



VIT[®]

Vellore Institute of Technology

(Deemed to be University under section 3 of UGC Act, 1956)

SCHOOL OF HOTEL AND TOURISM MANAGEMENT

Curriculum and Syllabus

B. Sc. Hospitality and Hotel Administration (2023-24)

VISION STATEMENT OF VELLORE INSTITUTE OF TECHNOLOGY

Transforming life through excellence in education and research

MISSION STATEMENT OF VELLORE INSTITUTE OF TECHNOLOGY

World class Education: Excellence in education, grounded in ethics and critical thinking for improvement of life.

Cutting edge Research: An innovation ecosystem to extend knowledge and solve critical problems.

Impactful People: Happy, accountable, caring and effective workforce and students.

Rewarding Co-creations: Active collaboration with national, international industries & universities for productivity and economic development

Service to Society: Service to the region and world through knowledge and compassion.

VISION STATEMENT OF THE SCHOOL OF HOTEL & TOURISM MGMT.

To be a global leader in preparing competent professionals in hospitality management to serve humanity

MISSION STATEMENT OF THE SCHOOL OF HOTEL & TOURISM MGMT.

To impart both practical and theoretical knowledge in every phase of Hotel, Catering and Hospitality Management

- To develop scientific attitude in students to serve better in hospitality industry.
- To inculcate habits of courtesy, discipline and hard work in students
- To impart an understanding of human nature to prepare skilled professionals.

PROGRAMME EDUCATIONAL OBJECTIVES (PEOs)

1. Excel in professional career and/or higher education by acquiring solid foundation in hospitality and tourism.
2. Apply knowledge of hospitality and tourism as well as core specialization to solve complex hotel management challenges.
3. Understand the fundamentals of the Hotel Industry, Commercial Kitchen operations, Front Office, Accommodation operation, Food & Beverage Service and the wines.
4. Exhibit professional and ethical standards, effective communication skills, teamwork spirit, multidisciplinary and trans-disciplinary approach for successful careers and to be able to compete globally, function as leaders, as entrepreneurs, and manage information efficiently and to engage in lifelong learning

PROGRAMME OUTCOMES (POs)

- PO_1: Having a clear understanding of the subject related concepts and of contemporary issues.
- PO_2: Having problem solving ability - solving social issues and technical problems.
- PO_3: Having adaptive thinking and adaptability.
- PO_4: Having a clear understanding of professional and ethical responsibility
- PO_5: Having cross cultural competency exhibited by working in teams.
- PO_6: Having a good working knowledge of communicating in English.
- PO_7: Having interest in lifelong learning.

PROGRAMME SPECIFIC OUTCOMES (PSOs)

On completion of B. Sc. (Hospitality and Hotel Administration) programme, graduates will be able to

- PSO_1: Apply knowledge to find innovative solutions for hospitality problems.
- PSO_2: Developing innovative processes, products, and technologies to meet the challenges in hospitality practices.
- PSO_3: Exhibit leadership qualities and adapt to changing industrial settings.

CURRICULUM

23BHA CURRICULUM (2023-24)

CREDIT SUMMARY

Sl. No	Category	Code	Credits
1	Discipline Core	DC	60
2	Discipline Elective	DE	24
3	Projects and Internship	PI	2
4	Open Elective	OE	9
5	Ability Enhancement	AE	8
6	Skill Enhancement	SE	9
7	Value Added Course	VAC	8
Total Credits			120

DISCIPLINE CORE

COURSE CODE	COURSE TITLE	L	T	P	C
UBHA101L	Theory of Cooking	2	0	0	2
UBHA101P	Theory of Cooking Practical	0	0	4	2
UBHA102L	Food Service	2	0	0	2
UBHA102P	Food Service Practical	0	0	4	2
UBHA103L	Principles of Housekeeping	2	0	0	2
UBHA103P	Housekeeping Practical	0	0	2	1
UBHA104L	Front Office	2	0	0	2
UBHA104P	Front Office Practical	0	0	2	1
UBHA105L	Bakery and Confectionery	2	0	0	2
UBHA105P	Bakery and Confectionery Practical	0	0	4	2
UBHA106L	Food and Beverage Service	2	0	0	2
UBHA106P	Food and Beverage Service practical	0	0	4	2
UBHA201L	Global Cuisine	2	0	0	2
UBHA201P	Global Cuisine Practical	0	0	4	2
UBHA202L	Bar and Beverage Service	2	0	0	2
UBHA202P	Bar and Beverage Service Practical	0	0	4	2
UBHA301L	Indian Banquet Kitchen	2	0	0	2
UBHA301P	Indian Banquet Kitchen Practical	0	0	4	2
UBHA302L	Principles of Menu Planning	2	0	0	2
UBHA302P	Menu Planning Practical	0	0	4	2
UBHA305L	Oriental Cuisine	2	0	0	2
UBHA305P	Oriental Cuisine Practical	0	0	4	2
UBHA306L	Event Catering	2	0	0	2
UBHA306P	Event Catering Practical	0	0	4	2
UBHA401L	Indian Cuisine and Culture	3	0	0	3
UBHA401P	Indian Cuisine and Culture Practical	0	0	4	2
UBHA402L	Restaurant Design and Planning	3	0	0	3
UBHA402P	Restaurant Design and Planning practical	0	0	4	2
UBHA404L	Food and Beverage Management	3	0	0	3
UBHA404P	Food and Beverage Management Practical	0	0	4	2
UBHA405L	Hotel Revenue Management	3	1	0	4

UBHA405P	Hotel Revenue Management practical	0	0	2	1
UBHA406L	Resort Operation Management	3	1	0	4
UBHA406P	Resort Operation Management practical	0	0	2	1
UBHA407L	Housekeeping Inventory Management	3	1	0	4
UBHA407P	Housekeeping Inventory Management practical	0	0	2	1
UBHA408L	Ambience and Design Creation	3	1	0	4
UBHA408P	Ambience and Design Creation Practical	0	0	2	1
UBHA398J	Industrial Exposure Training	0	0	0	14

DISCIPLINE ELECTIVE

COURSE CODE	COURSE TITLE	L	T	P	C
UBHA107L	Housekeeping Service Skills	2	0	0	2
UBHA107P	Housekeeping ServiceSkills practical	0	0	2	1
UBHA108L	Hotel Guest Cycle	2	0	0	2
UBHA108P	Hotel Guest Cycle Practical	0	0	2	1
UBHA203L	Linen and Laundry Operations	2	0	0	2
UBHA203P	Linen and Laundry Operations practical	0	0	2	1
UBHA204L	Hotel Accounting and Auditing	2	0	0	2
UBHA204P	Hotel Accounting and Auditing practical	0	0	2	1
UBHA303L	Housekeeping in Allied Sectors	2	0	0	2
UBHA303P	Housekeeping in Allied Sectors practical	0	0	2	1
UBHA304L	Hotel Property management system	2	0	0	2
UBHA304P	Hotel Property Management Practical	0	0	2	1
UBHA307L	Refurbishing in Hospitality industry	2	0	0	2
UBHA307P	Refurbishing in Hospitality industry Practical	0	0	2	1
UBHA308L	Front Office Operations Management	2	0	0	2
UBHA308P	Front Office Operations Management Practical	0	0	2	1
UBHA409E	Personality Development	3	0	2	4
UBHA410E	Tourism Management	3	0	2	4
UBHA411E	Human Resource Managementfor Hospitality	3	0	2	4
UBHA412E	Hotel Marketing Principles & Practices	3	0	2	4
UBHA413E	Indian Heritage & Culture	3	0	2	4
UBHA414E	Research Methodology for Hospitality	3	0	2	4

UBHA415E	Indian Sweets and Snacks	2	0	4	4
UBHA416E	Patisserie	2	0	4	4

ABILITY ENHANCEMENT

COURSE CODE	COURSE TITLE	L	T	P	C
UENG101L	Effective English Communication	2	0	0	2
UENG102L	Technical English Communication	2	0	0	2
UENG102P	Technical English Communication Lab	0	0	2	1

SKILL ENHANCEMENT

COURSE CODE	COURSE TITLE	L	T	P	C
USTS111P	Qualitative Skills - I	0	0	3	1.5
USTS112P	Quantitative Skills - I	0	0	3	1.5

VALUE ADDED COURSES

COURSE CODE	COURSE TITLE	L	T	P	C
UCHY101L	Environmental Science	2	0	0	2
USSC101L	Indian Constitution	2	0	0	2

DISCIPLINE CORE

Course Code	Course Title	L	T	P	C
UBHA101L	THEORY OF COOKING	2	0	0	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
<ol style="list-style-type: none"> To understand organizational structure of Food production department. To apply cooking techniques, classification of Vegetable, Pigments, Fruits, Fats and oils. To knowledge of flour for bread making. 					
Course Outcomes					
<ol style="list-style-type: none"> Understand kitchen hierarchy, equipment's and handling procedures Analyse raw materials, fruits and vegetable Understand about different methods of cooking Knowledge on stocks and sauces Knowledge on bread and cookies Create opportunity to re-use leftover food 					
Module:1	Culinary history and introduction to cookery	5 hours			
Development of the culinary art from the middle ages to modern cookery, Levels of skills and experiences, Attitudes and behavior in the kitchen, Personal Hygiene, Uniforms & protective clothing. Small & large and mechanical equipment used in kitchen and Safety procedure in handling equipment. Origin of modern cookery.					
Module:2	Hierarchy area of department and kitchen	5 hours			
Classical Brigade, Modern staffing in various category hotels, Roles of Executive Chef, Duties and responsibilities of various chefs and Co-operation with other departments.					
Module:3	Aim & Objective of Cooking Food	4 hours			
Aims and objectives of cooking food, Various textures, Various consistencies, Techniques used in pre-preparation, Techniques used in preparation and Principles of a balanced and a healthy diet. Classification of Raising Agents, Role of Raising Agents, Actions and Reactions.					
Module:4	Methods of cooking food, Fats and Oils	4 hours			
Different methods of cooking, Rechauffe, Care and precautions to be taken and Selection of food for each type of cooking, Shortenings (Fats & Oils) – Role of Shortenings, Hydrogenation, Varieties of Shortenings, Advantages and Disadvantages of using various Shortenings. Modern methods of cooking – Sous-vide.					
Module:5	Stocks and Sauces	4 hours			
Definition of stock, Types of stock, Preparation of stock, Recipes, Storage of stocks and Uses of stocks, Classification of sauces, Recipes for mother sauces and its derivatives, Storage & precautions, Types of Thickening agents and Role of Thickening agents.					
Module:6	Bakery	3 hours			
Bakery: Organization, Equipment, Structure of wheat, Types of Wheat, Milling Process of Wheat, Types of Flour, Composition of Flour, Uses of Flour in Food Production, Characteristics of Good quality flour, Bread Making Process. Importance of each ingredients in bread making. Different methods of bread making,					
Module:7	Vegetable, fruits and egg cookery, Salads and dressings.	3 hours			
Introduction & Classification of vegetables, pigment and colour changes, cuts of vegetables, Effects of heat on vegetables, Classification of fruits, and its uses. Egg cookery : Structure of an egg, Selection of egg, Uses of egg in cookery Salads : Classification and dressings.					
Module:8	lecture by Industry expert	2 hours			

	Total Lecture hours:		30 hours
Text Book(s)			
1.	Theory of cookery, Krishna Arora, Frank Bros & Co, Reprinted 2011		
2.	Professional Baking, Gissle & Wayne, Wiley Publishers, 2012		
Reference Books			
1.	Practical Cookery, David Foskett, Hodder Education, 13th edition, 2015		
2.	Modern Cookery Vol-I & Vol-II, Thangam E. Philip, Orient Black Swan, 6th Edition, Reprinted 2013		
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
Recommended by Board of Studies		16-06-2023	
Approved by Academic Council		No. 70	Date 24-06-2023

Course Code	Course Title	L	T	P	C
UBHA101P	THEORY OF COOKING PRACTICAL	0	0	4	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
<ol style="list-style-type: none"> To understand organizational structure of Food Production department. To apply cooking techniques, classification of Vegetable, Pigments, Fruits, Fats and oils. Knowledge on flour for bread making. 					
Course Outcomes					
<ol style="list-style-type: none"> Understand kitchen hierarchy, equipment's and handling procedures Analyse raw materials, fruits and vegetable Understand about different methods of cooking Knowledge on stocks and sauces Knowledge on bread and cookies Create opportunity to re-use leftover food 					
Indicative Experiments					
1.	Identification of equipment and its uses.				
2.	Identification of raw materials – (Indian / Continental) Kitchen etiquettes and hygiene.				
3.	Knife – Parts, Types and handling procedures				
4.	Cuts of vegetables				
5.	Various methods of cooking				
6.	Types of stock				
7.	Preparation of white and brown stock				
8.	Preparation of mother sauces and its derivatives				
9.	Egg cookery preparation and variety (boiled - soft and hard, fried(sunny side up, single fried, double fried egg) poached, scrambled, omelette, (plain, stuffed, Spanish).Encocote (Oeuf Benedictine.)				
10.	Simple salads (cole slaw, potato, beetroot, green and fruit salad.				
11.	Simple cookies(demonstration and preparation of Nankhatai, Melting moments, Chocó chip cookies, Vanilla cookies and short breads				
12.	Bread making: demonstration and preparation of White bread, Brown bread, Bread rolls, French bread and Brioche				
Total Laboratory Hours					60 hours
Mode of assessment: Continuous assessment / FAT / Oral examination and others					
Recommended by Board of Studies			16-06-2023		
Approved by Academic Council			No. 70	Date	24-06-2023

Course Code	Course Title	L	T	P	C
UBHA102L	Food Service	2	0	0	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
<ol style="list-style-type: none"> 1. To classify commercial and non-commercial food service establishments. 2. To comprehend the organization structure and job description of food service employees. 3. To describe various food service outlets, methods of food service, and ancillary areas. 					
Course Outcomes					
<ol style="list-style-type: none"> 1. Remember the functions of commercial and non-commercial establishments. 2. Understand the hierarchy, duties, and responsibilities of food service personnel. 3. Apply various food service methods. 4. Correlate various functions of food service outlets and the equipment used for service. 5. Review the pre-preparation approaches involved in food service. 6. Adapt different types of food service. 					
Module:1	The Hotel and Catering Industry	4 hours			
Introduction & Growth of Hotel Industry, Types of F&B operations, Classification of Commercial, Residential/Non-residential, Philanthropic / Welfare Catering – Industrial / Institutional / Transport.					
Module:2	Department Organization and Staffing	4 hours			
Organization of the F&B department of a hotel (Star categories), Principal staff of various types of F&B operations, French terms related to F&B staff, Duties & responsibilities of F&B staff, Attributes of a waiter, Butler service Concept, Inter-departmental relationships.					
Module:3	Food Service Outlets	4 hours			
Specialty Restaurants, Coffee Shop, IRD (In-room dining), Cafeteria, Fast Food, QSR (Quick Service Restaurants) Banquets, Bar, Lobby lounge, Pastry shop, and Discotheque.					
Module:4	Ancillary Areas	4 hours			
Still Room, Pantry, Silver / Plate Room, Store, Cellar, Linen room, Kitchen stewarding (Scullery).					
Module:5	Food Service Equipment	4 hours			
Cutlery, Crockery, Glassware, Flatware, Hollowware, Special equipment used in F&B service, French terms related to various equipment.					
Module:6	Preparation For Service	4 hours			
Mise en scene, Mise en place and Specifications of Table, Chair and Linen.					
Module:7	Various Methods of Food Service	4 hours			
English service, French service, American Service, Russian service, Gueridon service, Grill room service, Room service, Buffet service, Cafeteria service, Sizzler service and Lounge service.					
Module:8	Contemporary Issues	2 hours			
Guest lectures from industry experts					
Total Lecture hours:					30 hours
Text Book(s)					
1.	R. Singaravelavan, Food and Beverage Services (2 nd Edition), Oxford University press, 2016				
Reference Books					
1.	D.R. Lillicrap, John A. Cousins, and Suzanne Weekes, Food and Beverage Service (9 th Edition), Hodder Publisher, 2014				
2.	Cletus Fernandes, Food & Beverage Service, Notion Press, 2020				
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test					
Recommended by Board of Studies		16-06-2023			
Approved by Academic Council		No. 70	Date	24-06-2023	

Course Code	Course Title	L	T	P	C
UBHA102P	FOOD SERVICE PRACTICAL	0	0	4	2
Pre-requisite	Nil	Syllabus version			
		1.0			
Course Objectives					
<ol style="list-style-type: none"> To identify various food service equipment To comprehend various methods of food service To develop skills in handling food service equipment 					
Course Outcomes					
<ol style="list-style-type: none"> Familiarise with various equipment used in food service Understand various food service methods Practice food service procedures 					
Indicative Experiments					
1.	Food Service Areas: Orientation and profile of the food service outlets				
2.	Familiarization Food Service Equipment: Cutlery, Crockery, Glassware's, Hollow ware's, Silver wares, Pots and Miscellaneous items				
3.	Equipment Care & Maintenance: Equipment maintenance, Inventory, Breakage control, Cleaning / Polishing items: Plate powder method, Polivit method, Silver dip method, Burnishing Machine.				
4.	Serviette / Napkin Folding: Maître d folding / Bishop's cap folding, Peacock folding, Fan folding, Book folding, Lotus folding, Coat folding, Candle folding, Corkscrew, Pyramid etc.				
5.	Handling Service Gears: Carrying a tray/salver, Holding service spoon & fork, Placing meal plates, Clearing soiled plates, Crumbing the table, Changing dirty ashtray, Cleaning & polishing glassware, Stocking the sideboard, and Service water.				
6.	Table exhibits / cover layouts & service: A la carte cover layout, Table d' Hote cover layout, Cover set up for English Breakfast, American Breakfast, Continental Breakfast, Indian Breakfast, Afternoon Tea / High Tea.				
7.	Tray/Trolley Set-Up & Service: Room Service Tray Setup for Breakfast, Tea, Coffee, other Beverages, Lunch and Dinner, Room service trolley setup.				
8.	Procedure For Service: Taking reservations, Receiving & seating of guests, Order taking & recording, Order processing (passing orders to the kitchen), Sequence of service, Presentation of bill, Bill settlement, Presenting & collecting guest comment cards, Bidding farewell to guests				
9.	Gueridon Service: Organizing Mise en place for Gueridon Service, Dishes that involve working on the Gueridon; Crepe suzette, Banana flambé, Pineapple flambé				
10.	Social Skills: Handling guest complaints, Telephone manners, Dining & Service etiquette				
Total Laboratory Hours					60 hours
Mode of evaluation: Digital Assignment, Final Assessment Test					
Recommended by Board of Studies			16-06-2023		
Approved by Academic Council			No.70	Date	24-06-2023

Course Code	Course Title	L	T	P	C
UBHA103L	PRINCIPLES OF HOUSEKEEPING	2	0	0	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
1.To explain the nuances of Housekeeping operations in Hotels 2.To familiarize cleaning agents and equipment's used in Housekeeping 3.To give in depth knowledge on operations of equipment.					
Course Outcomes					
1.Insight of housekeeping organizational chart 2.Formulate the role of housekeeping in an organization 3.Diagramatic layout of guest room and facilities of the Hotel 4.Preferential cleaning equipment's requirement for housekeeping 5. Familiarization of cleaning agents 6. Demonstration of cleaning activities on different surfaces					
Module:1	Housekeeping and its Role	4 hours			
Importance, introduction, Definition of cleanliness, Types of cleaning, Process of Cleaning, Schedule of cleaning, Sanitation aspects in guest room and housekeeping facilities.					
Module:2	Organization of Housekeeping	4 hours			
Organizational hierarchy, Large, Medium, Smaller Hotels, Job Specification, Responsibilities, Trait's, Inter departmental relationship with others					
Module:3	Layout of Housekeeping facilities	4 hours			
Executive housekeeping cabin, Linen room, Uniform and locker rooms, Housekeeping stores, Floor Pantry, Double single suite rooms.					
Module:4	Housekeeping amenities	4 hours			
Room Amenities, Bath amenities, Bed amenities, Special amenities on request, Guest Essentials, Expendables, Guest Optional, Mini Bar amenities, Amenities for VIP rooms,					
Module:5	Cleaning agents	4 hours			
Criteria for selection of cleaning agents, Care, Storage, Instruction for usage, Eco- friendly cleaning Agencies, Domestic, Commercial brands, Natural cleaning agents.					
Module:6	Cleaning Equipment's	4 hours			
Introduction , Purpose, Selection, Durability, Environmental concern, Storage, User friendly, Cost factors, Brand name of well-known manually handled and mechanical cleaning equipment's, Domestic and Commercial					
Module:7	Cleaning of different surfaces	4 hours			
Marble, Tiles, Metals, Fiber , Plastics, Wood , Wall Cabinets, Wall Panels, Electronics Gadgets in guest room and office, Glass, Mirrors , Telephones,					
Module:8	Contemporary Issues	2 hours			
Guest lecture from industry experts					
				Total Lecture hours:	30 hours
Text Book(s)					
1.	Hotel Housekeeping operations and Management Third edition 2015, Oxford university Press G.Raghubalan, Smritee Raghubalan				
Reference Books					
1.	Hotel Hostel and Hospital Housekeeping, Joan C.Branson,Margret Lennox				
2.	Hotel Housekeeping Operation, Shailendhar, 2020, Orange book Publication				

Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
Recommended by Board of Studies	16-06-2023		
Approved by Academic Council	No. 70	Date	24-06-2023

Course Code	Course Title	L	T	P	C
UBHA103P	HOUSEKEEPING PRACTICAL	0	0	2	1
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
1.To give in-depth Knowledge on guest room amenities					
2.To Provide hands on detail on working methodology in Housekeeping					
3.To deliver the require skills to operate heavy equipment's in housekeeping					
Course Outcomes					
1. Compiled list of guest room amenities					
2. Developing the professional skills requires for operating machines & cleaning agents					
3. Evaluating the cleaning methodology and Process					
Indicative Experiments					
1.	Identification of Guest room Amenities				
2.	Housekeeping Trolley setup				
3.	Hand Caddy setup				
4.	Floor Cleaning, Window grill cleaning				
5.	Cleaning and sanitation of electronic Gadgets				
6.	Knowledge and user instruction of cleaning agencies				
7.	Working principles of vacuum cleaner				
8.	Mopping , Dusting , Damp dusting				
9.	Mini bar cleaning and setup				
10.	Guest restroom cleaning.				
Total Laboratory Hours					60 hours
Mode of evaluation: Digital Assignment, Final Assessment Test					
Recommended by Board of Studies	16-06-2023				
Approved by Academic Council	No. 70	Date	24-06-2023		

Course Code	Course Title	L	T	P	C
UBHA104L	FRONT OFFICE	2	0	0	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
1. To know the hospitality, tourism, hotel industry and front office departments 2. To be aware of the front office organization, guest types and room types in hotel industry 3. To understand the activities of the bell desk & concierge and terminology for day-to-day operations,					
Course Outcomes					
1. Recognize the hospitality and tourism industry 2. Classify the front office department, layout, and equipment's used in the front office 3. Identify front office organization and its sections 4. Analysis the different guest types and room types 5. Criteria to know the Bell desk, hospitality desk and concierge desk activities 6. Interpretation of key terms in front office day to day activities.					
Module:1	Introduction to Hospitality Industry	4 hours			
The term 'Hotel', evolution & development of hospitality industry and tourism, famous hotel worldwide. Classification of hotels (based on various categories like size, location, clientele, Length of stay, facilities, ownership). Organizational chart of hotels (Large, Medium and Small)					
Module:2	Front office Department	4 hours			
Sections and layout of Front office department. Co-ordination of front office with other Departments of the hotel. Equipment's in the Front desk (Manual and Automated)					
Module:3	Front office Organization	4 hours			
Organizational chart of front office department in various categories hotels Duties and responsibilities of various staff- Receptionist Reservation assistant, Bell-captain, Bell-boys, GRE, Front office Manager, Lobby Manager, Essential attributes of front office personnel.					
Module:4	Guest Types	4 hours			
VIP, CIP, Business Travelers, FIT, GIT, Special Interest Tours, Domestic, International, Privileged card holders.					
Module:5	Room Types	4 hours			
Types of rooms, concept of Executive/ Club floors, Non-smoking rooms.					
Module:6	Bell Desk and Concierge	4 hours			
Bell Desk and Concierge- Role and functions performed, Valet service, Hospitality desk and its functions (For group check in and VIP arrivals, Errand card.					
Module:7	Role of Front Office and Terminology	4 hours			
Interdepartmental relationship with other departments, over booking ,undercooking, over stay, over, skipper, scanty baggage, walk- in, check-in, check-out, Black list.					
Module:8	Contemporary Issues	2 hours			
Guest lecture from industry experts					
Total Lecture hours:					30 hours
Text Book(s)					
1.	Hotel Front Office Operations and Management, Jatashankar Tewari,, Oxford University Press, 2016				
2.	Front Office Operations and Management, Suvojit Ganguly & Sudipta Mukherjee, Bharti Publications, 2020				
Reference Books					
1.	Front Office Management, S K Bhatnagar, 2010, 2 nd edition, Frank Bros & Co, UK				

2.	Front Office Training Manual, Sudhir Andrews, 2013, McGraw Hill Education Private Limited.		
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
Recommended by Board of Studies		16-06-2023	
Approved by Academic Council		No.70	Date 24-06-2023

Course Code	Course Title	L	T	P	C
UBHA104P	FRONT OFFICE PRACTICAL	0	0	2	1
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
1.To aware the grooming standards, front office equipment's and furniture used in the industry					
2.To know the various proforma, welcome the guest, reservation and arrival activities					
3.To understand the bell boy activities and key terms					
Course Outcomes					
1. Understand & identify the grooming standards, front office equipment's & furniture used in the industry					
2. Apply the various proforma, welcome the guest, reservation and arrival activities					
3. Analysis the bell boy activities and key terms					
Indicative Experiments					
1.	Grooming and Industry Standards	3 hours			
2.	Familiarization of Front Office Equipment's and Furniture	3 hours			
3.	Following up of various proforma	3 hours			
4.	Welcoming The Guest	3 hours			
5.	Role play: Reservation	3 hours			
6.	Arrival	3 hours			
7.	Luggage Handling	3 hours			
8.	Message and Mail Handling	3 hours			
9.	Escorting the guest, Room orientation.	3 hours			
10.	Interview for key terms	3 hours			
Total Laboratory Hours					30 hours
Mode of evaluation: Digital Assignment, Final Assessment Test					
Recommended by Board of Studies		16-06-2023			
Approved by Academic Council		No. 70	Date	24-06-2023	

Course Code	Course Title	L	T	P	C
UBHA105L	BAKERY AND CONFECTIONERY	2	0	0	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
1. Knowledge on organizational structure of Bakery and Confectionery in Food production department.					
2. To learn understand techniques, classification of basic pastry					
3. To understand the role of flour in preparing bakery products					
Course Outcomes					
1. Understand Bakery hierarchy, equipment's and handling procedures.					
2. Identify raw materials, fruits and vegetables.					
3. Know about different methods of Baking.					
4. Can prepare breads and cakes.					
5. Can prepare basic pastry					
6. Capable to re-use leftover dough					
Module:1	Culinary history and introduction to Bakery	5 hours			
History and growth of bakery and confectionary, Basic bakery and Grocery terms.					
Module:2	Hierarchy area of Bakery and Confectionary department	5 hours			
Classical Brigade, Modern staffing in various category hotels, Roles of Bakery and Patisserie Chef, Duties and responsibilities of various chefs and Co-operation with other departments.					
Module:3	Bakery and Confectionary raw materials	4 hours			
Cereals, Sugar, Fats, Milk and milk products, salt, spices, and flavorings, yeast, Egg cookery, Fruits and nuts Classification of Raising Agents, Role of Raising Agents, Actions and Reactions.					
Module:4	Bread Making Methods	4 hours			
Straight dough method, No time dough method, Salt delayed method, Sponge and dough method, sour dough method.					
Module:5	Bread Characteristics and Improvers	4 hours			
Internal and External characteristics of breads, Bread improvers and its types and role, Raising agents – Definition and its types					
Module:6	Flours used in Bakery	3 hours			
Structure of wheat, Types of Wheat, Milling Process of Wheat, Types of Flour, Composition of Flour, Uses of Flour in Food Production, Characteristics of Good quality flour, Bread Making Process. Importance of each ingredient in bread making. Different methods of bread making,					
Module:7	Basic Pastry	3 hours			
Definition, types – Short crust pastry, Choux pastry, Flaky pastry, Danish pastry, and puff pastry.					
Module:8	Contemporary Issues	2 hours			
lecture by Industry expert					
Total Lecture hours:					30 hours
Text Book(s)					
1.	Krishna Arora, Theory of cookery, Frank Bros &Co,Reprinted 2011				
2.	Gissle& Wayne, Professional Baking, Wiley Publishers, 2012				
Reference Books					
1.	David Foskett, Practical Cookery,Hodder Education,13th edition , 2015				
2.	Thangam E. Philip, Modern Cookery Vol-I &Vol-II , Orient Black Swan, 6th Edition, Reprinted				

2013			
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
Recommended by Board of Studies	16-06-2023		
Approved by Academic Council	No. 70	Date	24-06-2023

Course Code	Course Title	L	T	P	C
UBHA105P	BAKERY AND CONFECTIONERY PRACTICAL	0	0	4	2
Pre-requisite	NIL	Syllabus version			
		1.0			

Course Objectives

1. Knowledge on organizational structure of Bakery and Confectionery in Food production department.
2. To learn understand techniques, classification of basic pastry
3. To understand the role of flour in preparing bakery products

Course Outcomes

1. Understand Bakery hierarchy, equipment's and handling procedures.
2. Identify raw materials, fruits and vegetables.
3. Know about different methods of Baking.
4. Can prepare breads and cakes.
5. Can prepare basic pastry
6. Capable to re-use leftover dough

Indicative Experiments

At the end of this semester students will be expertise in Baking breads and cookies confidently.

1. Identification of equipment and its uses.
2. Identification of raw materials
3. Dinner rolls and cookies
4. French Bread and Doughnuts
5. Milk bread and Basic Tarts
6. Focaccia and Pizza base
7. Brioche and Plain sponge
8. Preparation of choux pastry
9. Puff pastry with fillings
10. Croissants with fillings
11. Fat less sponge and swizz roll
12. Demonstration on basic Icing for cake.

Total Laboratory Hours | 60 hours

Mode of evaluation: Assignments, Mini projects and Final Assessment Test.

Recommended by Board of Studies	16-06-2023		
Approved by Academic Council	No. 70	Date	24-06-2023

Course Code	Course Title	L	T	P	C
UBHA106L	FOOD AND BEVERAGE SERVICE	2	0	0	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
<ol style="list-style-type: none"> 1. To familiarise French menu terminologies 2. To comprehend the production process of non-alcoholic beverages 3. To create awareness about tobacco and its manufacturing process 					
Course Outcomes					
<ol style="list-style-type: none"> 1. Remember the staffing requirements, job description, SOP, and organisation of F&B outlets. 2. Understand the concepts and types of menus. 3. Apply sales control system measures for cost control. 4. Analyse the various billing methods and the billing procedure. 5. Review the manufacturing process of various non-alcoholic beverages. 6. Create an understanding of the tobacco production process and popular brands 					
Module:1	Organization Food and Beverage Outlet	4 hours			
Supervisory skills, Developing efficiency, Standard Operating Procedure, Job description, Job specification, Staffing requirements, Duty roster					
Module:2	The Menu	4 hours			
Origin of Menu, Definition, Presentation of menu, Types of menu, French names of dishes (Vegetable, Egg, Chicken, Fish, Beef, Pork, Duck and Turkey) Courses of French Classical menu, Examples from each course.					
Module:3	Sale Control System	4 hours			
Kitchen order token (KOT)/Bar order token (BOT), Manual KOT/BOT, Bill Control System, Triplicate checking system, Duplicate checking system, Single order sheet, and Electronic order pad.					
Module:4	Billing	4 hours			
Quick service billing, Customer bill, Preparing bill, Cash handling device, Record keeping, Restaurant Cashier, Petty Cash, POS (Point of Sale), QR code, Smartphone app's like UPI (unified payments interface) including GPay, PhonePe, Paytm and BHIM etc.					
Module:5	Non-Alcoholic Beverages	4 hours			
Classification of Non-alcoholic beverages: Classification: Nourishment, Stimulant and Refreshing beverages, Water, Juices and Soft drinks. Cocoa and malted beverages : Origin & manufacturing					
Module:6	Tea and Coffee	4 hours			
Tea: Origin, Manufacturing, Types, Brands and varieties; Ice Tea, Lemon Tea, Oolong Tea, Masala Tea. Coffee: Origin, Manufacture, Types, Brands and varieties; Espresso, Cappuccino, Cold Coffee, Café latte etc.					
Module:7	Tobacco	4 hours			
Tobacco (Cigars & Cigarettes), Parts of Cigar, Types, Processing of Cigars, care and Storage, Services sequence, Domestic and International Brands.					
Module:8	Contemporary Issues	2 hours			
Guest lectures from industry experts					
Total Lecture hours:					30 hours
Text Book(s)					
1.	Food and Beverage Services, R. Singaravelavan, (2 nd Edition), Oxford University Press, 2016				
Reference Books					
1.	Food and Beverage Service, D.R. Lillicap, John A. Cousins, and Suzanne Weekes, (9 th Edition), Hodder Publisher, 2014				

2.	Food & Beverage Service, Cletus Fernandes, Notion Press, 2020		
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
Recommended by Board of Studies		16-06-2023	
Approved by Academic Council		No. 70	Date 24-06-2023

Course Code	Course Title	L	T	P	C
UBHA106P	FOOD AND BEVERAGE SERVICE PRACTICAL	0	0	4	2
Pre-requisite	NIL	Syllabus version			
		1.0			

Course Objectives

1. To develop an organizational structure and prepare a food service outlet duty roster
2. To formulate standard operating procedures for various F & B Outlets
3. To prepare non-alcoholic mixed drinks

Course Outcomes

1. Remember the billing procedures and sale control systems
2. Understand the preparation of Mocktails and mixed drinks
3. Create standard operating procedures for food and beverage outlets

Indicative Experiments

1. F&B Staff Organization: (Class room exercise) Developing organization structure for various Food & Beverage Outlets, Determination of staffing requirements in all categories
2. Preparing duty roster, Preparing Job Specification and Job Description
3. Supervisory Skills, Conducting Briefing & Debriefing:
4. Restaurant, Bar, Banquets & Special events,
5. Drafting Standard Operating Systems (SOPs) for various F & B Outlets,
6. Supervising Food & Beverage operations, Preparing Restaurant Log
7. Tea; Preparation and Service
8. Coffee; Preparation and Service
9. Juices, Mocktails; Preparation and Service. Mineral water, Tonic water; Service methods
10. Cocoa and Malted Beverages; Preparation and Service
11. Sale control system and billing process
12. Tobacco; Service methods

Total Laboratory Hours | 60 hours

Mode of evaluation: Digital Assignment, Final Assessment Test

Recommended by Board of Studies		16-06-2023	
Approved by Academic Council		No. 70	Date 24-06-2023

Course Code	Course Title	L	T	P	C
UBHA107L	HOUSEKEEPING SERVICE SKILLS	2	0	0	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
1.To give in-depth knowledge on science of cleaning 2.To Provide details of check lists required for housekeeping service 3.To communicate the guest as one point contact					
Course Outcomes					
1.Elaboration of Housekeeping services 2.Insight of housekeeping as Centre point of contract 3.Scrutiny of systems and documents required for housekeeping services 4.Analyze the service skills of a supervisory staff 5.Prioritization of room accessing formalities 6.Change of Special makeover of guest room					
Module:1	Housekeeping service	4 hours			
Cleaning of guestrooms, Purpose, objectives process of servicing the room, General cleaning procedures of Public areas in the hotel, Deep Cleaning , Periodical cleaning, Sanitation					
Module:2	Housekeeping as a Contact point	4 hours			
One point contact, Rating apps, Social media, usage of computer software's in Housekeeping services, telephones, mobile phone etiquettes requirement for housekeeping staff					
Module:3	System and documentation in housekeeping services	4 hours			
Room inspection checklist Public area check list, Special amenities and service requisition form records and documents require for the Outsourcing contracts					
Module:4	Housekeeping services supervisory skills	4 hours			
Uses of mobile phone apps for room allocation, standard checklist, forecasting guest room services, Briefing the employee and the guest about facilities in housekeeping,					
Module:5	Room accessing	4 hours			
Electronic keycard, rules for issuing keycard to the guest, procedures to be followed for loss of card, Blocked card, Master room keycard, Rules for the housekeeping staff use the card, safe locker access procedure, suspicious activity and alertness of housekeeping staff in guest Areas.					
Module:6	Special makeover of guest rooms	4 hours			
Turndown services, special evening service, Room make over on special occasions, Theme decoration in guest room on request.					
Module:7	Special service skills	4 hours			
Towel art, Towel folding, special cold towel and hot towel requirement replenished of guest room amenities, Indoor plants maintenance in guest rooms and corridors,					
Module:8	Contemporary Issues	2 hours			
Guest lecture from industry experts					
Total Lecture hours:					30 hours
Text Book(s)					
1.	Hotel housekeeping operations and management 3 rd edition 2015, G. Raghubalan, Smritee Raghubalan, Oxford University Press				
Reference Books					
1.	Hotel Housekeeping A Training Manual /3 rd edition Sudhir andrewes, Tata Mcgrahill Educators				
2.	Hotel Housekeeping :Operations and Management 2021, Jayprakashkant, Sundagarwel				

Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
Recommended by Board of Studies	16-06-2023		
Approved by Academic Council	No. 70	Date	24-06-2023

Course Code	Course Title	L	T	P	C
UBHA107P	HOUSEKEEPING SERVICE SKILLS PRACTICALS	0	0	2	1
Pre-requisite	NIL	Syllabus version			
		1.0			

Course Objectives

- 1.To analyze the to do list part in Room Inspection check list
- 2.To keep the housekeeping equipment's in serviceable condition
- 3.To Evaluate routine housekeeping job activities

Course Outcomes

- 1.Construction of different checklists for housekeeping services
- 2.Simplify the housekeeping process of cleaning
- 3.Explain the operation manual for cleaning equipment's and agents

Indicative Experiments

1. Preparation of room inspection checklist
2. Housekeeping trolley inspection checklist
3. Procedure of Bed Making
4. Special Bed make over on specific function
5. Polishing of different surfaces
6. Vacuum cleaner handling procedure
7. Cleaning Procedure of vacant room
8. Procedure of cleaning occupied room
9. Checklist for preparing vacated rooms
10. Guest baggage's keeping procedure.

Total Laboratory Hours 60 hours

Mode of evaluation: Digital Assignment, Final Assessment Test			
Recommended by Board of Studies	16-06-2023		
Approved by Academic Council	No. 70	Date	24-06-2023

Course Code	Course Title	L	T	P	C
UBHA108L	HOTEL GUEST CYCLE	2	0	0	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
<ol style="list-style-type: none"> To give information on various tariff structures To give in-depth knowledge on Reservation process, PMS and Guest Cycle To impart the functions of lobby and telephone etiquettes. 					
Course Outcomes					
<ol style="list-style-type: none"> Extend the basic information of travel and tourism Outline the hotel tariff's structure and guest cycle Choosing PMS for the hotel property Infer with-in department and other department for the guest service delight Influence of reservation, modes, types, CRS, GDS, to the hotel industry Develop the check-in procedure and handling of luggage, safe deposit, telephone. 					
Module:1	Basic Information (Travel & Tourism)	4 hours			
Role of a Travel Agent, Passport (concept and types), Visa (concept and types), and Currencies of various countries Rules regarding customs, foreign currency exchange,					
Module:2	Room Tariff Structure	4 hours			
Basis of charging tariffs, Factors affecting room tariff, Different types of tariffs/Room rate designations – Rack rate, Different Meal plans,					
Module:3	The Guest Cycle	4 hours			
Importance of guest cycle, stages of guest cycle .Pre-arrival, arrival, During their stay, Departure, Post departure					
Module:4	Basics of Property Management Systems	4 hours			
Types, Application, Advantages, Electronic front office, system interfaces, Different property management systems					
Module:5	Reservation	4 hours			
Types of reservation, Modes of reservations, sources of reservation. Intersell agency, CRS – affiliated system & non- affiliated system, GDS- Amadeus IT, SABRE, apollo/Galileo, Worldspan, - amendments, cancellation and overbooking, Importance of reservation for the hotel and guest. Key terms: cancellation hour, cut-off date, group reservation, no-show, SOP, overstay, understay, upselling, Guaranteed reservation and non-guaranteed reservation,					
Module:6	Lobby and its Functions	4 hours			
Check in Procedures, Handling of left luggage (LLH), scanty baggage (SB) and safe, deposit facility(SDL), Guest Mail Handling, Paging.					
Module:7	Telephone and Communication	4 hours			
Inter departmental communication, Intradepartmental communication. Qualities of a good telephone Operator. Various registers in use, Different telephone call procedure, call module.					
Module:8	Contemporary Issues	2 hours			
Lecture by Industrial Expert					
Total Lecture hours:					30 hours
Text Book(s)					
1.	Check in Check out (Jerome Vallen) Willey eastern Publications 2015				
2.	Hotel Front Office Training Manual. (Sudhir Andrews) Tata Macgrill 2016				
3.	Managing Hotel Front Office Operations (Rajeev R.Mishra) CBS Publishers 2016.				
Reference Books					

1.	Front Office Procedures and Management (Peter Abbott) ELBS Publications 2015.		
2.	Hotel Front Office-Operations & Management (Jatashankar .R.Tewari) Oxford University Press 2016		
3.	Front Office Operations and Management (Suvojit Ganguly & Sudipta Mukherjee) Bharti Publications, 2020		
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
Recommended by Board of Studies		16-06-2023	
Approved by Academic Council		No. 70	Date 24-06-2023

Course Code	Course Title	L	T	P	C
UBHA108P	HOTEL GUEST CYCLE PRACTICAL	0	0	2	1
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
1. To know about communication standards, basic manners, telephone handling & front desk etiquettes					
2. To understand basis of charging, reception, reservation, and bell desk functions					
3. To aware of GK, country, capital, currency, airlines code and PMS role in front office					
Course Outcomes					
1. Apply communication standards, manners and etiquettes in operations					
2. Analyze room day charging methods, and front desk activities					
3. Evaluate of reservation role, GK, country, capital, currency and software role in front office operations.					
Indicative Experiments					
1.	Basic manners for the Front Office Day to day Operations				
2.	Telephone Etiquettes and telephone handling				
3.	Communication Skills-Verbal & Non-Verbal				
4.	Handling guest enquiries at Reception & Guest Relations				
5.	How to convert inquiries into valid reservations				
6.	Filling up of reservation forms, making amendments & cancellations				
7.	Updating reservations on the computer-actual computer lab work on PMS				
8.	Situations on basis of charging				
9.	Bell desk activities				
10.	Study of Countries, Capitals, Currencies, Airlines (with codes) & Flags				
11.	Create and update guest profiles				
12.	Make FIT reservations				
13.	Send confirmation letter				
14.	Printing registration cards				
15.	Amend a reservation				
Total Laboratory Hours					30 hours
Mode of evaluation: Digital Assignment, Final Assessment Test					
Recommended by Board of Studies		16-06-2023			
Approved by Academic Council		No. 70	Date	24-06-2023	