

INSTITUTE OF SCIENCE, TECHNOLOGY & ADVANCED STUDIES (VISTAS)
(Deemed to be University Estd. u/s 3 of the UGC Act, 1956)
PALLAVARAM, THALAMBUR, PERIYAPALAYAM-CHENNAI
ACCREDITED BY NAAC WITH 'A++' GRADE

DIPLOMA IN HOTEL AND CATERING MANAGEMENT

Three Years

CURRICULUM AND SYLLABUS

REGULATIONS 2024

(Based on Choice Based Credit System (CBCS)
and
Learning Outcome-based Curriculum Framework (LOCF))

Effective from the Academic year
2025 -2026

Department of Hotel and Catering Management
School of Hotel and Catering Management



VELS



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Curriculum & Syllabus verified.
R.P
(Dr. R. PARAMESWARI)
Asso. Dir - Academic Courses (UHC)

Effective from the Academic year
2025 -2026

Department of Hotel and Catering Management
School of Hotel and Catering Management

DEAN
School of Hotel & Catering Management
VELS INSTITUTE OF SCIENCE TECHNOLOGY
& ADVANCED STUDIES (VISTAS)
Chennai-600 117

Verified
12/11/25
Asso. Dir - Academics

12/11/2025

VISION OF THE DEPARTMENT

To be the premier hospitality management school in training and developing future professionals for the hospitality & tourism industry.

MISSION OF THE DEPARTMENT

To train students to be leaders in all the facets of the hospitality industry by imparting knowledge and affording hands on training.

PROGRAM EDUCATIONAL OBJECTIVES (PEO)

PEO1 : To meet the demand for trained and professional people in the hospitality industry of our country.

PEO2 : To provide opportunities to the students within the institution, for developing necessary operating skills, values, and attitudes to occupy key operational positions in the hospitality sector.

PEO3 : Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary settings.

PEO4 : Apply ethical principles and commit to professional ethics, responsibilities, and norms of the hospitality practice.

PEO5 : Identify, formulate, research literature, and analyze complex hospitality problems reaching substantiated conclusions using principles of management.

PROGRAM OUTCOME (PO)

PO1 Executes activities effectively and efficiently to the standards expected in the operation required in the hospitality sector.

PO2: Manages tasks, functions, duties, and activities in the operation of the hotels, restaurants, travel, and government and agencies in accordance with the competency standards.

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

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

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

PO6: Display awareness, understanding, and skills necessary to live and work in a diverse world.

PO7 Practice professional ethics, provide leadership, demonstrate personal and global responsibility, and work effectively as a team member.

PROGRAMME SPECIFIC OUTCOME (PSO)

PSO1: Utilize interpersonal skills to lead/manage first-level employees in a hospitality setting.

PSO2: Comprehend and articulate written and oral communication as appropriate for hospitality environments.

PSO3: Demonstrate ability to apply policies for managing diverse, multicultural hospitality.

PSO4: Exhibit awareness of professional and ethical responsibility in all aspects of conduct.

PSO5: Demonstrate an ability to manage the professional preparation, presentation and service of quality food and beverages.

CBCS – CHOICE-BASED CREDIT SYSTEM
Regulation and Syllabus (Effective from the Academic Year 2025-2026)

I. Introduction

Diploma in Hotel and Catering Management program is designed

1. To provide students with the knowledge, practical skills, and attitudes that will prepare students for responsible leadership roles in the hospitality industry.

2. This is accomplished by providing a curriculum that is tailored to the needs of the growing hospitality industry and the conditions of the twenty-first century.

3. Offer students relevant hands on operational experience in the facts of the hospitality industry.

II. Title of the Program

This degree shall be called Diploma in Hotel & Catering Management.

III. Course Duration

The Diploma in HCM (Hotel and Catering Management) Course of School of Hotel and Catering Management, Vels University shall be spread in to three year duration - semester pattern.

Each Year shall comprise of a minimum of 36 instructional weeks of 5 days each 6 hours a day. Continuous Internal evaluation referred to as CA (Continuous assessment) during the course period and university examination at the end of the academic session shall be conducted.

IV. Medium of Instruction

The medium of instruction and examinations shall be English

V. Eligibility for Admission

1. A pass in the 10th standard or equivalent examinations conducted by boards/departments recognized by the University with a mark not less than 50% in aggregate including language.

2. Usual concession for minimum marks as stipulated by University and the State Government from time to time shall apply to SC/ST, OBC, and Other Categories of candidates.

VI. Admission Procedure

An admission Committee is constituted at the department level for administering the admission for Diploma in Hotel and Catering Management every year subject to the approval of honorable Vice Chancellor. The committee will monitor the entire admission process.

The admission shall be based on the following two components.

a. Qualifying examination at 10th Standard – 50% of total marks
b. Interview

CURRICULUM STRUCTURE
School of Hotel and Catering Management
Diploma in Hotel and Catering Management

Total Credits : 88

	SEMESTER 1							
Sem	**Category**	**Code**	**Course**	**L**	**T**	**P**	**O**	**C**
I	AEC	25LDHMA1	English -I	2	0	0	0	2
I	DSC	25CDHMA1	Foundation Course in Bakery	2	0	0	0	2
I	DSC	25CDHMB1	Foundation Course in Food and Beverage Service - I	2	0	0	0	2
I	DSE	25CDHME1	Basic Nutrition & Principle of Food Science	2	0	0	0	2
I	AEC	25ENVSE2	Environmental Studies	2	0	0	0	2
I	DSC	25PDHMA1	Foundation Course in Bakery Practical	0	0	2	0	2
I	DSC	25PDHMB1	Foundation Course in Food and Beverage Service Practical -I	0	0	2	0	2
	Total			**10**	**0**	**4**	**0**	**14**
	SEMESTER II							
Sem	**Category**	**Code**	**Course**	**L**	**T**	**P**	**O**	**C**
II	AEC	25LDHMA1	English –II	2	0	0	0	2
II	DSC	25CDHMA2	Food Production I	2	0	0	0	2
II	DSC	25CDHMB2	Food and Beverage Service –I	2	0	0	0	2
II	DSC	25CDHMC2	Foundation Course in Accommodation Operation	2	0	0	0	2
II	DSC	25CDHMD2	Foundation Course in Front Office	2	0	0	0	2
II	DSE	25CDHME3	Application of Computer	2	0	0	0	2
II	DSC	25PDHMC2	Foundation Course in Accommodation Operation – (P)	0	0	2	0	2
II	DSC	25PDHMD2	Foundation Course in Front Office – Practical	0	0	2	0	2
II	DSE	25PDHME3	Application of Computer - Practical	0	0	2	0	2
	Total			**10**	**0**	**6**	**0**	**18**
	SEMESTER 1II							
III	DSC	25CDHMA3	Quantity Food Production – I	2	0	0	0	2
III	DSC	25CDHMB3	Bakery and Confectionery Operation	2	0	0	0	2
III	DSC	25CDHMD3	Front Office Operation	2	0	0	0	2
III	DSE	25CDHME4	Hotel Engineering	2	0	0	0	2
III	DSE	25CDHME5	Food Safety and Quality	2	0	0	0	2
III	DSE	25CDHME6	Introduction to Tourism	2	0	0	0	2
III	DSC	25PDHMA3	Quantity Food Production I Practical	0	0	2	0	2
III	DSC	25PDHMB3	Bakery and Confectionery Operation – Practical	0	0	2	0	2
	Total			**12**	**0**	**4**	**0**	**16**

	SEMESTER 1V							
Sem	**Category**	**Code**	**Course**	**L**	**T**	**P**	**O**	**C**

IV	DSC	25CDHMA4	Quantity Food Production – II	2	0	0	0	2
IV	DSC	25CDHMB4	Bar and Beverage Management	2	0	0	0	2
IV	DSC	25CDHME7	Basic in Facility Planning	2	0	0	0	2
IV	GE	25GDHME2	Human Resource Management	2	0	0	0	2
IV	DSC	25PDHMA4	Quantity Food Production II – Practical	0	0	2	0	2
IV	DSC	25PDHMB4	Bar and Beverage Management – Practical	0	0	2	0	2
	Total			**9**	**0**	**4**	**0**	**12**

	SEMESTER V							
Sem	**Category**	**Code**	**Course**	**L**	**T**	**P**	**O**	**C**
V	SEC	25IDHMA3	Industrial Exposure Training	0	0	0	0	12
	Total			**0**	**0**	**0**	**0**	**12**

	SEMESTER VI							
Sem	**Category**	**Code**	**Course**	**L**	**T**	**P**	**O**	**C**
VI	DSC	25CDHMA6	Advanced Food Production II	2	0	0	0	2
VI	DSC	25CDHMB6	Advanced Front Office Management	2	0	0	0	2
VI	DSC	25CDHMC6	Advance Food and Beverage Service	2	0	0	0	2
VI	DSC	25CDHMD6	Advance Accommodation Operation	2	0	0	0	2
VI	DSC	25PDHMA6	Advanced Food Production II – Practical	0	0	2	0	2
VI	DSC	25PDHMB6	Advanced Front Office Management Practical	0	0	2	0	2
VI	DSC	25PDHMC6	Advance Food and Beverage Service Practical	0	0	2	0	2
VI	DSC	25PDHMD6	Advance Accommodation Operation Practical	0	0	2	0	2
	Total			**8**	**0**	**8**	**0**	**16**

LIST OF DISCIPLINE SPECIFIC CORE COURSES

SUBJECT CODE	DISCIPLINE-SPECIFIC CORE COURSES
25CDHMA1	Foundation Course in Bakery
25CDHMB1	Foundation Course in Food and Beverage Service - I
25CDHME1	Basic Nutrition & Principle of Food Science
25CDHMA2	Food Production I
25CDHMB2	Food and Beverage Service –I
25CDHMC2	Foundation Course in Accommodation Operation
25CDHMD2	Foundation Course in Front Office
25CDHMA3	Quantity Food Production – I
25CDHMB3	Bakery and Confectionery Operation
25CDHMD3	Front Office Operation
25CDHME4	Hotel Engineering
25CDHME5	Food Safety and Quality
25CDHME6	Introduction to Tourism
25CDHMA4	Quantity Food Production – II
25CDHMB4	Bar and Beverage Management
25CDHME7	Basic in Facility Planning
25CDHMA6	Advanced Food Production II
25CDHMB6	Advanced Front Office Management
25CDHMC6	Advance Food and Beverage Service
25CDHMD6	Advance Accommodation Operation

LIST OF DISCIPLINE SPECIFIC ELECTIVE COURSES

SUBJECT CODE	DISCIPLINE SPECIFIC ELECTIVE
25CDHME1	Basic Nutrition & Principle of Food Science

LIST OF ABILITY ENHANCEMENT COMPULSORY COURSE

SUBJECT CODE	ABILITY ENHANCEMENT COMPULSORY COURSE
25LDHMA1	English - I
25LDHMA1	English -II
25ENVSE2	Environmental Studies

LIST OF SKILL ENHANCEMENT COURSE

SUBJECT CODE	SKILL ENHANCEMENT COURSE
25IDHMA3	Industrial Exposure Training

Learning Outcomes based Curriculum Framework (LOCF)
for
Diploma in Hotel and Catering Management - 2025

Table of Contents

1. Introduction
2. Learning Outcomes based Curriculum Framework

   Nature and extent of the Diploma program in Hotel and Catering Management

   2.2 Aims of the Diploma program in Hotel and Catering Management
3. Graduate Attributes in Hotel and Catering Management
4. Qualification Descriptors for Diploma program in Hotel and Catering Management

   4.1 Qualification Descriptors for Diploma in Hotel and Catering Management,
5. Program Learning Outcomes in Hotel and Catering Management

   5.1 Program Learning Outcomes for Diploma in Hotel and Catering Management,
6. Structure of Diploma Courses in Hotel and Catering Management

   List of Hotel and Catering Management courses

   Course Learning Outcomes (CLO), Skills to be Learned and Broad Contents of the Courses

   Detail Contents of various Courses, the suggested references and books
7. Teaching Learning Process (TLP)
8. Assessment and Evaluation (AE)

Learning Outcomes-Based Curriculum Framework for Diploma education in Hotel and Catering Management

1. Introduction

The learning outcomes-based curriculum framework (LOCF) for the undergraduate program in Hotel and Catering Management like Diploma Hotel Catering Management is intended to provide a broad framework within which the Diploma programs in Hotel and Catering Management helps to create an academic base that responds to the need of the students to understand the basics of Hotel and Catering Management and its ever evolving nature of applications in explaining all the observed natural phenomenon as well as predicting the future applications to the new phenomenon with a global perspective. The curriculum framework is designed and formulated in order to acquire and maintain standards of achievement in terms of knowledge, understanding and skills in Hotel and Catering Management and their applications to the natural phenomenon as well as the development of management attitudes and values appropriate for rational reasoning, critical thinking and developing skills for problem solving and initiating research which are competitive globally and are on par in excellence with the standard Higher Education

Institutions (HEI) in the advanced countries of America, Asia and Europe. The multicultural fabric of our nation requires that the institutions involved in implementing this curriculum framework also work hard towards providing an environment to create, develop and inculcate rational, ethical and moral attitudes and values to help the creation of knowledge society needs for the advancement of our nation.

The learning outcome based curriculum framework in Hotel and Catering Management also allows for the flexibility and innovation in the program design of the UG education, and its syllabi development, teaching learning process and the assessment procedures of the learning outcomes.

The process of learning is defined by the following steps which forms the basis of the final assessment of the achievement at the end of the program.

- The accumulation of facts of nature and the ability to link the facts to observe and. develop an understanding and knowledge of the basic ethics in Hotel and Catering Management.
- The ability to use this knowledge to analyze new situations and learn skills of major departments in hotels to find the solution, interpret the results and make predictions for the future developments.
- The ability to synthesize the acquired knowledge, understanding and experience for a better and improved comprehension of situational problems in nature and to create new skills and decision makings for their possible solutions.

The conceptualization and formulation of the learning outcomes for an undergraduate program in Hotel and Catering Management is aimed to acquire an excellent knowledge of the hospitality industry.

Learning Outcomes based approach to Curriculum planning Nature and extent of Diploma program in Hotel and Catering Management:
The Diploma program in Hotel and Catering Management builds on acquiring the basic knowledge of standard operating practices and procedures followed by the hotel industry. Ideally, the hotel & catering Management program aims to achieve a sound grounding in understanding the basic Hotel and Catering Management with sufficient content of topics from modern Hotel and Catering Management and contemporary areas of exciting developments in hospitality knowledge to ignite the young minds.

The curricula and syllabi is framed and implemented in such a way that the basic connection between theory and practical and its importance in understanding Hotel and Catering Management is apparent to the student. This is very critical in developing a scientific temperament and urge to innovate, create and actively execute practices of hotel and catering management. The undergraduate program in Hotel and Catering Management is presently being offered though the courses designed for granting the degree by various colleges and universities in India. All the courses are of three-year duration and is semester (six) after the completion of the 10^{th} Standard.

i. Diploma in Hotel and Catering Management

Aims of Diploma program in Hotel and Catering Management.

The aims and objectives of our Diploma educational programs in sciences in general and Hotel and Catering Management in particular is structured to :

- Create the facilities and environment to consolidate the knowledge acquired at +2 level and to motivate and inspire the students to create deep interest in Hotel Management and Catering skills, to develop broad and balanced knowledge and understanding of concepts, principles and practices and procedures in Hotel and Catering Managements.
- Learn, understand and acquire skills of hoteliers in the labs to demonstrate the concepts, operating procedures and theories learned in the classrooms.
- Develop the ability to apply the knowledge acquired in the classroom and laboratories to specific problems and execute them in situations in hotels.
- Expose the student to the vast scope of Hotel and Catering Management as a theoretical and experimental science with applications in decision-making and solving day to day operational problems.
- Emphasize the discipline of Hotel and Catering Management to be the most important branch of science for pursuing the interdisciplinary and multidisciplinary higher education and/or research in interdisciplinary and multidisciplinary areas.
- To emphasize the importance of Hotel and Catering Management as the most important discipline for sustaining the existing industries and establishing new ones to create job opportunities at all levels of employment.
- In view of opening the new windows in higher education and research and opening job opportunities at all levels from low levels to higher levels of management, the undergraduate programs are offered in our department at the entry level of our higher education system.

2. Graduate attributes in hotel and Catering Management

Some of the characteristic attributes of a diploma graduate in Hotel and Catering Management are

Disciplinary knowledge and skills: Capable of demonstrating

(i) Good knowledge and understanding of major concepts, standard operating practices, in various departments at hotels like Front Office, Housekeeping, Food and beverage Service and Food Production. Record maintenance and guest handling with apt decision making skills. Ability to use modern equipment at various departments and understanding of updated software at hotels. Skilled communicator: Ability to transmit communications of information relating all areas among departments in hotels. Hotel and Catering Management course in a clear and concise manner invokes the communication standard procedures in writing and oral ability to present complex and technical concepts in a simple language for better understanding.

Critical thinker and problem solver: Ability to employ critical thinking and efficient problem solving skills in all the basic areas of hospitality and catering establishments.

Sense of inquiry: Capability for asking relevant/appropriate questions relating to the issues and problems in the field of Hotel and Catering managements, and planning, executing and reporting the results of a

theoretical or standard operational practices at hotels.
Team player/worker: Capable of working effectively in diverse teams in both classroom, laboratory, Hotel and Catering Management workshop and in industry and field-based situations.

Skilled project manager: Capable of identifying/mobilizing appropriate resources required for a project, and manage a project through to completion, while observing responsible and ethical scientific conduct; and safety and laboratory hygiene regulations and practices.

Digitally Efficient*:* Capable of using computers for simulation studies in hotel and catering Management and computation and appropriate software for day-to-day operations at hotels. Numerical and statistical analysis of data, and employing modern e-library search tools like Inflibnet, various websites of the renowned hotels sites and software in countries like the USA, Europe, Japan etc. to locate, retrieve, and evaluate information about hotel and hospitality industry.

Ethical awareness / reasoning*:* The graduate should be capable of demonstrating ability to think and analyze rationally with modern and scientific outlook and identify ethical issues related to one's work, avoid unethical behavior such as fabrication, falsification or misrepresentation of data or committing plagiarism, not adhering to intellectual property rights, and adopting objectives, unbiased and truthful actions in all aspects of work.

National and international perspective*:* The graduates should be able to develop a national as well as international perspective for their career in the chosen field of the academic activities. They should prepare themselves during their most formative years for their appropriate role in contributing towards national development and projecting our national priorities at the international level pertaining to their field of interest and future expertise.

Lifelong learners: Capable of self-paced and self-directed learning aimed at personal development and for improving knowledge/skill development and reskilling in all areas of hotels and catering establishments.

3. Qualification descriptors for a Diploma program in Hotel and Catering Management
The qualification descriptors for a B.Sc. Hotel and Catering Management programs may include the following. The diploma students should be able to:

- Demonstrate

i. A fundamental/systematic or coherent understanding of the academic field of Hotel and Catering Management , its different learning areas in major departments like Food and Production, Food and Beverage Service, Accommodation Operation, Front Office Operation, Facility Planning and Event Management.
ii. Procedural knowledge that creates different types of professionals related to different areas of study in Hotel and Catering Management outlined above, including research and development, teaching and government and public service;
iii. Skills in areas related to specialization area relating the subfields and current developments in the academic field of hotel and catering management.

- Use knowledge, understanding and skills required for identifying problems and issues relating to Hotels, collection of relevant quantitative and/or qualitative data drawing on a wide range of sources from various hotels of the world, and their application, analysis and evaluation using methodologies as appropriate to Hotel Management Principles for formulating new theories and concepts.

- Communicate the results of studies undertaken accurately in a range of different contexts using the main concepts, constructs and techniques of Hotel Management. Develop communication abilities to present these results in technical as well as popular management meetings organized in various

universities and other private organizations.

- Ability to meet one's own learning needs, drawing on a range of current research and development work and professional materials, and interaction with other hoteliers around the world.
- Apply one's knowledge of hotel and catering management and theoretical and operational skills to new/unfamiliar contexts to identify and analyze problems and issues and solve complex problems in hotels and related areas with well-defined solutions.
- Demonstrate Hotel-related technological skills that are relevant to Hospitality-related job trades and employment opportunities.

4. Programme learning outcomes relating to Diploma Courses in Hotel and Catering Management

The student graduating with the Diploma in Hotel and Catering Management should be able to

□ Acquire

(i) a fundamental/systematic or coherent understanding of the academic field of Hotel and Catering Management, its different learning areas and applications in departments of hotels like Front Office, Food Production, Food and Beverage Service and Accommodation Operations, and its linkages with related disciplinary areas / subjects like Facility Planning, Hotel Accounts, Environmental Studies, Computer Science.

(ii) procedural knowledge that creates different types of professionals related to the disciplinary/subject area of Hotel and Catering Management, including professionals engaged in research and development, teaching and government/public service;

(iii) Skills in areas related to one's specialization area within the disciplinary/subject area of Hotel and Catering Management and current and emerging developments in the field of Hotel Management.

- Demonstrate the ability to use skills in Hotel and Catering Management and its related areas of technology for formulating and tackling Hotel-related problems and identifying and applying appropriate Hotel Management principles and methodologies to solve a wide range of problems associated with the Hotel Industry.
- Recognize the importance of Management activities simulation and computing, and the role of approximation and management approaches in describing the hospitality world.
- Plan and execute hotel-related experiments or investigations, analyze and interpret data/information collected using appropriate methods, including the use of appropriate software such as programming languages and purpose-written packages, and report accurately the findings of the guest problems/investigations while relating the conclusions/findings to relevant theories of Hotel and Catering Management.
- Demonstrate relevant generic skills and global competencies such as (i) problem-solving skills that are required to solve different types of Hotel-related problems with well-defined solutions, and tackle open-ended problems that belong to the disciplinary-area boundaries;

(iv) Investigative skills, including skills of independent investigation of hotel-related issues and problems; (iii) communication skills involving the ability to listen carefully, to read texts, guest problems and research papers analytically and to present complex information in a concise manner to different groups/audiences of technical or popular nature; (iv) analytical skills involving paying attention to detail and ability to construct logical arguments using correct technical language related to hotel and catering management and ability to handle situations and decision making; (v) ICT skills; (vi) personal skills such

as the ability to work both independently and in a group.

- Demonstrate professional behavior such as (i) being objective, unbiased and truthful in all aspects of work and avoiding unethical, irrational behavior such as fabricating, falsifying or misrepresenting data or committing plagiarism; (ii)the ability to identify the potential ethical issues in work-related situations; (iii) appreciation of intellectual property, environmental and sustainability issues; and (iv) promoting safe learning and working environment.

5. Teaching Learning Processes

The teaching learning processes play the most important role in achieving the desired aims and objectives of the undergraduate programs in Hotel and Catering Management as elaborated in detail in the learning based curriculum framework (LOCF). Hotel and Catering Management is basically a theory cum practical based studies learning practices and procedures at the hotel industry. The ideas and concepts originated and accepted worldwide anywhere and anytime. To achieve this goal, the appropriate training of young individuals to become competent hoteliers in future has to be accomplished. For this purpose a very good diploma program in Hotel and Catering Management and other sciences is the first step. We should therefore have an excellent teaching- learning procedural protocol our department. To be specific, we have:

- Necessary and sufficient infrastructural facilities for the class rooms, laboratories and libraries equipped with adequate modern and modular equipments and accessories and other requirements.
- Modern and updated laboratory equipment is needed for the undergraduate laboratories and reference and text books for the libraries.
- Sufficient infrastructure for ICT and other facilities needed for technology-enabled learning like Specialty Kitchens, Demonstration rooms, computer facilities, PCs, laptops, Wi-Fi and internet facilities with all the necessary software.
- Sufficient number of teachers in permanent position to do all the class room teaching and perform and supervise the laboratory experiments to be done by the students.
- All the teachers are qualified as per the UGC norms and have good communication skills.
- Sufficient number of technical and other support staff to run the laboratories, libraries, equipment and maintain the infrastructural facilities like buildings, electricity, sanitation, cleanliness etc.

Teachers make use of all the approaches for an efficient teaching-learning process i.e.

i. Class room teachings with lectures using traditional as well as electronic boards.
ii. Use of Smart class rooms for simulation and demonstration for conveying the difficult concepts of Hotel and Catering Management in class room teaching and laboratories.
iii. Tutorials are an integral part of all the theory and laboratory courses. Theory courses have 1-2 tutorials every week depending upon the nature of the course.
iv. Teaching is complemented with a student's seminar that is organized frequently.
v. Guest lectures and seminars are arranged by eminent teachers who are invited by the department.
vi. Open-ended project work is given to all students individually or in group to 2-3 students depending upon the nature of the course.
vii. Internship (Industrial Exposure Training of duration of six Months during the first half of the second year) is arranged by the department for the students to visit hotels for on job training.

viii. Special attempts are made by the institution to develop problem-solving skills and design of laboratory experiments for demonstration at the UG level. For this purpose a mentor system has been evolved where 15 to 20 students are assigned to each faculty member.
ix. The teaching load is managed such that the teacher has enough time to interact with the students to encourage interactive/participative learning.

6. Assessment Methods

In the undergraduate education of Hotel Management leading to the Diploma with Hotel and Catering Management the assessment and evaluation methods focus on testing the conceptual understanding of the basic ideas, development of management skills and operational techniques retention and ability to apply the knowledge acquired to explain with analysis and reason what has been learnt and to solve new problems and communicate the results and findings effectively. Since the Learning Objectives are defined clearly for each course in detail, it is easier to design methods to monitor the progress in achieving the learning Objectives during the course and test the level of achievement at the end of the course.

- The courses offered in the undergraduate Hotel Management are the first courses at the college/university level; the priority is given to Formative Assessment for monitoring the progress towards achieving the Learning Objectives while keeping its weightages lower than Summative Assessments. This is to assure that the students know their strengths and weaknesses periodically through the results of Formative Assessments and make amends for the gaps in their knowledge without affecting their final grades in any significant way. In this context it is suggested that 25-30% weightage be given Formative Assessments in case of theory components while 30-40% weightage be given to the Laboratory/Field work/Projects/Case Study/Dissertation components of the various courses. Moreover, the use of more than one method of Assessment in each course is highly recommended.

- Some of the methods used for Theory Component with regard to Formative Assessment are :

  i) Regular Tutorial assignments ii) seminar presentations iii) Performance in group discussions iv) Problem based longer assignments (other than tutorials) v) True/False Tests
  vi) Multiple Choice Tests vii) Short Answer Tests viii) viva-voce tests ix) Any other innovative tests in the context of the course.

- In the case of substantive Summative Assessment for the theory papers, can be a combination of the following i) Mid -Semester test ii) Seminar Report iii) Individual /Team Project report iv) Oral Presentations of Seminar/Projects v) Viva –Voce Examination on the above reports vi. End Semester closed book examination in the pattern of a) Multiple

  Choice b) Short Answer c) Long Answer vii) Peer examination by a group of experts :

  a) Written b) Oral ix) Any other innovative method depending upon the nature of the course.

- B. Laboratory Experiments / Field work / Projects / Case Study / Dissertation can be assessed for Formative Assessment through i) Regular evaluation of Lab. Experiments regarding a) written report of each experiment b) Viva-Voce on each experiment ii) Test through setting experiments by assembling components iii) Mid semester examination iv) Design innovative kits to test the comprehension and analysis of the experiment done by the students

- At the end, the main purpose of Hotel and Catering Management teaching is to impart objective knowledge to students in concrete, comprehensive and effective way. Here, effectiveness implies gaining knowledge and skill which is applied to solve practical problems as well as attaining capability of logical thinking and imagination which are conducive to new knowledge and new discoveries. Once the student learns, ‘why is it worth learning?’ and ‘how does it connect to the real world?’

- The student shall embrace the curriculum in a way which would incite imagination and imbibe a spirit

of enquiry in them, so that in future they will opt for further investigations or research. Needless to say, there is a continuous evaluation system for the students.

- This will enable the teachers not only to ascertain the overall progress of learning by the students, but also to identify the students who are slow learners and for whom special care should be taken. An appropriate grading system is the 'relative grading system' is also be envisaged for certain papers, introducing a competitive element among the students. All in all, the teacher acts as a facilitator and guide and not as a guardian of the curriculum.

- HEI design their own ways and methods to quantify the assessment and evaluation based on the above methods. It would then be converted to the letter grades by the procedure described by the template given by the UGC.
  Once the letter grade for a course is obtained for a course, it should be done for all the courses offered by the student. Once the letter grades for all the grades are accumulated then a CGPA is calculated by quantifying the letter grades as described by the template provided by the UGC.

SEMESTER – I

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AEC 25LDHMA1 Theory English – I

Course Objectives:

To develop functional and situational communication skills. To improve understanding of basic grammar and sentence structure. To enhance vocabulary relevant to hospitality and tourism industry. To encourage practical speaking and writing skills in real-world hotel scenarios.

Unit I – Basics of English Usage 6

Parts of Speech - Tense Forms and Usage - Subject-Verb Agreement - Articles – Definite and Indefinite - Prepositions and Conjunctions

Unit II – Sentence Formation 6

Sentence Types: Simple, Compound, Complex - Active and Passive Voice - Degrees of Comparison - Basic Types of Sentences - Spot the Errors

Unit III – Vocabulary in Hospitality Industry 6

Definitions and Use of Hospitality Specific Terminology - Front Desk Terms - Accommodation Operation Terms - Food Service Terms - Kitchen Terms

Unit IV – Situational Dialogues/Role-plays 6

Guest Interactions / Reservation - Complains Handling / Order Taking over Telephone - At the Travel Desk / In a Restaurant

Unit V – Pronunciation and Word Practice 6

Homophones and Homonyms (words with similar pronunciation) -Word Stress and Intonation- Introduction to commonly mispronounced words in hospitality

Course Outcomes:

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

CO1: Students will be able to use grammatically correct sentences and functional vocabulary in the hotel industry.

CO2: Will engage in basic spoken and written tasks confidently in hospitality settings.

CO3: Gain familiarity with industry-specific terms and etiquette.

Recommended Textbooks and Reference Books:

1. Syamala, Dr V. "Effective English communication for you." Emerald Publishers, 2018.
2. Spencer-Oatey, Helen, ed. *culturally speaking second edition: Culture, communication and politeness theory*. Bloomsbury Publishing, 2008.
3. Jayendran, Nishevita, Anusha Ramanathan, and Surbhi Nagpal. *Language education: Teaching english in india*. Routledge India, 2021.
4. Swan, Michael. "Practical english usage." (2002).
5. Hashemi, Louise, and Raymond Murphy. *English Grammar in Use Supplementary Exercises with Answers*. Cambridge University Press, 2004.
6. Williams, James D. *The teacher's grammar book*. Routledge, 2006.
7. Steer, Jocelyn, et al. *The advanced grammar book*. Newbury House, 1991.

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SEMESTER – I

AEC 25CDHMA1 Theory Foundation Course in Bakery

Course Objective

To provide students with a foundational understanding of bakery arts, including the basics of ingredients, techniques, and equipment used in bakery production. To develop skills in preparing, baking, and

presenting baked products. To examine and evaluate safety, hygiene practices, and proper workplace ethics in a bakery setting. To introduce students to the organization and structure of bakery operations.

UNIT 1: INTRODUCTION TO BAKERY **6**

Hygiene – Personal, Food, Environment, Uniforms & Protective Clothing
Safety – Procedures for handling bakery equipment, Attitude & Personnel Ethics
Introduction to Bakery – History of Bakery, Evolution of Baked Goods, Types of Bakery Products (Bread, Cakes, Pastries, Cookies)
Understanding Ingredients – Role of Flour, Sugar, Fats, and Other Common Ingredients in Bakery Products
Baking Terminology – Basic Terms and Definitions used in Bakery
Food Production – Industry Overview, Traditional vs. Modern Bakery, Bakery Market Trends

UNIT 2: ORGANIZATION STRUCTURE OF A BAKERY **6**

Classical Bakery Brigade – Hierarchy and Key Roles in a Bakery Setup (Head Baker, Assistant Baker, Pastry Chef, etc.)
Duties and Responsibilities – Roles and responsibilities of bakers and pastry chefs in a bakery establishment
Professional Ethics and Etiquettes – Code of Conduct in a Bakery Setting, Teamwork, Time Management
Aims of Baking – Sensory qualities of bakery products (Appearance, Aroma, Texture, Taste), Importance of consistent product quality
Baking Techniques – Overview of baking methods, Techniques for mixing, kneading, and shaping doughs
Baking Equipment – Overview of equipment (Ovens, Mixers, Proofing Cabinets, etc.)

UNIT 3: BAKERY INGREDIENTS AND THEIR FUNCTIONS **6**

Role of Ingredients:
Flour – Types (All-purpose, Bread flour, Cake flour), Gluten formation, Impact on texture
Sugar – Types (Granulated, Brown, Icing, Molasses), Role in fermentation, Sweetness and browning
Fats & Oils – Types (Butter, Margarine, Shortening, Vegetable Oils), Effects on texture and flavor
Leavening Agents – Yeast, Baking Powder, Baking Soda; Role in fermentation and rising of dough
Other Ingredients – Eggs, Salt, Milk, Water, Spices
Units of Measurement – Standard Units and Measurements used in Bakery (Weight vs. Volume, Conversion between units)
Common Bakery Additives – Enrichers, Emulsifiers, Stabilizers, and their role in bakery production

UNIT 4: BAKING METHODS AND TECHNIQUES **6**

Basic Baking Techniques – Mixing, Kneading, Resting, Shaping, Proofing, and Baking
Heat Transfer – Moist Heat vs. Dry Heat, Role of oven temperature in baking
Baking Methods:

- Convection Baking -
- Steam Baking
- Open Flame Baking
- Microwave Baking

Fermentation and Proofing – Importance of yeast, Fermentation process in breads and rolls

Baking Times and Temperatures – Understanding the relationship between time, temperature, and product quality

UNIT 5: TYPES OF BAKED PRODUCTS **6**

Bread Making – Types of bread (Yeast bread, Sourdough, Quick bread), Principles of bread dough, Shaping, Baking, and Storing bread
Cakes & Muffins – Cake mixing methods (Creaming, All-in-one, Whisking), Types of cakes (Butter cakes, Sponge cakes, Unshortened cakes), Decoration and finishing techniques
Pastries – Puff pastry, Shortcrust pastry, Choux pastry; Techniques of making pastry doughs, Blind baking, Filling pastries
Cookies & Biscuits – Mixing, Shaping, Baking, and Storing cookies and biscuits
Decorative Techniques – Icing, Glazes, and Sugar work for cakes and pastries
Bread Making – Types of bread (Yeast bread, Sourdough, Quick bread), Principles of bread dough, Shaping, Baking, and Storing bread
Cakes & Muffins – Cake mixing methods (Creaming, All-in-one, Whisking), Types of cakes (Butter cakes, Sponge cakes, Unshortened cakes), Decoration and finishing techniques
Pastries – Puff pastry, Shortcrust pastry, Choux pastry; Techniques of making pastry doughs, Blind baking, Filling pastries
Cookies & Biscuits – Mixing, Shaping, Baking, and Storing cookies and biscuits
Decorative Techniques – Icing, Glazes, and Sugar work for cakes and pastries

Total Hrs. 30

Course Outcome

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

CO1: Identify the key ingredients, equipment, and processes used in bakery production.
CO2: Demonstrate basic skills in the preparation, mixing, and baking of bread, cakes, and pastries.
CO3: Explain the roles of different ingredients and their impact on the final product.
CO4: Apply proper safety and hygiene practices in the bakery environment.
CO5: Design and bake a range of common bakery products, adhering to industry standards of quality and consistency.

Reference Books:

1. Friberg, B. (2024). The Professional Pastry Chef: Fundamentals of Baking and Pastry. 4th Edition. Wiley.
2. Suas, M. (2024). Advanced Bread and Pastry: A Professional Approach. 1st Edition. Lyons Press.
3. Keller, T. (2023). Bouchon Bakery. 1st Edition. Artisan.
4. Pfeiffer, J., & Averill, K. (2023). The Art of French Pastry: A Cookbook. 1st Edition. Ten Speed Press.
5. Hamelman, J. (2023). On Baking: A Textbook of Baking and Pastry Fundamentals. 2nd Edition. Pearson.

SEMESTER – I

DSC 25CDHMB1 Theory Foundation Course in Food and Beverage Service – I

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Course Objective

This course introduces students to the fundamentals of food and beverage service in the hospitality industry. It provides insight into types of food service operations, service equipment, and styles of service. Students will learn the roles and responsibilities of service staff and develop customer service etiquette and techniques. Emphasis is placed on grooming, communication, and operational efficiency.

Unit I: Introduction to Food and Beverage Service **6**
Definition, importance, and scope of food and beverage service - Types of F&B outlets – commercial and non-commercial - Organizational structure of an F&B department.

Unit II: Food and Beverage Service Equipment **6**
Types of crockery, cutlery, glassware, and hollowware - Special equipment – trolleys, dispensers, service gear - Care, cleaning, and polishing of equipment.

Unit III: Food and Beverage Service Personnel **6**
Hierarchy and job description of F&B staff - Duties and responsibilities of captain, steward, kitchen helper, etc. Attributes of a good service professional – hygiene and grooming.

Unit IV: Types and Styles of Food Service **6**
Table service, self-service, buffet, and silver service - American, English, and French styles of service. Service sequence and table settings.

Unit V: Guest Handling and Communication **6**
Welcoming and seating guests - Taking orders and service procedures - Dealing with complaints and billing procedures. **Total Hrs. 30**

Course Outcomes
CO1 Understand the basics and scope of food and beverage service.
CO2 Identify and handle various service equipment appropriately.
CO3 Perform roles and responsibilities of F&B personnel effectively.
CO4 Apply different service styles in real-time scenarios.
CO5 Interact with guests professionally and handle service situations.

Reference book
1.Food and Beverage Service **2023 Dennis Lillicrap & John A. Cousins**
2. Food and Beverage Service Training Manual **2024 Sudhir Andrews**
3. Food and Beverage Service **2023 R. Singaravelavan**

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SEMESTER – I

DSE 25CDHME1 Theory Basic Nutrition and Principle of Food Science

Course Objective
This course provides foundational knowledge in nutrition and food science for hospitality students. It covers nutrients, balanced diets, food composition, and the scientific principles behind food preparation and preservation. Students learn the nutritional value of various foods and the effects of cooking methods on nutrient retention. The course prepares them to plan healthy and safe meals.

Unit I: Introduction to Nutrition **6**

Definition and importance of nutrition in health and food service - Functions and classification of nutrients – carbohydrates, proteins, fats -Recommended dietary allowances (RDA) and energy needs.

Unit II: Vitamins and Minerals **6**

Types, sources, and functions of fat-soluble and water-soluble vitamins - Major and trace minerals – calcium, iron, iodine, etc., - Deficiency diseases and prevention.

Unit III: Balanced Diet and Meal Planning **6**

Components of a balanced diet - Factors affecting meal planning – age, activity, health status. Menu planning in food service institutions.

Unit IV: Principles of Food Science **6**

Food composition – water, carbohydrates, proteins, lipids - Changes in food during cooking – physical and chemical - Food spoilage and factors affecting shelf life.

Unit V: Food Preservation and Additives **6**

Methods of food preservation – heat, cold, drying, and chemical - Food additives – types, uses, and regulations - Role of food packaging and labeling. **Total Hrs. 30**

Course Outcomes

CO1 Understand the basic principles and importance of nutrition.
CO2 Identify essential vitamins and minerals and their health roles.
CO3 Plan balanced diets for different needs and populations.
CO4 Explain the scientific principles of food components and preparation.
CO5 Apply methods of food preservation and safety in food handling.

Reference book

1. Nutirition and Dieteitics Shubhangini A. Joshi 2023
2. Fundamentals of Food, Nutrition and Diet Therapy – M. Swaninathan 2024
3. Textbook of Food Science and Nutrition – M.S. Rajagopal & N Preeti 2025

SEMESTER – I

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AEC 25ENVSE2 Theory Environmental Studies

Course Objective

This course aims to create awareness about the environment and promote sustainable practices. It introduces students to ecosystems, biodiversity, pollution, and resource conservation. Students will explore the interrelationship between humans and nature, focusing on the hospitality sector's environmental impact. A field trip is included to provide real-world exposure to environmental issues and eco-friendly initiatives.

Unit I: Introduction to Environment and Ecosystems **6**

Definition, scope, and importance of environmental studies - Structure and function of ecosystems – forest, grassland, desert, aquatic - Energy flow and ecological balance.

Unit II: Natural Resources and Conservation **6**

Types of natural resources – renewable and non-renewable - Over-exploitation, conservation strategies, and sustainable development - Role of individuals and industries in resource conservation.

Unit III: Biodiversity and Its Conservation **6**

Levels of biodiversity – genetic, species, and ecosystem -Value, threats, and conservation of biodiversity Biodiversity hotspots in India.

Unit IV: Environmental Pollution and Control **6**

Types of pollution – air, water, soil, and noise - Causes, effects, and preventive measures - Solid waste management and role of hospitality in pollution control.

Unit V: Environmental Legislation **6**

Field visit to eco-sensitive areas, industries, or treatment plants - Observation of conservation practices and reporting - Overview of environmental laws and policies in India. **Total Hrs. 30**

Course Outcomes

CO1 Understand environmental concepts and ecosystem dynamics.
CO2 Promote responsible use and conservation of natural resources.
CO3 Recognize the importance of biodiversity and its protection.
CO4 Identify sources of pollution and apply control measures.
CO5 Gain practical exposure to environmental practices through field visits.

Reference book

1. Environmental Studies Erach 2024.
2. Environmental Studies R.Rajagobalan 2023
3. Fundamentals of Environmental Studies Mishra 2024.

SEMESTER – I

DSC 25CDHMA1 **Foundation Course in Bakery Practical – I**

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Course Objective

To equip students with hands-on skills in preparing, baking, and presenting a variety of bakery products. Through practical sessions, students will learn the techniques of bread making, cake preparation, pastry creation, and other baked goods. The course aims to enhance students' understanding of ingredient handling, baking processes, and presentation techniques, alongside fostering good hygiene and safety practices in a professional bakery setting.

UNIT 1: INTRODUCTION TO BAKERY

- **Hygiene and Safety Practices**:

    - Demonstration of personal hygiene practices, including proper handwashing, wearing protective clothing, and sanitizing workstations.
    - Safe handling of bakery tools and equipment (e.g., mixers, ovens, knives, etc.).
    - Practical sessions where students demonstrate proper food safety measures while working with raw and cooked ingredients.
- **Basic Ingredient Handling**:
    - Students will practice measuring and weighing ingredients accurately.
    - Hands-on exercises in understanding and using various types of flours, fats, sugars, and leavening agents in preparation for baking.
    - Students will prepare basic dough for practice.

UNIT 2: ORGANIZATION STRUCTURE OF A BAKERY

- **Understanding Bakery Operations**:
    - Role play and mock-up bakery operations where students take on different roles such as Head Baker, Pastry Chef, and Assistant Baker.
    - Discussion and practical demonstrations of each role, highlighting key responsibilities in a bakery setting.
- **Workplace Ethics and Professionalism**:
    - Students will practice teamwork, time management, and efficient use of resources in a controlled, supervised environment.
    - Hands-on simulations of a busy bakery shift, focusing on professionalism, communication, and ethical practices.

UNIT 3: BAKERY INGREDIENTS AND THEIR FUNCTIONS

- **Hands-on Ingredient Preparation**:
    - Practical sessions focusing on the preparation of different bakery ingredients such as mixing fats, sugars, and flour in different ratios for various products.
    - Students will create dough for different purposes (bread, pastry, cake), understanding ingredient behavior and interactions.
- **Basic Dough Preparation**:
    - Preparing basic doughs such as bread dough, pastry dough, and pizza dough using different types of flour and leavening agents.
    - Hands-on demonstration of proper dough techniques (mixing, kneading, and resting).

UNIT 4: BAKING METHODS AND TECHNIQUES

- **Baking Techniques – Practical Demonstration**:
    - Students will prepare a variety of doughs and batters using different methods, such as the creaming method (cakes), rubbing-in method (shortcrust pastry), and the sponge method (sponge cakes).
    - Practical exercises in shaping, proofing, and baking products like bread, rolls, and cakes.
    - Introduction to oven management: students will learn how to control oven temperatures, time baking, and adjust for different types of baked goods.
- **Heat Transfer and Baking Techniques**:
    - Students will conduct a practical demonstration of moist vs. dry heat baking methods, baking with steam, and using different oven types (convection, traditional, and microwave ovens).
    - Practical exercises on the impact of heat on baked goods, focusing on texture, crust, and even cooking.

UNIT 5: TYPES OF BAKED PRODUCTS

- **Bread Making – Practical Session**:

- Hands-on bread making, focusing on different types of bread (yeast bread, sourdough, and quick bread).
- Students will prepare, proof, and bake different types of bread, practicing techniques such as punching down, shaping, and baking to perfection.

- **Cake Making – Practical Session**:
  - Practical demonstrations of different cake preparation techniques (whisking, creaming, and all-in-one).
  - Students will make various cakes, such as butter cakes, sponge cakes, and unshortened cakes.
  - Hands-on training in filling and frosting cakes, including piping techniques.
- **Pastry Making – Practical Session**:
  - Students will create puff pastry, shortcrust pastry, and choux pastry from scratch.
  - Emphasis will be placed on lamination techniques for puff pastry, rolling and resting for shortcrust, and piping techniques for choux pastry.
- **Cookie and Biscuit Making**:
  - Students will prepare different types of cookies, such as drop cookies, cut-out cookies, and rolled cookies.
  - Introduction to biscuit making techniques, focusing on shaping and baking times to achieve the perfect crisp texture.

Course Outcome

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

CO1: Prepare a variety of bakery products, including bread, cakes, cookies, pastries, and biscuits, using the appropriate methods and techniques.
CO2: Demonstrate proficiency in ingredient handling, mixing, kneading, proofing, shaping, and baking.
CO3: Follow professional hygiene, safety, and workplace ethics standards in a bakery environment.
CO4: Apply basic sensory evaluation techniques to assess the quality of baked goods.
CO5: Utilize proper bakery equipment maintenance and storage procedures to ensure long-term quality and safety.

Reference Book

1. Friberg, B. *The Professional Pastry Chef: Fundamentals of Baking and Pastry*. 2024. Wiley.
2. Suas, M. *Advanced Bread and Pastry: A Professional Approach*. 2023 Lyons Press.

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SEMESTER – I

DSC 25PDHMB1 Food and Beverage Service Practical – I

Course Objective

This practical course trains students in the foundational skills of food and beverage service. It includes grooming, service etiquette, use of service equipment, and basic service techniques. Students will gain hands-on experience in table setup, menu reading, order taking, and mock service operations. The course is designed to build confidence and professionalism in guest handling.

Unit I: Grooming and Etiquette

Personal hygiene, grooming standards, and dress code - Basic service etiquette and posture. Introduction to communication and guest interaction skills.

Unit II: Familiarization with Equipment

Identification and handling of crockery, cutlery, glassware, and trays - Setting up side stations and service trolleys - Cleaning and polishing of service equipment.

Unit III: Table Laying and Cover Setup
Laying of tablecloths and placement of tableware -
Setting covers for different meals – breakfast, lunch, dinner- Napkin folding techniques and centerpiece arrangements.

Unit IV: Service Procedures and Techniques
Carrying trays and plates, water and bread service - Order taking and sequence of service practice. Serving food and beverages in basic styles.

Unit V: Mock Restaurant Setup and Service
Simulated restaurant operation for practice - Welcoming guests, taking orders, serving, and billing. Team coordination and guest satisfaction focus.

Course Outcomes
CO1 Demonstrate professional grooming and service behavior.
CO2 Identify and correctly use F&B service equipment.
CO3 Set up tables and meal covers with accuracy.
CO4 Apply standard service procedures and guest handling skills.
CO5 Perform mock service operations in a restaurant setup.

Reference Book

1. Food and Beverage Service 2024 – Dennis Lillicrap & John A Cousis
2. Food and Beverage Service Training Manual 2023 – Sudhir Andres

SEMESTER – II

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AEC 25LDHMA1 Theory English – II

Course Objectives:
To improve oral communication using phonetic principles. To develop verbal etiquette in hospitality-related scenarios. To train students in interpersonal and telephone communication. To introduce basic writing and description relevant to hotel services.

Unit I – Listening and Speaking Skills 6
Active Listening Techniques - Pronunciation - Group Discussion - Negotiation

Unit II – Dialogues and Questions 6
Face-to-Face Dialogue Practice - WH-Questions and Yes/No Questions - Question Tags - Agreeing and Disagreeing Politely

Unit III – Verbal Etiquette 6
Client Interaction (Front Office, Restaurant, Housekeeping) - Telephone Etiquette - Guest Request Handling - Greetings and Polite Phrases

Unit IV – Descriptive Communication 6

Describing Places: Hotel, Room Types, Resort Features - Describing Food Items and Menu - Describing Tourist Spots / Travel Plans - Caption Reading and Interpreting Posters –

Unit V – Functional Communication 6

Writing Simple Letters (Enquiry, Reservation, Complaint) - Email Communication - Preparing a Short Speech (Welcome, Vote of Thanks, Festive Occasion) - Common Error Correction

Course Outcomes:

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

- **CO1**: Students will demonstrate effective spoken communication with clients and peers in professional settings**.**
- **CO2:** Capable of handling basic written tasks such as forms, simple letters, and descriptions.
- **CO3**: Improved phonetic understanding and confidence in verbal delivery.

Recommended Books:

1. Alexander, Louis George. Longman english grammar. UK: Pearson Education Limted, 2003.
2. Cowan, Ron. The teacher's grammar of English with answers: A course book and reference guide. Cambridge University Press, 2008.
3. Jayendran, Language education: Teaching English in India. Routledge India, 2021.
4. Konopasek, Lyuba, et al. "Evaluating communication skills training courses." *Oxford Textbook of Communication in Oncology and Palliative Care. 2nd ed. Oxford: Oxford University Pres* (2017): 399-404.
5. Holliday, Adrian. Intercultural communication: An advanced resource book for students. Routledge, 2021.
6. Syamala, Dr V. "Effective English communication for you." Emerald Publishers, 2018.
7. Spencer-Oatey, Helen, ed. culturally speaking second edition: Culture, communication and politeness theory. Bloomsbury Publishing, 2008.

SEMESTER – II

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DSC 25CDHMA2 Theory Food Production – I

Course Objective

This course introduces the fundamentals of professional cooking and kitchen operations. It covers food commodities, basic cooking techniques, and kitchen hierarchy. Students will gain knowledge of ingredients, equipment handling, and standard recipes. The focus is on preparing them for real-time culinary environments.

Unit I: Introduction to Food Production **6**

History and evolution of cookery.
Aims and objectives of cooking food.
Classification of kitchen equipment and fuels.

Unit II: Kitchen Organization **6**

Layout of a commercial kitchen and work triangle.
Brigade system – roles and responsibilities.
Coordination with other departments.

Unit III: Commodities and Ingredients **6**
Classification and uses of vegetables, fruits, cereals, and pulses.
Fats, oils, spices, and condiments – functions in cooking.
Selection, storage, and nutritive value.

Unit IV: Basic Cooking Methods **6**
Moist and dry heat methods: boiling, steaming, roasting, frying, etc.
Preliminary preparation techniques – washing, cutting, marination.
Use of herbs and seasonings in flavor development.

Unit V: Stocks, Soups, and Sauces **6**
Types and preparation of stocks – white, brown, fish, and vegetable.
Basic soups – clear and thick varieties.
Mother sauces and their derivatives. **Total Hrs. 30**

Course Outcomes
CO1 Understand the fundamentals and objectives of food production.
CO2 Identify kitchen layout and apply roles in kitchen hierarchy.
CO3 Select and handle raw ingredients appropriately.
CO4 Demonstrate basic cooking methods and preliminary preparations.
CO5 Prepare foundational stocks, soups, and sauces professionally

Reference book

1. *Theory of Cookery* **2023 Krishna Arora**

2. *Professional Cookery* **2024 Kinton & Cesarani**

SEMESTER – II

DSC 25CDHMB2 Food and Beverage Service – I

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Course Objective
To introduce students to the food and beverage service department of the hotel and catering industry. To facilitate aspirants to acquire comprehensive knowledge and skills pertaining to restaurant operations. To assist a student to define common types of food menus, describe dining service staff positions and list equipment items used by food service personnel

UNIT I Types of Meals & Menu knowledge **6**
Breakfast – Introduction, Types, Service Methods, Brunch, Elevenses, Lunch, Afternoon tea & High Tea, Dinner, Supper, Introduction to menus, Types –Ala Carte & Table d'hôte, Menu Planning, considerations and constraints, Menu Terms, Classical French Menu, Classical Foods & its Accompaniments with Cover Room Service/ In Room Dining Service
Introduction, general principles, Cycle of Service, scheduling and staffing, Forms and Formats, Order Taking, Suggestive Selling, breakfast cards, Time management- lead time from order taking to clearance.

UNIT II Buffets and Room Service/ In Room Dining Service **6**

Introduction, general principles, Cycle of Service, scheduling and staffing, Forms and Formats, Order Taking, Suggestive Selling, breakfast cards, Time management- lead time from order taking to clearance.Definition, Types of buffets, Buffet equipment and table set-up.

UNIT III Control Methods **6**

Necessity and functions of a control system, Billing Methods – Duplicate & Triplicate System, KOTs & BOTs, Computerized, KOTs (Kitchen Order Ticket, Beverage Order Ticket), Flow chart of KOT, Presentation of bill.

UNIT IV Non – Alcoholic Beverages **6**

Classification, Hot Beverages – Types, Service, Cold Beverages – Types, Service

UNIT V Alcoholic Beverages **6**

Definition, Classification of Alcoholic Beverages, Fermentation Process, Introduction to Beers, Ingredients used in the beer production, Types and Brands – Indian and International, Other fermented and brewed beverages – Sake, Cider, Perry, Mead, Pulque. **Total Hrs : 30**

COURSE OUTCOME:

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

CO 1 Describe general knowledge on the origins and development of food service in hotels, restaurants, and hospitality institutions.

CO 2 Explain the layout of all service areas and the function of each service area.

CO 3 Identify the roles of the food and beverage service staff and use equipment in the restaurant appropriately.

CO 4 Classify the types of meals and the food & beverage styles of service.

CO 5 Compile and plan menus set up buffets and exhibit knowledge of fermented beverages

Reference books:

1. R. Singaravelavan, Food & Beverage Service, 1st Edition, Oxford University Press 2023.
2. Dennis Lillicrap, John Cousins, Food & Beverage Service, 8th Edition, Hodden Education, 2024
3. Sudhir Andrews, Food & Beverage Service Training Manual –Tata McGraw Hill
4. Food & Beverage Service – 2024Vijay Dharwan
5. Lipinski,The Restaurant2023 (from Concept to Operation)
6. C. Katsigris, Mary Porter, Bar and Beverage Book 2024

SEMESTER – II

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DSC 25CDHMC2 Foundation Course in Accommodation Operation

COURSE OBJECTIVE:

Able to have an insight into the importance of the Housekeeping Department. To know about the various personnel and their duties and responsibilities. To understand the activities in the Housekeeping Desk. To develop a comprehensive knowledge of the public areas and the guest room cleaning process. .

Unit I. Role of Accommodation in the Hospitality Industry **6**
Organizational structure and layout of the accommodation department-Definition and Dimensions of the public area and the types of rooms

Unit II. Duties and responsibilities of Housekeeping staff **6**
Executive housekeeper - a) Deputy b) Floor supervisor – morning shift, general shift, evening shift, night shift, break shift - Houseman; rooms public areas all - Desk controller - Linen room - Laundry

Unit III Classification and types of equipment **6**

Safety procedures- Storage procedure- Classifications and types of cleaning agent-Use, care storage Distribution and inventory control-Safety practices

Unit IV Co-ordination with other departments **6**

Front Office, F&B Service, Maintenance, Security, Stores, Purchase, Accounts, Human resources- Cleaning Procedure and Frequency

Unit V. Floor Operation **6**

Personal Hygiene - Rules on Rooms and Public area - Key and Key Control - Last and found, missing, damaged procedure and records - Babysitting, valet service

Total Hrs.30

COURSE OUTCOME:

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

CO1 Realize the role of the housekeeping department in hotels and its responsibilities.
CO2 Develop personal skills and in accommodation operation and services
CO3 Design the organizational structure and the functional layout of housekeeping departments in various sized hotels.
CO4 Co-ordinate with other departments in the hotel Suggest the types of cleaning agents for different level of cleaning.
CO5 Practice and create safe work environment

Reference Books

1. House Craft – Valerie Paul2023
2. Commercial Housekeeping & Maintenance – Stanley Thrones 2024
3. Hotel, Hostel and Housekeeping – John C. Bronson and Margaret Lennox 2023
4. Hotel & Catering Studies – Ursula Jones 2023
5. Housekeeping and Front Office – Jones 2024

SEMESTER – II

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DSC 25CDHMD2 Theory Foundation Course in Front Office

COURSE OBJECTIVE

The student would understand the evolution growth and structure of hotel industry, its importance and relationship with Travel and Tourism Industry. Classifications of hotels and Types of Room, Layout of Front Office Sections and Front office organization, staff and their task. Bell desk and Concierge procedures and how front office coordinates with other departments of hotel, Reservation and Registration procedures.

UNIT – I INTRODUCTION TO HOTEL & CATERING INDUSTRY **6**

Evolution of Hotel Industry in India & abroad Growth and development of Hotel in India Inter relationship between travel, tourism and hospitality
Role of travel agents and airlines
Basic knowledge of city and knowledge of historical places of India

UNIT – II INTRODUCTION TO FRONT OFFICE **6**

Layout of front office
Different section of the front office and their importance
Reservation, reception, concierge, bell desk, lobby, telephone, cashier

UNIT – III ORGANIZATIONAL SET UP O FRONT OFFICE DEPARTMENT 6

Hierarchy chart: Small, medium and Large hotels
Job description and Job specification
Duties and responsibilities of different front office personnel including uniformed staff

UNIT – IV CLASSIFICATION OF HOTELS 6

Star classification-Classification based on size, clientele and location
Different types of rooms-Numbering of rooms and food plan
Basic of charging a guest : Tariff, Rates, Discounts & policy
Facilities available in Hotels : Brochure & Tariff Card

UNIT –V IMPORTANCE OF COMMUNICATION 6

Communicating with various sections verbal, written.
Coordination with other departments- Glossary of terms and abbreviations
Reservation terminology

Total Hrs.30

COURSE OUTCOME:

On successful completion of this course learners will be able to:
CO1: Manage the guest during check in and check out.
CO2: Preparing registration and reservation form of guest at hotel front office.
CO3: Execute the procedures and functions of front office and be familiar with front office terminology.
CO4: Executing basic Functions of the sections in the front office and its organizational structure.
CO5: Articulate the origin & growth of Hospitality Industry.

Reference Book

1. Sudhir Andrews. Hotel Front Office- 2022Training Manual, McGraw Hill Education Private Limited.
2. JatashankarR.Tewari. Hotel Front Office-2023Operations and Management, Oxford University press, Second Edition.
3. Michael L. Kasavana Richard M, 2024. Brooks Managing Front Office Operation Educational Institute of the American Hotel and Loading Association.

SEMESTER – II

L	T	P	O	C
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DSE 25CDHME3 Theory APPLICATION OF COMPUTER

COURSE OBJECTIVE:

To create an awareness among students about the use and application of computers and information technology in the hospitality industry. To make them understand the use of computers in day today operations and to realize its advantages.

Unit – I - Fundamentals of Computers 6

Introduction to computers – History of computers – Definition – Generation of computers – types of computers – uses – advantages.

Unit – II – Components of Computers 6

Hardware – Software – Types of S/W – Input and Output Devices – CPU – ALU – Architecture of computer

Unit – III – Memory uses 6

Memory – types of memory – RAM – ROM – PROM – EPROM – EEPROM – Organization of memory – uses

Unit – IV – Network Functions **6**

Network – types of networks – topologies - uses

Unit – V - Operating Function **6**

Operating systems – types of operating system – Uses of operating system

COURSE OUTCOME:

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

CO 1: Understand the types of computers and distinguish Hardware and Software components of a computer system.

CO2. Explain the functions of a computer

CO3. Identify the various input and output units and explain their purposes

CO4. Explain the program languages and their uses.

CO5. Use the internet.

Reference Book

1. Alexis Leon – ORACLE The Application Development Handbook – Comdex computer publishing, 2023.
2. Rajaraman.V – Computer programming in C – Prentice Hall of India, 2023.
   Taxali.R.K. – PC software – Tata McGraw Hill, 2024

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SEMESTER – II

DSC 25PDHMC2 Foundation Course in Accommodation Operation Practical

Course Objective

Demonstrations & Equipment Handling: Familiarization with tools, cleaning chemicals, and trolley setup. Surface Cleaning Practice: In-depth, hands-on sessions for rooms and public areas. Bed-Making & Room Service: Executing standard bed setups and efficient room servicing. Record-Keeping & Trolley Handling: Logging supplies, inspecting rooms, and managing housekeeping carts.

Unit 1: Guest Room Layout & Supplies

Covers identification of various room types (standard, suite, VIP) and correct placement of supplies and amenities. Emphasis on layout understanding and guest expectations.

Unit 2: Cleaning Equipment & Agents

Introduction to manual and mechanical cleaning tools, their parts, usage, and maintenance. Overview of cleaning agent classification and their proper functions.

Unit 3: Public Area Cleaning

Techniques for cleaning diverse surfaces—wood, glass, metal, brass, marble, terrazzo, walls—with both traditional and commercial methods.

Unit 4: Maid's Trolley & Bed-Making
Instruction on trolley setup and contents organization followed by practical bed-making: day beds, night beds, and miter corners.

Unit 5: Servicing & Room Inspection
Servicing procedures for occupied/vacant rooms, minibar replenishment, linen handling, and inspection protocols post-cleaning

Course Outcomes
CO1 Identify different types of guest rooms and arrange supplies according to layout and standards.
CO2 Operate and maintain various cleaning equipment and use appropriate cleaning agents safely.
CO3 Apply suitable techniques for cleaning different public area surfaces effectively.
CO4 Organize a maid's trolley and perform correct bed-making procedures.
CO5 Execute room servicing, linen handling, minibar replenishment, and inspection procedures efficiently.

Reference Books

1. *Hotel Management and Operations* – Michael J. O'Fallon & Denney G. 2023*Professional Housekeeper* – Schneider Madelin & Tukker Georgina (Van Nostrand Reinhold)

SEMESTER – II

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DSC 25PDHMD2 Foundation Course in Front Office Practical

Course Objective
The practical component spans 30 hours across approximately 15 sessions, with each session covering specific skills. First sessions cover equipment identification and grooming standards; followed by supervised role-plays for arrival and reservation. Mid-course sessions focus on folio postings, check-in/check-out simulations and accounting skills.

Unit 1: Front Office Equipment & Guest Desk
Identification and proper use of items: front desk counter, rack, bell desk. Practical tasks include guest greeting and front office layout.

Unit 2: Forms, Telephone & Guest Handling
Filling reservation forms, registration cards, messages and mail protocols. Telephone etiquette and call handling practice.

Unit 3: Reservation & Arrival Role-play
Reservation simulation (phone, walk-in), arrivals procedure—including luggage, paging and guest orientations.

Unit 4: Check-in & Billing Practice
Front office accounting: folios, voucher entries, posting charges, role-play check-ins, and billing procedures.

Unit 5: Check-out, Settlement & Communication
Execute departure procedure, account settlement, handling FITs and groups, courtesy closure and guest farewell.

Course Outcomes

CO1 Identify and operate front office equipment and perform basic guest greeting procedures.
CO2 Complete reservation and registration forms accurately and follow proper telephone etiquette.
CO3 Demonstrate reservation and arrival procedures through practical role-plays.
CO4 Perform check-in, billing, and front office accounting operations effectively.
CO5 Execute check-out, settlement, and guest departure procedures with professionalism.

Reference Books

1. *Professional Hotel Front Office Management* – 2023McGraw Hill
2. *Hotel Front Office Management* – 2024James A. Bardi

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SEMESTER – II

DSE 25PDHME3 Application of Computer - Practical

Unit1: Computer Operating System
Overview of hardware components (CPU, memory, storage, I/O devices). Introduction to operating systems, booting, basic file management and desktop environment. Practical exercises on system navigation, folder creation, file operations, and OS utilities.

Unit II: Word Processing & Document Creation
Hands-on creation and formatting of documents using MS Word or equivalent. Includes features like fonts, styles, alignment, tables, images, headers/footers, mail merge. Projects such as formatted reports and letter writing.

Unit III: Spreadsheet Applications
Practical use of spreadsheet tools (Excel or LibreOffice Calc). Skills focus on data entry, formatting, formulae (SUM, IF, AVERAGE), charts and pivot tables. Mini-project: budgeting sheet or data analysis with charts.

Unit IV: Presentation Tools & Multimedia
Lab sessions on creating slide presentations using PowerPoint or OpenOffice Impress. Includes slide design, transitions, animations, multimedia embedding. Student project: a themed presentation with multimedia and speaker notes.

Unit V: Project Work, Viva & File Preparation
Students work on a term project combining word, spreadsheet, and presentation outputs. Maintenance of lab record/file. End-term practical exam includes lab tasks, project submission, documentation and viva-voce.

Course Outcomes
CO1 Demonstrate proficiency in basic computer system operations and file management.
CO2 Create professionally formatted documents using word processing tools.
CO3 Analyze and visualize data using spreadsheet software.
CO4 Design engaging slide presentations with multimedia and animations.
CO5 Apply cumulative skills in a project and effectively communicate through a viva-voce.

Reference Books

1. *Fundamentals of Computers & Office Automation* — P.K. Sinha & Priti Sinha, 2022 (Reference for systems & MS-Office)
2. *Basic Computer & Information Technology* — Dr. K. Venkataraman & Pravin Jain, 2022 (Covers office tools and practical exercises)

SEMESTER – III

DSC 25CDHMA3 Theory Quantity Food Production – I

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Course Objective :
To provide knowledge and skills in large-scale food production techniques for various catering establishments. To train students in menu planning, bulk cooking, and standardized recipe preparation for institutional and commercial kitchens.

Unit 1 – Introduction to Quantity Food Production **6**
Definition, scope, and importance of quantity food production
Organizational structure of bulk kitchens
Types of catering establishments – institutional, industrial, and commercial

Unit 2 – Kitchen Equipment and Layout **6**
Types of kitchen equipment used in bulk production
Kitchen layout and workflow planning
Safety and hygiene practices in quantity kitchens

Unit 3 – Standardization of Recipes and Portion Control **6**
Importance and methods of recipe standardization
Portion control techniques for bulk service
Cost control and food wastage management

Unit 4 – Menu Planning for Quantity Cooking **6**

Factors affecting menu planning for bulk cooking
Types of menus – cyclic, a la carte, table d'hôte
Menu planning for hostels, hospitals, and banquets

Unit 5 – Quantity Cooking Techniques **6**

Methods of cooking in bulk – roasting, baking, boiling, steaming, grilling, frying
Preparation of soups, gravies, rice, and accompaniments for large-scale service
Practical approaches to time and resource management

Total Hrs. 30

Course Outcomes :

CO1 Students will understand the organization and functioning of quantity kitchens.
CO2 They will acquire skills in recipe standardization, portion control, and cost management.
CO3 Learners will gain expertise in planning and executing menus for bulk food production.
CO4 They will develop hands-on experience in preparing dishes for large-scale catering operations.
CO5 Demonstrate bulk cooking methods and efficient time and resource management.

Reference Books :

1. Theory of Cookery – Krishna Arora (2023 Edition)
2. Quantity Food Production Operations and Indian Cuisine – Parvinder S. Bali (2021)
3. Modern Cookery for Teaching and Trade – Volume II – Thangam E. Philip (2023)
4. Professional Chef – Culinary Art of Quantity Cooking – G. Subramanian (2022)

SEMESTER – III

DSC 25CDHMB3 Theory Bakery and Confectionery Operation

L	T	P	O	C
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Course Objective:

To provide students with knowledge of ingredients, processes, and techniques used in bakery and confectionery production.To develop an understanding of the science behind baking and preparation of confectionery products for the hospitality industry.

Unit 1 – Introduction to Bakery & Confectionery **6**

History and evolution of baking - Bakery organization and equipment used - Role of bakery and confectionery in the hospitality industry

Unit 2 – Ingredients Used in Baking **6**

Functions and characteristics of flour, sugar, fats, eggs, and liquids - Role of yeast, salt, and flavoring agents
Leavening agents and their uses

Unit 3 – Bread Making and Yeast Products **6**

Principles of bread making - Types of breads – white, brown, multigrain, sourdough - Bread faults and remedies

Unit 4 – Pastry, Cakes, and Cookies **6**

Classification and types of pastries - Methods of cake making – creaming, whisking, melting, rubbing-in

Types of cookies and biscuits

Unit 5 – Confectionery and Chocolate Work **6**

Sugar cookery – stages of sugar syrup, fondant, fudge, caramel - Basic chocolate work and tempering Safety, hygiene, and storage in bakery and confectionery. **Total Hrs.30**

Course Outcomes:

CO1 Students will understand the principles, ingredients, and processes of bakery and confectionery production.
CO2 They will gain knowledge of bread, cakes, pastries, cookies, and sugar confectionery techniques.
CO3 Learners will identify common faults in bakery products and their remedies.
CO4 They will be prepared to work in professional bakeries and confectionery sections in the
CO5 Hospitality industry.

Reference Books:

1. Theory of Bakery and Confectionery – Yogesh Sharma (2025 Edition)
2. The Professional Pâtissier – John Kirkwood (2025 Edition)
3. Basic Baking Science & Art – Parvinder S. Bali (2025 Edition)
4. Modern Cookery for Teaching and Trade – Volume II – Thangam E. Philip (2025 Edition)

SEMESTER – III

L	T	P	O	C
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DSC 25CDHMD3 Theory Front Office Operations

Course Objective :

To provide students with knowledge of ingredients, processes, and techniques used in bakery and confectionery production.To develop an understanding of the science behind baking and preparation of confectionery products for the hospitality industry.

Unit 1 – Introduction to Bakery & Confectionery **6**

History and evolution of baking - Bakery organization and equipment used - Role of bakery and confectionery in the hospitality industry

Unit 2 – Ingredients Used in Baking **6**

Functions and characteristics of flour, sugar, fats, eggs, and liquids - Role of yeast, salt, and flavoring agents
Leavening agents and their uses

Unit 3 – Bread Making and Yeast Products **6**

Principles of bread making - Types of breads – white, brown, multigrain, sourdough - Bread faults and remedies

Unit 4 – Pastry, Cakes, and Cookies **6**

Classification and types of pastries - Methods of cake making – creaming, whisking, melting, rubbing-in - Types of cookies and biscuits

Unit 5 – Confectionery and Chocolate Work **6**

Sugar cookery – stages of sugar syrup, fondant, fudge, caramel - Basic chocolate work and tempering - Safety, hygiene, and storage in bakery and confectionery

Total Hrs. 30

Course Outcomes:

CO1 Students will understand the principles, ingredients, and processes of bakery and confectionery production.

CO2 They will gain knowledge of bread, cakes, pastries, cookies, and sugar confectionery techniques.

CO3 Learners will identify common faults in bakery products and their remedies.

CO4 They will be prepared to work in professional bakeries and confectionery sections in the hospitality industry.

CO 5 To leran the bakery products.

Reference Books:

1. Theory of Bakery and Confectionery – Yogesh Sharma (2025 Edition)
2. The Professional Pâtissier – John Kirkwood (2025 Edition)
3. Basic Baking Science & Art – Parvinder S. Bali (2025 Edition)
4. Modern Cookery for Teaching and Trade – Volume II – Thangam E. Philip (2025 Edition)

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SEMESTER – III

DSE 25CDHME4 Theory Hotel Engineering

Course Objectives

To understand the fundamentals of hotel maintenance and engineering. To develop skills in managing maintenance operations efficiently. To learn about energy management and sustainability practices. To comprehend the importance of safety and regulatory compliance.

Unit 1: Introduction to Hotel Maintenance and Engineering **6**

Hotel maintenance and engineering, List the types of maintenance operations, Types of Engineers in Maintenance Department, Duties and Responsibilities of maintenance Department in Hotel.

Unit 2: Maintenance Operations **6**

Types of different maintenance strategies, Discuss the role of preventive maintenance, importance of Maintenance, Operation Chart,

Unit 3: Energy Management and Sustainability **6**

Energy Management, apply energy-saving techniques in hotel operations, Different Strategies used in hotel in energy Management, Implement sustainable practices in maintenance.

Unit 4: Safety and Regulatory Compliance **6**

Fire prevention, Analyze the safety regulations and compliance requirements, Evaluate the impact of non- compliance on hotel operations, Types of safety measures in hotel, Precaution to be taken while using electric appliances.

Unit 5: Technological Innovations in Hotel Engineering **6**

Assess the latest technological advancements in hotel engineering, Evaluate the effectiveness of new technologies in improving maintenance operations, Implementing of Ai in Hotel industry. Total Hrs ; 30

Course Outcomes

CO1: Explain the fundamentals of hotel maintenance and engineering.
CO2: Demonstrate the ability to manage maintenance operations efficiently.
CO3: Analyze energy management and sustainability practices in hotels.
CO4: Illustrate and safety and regulatory compliance in hotel operations.
CO5: Evaluate technological innovations in hotel engineering.

Reference Books:
1. Sujit Ghosal, Hotel Engineering, Oxford University Press, 2022
2. Dr. K.C. Arora &Dr. N.C. Goyal, Hotel Maintenance Standard Publishers Distributors,2006.
3. M. R. Frank D. Boronik, The Management of Maintenance and engineering systems in Hospitality Industry, John Wiley & Sons, 2010.

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2	0	0	0	2

SEMESTER – III

DSE 25CDHME3 Theory Food Safety and Quality

Course Objective :
To provide knowledge of food safety principles, hygiene practices, and quality control in the hospitality industry. To develop awareness of food laws, standards, and HACCP for safe food production and service.

Unit 1 – Introduction to Food Safety **6**
Importance of food safety and hygiene - Food hazards – biological, chemical, and physical - Types of food contamination and foodborne illnesses

Unit 2 – Personal and Kitchen Hygiene **6**
Personal hygiene for food handlers - Cleaning and sanitation in food production areas - Pest control and waste disposal methods

Unit 3 – Food Laws and Standards **6**
FSSAI, Codex Alimentarius, ISO 22000 standards - HACCP – principles and implementation
Food labeling and legal requirements

Unit 4 – Food Quality Assurance **6**
Importance of quality control in the food industry - Quality parameters for raw materials and finished products
Food storage, packaging, and shelf-life considerations

Unit 5 – Recent Trends in Food Safety **6**

Food safety audits and certifications - Role of technology in ensuring food safety - Global food safety issues and solutions

Total Hrs.30

Course Outcomes :

CO1 Students will understand the basic principles of food safety, hygiene, and sanitation.
CO2 They will learn about food hazards, contamination, and preventive measures.
CO3 Learners will gain knowledge of food laws, standards, and HACCP implementation.
CO4 They will develop skills to ensure food quality and safety in hospitality operations.
CO5 Discuss recent trends, technologies, and global issues in food safety management.

Reference Books :

1. Food Safety and Quality Assurance – S. Roday (2025 Edition)
2. Food Hygiene and Sanitation – Sunetra Roday (2025 Edition)
3. Food Science and Safety – B. Srilakshmi (2025 Edition)
4. Principles of Food Sanitation – Norman Marriott & Robert Gravani (2025 Edition)

SEMESTER – III

DSC 25CDHME6 Theory Introduction to Tourism

L	T	P	O	C
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Course Objective

To provide students with knowledge of tourism concepts, resources, and trends in the travel and hospitality industry. To develop an understanding of tourism planning, marketing, and sustainable tourism practices.

Unit 1 – Tourism Products and Resources **6**

Types of tourism – cultural, adventure, eco-tourism, medical tourism - Natural and man-made tourism resources in India - Major tourism attractions of India and the world

Unit 2 – Travel and Transport **6**

Role of transport in tourism – air, rail, road, and water - Types of travel agencies and tour operators Travel documentation – passport, visa, permits, and tickets

Unit 3 – Tourism Marketing **6**

Meaning and importance of tourism marketing - Tourism promotion and role of media - Role of organizations like ITDC, MTDC, and State Tourism Boards

Unit 4 – Sustainable and Responsible Tourism **6**

Concept of sustainable tourism - Impact of tourism on environment and society - Role of government and private sector in responsible tourism

Unit 5 – Trends and Careers in Tourism **6**

Emerging trends – adventure tourism, rural tourism, MICE tourism - Role of technology and online platforms in tourism - Career opportunities in the tourism and travel industry

Total Hrs.30

Course Outcomes:

CO1 Students will gain knowledge about tourism resources and products in India and abroad.
CO2 They will understand the role of travel, transport, and travel agencies in tourism development.
CO3 Learners will develop awareness of tourism marketing, promotion, and sustainability.
CO4 They will explore career opportunities and modern trends in the tourism sector.
CO5 Students learn to the Tourism travel reservation technics.

Reference Books :

1. Tourism: Principles and Practices – 2023A.K. Bhatia
2. Introduction to Tourism and Hospitality Industry – 2024 – Sudhir Andrews
3. Fundamentals of Tourism – 2023M. Manohar Sajnani
4. Tourism Management – 2024 S.P. Singh

L	T	P	O	C
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SEMESTER – IV

DSC 25CDHMA4 Theory Quantity Food Production - II

Course Objective

This course provides advanced theoretical knowledge of bulk cooking techniques, menu planning, and production for large-scale catering establishments. It focuses on regional Indian cuisines, international menus, and specialized food production for events and institutions. The course emphasizes cost control, portioning, and maintaining quality standards while preparing food in bulk.

Unit 1: Advanced Concepts in Quantity Food Production **6**

Workflow in large kitchens, equipment layout for bulk cooking, and modern trends in institutional catering.

Unit 2: Menu Planning for Large-Scale Operations **6**

Planning specialized menus for banquets, industrial canteens, hostels, hospitals, and outdoor catering.

Unit 3: Regional Indian Cuisine in Bulk Cooking **6**

Understanding the principles and preparation techniques for North Indian, South Indian, and other regional cuisines in large quantities.

Unit 4: International Cuisine for Quantity Production **6**

Menu planning and bulk preparation of Continental, Chinese, and other international dishes for large groups.

Unit 5: Food Costing, Portion Control & Quality Standards **6**

Principles of food costing, budgeting, portion control, standard recipes, and maintaining hygiene and quality assurance in bulk food production.

Total Hrs: 30

Course Outcomes

Upon completion of the course, students will:

CO1 : Understand advanced techniques of bulk cooking and institutional catering.

CO2 : Learn to plan menus for different events and establishments.

CO3 : Gain knowledge of regional Indian and international cuisine in bulk production.

CO4 : Apply principles of food costing, portion control, and quality management.

CO5 : Implement food costing, portion control, and quality standards to ensure efficient and hygienic operations.

Reference Books

1. Quantity Food Production Operations and Indian Cuisine – 2024Parvinder S. Bali
2. Theory of Catering –2024 David Foskett, Patricia Paskins, Neil Rippington
3. Practical Cookery – 2023John Campbell, David Foskett, Victor Ceserani

SEMESTER – IV

DSC 25CDHMB4 Theory Bar and Beverage Management

L	T	P	O	C
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Course Objective

This course provides theoretical knowledge about bar operations, alcoholic and non-alcoholic beverages, and beverage control systems in hospitality establishments. It covers bar setup, tools, equipment, beverage costing, mixology basics, and legal aspects of serving alcohol. The course also focuses on inventory management, guest service skills, and responsible beverage service practices.

Unit 1: Introduction to Bar and Beverage Operations **6**

Definition, types of bars, role of a bartender, bar organization, layout, and essential bar tools and equipment.

Unit 2: Alcoholic and Non-Alcoholic Beverages **6**

Classification, production, and service of alcoholic beverages (wines, spirits, beers, liqueurs) and non-alcoholic beverages (mocktails, juices, coffee, tea).

Unit 3: Bar Setup and Mixology Basics **6**

Bar stock, glassware, garnishes, standard measures, and basic cocktail-making techniques (shaking, stirring, blending, layering).

Unit 4: Beverage Control and Costing **6**

Purchasing, storing, issuing beverages, pricing, and beverage cost control systems in bars.

Unit 5: Legal and Responsible Service of Alcohol **6**

Licensing laws, responsible alcohol service, guest handling, and ethical practices in beverage operations.

Total Hrs: 30

Course Outcomes

Upon completion of the course, students will:

CO1 : Understand bar setup, organization, and beverage classifications.
CO2 : Gain knowledge of alcoholic and non-alcoholic beverage preparation and service.
CO3 : Learn basics of mixology, beverage costing, and inventory control.
CO4 : Be aware of licensing laws and responsible alcohol service practices.
CO5 : Demonstrate basic mixology techniques, bar setup, and use of glassware and garnishes.

Reference Books

1. The Beverage Book –2022 Durkan & Cousins
2. The World Atlas of Wine – 2024Hugh Johnson & Jancis Robinson
3. Bar and Beverage Management –2023 Costas Katsigris & Chris Thomas

SEMESTER – IV

DSC 25CDHME7 Theory Basic in Facility Planning

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Course Objectives

The course aims to: Understand the concepts and principles of facility layout and design. Analyze various factors influencing location and layout planning in hospitality and service industries. Equip students with knowledge of space utilization, workflow, and design considerations for efficient operation.

Unit I – Introduction to Facility Planning

Definition, importance, and scope of facility planning. -Objectives and functions of facilities planning in hospitality operations. - Relationship between facility planning and organizational strategy. -Process and stages of facility planning. -Role of facility manager and design consultant.

Unit II – Location and Layout Planning

Factors affecting location decisions: market, transportation, utilities, labor, and environment. - Site selection criteria for hospitality establishments. - Layout planning: principles, types, and objectives. Flow process analysis and activity relationship chart. -Space allocation and optimization techniques.

Unit III – Design and Space Planning

Design concepts for food production, service, housekeeping, and front office areas. -Equipment selection and placement. - Work simplification and ergonomics in design. - Aesthetic and functional aspects of hospitality design. - Integration of technology in facility design.

Unit IV – Safety, Security, and Maintenance Planning

Safety standards and building regulations. - Fire safety, emergency exits, and disaster management planning. - Energy management and waste disposal. - Preventive maintenance planning and control systems. - Security planning – CCTV, access control, and surveillance in hospitality units.

Unit V – Sustainable and Future Trends in Facility Planning

Green building concepts and LEED certification. -Water and energy conservation strategies. Smart facility management systems (IoT and AI integration). - Space flexibility and future trends in hospitality facility design. - Case studies on modern hotels, restaurants, and resorts.

Course Outcomes

After completing this course, students will be able to:
CO1: Understand the basic principles, scope, and functions of facility planning.
CO2: Evaluate the critical factors influencing location and layout decisions.
CO3: Apply design and ergonomic principles for efficient hospitality space planning.
CO4: Implement safety, maintenance, and security measures in facility operations.
CO5: Integrate sustainability and emerging technologies in modern facility design.

Reference Books

1. Niebel, B. W. & Freivalds, A. (2025). *Facility Planning and Design.* McGraw Hill Education.
2. Tompkins, J. A. et al. (2025). *Facilities Planning.* Wiley India Pvt. Ltd.
3. Stevenson, W. J. (2025). *Operations Management: Theory and Practice.* Pearson Education.
4. Raghavan, S. (2025). *Facility Management in Hospitality Industry.* Oxford University Press.

SEMESTER – IV

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GE 25GDHME2 Theory Human Resource Management

Course Objective

This course provides theoretical knowledge about the principles and practices of human resource management in the hospitality industry. It covers manpower planning, recruitment, selection, training, performance appraisal, and employee welfare. The course emphasizes the importance of motivation, communication, industrial relations, and labor laws relevant to the hospitality sector.

Unit 1: Introduction to Human Resource Management **6**
Definition, nature, scope, and importance of HRM. Functions of HRM and the role of HR managers in the hospitality industry.

Unit 2: Manpower Planning and Recruitment **6**
Human resource planning, job analysis, job description, sources and methods of recruitment, and selection processes.

Unit 3: Training and Development **6**
Importance of training in hotels, methods of training, employee development programs, and evaluating training effectiveness.

Unit 4: Performance Appraisal and Motivation **6**
Methods of performance appraisal, career planning, employee motivation theories, incentives, and employee engagement.

Unit 5: Industrial Relations and Labor Laws **6**
Employee relations, grievance handling, employee welfare, labor laws, and ethical issues in hospitality HR practices.

Total Hrs: 30

Course Outcomes
Upon completion of the course, students will:
CO1 : Understand the fundamental concepts and functions of HRM.
CO2 : Gain knowledge of manpower planning, recruitment, and selection methods.
CO3 : Learn the importance of training, development, and performance appraisal.
CO4 : Understand industrial relations, labor laws, and employee welfare practices.
CO5 : Discuss industrial relations, labor laws, and ethical practices in hospitality HR management.

Reference Books

1. Human Resource Management – 2023Gary Dessler
2. Personnel Management and Human Resources – 2024C.B. Mamoria & S.V. Gankar
3. Human Resource Management in the Hospitality Industry – 2022David K. Hayes & Jack D. Ninemeier

SEMESTER – IV

DSC 25PDHMA4 Practical Quantity Food Production II

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Course Objective

This practical course provides advanced training in large-scale food preparation for institutions, banquets, and outdoor catering. Students will practice bulk preparation of regional Indian and international cuisines with an emphasis on standardized recipes, portion control, costing, and quality maintenance. The course also focuses on menu planning for special events, hygienic practices, and the efficient use of commercial kitchen equipment.

Unit 1: Advanced Quantity Kitchen Operations

Familiarization with advanced quantity kitchen layout, workflow, equipment, and hygiene practices for large-scale production.

Unit 2: Standardized Recipes and Menu Planning

Preparation of standardized recipes and planning menus for events, hostels, hospitals, and banquets with proper costing and portioning.

Unit 3: Bulk Preparation of Regional Indian Dishes

Practical training in the bulk preparation of North Indian, South Indian, and other regional specialties while maintaining authentic flavors.

Unit 4: International Cuisine in Quantity Production

Hands-on practice of Continental, Chinese, and other international dishes for large groups and events.

Unit 5: Cost Control, Portioning, and Quality Assurance

Application of portion control techniques, costing methods, and quality checks during bulk cooking and service.

Course Outcomes

Upon completion of the course, students will:

CO1 : Gain hands-on experience in advanced bulk cooking techniques.
CO2 : Learn menu planning, costing, and portion control for institutional and event catering.
CO3 : Develop skills in preparing Indian and international dishes in large quantities.
CO4 : Maintain hygiene, safety, and quality standards in bulk food production.
CO5 : Execute bulk preparation of regional Indian dishes while preserving authentic taste and quality.

Reference Books

1. Quantity Food Production Operations and Indian Cuisine – 2023Parvinder S. Bali
2. Theory of Catering – David Foskett, Patricia Paskins, Neil Rippington2022
3. Practical Cookery – John Campbell, David Foskett, Victor Ceserani2024

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SEMESTER – IV

DSC 25PDHMB4 Practical Bar and Beverage Management

Course Objective

This practical course trains students in bar setup, handling of bar tools and equipment, preparation and service of alcoholic and non-alcoholic beverages, and basic mixology techniques. Students will practice making cocktails, mocktails, and learn beverage presentation, garnishing, and responsible alcohol service. The course also covers beverage inventory handling, glassware selection, and bar hygiene practices.

Unit 1: Bar Setup and Equipment Handling

Familiarization with bar layout, bar tools, glassware, and proper hygiene and safety standards in bar operations.

Unit 2: Preparation and Service of Non-Alcoholic Beverages

Practical training in making juices, mocktails, soft drinks, coffee, tea, and other refreshing beverages.

Unit 3: Basic Mixology and Cocktail Preparation

Hands-on practice of cocktail-making techniques – shaking, stirring, blending, muddling, layering – and preparation of classic cocktails.

Unit 4: Service of Alcoholic Beverages

Practical training in wine service, beer pouring, and serving spirits and liqueurs with correct glassware and garnishes.

Unit 5: Beverage Control and Responsible Service

Practice in stock control, measuring standard pours, and maintaining records while ensuring responsible alcohol service.

Course Outcomes

Upon completion of the course, students will:

CO1 : Gain practical skills in setting up a bar and handling bar equipment.
CO2 : Learn preparation and service techniques for alcoholic and non-alcoholic beverages.
CO3 : Understand basic mixology and cocktail preparation methods.
CO4 : Apply inventory control and responsible beverage service practices.
CO5 : Identify bar layout, tools, glassware, and maintain hygiene and safety in bar operations

Reference Books

1. The Beverage Book – 2024Durkan & Cousins
2. Bar and Beverage Management – 2024Costas Katsigris & Chris Thomas
3. The World Atlas of Wine – 2024Hugh Johnson & Jancis Robinson

SEMESTER – V

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SEC 25IDHMA3 Industrial Exposure Training

Course Objective

This component provides students with on-the-job training through an internship in hotels or catering establishments. Students gain practical exposure to various operational departments such as food production, food and beverage service, front office, and housekeeping. The training helps students understand real-time work culture, develop professional skills, and apply theoretical knowledge in practical situations.

Units Covered During Training

Food Production: Exposure to kitchen operations, bulk cooking, and standardized recipes. -
Food & Beverage Service: Table setup, order taking, guest service, and bar operations. -
Front Office: Reservation, registration, guest handling, and use of PMS software.-
Housekeeping**:** Room servicing, linen handling, and maintenance of hygiene standards.

Course Outcomes

Upon completion of the training, students will:

CO1 Gain hands-on experience in hotel operations and professional work culture.
CO2 Develop practical skills, communication, and teamwork abilities.
CO3 Understand the importance of service quality and guest satisfaction.
CO4 Integrate practical knowledge across hospitality operations for efficient service delivery
CO5 Demonstrate practical skills in kitchen operations, bulk cooking, and standardized recipe preparation.

SEMESTER – VI

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DSC 25CDHMA6 Theory Advanced Food Production II

Course Objective

This course provides advanced theoretical knowledge of international cuisines, modern culinary trends, and specialized food production techniques. It focuses on advanced menu planning, gardemanger, larder work, charcuterie, and contemporary plating styles. Students will also learn about kitchen organization for fine dining, food costing, and sustainable culinary practices.

Unit 1: International Cuisine and Culinary Trends **6**

Overview of French, Italian, Mediterranean, Asian, and fusion cuisines. Emerging global culinary trends and modern cooking techniques.

Unit 2: Larder and Garde Manger Operations **6**

Organization of larder, preparation of salads, sandwiches, appetizers, cold cuts, and use of charcuterie products.

Unit 3: Advanced Menu Planning and Costing **6**

Planning multi-course international menus, factors affecting menu design, and principles of food costing for fine dining operations.

Unit 4: Contemporary Cooking and Plating Styles **6**

Modern cooking methods (sous-vide, molecular gastronomy basics) and innovative presentation techniques for à la carte dishes.

Unit 5: Kitchen Management and Sustainability **6**

Efficient kitchen workflow, resource management, waste control, and sustainable practices in food production.

Total Hrs : 30

Course Outcomes

Upon completion of the course, students will:

CO1 Gain in-depth knowledge of international cuisines and modern culinary trends.
CO2 Learn advanced menu planning, costing, and plating techniques.
CO3 Understand larder operations, charcuterie, and garde manger preparations.
CO4 Apply sustainable and cost-effective practices in food production.
CO5 Organize larder and garde manger operations, including salads, appetizers, and charcuterie.

Reference Books

1. Professional Chef – 2022The Culinary Institute of America
2. Classical Cookery – 2024Escoffier
3. Theory of Catering – 2023David Foskett, Patricia Paskins, Neil Rippington

SEMESTER – VI

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DSC 25CDHMB6 Theory Advanced Front Office Management

Course Objective

This course provides advanced knowledge of front office operations with a focus on revenue management, sales techniques, and guest relations. It covers PMS applications, forecasting, budgeting, handling guest complaints, and strategies for enhancing guest satisfaction. The course also emphasizes coordination with other departments, training of front office staff, and managing VIP guests.

Unit 1: Advanced Front Office Operations **6**

Role of the front office in overall hotel management, advanced guest handling, concierge services, and interdepartmental coordination.

Unit 2: Revenue and Yield Management **6**

Concepts of yield management, forecasting, pricing strategies, and overbooking policies to maximize room revenue.

Unit 3: Property Management Systems (PMS) **6**

Advanced PMS functions, reservation management, guest history records, and integration with other hotel departments.

Unit 4: Guest Relations and Complaint Handling **6**

Effective guest communication, service recovery, managing VIP guests, and enhancing guest loyalty through personalized services.

Unit 5: Budgeting and Staff Management **6**

Front office budgeting, cost control, performance appraisal, and training programs for front office employees.

Total Hrs.30

Course Outcomes

Upon completion of the course, students will:

CO1 Understand advanced front office operations and management strategies.
CO2 Learn revenue management, yield management, and budgeting techniques.
CO3 Gain expertise in PMS applications and guest service enhancement.
CO4 Acquire skills to manage staff, guest complaints, and VIP guest handling.
CO5 Utilize advanced PMS functions for reservations, guest records, and departmental integration.

Reference Books

1. Hotel Front Office Management – 2022James A. Bardi
2. Managing Front Office Operations – 2024Michael L. Kasavana & Richard M. Brooks
3. Front Office Operations and Management – 2024Ahmed Ismail

SEMESTER – VI

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DSC 25CDHMC6 Theory Advanced Food and Beverage Service

Course Objective

This course provides advanced theoretical knowledge of food and beverage service operations in fine dining, banquets, and specialty restaurants. It focuses on menu engineering, wine and beverage pairing, gueridon service, and event management. Students will also learn about international service styles, guest relations, cost control, and trends in the F&B industry.

Unit 1: Advanced Food and Beverage Service Operations **6**

Concepts of fine dining, specialty restaurant service, and international service styles (French, Russian, American, and English).

Unit 2: Gueridon and Banquet Service **6**

Principles and techniques of gueridon service, carving, and flambé. Organization and management of banquets, buffets, and outdoor catering.

Unit 3: Beverage Knowledge and Wine Service **6**

Advanced study of wines, spirits, liqueurs, aperitifs, and their service procedures. Food and wine pairing principles.

Unit 4: Menu Engineering and Cost Control **6**

Menu planning for fine dining, contribution margin, pricing strategies, and techniques for controlling F&B costs.

Unit 5: Trends in Food and Beverage Industry **6**

Latest trends in dining experiences, sustainable practices, technology in F&B operations, and guest experience management.

Total Hrs; 30

Course Outcomes

Upon completion of the course, students will:

CO1 Gain expertise in fine dining, gueridon, and banquet service techniques.
CO2 Understand advanced wine and beverage knowledge with proper service skills.
CO3 Learn menu engineering, pricing, and cost control methods.
CO4 Develop awareness of modern trends and sustainable practices in the F&B industry.
CO5 Plan menus, apply cost control, and implement pricing strategies for F&B operations

Reference Books

1. Food and Beverage Service – 2023Dennis Lillicrap, John Cousins, and Suzanne Weekes
2. Modern Restaurant Service – 2022John Fuller
3. The World Atlas of Wine – 2024Hugh Johnson & Jancis Robinson

SEMESTER – VI

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DSC 25CDHMD6 Theory Advanced Accommodation Operation

Course Objective

This course provides advanced knowledge of housekeeping and accommodation operations in luxury hotels and resorts. It covers planning and supervision of housekeeping services, budgeting, interior decoration, horticulture, and coordination with other departments. The course also emphasizes quality management, energy conservation, and the use of modern technologies in accommodation operations.

Unit 1: Advanced Housekeeping Operations **6**

Planning and organizing housekeeping services in luxury hotels, supervision, and staff training for high service standards.

Unit 2: Budgeting and Cost Control **6**

Housekeeping budget preparation, cost control methods, inventory management, and waste reduction techniques.

Unit 3: Interior Decoration and Design **6**

Principles of interior decoration, selection of furnishings, color schemes, lighting, and use of accessories for guest satisfaction.

Unit 4: Horticulture and Flower Arrangement **6**

Importance of horticulture in hotels, basics of landscaping, indoor plants, and advanced flower arrangement techniques.

Unit 5: Quality and Technology in Accommodation Operations **6**

Use of modern housekeeping equipment, automation, energy conservation practices, and quality management systems in accommodation services.

Course Outcomes **Total Hours :30 Hours.**

Upon completion of the course, students will:

CO1 Gain expertise in advanced housekeeping planning and supervision.
CO2 Learn budget preparation, cost control, and inventory management.
CO3 Understand principles of interior design, decoration, and horticulture in hotels.
CO4 Apply modern technologies and quality management practices in accommodation operations.
CO5 Prepare budgets, implement cost control, and manage inventory efficiently in housekeeping.

Reference Books

1. Professional Housekeeping – 2023Madelin Schneider & Georgina Tucker
2. Hotel, Hostel and Hospital Housekeeping – 2024Joan C. Branson & Margaret Lennox
3. Hospitality Facilities Management and Design – 2024David M. Stipanuk

SEMESTER – VI

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DSC 25PDHMA6 Practical Advanced Food Production II

Course Objective

This practical course provides students with advanced hands-on training in international cuisines, modern culinary techniques, and fine dining food production. Students will practice the preparation of classical and contemporary dishes, cold kitchen work, larder preparations, and advanced plating methods. Emphasis is placed on standardized recipes, cost control, and presentation suitable for à la carte and specialty menus.

Unit 1: Advanced Kitchen Operations **6**

Familiarization with advanced kitchen workflow, equipment usage, hygiene, and safety practices for fine dining operations.

Unit 2: Preparation of International Dishes **6**

Hands-on training in the preparation of French, Italian, Mediterranean, and Asian cuisines with proper techniques and presentation.

Unit 3: Larder and Garde Manger Preparations **6**

Practical sessions on salads, cold appetizers, sandwiches, pâtés, terrines, and cold cuts.

Unit 4: Advanced Plating and Presentation **6**

Training in modern plating techniques, garnishing styles, and creative food presentation for à la carte service.

Unit 5: Menu Planning and Portion Control **6**

Preparation of multi-course menus with emphasis on costing, portioning, and maintaining quality standards.

Course Outcomes **Total Hours:30 Hours.**

Upon completion of the course, students will:

CO1 Acquire skills in advanced international and regional dish preparation.
CO2 Learn larder work, garde manger techniques, and cold kitchen operations.
CO3 Gain expertise in modern plating and presentation for fine dining.
CO4 Understand menu planning, portion control, and cost-effective food production.
CO5 Apply modern plating, garnishing, and creative presentation techniques for à la carte service.

Reference Books

1. Professional Chef – 2022 -The Culinary Institute of America
2. Classical Cookery – 2023 -Escoffier
3. Practical Cookery – 2024 -John Campbell, David Foskett, Victor Ceserani

SEMESTER – VI

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DSC 25PDHMB6 Practical Advanced Front Office Management

Course Objective

This practical course provides advanced training in front office operations, focusing on reservation handling, guest relations, revenue management, and the use of Property Management Systems (PMS). Students will practice handling VIP guests, managing complaints, upselling techniques, and interdepartmental coordination to ensure guest satisfaction.

Unit 1: Advanced Reservation and Check-In Procedures **6**

Practical training on room reservations, registration, check-in procedures, and guest history records using PMS software.

Unit 2: Guest Relations and Complaint Handling **6**

Role-play exercises for guest interactions, complaint handling, service recovery, and handling special requests for VIP guests.

Unit 3: Billing and Check-Out Procedures **6**

Practice in preparing guest folios, settlement of bills, currency exchange, and smooth check-out operations.

Unit 4: Revenue and Yield Management Practices **6**

Hands-on training in upselling techniques, forecasting, and implementing yield managem ent policies for maximizing revenue.

Unit 5: Coordination and Front Office Supervision **6**

Practical exercises in interdepartmental coordination, shift handling, staff supervision, and preparing daily reports.

Total Hrs; 30

Course Outcomes

Upon completion of the course, students will:

CO1 Gain practical skills in handling advanced front office procedures.
CO2 Learn the use of PMS software for reservations, billing, and guest history.
CO3 Develop expertise in guest relations, complaint handling, and upselling techniques.
CO4 Understand supervision, coordination, and revenue management practices.
CO5 Apply revenue and yield management techniques to optimize room occupancy and profitability.

Reference Books

1. Hotel Front Office Management – 2022James A. Bardi
2. Managing Front Office Operations – 2024Michael L. Kasavana & Richard M. Brooks
3. Front Office Operations and Management –2023 Ahmed Ismail

SEMESTER – VI

DSC 25PDHMC6 Practical Advanced Food and Beverage Service

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Course Objective

This practical course focuses on advanced techniques in food and beverage service for fine dining, banquets, and specialty restaurants. Students will gain hands-on experience in gueridon service, wine service, cocktail preparation, menu presentation, and guest interaction. Emphasis is placed on personalized service, suggestive selling, and handling special events to meet international hospitality standards.

Unit 1: Fine Dining and International Service Styles **6**

Practical training in French, Russian, American, and English service styles with proper table setup and etiquette.

Unit 2: Gueridon Service and Carving Techniques **6**

Hands-on practice in gueridon service, tableside preparations, flambé, carving, and specialized guest services.

Unit 3: Wine and Beverage Service **6**

Practical sessions on wine presentation, decanting, pairing, and correct service of spirits, liqueurs, and cocktails.

Unit 4: Banquet and Buffet Operations **6**

Planning and execution of banquets and buffets, including layout, service flow, and guest coordination.

Unit 5: Upselling and Guest Interaction **6**

Role-play exercises for suggestive selling, menu presentation, and handling guest feedback in fine dining setups.

Course Outcomes **Total Hours :30 Hours.**

Upon completion of the course, students will:

CO1 Acquire advanced skills in fine dining and international service styles.
CO2 Learn gueridon service, carving, and flambé techniques.
CO3 Gain expertise in wine service and beverage pairing.
CO4 Develop guest interaction skills and upselling techniques for F&B operations.
CO5 Understand supervision, coordination, and revenue management practices.

<u>Reference Books</u>

1. Food and Beverage Service – 2024Dennis Lillicrap, John Cousins, and Suzanne Weekes
2. Modern Restaurant Service – 2024John Fuller
3. The World Atlas of Wine – 2023Hugh Johnson & Jancis Robinson

SEMESTER – VI

DSC 25PDHMD6 Practical Advanced Accommodation Operation

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Course Objective

This practical course provides hands-on training in advanced housekeeping and accommodation management. Students will practice supervision, inspection, budgeting-related tasks, and interior decoration techniques. Emphasis is given to VIP room setups, flower arrangements, horticulture applications, and use of modern housekeeping equipment for luxury hotel operations.

Unit 1: Supervision and Inspection Practices **6**

Practical training in supervising housekeeping staff, conducting room inspections, and maintaining service quality standards.

Unit 2: Budgeting and Inventory Handling **6**

Exercises on preparing housekeeping budgets, controlling costs, and managing inventories effectively.

Unit 3: Interior Decoration Applications **6**

Hands-on activities in choosing furnishings, color schemes, lighting arrangements, and thematic decoration for guest rooms.

Unit 4: Flower Arrangements and Horticulture Practices **6**

Practical training in different types of flower arrangements, bouquet making, table décor, and use of indoor plants.

Unit 5: Use of Modern Equipment and Technology **6**

Demonstration and handling of advanced housekeeping machines, energy-saving tools, and eco-friendly cleaning methods.

Total Hours :30.

Course Outcomes

Upon completion of the course, students will:

CO1 Gain practical experience in supervising and inspecting housekeeping operations.
CO2 Learn budgeting, cost control, and inventory management in housekeeping.
CO3 Develop skills in interior decoration and flower arrangement for hotels.
CO4 Operate modern housekeeping equipment and apply sustainable practices.
CO5 Gain expertise in fine dining, gueridon, and banquet service techniques.

Reference Books

1. Professional Housekeeping – 2024Madelin Schneider & Georgina Tucker
2. Hotel, Hostel and Hospital Housekeeping – 2024Joan C. Branson & Margaret Lennox
3. Hospitality Facilities Management and Design – 2023David M. Stipanuk