Jamal Mohamed College (Autonomous)
Tiruchirappalli-620 020

Department of Hotel Management & Catering Science

Course Structure and Syllabi of
UG Programme
B.Sc. Hotel Management & Catering Science
(to be followed from 2020-2021 onwards)

B.Sc. Hotel Management & Catering Science

PROGRAMME OUTCOMES

On successful completion of this B.Sc. programme, students will be able to:

PO1: Acquire current scientific knowledge, conceptual understanding and principal skills to solve problem and make informed decisions in scientific and other contexts.

PO2: Communicate scientific idea, arguments and practical experiences accurately.

PO3: Appreciate the benefits and limitations of science and its application in technological development.

PO4: Engage in higher learning programs in reputed institutions.

PO5: Strengthen themselves as responsible citizen in a multicultural world.

PROGRAMME SPECIFIC OUTCOMES

On successful completion of this B.Sc. programme, students will be able to:

PSO1: Understand and demonstrate the core technical and conceptual skills appropriate for various departments of hotel and catering establishments.

PSO2: Outline the entry level management operations with a specific focus on individual, social and environmental perspectives and professional preparation, presentation and provision of quality services and products.

PSO3: Evaluate and apply vocationally relevant concepts of operational and strategic management.

PSO4: Interpret the application of managerial, financial, computer and technical skills that are needed to be successful within the hospitality industry.

PSO5: Identify problems in the work field and management strategies to work with people from diverse cultural background.

B.Sc. Hotel Management & Catering Science

SEM	COURSE CODE	PART	COURSE	COURSE TITLE	Ins. Hrs /Week	CREDIT	MARKS CIA	MARKS ESE	TOTAL
I	20U1LT1/LA1/LF1 /LH1/LU1	I	Language – I		6	3	25	75	100
	20UCN1LE1	II	English - I		6	3	25	75	100
	20UHM1CC1	III	**Core – I**	Basics of Cookery	5	5	25	75	100
	20UHM1CC2		**Core – II**	Foundation Course in Food & Beverage Service	3	2	25	75	100
	20UHM1AC1		**Allied –I**	Front Office Operations	5	4	25	75	100
	20UHM1AC2P		**Allied –II**	Basics of Food Production Practical	3	2	20	80	100
	20UCN1AE1	IV	AEC - I	Value Education	2	2	100	-	100
			TOTAL		**30**	**21**			**700**
II	20U2LT2/LA2/LF2 /LH2/LU2	I	Language – II		6	3	25	75	100
	20UCN2LE2	II	English – II		6	3	25	75	100
	20UHM2CC3	III	**Core – III**	Housekeeping Operations	6	5	25	75	100
	20UHM2CC4P		**Core – IV**	Foundation Course in Food & Beverage Service Practical	3	2	20	80	100
	20UHM2AC3P		**Allied – III**	Front Office Operations Practical	4	3	20	80	100
	20UHM2AC4		**Allied –IV**	Principles of Management	3	2	25	75	100
	20UCN2SE1	IV	Skill Enhancement Course – I @	Soft Skills Development	2	2	100	-	100
			TOTAL		**30**	**20**			**700**
III	20U3LT3/LA3/LF3 /LH3/LU3	I	Language– III		6	3	25	75	100
	20UCN3LE3	II	English – III		6	3	25	75	100
	20UHM3CC5	III	**Core– V**	Asian Cookery	4	4	25	75	100
	20UHM3CC6P		**Core– VI**	Asian Cuisine Practical	3	2	20	80	100
	20UHM3AC5		**Allied– V**	Room Division Management	4	3	25	75	100
	20UHM3AC6P		**Allied–VI**	Housekeeping Operations Practical	3	2	20	80	100
	20UHM3GE1	IV	Generic Elective – I #		2	2	-	100	100
	20UCN3AE2		AEC - II	Environmental Studies	2	2	100	-	100
			TOTAL		**30**	**21**			**800**
IV	20U4LT4/LA4/LF4 /LH4/LU4	I	Language–IV		6	3	25	75	100
	20UCN4LE4	II	English– IV		6	3	25	75	100
	20UHM4CC7	III	**Core– VII**	European Cookery	5	5	25	75	100
	20UHM4CC8P		**Core - VIII**	European Cuisine Practical	3	2	20	80	100
	20UHM4AC7		**Allied– VII**	Specialized Food & Beverage Service	5	3	25	75	100
	20UHM4AC8		**Allied–VIII**	Nutrition and Food Science	3	2	25	75	100
	20UHM4GE2	IV	Generic Elective – II #		2	2	-	100	100
	20UCN4EA	V	Extension Activities	NCC, NSS, etc.	-	1	-	-	-
			TOTAL		**30**	**21**			**700**
V	20UHM5CC9	III	**Core – IX**	Internship and Training Report	6	5	20	80	100
	20UHM5CC10		**Core – X**	Tourism Management	5	5	25	75	100
	20UHM5CC11		**Core – XI**	Bakery and Confectionary	5	5	25	75	100
	20UHM5CC12P		**Core - XII**	Specialized Food & Beverage Service Practical	5	5	20	80	100
	20UHM5DE1		DSE–I**	Hospitality Marketing	5	4	25	75	100
	20UHM5SE2	IV	Skill Enhancement Course– II @	India Tourism Facts for Competitive Examinations	2	2	-	100	100
	20UHM5SE3		Skill Enhancement Course- III @	Entrepreneurship in Tourism & Hospitality Industry	2	2	-	100	100
	20UHM5EC1		**Extra Credit Course - I**	General Intelligence for Competitive Examinations	-	4*	--	100*	100*
			TOTAL		**30**	**28**			**700**
VI	20UHM6CC13	III	**Core– XIII**	Maintenance Operations of Hotel	5	5	25	75	100
	20UHM6CC14		**Core– XIV**	Food and Beverage Management	5	5	25	75	100
	20UHM6CC15		**Core - XV**	Hotel Accounts	5	5	25	75	100
	20UHM6CC16P		**Core - XVI**	Bakery and Confectionary Practical	5	5	20	80	100
	20UHM6DE2		DSE - II**	Human Resource Management	5	4	25	75	100
	20UHM6DE3P		DSE - III**	Computer Application in Hospitality Services Practical	4	4	20	80	100
	20UCN6AE3	IV	AEC-III	Gender Studies	1	1	100	-	100
	20UAR6EC2		**Extra Credit Course-II**	Hotel Management facts for Competitive Examinations	-	4*	-	100*	100*
	20UHMAECA		**Extra Credit Course for all**	Online Course	-	1*	-	-	-
			TOTAL		**30**	**29**			**700**
			GRAND TOTAL		**180**	**140**	**-**	**-**	**4300**

* Not Considered for Grand Total and CGPA.

Generic Electives for other major departments

Semester	Subject Code	Subject Title
III	20UHM3GE1	Generic Elective I - Basic Front Desk Operation
III	20UHM3GE1	Generic Elective I - Basic Food Production
IV	20UHM4GE2	Generic Elective II – Basic Baking
IV	20UHM4GE2	Generic Elective II – Basic Restaurant Operations

@ Skill Enhancement Course

Semester	Subject Code	Subject Title
V	20UHM5SE2A	India Tourism Facts for Competitive Examinations
V	20UHM5SE2B	Tourism Planning
V	20UHM5SE3A	Entrepreneurship in Tourism & Hospitality Industry
V	20UHM5SE3B	Resort Management

** Discipline Specific Electives

Semester	Subject Code	Subject Title
V	20UHM5DE1A	Hospitality Marketing
V	20UHM5DE1B	Tourism Principles and Practices
VI	20UHM6DE2A	Human Resource Management
VI	20UHM6DE2B	Food Preservation
VI	20UHM6DE3AP	Computer Application in Hospitality Services Practical
VI	20UHM6DE3B	Travel Agency & Tour Operations

Semester	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
I	20UHM1CC1	CORE – I	BASICS OF COOKERY	5	5	100	25	75

Course Outcomes:
On successful completion of this course, students will be able to:

CO1: Acquire knowledge about nature, aims and quality standards of cooking and apply appropriate sanitation, health and safety practices in cooking

CO2: Select and use different food production equipment and understand about ingredients used for cooking and how their characteristics are used to design, formulate and prepare dishes

CO3: Understand the characteristics and methods of cooking of Indian and International cuisines.

CO4: Gain knowledge about the appropriate pre-preparation, cooking, decorating and presenting the food dishes

CO5: Comprehend the preparation of stocks, soups and sauces and method of preparing basic gravies in Indian cuisine.

UNIT - I   Introduction to Cookery   15 hours
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

UNIT - II   Kitchen Organization   15 hours
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 – Equipment and fuels used in the kitchen

UNIT - III   Raw Materials   15 hours
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

UNIT - IV   Basic Cooking Methods   15 hours
Methods of cooking food - # Indian and Western culinary terms # - Basic menu planning – Types and functions of menu – Menu Engineering grid – Menu balancing - Texture of food - Introduction to Indian cuisine - Indian basic masalas – Indian gravies - Regional cuisines of India - Ethnic cuisine

UNIT - V   Pre-preparation Works   15 hours
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
#.......................# *Self Study Portions*

Text Book:
T.B - 1: Parvinder S. Bali, Food Production Operations, 3rd Edition, Oxford University Press, New Delhi, 2014.
T.B - 2: Krishna Arora, Theory of Cookery, 4th Edition, Frank Brothers and Co Publishers Private Ltd, New Delhi, 2011

UNIT - I	: T.B-1 Chapter 1, T.B-2 Chapter 1 & 3
UNIT - II	: T.B-1 Chapter 2, 3 & 4
UNIT - III	: T.B-2 Chapter 3, 6
UNIT - IV	: T.B-1 Chapter 5, 22, 23 & 24, T.B-2 Chapter 4 & 11
UNIT - V	: T.B-1 Chapter 8 & 10

Books for Reference:

1. Paul Hamlyn, Larousse Gastronomique Cookery Encyclopaedia, 1st Edition, Octopus Publishing Group, London, 2001.
2. Louis Saulnier, Le Repertoire De La Cuisine, 5th Edition, Barrons Educational Series, United States, 2010.
3. Mian N. Riaz, and Muhammad M. Chaudry, Halal Food Production, 1st Edition, Taylor and Francis Inc, Bosa Roca, U.S, 2003.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper			Hours		Credits	
I	20UHM1CC1		BASICS OF COOKERY			5		5	

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓		✓	✓	✓		✓	✓	✓
CO2	✓	✓		✓		✓		✓	✓	
CO3	✓	✓		✓		✓		✓	✓	
CO4	✓	✓	✓		✓	✓	✓	✓		
CO5	✓	✓		✓		✓	✓	✓		
Number of Matches= 33, Relationship : Moderate										

Prepared by: **Checked by:**

1. Mr. K.G. Rajan   1. Dr. A. Jafar Ahamed

                                                     2. Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Semester	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
I	20UHM1CC2	CORE – II	FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE	3	2	100	25	75

Course Outcomes:

On successful completion of this course, students will be able to:

CO1: Know the basics of catering establishments and their types, and appraise the important role of F&B service and its outlets

CO2: Describe the hierarchy of F&B service department and state the types of equipment used and methods of services applied

CO3: Categorize the courses and sequence of French Classical Menu and understand the basics of designing and compiling menus

CO4: Identify the methods of preparing restaurant for service and describe the procedures of order taking and billing

CO5: Distinguish the types and cover set-ups of breakfasts and illustrate the operations of room service and need of hygiene practices in F&B operations

UNIT –I   Introduction to Hotel Industry   9 hours

Evolution of Hotel Industry in India - # Chain group of hotels in India # - Different types of catering establishments – Commercial and Welfare - Classification of Hotels –Departments of Hotel Introduction to Food and Beverage service Department - Different outlets of Food and Beverage Service - Layout of a Restaurant

UNIT – II   Organization of F&B Department   9 hours

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 - # Latest equipment used in F&B service # - 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

UNIT – III   Introduction to Menu   9 hours

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 #

UNIT – IV   Restaurant Arrangements   9 hours

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

UNIT – V   Service Procedures   9 hours

Breakfast – Menu and cover setups for various breakfasts - Brunch and afternoon tea - Room service – Location and equipment required – Room service procedures -Non-Alcoholic beverages – Types - # Indian Tea and Coffee varieties # – Methods of service - Hygiene and Sanitation in Food and Beverage Operations
#......................# Self Study Portions

Text Books:

T.B - 1: R.Singaravelavan, Food and Beverage Service, 2nd Edition, Oxford University Press, New Delhi, 2011.

T.B - 2: Sudhir Andrews, Food and Beverage Management, 3rd Edition, Tata McGraw Hill Education, New Delhi, 2014.

UNIT - I	: T.B-1 Chapter 1 &	T.B-2 Chapter 2	
UNIT - II	: T.B-1 Chapter 2 to 5		
UNIT - III	: T.B-1 Chapter 6 to 9		
UNIT - IV	: T.B-1 Chapter 10, 11 & 16		

UNIT - V : T.B-1 Chapter 12, 13, 14 &18, T.B-2 Chapter 20

Reference Book:

1. Dennis R. Lillicrap, John A. Cousins, Food & Beverage Service, 9th 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, 2nd Edition, I K International Publishing House Pvt. Ltd, New Delhi, 2016.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper			Hours		Credits
I	20UHM1CC2		FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE			3		2

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓		✓	✓		✓		✓	✓
CO2	✓	✓		✓	✓	✓	✓	✓	✓	✓
CO3	✓		✓		✓	✓			✓	✓
CO4		✓		✓	✓	✓	✓		✓	
CO5		✓	✓			✓	✓	✓	✓	
Number of Matches= 34, Relationship : Moderate										

Prepared by: **Checked by:**

1. Mr. S. Samuel Anand Kumar   1. Dr. A. Jafar Ahamed

                                                                  2. Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Semester	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
I	20UHM1AC1	Allied – I	FRONT OFFICE OPERATIONS	5	4	100	25	75

Course Outcomes:

On successful completion of this course, students will be able to:

CO1: Understand the role and functions of Front office.

CO2: Identify and apply the types of tariffs and room reservations.

CO3: Know and explain the procedures followed in various operations of guest services and handling guest complaints.

CO4: Acquire knowledge on handling front office accounting records, Night auditing and emergency situations.

CO5: Recognize the applications of computers and PMS in Front office operations.

UNIT –I   Introduction of Front Office   15 hours

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

UNIT –II   Tariff and Room Reservation   15 hours

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 - Guest registration - Stages and formalities of registration - Check-in procedures.

UNIT –III   Guest services   15 hours

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.

UNIT –IV   Front office accounting   15 hours

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- Safety and security of hotel - # Types of keys and their control # - Handling unusual events and emergency situations.

UNIT – V   Computer applications in Front Office   15 hours

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
#........................# *Self Study Portions*

Text Books:
T.B - 1: Jatashankar R. Tewari**,** Hotel Front Office, 2nd Edition, Oxford University Press, New Delhi, 2013
T.B - 2: Sudhir Andrews, Hotel Front Office – A Training Manual, 3rd Edition, Tata McGraw Hill Education, Noida, 2013

UNIT - **I**   : T.B-1 Chapter 4 & 5,   T.B-2 Chapter 13
UNIT - **II**   : T.B-1 Chapter 6, 7 & 8, T.B-2 Chapter 16 & 17
UNIT - **III**   : T.B -1 Chapter 9 & 10,   T.B -2 Chapter 18 & 24
UNIT - **IV**   : T.B -1 Chapter 11& 12**,** T.B-2 Chapter 22 & 23
UNIT - **V**   : T.B-1 Chapter 14

Books for Reference:

1. John R Walker, Introduction to Hospitality Management, 3rd Edition, Pearson Education India, Noida, 2009.
2. Clayton W. Barrows, Introduction to the Hospitality Industry, 8th Edition, John Willey & Sons Inc, New York, 2011.
3. Michael L. Kasvana, Managing Front Office Operation, 5th Edition, Educational Institute of the American Hotel & Motel Association, Lansing, United States, 2000.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper			Hours		Credits
I	20UHM1AC1		FRONT OFFICE OPERATIONS			5		4

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓			✓	✓		✓	✓	✓	✓
CO2	✓	✓	✓	✓	✓		✓	✓		✓
CO3		✓		✓	✓		✓	✓	✓	✓
CO4	✓	✓		✓	✓		✓	✓		✓
CO5	✓	✓	✓	✓	✓		✓	✓	✓	✓
Number of Matches= 38, Relationship : HIGH										

Prepared by: **Checked by:**

1. Mr. K. Karthikeyan   1. Dr. A. Jafar Ahamed

                                                                   2. Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Semester	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
I	20UHM1AC2P	Allied – II	**BASICS OF FOOD PRODUCTION PRACTICAL**	3	2	100	20	80

Course Outcomes:
On successful completion of this course, students will be able to:
CO1: Gain skills and ability to select appropriate equipment and ingredients for preparation of dishes
CO2: Apply the practical skills and techniques used to produce food. This will include planning a production run, pre-preparation of raw materials and use of appropriate methods
CO3: Prepare basic Indian masalas, gravies and international sauces
CO4: Compile appropriate menus and prepare dishes in Indian cuisine.
CO5: Develop value added food dishes with better nutrition

In this practical course, students will be trained on preparation of following dishes with demonstrations and hands-on training.

Practical – I
        Yakhni Shorba
        Bhaturua / Channa Masala
        Kashmiri Pulao
        Chicken Curry
        Carrot Halwa
Practical – II
        Tomato Shorba
        Chappathi / Paneer Makhani
        Peas Pulao
        Chicken Shahjahani
        Mysore Pak
Practical – III
        Chicken Lollipop
        Butter Naan/ Butter Chicken Masala
        Hyderabad Biryani
        Daal
        Pumpkin Halwa
Practical – IV
        Aloo Chaat
        Moghalai Paratha/ Malai Kofta Curry
        Prawn Biryani
        Goan Fish Curry
        Shahi Tukra
Practical – V
        Tandoor Chicken Tikka
        Tandoor Roti / Mutton Rogan Josh
        Muslim Biryani
        Dhalcha
        Phirni
Practical – VI
        Samosa
        Tawa Paratha / Chicken Akbari
        Navrathna Pulao
        Nilgiri Khorma
        Moong Dal Payasam

Practical – VII
        Fruit Punch
        Romali Roti / Butter Chicken Masala
        Moghalai Biryani
        Chicken Afghani
        Kala Jamun

Practical – VIII
Mutton Bone Soup
Appam / Paya
Plain Rice
Chicken Chettinad
Akkara Adisal
Practical – IX
Kerala Prawn Soup
Aappam / Kadala Curry
Coconut Rice
Kozhi Salan
Kerala Payasam
Practical – X
Pani Puri
Methi Paratha / Dal Makhani
Memoni Biryani
Fried Fish
Suji Hulwa

Text Book:
T.B - 1: Parvinder S. Bali, Food Production Operations, 3rd Edition, Oxford University Press, New Delhi, 2014.
T.B - 2: Krishna Arora, Theory of Cookery, 4th Edition, Frank Brothers and Co Publishers Private Ltd, New Delhi, 2011

Books for Reference:
1. Paul Hamlyn, Larousse Gastronomique Cookery Encyclopaedia, 1st Edition, Octopus Publishing Group, London, 2001.
2. Louis Saulnier, Le Repertoire De La Cuisine, 5th Edition, Barrons Educational Series, United States, 2010.
3. Mian N. Riaz, and Muhammad M. Chaudry, Halal Food Production, 1st Edition, Taylor and Francis Inc, Bosa Roca, U.S, 2003.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper			Hours		Credits	
I	20UHM1AC2P		BASICS OF FOOD PRODUCTION PRACTICAL			3		2	
Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓	✓	✓	✓	✓		✓	✓
CO2	✓	✓	✓	✓	✓	✓	✓		✓	✓
CO3			✓	✓	✓	✓	✓		✓	
CO4	✓	✓		✓	✓	✓		✓	✓	
CO5	✓		✓	✓	✓	✓	✓	✓		
Number of Matches= 38, Relationship : HIGH										

Prepared by:
1. Mr. K.G. Rajan

Checked by:
1. Dr. A. Jafar Ahamed

2. Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER – II

Semester	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
II	20UHM2CC3	CORE – III	HOUSEKEEPING OPERATIONS	6	5	100	25	75

Course Outcomes:

On successful completion of this course, students will be able to:

CO1: Describe the role of the housekeeping department in hotel operations, and explain the organizational structure of the department.

CO2: Identify the typical cleaning responsibilities of the housekeeping department, and explain how area inventory lists, frequency schedules, performance standards and productivity standards are used to plan and organize the housekeeping department.

CO3: Classify the types of linen and apply the techniques of laundering. Understand the managerial skills necessary to efficiently operate an on-premises laundry operation

CO4: Understand the safety and security needs of hospitality operations and how safety and security issues affect Housekeeping personnel.

CO5: Apply the techniques of flower arrangements and attain ability to control the pests in hotel premises.

UNIT – I   Introduction to Housekeeping   18 hours

Need and Importance of Housekeeping in hotels –Responsibilities of Housekeeping department - Organizational Structure of housekeeping -Personal attributes of Housekeeping staff - Layout and sections of housekeeping - Coordination with other departments - Housekeeping inventories – Manual and Mechanical – Selection, Storage, Distribution and Control of cleaning equipment

UNIT-II   Equipment Used in Housekeeping   18 hours

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 guest rooms – Cleaning procedures and principles – Frequency of cleaning - Cleaning Public areas – Supervising in Housekeeping - Operations of Housekeeping Control desk

UNIT –III   Linen and Laundry   18 hours

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.

UNIT–IV   Stain Removal and First Aid Procedures   18 hours

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

UNIT –V   Flower arrangement   18 hours

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 #

#.......................# Self Study Portions

Text Books:
T.B - 1: Raghubalan G. and Smritee Raghubalan, Hotel Housekeeping, 3rd Edition, Oxford University Press, New Delhi, 2015

UNIT - I   : T.B-1 Chapter 2

UNIT - II   : T.B-1 Chapter 8 to 14
UNIT - III   : T.B-1 Chapter 17
UNIT - IV   : T.B-2 Chapter 18 to 20
UNIT - V   : T.B-1 Chapter 22, 27 & 28

Books for Reference:

1. Sudhir Andrews, Hotel Housekeeping: A Training Manual, 3rd Edition, Tata McGraw Hill, New Delhi, 2009
2. Branson & Lennox, Hotel, Hostel and Hospital Housekeeping, 5th Edition, Hodder & Stoughton, London, 1988.
3. Goring O.G. and A.C. David, Hotel and Institutional Housekeeping, 2nd Revised Edition, Barrie & Rockliff, London, 1970.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code			Title of the Paper			Hours		Credits
II	20UHM2CC3			**HOUSEKEEPING OPERATIONS**			6		5

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓	✓	✓	✓	✓	✓	✓	
CO2	✓	✓		✓	✓	✓	✓	✓	✓	✓
CO3	✓	✓	✓	✓			✓	✓		
CO4	✓	✓	✓		✓				✓	✓	✓
CO5	✓			✓	✓				✓	✓
Number of Matches= 36, Relationship : HIGH										

Prepared by:	Checked by:
1. Mr. K. Karthikeyan	1. Dr. A. Jafar Ahamed
	2. Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Sem	Code	Course	Title of the Course	Hrs	Credits	Max. marks	Internal marks	External marks
II	20UHM2CC4P	Core – IV	FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE PRACTICAL	3	2	100	20	80

Course Outcomes:

On successful completion of this course, students will be able to:

CO1: Recognize the role of areas and sections of food and beverage service department.

CO2: Identify the types and usage of various food and beverage service equipment.

CO3: Understand and apply the cleaning and handling techniques of service equipment.

CO4: Employ the technical skills of basic F&B operations.

CO5: Produce and serve the beverages with appropriate techniques.

Practical – I
Training on food service areas – Induction & Profile of the areas

Practical – II
Ancillary F&B service areas – Induction & Profile of the areas

Practical – III
Familiarization of F&B Service equipment
Care & Maintenance of F&B Service equipment

Practical – IV
Cleaning / polishing of EPNS items by:
        - Plate Powder method
        - Polivit method
        - Silver Dip method
        - Handling Burnishing Machine

Practical – V
Basic Technical Skills on
        - Holding Service Spoon & Fork
        - Carrying a Tray / Salver
        - Laying a Table Cloth

Practical – VI
Basic Technical Skills on
        - Changing a table cloth during service
        - Placing meal plates & Clearing soiled plates
        - Stocking sideboard
        - Service of water

Practical – VII
Basic Technical Skills on
        - Using Service Plate & Crumbing Down
        - Napkin Folds
        - Method of rearranging the table set-up
        - Cleaning & polishing glassware

Practical – VIII
Tea – Preparation & Service
Coffee - Preparation & Service

Practical – IX
Juices & Soft Drinks - Preparation & Service
        - Mocktails
        - Juices, Soft drinks, Mineral water, Tonic water

Practical – X
Cocoa & Malted Beverages – Preparation & Service

Text Books:
T.B - 1: R.Singaravelavan, Food and Beverage Service, 2nd Edition, Oxford University Press, New Delhi, 2011.
T.B - 2: Sudhir Andrews, Food and Beverage Management, 3rd Edition, Tata McGraw Hill Education, New Delhi, 2014.

Reference Book:

1. Dennis R. Lillicrap, John A. Cousins, Food & Beverage Service, 9th 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, 2nd Edition, I K International Publishing House Pvt. Ltd, New Delhi, 2016.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code	Title of the Paper	Hours	Credits
II	20UHM2CC4P	**FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE PRACTICAL**	3	2

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓		✓	✓	✓	✓	✓	✓	✓
CO2	✓	✓		✓	✓	✓	✓		✓	✓
CO3	✓		✓			✓		✓		
CO4	✓			✓		✓			✓	✓
CO5	✓		✓		✓	✓		✓		✓
Number of Matches= 32, Relationship : Moderate										

Prepared by:
1. Mr. S. Samuel Anand Kumar

Checked by:
1. Dr. A. Jafar Ahamed

2. Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Semester	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
II	20UHM2AC3P	Allied – III	FRONT OFFICE OPERATIONS PRACTICAL	4	3	100	20	80

Course Outcomes:

On successful completion of this course, students will be able to:

CO1: Communicate effectively with guests, colleagues and staff from other departments of the hotel verbally including on telephone, in writing and body language.

CO2: Use various forms, formats and registers maintained in the front office department of a large hotel in paper form or on the PMS.

CO3: Apply techniques on handling various operations of guest services and guest complaints.

CO4: Apply the skills in handling reservations and registration of guests.

CO5: Understand the procedures applied in checking-in and checking-out of guests.

Practical – I
Training on basics of Front Office
Practice of standing behind the reception counter

Practical – II
Practice of handling telephone and equipment of telephone section
E-mail and internet access
Handling of inquiries and guest complaints

Practical – III
Knowledge of tariff
Using the guest history system
Mail handling, handling room keys and messages

Practical – IV
Practice of entries in different books
Diaries and forms used at reception desk.

Practical – V
Knowledge of sources, modes and types of reservation
Processing a reservation

Practical – VI
Confirming a reservation
Cancellation and amendments

Practical – VII
Pre-registration activity
Guest registration Procedure
Registration records and procedure

Practical – VIII
Practice on functions of Concierge - Making bookings
Bell desk, Errand Cards and Valet service
Knowledge of local tourism destinations

Practical – IX
Reading train, flight and bus time tables
Cashiering - Preparation of guest bills and V.T.L
Guest departure procedure, accepting of credit cards and travellers cheque

Practical – X
Encahsing foreign currency, Currencies & conversion rates
Providing safety locker facility

Text Books:
T.B - 1: Jatashankar R. Tewari**,** Hotel Front Office, 2nd Edition, Oxford University Press, New Delhi, 2013
T.B - 2: Sudhir Andrews, Hotel Front Office, 3rd Edition, Tata McGraw Hill, Noida, 2011

Books for Reference:

1. Sue Baker, Principles of Hotel Front Office Operation, 2nd Edition, Cengage Learning, London, 2001
2. Michael L. Kasvana, Managing Front Office Operation, Educational Institute of the American Hotel & Motel Association; 8th edition, 2012.

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Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper			Hours		Credits	
II	20UHM2AC3P		**FRONT OFFICE OPERATIONS PRACTICAL**			4		3	
Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓	✓						✓
CO2	✓	✓		✓	✓	✓	✓		✓	✓
CO3	✓		✓	✓	✓	✓		✓	✓	✓
CO4	✓			✓	✓	✓			✓	✓
CO5	✓			✓	✓	✓			✓	✓
Number of Matches= 33, Relationship : Moderate										

Prepared by:	Checked by:
1. Mr. K. Karthikeyan	1. Dr. A. Jafar Ahamed
	2. Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Semester	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
II	20UHM2AC4	Allied – IV	PRINCIPLES OF MANAGEMENT	3	2	100	25	75

Course Outcomes:
On successful completion of this course, students will be able to:

CO1: Predict the different approached to management in general and system approaches.

CO2: Formulate the managerial planning constitute a rational approach to setting objectives and selecting plans periodically.

CO3: Prioritize the organizational structures of various levels and its relationship to other managerial functions.

CO4: Construct the function of staffing in the external and internal environment.

CO5: Organize the nature of leadership and importance of creativity and innovation in managing.

UNIT-I   Introduction to Management   9 hours
Definition - Management – Nature and Purpose - Meaning - Elements of Science - Patterns of management analysis - System approach to operational Management # Daily work of managers in hotels # - The system model of Management - Operations in a Pluralistic Society - Social responsibility of managers - Ethics in managing.

UNIT-II   Planning   9 hours
Nature and purpose of planning - Planning process - Types and steps of plans - Objectives – Nature – Concepts – Process - Benefits and weakness of management objective - Strategies - Nature - Purpose and Types of strategies - # Psychological aspects and Recruitment # Policies – Two and portfolio matrix - Decision Making – Importance and limitations.

UNIT-III   Organizing   9 hours
Nature and purpose of organizing - Organization structure- Formal and informal groups and organization - Basic Departmentation - Customer - Process - Product - Matrix-Line and Staff authority – Concept - Functional - Benefits - Limitations - # Authority, responsibility, and accountability in hotels # Centralization and Decentralization - Delegation of authority -Effective organization- avoiding mistakes in organization by planning.

UNIT-IV   Staffing   9 hours
Staffing - Definition - System approach - Management - Situational Factors affecting staffing - System Approach to selection - Position Requirements and Job Design - Skills and Personal - Matching qualification - Selection process - Orienting and socializing - Purpose of performance appraisal - Problem - Choosing - Traditional - Appraising managers # Attributes of   hotel managers #

UNIT-V   Theories of Motivation   9 hours
Human factors in managing- Behavioural Model- Toward an eclectic - Creativity and innovation - Harmonizing objective - Motivation - Hierarchy - Hygiene approach -Expectancy theory - Reinforcement - Mc Cleland's Needs Theory of Motivation - Special motivational techniques - # Job enrichment and Leadership and interview skills #
#.....................# *Self Study Portions*

Text Book:
T.B - 1: Harold Koontz, Heinz Weihrich, A Ramachandra Aryasri, Principles of Management, Volume– 1, 3rd Edition, Tata McGraw Hill Education, New Delhi, 2016.

UNIT - I	: T.B-1 Chapter - 1
UNIT - II	: T.B-1 Chapter – 2 & 3
UNIT - III	: T.B-1 Chapter - 3
UNIT - IV	: T.B-1 Chapter – 4 & 5
UNIT - V	: T.B-1 Chapter - 5

Books for Reference:

1. Prasad L M, Principles and Practices of Management. 7th Edition, Sultan Chand & Sons, New Delhi, 2019.
2. Pravin Durai, Principles of Management, 2nd Edition, Pearson Education India, Noida, 2015.
3. P C Tripathi & P N Reddy, Principles of Management, 5th Edition, Tata McGraw Hill Education, New Delhi, 2012.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper		Hours		Credits
II	20UHM2AC4		**PRICIPLES OF MANGEMENT**		3		2

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓	✓	✓	✓			✓	✓
CO2	✓	✓		✓	✓		✓		✓	✓
CO3	✓		✓	✓	✓			✓	✓	✓
CO4	✓			✓	✓				✓	✓
CO5	✓			✓	✓				✓	✓
Number of Matches= 32, Relationship : Moderate										

Prepared by:
1. Mr. S. Yoganand

Checked by:
1. Dr. A. Jafar Ahamed

2. Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Semester	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
III	20UHM3CC5	Core – V	ASIAN COOKERY	4	4	100	25	75

Course Outcomes:

On completion of this course, students will be able to:

CO1: Acquire knowledge about different cuisines of Asia and understand their importance

CO2: Identify and illustrate the development history and unique cooking methods of Asian cookery

CO3: Understand the basic ingredients used in different cuisines of Asia.

CO4: Gain knowledge about the appropriate pre-preparation, cooking, decorating and presenting the food dishes of Asian cookery

CO5: Analyze in detail about various equipment used and method of handling them in Asian cookery.

UNIT - I   Introduction to Asian Cookery   12 Hours

Asian Cookery – An introduction – Important cuisines of Asian cookery – Contributions of India in development of cookery in Asia – Philosophy of Indian food – Influence of invaders and travelers on Indian cuisine – Regional and religious influences on Indian cuisine – Equipment and techniques used in Indian cuisine.

UNIT - II   South Asian Cuisines   12 Hours

South Asian Cuisines – History and development of cuisines in South Asian regions – Special preparation methods of Sri Lankan cuisine – Unique ingredients of Sri Lankan cuisine – Utensils and equipment of Sri Lankan cuisine – # Special and world famous dishes of Sri Lankan cuisine # – Presentation techniques applied.

UNIT - III   North and East Asian Cuisines   12 Hours

North and East Asian Cuisines – History and development of cuisines in China, Japan, Korea and Russia – Special preparation methods of North and East Asian cuisines – Unique ingredients used – Utensils and equipment of North and East Asian cuisines – World famous dishes of China, Japan, Korea and Russia – # Presentation techniques applied in Chinese cuisine #.

UNIT - IV   South East Asian Cuisines   12 Hours

South East Asian Cuisines – History and development of cuisines in Thailand, Indonesia, Malaysia, Singapore, Philippines and Vietnam – Special preparation methods of South East Asian cuisines – Unique ingredients used – Utensils and equipment of South East Asian cuisines – Special and world famous dishes of Thailand, Indonesia, Malaysia, Singapore, Philippines and Vietnam – # Garnishes and accompaniments of Thai cuisine #.

UNIT - V   Central and West Asian Cuisines   12 Hours

Introduction to Central and West Asian Cuisines - History and development of cuisines in Saudi Arabia, Iran and Afghanistan - Special preparation methods of Central and West Asian cuisines – # Ingredients used in Arab cuisine # – Utensils and equipment of Arab cuisine – Special dishes of Saudi Arabia, Iran and Afghanistan.

#.......................# Self Study Portions

Text Book:

T.B - 1: Morris Sally and Hsiung Deh Ta, An Illustrated Guide to Asian Cooking, 1st Edition, Anness Publishing, London, 2016.

T.B - 2: Jennifer Wong, Popular Asian Cooking, Createspace Independent Publishing Platform, 2015.

UNIT - I   : T.B-1 Chapter 1, T.B-2 Chapter 1 & 3

UNIT - II   : T.B-1 Chapter 2, 3 & 4

UNIT - III   : T.B-2 Chapter 3, 6

UNIT - IV   : T.B-2 Chapter 5, 22, 23 & 24

UNIT - V : T.B-1 Chapter 8 & 10

Books for Reference:

1. Paul Hamlyn, Larousse Gastronomique Cookery Encyclopaedia, 1st Edition, Octopus Publishing Group, London, 2001.
2. Louis Saulnier, Le Repertoire De La Cuisine, 5th Edition, Barrons Educational Series, United States, 2010.
3. Mian N. Riaz, and Muhammad M. Chaudry, Halal Food Production, 1st Edition, Taylor and Francis Inc, Bosa Roca, U.S, 2003.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code			Title of the Paper			Hours		Credits
III	20UHM3CC5			ASIAN COOKERY			4		4

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓		✓	✓	✓	✓	✓	✓	✓
CO2	✓		✓		✓	✓			✓	
CO3	✓	✓		✓		✓		✓	✓	
CO4		✓	✓	✓	✓	✓	✓	✓		
CO5	✓	✓		✓		✓		✓		✓
Number of Matches= 33, Relationship : Moderate										

Prepared by:
1. Mr. K.G. Rajan

Checked by:
1. Dr. A. Jafar Ahamed

2. Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Semester	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
III	20UHM3CC6P	Core – VI	ASIAN CUISINE PRACTICAL	3	2	100	20	80

Course Outcomes:

On completion of this course, students will be able to:

CO1: Gain skills and ability to select appropriate equipment and ingredients for preparation of Asian cuisine dishes

CO2: Apply the practical skills and techniques used to prepare Asian cookery dishes. This will include planning production, pre-preparation of raw materials and use of appropriate methods

CO3: Demonstrate the methods of presenting and plating of Asian Cuisine

CO4: Compile appropriate menus and prepare dishes in Asian cuisine.

CO5: Develop value added food dishes with better nutrition

This practical course consists of demonstration and hands on training on the selective dishes of Sri Lankan, Chinese, Japanese, Russian, Thai, Singaporean, Filipino and Arab cuisines.

Practical – I   Sri Lankan Cuisine
       Mulligatawny Soup
       Kiribath
       Ceylon Chicken Curry
       Fish Ambul Thiyal
       Watalappan

Practical – II   Chinese cuisine
       Egg Drop Spinach Soup
       Schezwan Chicken Fried Rice
       Chinese Egg Noodle
       Prawn in Hot Garlic Sauce
       Chin Chow

Practical – III
       Hot and Sour Egg Drop Soup
       Chinese Fried Rice
       Chow Mein
       Mandarin Fish
       Watermelon with Ginger Limeade

Practical – IV   Japanese cuisine
       Tempura
       Suimono Clear Soup
       Udon Yakitori
       Sukiyaki
       Wagashi

Practical – V   Russian cuisine
       Russian salad
       Solyanka
       Beef Stronganoff
       Pelmeni
       Pashka

Practical – VI   Thai cuisine
       Chicken Satay
       Tom Yum Soup
       Pad Thai
       Thai Fish Green Curry
       Coconut Ice cream

Practical – VII
       Momo
       Tom Kha Kai
       Khao Pad
       Thai Green Chicken Curry
       Kluai Thot

Practical – VIII   Singaporean Cuisine
        Crab Bee Hoon Soup
        Nasi Lemak
        Hainanese Chicken Rice
        Chilli Crab
        Fish Head Curry
        Pandan Chiffon Cake

Practical – IX   Filipino cuisine
        Crispy Spring Rolls
        Bulalo
        Adobo
        Beef Kaldereta
        Mais Con Yelo

Practical – X   Arab cuisine
        Tahini Salad
        Hummus
        Chicken Musakhan
        Omani Lamb Shuwa
        Baklava

Text Book:

T.B - 1: Morris Sally and Hsiung Deh Ta, An Illustrated Guide to Asian Cooking, 1st Edition, Anness Publishing, London, 2016.

T.B - 2: Jennifer Wong, Popular Asian Cooking, Createspace Independent Publishing Platform, 2015.

Books for Reference:

1. Paul Hamlyn, Larousse Gastronomique Cookery Encyclopaedia, 1st Edition, Octopus Publishing Group, London, 2001.
2. Louis Saulnier, Le Repertoire De La Cuisine, 5th Edition, Barrons Educational Series, United States, 2010.
3. Mian N. Riaz, and Muhammad M. Chaudry, Halal Food Production, 1st Edition, Taylor and Francis Inc, Bosa Roca, U.S, 2003.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper		Hours	Credits
III	20UHM3CC6P		ASIAN CUISINE PRACTICAL		3	2

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓	✓	✓	✓	✓		✓	✓
CO2	✓	✓	✓	✓		✓			✓	✓
CO3					✓	✓	✓		✓	
CO4	✓	✓		✓				✓	✓	
CO5	✓			✓		✓	✓	✓		
Number of Matches= 30, Relationship : Moderate										

Prepared by: **Checked by:**
1. Mr. K.G. Rajan   1. Dr. A. Jafar Ahamed

                                                            2. Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Semester	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
III	20UHM3AC5	Allied – V	ROOM DIVISION MANAGEMENT	4	3	100	25	75

Course Outcomes:

On completion of this course, students will be able to:

CO1: Understand the methods of evaluating the operations of room sales

CO2: Identify and apply the concepts of revenue management of room sales functions

CO3: Analyze the need and importance of customer relationship management

CO4: Recognize the concepts related to planning of man power in room division operations

CO5: Explain techniques of inventory and budgetary controls applied in room sales operations.

UNIT-I   Planning and Evaluating Front Office Operations   12 Hours

Establishing room rates - Rule of Thumb approach - Hubburt Formula - Forecasting room availability - Budgeting for operations - Forecasting room revenue - Estimating expenses - Referring budget plans - Evaluating front office operations - Daily operation report - Occupancy rates - Room Revenue analysis - Hotel statement of income # Methods of fixing room rates in nearby hotels #

UNIT-II   Revenue Management   12 Hours

Room division income statement - Room Division budget report - Operating ratios and ratio standards - Concept of Yield Management - Hospitality Industry applications - Measuring Yield – Potential average single rate - Potential average double rate - Multiple occupancy percentage - Rate spread - Potential average rate - Room rate achievement factor – Yield - Identical Yields - Equivalent occupancies - Required Non-room revenue per guest - Elements in yield management - # Terminologies used in RDM #

UNIT-III   Aspects of Guest Management   12 Hours

Group room sales - Transient room sales - Food and beverage Activity - Local and area wide conventions - Special events - Using Yield Management - Potential High and low demand tactics - Implementing revenue strategies - Hurdle rate - Availability strategies - Minimum length of stay - Close to arrival - Sell through - Customer relation management - Role of front office in marketing and sales - Decorations for special occasions - PMS application in room division management - # Marketing tools used for room sales #

UNIT-IV   Man Power Planning   12 Hours

Manpower planning for housekeeping department - Characteristics exhibited by housekeeping employees - Cultural diversity – Language - Little formal education Lower socio economic background - Administer the survey on a periodic basis twice a year in order to maintain current employee attitude and this information collected to assist strategic policy making decisions in the day-to-day operations of the department - Recommendation of Situational Leadership - # Study on difficulties of housekeeping employees #

UNIT-V   Planning and Budgeting   12 Hours

Material planning: managing equipment and supplies - Material budgets: capital expenditure budgets, operating budgets, and pre-opening budgets - Inventory control - Material classification, principles of accounting – current assets fixed assets, inventory, life expectancy etc. - # Types of assets of hotels #

#................# *Self Study Portions*

Text Books:
T.B - 1: Jatashankar R. Tewari**,** Hotel Front Office, 2nd Edition, Oxford University Press, New Delhi, 2013
T.B - 2: Raghubalan G. and Smritee Raghubalan, Hotel Housekeeping, 3rd Edition, Oxford University Press, New Delhi, 2015

UNIT - I	: T.B-1 Chapter 1 &	T.B-2 Chapter 1
UNIT - II	: T.B-1 Chapter 6	
UNIT - III	: T.B-2 Chapter 2, 4 & 5,	T.B -1 Chapter 14, 16
UNIT - IV	: T.B-1 Chapter 6, 7, 17	T.B-2 Chapter 6, 20
UNIT - V	: T.B-1 Chapter 23 to 25, 27	

Books for Reference:

1. Sue Baker, Principles of Hotel Front Office Operation, 2ⁿᵈ Edition, Cengage Learning, London, 2001
2. Michael L. Kasvana, Managing Front Office Operation, Educational Institute of the American Hotel & Motel Association; 8ᵗʰ edition, 2012.
3. Sudhir Andrews, Hotel Housekeeping: A Training Manual, 3ʳᵈ Edition, Tata McGraw Hill, New Delhi, 2009
4. Branson & Lennox, Hotel, Hostel and Hospital Housekeeping, 5th Edition, Hodder & Stoughton, London, 1988.
5. Goring O.G. and A.C. David, Hotel and Institutional Housekeeping, 2ⁿᵈ Revised Edition, Barrie & Rockliff, London, 1970.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper		Hours		Credits
III	20UHM3AC5		ROOM DIVISION MANAGEMENT		4		3

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓		✓	✓		✓	✓	✓	✓	✓
CO2	✓	✓	✓	✓	✓	✓		✓		✓
CO3	✓	✓		✓	✓		✓	✓		✓
CO4	✓				✓		✓		✓	✓
CO5	✓	✓	✓	✓	✓		✓			
Number of Matches= 34, Relationship : Moderate										

Prepared by:	**Checked by:**
Dr. M.P. Senthilkumar	Dr. A. Jafar Ahamed

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Sem	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
III	20UHM3AC6P	Allied – VI	**HOUSEKEEPING OPERATIONS PRACTICAL**	3	2	100	20	80

Course Outcomes:

On completion of this course, students will be able to:

CO1: Identify the cleaning equipment and agents suitable to the nature of task and requirement.
CO2: Carry out the various cleaning operations and techniques applicable to housekeeping.
CO3: Apply the systematic procedures and techniques of controlling the housekeeping department of a hotel
CO4: Handle the emergency situation and problems arose during housekeeping functions.
CO5: Create a clean, aesthetic, safe and comfortable environment for guests of hotel.

Practical – I
Identification of various cleaning equipment and agents
Usage and storage procedures of cleaning equipment and agents
Identification of types of floorings and stains

Practical - II
Cleaning and polishing of various surfaces - Hard flooring, Semi-hard floorings, and wooden flooring.
Wall treatments – Tiles, wall paper and fabric
Glass surfaces – mirrors

Practical - III
Metal cleaning – Silver, Brass, Copper
Maid's Trolley – Setting up a trolley and maintenance procedures

Practical - IV
Bed making and turn down service.
Daily cleaning and preparation of guest room and VIP rooms
Cleaning of bathrooms

Practical - V
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.

Practical - VI
Periodical cleaning – Methods and procedures to be followed in guest room and public areas

Practical - VII
Spring cleaning - Methods and procedures to be followed in guest room and public areas

Practical - VIII
Flower arrangements – at dining tables, reception counters and buffet tables.

Practical - IX
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

Practical - X
First aid and fire prevention procedures
Preparation of housekeeping registers and reports

Text Books:
T.B - 1: Raghubalan G. and Smritee Raghubalan, Hotel Housekeeping, 3rd Edition, Oxford University Press, New Delhi, 2015

Books for Reference:
1. Sudhir Andrews, Hotel Housekeeping: A Training Manual, 3rd Edition, Tata McGraw Hill, New Delhi, 2009
2. Branson & Lennox, Hotel, Hostel and Hospital Housekeeping, 5th Edition, Hodder & Stoughton, London, 1988.
3. Goring O.G. and A.C. David, Hotel and Institutional Housekeeping, 2nd Revised Edition, Barrie & Rockliff, London, 1970.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code			Title of the Paper			Hours		Credits
III	20UHM3AC6P			HOUSEKEEPING OPERATIONS PRACTICAL			3		2

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓	✓	✓	✓	✓	✓	✓	
CO2	✓	✓		✓	✓		✓	✓	✓	✓
CO3	✓	✓	✓	✓			✓	✓		
CO4	✓	✓	✓		✓				✓	✓
CO5	✓			✓	✓					✓
Number of Matches= 33, Relationship : Moderate										

Prepared by:	**Checked by:**
Dr. M.P. Senthilkumar	Dr. A. Jafar Ahamed

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Sem	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
III	20UHM3GE1	Generic Elective – I	Basic Front Desk Operation	2	2	100	-	100

Course Outcomes:

On completion of this course, students will be able to:

CO1: Understand the basics of hotel and Front Office department.

CO2: Recognize the organizational structure and functions of Front Office.

CO3: Know and explain the procedures followed in room reservations

CO4: Acquire knowledge on handling guest's registration and provision of information.

CO5: Handle the procedures involved in guest's check-in and check-out.

UNIT-I   Introduction to Front Office   6 Hours

Introduction to the hotel - Classification of hotel - Introduction to Front Office - Functional areas of Front Office - Sections and Layout of Front Office

UNIT-II   Organization Structure and Functions   6 Hours

Organization of Front Office - Duties and responsibilities of Front Office personnel - Qualities needed for Front Office staff – Front office coordination with other departments

UNIT-III   Reservation of Rooms   6 Hours

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

UNIT-IV   Registration and Information   6 Hours

Guest registration - Stages and formalities of registration - Check-in procedures - Guest services - Functions of information section – Methods of handling guest mails and messages – Procedures of Paging, Safe deposit locker

UNIT-V   Front Office Accounts and Bill Settlements   6 Hours

Check out and settlement - Guest departure procedures - Front office accounting - Types of accounts - Vouchers, Folios and ledgers - Night Auditing # Types of keys and their control # - Handling unusual events and emergency situations.

#................# Self Study Portions

Text Books:

T.B - 1: Jatashankar R. Tewari**,** Hotel Front Office, 2nd Edition, Oxford University Press, New
        Delhi, 2013

T.B - 2: Sudhir Andrews, Hotel Front Office, 3rd Edition, Tata McGraw Hill, Noida, 2011

UNIT - I   : T.B-1 Chapter 2 & 4
UNIT - II   : T.B-1 Chapter 4
UNIT - III : T.B -1 Chapter 7
UNIT - IV : T.B -1 Chapter 11& 12,   T.B-2 Chapter 22 & 23
UNIT - V   : T.B-1 Chapter 14

Books for Reference:

1. Sue Baker, Principles of Hotel Front Office Operation, 2nd Edition, Cengage Learning, London, 2001
2. Michael L. Kasvana, Managing Front Office Operation, Educational Institute of the American Hotel & Motel Association; 8th Edition, 2012.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code			Title of the Paper		Hours		Credits
III	20UHM3GE1			**Basic Front Desk Operation**		2		2

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓		✓	✓		✓	✓	✓	✓
CO2		✓	✓	✓	✓	✓		✓	✓	✓
CO3		✓		✓			✓	✓		
CO4	✓	✓		✓	✓		✓		✓	
CO5	✓	✓	✓	✓	✓		✓	✓	✓	
Number of Matches= 34, Relationship : Moderate										

Prepared by: **Checked by:**
Dr. M.P. Senthilkumar   Dr. A. Jafar Ahamed

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER – IV

Sem	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
IV	20UHM4CC7	Core –VII	EUROPEAN COOKERY	5	5	100	25	75

Course Outcomes:

On completion of this course, students will be able to:

CO1: Explain the nature and importance of cuisines followed in European countries

CO2: Appraise the development history and unique cooking methods of European cookery

CO3: Understand the basic ingredients used in different cuisines of Europe.

CO4: Select the appropriate tools and equipment to produce European cuisine dishes

CO5: Identify and apply the emerging trends in producing and presenting European dishes.

UNIT –I   Cold Kitchen   15 Hours

Larder – Layout – Section and function – Duties and Responsibilities – Equipment - Charcuterie – Sausages, Gallentines, Ballotines, Dodines - Ham, Bacon, Pate, Terrines, Truffle, Chaud froid and Aspic - Appetizers and garnishes – Classification – Garnishing – Horsdoeuvres – Popular and traditional appetizers - # Larder Culinary terms #

UNIT –II   Cheese, Salads and Sandwiches   15 Hours

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 #

UNIT – III   Italian and Mediterranean Cuisines   15 Hours

Introduction to Italian cuisine – Special ingredients and equipment used in Italian cuisine – Common types of Italian cheeses – Types of salumi 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

UNIT – IV   French Cuisine   15 Hours

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 - Introduction to French cuisine – Main ingredients and equipment used in French cuisine – # Popular dishes of French cuisine #

UNIT – V Other Cuisines of Western Regions and Methods of Plating 15 Hours

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

#..............# Self Study Portions

Text Books:

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

UNIT - I	**:**	T.B- 1 Chapter 1 to 3
UNIT - II	**:**	T.B- 1 Chapter 4
UNIT - III	**:**	T.B- 1 Chapter 6
UNIT - IV	**:**	T.B- 1 Chapter 7
UNIT - V	**:**	T.B- 1 Chapter 7 & 8

Books for Reference:

1. Paul Hamlyn, Larousse Gastronomique Cookery Encyclopaedia, 1st Edition, Octopus Publishing Group, London, 2001.
2. Louis Saulnier, Le Repertoire De La Cuisine, 5th Edition, Barrons Educational Series, United States, 2010.
3. Mian N. Riaz, and Muhammad M. Chaudry, Halal Food Production, 1st Edition, Taylor and Francis Inc, Bosa Roca, U.S, 2003.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code			Title of the Paper			Hours		Credits
IV	20UHM4CC7			EUROPEAN COOKERY			5		5
Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓		✓	✓		✓	✓	✓	✓
CO2		✓	✓	✓	✓	✓		✓	✓	✓
CO3		✓		✓			✓	✓		
CO4	✓	✓		✓	✓		✓		✓	
CO5	✓	✓	✓	✓	✓		✓	✓	✓	
Number of Matches= 34, Relationship : Moderate										

Prepared by: **Checked by:**
Dr. M.P. Senthilkumar   Dr. A. Jafar Ahamed

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Sem	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
IV	20UHM4CC8P	Core –VIII	EUROPEAN CUISINE PRACTICAL	3	2	100	20	80

Course Outcomes:

On completion of this course, students will be able to:

CO1: Gain skills and ability to select appropriate equipment and ingredients for preparation of European cuisine dishes

CO2: Apply the practical skills and techniques used to prepare European cookery dishes.

CO3: Demonstrate the methods of presenting and plating of European Cuisine

CO4: Compile appropriate menus and prepare dishes in European cuisine.

CO5: Develop value added food dishes with better nutrition

This practical course consists of demonstration and hands on training on the selective dishes of European Cuisine.

Practical – I
    Consommé Carmen
    Poulet Sauté Chasseur
    Pommes Lorette
    Haricots Verts

Practical – II
    Bisque D'écrevisse
    Escalope De Veau Viennoise
    Pommes Batailles
    Epinards au Gratin

Practical – III
    Crème Du Barry
    Darne De Saumon Grille
    Sauce Paloise
    Pommes Fondant
    Petits Pois A La Flamande

Practical – IV
    Veloute Dame Blanche
    Cote De Boeuf Charcuterie
    Pommes De Terre A La Crème
    Carottes Glace Au Gingembre

Practical – V
    Cabbage Chowder
    Poulet A La Rex
    Pommes Marguises
    Ratatouille

Practical – VI
    Barquettes Assortis
    Stroganoff De Boeuf
    Pommes Persillade
    Riz Pilaf

Practical – VII
    Duchesse Nantua
    Poulet Maryland
    Croquette Potatoes
    Banana Fritters

Corn Gallets

Practical – VIII
      Kromeskies
      Filet De Sole Walewska
      Pommes Lyonnaise
      Funghi Marinati

Practical – IX
      Vol-Au-Vent De Volaille Et Jambon
      Poulet A La Kiev
      Creamy Mashed Potatoes
      Butter Tossed Green Peas

Practical – X
      Quiche Lorraine
      Roast Lamb
      Mint Sauce
      Pommes Parisienne

Text Books:
T.B - 1: Parvinder S.Bali, International Cuisine and Food Production Management, 1st Edition,
     Oxford University Press, New Delhi, 2013

Books for Reference:

1. Paul Hamlyn, Larousse Gastronomique Cookery Encyclopaedia, 1st Edition, Octopus Publishing Group, London, 2001.
2. Louis Saulnier, Le Repertoire De La Cuisine, 5th Edition, Barrons Educational Series, United States, 2010.
3. Mian N. Riaz, and Muhammad M. Chaudry, Halal Food Production, 1st Edition, Taylor and Francis Inc, Bosa Roca, U.S, 2003.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper			Hours		Credits
IV	20UHM4CC8P		EUROPEAN CUISINE PRACTICAL			3		2

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓		✓		✓	✓		✓	✓
CO2	✓	✓	✓	✓	✓	✓	✓		✓	✓
CO3			✓	✓	✓	✓	✓		✓	
CO4	✓	✓		✓		✓		✓	✓	
CO5	✓		✓	✓	✓	✓	✓	✓		
Number of Matches= 35, Relationship : HIGH										

      Prepared by: **Checked by:**
    Dr. M.P. Senthilkumar   Dr. A. Jafar Ahamed

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Sem	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
IV	20UHM4AC7	Allied –VII	SPECIALIZED FOOD AND BEVERAGE SERVICE	5	3	100	25	75

Course Outcomes:

On completion of this course, students will be able to:
CO1: Describe the operations of specialized catering services of hotel
CO2: Summarize the techniques and methods handled in food and beverage service
CO3: Demonstrate the planning functions applied in food service operations
CO4: Analyze the ways of handling guest complaints

CO5: Outline the importance of customer relationship management in F&B outlets

UNIT –I   Function Catering   15 Hours

Banquets – Types of functions – Staff requirement calculation - Function menus – Service methods – Banquet equipment – Table plans – Table setups - Function booking and organization - Booking a function – Function Prospectus - Organizing the function – Service procedures - # Names and capacity of banquet halls of nearest hotels #

UNIT –II   Supervisory Functions of F&B Operations   15 Hours

Introduction - Supervisory Functions of F&B Operations – Briefing – Allocation of tables – Checking the Mise en Place and Mise en Scene – Handling tips – Stock taking – Requisitions – Sales analysis – Cost Analysis – Breakeven point calculations – Handling complaints – Training the staff

UNIT –III   Restaurant Planning   15 Hours

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 #

UNIT –IV   Functions of Fast Food Units   15 Hours

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 #

UNIT –V   Handling Situations and Customer Relationship   15 Hours

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

#..............# Self Study Portions

Text Books:
T.B - 1: R.Singaravelavan, Food and Beverage Service, 2nd Edition, Oxford University Press,
         New Delhi, 2011.

UNIT - I	**:** T.B-1 Chapter 46
UNIT - II	**:** T.B-1 Chapter 47
UNIT - III	**:** T.B-1 Chapter 26
UNIT - IV	**:** T.B-1 Chapter 49
UNIT - V	**:** T.B- 1 Chapter 18 & 50

Reference Book:

1. Dennis R. Lillicrap, John A. Cousins, Food & Beverage Service, 9th 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, 2nd Edition, I K International Publishing House Pvt. Ltd, New Delhi, 2016

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper		Hours		Credits		
IV	20UHM4AC7		SPECIALIZED FOOD AND BEVERAGE SERVICE		5		3		
Course Outcomes (COs)	Programme Outcomes (POs)				Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓		✓	✓	✓	✓	✓	✓	✓	✓
CO2		✓		✓				✓	✓	
CO3		✓		✓		✓		✓	✓	
CO4	✓	✓	✓	✓	✓	✓	✓	✓		
CO5	✓	✓		✓		✓	✓	✓		
Number of Matches= 32, Relationship : Moderate										

Prepared by:		**Checked by:**
Dr. D.Gunaseelan		Dr. A. Jafar Ahamed

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Sem	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
IV	20UHM4AC8	Allied –VIII	NUTRITION AND FOOD SCIENCE	3	2	100	25	75

Course Outcomes:

On completion of this course, students will be able to:

CO1: Predict the functions of and importance of nutrition for human beings

CO2: Appraise the functions of vitamins and minerals and role of energy metabolism.

CO3: Construct a balanced diet and compile a menu according to groups.

CO4: Understand the importance of food microbiology and to find out the beneficial effects of microorganism and flavours.

CO5: Acquire knowledge about oils and fats, effects of food processing and identify its new trends.

UNIT –I   Introduction to Nutrition   9 Hours

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- Proteins – Classification – Sources – Functions- Lipids – Classification – Fatty acids – Saturated and Unsaturated - Functions of Fat.

UNIT –II   Vitamins and Minerals   9 Hours

Water – Functions –# Daily intake – Nutritive value of beverages #- Vitamins – Classification – Effects of cooking on vegetables-Minerals – Classification – Function- Energy metabolism – Forms of energy – units of measurement – Energy value of food – BMR – Factors affecting the BMR

UNIT –III   Balanced Diet   9 Hours

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 – Prebiotics and Probiotics

UNIT –IV   Food Microbiology   9 Hours

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.

UNIT – V   Fats and Oils   9 Hours

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
#........................# Self Study Portions

Text Books:

T.B - 1: Sunetra Roday, Food Science and Nutrition, 3rd Edition, Oxford University Press, New Delhi, 2013

UNIT - I	**:** T.B- 1 Chapter 14 to 17
UNIT - II	**:** T.B- 1 Chapter 18 to 21
UNIT - III	**:** T.B- 1 Chapter 22, 23 & 25
UNIT - IV	**:** T.B- 1 Chapter 8,10
UNIT - V	**:** T.B- 1 Chapter 7,11,12,13

Books for Reference:
1. James M. Jay, Modern Food Microbiology, 7th Edition, Springer-Verlag New York Inc., 2006.
2. Frazier and Westhoff , Food Microbiology , 4th revised edition, McGraw Hill Education, 1988.
3. Betty C. Hobbs, Safe food Handling, 3rd revised edition, Taylor & Francis Ltd, London, 2007.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper			Hours		Credits	
IV	20UHM4AC8		NUTRITION AND FOOD SCIENCE			3		2	

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓	✓	✓	✓			✓	✓
CO2	✓	✓		✓	✓		✓			✓
CO3	✓		✓	✓	✓			✓	✓	✓
CO4	✓			✓	✓				✓	✓
CO5	✓			✓	✓				✓	✓
Number of Matches= 31, Relationship : Moderate										

Prepared by: **Checked by:**
Dr. D.Gunaseelan   Dr. A. Jafar Ahamed

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Sem	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
IV	20UHM4GE2	Generic Elective – II	BASIC BAKING	2	2	100	-	100

Course Outcomes:

On completion of this course, students will be able to:

CO1: Understand the basics of baking.

CO2: Identify the equipment and ingredients used for producing bakery products.

CO3: Explain the methods of producing basic bakery products

CO4: Acquire knowledge on handling guest's registration and provision of information.

CO5: Handle the procedures involved in guest's check-in and check-out.

UNIT – I   Introduction to Baking   6 Hours

Introduction to bakery - Aims & objectives of bakery - Personal Hygiene - Layout of bakery - Organizational structure of bakery - # Preparation of data collection about basic necessities to start bakery #

UNIT – II   Equipment Used in Bakery   6 Hours

Small & large equipment used in bakery - Raw materials used in bakery - Functions of raw materials - Oven temperatures - # Dimensions of bakery equipment with specifications #

UNIT – III   Bread Making   6 Hours

Methods of preparing breads - Various products of bakery - Bread diseases - Bread faults - # Recipes of bakery products and conditions for storage #

UNIT – IV   Confectionary   6 Hours

Introduction to confectionary - Products of confectionary - Ingredients used in pasty products - Common cake faults - # Recipes of bakery products and conditions for storage #

UNIT – V   Demonstration   6 Hours

Demonstration & methods of preparations - Bread & cakes - Demonstration & methods of preparations - Cookies, Muffins, etc. - # Recipes of bakery products and conditions for storage # #......................# *Self Study Portions*

Text Books:
T.B - 1: Sandeep Malik, Basics of Baking, 2nd Edition, Aman Publications, New Delhi, 2007.
T.B - 2: Krishna Arora, Theory of Cookery, 4th Edition, Frank Brothers and Co Publishers
          Private Ltd, New Delhi, 2011

UNIT - I	**:**	T.B-1 Chapter 1
UNIT - II	**:**	T.B-1 Chapter 13
UNIT - III	**:**	T.B-1 Chapter 3
UNIT - IV	**:**	T.B-2 Chapter 4
UNIT - V	**:**	T.B-2 Chapter 2 to 6

Books for Reference:

1. Neil Rippington and Mike Burke, Professional Patisserie, 2nd Edition, Hodder Education, London, 2013.
2. Paul Hamlyn, Larousse Gastronomique Cookery Encyclopaedia, 1st Edition, Octopus Publishing Group, London, 2001.
3. Louis Saulnier, Le Repertoire De La Cuisine, 5th Edition, Barrons Educational Series, United States, 2010.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper		Hours		Credits
IV	20UHM4GE2		BASIC BAKING		2		2

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓		✓	✓		✓	✓	✓	✓
CO2		✓	✓		✓				✓	
CO3		✓		✓			✓	✓		✓
CO4	✓	✓		✓	✓			✓	✓	
CO5	✓	✓	✓	✓	✓		✓	✓	✓	✓
Number of Matches= 32, Relationship : Moderate										

Prepared by: **Checked by:**
Mr.K.G. Rajan   Dr. A. Jafar Ahamed

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

SEMESTER – V

Semester	Code	Course	Title of the Course	Hrs	Credits	Max. Marks	Internal Marks	External Marks
V	20UHM5CC9	Core – IX	Internship and Training Report	6	5	100	20	80

Students should undergo two Internship Programmes for 8 weeks each at the end of 2nd and 4th semesters and report to be submitted to the department

Duration of Internship: 16 Weeks

Academic Credits for Training shall be based 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 logbooks and appraisals are signed by the departmental/ sectional heads as soon as training in a particular department or section is completed.
- ❖ A PowerPoint presentation (based on the report) should be made. This will be presented in front of internal and external examiners. It should be made for duration of 10 minutes. Marks will be awarded on this. The presentation should express the student's experiences in the internship and what has he learned/ observed.

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

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

Sem	Code	Course	Title of the Course	Hours	Credits	Max. Marks	Internal Marks	External Marks
V	20UHM5CC10	Core – X	Tourism Management	5	5	100	25	75

Course Outcomes:
On successful completion of this course, Students will be able to:
> **CO1:** Define the emerging concepts of tourism contributions of tourism
> **CO2:** State the role of distribution channels of tourism
> **CO3:** Explain the existence of air transportation services
> **CO4:** Describe the development of road and rail transport in India
> **CO5:** Identify the functions of travel agencies and tour operators
.

UNIT - I   Introduction to Tourism   15 hours
Definition and differentiation of Tourist, Visitor, Traveller and Excursionist – Tourism recreation and leisure inter-relationship - Tourism components, Elements and infrastructure. Types and typologies of Tourism - Tourism Trends: Growth and development over the years and factors responsible therein. Changing market - Destination patterns, Traffic flows / Receipt trends - Travel motivator and deterrents. #Pull and Push forces in tourism#

UNIT - II   Linkages and Channels of Distribution in Tourism   15 hours
Tourism Organisation / Institutions: Origin, Organisation and functions of WTO, PATA, IATA, ICAO, FHRAI, TAAI, IATO and UFTAA - Transportation: Dynamically Changing needs and means. Landmarks in the development of transport sector and the consequent socio – economic, Cultural and environmental implications. Tourism transport system. #Locations of Tourism organisations of India#

UNIT - III   Evolution of Air and Road Transportation   15 hours
Airlines Transportation: The Airlines Industry - Origin and Growth. Organisation of Air Transport Industry in International context. Scheduled and non – scheduled Airlines services - Air Transport Industry in India - Travel documents and airport formalities - Significance of Road Transport in Tourism: Growth and Development of road transport system in India; State of existing infrastructure. #International Airports of the World#

UNIT - IV   Development of Rail and Water Transport   15 hours
Rail Transport Network – Major Railway Systems of World – British Rail, Euro Rail and Amtrak. Types of special package offered by Indian Railways to tourists – Indrail pass, Palace on Wheels and Royal Orient. Reservation procedures. GSAs abroad. Water Transport System in India – Historical past, Cruise ships, Ferries, Hovercraft, River and canal boats, Fly cruise. #Major cruise companies#

UNIT - V   Travel Agency and Tour Operations   15 hours
Travel Agency and Tour Operations Business: Origin, Growth and development; Definition, Differentiation and linkages; Organisation and functions - Travel information counselling, Itinerary preparation, Reservation, Tour costing / pricing. Marketing of tour packages. Income sources. Requirements for setting – up travel agency and tour operations business, Approval from organisation and institutions concerned. Incentives available in Indian context. Constraints and limitations. #Online travel agencies of India#
#.......................# *Self Study Portions*

Textbook:
T.B -1: Stephen J. Page - Tourism Management An Introduction, Fourth Edition, S.Chand (G/L) & Company Ltd, New Delhi, 2011.
T.B -2: Bhatia A.K., International Tourism Management, Sixth Edition, Sterling Publisher Private Limited, New Delhi, 2019.

Unit I   **:** T.B – 1 Chapter 1 & 2
Unit II   **:** T.B – 2 Chapter 3

Unit III   : T.B – 1 Chapter 4, T.B – 2 Chapter 4
Unit IV   : T.B – 1 Chapter 5
Unit V   : T.B – 2 Chapter 7

BOOKS FOR REFERENCE:
1. Mukesh Ranga, Tourism Potential in India, First Edition, Abhijeet Publication, New Delhi, 2004.
2. Irgle K.B., Tourism and Hospitality Management, Second Edition, Chandraluk Prakashan Pvt. Ltd. Kanpur, 2006.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper		Hours	Credits
V	20UHM5CC10		Tourism Management		5	5

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓		✓	✓	✓		✓	✓	✓
CO2	✓	✓		✓		✓		✓	✓	
CO3	✓	✓		✓		✓		✓	✓	
CO4	✓	✓	✓		✓	✓	✓	✓		
CO5	✓	✓		✓		✓	✓	✓		
Number of Matches= 33, Relationship : Moderate										

Prepared by: Checked by:

1. Mr. C.Thiyagarajan   1. Dr. A. Jafar Ahamed

                                                      2. Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Semester	Code	Course	Title of the Course	Hrs	Credits	Max. Marks	Internal Marks	External Marks
V	20UHM5CC11	Core - XVI	Bakery and Confectionery	5	5	100	25	75

Course Outcomes:
On successful completion of this course, students will be able to:
CO1: Know the technical skills related to bakery section of the hotel.
CO2: Understand the working atmosphere in the bakery section
CO3: Gain knowledge about all types of Bakery and confectionery products
CO4: Develop the skills in processing method of chocolate and sugar.
CO5: Apply the food hygiene practices being followed by a bakery personal.

UNIT - I   Introduction to Bakery   15 Hours

Introduction - Aims and objectives of bakery - Organizational structure of bakery – Small and large equipment used in bakery - Description and uses – Oven - Types and their advantages / disadvantages - Personal hygiene maintained in bakery & Confectionery. # Preparation of data collection about necessities to start a Bakery #

UNIT - II   Raw Materials Used in Bakery & Confectionary   15 Hours
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 - Leaving agents and functions. # Dimensions of bakery equipment with specifications #

UNIT - III   Yeast and Yeast Products   15 Hours

Yeast- structure of yeast - Type and Composition - Function in fermentation and bakery products - Principles involved in yeast products – Bread – Types and Functions- Bread – Methods - Faults and remedies. # Recipes of bakery products and conditions for storage #

UNIT - IV   Flour Confections   15 Hours

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 bakey products produced by using sponge #

UNIT - V   Sugar & Chocolate Confectionery   15 Hours

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.
#..........# Self Study Portions

Textbooks:
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, 5th Edition, Publisher: John Wiley and Sons, New
        Jersey 2009.

UNIT - I	:	TB-1	Chapter - 16, 17
UNIT- II	:	TB-1	Chapter - 1, 2,3,4,5,6,7,8
UNIT- III	:	TB-1	Chapter - 11, 12,13,14,15
UNIT- IV	:	TB-2	Chapter - 11,12,13,14,15,16
UNIT- V	:	TB-2	Chapter - 17,18,19,20,21,22

Books for Reference:
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.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper		Hours	Credits
V	20UHM5CC11		Bakery and Confectionery		5	5

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓		✓	✓	✓	✓	✓	✓	✓
CO2	✓		✓		✓	✓			✓	
CO3	✓	✓		✓		✓		✓	✓	
CO4		✓	✓	✓	✓	✓	✓	✓		
CO5	✓	✓		✓		✓		✓		✓
Number of Matches = 33, Relationship : Moderate										

Prepared by:
1. Mr. K.G. Rajan

Checked by:
1. Dr. A. Jafar Ahamed

2. Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Sem	Code	Course	Title of the Course	Hrs	Credits	Max. marks	Internal Marks	External Marks
V	20UHM5CC12P	Core -XII	Specialized Food and Beverage Service Practical	5	5	100	20	80

Course Outcomes:
On successful completion of this course, students will be able to:
    CO1: Perform the advanced techniques applied in Restaurant Operations
    CO2: Understand the Standard Operation Procedures of various activities in F&B outlets.
    CO3: Handle the techniques and methods in food and beverage service
    CO4: Analyse the ways of handling guest complaints
    CO5: Maintain a good customer relationship in F&B outlets

Practical – 1   **8 Hours**
Room Service Tray Setup
Room Service Trolley Setup

Practical – 2   **8 Hours**
Specialised forms of Service (Lounge, Hospital, Airline, Rail, Quick Service Restaurant, Home Delivery)

Practical – 3   **8 Hours**
Function Catering Services (Buffet Setup, Table seating arrangements, Organizing other entertainment events)

Practical – 4   **8 Hours**
Outdoor Catering Service (Off premises catering)

Practical – 5   **8 Hours**
Organizing Mis-en-scene activities of various F&B outlets
Opening, Operating & Closing duties of various F&B outlets

Practical – 6   **7 Hours**
Taking Guest Reservations
Receiving & Seating of Guests

Practical – 7   **7 Hours**
Order taking & Recording
Order processing (passing orders to the kitchen)

Practical – 8   **7 Hours**
Sequence of service
Presentation & Encashing the Bill

Practical – 9   **7 Hours**
Presenting & collecting Guest comment cards
Handling Guest Complaints

Practical – 10   **7 Hours**
Telephone manners
Dining & Service etiquettes

Textbook:
TB – 1: R.Singaravelavan, Food and Beverage Service, Publisher: Oxford University Press, New
       Delhi, 2011

Books for Reference:

4. Dennis R. Lillicrap, John A. Cousins, Food & Beverage Service, 9th Edition, John Wiley & Sons Incorporated, London, 2014.
5. Brian Varghese, Professional Food and Beverage Service Management, New Edition, Laxmi Publications, New Delhi, 2015.
6. Mahendra Singh Negi, Training Manual for Food and Beverage Services, 2nd Edition, I K International Publishing House Pvt. Ltd, New Delhi, 2016.
7. Sudhir Andrews, Food and Beverage Management, 3rd Edition, Tata McGraw Hill Education, New Delhi, 2014.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper		Hours	Credits
V	20UHM5CC12P		Specialized Food and Beverage Service Practical		5	5

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓		✓	✓	✓	✓	✓	✓	✓	✓
CO2		✓		✓				✓	✓	
CO3		✓		✓		✓		✓	✓	
CO4	✓	✓	✓	✓	✓	✓	✓	✓		
CO5	✓	✓		✓		✓	✓	✓		
Number of Matches= 32 , Relationship : Moderate										

Prepared by:
1 .S. Samuel Anand Kumar

Checked by:
1. Dr. A. Jafar Ahamed
2. Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Sem	Code	Course	Title of the Course	Hours	Credits	Max. Marks	Internal Marks	External Marks
V	20UHM5M1A	DSE–I	Hospitality Marketing	5	4	100	25	75

Course Outcomes:
On successful completion of this course, students will be able to:
CO1: Predict the nature and meaning of marketing and determine the ideas of market segmentation and positioning.
CO2: Formulate the product and pricing decisions prevailed in hotel industry and classify the products and product mix.
CO3: Understand the channels of distribution and promotion decisions.
CO4: Construct the need of marketing research in hospitality industry and organization's marketing department.
CO5: Organize the legal aspects of marketing and various marketing strategies.

Unit - I   Introduction to Hospitality Marketing   15 Hours
Introduction to Marketing - Concept, Nature, Scope and Importance of hospitality marketing - Evolution of hospitality marketing concept; Marketing mix; Overview of Strategic marketing planning - Market Analysis and Selection: Marketing environment – Macro and micro components and their impact on marketing decisions - Market segmentation and positioning - Buyer behaviour - Consumer versus organizational buyers - Consumer decision making process. # Study of marketing practices of local hotels #

Unit - II   Product & Pricing Decisions   15 Hours
Product Decisions: Concept of a product- Classification of products; Major product decisions - Product line and product mix; Branding; Packaging and labelling - Product life cycle – Strategic implications; New product development and consumer adoption process - Pricing Decisions: Factors affecting price determination; Pricing policies and strategies - Discounts and rebates. #Knowledge of tourism and hospitality products#

Unit - III   Distribution Channels, Advertising& MIS   15 Hours
Distribution Channels and Physical Distribution Decisions: Nature and functions - Types of distribution channels - Distribution channel intermediaries; Communication Process; Promotion mix – Advertising, Personal selling, Sales promotion, Publicity and Public relations- Determining advertising budget; Copy designing and testing; Media selection; Advertising effectiveness; Sales Promotion – Tools and techniques - Marketing and information, the dimensions of marketing information systems - Marketing information system design and steps in MIS design, Role and importance of MIS. # Emerging advertising campaigns of hospitality industry#

Unit - IV   Hospitality Marketing Research   15 Hours
Hospitality marketing research: - Importance of marketing research; Scope, Role and Objectives of marketing research;- Types of marketing research: Exploratory, Descriptive and Causal - Process of marketing research - Problem identification; Definition and characteristics of marketing problems - Developing a market research plan, Research design - Collection of data: Sources of data, Methods of data collection. # *Major research areas in hotel industry#*

Unit -V   Consumer Buying Process and Development   15 Hours
Issues and developments in marketing: Social, ethical and legal aspects of marketing - Stages of consumer buying process - Participants in the buying process and various groups interested in consumer behaviour, Organisational buyer behaviour and its nature; Difference between personal consumer and industrial consumer - Stages of industrial buying process, Factors influencing industrial buying behaviour - Consumerism and public issues, Types of buying behaviour, Different types of buying motives, Consumer market in India
#......................# *Self Study Portions*
Textbook:
T. B – 1: A.K.Bhatia, Tourism Development, 3rd Edition, Sterling Publishers Pvt. Ltd.Noida, 2012
T.B – 2: Sherlekar S.A. and Krishnamoorthy. R, Principles of Marketing, 1st Edition, Himalaya Publishing House, Mumbai, 2015.

Unit - I   : T.B – 1 Chapter 1 & 2
Unit - II   : T.B – 2 Chapter 3
Unit - III   : T.B – 1 Chapter 4, T.B – 2 Chapter 4

Unit - IV   : T.B – 1 Chapter 5
Unit - V   : T.B – 2 Chapter 7

Books for Reference:
1. James R. Abbey, Hospitality Sales and Marketing, Sixth Edition, Amer Hotel & motel Assn. Orlando, 2014
2. Neil Wearne and Alison Morrison, Hospitality Marketing, Second Edition, Butterworth Heinemann. New Jersey, 2011

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code	Title of the Paper	Hours	Credits
V	20UHM5M1A	Hospitality Marketing	5	4

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓		✓	✓	✓	✓	✓	✓	✓	✓
CO2		✓		✓				✓	✓	
CO3		✓		✓		✓		✓	✓	
CO4	✓	✓	✓	✓	✓	✓	✓	✓		
CO5	✓	✓		✓		✓	✓	✓		
Number of Matches= 32, Relationship : Moderate										

Prepared by:
1. Mr. S. Yoganand

Checked by:
1. Dr. A. Jafar Ahamed
2. Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Sem	Code	Course	Title of the Course	Hours	Credits	Max. Marks	Internal Marks	External Marks
V	20UHM5M1B	DSE–I	Tourism Principles and Practices	5	4	100	25	75

Course Outcomes:
On successful completion of this course, students will be able to:
CO1: Understand the theory and concepts pertaining to principles and practices in Tourism
CO2: Define the role of tourism and discuss its core concepts and explain the relationship among them
CO3: Develop "system thinking" to the analysis of both the tourism and the hospitality sectors.
CO4: Demonstrate "system thinking" to the analysis of both the tourism and the hospitality sectors.
CO5: Organize the legal aspects of marketing and various marketing strategies.

Unit - I   Tourism Demand   15 Hours
Tourism Demand – Meaning, Definition, Measurement of Tourism Demand, Tourist Statistics – Types of tourist statistics, methods of measurement, Problems – #Statistical review of spenders and earners of tourism#, Satellite Tourism Account – meaning, statistical trends of tourism in India.

Unit - II   Tourism Impacts   15 Hours
Tourism Impacts an overview, Economic benefits and issues with examples from the national context – Applicability of Multiplier effect in tourism , Social impacts (Positive and Negative), Cultural impacts (negative and positive) Environmental impacts (positive and negative) – #Green's checklist of Environment impacts#

Unit - III   Planning and Developments in Tourism   15 Hours
Planning and Developments - Development of tourism, Evolution of destination, Tourism Area Life Cycle concept (TALC), stages of development, Tourism Planning – Needs and importance of planning, steps in tourism planning, environmental and other considerations in tourism planning, Carrying Capacity- Meaning, types. Visitor management - meaning, #various visitor management measures#

Unit - IV   Tourism Policies   15 Hours
Tourism Policy – meaning and scope, importance of tourism policy in India, Familiarization of recent Policies, Familiarization of Tourism vision 2025, Responsible tourism policies – implementation process

Unit -V   Ethics in Tourism   15 Hours
Ethics – meaning and importance, level of business, ethics, stakeholders level, social level, internal policy level, ethical issues concerning tourism, Environment consideration, Cultural ethics, Waste management in tourism, #Need for the involvement of local community#, Ethics in Marketing.
#.......................# *Self Study Portions*

Textbooks:
T.B – 1: Sampad Kumar Swain & Jitendra Mohan Mishra, Tourism Principles and Practices, Oxford University Press, 2013.
T.B – 2: Archana Biwal & Vandana Joshi, Tourism Operations and Management, First Edition, Oxford University Press, India, 2009.

UNIT – I : T.B – 1, 2 Chapter - 1
UNIT- II : T.B – 1, 2 Chapter – 2 & 3
UNIT- III: T.B – 1   Chapter – 14
UNIT- IV: T.B – 1   Chapter – 3 & 5
UNIT- V : T.B – 1,2   Chapter – 1

Books for Reference:
1. McIntosh R. W., Goeldner Ch. R., Tourism. Principles, Practices, Philosophies. John Wiley & Sons Inc. USA 1986.
2. Burkart A., Medlik S. Tourism. Past, present and future, Heinemann, London 1981.
3. Cooper, Fletcher et al, Tourism Principles and Practices, Fifth Edition, Pitman, 1993.

4. Burkart and Medlik, Tourism: Past, Present and Future, 3rd Edition, Heinemann, ELBS, 1981.
5. Cooper Ch., Fletcher J., Gilbert D., Tourism. Principles& Practice. Pitman Publishing, Wanhill, 1993.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper		Hours		Credits		
V	20UHM5M1B		Tourism Principles and Practices		5		4		
Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1			✓	✓	✓	✓	✓	✓	✓	✓
CO2		✓		✓				✓	✓	
CO3				✓		✓		✓	✓	
CO4	✓	✓	✓	✓	✓	✓	✓	✓		
CO5	✓	✓		✓		✓	✓	✓		
Number of Matches= 30, Relationship : Moderate										

Prepared by:
1. Mr. S. Yoganand

Checked by:
1. Dr. A. Jafar Ahamed
2. Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Sem	Code	Course	Title of the Course	Hours	Credits	Max. Marks	Internal Marks	External Marks
V	20UHM5SE2A	SEC–I	India Tourism Facts for Competitive Examinations	2	2	100	25	75

Course Outcomes:
On successful completion of this course, students will be able to:
CO1: Define the existence and contributions of tourism resources
CO2: State the various types of tourism activities
CO3: Explain the wildlife tourism of India
CO4: Describe the cultural tourism resources
CO5: Identify the present status of cultural resources

UNIT- I   Introduction to Tourism Resources   6 Hours
Concept of tourism resource - Attractions and products in tourism - Natural Tourism resources in India - Mountains, Deserts, Beaches, Coastal areas and Islands - Water bodies and biotic wealth – Flora and fauna. #Identification of other tourism resources in India#

UNIT – II   Types of Resources   6 Hours
Popular tourism destinations for land based – Trekking, Skiing, Mountaineering, Desert Safari, Car Rallies - Water Based – Rafting, Kayaking, Canoeing, Surfing, Water Skiing, Scuba/Snuba - Air based – Para sailing, Para gliding, and Ballooning, Air Gliding and Micro-lighting. #Knowledge of heritage tourism sites in India#

UNIT- III   Wildlife Tourism in India   6 Hours
Wildlife – Tourism and conservation related issues - Occurrence and distribution of popular wildlife species India - Tourism in national parks, wildlife sanctuaries and biosphere reserves - Tourism and nature conservation. #PETA and their role in India#

UNIT – IV   Cultural Resources   6 Hours
Cultural tourism resources in India - Facts of Indian culture and society - Indian History – Ancient, medieval and modern - Tradition, custom and costumes of India. #Effects of socio-economical tourism resources in India#

UNIT - V   Customs, Art and Architecture   6 Hours
Food habits and cuisine - Music, Musical instruments and dance forms - Drawings and paintings - Important pilgrim destinations - Architectural heritage of India #Identification of rocks sculptures in India#
#......................# *Self Study Portions*

Textbooks:
T.B – 1: Tourism Principles and Practices, Sampad Kumar Swain & Jitendra Mohan Mishra,
          Oxford University press, 2013.
T.B – 2: Tourism Operations and Management, Oxford University Press

UNIT – I : T.B – 1, 2 Chapter - 1
UNIT- II : T.B – 1, 2 Chapter – 2 & 3
UNIT- III: T.B – 1   Chapter – 14
UNIT- IV: T.B – 1   Chapter – 3 & 5
UNIT- V : T.B – 1,2   Chapter – 1

Books for Reference:
1. Stephen J. Page, Tourism Management - An Introduction, Fourth Edition, Vikas Publishing House Pvt. Ltd, New York, USA, 2011.
2. Bhatia A.K., International Tourism Management, Second Edition, Sterling Publisher Private limited, New Delhi, 2019.
3. Mukesh Ranga, Tourism Potential in India, First Edition, Abhijeet Publication, New Delhi, 2004.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code	Title of the Paper	Hours	Credits
V	20UHM5SE2A	India Tourism Facts for Competitive Examinations	2	2

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓		✓	✓	✓	✓	✓	✓	✓	✓
CO2		✓		✓				✓	✓	
CO3		✓		✓		✓		✓	✓	
CO4	✓	✓	✓	✓	✓	✓	✓	✓		
CO5	✓	✓		✓		✓	✓	✓		
Number of Matches= 32, Relationship : Moderate										

Prepared by:
1. C. Thiyagarajan

Checked by:
1. Dr. A. Jafar Ahamed
2. Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Sem	Code	Course	Title of the Course	Hours	Credits	Max. Marks	Internal Marks	External Marks
V	20UHM5SE2B	SEC–I	Tourism Planning	2	2	100	25	75

Course Outcomes:
On successful completion of this course, students will be able to:
CO1: Know the basic concepts, principles and techniques of national and regional tourism planning
CO2: Understand the relationship between environmental considerations and tourism planning with a view to sustainable development
CO3: Appreciate and understand the tourism planning framework
CO4: Appraise the role of various government organizations in tourism planning
CO5: Analyse sustainable tourism practices as the best way of overcoming the negative impacts of tourism development in India.

UNIT- I   Introduction to Tourism Planning   6 Hours
Tourism Planning – Introduction to tourism planning, reasons for tourism planning in destination areas - Introduction, tourism sector, developer and tourist perspectives, goal for development planning new look, #planning scales#.

UNIT – II   Concepts of Tourism Planning and Planning Process   6 Hours
Planning process: Study Preparation, Determination of objectives, Survey of all elements, analyses and synthesis, policy and plan formulation, #formulation of institutional recommendations#, implementation and monitoring.
.
UNIT- III   Execution of Tourism Planning   6 Hours
Management of the tourism in the states - Role and functions of State tourism development corporations - #Consequences of unplanned development# - Physical impacts, human impacts, marketing impacts, organizational impacts, other impacts.

UNIT – IV   Planning for sustainable development   6 Hours
Destination management, marketing and organizational considerations - Growth and quality, environmental issues and tourism, Sustainable Development, Ecotourism, conclusions.

UNIT - V   Factors influencing planning   6 Hours
Planning approaches: Tourism and Politics, planning and political ideologies, #foundations for planning#, the functioning tourism systems - External factors: Natural resources, entrepreneurship, finance, labour, competition, community, government policies, and organization leadership.
#......................# Self Study Portions

Textbooks:
T.B – 1: Tourism Principles and Practices, Sampad Kumar Swain & Jitendra Mohan Mishra, Oxford University press, 2013.
T.B – 2: Tourism Operations and Management, Oxford University Press

UNIT – I : T.B – 1, 2 Chapter - 1
UNIT- II : T.B – 1, 2 Chapter – 2 & 3
UNIT- III: T.B – 1   Chapter – 14
UNIT- IV: T.B – 1   Chapter – 3 & 5
UNIT- V : T.B – 1,2 Chapter – 1

Books for Reference:
1. Sharma J.K., Tourism Planning and Development – A New perspective, 2nd Edition, Kanishka Publishers, New Delhi, 2004.
2. Bhatia A.K., International Tourism Management, Second Edition, Sterling Publisher Private limited, New Delhi, 2019.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code	Title of the Paper		Hours	Credits
V	20UHM5SE2B	Tourism Planning		2	2

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓		✓	✓	✓	✓	✓	✓	✓	✓
CO2		✓		✓				✓	✓	
CO3		✓		✓		✓		✓	✓	
CO4	✓	✓	✓	✓	✓	✓	✓	✓		
CO5	✓	✓		✓		✓	✓	✓		
Number of Matches= 32, Relationship : Moderate										

Prepared by:
1. C. Thiyagarajan

Checked by:
1. Dr. A. Jafar Ahamed
2. Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Sem	Code	Course	Title of the Course	Hrs	Credits	Max. Marks	Int. Marks	Ext. Marks
V	20UHM5SE3A	SEC-III	Entrepreneurship in Tourism & Hospitality Industry	2	2	100	-	100

Course Outcomes:
On successful completion of this course, Students will be able to:
CO1: Understand basic concepts, characteristics and functions of entrepreneurship.
CO2: Know the types of entrepreneurship and factors that affecting the growth of entrepreneurship.
CO3: Identify the various governmental and non-governmental organizations working for the development of entrepreneurship.
CO4: Learn the techniques of start-ups, venture promoting, idea generation for prosperous business.
CO5: Acquire knowledge on project development.

Unit I: Introduction to Entrepreneurship   6 Hours
Definition-concepts- characteristics and functions - Distinction between entrepreneur and manager, entrepreneur and entrepreneur, entrepreneur and entrepreneurship - Traits and motivation; theories of motivation - Role of entrepreneur in economic development - Factors affecting entrepreneurial growth - Tourism as an industry, basic needs of a tourism entrepreneur. #Entrepreneurship development activities and programs undertaken by local district Industries Centre#

Unit II: Planning and Growth   6 Hours
Types of entrepreneurs: The entrepreneurs on various aspects like objectives, behaviour, business technology, motivation, growth, stages of development - Scale of operations - Factors affecting entrepreneurial growth in general and in particular to tourism and hospitality - Women entrepreneur; Need, Scope and Problems - Use of manpower in tourism. #List of entrepreneurial ventures in nearby area#

Unit III: Organizations and Support   6 Hours
Entrepreneurship Development Programme: Meaning and objectives - Reasons for starting an enterprise - Importance of training - Target group - Contents of training programme - Special agencies for entrepreneurial development and training - Banks, public and private, T C O's NIESBUD, EDII XISS, NABARD, NISIET etc, problems in the conduct of EDP's - Steps to make EDP successful – Factors affecting tourism entrepreneurial growth - Economic, social, psychological, governmental attitude, competitive factors & opportunity analysis. #Major problems faced by hospitality entrepreneur#

Unit IV: Marketing and Development   6 Hours
Venture promotion: Venture promotion steps - Searching for prospective business ideas or opportunities; Processing of these ideas and selecting the best idea; Collecting the required resources and setting up the enterprise - Forms of ownership, Problems faced by a new entrepreneur - The prerequisites to start an enterprise – Registration - Different types of license and other requirements for small scale businesses. #Licenses required for starting restaurant #

Unit V: Project on Entrepreneurship   6 Hours
Project: Meaning, Features & Classification - Detailed study of the phases of project, Project identification, Project formulation, Project appraisal, Project selection, Project implementation & management - Format of feasibility report - Role and responsibilities of a project manager - Comparative study of PERT and CPM - Distinguish between administration and management - TQM - Foreign language as a tourism product - SWOT analysis- Subsidies and incentives: Role in tourism industry.
#......................# *Self Study Portions*

Textbooks:
1. Arora Renu & Sood. S. K, Entrepreneurship Development and Management, Second Edition, Kalyani Publishers, New Delhi, 2007.
2. Desai and Vasant, Entrepreneurship Development, First Edition, Himalaya Publishers. Hyderabad, 2012.

UNIT 1: T.B 1 Chapter 1and 2
UNIT 2: T.B 1 Chapter 3 and 4
UNIT 3: T.B 1 Chapter 5 and 7
UNIT 4: T.B 2 Chapter 6, 7 and 10
UNIT 5: T.B 2 Chapter 12

Books for Reference:

1. Hisrich.D.Robert, International Entrepreneurship: Starting Developing and, Managing a Global Venture, Third Edition, Sage publications, New Delhi, 2011.
2. Rice P. Mark, Entrepreneurship Management, Fourth Edition, Atlantic Publishers, New Delhi, 2008.
3. Stephen J. Page- Tourism and Entrepreneurship: International Perspectives, First Edition, Butterworth Heinemann, Burlington, 2009.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code	Title of the Paper	Hours	Credits
V	20UHM5SE3A	Entrepreneurship in Tourism and Hospitality Industry	2	2

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓		✓	✓	✓	✓	✓	
CO2		✓	✓	✓		✓	✓	✓	✓	✓
CO3	✓			✓			✓	✓	✓	
CO4		✓	✓	✓	✓			✓	✓	✓
CO5	✓			✓	✓	✓			✓	✓
Number of Matches = 34, Relationship : Moderate										

Prepared by: **Checked by:**
Dr. A. Alan Vijay   1. Dr. A. Jafar Ahamed

                                                          2. Dr. M. P.Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very poor	Poor	Moderate	High	Very high

Sem	Code	Course	Title of the Course	Hrs	Credits	Max. Marks	Int. Marks	Ext. Marks
V	20UHM5SE3B	SEC-III	Resort Management	2	2	100	-	100

Course Outcomes:

On successful completion of this course, Students will be able to:

CO1: Familiarize the concept of resort management.
CO2: Identify the basic elements of a resort complex and various types of resorts..
CO3: Understand the major challenges and issues for resort management.
CO4: Asses the challenges of resort management.
CO5: Analyzes the phases of resort management.

Unit I: Introduction to Resort Management   6 Hours

Resort Management- Historical perspective, Indian scenario, basic characteristics, phases of resort planning and development - Trends and factors in developed tourist markets leading to growth to resort concept.

Unit II: Basic element of a resort complex   6 Hours

Basic element of a resort complex - Lodging facilities, land escaping - Dining and Drinking facilities, Family oriented services, shops and entertainment services.

Unit III: Mountain based resorts & Beach Resorts   6 Hours

Mountain based resorts – introduction - development process – visitor profile. Beach resorts – marinas - introduction – development process – profile of visitors – environmental impacts and management. Golf/tennis resorts– introduction - market segments – visitor profiles.

Unit IV: External challenges for resort management   6 Hours

External challenges for resort management: Changing market and competitive conditions Department - Global demand trends – benefit segmentation – market segmentation – competition.

Unit V: Internal challenges for resort management   6 Hours

Planning and financial management – planning process– phases of resort development - Functional tools of resort development – planning and financial feasibility.
#......................# *Self Study Portions*

Textbooks:

1. Peter E Murphy, The Business of Resort Management, First Edition, Butterworth Heinemann, United Kingdom, 2007.
2. Robert Christie Mill, Resorts Management and Operations, 2nd Edition, Wiley, New Jersey, 2008.

UNIT 1:   T.B 1   Chapter 1
UNIT 2:   T.B 1   Chapter 2 to 5
UNIT 3:   T.B 1   Chapter 6
UNIT 4:   T.B 2   Chapter 7
UNIT 5:   T.B 2   Chapter 8

Books for Reference:

1. Jagmohan Negi, Hotel, Resort and Restaurant: Planning, Designing and Construction, Kanishka Publications, New Delhi, 2008.
2. Percy K Singh, Hotel Lodging, Restaurant and Resort Management, 1st Edition, Kanishka Publications, New Delhi, 2006.
3. Chuck Y Gee, Resort Development and Management, 2nd Edition, AHMA, United States, 1996.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code	Title of the Paper	Hours	Credits
V	20UHM5SE3B	Resort Management	2	2

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓		✓	✓	✓	✓	✓	
CO2		✓	✓	✓		✓	✓	✓	✓	✓
CO3	✓			✓			✓	✓	✓	
CO4		✓	✓	✓	✓			✓	✓	✓
CO5	✓			✓	✓	✓			✓	✓
Number of Matches = 34, Relationship : Moderate										

Prepared by: **Checked by:**
Dr. A. Alan Vijay   1. Dr. A. Jafar Ahamed

                                                           2. Dr. M. P.Senthilkumar

Note:
Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very poor	Poor	Moderate	High	Very high

Sem	Code	Course	Title of the Course	Hours	Credits	Max. Marks.	Internal Marks.	External Marks.
VI	20UHM6CC13	Core – XIII	Maintenance Operations of Hotel	5	5	100	25	75

Course Outcomes:
On successful completion of this course, Students will be able to:
CO1: Acquire knowledge about the Maintenance Department in a Hotel and its types and Functions.
CO2: Understand the importance of electrical and electronics equipment in the maintenance department.
CO3: Know the characteristics and performance of fuel and its sources.
CO4: Gain knowledge about water distribution and sanitary system.
CO5: Handle fire prevention system in hotel operations.

UNIT - I   Introduction to Maintenance Management   15 hours
Role and importance of maintenance department -Types of maintenance procedures in hospitality industry - Planned maintenance - Reactive maintenance - Preventive maintenance versus reactive systems of maintenance - Maintenance management policy - Elements of maintenance programmes and tools for preventive maintenance - Contract maintenance. #Need of maintenance department in hotel#

UNIT - II   Electrical and Electronics Engineering   15 hours
Facilities under the scope of electrical and electronics engineering - Basics of motion, Electricity, and Electrical Machines - Electricity and fundamentals of electric circuit - Fundamentals of AC and DC system of electricity - Basic electrical wiring, Safety, and electrical tariff - Basic components of electrical wiring - Wires, Cables, Switches, and Fuses - Wiring in hotels - Distribution systems and laying methods. #Types of AC and DC systems found in hotels#

UNIT - III   Fuels and Combustion   15 hours
Character and performance of fuel - Types of fuels - #Fuels used in hotel industry# - Stoves and burners - Types and precautions for use oil burners - Gas stove and gas burner - Safety precautions when using gas equipment - A few steps for efficient operation of LPG/Fuel gas stove and burner electric ovens and electricity as fuel - Microwave heating - Elementary illumination science and lighting systems - Basics of heat, fuel, and heat appliances - Lighting requirements in hotel industry.

UNIT - IV   Water Distribution System   15hours
Hardness of water and its removal - Cold water supply, storage, and distribution - Hot water generation and distribution - #Water fittings in water distribution# - Introduction sanitation and sanitary system - Sewage and waste collection and drainage system in hotels- Sanitary fittings - Treatment and disposal of sewage - Solid waste management in hotels and restaurants Regulations and Norms for Solid Waste Management.

UNIT - V   Fire Prevention and Control   15 hours
Elements of Fire and Fire Pyramid - Extinguishing Fire - Classes of Fire - Fire Protection and Extinguishers - Care and Maintenance of Fire Control.
Refrigeration System
Principles and methods of refrigeration - Different methods of refrigeration - #Types of air-conditioning plants# - Centralized air-conditioning plant - Unit air conditioners.
Miscellaneous Utility Systems
Audio-Visual equipment in a hotel - Care and maintenance of audio - Visual equipment - LCD Data/Video Projectors - Overhead and Slide Projectors - Uninterruptible Power Supply (UPS)- Power problems in running electrical equipment.
#.......................# Self Study Portions

Textbook:
T.B 1: Sujit Ghosal, Hotel Engineering, 2nd Edition, Oxford University Press, New Delhi, 2011.

T.B 2: Goyal N.C. and Arora K.C, Hotel Maintenance, Oxford University Press, New Delhi, 2009.

UNIT - I   : T.B-1 Chapter 1,2 & 5,
UNIT - II   : T.B-1 Chapter 6, 7 & 8,
UNIT - III : T.B -1 Chapter 9 & 10,
UNIT - IV   : T.B -2 Chapter 11& 12,
UNIT - V   : T.B-2 Chapter 14

Books for Reference:

1. Keith Mobley, Lindley Higgins, Maintenance Engineering Handbook, 7th Edition, McGraw-Hill Education, New York, 2008
2. Vengataraman k., Maintenance Engineering and Management, Kindle Edition, PHI Learning, New Delhi, 2010.
3. Mishra R C, Maintenance Engineering and Management, Second Edition, Prentice Hall India Learning Private Limited, New Delhi, 2012.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper		Hours	Credits
VI	20UHM6CC13		Maintenance Operations of Hotel		5	5

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓		✓	✓	✓		✓	✓	✓
CO2	✓	✓		✓		✓		✓	✓	
CO3	✓	✓		✓		✓		✓	✓	
CO4	✓	✓	✓		✓	✓	✓	✓		
CO5	✓	✓		✓		✓	✓	✓		
Number of Matches= 33, Relationship : Moderate										

Prepared by: **Checked by:**
1. Mr. K.Karthikeyan   1. Dr. A. Jafar Ahamed

                                                       2. Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Sem	Code	Course	Title of the Course	Hrs	Credits	Max. Marks	Internal marks	External marks
VI	20UHM6CC14	Core - XIV	Food and Beverage Management	5	5	100	25	75

COURSE OUTCOMES:

On successful completion of this course learners will be able to:

CO1: Critically evaluate the types of commercial food service operations and understand the steps involved in the management process.

CO2: Examine and analyse all aspects of budgeting and cost control in food and beverage operations

CO3: Analyse and debate legislation which governs the purchasing, storage and sale of food and beverages

CO4: Study and critique menu engineering and contrast subjective and objective menu pricing methods, incorporate profit requirements in menu prices

CO5: Know the effective marketing principles and show the advantages and disadvantages of advertising.

UNIT - I   Introduction to Food and Beverage Management   15 Hours
Fundamentals of Food and Beverage Management - The Food Service Industry - Fundamentals of Management - Organisation of Food and Beverage Operations - Fundamentals of Food and Beverage Marketing. #Emerging F&B marketing policies followed by hotel industry#

UNIT - II   Food and Beverage Control   15 Hours
The Challenge of the Food and Beverage Operations - The control function - Customer expectations and service delivery - Logistics of supply Planning for Food and Beverage Management - Determining food and beverage standards - Operations budgeting and cost-volume-profit analysis - The menu – The foundation for control. # Preparation of model budget for food and beverage purchase #

UNIT - III   Menu Management   15 Hours
Nutrition - The Menu - Standard Product Costs and Pricing Strategies - Pricing Menu Items - Principles of Gross Profits - Stock Control Product Costs and Pricing Strategies - Pricing Menu Items - Break Even Analysis - Stock Control Methods - Controlling Margins / Profitability. # Preparation of sample food and beverage menus #

UNIT - IV   Effective Food and Beverage Management Systems   15 Hours
Procedures for supplier selection - Ethical and professional standards - Purchasing and receiving controls - Storing and Issuing controls - Production and serving costs - Control analysis, corrective action and evaluation. # Procedures followed by hotel industry to purchase food and beverages #

UNIT - V   Labour Cost Controls   15 Hours
Managing Labour Costs - Implementing labour cost management - Formulation of Rosters Quality and Quantity Concerns - Quality as product/service features - The value of customers - The value of hospitality staff - Quality Management - ISO 9000 quality standards
#..........# Self Study Portions

Textbook:
T.B – 1: Jack D. Ninemeier, Food and Beverage Management, Publisher: Educational Inst. of the American Hotel Orlando, 2010.
T.B – 2: Sudhir Andrews -Text book of Food and Beverage Management, McGraw Hill Publications. New Delhi-2017

UNIT - I   :   T.B – 1 Chapter 1, 2 & 3
UNIT - II   :   T.B – 2 Chapter 14
UNIT - III   :   T.B – 1 Chapter 8, Chapter 9
UNIT - IV   :   T.B – 1 Chapter 5
UNIT - V   :   T.B – 2 Chapters 9, 10 &11

Reference Books:

1. Cousins, J. Foskett, D. and Pennington, A., Food & Beverage Management, 3rd edition. Goodfellow Publisher Ltd, London, 2011.
2. Bernard Davis, Andrew Lockwood, Peter Alcott, Ioannis S. Pantelidis, Food & Beverage Management, 6th Edition, Routledge, 2018.
3. Jagmohan Negi, Professional Hotel Management, 3rd Edition, S. Chand Publishing, New Delhi, 1997.
4. Peter Jones with Paul Merricks, The Management of Food Service Operations, Cassell, 1994
5. David Foskett and Victor Ceserani, Theory of Catering, 11th Edition, Dynamic Learning, 2007.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper		Hours		Credits		
VI	20UHM5CC14		Food and Beverage Management		5		5		
Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓		✓	✓	✓	✓	✓	✓	✓
CO2	✓		✓		✓	✓			✓	
CO3	✓	✓		✓		✓		✓	✓	
CO4		✓	✓	✓	✓	✓	✓	✓		
CO5	✓	✓		✓		✓		✓		✓
Number of Matches = 34, Relationship: Moderate										

Prepared by:
1. Dr. D. Gunaseelan

Checked by:
1. Dr. A. Jafar Ahamed
2. Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Sem	Code	Course	Title of the Course	Hrs	Credits	Max. Marks	Internal Marks	External Marks
VI	20UHM6CC15	Core - XV	Hotel Accounts	5	5	100	25	75

Course Outcomes:
On successful completion of this course, Students will be able to:
CO1: Understand the accounting principles and basic accounting procedures and formats
CO2: Know the concept of accounting and know the accounting terminologies
CO3: Handle and prepare journal, ledger and trial balance
CO4: Explain the procedures followed in preparation of final accounts
CO5: State the elements of cost and prepare budgets

UNIT - I   Introduction to Accounts   12 Hours
Accounting – Meaning - Definition - Objectives - Importance - Functions - Advantages – Limitations - Book- Keeping - Meaning - Definition – Objectives - Distinction between bookkeeping and accounting – Methods of Accounting – Accounting rules - Types of Accounts - Branches of Accounting

UNIT - II   Principles of Accounting   12 Hours
Objective – Introduction – Accounting Concept and Conventions – Bases of Accounting – Accounting Terminology – Accounting Equation

UNIT – III   Journal, Ledger and Trial Balance   12 Hours
Introductions to Journal - Advantages of Journal - Subdivision of journal - Ledger - Ruling of ledger account - Sub-division of ledger - Distinction between journal and ledger - Trial Balance – Meaning, Definition, Objectives, Features, Limitations, methods and Specimen of Trial Balance.

UNIT - IV   Final Accounts   12 Hours
Introduction - Trading Account – Introduction, Definition, Preparation and Specimen of Trading Account - Profit and Loss Account - Introduction, Definition, Preparation and Specimen of Profit and Loss Account - Profit and Loss Account - Introduction, Definition, Preparation and Specimen of Profit and Loss Account - Preparation of Final Accounts.

UNIT - V   Concept of Cost Elements and Budgeting   12 Hours
Introduction – Elements of Cost – Classification of Cost - Ingredient Costing – Hotel Cost Sheet – Food Cost Percentage. Budgeting - Introduction - Meaning, Definition and Objectives of Budget - Classification of Budgets - Classification according to time - Classification based on functions - Classification based on flexibility - Budgeting - Budgetary Control - Forecast and Budget - Zero Base Budgeting (ZBB.) – Process.

Textbook:
T.B - 1: R L Gupta, Basic Accountancy, Second Edition, Sultan Chand & Sons, New Delhi,
       2002.
UNIT I	: T.B-1 Chapter 1
UNIT II	: T.B-1 Chapter 1
UNIT III	: T.B-1 Chapter 3, 5
UNIT IV	: T.B-1 Chapter 7
UNIT V	: T.B-1 Chapter 10, 17

Books for Reference:
1. Grewal T.S., Introduction to Accounting, Third Edition, Sultan Chand & Co. Ltd, New Delhi- 2016.
2. Raymend S. Schmidgall & James W.Damitio, Hospitality Industry Financial Accounting 4th Edition, Institute of AHMA, 2015.
3. Pillai R.S.N. and Bagavathi V., Cost Accounting, 5th Edition, S.Chand & Co. Ltd., New Delhi, 2014.
4. Maheshwari S.N., Principles of Management Accounting, 4th Edition, Sultan Chand & Sons, New Delhi, 2014.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper		Hours		Credits
VI	20UHM6CC15		Hotel Accounts		5		5

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓		✓	✓		✓			✓	✓
CO2	✓	✓	✓			✓		✓		✓
CO3	✓	✓			✓	✓	✓		✓	
CO4	✓	✓		✓	✓	✓		✓	✓	
CO5	✓		✓	✓	✓		✓		✓	✓
Number of Matches=32, Relationship : Moderate										

Prepared by:
1 .S. Samuel Anand Kumar

Checked by:
1. Dr. A. Jafar Ahamed
2. Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Sem	Code	Course	Title of the Course	Hours	Credits	Max. Marks	Internal Marks	External Marks
VI	20UHM6CC16P	Core - XVI	Bakery and Confectionery Practical	5	5	100	20	80

Course Outcomes:

On successful completion of this course, Students will be able to:

CO1: Gain skills and ability to select appropriate equipment and ingredients for preparation of bakery products

CO2: Apply the practical skills and techniques used to produce baked foods

CO3: Prepare basic recipes of bakery and confectionery

CO4: Compile appropriate menus and prepare dishes

CO5: Develop value added food dishes with better nutrition

Practical – I
Menu-1   Jam Tart
                   Orange Muffins
                   Checked Biscuits
                   Caramel Custard

Practical – II
Menu-2   Vegetable Puffs
                   Madeline's Cakes
                   Coconut Biscuits
                   Bread and Butter Pudding

Practical – III
Menu-3   Milk Bread
                   Praline Finger
                   Apple Pie
                   Albert Pudding

Practical – IV
Menu-4   Bread Rolls
                   Palmiers
                   Sandcastle
                   Christmas Pudding

Practical – V
Menu-5   Raisin Bread
                   Chicken-Vol-Au-Vent
                   Cream Cookies
                   Honeycomb Mould

Practical – VI
Menu-6   Swiss Roll
                   Garlic Bread
                   Fig Pin Wheels
                   Butter Scotch Sponge

Practical – VII
Menu-7   Burger Buns
                   Black Forest Cake
                   Cheese Straws
                   Coffee Mousse

Practical – VIII
Menu-8   Croissant
                   Chocolate Cake
                   Nan Khatai
                   Lemon Sponge

Practical – IX
Menu-9   Coconut Puffs

Yule Log
Melting Moments
Chocolate Mousse

Practical – X
Menu-10 Danish Pastry
Plum Cake
Varki
Lemon Souffle

Textbooks:
T. B - 1: Thangam E.Philp, Modern Cookery for Teaching and the Trade Vol. I & Vol.II, Fifth Edition Orient Longman, Mumbai, 2009.
T.B - 2: Yogambal Ashok Kumar, Bakery and Confectionary, Second Edition. Prentice Hall India Learning Pvt. Ltd. New Delhi, 2012

Books for Reference:

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.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper		Hours		Credits		
VI	20UHM6CC16P		Bakery and Confectionary Practical		5		5		
Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓		✓	✓	✓		✓	✓	✓
CO2	✓	✓		✓		✓		✓	✓	
CO3				✓		✓		✓	✓	
CO4		✓	✓		✓	✓	✓	✓		
CO5	✓	✓		✓		✓	✓	✓		
Number of Matches= 30, Relationship : Moderate										

Prepared by:
1. Mr. K.G. Rajan

Checked by:
1. Dr. A. Jafar Ahamed
2. Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Sem	Code	Course	Title of the Course	Hours	Credits	Max. Marks	Internal Marks	External Marks
VI	20UHM6DE2A	DSE–II	Human Resource Management	5	4	100	25	75

Course Outcomes:
On successful completion of this course, Students will be able to:
CO1: Predict the nature and objectives of HRM and its importance and steps in planning human resource.
CO2: Formulate the need of communication and analyse the various principles of motivation and leadership.
CO3: Understand the process of recruitment, training, selection and performance appraisal in an organization.
CO4: Construct the various incentive plans to the employees and disciplinary actions against employees.
CO5: Know the importance of organizational development and process of HR audit.

Unit – I   Introduction to HRM   12 Hours
Introduction to HRM - Human resource management and personal management – Definitions - Job Design - Job analysis - Job description - Job Specification - Job Evaluation-Human Resource Planning – Meaning – Definition – Objective - Importance – Characteristics – Limitations – Factors influencing Human Resource Planning – #Steps involved in Human Resource Planning#

Unit- II   Communication and Leadership   12 Hours
Communication – Meaning – Definition – Nature – Importance – Elements of communication – Types of Communication – Merits and demerits- Motivation – Meaning – Definition – Nature – Characteristics – Importance – Process – Theories of motivation- Leadership - Meaning – Definition – Nature – Importance – Characteristics – Importance – #Distinction between a leader and a manager# – Quality of a leader – Functions of a leader – Kinds of leadership styles.

Unit – III   Recruitment and Training Process   12 Hours
Recruitment – Meaning, Definition, #Sources and factors determining recruitment-Selection# - Definition - Steps involved in selection of candidates- Training - Meaning need for training - Importance of training and development - Essentials of a good training programme - Process of training - methods of training - Performance appraisal - Meaning - Features - Advantages and Methods of performance appraisal - Wage & Salary Administration - Wage Boards and Pay Commission - Wage Incentive - Fringe Benefits - Employees Welfare - Safety and Health Measures - Grievance Procedures - Redressal of Grievances.

Unit – IV   Industrial Relations and Discipline   12 Hours
Industrial Relations - Meaning & Characteristics Industrial Relations - Parties to Industrial relations - Nature of Trade Unions - Problems of Trade Union - Measures to Strengthen Trade Union Movement in India - Causes for Industrial Disputes - Settlement of Industrial Disputes.
 Labour turnover - Causes of labour turnover in Hospitality Industry- Discipline meaning and definition – Positive and Negative aspects of Discipline – Causes of Discipline – Procedure for disciplinary action – #kinds of punishment- Grievance# – Meaning – Definition – Characteristics – Causes of grievances

Unit – V   Organizational Development & HR Audit   12 Hours
Meaning of Organizational development - Definitions of organizational development - Characteristics   - Objectives - Assumptions   - Steps- Human resource audits - Meaning - Objectives of HR audit - Need for or importance of HR audit -Indicators for HR audit - Qualitative indicators - Quantitative indicators - #Verifications under the HR audit# -Collective - Bargaining - Features - Pre-requisite of Collective Bargaining - Agreement at different levels - Workers Participation in Management - Objectives for Successful Participation.
#.......................# Self Study Portions

Textbooks:
T B – 01: Jayasankar J, Human Resource Management, Third Edition, Margham Publications, Chennai, 2013.

Unit – I   : Chapter - 1,   T.B – 1
Unit – II   : Chapter – 6, 7   T.B – 1
Unit – III   : Chapter – 8, 9   T.B – 1
Unit – IV   : Chapter – 12, 20   T.B – 1
Unit – V   : Chapter – 25, 30   T.B – 1

Reference books:
1. Sarah Gilmore & Steve Williams, Human Resource Management, Second Edition, Oxford University Press, New Delhi, 2009.
2. Mohini Saethi, Catering Management and Integrated Approach, First Edition, New Age International Publishers, New Delhi, 2000.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper			Hours		Credits	
VI	20UHM6DE2A		Human Resource Management			5		4	
Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓		✓	✓	✓		✓	✓	✓
CO2	✓	✓		✓		✓		✓	✓	
CO3	✓			✓				✓	✓	
CO4		✓	✓		✓	✓	✓	✓		
CO5	✓	✓		✓		✓	✓	✓		✓
Number of Matches= 31, Relationship : Moderate										

Prepared by: **Checked by:**

1. Mr. S. Yoganand   1. Dr. A. JafarAhamed
                                              2.Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Sem	Code	Course	Title of the Course	Hours	Credits	Max. Marks	Internal Marks	External Marks
VI	20UHM6DE2B	DSE–II	Food Preservation	5	4	100	25	75

Course Outcomes:
On successful completion of this course, Students will be able to:
CO1: Know the impacts of micro organisms on food
CO2: Apply the acquired knowledge in preserving food against contamination, intoxication and spoilage
CO3: Define the principles of food preservation.
CO4: Understand the usage of temperatures and sterilization.
CO5: Identify food additives and acids and know their usage in preservation**.**

Unit – I   Food preservation – An Introduction   12 Hours
Introduction to Food preservation - Importance of Preservation - Foods Spoilage, Food Poisoning, Food Intoxication - Food Infection, Sanitation and health - Principles of Food Preservation. #Preservative measures followed by hotels#

Unit- II   Usage of Temperature in Preservation   12 Hours
Food Preservation by use of high temperature - Sterilization (canning, aseptic canning, hot packing) - Pasteurization and blanching - Food Preservation by use of low temperature-freezing and refrigeration. #Role of temperature in preserving foods#
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Unit – III   Methods of Preservation   12 Hours
Food Preservation by using evaporation and drying-factors influencing evaporation process - Sun drying, artificial drying, drying equipments - Hot air drier, drying by contact with heated surface - Dehydration of vegetables, fruits, meat, fish, egg and milk - Food Preservation by irradiation - Alpha, Beta & Gamma radiations. #Natural preservatives#

Unit – IV   Food Preservation by Fermentation & Pickling   12 Hours
Types of fermentation, vinegar, vinegar making - Preparation of yeast starter, pickled fruits and vegetables, Sauerkrant, Olives, Pickled Meat - Food Preservation by sugar concentrates-concentrated but moist, jelly, jam, marmalade, candied and glazed fruits, sweetened condensed milk. #Procedures of fermenting food products#

Unit – V   Food additives and Chemicals   12 Hours
Definition - Functional characteristics of chemical additives - Acids, Bases & their salts, leavening agents - Preservatives-Organic acids & their salts, inorganic salts, wood smoke, spices & condiments - Antibiotics and other chemical preservatives - Packaging & Labeling. #Commonly used food additives#
#.......................# *Self Study Portions*

Textbooks:
T B – 01 Fellows, P and Ellis H., Food Processing Technology: Principal and Practicals, New York, 1990.
T B – 02 Shafiur Rahman . M., Hard Book Of Food Preservation, Marcel Dekker Inc, New York, 1998.

UNIT – I   **:**   T.B - 1 Chapter 1 & 2
UNIT- II   **:**   T.B – 2 Chapter 2,3 & 4
UNIT- III   **:**   T.B – 1 Chapter 4& 5
UNIT- IV   **:**   T.B – 1 Chapter 6
UNIT- V   **:**   T.B – 2 Chapter 5 to 10

Reference books:
1. McWillims and Paine : Modern Food Preservation , Second Edition, Surjeet Publication, New Delhi, 2009.
2. Prakash Triveni, Food Preservation, First Edition, Aadi Publication, New Delhi, 2000.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper		Hours		Credits	
VI	20UHM6DE2B		Food Preservation		5		4	

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓		✓	✓	✓		✓	✓	✓
CO2	✓	✓		✓		✓		✓	✓	
CO3	✓			✓				✓	✓	
CO4		✓	✓		✓	✓	✓	✓		
CO5	✓	✓		✓		✓	✓	✓		✓
Number of Matches= 31, Relationship : Moderate										

Prepared by:

1. Mr. S. Yoganand

Checked by:

1. Dr. A. JafarAhamed
2. Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Sem	Code	Course	Title of the Course	Hours	Credits	Max. Marks	Int. Marks	Ext. Marks
VI	20UHM6DE3AP	DSE-III	Computer Application in Hospitality Services Practical	4	4	100	20	80

Course Outcomes:

On successful completion of this course, students will be able to:

CO1: Recognize the role of Computers and its Components in Hospitality Services.

CO2: Understand the utilizations of MS Excel and Power Point

CO3: Apply the word processing techniques in Hospitality Services.

CO4: Acquire technical skills in basic computer operations.

CO5: Handle internet services required in hotel operations.

Practical – I   6 Hours

Introduction to Computers Software Concepts and Operating Systems - Applications of Computer in Hospitality services

Practical – II   6 Hours

Mail merge concept and practices - Components of computer system and central processing - Keyboard, Mouse other input devices - Connecting keyboard, mouse, monitor and printer to CPU - Checking power Supply - Computerized Reservation System and Room Management - Account Management Module - Food and Beverage Management- Management Information System.

Practical – III   6 Hours

Microsoft Office - Microsoft Office Suite - Word Processing - Spreadsheet – Presentation - Database Management - MS Word 2003 - Major components of MS Word window – Working MS Word window - Add or remove a windows component - Changing Mouse Properties - Adding and removing Printers - File and Directory Management - Creating and renaming of files and directories.

Practical – IV   6 Hours

MS-EXCEL - Creating and parts of Excel Moving, copying, deleting, inserting options - Additional features of worksheet - Maintaining multiple worksheets - Creating graphics and charts - Data base facilities sorting records in data base - Application of Power Point presentation in hospitality sectors.

Practical – V   6 Hours

Word Processing Basics Opening Word Processing Package, Menu Bar Using the Icons Below Menu Bar Opening and closing Documents, Opening Documents, Save and Save as, Page Setup Print Preview Printing of Documents Text Creation and manipulation

Practical – VI   6 Hours

Document creation editing text - Text selection - Cut, copy and paste - Spell check formatting the text - Alignment of text - Paragraph indenting - Bullets and numbering - Changing case - Table manipulation - Draw table - Changing cell width and height - Alignment of text delete, insertion of row and column - Border and shading.

Practical – VII   6 Hours

Introduction to internet, www and web browsers - Basic of Computer Networks - Local Area Network (LAN) - Wide Area Network (WAN) - Internet Concept of Internet.

Practical – VIII   6 Hours

Applications of internet - Connecting to the internet - Popular web browsing software - Search Engines - Accessing Web Browser.

Practical – IX   6 Hours

Understanding about the media - Main stream and social media – Learning of new applications for approaching online meetings.

Practical – X   6 Hours

Learning and practice of new electronic devices which is used in the hotel and tourism industries.

Textbooks:

T.B - 1: Partho Pratim Seal, Computer in Hotel, First Edition, Oxford University Press, New Delhi, 2013

T.B - 2: Pradeep K. Sinha, Computer Fundamentals, Second Edition, BPB Publications, New Delhi- 2019

UNIT - I	: T.B-1 Chapter 1, T.B-2 Chapter 1 & 3
UNIT - II	: T.B-1 Chapter 2, 3 & 4
UNIT - III	: T.B-2 Chapter 3, 6
UNIT - IV	: T.B-1 Chapter 5, 22, 23 & 24, T.B-2 Chapter 4 & 11
UNIT - V	: T.B-1 Chapter 8 & 10

Reference Books:

1. Arora, A. and S. Bansal, Computer Fundamentals, First edition, Excel Books, New Delhi, 2000.
2. Balagurusamy, E., Fundamentals of Computers, Third Edition, Tata McGraw Hill, New Delhi, 2009.
3. Gupta, S. and S. Gupta, Computer Aided Management, First Edition, Excel Books, New Delhi, 2004.
4. Mukherjee, P. and S. Bandhopadhay, Introduction to Computer Science, Vol. I, First Edition, Deep Prakashan, Kolkata, 2001.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code	Title of the Paper	Hours	Credits
VI	20UHM6DE3AP	Computer Application in Hospitality Services Practical	4	4

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓		✓	✓	✓	✓	✓	✓	✓
CO2	✓	✓		✓	✓	✓	✓		✓	✓
CO3	✓		✓			✓		✓		
CO4	✓			✓		✓			✓	✓
CO5	✓		✓		✓	✓		✓		✓
Number of Matches= 32, Relationship : Moderate										

Prepared by:	**Checked by:**
1. Mr. K.Karthikeyan.	1. Dr. A. Jafar Ahamed
	2. Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Sem	Code	Course	Title of the Course	Hours	Credits	Max. Marks	Int. Marks	Ext. Marks
VI	20UHM6DE3B	DSE-III	Travel Agency & Tour Operations	4	4	100	20	80

Course Outcomes:
On successful completion of this course, students will be able to:
CO1: Recognize the procedures and processing style in respect of travel agency business and its management.
CO2: Understand the details regarding basic procedures adopted by agencies in the specific fields
CO3: Apply the formalities required in travel documentation.
CO4: Evaluate the important role of travel agencies in development of travel and tourism.
CO5: Handle internet services required in travel agency operations.

Unit – I   Introduction to Travel Agencies and Tour Operators   12 Hours
Travel Agencies and Tour Operators- meaning, concept, types and importance. Historical growth and development of travel agency and tour operation business. Difference between travel agency and tour operator. #Linkages and integrations in travel agency and tour operation#.

Unit - II   Travel Agency and Tour Operation Business   12 Hours
Organizational Structure/Chart of travel agency and tour operator and its different sections. Functions of Travel agency and Tour Operator. Setting up a full- fledged Travel Agency- Travel Agency approval by MOT and IATA.# Equipments and Infra structural requirements#.

Unit – III   Itinerary Planning and Development   12 Hours
Meaning, Importance and Types of Itinerary - Resources and Steps for Itinerary Planning- #Do's and Don'ts of Itinerary preparation#- Tour Formulation and Designing Process. Procedures for effective itinerary designing and development.

Unit – IV   Tour Packaging and Costing   12 Hours
Introduction-Types of Package Tour, Components of a Standard Package Tour, Tour Formulation- Factors affecting, Tour design and Selection process, Significance of Package Tours. Tour Cost-Components of tour cost, #Factors affecting the tour cost#- Costing a Tour Package.

Unit - V   Government and Professional Bodies   12 Hours
Department of Tourism, Government of India and respective state government's role in uplifting travel and tour business. Role and Responsibility of Travel Trade Associations: Objectives, #Roles and Functions of UFTAA, PATA, IATA, IATO, WTO, TAAI, ATAOI, WATA#

Textbooks:
T.B - 1: Chand.M, Travel Agency Management, an Introductory Text, 3rd Edition, Anmol Publications Pvt. Ltd, New Delhi, 2011.
T.B - 2: Foster D.L, The Business of Travel Agency Operations and Administration, 2nd Edition, McGraw Hill, Singapore, 2018.

UNIT - I   : T.B-1 Chapter 1, T.B-2 Chapter 1 & 3
UNIT - II   : T.B-1 Chapter 2, 3 & 4
UNIT - III   : T.B-2 Chapter 3, 6
UNIT - IV   : T.B-1 Chapter 5, 22, 23 & 24, T.B-2 Chapter 4 & 11
UNIT - V   : T.B-1 Chapter 8 & 10

Reference Books:

1. Frenmount. P, How to open and Run a Money Making Travel Agency, First Edition, John Wiley and Sons, New York, 2010.
2. Laurence.S, Guide to Starting and Operating Successful Travel Agency, 4TH Edition, Delmar Publishers Inc., New York, 2005.
3. Singh.L.K , Management of Travel Agency, 2nd Edition, Gyan Publishing House, New Delhi, 2008.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper		Hours		Credits
VI	20UHM6DE3B		Travel Agency & Tour Operations		4		4
Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓		✓	✓	✓	✓	✓	✓	✓
CO2	✓	✓		✓	✓	✓	✓		✓	✓
CO3	✓		✓			✓		✓		
CO4	✓			✓		✓			✓	✓
CO5	✓		✓		✓	✓		✓		✓
Number of Matches= 32, Relationship : Moderate										

Prepared by:
1. Mr. K.Karthikeyan.

Checked by:
1. Dr. A. Jafar Ahamed

2. Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very Poor	Poor	Moderate	High	Very High

Sem	Code	Course	Title of the Course	Hrs	Credits	Max. Marks	Int. Marks	Ext. Marks
VI	20UAR6EC2	ECC-II	Hotel Management for Competitive Examinations	-	4	100	-	100

Course Outcomes:
On successful completion of this course, Students will be able to:
CO1: Define the typologies and emerging dimensions of accommodation sector
CO2: Analyze the present status and legal aspects of hospitality industry
CO3: Understand the marketing strategies applied in air industry
CO4: Know and handle air ticketing techniques and processes
CO5: Learn the fundamentals of foreign exchange trading

Unit – I   Types of Accommodation Sector
Accommodation: Concept, Types and Typologies, Linkages and Significance with relation to tourism - Emerging dimensions of accommodation industry – Heritage hotels, Motels and resort properties - Time share establishments.

Unit – II   Status of Hospitality industry in India
Leading multinational hotel chains operating in India - Public sector in hoteliering business – Role, Contribution and Performance - HRD perspective with special reference to India-Requirements, Training facilities, Constraints and Scope - Fiscal and non-fiscal incentive available to hotel industry in India - Ethical, Legal and regulatory aspects

Unit – III   Air Transport Industry
DGCA and other key players; Regulatory Framework; Air Corporation Act, Indian carriers-Operations, management, and performance - Marketing strategies of Air India - Air taxis. Multinational Air Transport Regulations - Nature, Significance and Limitations - Role of IATA, ICAO and other agencies - Bermuda Convention.

Unit – IV   Airlines Ticketing
Operational perspectives of ticketing – ABC codes, Flight schedules, Flying time and MPM / TPM calculation, TIM (Travel Information Manual) consultation. Routine and itinerary preparation, Types of fare, Fare calculation and rounding-up - Currency conversion and payment modes, Issuance of ticket.

Unit – V   Forex Trading
History of Forex - Reasons to trade Forex - Trading commissions - Trading currency pairs - The eight most traded currency pairs of the world - U.S Dollars (USD), The Canadian Dollar (CAD), The Euro (EUR), The British Pound (GBP), The Swiss Franc (CHF), The New Zealand Dollar (NZD), The Australian Dollar (AUD), and Japanese Yen (JPY).

Textbooks
T.B -1: Stephen J. Page - Tourism Management An Introduction, Fourth Edition, S.Chand (G/L)
        & Company Ltd, New Delhi, 2011.
T.B -2: Bhatia A.K., International Tourism Management, Sixth Edition, Sterling Publisher
        Private Limited, New Delhi, 2019.

UNIT-I :   T.B 1 Chapter 1, 2 and 3
UNIT– II: T.B 2 Chapter 4 and 5
UNIT III: T.B 2 Chapter 3
UNIT- IV: T.B 2 Chapter 4, 5 and 6
UNIT V: T.B 1 Chapters 8, 9 and 10

Books for reference
1. Irgle K.B., Tourism and Hospitality Management, Second Edition, Chandraluk Prakashan Pvt. Ltd. Kanpur, 2006.
2. Mukesh Ranga, Tourism Potential in India, First Edition, Abhijeet Publication, New Delhi, 2004.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper	Hours	Credits
VI	20UAR6EC2		Hotel Management for Competitive Examinations	-	4

Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓		✓	✓	✓	✓	✓	
CO2		✓	✓	✓		✓	✓	✓	✓	✓
CO3	✓			✓			✓	✓	✓	
CO4		✓	✓	✓	✓			✓	✓	✓
CO5	✓			✓	✓	✓			✓	✓
Number of Matches= 34, Relationship : Moderate										

Prepared by:
1. Dr. A. Alan Vijay.

Checked by:
1. Dr. A. Jafar Ahamed

2. Dr. M.P. Senthilkumar

Note:

Mapping	1-29%	30-59%	60-69%	70-89%	90-100%
Matches	1-14	15-29	30-34	35-44	45-50
Relationship	Very poor	Poor	Moderate	High	Very high