	<b>CO Statement</b>	<b>Cognitive Level (K-Level)</b>
<b>CO1</b>	<i>Show</i> the use of basic knowledge and skills in operating a food and beverage outlet.	<b>K1</b>
<b>CO2</b>	<i>Classify</i> the different food and beverage equipment by applying the understanding of their selection, usage and maintenance.	<b>K2</b>
<b>CO3</b>	<i>Apply</i> the procedures of preparing the food and beverage outlets and offering meticulous service to the customers.	<b>K3</b>
<b>CO4</b>	<i>List</i> the attitude and behaviour of offering customers service by adopting systematic procedures and business ethics.	<b>K4</b>
<b>CO5</b>	<i>Appraise</i> the functions of F&B Service personnel and interpret the procedures, techniques and attributes to be applied in performing the responsibilities in Food Beverage Service operations.	<b>K5</b>

**Relationship Matrix:**

<b>Course Outcomes (COs)</b>	<b>Programme Outcomes (POs)</b>					<b>Programme Specific Outcomes (PSOs)</b>					<b>Mean Score of COs</b>
	<b>PO1</b>	<b>PO2</b>	<b>PO3</b>	<b>PO4</b>	<b>PO5</b>	<b>PSO1</b>	<b>PSO2</b>	<b>PSO3</b>	<b>PSO4</b>	<b>PSO5</b>	
<b>CO1</b>	3	3	2	3	3	3	3	2	3	3	<b>2.8</b>
<b>CO2</b>	2	3	3	3	2	3	3	2	1	3	<b>2.5</b>
<b>CO3</b>	1	3	1	3	2	3	3	2	2	3	<b>2.3</b>
<b>CO4</b>	1	3	1	3	3	3	3	2	2	3	<b>2.4</b>
<b>CO5</b>	1	3	-	3	3	3	3	2	3	3	<b>2.4</b>
<b>Mean Overall Score</b>											<b>2.48</b>
<b>Correlation</b>											<b>Medium</b>

<b>Mean Overall Score</b>	<b>Correlation</b>
< 1.5	Low
≥ 1.5 and < 2.5	Medium
≥ 2.5	High

**Course Coordinator: Mr. S. Samuel Anand Kumar**

Semester	Course Code	Course Category	Hours/ Week	Credits	Marks for Evaluation		
					CIA	ESE	Total
I	23UCN1AE1	AECC - I	2	2	-	100	100
Course Title		Value Education for Men					

SYLLABUS		
Unit	Contents	Hours
I	<b>VALUES IN LIFE:</b> Purpose and philosophy of life – Need for values –five fold moral culture. Values: truth, loyalty, integrity, humility, trustworthy, considerate, not being greedy, clean habits, punctuality, kindness, gratitude, patience, respect and character building.	6
II	<b>PERSONAL WELLBEING:</b> Social responsibility - taming a healthy mind and body – personal hygiene - Balanced diet – meditation – yoga - positive thinking – introspection - a passion for Nature- Win-win strategy.	6
III	<b>ROLE OF MEN IN FAMILY:</b> As a responsible student – committed employee - loyal husband - dedicated father – fatherhood- sacrificing human – considerate true friend.	6
IV	<b>MAN A SOCIAL BEING:</b> A friendly neighbour - living a life with definite motives – emotions and moral desire- uncompromising will power- puberty-secondary sexual characters- marriage: Purpose – marital life- Harmony with spouse- fidelity towards spouse.	6
V	<b>PROFESSIONAL VALUES:</b> More of a giver than a taker - being compassionate – patriotism - respecting culture - dependence on God – avoiding worry-professional ethics.	6

**Hours of Teaching: 5 Hours and Hours of Activity: 25 Hours**

Textbook(s):
1. Value Education for health, Happiness and harmony, the world community service centre, Vethathri Publications 2. N. Venkataiah, Value Education, APH Publishing Corporation, New Delhi, 1998 3. K.R. Lakshminarayanan and M. Umamageshwari, Value Education, Nalnilam Publication, Chennai.
Web References:
1. <a href="https://www.slideshare.net/humandakakayilongranger/values-education-35866000">https://www.slideshare.net/humandakakayilongranger/values-education-35866000</a> 2. <a href="https://www.ananda.org/blog/5-secrets-to-a-harmonious-marriage/">https://www.ananda.org/blog/5-secrets-to-a-harmonious-marriage/</a> 3. <a href="https://www.un.org/esa/socdev/family/docs/men-in-families">https://www.un.org/esa/socdev/family/docs/men-in-families</a>

**Activity:**

- Assignment on Values (not less than 20 Pages)
- Multiple Choice Questions and Quiz
- Elocution - (Manners and good Habits for 3 to 5 minutes)
- Field Visit
- Debating - Current issues
- Essay writing: Proper use of e-gadgets, Ethics, Cyber ethics, Social media, etc.,
- Case Study / Album Making / Poster Presentation / Documentary- Celebrating National Days, Drug abuse & illicit trafficking, Independence Day, Secularism, Teachers Day, National Youth Awakening Day, Father's Day / Mother's Day and etc.,

**EVALUATION COMPONENT: TOTAL: 100 MARKS****Component I:**

Documentary (or) Poster Presentation (or) Elocution - 25 marks

**Component II:**

Quiz (or) Multiple choice questions Test - 25 marks

**Component III:**

Album Making (or) Case Study on a topic (or) Field visit - 25 marks

**Component IV:**

Assignment (or) Essay Writing (or) Debating - 25 marks

**Course Coordinator: Dr. M. Purushothaman**

Semester	Course Code	Course Category	Hours/Week	Credits	Marks for Evaluation		
					CIA	ESE	Total
II	23UHM2CC3	Core - III	5	5	25	75	100
<b>Course Title</b>		Front Office Operations					

SYLLABUS		
Unit	Contents	Hours
I	<b>Introduction of Front Office</b> Position, Role and Importance of Front office in the hotel - Functional areas of Front Office - Sections and Layout of Front Office - Organization of Front Office - Duties and responsibilities of Front Office personnel - Qualities needed for Front Office staff - Front Office communication - *Importance and types of communication* - Flow of communication - Communication barriers - Front office cooperation with other departments	15
II	<b>Tariff and Room Reservation</b> Room tariff - *Types of room rates and meal plans* - The Guest Cycle - Room reservations - Importance of reservation - Types of reservations - Modes and Sources of Reservation - Various tools of reservation - Systems of Reservation – Processing Reservation request - Reservation reports – Group reservation procedure - Guest registration - Stages and formalities of registration - Check-in procedures.	15
III	<b>Guest Services</b> Handling guest mails and messages – Procedures of Paging, Safe deposit locker, Guest room change, Left luggage, Scanty baggage and Wake-up call - Guest Complaints - Types - Methods of handling guest complaints - Check out and settlement - Guest departure procedures – Bell boy control procedures - *Modes of settlement of bills* – Potential check out problems.	15
IV	<b>Front office Accounting</b> Types of accounts - Vouchers, Folios and ledgers - Front Office accounting cycle - Procedures of creation, maintenance and settlement of accounts - Night Auditing - Duties and responsibilities of a night auditor - Stages involved in Night audit process- Transcript- Meaning, and method of preparing transcript -Safety and security of hotel - *Types of keys and their control* - Handling unusual events and emergency situations.	15
V	<b>Computer Applications in Front Office</b> Introduction to Property Management System - Applications of PMS in Front Office - Types of modules and their usage - PMS interface with Stand-alone systems - * Different property management systems *- Micros - Amadeus PMS - IDS Fortune - Shaw Man.	15
VI	<b>Current Trends (For CIA only)</b> – Advanced systems and techniques applied in room reservations of classified hotels	

\*.....\* Self Study

<b>Textbook(s):</b>
<ol style="list-style-type: none"> <li>1. Jatashankar R. Tewari, Hotel Front Office, Oxford University Press, New Delhi, 2<sup>nd</sup> Edition, 2013.</li> <li>2. Sudhir Andrews, Hotel Front Office – A Training Manual, Tata McGraw Hill Education, Noida, 3<sup>rd</sup> Edition, 2013</li> <li>3. Bhatnagar S.K, Front Office Management, Franc Bros Publications, New Delhi, First Edition, 2006.</li> </ol>
<b>Reference Book(s):</b>
<ol style="list-style-type: none"> <li>1. John R Walker, Introduction to Hospitality Management, Pearson Education India, Noida, 3<sup>rd</sup> Edition, 2009.</li> <li>2. Clayton W. Barrows, Introduction to the Hospitality Industry, John Willey &amp; Sons Inc, New York, 8<sup>th</sup> Edition, 2011.</li> <li>3. Michael L. Kasvana, Managing Front Office Operation, Educational Institute of the American Hotel &amp; Motel Association, Lansing, United States, 5<sup>th</sup> Edition, 2000.</li> </ol>

**Web Resource(s):**

1. [https://www.tutorialspoint.com/front\\_office\\_management/front\\_office\\_management\\_tutorial.pdf](https://www.tutorialspoint.com/front_office_management/front_office_management_tutorial.pdf)
2. <https://uou.ac.in/sites/default/files/slm/BHM-704ET.pdf>
3. [https://nios.ac.in/media/documents/tourism\\_337\\_courseE/337\\_Tourism\\_Eng/337\\_Tourism\\_Eng\\_L21B.pdf](https://nios.ac.in/media/documents/tourism_337_courseE/337_Tourism_Eng/337_Tourism_Eng_L21B.pdf)

**Course Outcomes**

Upon successful completion of this course, the student will be able to:

CO No.	CO Statement	Cognitive Level (K-Level)
CO1	<i>Define</i> the significance of Front Office of a hotel in making revenue and offering services through the sections of reservation, reception and information.	K1
CO2	<i>Interpret</i> the role of Front Office staff members in selling rooms, offering guest services and maintaining guest accounts.	K2
CO3	<i>Function</i> as a good communicator and act as member of a group with an understanding of computer application to handle the Front Office tasks.	K3
CO4	<i>Function</i> as an efficient decision maker for any problem and emergency situation arises, and act as a caretaker of guests at Front Office by following ethics and moral values through good behavior and attitude.	K4
CO5	<i>Prove</i> the employability and entrepreneurship skills learned in front desk operations.	K5

**Relationship Matrix:**

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5	
CO1	1	3	2	3	3	3	3	2	2	3	2.5
CO2	1	3	1	3	3	3	3	2	3	3	2.5
CO3	2	3	3	3	3	3	3	2	2	3	2.7
CO4	2	2	1	3	3	3	2	3	3	3	2.5
CO5	1	1	1	3	2	3	3	2	3	3	2.2
<b>Mean Overall Score</b>											<b>2.48</b>
<b>Correlation</b>											<b>Medium</b>

Mean Overall Score	Correlation
< 1.5	Low
≥ 1.5 and < 2.5	Medium
≥ 2.5	High

Course Coordinator: Mr. K.Karthikeyan

Semester	Course Code	Course Category	Hours/ Week	Credits	Marks for Evaluation		
					CIA	ESE	Total
II	23UHM2CC4P	Core - IV	3	2	20	80	100
<b>Course Title</b>		Front Office Operations - Practical					

SYLLABUS		
Unit	Contents	Hours
I	<b>Practical – I</b> Training on basics of Front Office Practice of standing behind the reception counter <b>Practical – II</b> Practice of handling telephone and equipment of telephone section E-mail and internet access Handling of inquiries and guest complaints	9
II	<b>Practical – III</b> Knowledge of tariff Using the guest history system Mail handling, handling room keys and messages <b>Practical – IV</b> Practice of entries in different books Diaries and forms used at reception desk.	9
III	<b>Practical – V</b> Knowledge of sources, modes and types of reservation Processing a reservation <b>Practical – VI</b> Confirming a reservation Cancellation and amendments	9
IV	<b>Practical – VII</b> Pre-registration activity Guest registration Procedure Registration records and procedure <b>Practical – VIII</b> Practice on functions of Concierge - Making bookings Bell desk, Errand Cards and Valet service Knowledge of local tourism destinations	9
V	<b>Practical – IX</b> Reading train, flight and bus timetables Cashiering - Preparation of guest bills and V.T.L Guest departure procedure, accepting of credit cards and traveler's cheque <b>Practical – X</b> Foreign currency encashment, Currencies & conversion rates Providing safety locker facility	9

<b>Textbook(s):</b>
1. Jatashankar R. Tewari, Hotel Front Office, Oxford University Press, New Delhi, 2 <sup>nd</sup> Edition, 2013 2. Sudhir Andrews, Hotel Front Office – A Training Manual, Tata McGraw Hill Education, Noida, 3 <sup>rd</sup> Edition, , 2013 3. Bhatnagar S.K, Front Office Management, Franc Bros Publications, New Delhi, First Edition, 2006.
<b>Reference Book(s):</b>
1. John R Walker, Introduction to Hospitality Management, Pearson Education India, Noida, 3 <sup>rd</sup> Edition, 2009. 2. Clayton W. Barrows, Introduction to the Hospitality Industry, John Willey & Sons Inc, New York, 8 <sup>th</sup> Edition, 2011. 3. Michael L. Kasvana, Managing Front Office Operation, Educational Institute of the American Hotel & Motel Association, Lansing, United States, 5 <sup>th</sup> Edition, 2000.



**Web Resource(s):**

1. [https://www.tutorialspoint.com/front\\_office\\_management/front\\_office\\_management\\_tutorial.pdf](https://www.tutorialspoint.com/front_office_management/front_office_management_tutorial.pdf)
2. <https://uou.ac.in/sites/default/files/slm/BHM-704ET.pdf>
3. [https://nios.ac.in/media/documents/tourism\\_337\\_courseE/337\\_Tourism\\_Eng/337\\_Tourism\\_Eng\\_L21B.pdf](https://nios.ac.in/media/documents/tourism_337_courseE/337_Tourism_Eng/337_Tourism_Eng_L21B.pdf)

<b>Course Outcomes</b>		
Upon successful completion of this course, the student will be able to:		
<b>CO No.</b>	<b>CO Statement</b>	<b>Cognitive Level (K-Level)</b>
<b>CO1</b>	<i>Name</i> various forms, formats and registers maintained in the front office department of a large hotel in paper form or on the PMS.	<b>K1</b>
<b>CO2</b>	<i>Demonstrate</i> the functions of Front Office personnel in reservation, reception, information and cash sections	<b>K2</b>
<b>CO3</b>	<i>Function</i> as a good communicator with guests, colleagues verbally and non-verbally while handling the front desk operations	<b>K3</b>
<b>CO4</b>	<i>Analyse</i> the attitude and behaviour of offering customers service by following systematic procedures, techniques and business ethics.	<b>K4</b>
<b>CO5</b>	<i>Determine</i> the decisions to be taken and actions to be performed for various problems and situations of handling customers and providing precise services.	<b>K5</b>

**Relationship Matrix:**

<b>Course Outcomes (COs)</b>	<b>Programme Outcomes (POs)</b>					<b>Programme Specific Outcomes (PSOs)</b>					<b>Mean Score of COs</b>
	<b>PO1</b>	<b>PO2</b>	<b>PO3</b>	<b>PO4</b>	<b>PO5</b>	<b>PSO1</b>	<b>PSO2</b>	<b>PSO3</b>	<b>PSO4</b>	<b>PSO5</b>	
<b>CO1</b>	-	3	-	3	2	2	3	2	3	3	<b>2.1</b>
<b>CO2</b>	3	3	3	3	1	3	3	2	2	3	<b>2.6</b>
<b>CO3</b>	1	3	2	3	2	3	3	2	2	3	<b>2.4</b>
<b>CO4</b>	2	3	1	3	3	2	3	1	3	3	<b>2.4</b>
<b>CO5</b>	1	2	3	2	2	3	3	1	3	3	<b>2.3</b>
<b>Mean Overall Score</b>											<b>2.36</b>
<b>Correlation</b>											<b>Medium</b>

<b>Mean Overall Score</b>	<b>Correlation</b>
< 1.5	Low
≥ 1.5 and < 2.5	Medium
≥ 2.5	High

**Course Coordinator: Mr. K.Karthikeyan**

Semester	Course Code	Course Category	Hours/ Week	Credits	Marks for Evaluation		
					CIA	ESE	Total
II	23UHM2AC3	Allied - III	5	5	25	75	100
<b>Course Title</b>		Housekeeping Operations					

SYLLABUS		
Unit	Contents	Hours
I	<b>Introduction to Housekeeping</b> Need for and Importance of Housekeeping in hotels – Responsibilities of Housekeeping department - Organizational Structure of housekeeping in small, medium and large hotels - Duties & responsibilities of Housekeeping Staff - *Personal attributes of housekeeping staff* - Layout and sections of housekeeping - Interdepartmental co-operation & co-ordination of Housekeeping - Housekeeping inventories	15
II	<b>Equipment Used in Housekeeping</b> Classification of housekeeping equipment - Manual and mechanical – Selection, Storage, Distribution and Control of cleaning equipment - Cleaning agents – Types – Selection, Storage and Issuing procedures - *Guest supplies and their placement* - Composition, Care and Cleaning of different surfaces - Hotel Guest rooms – Types – layouts – Guest room status – Guest floor rules - List of basic contents of a room - Cleaning of guest rooms – Cleaning procedures and principles – Method of organizing cleaning - Frequency of cleaning daily, periodic and special - Cleaning Public areas – Supervising in Housekeeping - Operations of Housekeeping Control desk	15
III	<b>Linen and Laundry</b> Introduction – Linen & Uniform room – Layout – Storage and Exchange of linen – Par stock - Linen Control - Linen Quality and Life span - *Soft furnishings* - Laundry – Types – Planning and layout of OPL – Laundry equipment – Laundering – Pressing – Folding – Spotting – Dry Cleaning – Laundry agents – *Soaps and detergents* Laundry Process - Dry cleaning – Advantages and Limitation – Process – Dry cleaning materials – Handling guest laundry.	15
IV	<b>Stain Removal and First Aid Procedures</b> Stain – Identification – Classification – Principles of stain removal - Uniforms – Selection and design – Storage – Issuing and Exchanging procedure – Advantages of providing uniforms - Health and Safety - Accidents & Personal injuries - Prevention of accidents - Safety measures - First aid –Definition- Importance - Contents of First aid box - First aid remedies given at critical situations - Fire prevention - Classification - *Types of extinguishers* - Suggested procedures - Fire fighting procedures - Fire protection check-list	15
V	<b>Flower arrangement and Pest Controlling</b> Introduction – Basics – Ingredients and equipment used – Designing flower arrangements – General guidelines for arrangements – Styles of flower arrangements - Pest control – Types of pest – Common pest and their control – Waste disposal - *Decorations during various occasions* - Horticulture – *Indoor plants*	15

\*.....\* Self Study

Textbook(s):
1. Raghubalan G. and Smritee Raghubalan, Hotel Housekeeping, 3 <sup>rd</sup> Edition, Oxford University Press, New Delhi, 2015
2. Sudhir Andrews, Hotel Housekeeping: A Training Manual, 3 <sup>rd</sup> Edition, Tata McGraw Hill, New Delhi, 2009
3. Branson & Lennox, Hotel, Hostel and Hospital Housekeeping, 5th Edition, Hodder & Stoughton, London, 1988.

<b>Reference Book(s):</b>
1. Goring O.G. and A.C. David, Hotel and Institutional Housekeeping, 2 <sup>nd</sup> Revised Edition, Barrie & Rockliff, London, 1970.
2. Jay Prakash Kant, Hotel Housekeeping Operations and Management, The Hospitality Press, Noida, 1 <sup>st</sup> Edition, 2021.
3. Suvradeep Gauranga Ghosh, Basics of Hotel Housekeeping Operations, The Hospitality Press, Noida, 1 <sup>st</sup> Edition, 2016.
<b>Web Resource(s):</b>
1. <a href="https://www.uou.ac.in/sites/default/files/slm/HM-103.pdf">https://www.uou.ac.in/sites/default/files/slm/HM-103.pdf</a>
2. <a href="https://htszagreb.files.wordpress.com/2016/07/housekeeping-training-materials.pdf">https://htszagreb.files.wordpress.com/2016/07/housekeeping-training-materials.pdf</a>
3. <a href="https://www.tutorialspoint.com/hotel_housekeeping/hotel_housekeeping_tutorial.pdf">https://www.tutorialspoint.com/hotel_housekeeping/hotel_housekeeping_tutorial.pdf</a>

Course Outcomes		
Upon successful completion of this course, the student will be able to:		
CO No.	CO Statement	Cognitive Level (K-Level)
CO1	<i>Recall</i> the knowledge and skills of performing the tasks of housekeeping department.	K1
CO2	<i>Outline</i> the duties and responsibilities performed by housekeeping personnel in different sections of housekeeping	K2
CO3	<i>Classify</i> the types of equipment, linen, stain removal agents and apply the techniques of laundering and flower arrangements.	K3
CO4	<i>Examine</i> the significance of housekeeping to deliver the customer service with professional skills and ethics and safeguarding the guests by offering safe, comfortable and pleasant stay.	K4
CO5	<i>Assess</i> the employability and entrepreneurship skills learned in housekeeping, laundering, pest controlling and flower arrangements.	K5

### Relationship Matrix:

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5	
CO1	2	3	2	3	2	3	3	1	2	3	2.4
CO2	1	3	1	3	2	3	3	2	2	3	2.3
CO3	2	2	2	3	-	3	3	1	-	3	1.9
CO4	2	2	2	3	3	3	3	2	3	3	2.6
CO5	3	3	3	3	2	3	3	2	1	3	2.6
<b>Mean Overall Score</b>											<b>2.36</b>
<b>Correlation</b>											<b>Medium</b>

Mean Overall Score	Correlation
< 1.5	Low
≥ 1.5 and < 2.5	Medium
≥ 2.5	High

Course Coordinator: Mr. C.Thiyagarajan

Semester	Course Code	Course Category	Hours/ Week	Credits	Marks for Evaluation		
					CIA	ESE	Total
II	23UHM2AC4	Allied - IV	3	3	25	75	100
<b>Course Title</b>		Nutrition and Food Science					

**SYLLABUS**

Unit	Contents	Hours
I	<b>Introduction to Nutrition</b> Introduction to Nutrition – Relation of food and healthy – Functions of food – Factors affecting food intake and habits - *Classification of nutrients* – Recommended dietary allowances – Digestion of food – absorption and metabolism- Carbohydrates - Classification – Sources – Functions - Effects of deficiency and excess level - Proteins – Classification – Sources – Functions- Effects of deficiency and excess level - Lipids – Classification – Fatty acids – Saturated and Unsaturated - Functions of Fat.	9
II	<b>Vitamins and Minerals</b> Water – Functions of water & Role of water in maintaining Health – *Daily intake of water – Nutritive value of beverages* - Vitamins – Classification – Effects of cooking on vegetables Effects of deficiency and excess level -Minerals – Classification – Function- Effects of deficiency and excess level - Energy metabolism – Definition of Energy, Energy requirement of human body, Factors affecting Energy Requirement – BMR – Factors affecting the BMR - Dietary Sources of energy, Concept of energy balance and the health hazards associated with underweight, overweight	9
III	<b>Balanced Diet</b> Balanced diet – Recommended Dietary allowances – Basic food groups – * Food pyramid- Menu planning and Mass Production * – Factors influencing meal planning – Planning balanced meals – Steps in planning balanced meals – Calculating nutritive value of a recipe- Common food processing techniques-New trends in Nutrition – Needs for serving nutritional food – Nutraceuticals – Pre-biotics and Pro-biotics	9
IV	<b>Food Microbiology</b> Food Microbiology – Important Microorganism in food – factors affecting the growth of Microbes- Food Fermentation – Contamination of Food – Food borne illness - Beneficial effects of microorganism -Microbial intoxications and infections - *Sources of infection of foods by pathogenic organisms, symptoms and method of control* -Flavour-Introduction-processed-added spices and herbs and uses of flavours.	9
V	<b>Fats and Oils</b> Fats and oils - Structure – Temperature - Hydrogenation of oils - * Popular in fats & oils -* Food processing – Causes of food spoilage – Objectives of food processing – Effects of Food Processing – Food Additives – Types- Evolution of Food – News trends in food processing.	9

\* ..... \* Self Study

**Textbook(s):**

1. Sunetra Roday, Food Science and Nutrition, Oxford University Press, New Delhi, 3<sup>rd</sup> Edition, 2013.
2. Hema Thapar, Nutrition and Food Science, Pacific Books International, New Delhi, 2<sup>nd</sup> Edition, 2018.
3. Fredrico Alemilla, Food Science and Nutrition, Scitus Academics, Wilmington, USA, 3<sup>rd</sup> Edition, 2021.

**Reference Book(s):**

1. 1. James M. Jay, Modern Food Microbiology, Springer-Verlag, New York Inc., 7<sup>th</sup> Edition, 2006.
2. Frazier and Westhoff, Food Microbiology, McGraw Hill Education, 4<sup>th</sup> Revised Edition, 1988.
3. Betty C. Hobbs, Safe food Handling, Taylor & Francis Ltd, London, 3<sup>rd</sup> Revised Edition, 2007.

**Web Resource(s):**

1. <https://sites.google.com/a/uasd.in/ecourse/food-science-and-nutrition>
2. <https://www.ihmnotes.in/assets/Docs/Books/9780199489084.pdf>
3. [https://cbseacademic.nic.in/web\\_material/Curriculum20/publication/srsec/834\\_food%20nutrition%20-%20xii.pdf](https://cbseacademic.nic.in/web_material/Curriculum20/publication/srsec/834_food%20nutrition%20-%20xii.pdf)

**Course Outcomes**

Upon successful completion of this course, the student will be able to:

CO No.	CO Statement	Cognitive Level (K-Level)
CO1	<i>Define</i> the functions and importance of nutrition and food science in day to day life of human beings.	K1
CO2	<i>Explain</i> the components of food and select the dishes according to the nutrition requirements.	K2
CO3	<i>Examine</i> the basics of food processing and interpret the new trends found in nutrition, identifying food contamination and processing foods.	K3
CO4	<i>Analyze</i> the role of food microbiology and to find out the beneficial effects of microorganisms.	K4
CO5	<i>Prove</i> the skills of compiling menus as per the dietary requirements	K5

**Relationship Matrix:**

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5	
CO1	3	3	2	1	2	3	3	2	2	3	2.4
CO2	2	1	2	2	2	3	3	2	3	3	2.3
CO3	2	1	2	2	3	3	3	2	3	3	2.4
CO4	2	2	1	3	1	3	3	1	2	3	2.1
CO5	3	2	2	3	3	3	3	2	2	3	2.6
<b>Mean Overall Score</b>											<b>2.36</b>
<b>Correlation</b>											<b>Medium</b>

Mean Overall Score	Correlation
< 1.5	Low
≥ 1.5 and < 2.5	Medium
≥ 2.5	High

**Course Coordinator: Mr. S. Samuel Anand Kumar**

Semester	Course Code	Course Category	Hours/ Week	Credits	Marks for Evaluation		
					CIA	ESE	Total
II	23UCN2SS	Soft Skills Development	2	2	-	100	100
<b>Course Title</b>		<b>Soft Skills Development</b>					

SYLLABUS		
Unit	Contents	Hours
I	<b>Communication Skills:</b> Verbal and Non - Verbal communication - The active vocabulary - Conversational Etiquette - KOPPACT syndrome	6
II	<b>Emotional Skills:</b> Emotional Intelligence - The five steps to Emotional Quotient - Self Awareness and Regulation - Empathy - Social Intelligence - stress management - coping with failures	6
III	<b>Functional Skills:</b> Using the tools of communicatory and emotional skills - Resume writing - Preparation of Curriculum Vitae - interview skills - Acing the interview - Group dynamics - Mock interviews and Group discussions	6
IV	<b>Interpersonal Skills:</b> Synergising relationships - SWOT analysis - SOAR analysis - The social skills - Time Management - Decision making - problem solving - prioritising and Implementation	6
V	<b>Personality Skills:</b> Leadership skills - Attributes and Attitudes - Social leader Vs The Boss - critical and creative thinking	6

**Hours of Teaching : 5 hours and Hours of Activity: 25 hours**

<b>Textbook(s):</b>
<ol style="list-style-type: none"> <li>1. Social intelligence: The new science of human relationships - Daniel Goleman; 2006.</li> <li>2. Body Language in the workplace - Allan and Barbara Pease; 2011.</li> <li>3. Student's Hand Book: Skill Genie - Higher education department, Government of Andhra Pradesh.</li> </ol>
<b>Web References:</b>
<ol style="list-style-type: none"> <li>1. <a href="https://nptel.ac.in/courses/109105110">https://nptel.ac.in/courses/109105110</a></li> </ol>

## EVALUATION CRITERIA

<b>Work Book (Each unit carries 10 marks)</b>	-	<b>50 Marks</b>
<b>Examination</b>	-	<b>50 Marks</b>

1. Teacher who handles the subject will award 50 marks for work book based on the performance of the student.
2. On the day of examination the examiners (Internal & External) will jointly award the marks for the following categories:
  - Self-Introduction - 20 Marks
  - Resume - 10 Marks
  - Mock Interview - 20 Marks

To assess the self-introduction, Examiners are advised to watch the video presentation submitted by the students. If they failed to submit the video presentation, the Examiners may direct the student to introduce himself orally and a maximum 10 marks only will be awarded.

### **Mock Interview Marks Distribution**

**(20-Marks)**

Attitude (self interest, confidence etc.) (4 Marks)	Physical appearance including dress code (4 Marks)	Communication Skills (6 Marks)	Answering questions asked from the resume and work book (6 Marks)
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**Course Coordinator:**  
**Dr. M. Syed Ali Padusha**

Semester	Course Code	Course Category	Hours/ Week	Credits	Marks for Evaluation		
					CIA	ESE	Total
III	23UHM3CC5	Core – V	4	4	25	75	100
Course Title		Advanced Food Production Operations					

SYLLABUS		
Unit	Contents	Hours
I	<p><b><i>Cold Kitchen</i></b></p> <p>Larder – Layout – Section and function – Duties and Responsibilities – Equipment. Charcuterie – Sausages, Gallentines, Ballotines, Dodines - Pate, Terrines, Truffle, Chaud froid and Aspic. Appetizers and garnishes – Classification – Garnishing. Horsd'oeuvres – *Popular and traditional appetizers*. Larder Culinary terms.</p>	12
II	<p><b><i>Cheese, Salads and Sandwiches</i></b></p> <p>Cheese – Introduction - Processing of Cheese - Types of Cheese – Classification of Cheese – Curing of Cheese - Uses of Cheese. Salads – Composition – Types – Salad dressings. Sandwiches – Parts – Types – Making and storing sandwiches. Uses of herbs in cooking – *Popular herbs used* - Selection and storage conditions for herbs.</p>	12
III	<p><b><i>Italian and Mediterranean Cuisines</i></b></p> <p>Introduction to Italian cuisine – Special ingredients and equipment used in Italian cuisine – Common types of Italian cheeses – Types of salami in Italian cuisine – Pastas used in Italian cuisine – Common pasta sauces - Popular dishes of Italy - Mediterranean Cuisines – Introduction – Commonalities in Mediterranean cuisine – Lebanese cuisine – *Special ingredients and dishes of Lebanon*.</p>	12
IV	<p><b><i>French other Famous Cuisines</i></b></p> <p>Introduction to French cuisine – Main ingredients and equipment used in French cuisine – Popular dishes of French cuisine. Greek cuisine – Special ingredients and famous dishes of Greece – Spanish cuisine – Unique ingredients of Spanish cuisine – Popular dishes of Spanish dishes – Turkish cuisine – Special ingredients and preparations of Turkish cuisine – Moroccan cuisine – *Ingredients and special dishes of Moroccan cuisine*.</p>	12
V	<p><b><i>Cuisines of Western Regions and Methods of Plating</i></b></p> <p>Cuisine of UK – Specialty dishes of UK – Popular ingredients used in British cuisine – Scandinavian cuisine – Ingredients and specialty dishes of Scandinavia – German cuisine – Geographical regions – *Popular ingredients and dishes of Germany* - The concept of plate presentations – Garnish – Plate selection – Arranging food – Merging of flavours, shapes and textures on the plate – Emerging trends in food presentations</p>	12
VI	<b>Current Trends (For CIA only)</b> – Latest technologies and new trends of European cookery	

\*.....\* Self Study

**Text Book(s):**

**T.B - 1:** Parvinder S.Bali, International Cuisine and Food Production Management, 1<sup>st</sup> Edition, Oxford University Press, New Delhi, 2013.



<b>Reference Book(s):</b>
<ol style="list-style-type: none"> <li>1. Paul Hamlyn, Larousse Gastronomique Cookery Encyclopaedia, 1<sup>st</sup> Edition, Octopus Publishing Group, London, 2001.</li> <li>2. Louis Saulnier, Le Repertoire De La Cuisine, 5<sup>th</sup> Edition, Barrons Educational Series, United States, 2010.</li> <li>3. Mian N. Riaz, and Muhammad M. Chaudry, Halal Food Production, 1<sup>st</sup> Edition, Taylor and Francis Inc, Bosa Roca, U.S, 2003.</li> </ol>
<b>Web Resource(s):</b>
1. <a href="https://baou.edu.in/assets/pdf/DHTM-101_slm.pdf">https://baou.edu.in/assets/pdf/DHTM-101_slm.pdf</a>

<b>Course Outcomes</b>		
Upon successful completion of this course, the student will be able to:		
<b>CO No.</b>	<b>CO Statement</b>	<b>Cognitive Level (K-Level)</b>
<b>CO1</b>	Describe the advanced methods of cooking followed in hotel industry	<b>K1</b>
<b>CO2</b>	Interpret the equipment and utensils utilized in hotel's kitchen	<b>K2</b>
<b>CO3</b>	Make use of the skills and knowledge of European cuisine in the profession.	<b>K3</b>
<b>CO4</b>	Categorize the various meal courses and dishes served in the cuisines of western countries.	<b>K4</b>
<b>CO5</b>	Explain the concepts of advanced cooking techniques	<b>K5</b>

**Relationship Matrix:**

<b>Course Outcomes (COs)</b>	<b>Programme Outcomes (POs)</b>					<b>Programme Specific Outcomes (PSOs)</b>					<b>Mean Score of COs</b>
	<b>PO1</b>	<b>PO2</b>	<b>PO3</b>	<b>PO4</b>	<b>PO5</b>	<b>PSO1</b>	<b>PSO2</b>	<b>PSO3</b>	<b>PSO4</b>	<b>PSO5</b>	
<b>CO1</b>	3	3	2	3	2	2	3	2	1	3	<b>2.4</b>
<b>CO2</b>	2	3	3	3	1	3	3	2	1	3	<b>2.4</b>
<b>CO3</b>	3	3	1	3	2	3	3	2	2	3	<b>2.5</b>
<b>CO4</b>	3	3	1	3	3	3	3	3	3	3	<b>2.8</b>
<b>CO5</b>	3	3	3	3	3	3	3	3	3	3	<b>3.0</b>
<b>Mean Overall Score</b>											<b>2.62</b>
<b>Correlation</b>											<b>High</b>

<b>Mean Overall Score</b>	<b>Correlation</b>
< 1.5	Low
≥ 1.5 and < 2.5	Medium
≥ 2.5	High

**Course Coordinator: S. Yoganand**

Semester	Course Code	Course Category	Hours/ Week	Credits	Marks for Evaluation		
					CIA	ESE	Total
III	23UHM3CC6P	Core - VI	3	2	20	80	100
<b>Course Title</b>		European Cuisine - Practical					

SYLLABUS		
Unit	Contents	Hours
I	<b>Practical – I</b> Consommé Carmen Poulet Sauté Chasseur Pommes Lorette Haricots Verts	9
	<b>Practical – II</b> Bisque D'écrevisse Escalope De Veau Viennoise Pommes Batailles Epinards au Gratin	
II	<b>Practical – III</b> Crème Du Barry Darne De Saumon Grille Sauce Paloise Pommes Fondant Petits Pois A La Flamande	9
	<b>Practical – IV</b> Veloute Dame Blanche Cote De Boeuf Charcuterie Pommes De Terre A La Crème Carottes Glace Au Gingembre	
III	<b>Practical – V</b> Cabbage Chowder Poulet A La Rex Pommes Marguises Ratatouille	9
	<b>Practical – VI</b> Barquettes Assortis Stroganoff De Boeuf Pommes Persillade Riz Pilaf	
IV	<b>Practical – VII</b> Duchesse Nantua Poulet Maryland Croquette Potatoes Banana Fritters Corn Gallets	9
	<b>Practical – VIII</b> Spinach Salad Smoked Chicken Soup Maccroni with Alfredo Sauce Tiramisu	
V	<b>Practical – IX</b> Vol-Au-Vent De Volaille Et Jambon Poulet A La Kiev Creamy Mashed Potatoes Butter Tossed Green Peas	9
	<b>Practical – X</b> Caesar Salad Prawn Soup Spaghetti Marinara Cheese Cake	

<b>Text Book(s):</b>
<b>T.B - 1:</b> Parvinder S.Bali, International Cuisine and Food Production Management, 1 <sup>st</sup> Edition, Oxford University Press, New Delhi, 2013.
<b>Reference Book(s):</b>
1. Paul Hamlyn, Larousse Gastronomique Cookery Encyclopaedia, 1 <sup>st</sup> Edition, Octopus Publishing Group, London, 2001. 2. Louis Saulnier, Le Repertoire De La Cuisine, 5 <sup>th</sup> Edition, Barrons Educational Series, United States, 2010. 3. Mian N. Riaz, and Muhammad M. Chaudry, Halal Food Production, 1 <sup>st</sup> Edition, Taylor and Francis Inc, Bosa Roca, U.S, 2003.
<b>Web Resource(s):</b>
<a href="https://www.tasteatlas.com/100-most-popular-dishes-in-europe">https://www.tasteatlas.com/100-most-popular-dishes-in-europe</a>

<b>Course Outcomes</b>		
Upon successful completion of this course, the student will be able to:		
<b>CO No.</b>	<b>CO Statement</b>	<b>Cognitive Level (K-Level)</b>
<b>CO1</b>	Identify the appropriate equipment and ingredients for preparation of European cuisine dishes	<b>K1</b>
<b>CO2</b>	Explain the practical skills and techniques used to prepare European dishes.	<b>K2</b>
<b>CO3</b>	Demonstrate the methods of presenting and plating of European dishes	<b>K3</b>
<b>CO4</b>	Select the dishes to compile appropriate menus and prepare dishes in European cuisine.	<b>K4</b>
<b>CO5</b>	Create value added food dishes with better nutrition	<b>K5</b>

#### Relationship Matrix:

<b>Course Outcomes (COs)</b>	<b>Programme Outcomes (POs)</b>					<b>Programme Specific Outcomes (PSOs)</b>					<b>Mean Score of COs</b>
	<b>PO1</b>	<b>PO2</b>	<b>PO3</b>	<b>PO4</b>	<b>PO5</b>	<b>PSO1</b>	<b>PSO2</b>	<b>PSO3</b>	<b>PSO4</b>	<b>PSO5</b>	
<b>CO1</b>	3	3	3	3	-	3	3	3	-	3	<b>2.4</b>
<b>CO2</b>	3	3	3	3	3	3	3	3	3	3	<b>3.0</b>
<b>CO3</b>	2	3	2	3	3	3	3	2	3	3	<b>2.7</b>
<b>CO4</b>	2	3	1	3	2	3	3	2	2	3	<b>2.4</b>
<b>CO5</b>	2	3	2	3	2	3	3	3	-	3	<b>2.4</b>
<b>Mean Overall Score</b>											<b>2.58</b>
<b>Correlation</b>											<b>High</b>

<b>Mean Overall Score</b>	<b>Correlation</b>
< 1.5	Low
≥ 1.5 and < 2.5	Medium
≥ 2.5	High

**Course Coordinator: K.G. Rajan**

Semester	Course Code	Course Category	Hours/ Week	Credits	Marks for Evaluation		
					CIA	ESE	Total
III	23UHM3AC5	Allied - V	4	4	25	75	100
<b>Course Title</b>		Specialized Food and Beverage Service					

SYLLABUS		
Unit	Contents	Hours
I	<b>Function Catering</b> Banquets – Types of functions – Staff requirement calculation - *Function menus* – Service methods - <b>Toasting procedures – Duties and responsibilities of Toast Master</b> – Banquet equipment – Table plans – Table setups - Function booking and organization - Booking a function – Function Prospectus - Organizing the function – Service procedures.	12
II	<b>Supervisory Functions of F&amp;B Operations</b> Introduction - Supervisory Functions of F&B Operations – Briefing – Allocation of tables – Checking the Mise en Place and Mise en Scene – *Contents of Check list* - Handling tips – Stock taking – Requisitions – Sales analysis – Cost Analysis – Breakeven point calculations – Handling complaints – Training the staff.	12
III	<b>Restaurant Planning</b> Restaurant - Physical layout – Introduction - Objectives of a good layout - Planning a Restaurant - Decision prior to planning - Location, space allocation - Staffing Requirements - Furniture, land linen, cutlery and crockery requirements - Space - Dining area, *Type of seating*, Table arrangements - Restaurant costing - Performance measurement: Sales mix, Elements of cost, Cover, sales per square meter - Knowledge of size and cuisines of Various Restaurants	12
IV	<b>Functions of Fast Food Units</b> History and concept - Fast food preparation centre - Conventional kitchen versus fast food Kitchen, Size and layout of the preparation Centre - Basic flow plan for a fast food preparation centre - Space requirements. Role of convenience food in Fast food units – Advantages – Limitations. Budgeting for the Food and Beverage service department - Preparation of budget - Limiting factors. Forecasting of Food & Beverage sales forecasting. *Basic requirements needed for starting fast food units*.	12
V	<b>Handling Situations and Customer Relationship</b> Basic skills for supervisors – Attendance – briefing – Managing discipline. Cost control. Staff Scheduling – Evaluating staff – Suggestive selling – Steps involved. Handling situations – Dealing with different situations - *Guest with special needs* - Guest with mobility problems. Knowledge of different recipes for effective suggestive selling - Introduction to customer relationship management – Importance of customer relationship – Guest’s satisfaction.	12
VI	<b>Current Trends (For CIA only) – Latest Equipment and Order Taking POS Machines used in Food and Beverage Service</b>	

\*.....\* Self Study

<b>Text Book(s):</b>
<ol style="list-style-type: none"> <li>1. R.Singaravelavan, Food and Beverage Service, 2<sup>nd</sup> Edition, Oxford University Press, New Delhi, 2011.</li> <li>2. Sudhir Andrews, Food and Beverage Management, Tata McGraw Hill Education, New Delhi, 3<sup>rd</sup> Edition, 2014.</li> <li>3. VaraPrasad, Food and Beverage – F&amp;B Simplified, Pearson Education, Noida, 1<sup>st</sup> Edition, 2012.</li> </ol>

<b>Reference Book(s):</b>
1. Dennis R. Lillicrap, John A. Cousins, Food & Beverage Service, 9 <sup>th</sup> Edition, John Wiley & Sons Incorporated, London, 2014. 2. Brian Varghese, Professional Food and Beverage Service Management, New Edition, Laxmi Publications, New Delhi, 2015. 3. Mahendra Singh Negi, Training Manual for Food and Beverage Services, 2 <sup>nd</sup> Edition, I K International Publishing House Pvt. Ltd, New Delhi, 2016.
<b>Web Resource(s):</b>
1. <a href="https://www.scribd.com/document/521261716/Specialized-Food-and-Beverage-Services-TMPE-121">https://www.scribd.com/document/521261716/Specialized-Food-and-Beverage-Services-TMPE-121</a> 2. <a href="https://ihmnotessite.com/index.php/home/hmct-notes/bhmct-3rd-year/food-beverage-service-6th-sem/">https://ihmnotessite.com/index.php/home/hmct-notes/bhmct-3rd-year/food-beverage-service-6th-sem/</a> 3. <a href="https://www.ihmnotes.in/assets/Docs/Books/9780199464685.pdf">https://www.ihmnotes.in/assets/Docs/Books/9780199464685.pdf</a>

<b>Course Outcomes</b>		
Upon successful completion of this course, the student will be able to:		
<b>CO No.</b>	<b>CO Statement</b>	<b>Cognitive Level (K-Level)</b>
CO1	Describe the operations of specialized catering services of hotel	<b>K1</b>
CO2	Summarize the techniques and methods handled in food and beverage service	<b>K2</b>
CO3	Demonstrate the planning functions applied in food service operations	<b>K3</b>
CO4	Analyze the ways of handling guest complaints	<b>K4</b>
CO5	Explain the importance of customer relationship management in F&B outlets	<b>K5</b>

**Relationship Matrix:**

<b>Course Outcomes (COs)</b>	<b>Programme Outcomes (POs)</b>					<b>Programme Specific Outcomes (PSOs)</b>					<b>Mean Score of COs</b>
	<b>PO1</b>	<b>PO2</b>	<b>PO3</b>	<b>PO4</b>	<b>PO5</b>	<b>PSO1</b>	<b>PSO2</b>	<b>PSO3</b>	<b>PSO4</b>	<b>PSO5</b>	
<b>CO1</b>	2	3	-	3	1	3	3	3	2	3	<b>2.3</b>
<b>CO2</b>	2	3	2	3	3	3	3	3	3	3	<b>2.8</b>
<b>CO3</b>	2	3	2	3	3	3	3	3	3	3	<b>2.8</b>
<b>CO4</b>	2	2	-	3	2	3	3	3	2	2	<b>2.2</b>
<b>CO5</b>	2	3	3	3	3	3	3	2	2	3	<b>2.7</b>
<b>Mean Overall Score</b>											<b>2.56</b>
<b>Correlation</b>											<b>High</b>

<b>Mean Overall Score</b>	<b>Correlation</b>
< 1.5	Low
≥ 1.5 and < 2.5	Medium
≥ 2.5	High

**Course Coordinator: Mr. S. Samuel Anand Kumar**

Semester	Course Code	Course Category	Hours/ Week	Credits	Marks for Evaluation		
					CIA	ESE	Total
III	23UHM3AC6P	Allied - VI	3	2	20	80	100
<b>Course Title</b>		Housekeeping Operations - Practical					

SYLLABUS		
Unit	Contents	Hours
I	<p><b>Practical – I</b>  Identification of various cleaning equipment and agents  Usage and storage procedures of cleaning equipment and agents  Identification of types of floorings and stains</p> <p><b>Practical - II</b>  Cleaning and polishing of various surfaces - Hard flooring, Semi-hard floorings, and wooden flooring.  Wall treatments – Tiles, wall paper and fabric  Glass surfaces – mirrors</p>	9
II	<p><b>Practical - III</b>  Metal cleaning – Silver, Brass, Copper  Maid’s Trolley – Setting up a trolley and maintenance procedures</p> <p><b>Practical - IV</b>  Bed making and turn down service.  Daily cleaning and preparation of guest room and VIP rooms  Cleaning of bathrooms</p>	9
III	<p><b>Practical - V</b>  Application of ‘Post Covid-19 new normal’ concept in housekeeping daily routines  Utensils and equipment usage procedures to ensure ‘Post Covid-19 new normal’  Ways of ensuring safety to guests during pandemics like Covid-19 – Social distancing, Usage of sanitizers, Special care to be taken.</p> <p><b>Practical - VI</b>  Periodical cleaning – Methods and procedures to be followed in guest room and public areas</p>	9
IV	<p><b>Practical - VII</b>  Spring cleaning - Methods and procedures to be followed in guest room and public areas.  Procedures to be followed with environmental concern, Green lodging facilities, and methods of enhancing the sustainability</p> <p><b>Practical - VIII</b>  Flower arrangements – at dining tables, reception counters and buffet tables.</p>	9
V	<p><b>Practical - IX</b>  Stain removal, washing, drying, ironing, folding, storing of various types of fabrics and garments.  Use of laundry equipment and dealing with different types of pests</p> <p><b>Practical - X</b>  First aid and fire prevention procedures  Preparation of housekeeping registers and reports  Security procedures to be followed in Housekeeping Department  Fire Prevention in Lodging operation</p>	9

<b>Text Book(s):</b>
1. Raghubalan G. and Smritee Raghubalan, Hotel Housekeeping, 3 <sup>rd</sup> Edition, Oxford University Press, New Delhi, 2015.
<b>Reference Book(s):</b>
1. Sudhir Andrews, Hotel Housekeeping: A Training Manual, 3 <sup>rd</sup> Edition, Tata McGraw Hill, New Delhi, 2009
2. Branson & Lennox, Hotel, Hostel and Hospital Housekeeping, 5 <sup>th</sup> Edition, Hodder & Stoughton, London, 1988.
3. Goring O.G. and A.C. David, Hotel and Institutional Housekeeping, 2 <sup>nd</sup> Revised Edition, Barrie & Rockliff, London, 1970.
<b>Web Resource(s):</b>
1. <a href="https://www.youtube.com/watch?v=gUAPfCD8niE">https://www.youtube.com/watch?v=gUAPfCD8niE</a>

<b>Course Outcomes</b>		
Upon successful completion of this course, the student will be able to:		
<b>CO No.</b>	<b>CO Statement</b>	<b>Cognitive Level (K-Level)</b>
CO1	Identify the cleaning equipment and agents suitable to the nature of task and requirement.	<b>K1</b>
CO2	Explain the various cleaning operations and techniques applicable to housekeeping.	<b>K2</b>
CO3	Apply the systematic procedures and techniques of controlling the housekeeping department of a hotel	<b>K3</b>
CO4	Identify and handle the emergency situations and problems arose during housekeeping functions.	<b>K4</b>
CO5	Set up a clean, aesthetic, safe and comfortable environment for guests of hotel.	<b>K5</b>

#### Relationship Matrix:

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5	
CO1	3	3	3	3	-	3	3	3	-	3	2.4
CO2	3	3	3	3	3	3	3	3	3	3	3.0
CO3	2	3	2	3	3	3	3	2	3	3	2.7
CO4	2	3	1	3	2	3	3	2	2	3	2.4
CO5	2	3	2	3	2	3	3	3	-	3	2.4
<b>Mean Overall Score</b>											<b>2.58</b>
<b>Correlation</b>											<b>High</b>

Mean Overall Score	Correlation
< 1.5	Low
≥ 1.5 and < 2.5	Medium
≥ 2.5	High

**Course Coordinator:** S.Yoganand

Semester	Course Code	Course Category	Hours/ Week	Credits	Marks for Evaluation		
					CIA	ESE	Total
III	23UHM3GE1	Generic Elective - I	2	2	-	100	100
<b>Course Title</b>		Basic Front Desk Operation					

SYLLABUS		
Unit	Contents	Hours
I	<b>Introduction to Front Office</b> Introduction to the hotel –Evolution of Hotels in India - Classification of hotel - Introduction to Front Office - Functional areas of Front Office - Sections and Layout of Front Office. *Tools used in front desk*	6
II	<b>Organization Structure and Functions</b> Organization of Front Office - Duties and responsibilities of Front Office personnel - Qualities needed for Front Office staff – Front office coordination with other departments - Etiquettes and manners for Hospitality professionals. *Additional skills required to enhance the employability of front office staff*	6
III	<b>Reservation of Rooms and Application of AI</b> Room tariff - Types of room rates and meal plans - The Guest Cycle - Room reservations - Importance of reservation - Types of reservations - *Modes and Sources of Reservation* - Systems of Reservation – Processing Reservation - request - Reservation reports - Uses of AI (Artificial Intelligence) and Cloud-based Technology in Front Office Department.	6
IV	<b>Registration and Information</b> Guest registration - Stages and formalities of registration - Check-in procedures - *Guest services* - Functions of information section – Methods of handling guest mails and messages , Guest complaints – Procedures of Paging, Safe deposit locker- Specialized Mobile app – Self Check-in Technology - Smart Mobile key.	6
V	<b>Front Office Accounts and Bill Settlements</b> Check out and settlement - Guest departure procedures - Front office accounting - Types of accounts - Vouchers, Folios and ledgers - Night Auditing – Preparation of transcript and its uses in Front Office operations. Types of keys and their control - Handling unusual events and emergency situations- Problem Solving & Situation Handling- *Awareness of Cyber Security*	6

\*.....\* Self Study

<b>Text Book(s):</b>
<b>T.B-1:</b> Jatashankar R. Tewari, Hotel Front Office, 2 <sup>nd</sup> Edition, Oxford University Press, New Delhi, 2013 <b>T.B-2:</b> Sudhir Andrews, Hotel Front Office, 3 <sup>rd</sup> Edition, Tata Mc Graw Hill, Noida,2011.
<b>Reference Book(s):</b>
1. Sue Baker, Principles of Hotel Front Office Operation, 2 <sup>nd</sup> Edition, Cengage Learning, London, 2001. 2. Michael L. Kasvana, Managing Front Office Operation, Educational Institute of the American Hotel & Motel Association; 8 <sup>th</sup> Edition, 2012.
<b>Web Resource(s):</b>
1. <a href="https://cbseportal.in/class-12/skill-subjects/front-office-operations">https://cbseportal.in/class-12/skill-subjects/front-office-operations</a> 2. <a href="https://uou.ac.in/sites/default/files/slm/BHM-704ET.pdf">https://uou.ac.in/sites/default/files/slm/BHM-704ET.pdf</a> 3. <a href="https://www.tutorialspoint.com/front_office_management/front_office_management_tutorial.pdf">https://www.tutorialspoint.com/front_office_management/front_office_management_tutorial.pdf</a> 4. <a href="https://nios.ac.in/media/documents/tourism_337_courseE/337_Tourism_Eng/337_Tourism_Eng_L21B.pdf">https://nios.ac.in/media/documents/tourism_337_courseE/337_Tourism_Eng/337_Tourism_Eng_L21B.pdf</a>



<b>Course Outcomes</b>		
Upon successful completion of this course, the student will be able to:		
<b>CO No.</b>	<b>CO Statement</b>	<b>Cognitive Level (K-Level)</b>
<b>CO1</b>	Define the significance of Front Office of a hotel in making revenue and offering guest services	<b>K1</b>
<b>CO2</b>	Discuss the role of Front Office staff members in selling rooms, offering guest services and maintaining guest accounts.	<b>K2</b>
<b>CO3</b>	Interpret as a good communicator and act as member of a group with an understanding of computer operations.	<b>K3</b>
<b>CO4</b>	Analyze as an efficient decision maker for any problem and emergency situation arises	<b>K4</b>
<b>CO5</b>	Explain the employability and entrepreneurship skills learned in front desk operations.	<b>K5</b>

**Relationship Matrix:**

<b>Course Outcomes (COs)</b>	<b>Programme Outcomes (POs)</b>					<b>Programme Specific Outcomes (PSOs)</b>					<b>Mean Score of COs</b>
	<b>PO1</b>	<b>PO2</b>	<b>PO3</b>	<b>PO4</b>	<b>PO5</b>	<b>PSO1</b>	<b>PSO2</b>	<b>PSO3</b>	<b>PSO4</b>	<b>PSO5</b>	
<b>CO1</b>	1	3	2	3	3	3	3	2	2	3	2.5
<b>CO2</b>	1	3	1	3	3	3	3	2	3	3	2.5
<b>CO3</b>	2	3	3	3	3	3	3	2	2	3	2.7
<b>CO4</b>	2	2	1	3	3	3	2	3	3	3	2.5
<b>CO5</b>	1	1	1	3	2	3	3	2	3	3	2.2
<b>Mean Overall Score</b>											<b>2.48</b>
<b>Correlation</b>											<b>Medium</b>

<b>Mean Overall Score</b>	<b>Correlation</b>
< 1.5	Low
≥ 1.5 and < 2.5	Medium
≥ 2.5	High

**Course Coordinator: Mr. K. Karthikeyan**

Semester	Course Code	Course Category	Hours / Week	Credits	Marks for Evaluation		
					CIA	ESE	Total
III	23UCN3AE2	AECC - II	2	2	-	100	100
<b>Course Title</b>		<b>Environmental Studies</b>					

Unit	Contents	Hours
I	The multidisciplinary nature of environmental studies Definition, scope, importance, awareness and its consequences on the planet.	6
II	<b>Ecosystems:</b> Definition, structure and function of ecosystem; Energy flow in an ecosystem: food chain, food web and ecological succession. Case studies of the following ecosystems: a) Forest ecosystem b) Grassland ecosystem c) Desert ecosystem d) Aquatic ecosystems (ponds, streams, lakes, rivers, oceans, estuaries)	6
III	<b>Natural Resources:</b> Renewable and Non-renewable Resources: Land Resources and land use change; Land degradation, soil erosion and desertification. Deforestation: Causes and impacts due to mining, dam building on environment, forests, biodiversity and tribal populations. Water: Use and over-exploitation of surface and ground water, floods, droughts, conflicts over water (international & inter-state). Heating of earth and circulation of air; air mass formation and precipitation. Energy resources: Renewable and non-renewable energy sources, use of alternate energy sources, growing energy needs, case studies. renewable energy resources significance of wind, solar, hydal, tidal, waves, ocean thermal energy and geothermal energy.	6
IV	<b>Biodiversity and Conservation:</b> Levels of biological diversity: genetic, species and ecosystem diversity; Biogeography zones of India; Biodiversity patterns biodiversity hot spots. mega-biodiversity nation; Endangered and endemic species of India. Threats to biodiversity: habitat loss, poaching of wildlife, man-wildlife conflicts, biological invasions; Conservation of biodiversity: <i>In situ</i> and <i>Ex situ</i> conservation of biodiversity. Ecosystem and biodiversity services: Ecological, economic, social, ethical, aesthetic and Informational value.	6
V	<b>Environmental Pollution &amp; Conservation:</b> Environmental pollution: types, causes, effects and controls; Air, water, soil, chemical and noise pollution Waste to wealth - Energy from waste, value added products from waste, fly ash utilization and disposal of garbage, solid waste management in urban and rural areas, Swachh Bharat Abhiyan, recent advances in solid waste management, modern techniques in rain water harvesting and utilization.	6

#### Text books:

1. Asthana DK and Meera A, Environmental studies, 2<sup>nd</sup> Edition, Chand and Company Pvt Ltd, New Delhi, India, 2012.
2. Arumugam N and Kumaresan V, Environmental studies, 4<sup>th</sup> Edition, Saras Publication, Nagercoil, Tamil Nadu, India, 2014.

#### Activity – I:

1. Assignments – Titles on Environmental awareness to be identified by teachers from the following (scripts not less than 20 pages)
2. Elocution – (Speech on “Environment beauty is the fundamental duty” of citizen of the country for 3 to 5 minutes)
3. Environment issues – TV, Newspaper, Radio and Medias messages – Discussion ∞ Case Studies/Field Visit/Highlighting Day today environmental issues seen or heard
4. Debating/Report Submission – Regarding environment issues in the study period Activity II
5. Environmental awareness through charts, displays, models and video documentation.

**Celebrating Nationally Important Environmental Days**

- National Science Day – 28<sup>th</sup> February
- World wild life Day – 3<sup>rd</sup> March
- International forest Day – 21<sup>st</sup> March
- World Water Day – 22<sup>nd</sup> March
- World Meteorological Day – 23<sup>rd</sup> March
- World Health Day – 7<sup>th</sup> April
- World Heritage Day – 18<sup>th</sup> April
- Earth / Planet Day – 22<sup>nd</sup> April
- Plants Day – 26<sup>th</sup> May
- Environment Day – 5<sup>th</sup> June Activity III Discipline specific activities

**EVALUATION COMPONENT:**

Component I: (25 Marks) Document (or) Poster presentation or Elocution

Component II: (25 Marks) Album making (or) case study on a topic (or) field visit

Component III: (25 Marks) Essay writing (or) Assignment submission

Component IV: (25 Marks) Quiz (or) multiple choice question test

**Course Outcomes****Course Outcomes:** Upon successful completion of this course, the student will be able to:

CO No.	CO Statement	Cognitive Level (K-level)
CO1	To understand the multi-disciplinary nature of environmental studies and its importance	K1
CO2	To obtain knowledge on different types of ecosystem	K2
CO3	To acquire knowledge on Renewable and non-renewable resources, energy conservation	K3
CO4	To understand biodiversity conservation	K4
CO5	To analysis impact of pollution and conversion waste to products	K5

**Relationship Matrix:**

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5	
CO1	02	02	02	02	02	03	03	03	03	03	2.5
CO2	02	03	03	02	03	03	03	03	03	03	2.8
CO3	02	03	03	03	03	03	03	03	03	03	2.9
CO4	02	02	03	03	03	03	03	03	03	03	2.8
CO5	02	03	03	03	03	03	03	02	03	03	2.8
<b>Mean Overall Score</b>											2.7
<b>Correlation</b>											High

Mean Overall Score	Correlation
< 1.5	Low
≥ 1.5 and < 2.5	Medium
≥ 2.5	High

**Course Coordinator: Dr. B. Balaguru**

Semester	Course Code	Course Category	Hours/ Week	Credits	Marks for Evaluation		
					CIA	ESE	Total
IV	23UHM4CC7	Core - VII	5	5	25	75	100
Course Title		Front Office Management					

SYLLABUS		
Unit	Contents	Hours
I	<b>Guest Account Settlement</b> Modes of account settlement – Cash - Credit (Travelers check, travel agent voucher, foreign currency, charge cards, airline vouchers, third party billing) - Control measures for cash and credit based account settlement policy. Forex - Licenses, exchange rates and policy. *Currency exchange rates and procedures *- Reservation section terminology – Documentation	15
II	<b>Situation and Complaint Handling</b> Situation handling - Usual situations - Skipper, Scanty Baggage, Walking, Walk-In, Paging, Room Change, Luggage Handling During Check-In and Check-Out, Left Luggage Procedure, etc. Unusual situations - Death, Fire, Theft, Bomb Threat and Terrorist Attack. Complaint handling - Types of guest - *Types of guest complaints* - The complaints handling and redressal procedures.	15
III	<b>Evaluating Hotel's Performance</b> Setting Room Rates - Hubbart Formula, Market Condition Approach & Thumb Rule. Methods of measuring hotel's performance – Occupancy ratio, Average Daily Rate, Average Room Rate per guest, Revenue per Available Room (Rev-Par), Market Share Index, Evaluation of hotel by guests.*Factors affecting the guest's feedback*	15
IV	<b>Front Office Budgeting</b> Types of budget & budget cycle, making front office budget, *factors affecting budget planning*, capital & operations budget for front office, Refining budget, budgetary control, forecasting room revenue, advantages & disadvantages of budgeting.	15
V	<b>Yield Management</b> Measuring yield in hotel industry, yield management in hotel industry, elements, benefits, strategies, challenges or problems, forecasting – benefits, records required, Yield management prospects. *Yield management strategies applied by leading star hotels of local city*	15
VI	<b>Current Trends (For CIA only)</b> – Latest technologies found in guest account settlements in hotel industry	

\*.....\* Self Study

Text Book(s):
1. Jatashankar R. Tewari, Hotel Front Office, 2 <sup>nd</sup> Edition, Oxford University Press, New Delhi, 2013 2. Raghubalan G. and Smritee Raghubalan, Hotel Housekeeping, 3 <sup>rd</sup> Edition, Oxford University Press, New Delhi, 2015. 3. Sudhir Andrews, Hotel Housekeeping: A Training Manual, 3 <sup>rd</sup> Edition, Tata McGraw Hill, New Delhi, 2009
Reference Book(s):
1. Branson & Lennox, Hotel, Hostel and Hospital Housekeeping, 5th Edition, Hodder & Stoughton, London, 1988. 2. Michael L. Kasvana, Managing Front Office Operation, Educational Institute of the American Hotel & Motel Association; 8 <sup>th</sup> edition, 2012 3. Sue Baker, Principles of Hotel Front Office Operation, 2 <sup>nd</sup> Edition, Cengage Learning, London, 2001

**Web Resource(s):**

1. <https://www.automationanywhere.com/company/blog/rpa-thought-leadership/the-difference-between-front-and-back-office#>:
2. <https://www.altexsoft.com/blog/hotel-front-desk-software/>
3. [https://www.tutorialspoint.com/front\\_office\\_management/front\\_office\\_management\\_quick\\_guide.htm](https://www.tutorialspoint.com/front_office_management/front_office_management_quick_guide.htm)

**Course Outcomes**

Upon successful completion of this course, the student will be able to:

CO No.	CO Statement	Cognitive Level (K-Level)
CO1	Identify the methods of evaluating the operations of room sales	K1
CO2	Recognize the values of customer relationship management	K2
CO3	Apply the concepts of revenue management of room sales functions	K3
CO4	Appraise the methods of guest account settlement in room division operations	K4
CO5	Explain the techniques applied in budgeting operations of Front Office	K5

**Relationship Matrix:**

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of Cos
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5	
CO1	3	3	2	3	2	2	3	2	1	3	2.4
CO2	2	3	3	3	1	3	3	2	-	3	2.3
CO3	3	3	1	3	2	3	3	2	2	3	2.5
CO4	3	3	3	3	3	3	3	3	3	3	3.0
CO5	3	3	-	3	3	3	3	3	3	3	2.7
<b>Mean Overall Score</b>											<b>2.58</b>
<b>Correlation</b>											<b>High</b>

Mean Overall Score	Correlation
< 1.5	Low
≥ 1.5 and < 2.5	Medium
≥ 2.5	High

**Course Coordinator: Dr. A. Alan Vijay**

Semester	Course Code	Course Category	Hours/ Week	Credits	Marks for Evaluation		
					CIA	ESE	Total
IV	23UHM4CC8P	Core - VIII	3	3	20	80	100
<b>Course Title</b>		Specialized Food and Beverage Service - Practical					

SYLLABUS		
Unit	Contents	Hours
I	<b>Practical – 1</b> Room Service Trolley Setup <b>Practical – 2</b> Specialised forms of Service (Lounge, Hospital, Airline, Rail, Quick Service Restaurant, Home Delivery)	9
II	<b>Practical – 3</b> Function Catering Services (Buffet Setup, Table seating arrangements, Organizing other entertainment events) Service during the formal function Service during the informal function <b>Practical – 4</b> Outdoor Catering Service (Off premises catering)	9
III	<b>Practical – 5</b> Organizing Mis-en-scene activities of various F&B outlets Opening, Operating & Closing duties of various F&B outlets <b>Practical – 6</b> Taking Guest Reservations Receiving & Seating of Guests	9
IV	<b>Practical – 7</b> Order taking & Recording Order processing (passing orders to the kitchen) <b>Practical – 8</b> Sequence of service Presentation & Encashing the Bill	9
V	<b>Practical – 9</b> Presenting & collecting Guest comment cards Handling Guest Complaints <b>Practical – 10</b> Customer Relations of regular, occasional guests and first timers or visitors Dining & Service etiquettes	9

**Text Book(s):**

1. R.Singaravelavan, Food and Beverage Service, Oxford University Press, New Delhi, 2<sup>nd</sup> Edition, 2011.
2. Sudhir Andrews, Food and Beverage Management, Tata McGraw Hill Education, New Delhi, 3<sup>rd</sup> Edition, 2014.
3. VaraPrasad, Food and Beverage – F&B Simplified, Pearson Education, Noida, 1<sup>st</sup> Edition, 2012.

**Reference Book(s):**

1. Dennis R. Lillicrap, John A. Cousins, Food & Beverage Service, John Wiley & Sons Incorporated, London, 9<sup>th</sup> Edition, 2014.
2. Brian Varghese, Professional Food and Beverage Service Management, Laxmi Publications, New Delhi, New Edition, 2015.
3. Mahendra Singh Negi, Training Manual for Food and Beverage Services, I K International Publishing House Pvt. Ltd, New Delhi, 2<sup>nd</sup> Edition, 2016.

**Web Resource(s):**

1. [Room Service Order Taking and Delivery Procedure in Hotel \(Tutorial 10\) - YouTube](#)
2. [Banquet Food and Beverage Service Style \(Tutorial 4\) - YouTube](#)
3. <https://www.ihmnotessite.net/food-beverage>

**Course Outcomes**

Upon successful completion of this course, the student will be able to:

CO No.	CO Statement	Cognitive Level (K-Level)
CO1	Describe the advanced techniques applied in restaurant operations	K1
CO2	Discuss the Standard Operation Procedures of various activities in F&B outlets	K2
CO3	Apply the techniques and methods in food and beverage service	K3
CO4	Appraise the ways of handling guest complaints	K4
CO5	Generate a good customer relationship in F&B outlets	K5

**Relationship Matrix:**

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5	
CO1	2	3	-	3	1	3	3	3	3	3	2.4
CO2	2	3	2	3	3	3	3	3	3	3	2.8
CO3	3	3	2	3	3	3	3	3	3	3	2.9
CO4	2	2	-	3	2	3	3	3	2	3	2.3
CO5	2	3	3	3	3	3	3	3	2	3	2.8
<b>Mean Overall Score</b>											<b>2.64</b>
<b>Correlation</b>											<b>High</b>

Mean Overall Score	Correlation
< 1.5	Low
≥ 1.5 and < 2.5	Medium
≥ 2.5	High

**Course Coordinator: Mr. S. Samuel Anand Kumar**

Semester	Course Code	Course Category	Hours/ Week	Credits	Marks for Evaluation		
					CIA	ESE	Total
IV	23UHM4AC7	Allied - VII	5	5	25	75	100
<b>Course Title</b>		Bakery and Confectionery					

### SYLLABUS

Unit	Contents	Hours
I	<b>Introduction to Bakery</b> Introduction - Aims and objectives of bakery. Differences between Bakery and Confectionery. Organizational structure of bakery – <b>Layout of Bakery</b> . Small and large equipment used in bakery - Description and uses – Oven - Types and their advantages / disadvantages. Personal hygiene maintained in bakery & Confectionery. <b>Bakery terms</b> . *Famous group of bakeries and their recent performances*	15
II	<b>Raw Materials used in Bakery</b> Wheat - Diagram, Milling process. Flour - Composition, Types, Character of good quality flour, Flour test. Function of flour and its storage. Sugar – Functions and its uses in bakery. Fats and oils, Types and uses in bakery. Salt – Functions and its uses in bakery. Egg - Composition - Types of egg – Uses - Conditions for storage. Milk and Milk Products. <b>Leaving agents – Functions and Types of leavening agents. Gelling agents and stabilizers.</b> *Ways of identifying quality raw materials of bakery*	15
III	<b>Yeast and Yeast Products</b> Yeast - Structure of yeast - Type and Composition - Function in fermentation and bakery products. Principles involved in yeast products – Bread – *Types of breads* - Methods - Faults and remedies. Recipes of bakery products and conditions for storage.	15
IV	<b>Flour Confections and Methods of Icing</b> Pastry – Introduction – Types and method of production - Shortcrust, Puff, Strudel, Flaky and Choux pastry) - Sponge - Types and Methods - Cakes & Gateaux - Types and Methods of production - Icing / Glaze and marzipan / Persipan - Types and Methods. *List of bakery products produced by using pastry*. <b>Method of making Genoese - Correct temperature and time - Faults in pastry making Internal &amp; external.</b>	15
V	<b>Sugar &amp; Chocolate Confectionery</b> Candies and Toffees - Types and methods of production - Fudge, Candied fruits and Candied Nuts - Types and Methods, Jellies, Liquorices, Marshmallow, Chewing gum, Ice cream & desserts - Sugar Work / Pastillage – Chocolate – *Types*, Methods & Chocolate works. <b>Tempering of chocolates and preparations of Couverture. Uses of different sauces in confectionery - Truffle sauce, Cherry sauce, Strawberry puree. Storage of confectionary products.</b>	15
VI	<b>Current Trends (For CIA only)</b> – New Arrivals in bakery machineries and pastry products.	

\*.....\* Self Study

#### **Text Book(s):**

**T.B – 1:** Yogambal Ashok Kumar, Bakery and Confectionary, Second Edition, Prentice Hall India Learning Pvt. Ltd. New Delhi, 2012

**T.B - 2:** Wayne Gisslen, Professional Baking, 5<sup>th</sup> Edition, Publisher: John Wiley and Sons, New Jersey 2009.



**Reference Book(s):**

1. Sandeep Malik, Basics of Baking, First Edition, Aman Publications, Meerut, 2007
2. Andrews, Tamra, Nectar and Ambrosia: An Encyclopaedia of Food in World Mythology. ABC-CLIO, Inc., Santa Barbara, 2000.
3. Bernard Clayton, New Complete Book of Breads, Second Edition, Publisher: Fireside Rockefeller centre, New York, 2014.
4. Braker, Flo. The Simple Art of Perfect Baking, First Edition, Chapters Publishing Ltd., Shelburne, 1992.

**Web Resource(s):**

1. <https://www.scribd.com/document/110610744/Bakery-Notes-Theroy>

**Course Outcomes**

Upon successful completion of this course, the student will be able to:

CO No.	CO Statement	Cognitive Level (K-Level)
CO1	Define the technical skills related to bakery section of the hotel.	K1
CO2	Summarise the nature of bakery products and their classification	K2
CO3	Apply the knowledge preparing various types of Bakery and confectionery products	K3
CO4	Experiment the skills in processing method of chocolate and sugar.	K4
CO5	Develop the expertise in identifying faults in bakery products and rectifying it	K5

**Relationship Matrix:**

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5	
CO1	3	3	2	3	2	2	3	2	1	3	2.4
CO2	2	3	3	3	1	3	3	2	-	3	2.3
CO3	3	3	1	3	2	3	3	2	2	3	2.5
CO4	3	3	3	3	3	3	3	3	3	3	3.0
CO5	3	3	-	3	3	3	3	3	3	3	2.7
<b>Mean Overall Score</b>											<b>2.58</b>
<b>Correlation</b>											<b>High</b>

Mean Overall Score	Correlation
< 1.5	Low
≥ 1.5 and < 2.5	Medium
≥ 2.5	High

**Course Coordinator: K.G. Rajan**

Semester	Course Code	Course Category	Hours/ Week	Credits	Marks for Evaluation		
					CIA	ESE	Total
IV	23UHM4AC8P	Allied - VIII	3	2	20	80	100
<b>Course Title</b>		Bakery and Confectionery - Practical					

SYLLABUS		
Unit	Contents	Hours
I	<b>Practical – I</b> Jam Tart Orange Muffins Checked Biscuits Caramel Custard	9
	<b>Practical – II</b> Vegetable Puffs Madeline's Cakes Coconut Biscuits Bread and Butter Pudding	
II	<b>Practical – III</b> Milk Bread Praline Finger Apple Pie Albert Pudding	9
	<b>Practical – IV</b> Bread Rolls Palmiers Sandcastle Christmas Pudding	
III	<b>Practical – V</b> Raisin Bread Chicken-Vol-Au-Vent Cream Cookies Honeycomb Mould	9
	<b>Practical – VI</b> Swiss Roll Garlic Bread Fig Pin Wheels Butter Scotch Sponge	
IV	<b>Practical – VII</b> Burger Buns Black Forest Cake Cheese Straws Coffee Mousse	9
	<b>Practical – VIII</b> Croissant Chocolate Cake Nan Khatai Lemon Sponge	
V	<b>Practical – IX</b> Coconut Puffs Yule Log Melting Moments Chocolate Mousse	9
	<b>Practical – X</b> Danish Pastry Plum Cake Varki Lemon Souffle	

<b>Text Book(s):</b>
<b>T.B - 1:</b> Thangam E.Philp, Modern Cookery for Teaching and the Trade Vol. I & Vol.II, Fifth Edition, Orient Longman, Mumbai, 2009.
<b>T.B - 2:</b> Yogambal Ashok Kumar, Bakery and Confectionary, Second Edition. Prentice Hall India Learning Pvt. Ltd. New Delhi, 2012
<b>Reference Book(s):</b>
1. Sandeep Malik, Basics of Baking, First Edition, Aman Publications, Meerut, 2007
2. Andrews, Tamra, Nectar and Ambrosia: An Encyclopaedia of Food in World Mythology. ABC-CLIO, Inc., Santa Barbara, 2000.
3. Bernard Clayton, New Complete Book of Breads, Second Edition, Publisher: Fireside Rockefeller centre, New York, 2014.
4. Braker, Flo. The Simple Art of Perfect Baking, First Edition, Chapters Publishing Ltd., Shelburne, 1992.
<b>Web Resource(s):</b>
<a href="https://uou.ac.in/sites/default/files/slm/HM-302.pdf">https://uou.ac.in/sites/default/files/slm/HM-302.pdf</a>

Course Outcomes		
Upon successful completion of this course, the student will be able to:		
CO No.	CO Statement	Cognitive Level (K-Level)
CO1	Select appropriate equipment and ingredients for preparation of bakery products	K1
CO2	Explain the basic recipes of bakery and confectionery	K2
CO3	Apply the practical skills and techniques used to produce baked foods	K3
CO4	Analyse the ways of rectifying faults happened in bakery production	K4
CO5	Develop value added dishes with better nutrition	K5

#### Relationship Matrix:

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)					Mean Score of COs
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5	
CO1	3	3	3	3	-	3	3	3	-	3	2.4
CO2	3	3	3	3	3	3	3	3	3	3	3.0
CO3	2	3	2	3	3	3	3	2	3	3	2.7
CO4	2	3	1	3	2	3	3	2	2	3	2.4
CO5	2	3	2	3	2	3	3	3	-	3	2.4
<b>Mean Overall Score</b>											<b>2.58</b>
<b>Correlation</b>											<b>High</b>

Mean Overall Score	Correlation
< 1.5	Low
≥ 1.5 and < 2.5	Medium
≥ 2.5	High

**Course Coordinator:** K.G. Rajan

Semester	Course Code	Course Category	Hours/ Week	Credits	Marks for Evaluation		
					CIA	ESE	Total
IV	23UHM4GE2	Generic Elective - II	2	2	-	100	100
<b>Course Title</b>		<b>BASIC BAKING</b>					

SYLLABUS		
Unit	Contents	Hours
I	<b>Introduction to Baking</b> Introduction to bakery - Aims & objectives of bakery - Personal Hygiene - Layout of bakery - Organizational structure of bakery. *Famous group of bakeries and their recent performances*	6
II	<b>Equipment and Raw Materials Used in Bakery</b> Small & large equipment used in bakery - Raw materials used in bakery - Functions of raw materials - Oven temperatures - Dimensions of bakery equipment with specifications. * Ways of identifying quality raw materials of bakery*	6
III	<b>Bread Making</b> Methods of preparing breads - Various products of bakery - Bread diseases - Bread faults - Recipes of bakery products and *conditions for storage*.	6
IV	<b>Confectionary</b> Introduction to confectionary - *Products of confectionary* - Ingredients used in pasty products - Common cake faults - Recipes of bakery products and conditions for storage.	6
V	<b>Demonstration</b> Demonstration & methods of preparations - Bread & cakes - Demonstration & methods of preparations - Cookies, Muffins, etc. *New product development*	6
VI	<b>Current Trends * (For CIA only) –</b> New techniques applied in production of bakery products.	

\*.....\* Self Study

<b>Text Book(s):</b>
<b>T.B – 1:</b> Yogambal Ashok Kumar, Bakery and Confectionary, Second Edition, Prentice Hall India Learning Pvt. Ltd. New Delhi, 2012
<b>T.B - 2:</b> Wayne Gisslen, Professional Baking, 5 <sup>th</sup> Edition, Publisher: John Wiley and Sons, New Jersey 2009.
<b>Reference Book(s):</b>
1. Sandeep Malik, Basics of Baking, First Edition, Aman Publications, Meerut, 2007
2. Andrews, Tamra, Nectar and Ambrosia: An Encyclopaedia of Food in World Mythology. ABC-CLIO, Inc., Santa Barbara, 2000.
3. Bernard Clayton, New Complete Book of Breads, Second Edition, Publisher: Fireside Rockefeller centre, New York, 2014.
4. Braker, Flo. The Simple Art of Perfect Baking, First Edition, Chapters Publishing Ltd., Shelburne, 1992.
<b>Web Resource(s):</b>
1. <a href="https://www.scribd.com/document/110610744/Bakery-Notes-Theroy">https://www.scribd.com/document/110610744/Bakery-Notes-Theroy</a>

<b>Course Outcomes</b>		
Upon successful completion of this course, the student will be able to:		
<b>CO No.</b>	<b>CO Statement</b>	<b>Cognitive Level (K-Level)</b>
<b>CO1</b>	Select appropriate equipment and ingredients for preparation of bakery products	<b>K1</b>
<b>CO2</b>	Explain the basic recipes of bakery and confectionery	<b>K2</b>
<b>CO3</b>	Apply the practical skills and techniques used to produce baked foods	<b>K3</b>
<b>CO4</b>	Analyse the ways of rectifying faults happened in bakery production	<b>K4</b>
<b>CO5</b>	Develop value added dishes with better nutrition	<b>K5</b>

**Relationship Matrix:**

<b>Course Outcomes (COs)</b>	<b>Programme Outcomes (POs)</b>					<b>Programme Specific Outcomes (PSOs)</b>					<b>Mean Score of COs</b>
	<b>PO1</b>	<b>PO2</b>	<b>PO3</b>	<b>PO4</b>	<b>PO5</b>	<b>PSO1</b>	<b>PSO2</b>	<b>PSO3</b>	<b>PSO4</b>	<b>PSO5</b>	
<b>CO1</b>	2	3	2	2	-	3	3	2	-	2	<b>1.9</b>
<b>CO2</b>	3	3	3	2	3	3	2	3	3	2	<b>2.9</b>
<b>CO3</b>	2	3	2	2	2	3	3	2	3	2	<b>2.4</b>
<b>CO4</b>	2	3	1	2	2	2	3	2	2	3	<b>2.2</b>
<b>CO5</b>	2	2	2	2	2	3	3	3	-	2	<b>2.1</b>
<b>Mean Overall Score</b>											<b>2.3</b>
<b>Correlation</b>											<b>Medium</b>

<b>Mean Overall Score</b>	<b>Correlation</b>
< 1.5	Low
≥ 1.5 and < 2.5	Medium
≥ 2.5	High

**Course Coordinator: Mr. K.G. Rajan**

Semester	Course Code	Course Category	Hours/ Week	Credits	Marks for Evaluation		
					CIA	ESE	Total
IV	23UCN4EL	Experiential Learning	-	2	-	100	100
<b>Course Title</b> Internship							

**Students should undergo two Internship Programmes for 4 weeks at the end of 2<sup>nd</sup> and 4<sup>th</sup> Semesters and report to be submitted to the department**

#### **Duration of Internship: 4 Weeks**

#### **Academic Credits for Training will be on the following**

- ❖ Students have to submit the following on completion of industrial training to the faculty coordinator at the institute.
  - Logbooks and attendance, Appraisals, Report and Presentation, as applicable.
- ❖ All trainees must ensure that the department head has signed the logbooks and appraisals as soon as training in a particular department or section is completed.
- ❖ A PowerPoint presentation (based on the report) should be presented in front of internal and external examiners for a minimum duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experience in the internship and what he has learned and observed.

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

- a) The typing should be done on both sides of the paper (instead of single side printing)
- b) Font size should be 12 with Times New Roman font with 1.5 line spacing.
- c) The paper should be in A-4 size.
- d) Two copies meant for the purpose of evaluation may be bound in paper and submitted to approved authority.

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

1. Logbook.
2. Appraisal form
3. A copy of the training certificate
4. Industrial Training Report
5. Power Point presentation on a CD, based on the training report.
6. Attendance records given by hotel's authority.