



**VIT**<sup>®</sup>

**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 (2024-25)**

## **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**

# 24BHA CURRICULUM (2024-25)

## 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
<b>Total Credits</b>			<b>120</b>

## 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			
<b>Course Objectives</b>					
<ol style="list-style-type: none"> <li>To understand organizational structure of Food production department.</li> <li>To apply cooking techniques, classification of Vegetable, Pigments, Fruits, Fats and oils.</li> <li>To knowledge of flour for bread making.</li> </ol>					
<b>Course Outcomes</b>					
<ol style="list-style-type: none"> <li>Understand kitchen hierarchy, equipment's and handling procedures</li> <li>Analyse raw materials, fruits and vegetable</li> <li>Understand about different methods of cooking</li> <li>Knowledge on stocks and sauces</li> <li>Knowledge on bread and cookies</li> <li>Create opportunity to re-use leftover food</li> </ol>					
<b>Module:1</b>	<b>Culinary history and introduction to cookery</b>	<b>5 hours</b>			
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.					
<b>Module:2</b>	<b>Hierarchy area of department and kitchen</b>	<b>5 hours</b>			
Classical Brigade, Modern staffing in various category hotels, Roles of Executive Chef, Duties and responsibilities of various chefs and Co-operation with other departments.					
<b>Module:3</b>	<b>Aim &amp; Objective of Cooking Food</b>	<b>4 hours</b>			
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.					
<b>Module:4</b>	<b>Methods of cooking food, Fats and Oils</b>	<b>4 hours</b>			
Different methods of cooking, Réchauffé, 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.					
<b>Module:5</b>	<b>Stocks and Sauces</b>	<b>4 hours</b>			
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.					
<b>Module:6</b>	<b>Bakery</b>	<b>3 hours</b>			
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,					
<b>Module:7</b>	<b>Vegetable, fruits and egg cookery, Salads and dressings.</b>	<b>3 hours</b>			
Introduction & Classification of vegetables, pigment and colour changes, cuts of vegetables, Effects of heat on vegetables, Classification of fruits, and its uses.					
<b>Egg cookery</b> : Structure of an egg, Selection of egg, Uses of egg in cookery					
<b>Salads</b> : Classification and dressings.					
<b>Module:8</b>	<b>lecture by Industry expert</b>	<b>2 hours</b>			

	<b>Total Lecture hours:</b>		<b>30 hours</b>
<b>Text Book(s)</b>			
1.	Theory of cookery, Krishna Arora, Frank Bros & Co, Reprinted 2011		
2.	Professional Baking, Gissle & Wayne, Wiley Publishers, 2012		
<b>Reference Books</b>			
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			
<b>Course Objectives</b>					
<ol style="list-style-type: none"> <li>To understand organizational structure of Food Production department.</li> <li>To apply cooking techniques, classification of Vegetable, Pigments, Fruits, Fats and oils.</li> <li>Knowledge on flour for bread making.</li> </ol>					
<b>Course Outcomes</b>					
<ol style="list-style-type: none"> <li>Understand kitchen hierarchy, equipment's and handling procedures</li> <li>Analyse raw materials, fruits and vegetable</li> <li>Understand about different methods of cooking</li> <li>Knowledge on stocks and sauces</li> <li>Knowledge on bread and cookies</li> <li>Create opportunity to re-use leftover food</li> </ol>					
<b>Indicative Experiments</b>					
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 (coleslaw, 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				
<b>Total Laboratory Hours</b>					<b>60 hours</b>
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			
<b>Course Objectives</b>					
<ol style="list-style-type: none"> <li>1. To classify commercial and non-commercial food service establishments.</li> <li>2. To comprehend the organization structure and job description of food service employees.</li> <li>3. To describe various food service outlets, methods of food service, and ancillary areas.</li> </ol>					
<b>Course Outcomes</b>					
<ol style="list-style-type: none"> <li>1. Remember the functions of commercial and non-commercial establishments.</li> <li>2. Understand the hierarchy, duties, and responsibilities of food service personnel.</li> <li>3. Apply various food service methods.</li> <li>4. Correlate various functions of food service outlets and the equipment used for service.</li> <li>5. Review the pre-preparation approaches involved in food service.</li> <li>6. Adapt different types of food service.</li> </ol>					
<b>Module:1</b>	<b>The Hotel and Catering Industry</b>	<b>4 hours</b>			
Introduction & Growth of Hotel Industry, Types of F&B operations, Classification of Commercial, Residential/Non-residential, Philanthropic / Welfare Catering – Industrial / Institutional / Transport.					
<b>Module:2</b>	<b>Department Organization and Staffing</b>	<b>4 hours</b>			
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.					
<b>Module:3</b>	<b>Food Service Outlets</b>	<b>4 hours</b>			
Specialty Restaurants, Coffee Shop, IRD (In-room dining), Cafeteria, Fast Food, QSR (Quick Service Restaurants) Banquets, Bar, Lobby lounge, Pastry shop, and Discotheque.					
<b>Module:4</b>	<b>Ancillary Areas</b>	<b>4 hours</b>			
Still Room, Pantry, Silver / Plate Room, Store, Cellar, Linen room, Kitchen stewarding (Scullery).					
<b>Module:5</b>	<b>Food Service Equipment</b>	<b>4 hours</b>			
Cutlery, Crockery, Glassware, Flatware, Hollowware, Special equipment used in F&B service, French terms related to various equipment.					
<b>Module:6</b>	<b>Preparation For Service</b>	<b>4 hours</b>			
Mise en scene, Mise en place and Specifications of Table, Chair and Linen.					
<b>Module:7</b>	<b>Various Methods of Food Service</b>	<b>4 hours</b>			
English service, French service, American Service, Russian service, Gueridon service, Grill room service, Room service, Buffet service, Cafeteria service, Sizzler service and Lounge service.					
<b>Module:8</b>	<b>Contemporary Issues</b>	<b>2 hours</b>			
Guest lectures from industry experts					
<b>Total Lecture hours:</b>					<b>30 hours</b>
<b>Text Book(s)</b>					
1.	R. Singaravelavan, Food and Beverage Services (2 <sup>nd</sup> Edition), Oxford University press, 2016				
<b>Reference Books</b>					
1.	D.R. Lillcrap, John A. Cousins, and Suzanne Weekes, Food and Beverage Service (9 <sup>th</sup> 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				
<b>Course Objectives</b>						
<ol style="list-style-type: none"> <li>To identify various food service equipment</li> <li>To comprehend various methods of food service</li> <li>To develop skills in handling food service equipment</li> </ol>						
<b>Course Outcomes</b>						
<ol style="list-style-type: none"> <li>Familiarise with various equipment used in food service</li> <li>Understand various food service methods</li> <li>Practice food service procedures</li> </ol>						
<b>Indicative Experiments</b>						
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					
<b>Total Laboratory Hours</b>					<b>60 hours</b>	
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			
<b>Course Objectives</b>					
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.					
<b>Course Outcomes</b>					
1.Insight of housekeeping organizational chart 2.Formulate the role of housekeeping in an organization 3.Diagrammatic 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					
<b>Module:1</b>	<b>Housekeeping and its Role</b>	<b>4 hours</b>			
Importance, introduction, Definition of cleanliness, Types of cleaning, Process of Cleaning, Schedule of cleaning, Sanitation aspects in guest room and housekeeping facilities.					
<b>Module:2</b>	<b>Organization of Housekeeping</b>	<b>4 hours</b>			
Organizational hierarchy, Large, Medium, Smaller Hotels, Job Specification, Responsibilities, Trait's, Inter departmental relationship with others					
<b>Module:3</b>	<b>Layout of Housekeeping facilities</b>	<b>4 hours</b>			
Executive housekeeping cabin, Linen room, Uniform and locker rooms, Housekeeping stores, Floor Pantry, Double single suite rooms.					
<b>Module:4</b>	<b>Housekeeping amenities</b>	<b>4 hours</b>			
Room Amenities, Bath amenities, Bed amenities, Special amenities on request, Guest Essentials, Expendables, Guest Optional, Mini Bar amenities, Amenities for VIP rooms,					
<b>Module:5</b>	<b>Cleaning agents</b>	<b>4 hours</b>			
Criteria for selection of cleaning agents, Care, Storage, Instruction for usage, Eco- friendly cleaning Agencies, Domestic, Commercial brands, Natural cleaning agents.					
<b>Module:6</b>	<b>Cleaning Equipment's</b>	<b>4 hours</b>			
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					
<b>Module:7</b>	<b>Cleaning of different surfaces</b>	<b>4 hours</b>			
Marble, Tiles, Metals, Fiber , Plastics, Wood , Wall Cabinets, Wall Panels, Electronics Gadgets in guest room and office, Glass, Mirrors , Telephones,					
<b>Module:8</b>	<b>Contemporary Issues</b>	<b>2 hours</b>			
Guest lecture from industry experts					
<b>Total Lecture hours:</b>					<b>30 hours</b>
<b>Text Book(s)</b>					
1.	Hotel Housekeeping operations and Management Third edition 2015, Oxford university Press G.Raghubalan, Smritee Raghubalan				
<b>Reference Books</b>					
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			
<b>Course Objectives</b>					
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					
<b>Course Outcomes</b>					
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					
<b>Indicative Experiments</b>					
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.				
<b>Total Laboratory Hours</b>					<b>60 hours</b>
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			
<b>Course Objectives</b>					
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,					
<b>Course Outcomes</b>					
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.					
<b>Module:1</b>	<b>Introduction to Hospitality Industry</b>	<b>4 hours</b>			
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)					
<b>Module:2</b>	<b>Front office Department</b>	<b>4 hours</b>			
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)					
<b>Module:3</b>	<b>Front office Organization</b>	<b>4 hours</b>			
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.					
<b>Module:4</b>	<b>Guest Types</b>	<b>4 hours</b>			
VIP, CIP, Business Travelers, FIT, GIT, Special Interest Tours, Domestic, International, Privileged card holders.					
<b>Module:5</b>	<b>Room Types</b>	<b>4 hours</b>			
Types of rooms, concept of Executive/ Club floors, Non-smoking rooms.					
<b>Module:6</b>	<b>Bell Desk and Concierge</b>	<b>4 hours</b>			
Bell Desk and Concierge- Role and functions performed, Valet service, Hospitality desk and its functions (For group check in and VIP arrivals, Errand card.					
<b>Module:7</b>	<b>Role of Front Office and Terminology</b>	<b>4 hours</b>			
Interdepartmental relationship with other departments, over booking ,undercooking, over stay, over, skipper, scanty baggage, walk- in, check-in, check-out, Black list.					
<b>Module:8</b>	<b>Contemporary Issues</b>	<b>2 hours</b>			
Guest lecture from industry experts					
<b>Total Lecture hours:</b>					<b>30 hours</b>
<b>Text Book(s)</b>					
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				
<b>Reference Books</b>					



1.	Front Office Management, S K Bhatnagar, 2010, 2 <sup>nd</sup> 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			
<b>Course Objectives</b>					
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					
<b>Course Outcomes</b>					
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					
<b>Indicative Experiments</b>					
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			
<b>Total Laboratory Hours</b>					<b>30 hours</b>
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	<b>Syllabus version</b>			
		<b>1.0</b>			
<b>Course Objectives</b>					
<ol style="list-style-type: none"> <li>1. Knowledge on organizational structure of Bakery and Confectionery in Food production department.</li> <li>2. To learn understand techniques, classification of basic pastry</li> <li>3. To understand the role of flour in preparing bakery products</li> </ol>					
<b>Course Outcomes</b>					
<ol style="list-style-type: none"> <li>1. Understand Bakery hierarchy, equipment's and handling procedures.</li> <li>2. Identify raw materials, fruits and vegetables.</li> <li>3. Know about different methods of Baking.</li> <li>4. Can prepare breads and cakes.</li> <li>5. Can prepare basic pastry</li> <li>6. Capable to re-use leftover dough</li> </ol>					
<b>Module:1</b>	<b>Culinary history and introduction to Bakery</b>	<b>5 hours</b>			
History and growth of bakery and confectionary, Basic bakery and Grocery terms.					
<b>Module:2</b>	<b>Hierarchy area of Bakery and Confectionary department</b>	<b>5 hours</b>			
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.					
<b>Module:3</b>	<b>Bakery and Confectionary raw materials</b>	<b>4 hours</b>			
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.					
<b>Module:4</b>	<b>Bread Making Methods</b>	<b>4 hours</b>			
Straight dough method, No time dough method, Salt delayed method, Sponge and dough method, sour dough method.					
<b>Module:5</b>	<b>Bread Characteristics and Improvers</b>	<b>4 hours</b>			
Internal and External characteristics of breads, Bread improvers and its types and role, Raising agents – Definition and its types					
<b>Module:6</b>	<b>Flours used in Bakery</b>	<b>3 hours</b>			
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,					
<b>Module:7</b>	<b>Basic Pastry</b>	<b>3 hours</b>			
Definition, types – Short crust pastry, Choux pastry, Flaky pastry, Danish pastry, and puff pastry.					
<b>Module:8</b>	<b>Contemporary Issues</b>	<b>2 hours</b>			
<b>lecture by Industry expert</b>					
<b>Total Lecture hours:</b>					<b>30 hours</b>
<b>Text Book(s)</b>					
1.	Krishna Arora, Theory of cookery, Frank Bros &Co,Reprinted 2011				
2.	Gissle& Wayne, Professional Baking, Wiley Publishers, 2012				
<b>Reference Books</b>					
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	<b>BAKERY AND CONFECTIONERY PRACTICAL</b>	0	0	4	2
Pre-requisite	NIL	Syllabus version			
		1.0			
<b>Course Objectives</b>					
<ol style="list-style-type: none"> <li>1. Knowledge on organizational structure of Bakery and Confectionery in Food production department.</li> <li>2. To learn understand techniques, classification of basic pastry</li> <li>3. To understand the role of flour in preparing bakery products</li> </ol>					
<b>Course Outcomes</b>					
<ol style="list-style-type: none"> <li>1. Understand Bakery hierarchy, equipment's and handling procedures.</li> <li>2. Identify raw materials, fruits and vegetables.</li> <li>3. Know about different methods of Baking.</li> <li>4. Can prepare breads and cakes.</li> <li>5. Can prepare basic pastry</li> <li>6. Capable to re-use leftover dough</li> </ol>					
<b>Indicative Experiments</b>					
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.				
<b>Total Laboratory Hours</b>				<b>60 hours</b>	
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					
<b>Course Objectives</b>					
<ol style="list-style-type: none"> <li>1. To familiarize French menu terminologies</li> <li>2. To comprehend the production process of non-alcoholic beverages</li> <li>3. To create awareness about tobacco and its manufacturing process</li> </ol>					
<b>Course Outcomes</b>					
<ol style="list-style-type: none"> <li>1. Remember the staffing requirements, job description, SOP, and organisation of F&amp;B outlets.</li> <li>2. Understand the concepts and types of menus.</li> <li>3. Apply sales control system measures for cost control.</li> <li>4. Analyse the various billing methods and the billing procedure.</li> <li>5. Review the manufacturing process of various non-alcoholic beverages.</li> <li>6. Create an understanding of the tobacco production process and popular brands</li> </ol>					
<b>Module:1</b>	<b>Organization Food and Beverage Outlet</b>	<b>4 hours</b>			
Supervisory skills, Developing efficiency, Standard Operating Procedure, Job description, Job specification, Staffing requirements, Duty roster					
<b>Module:2</b>	<b>The Menu</b>	<b>4 hours</b>			
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.					
<b>Module:3</b>	<b>Sale Control System</b>	<b>4 hours</b>			
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.					
<b>Module:4</b>	<b>Billing</b>	<b>4 hours</b>			
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, PhonePay, Paytm and BHIM etc.					
<b>Module:5</b>	<b>Non-Alcoholic Beverages</b>	<b>4 hours</b>			
Classification of Non-alcoholic beverages: Classification: Nourishment, Stimulant and Refreshing beverages, Water, Juices and Soft drinks. Cocoa and malted beverages : Origin & manufacturing					
<b>Module:6</b>	<b>Tea and Coffee</b>	<b>4 hours</b>			
<b>Tea:</b> Origin, Manufacturing, Types, Brands and varieties; Ice Tea, Lemon Tea, Oolong Tea, Masala Tea. <b>Coffee:</b> Origin, Manufacture, Types, Brands and varieties; Espresso, Cappuccino, Cold Coffee, Café latte etc.					
<b>Module:7</b>	<b>Tobacco</b>	<b>4 hours</b>			
Tobacco (Cigars & Cigarettes), Parts of Cigar, Types, Processing of Cigars, care and Storage, Services sequence, Domestic and International Brands.					
<b>Module:8</b>	<b>Contemporary Issues</b>	<b>2 hours</b>			
Guest lectures from industry experts					
<b>Total Lecture hours:</b>					<b>30 hours</b>
<b>Text Book(s)</b>					
1.	Food and Beverage Services, R. Singaravelavan, (2 <sup>nd</sup> Edition), Oxford University Press, 2016				
<b>Reference Books</b>					
1.	Food and Beverage Service, D.R. Lillicrap, John A. Cousins, and Suzanne Weekes, (9 <sup>th</sup> 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			
<b>Course Objectives</b>					
<ol style="list-style-type: none"> <li>To develop an organizational structure and prepare a food service outlet duty roster</li> <li>To formulate standard operating procedures for various F &amp; B Outlets</li> <li>To prepare non-alcoholic mixed drinks</li> </ol>					
<b>Course Outcomes</b>					
<ol style="list-style-type: none"> <li>Remember the billing procedures and sale control systems</li> <li>Understand the preparation of Mocktails and mixed drinks</li> <li>Create standard operating procedures for food and beverage outlets</li> </ol>					
<b>Indicative Experiments</b>					
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				
<b>Total Laboratory Hours</b>					<b>60 hours</b>
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			
<b>Course Objectives</b>					
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					
<b>Course Outcomes</b>					
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					
<b>Module:1</b>	<b>Housekeeping service</b>	<b>4 hours</b>			
Cleaning of guestrooms, Purpose, objectives process of servicing the room, General cleaning procedures of Public areas in the hotel, Deep Cleaning , Periodical cleaning, Sanitation					
<b>Module:2</b>	<b>Housekeeping as a Contact point</b>	<b>4 hours</b>			
One point contact, Rating apps, Social media, usage of computer software's in Housekeeping services, telephones, mobile phone etiquettes requirement for housekeeping staff					
<b>Module:3</b>	<b>System and documentation in housekeeping services</b>	<b>4 hours</b>			
Room inspection checklist Public area check list, Special amenities and service requisition form records and documents require for the Outsourcing contracts					
<b>Module:4</b>	<b>Housekeeping services supervisory skills</b>	<b>4 hours</b>			
Uses of mobile phone apps for room allocation, standard checklist, forecasting guest room services, Briefing the employee and the guest about facilities in housekeeping,					
<b>Module:5</b>	<b>Room accessing</b>	<b>4 hours</b>			
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.					
<b>Module:6</b>	<b>Special makeover of guest rooms</b>	<b>4 hours</b>			
Turndown services, special evening service, Room make over on special occasions, Theme decoration in guest room on request.					
<b>Module:7</b>	<b>Special service skills</b>	<b>4 hours</b>			
Towel art, Towel folding, special cold towel and hot towel requirement replenished of guest room amenities, Indoor plants maintenance in guest rooms and corridors,					
<b>Module:8</b>	<b>Contemporary Issues</b>	<b>2 hours</b>			
Guest lecture from industry experts					
<b>Total Lecture hours:</b>					<b>30 hours</b>
<b>Text Book(s)</b>					
1.	Hotel housekeeping operations and management 3 <sup>rd</sup> edition 2015, G. Raghubalan, Smritee Raghubalan, Oxford University Press				
<b>Reference Books</b>					
1.	Hotel Housekeeping: A Training Manual /3 <sup>rd</sup> 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
UBHA301L	Indian Banquet Kitchen	2	0	0	2
Pre-requisite	NIL	Syllabus version			
		1.0			
<b>Course Objectives</b>					
<ol style="list-style-type: none"> <li>1. To understand kitchen equipment and its selection, volume catering, and menu planning.</li> <li>2. To explore the cultural nuances of various regional cuisines.</li> <li>3. To familiarise with kitchen planning, layout, staffing, indenting, purchasing, and receiving materials.</li> </ol>					
<b>Course Outcomes</b>					
<ol style="list-style-type: none"> <li>1. Remember the functionality of kitchen equipment, understand the types of metal equipment, and learn maintenance procedures.</li> <li>2. Distinguish between commercial and non-commercial catering and diverse menu planning</li> <li>3. Apply purchasing, inventory control for volume catering, and modify recipes for larger production scales.</li> <li>4. Analyze kitchen layouts considering volume catering needs, equipment, and staffing for optimized space utilization.</li> <li>5. Evaluate ingredients, staple diets, and specialties of various regional cuisines.</li> <li>6. Create regional sweet and snacks recipes based on historical knowledge and ingredients.</li> </ol>					
<b>Module:1</b>	<b>Banquet kitchen equipment</b>	<b>4 hours</b>			
Introduction to kitchen equipment, selecting and handling suitable equipment, types of metals used in making kitchen equipment, modern development in equipment and its brands with its cooking techniques and layout of kitchen (Wall, Flooring, Drainage and Ventilation).					
<b>Module:2</b>	<b>Types of volume catering establishments</b>	<b>4 hours</b>			
Definition and comparison between commercial and Non - commercial catering establishments and their menu (Industrial, Institutional, Railway catering and Marine catering) and principals of menu planning, food cost, portion control, and standard recipe, Cloud kitchen – definition, types and functioning.					
<b>Module:3</b>	<b>Planning, Indenting, Purchasing and Receiving</b>	<b>4 hours</b>			
Food stores – Layout, storing methods and issue, inventory control in stores, control procedures to check pilferages and spoilage, challenges of volume catering. (Excess and shortage of pax). Factors influencing eating habits in different parts of the country.					
<b>Module:4</b>	<b>Rajasthani, Parsi, Maharashtra, Punjabi Cuisine</b>	<b>4 hours</b>			
Geographical location, historical background, local ingredient availability, special equipment usage, staple diets, specialty cuisine for festivals and occasions, and specialty dishes.					
<b>Module:5</b>	<b>Uttar Pradesh, Gujarati, and Awadhi Cuisine</b>	<b>4 hours</b>			
Geographical location, historical background, local ingredient availability, special equipment usage, staple diets, specialty cuisine for festivals and occasions, and specialty dishes.					
<b>Module:6</b>	<b>Bengali, Kashmiri and Goan cuisine</b>	<b>4 hours</b>			
Geographical location, historical background, local ingredient availability, special equipment usage, staple diets, specialty cuisine for festivals and occasions, and specialty dishes.					
<b>Module:7</b>	<b>South Indian Cuisine</b>	<b>4 hours</b>			
Geographical location, Cuisines from Tamil Nadu, Kerala, Andhra Pradesh, Telangana and Karnataka. Historical background, local ingredient availability, special equipment usage, staple diets, specialty cuisine for festivals and occasions, and specialty dishes, Principals in planning theme lunch.					
<b>Indian Sweets and Snacks:</b>					
Origin and history, ingredients, sweeteners used in Indian sweets. Varieties of South and North Indian sweets and snacks.					
<b>Module:8</b>	<b>Contemporary issues</b>	<b>2 hours</b>			



Guest lecture by an industrial expert			
			<b>Total Lecture hours: 30 hours</b>
<b>Text Book(s)</b>			
1.	Krishna Arora, Theory of cookery, published by Macmillan Publishers India 2011. Reprinted 2020		
<b>Reference Books</b>			
1	Thangam E Philip, Modern Cookery, published by Orient Black swan Private Limited, 2018		
2	Parvinder S. Bali, Quantity Food Production Operation and Indian Cuisine, Published by Oxford Indian Press. First Published On 2011, Seventh Impression, 2015.		
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
Recommended by Board of Studies		18-12-2023	
Approved by Academic Council		No. 73	Date 14-03-2024

Course Code	Course Title	L	T	P	C
UBHA301P	Indian Banquet Kitchen Practical	0	0	4	2
Pre-requisite	Nil	Syllabus version			
		1.0			
<b>Course Objectives</b>					
<ol style="list-style-type: none"> <li>1. To understand diverse regional Indian cuisines through different menus.</li> <li>2. To apply region-specific cooking techniques demonstrates practical expertise.</li> <li>3. To identify unique ingredients and applying cooking methods specific to each region.</li> </ol>					
<b>Course Outcomes</b>					
<ol style="list-style-type: none"> <li>1. Understand the cultural significance of ingredients, cooking styles, and traditions in various regions.</li> <li>2. Analyze distinct characteristics of regional cuisines from diverse Indian states</li> <li>3. Apply cooking techniques, and accurately present various dishes.</li> </ol>					
Indicative Experiments					
1.	Menu 1: Tamil Nadu Steamed Rice, Sambar, Rasam, Kootu, Porial, Appalam, Vermicilli Payasam				
2.	Menu 2: Breakfast Menu (Idly, Dosa, Pongal, Medua Vada, and assorted chutneys and sambhar).				
3.	Menu: 3: Variety Rice (Coconut milk rice) , Chicken Chettinad, Vendakkai Pulimandi, Kavuni Arisi payasam.				
4.	Menu 4: Kerala Red Rice, Ollan, Kallan, Erruserry, Paal Adai Pradhaman				
5.	Menu 5: Nei Choru, Malabar Chicken, Meen Moily, Veg Ishtew, Nendram Halwa.				
6.	Menu 6: Karnataka Akki Roti, Mangalore Buns, Potato Saagu, Bhajille Ghassi, Bissibelle Bhaath, Dharwad Peda.				
7.	Menu 7: Basic Indian Gravies Demo.				
8.	Menu 8: Goan Goan Coconut Pulao, Veg Xacouti, Mutton Vindaloo, Alle Delle.				
9.	Menu 9: Indian Breakfast and Snacks Rawa Kitchadi, Aloo Paratha, Poori, Potato Bhajji. Samosa, Veg. cutlet, Chaat varieties, and assorted Pakoras.				
10.	Menu 10: Maharashtra Masala Bhaath, Mutton/Veg Kolhapuri, Kosambri, MasalaPoori, Sweet poli.				
11.	Menu 11: Andhra Veg Biryani, kozhi vepudu, Onion Raitha, Bagara Baingan, Khurbani Ka Meetha.				
12.	Menu 12 Punjabi Dhum Biryani, Methi Murgh, Tomato Kut, Double Ka Meetha.				
13.	Menu 13: Kashmiri Kashmiri Pulao, Mutton Rogan Josh, Dum Aloo, Phirni (Kongeh Phirni)				
14.	Menu14: Awadhi Yakhni Pulao, Mughlai Paratha, Badin Jaan, Kulfi With Falooda.				
15	Menu15: Punjabi Bhaturas, Chole Masala, Jeera Pulao, Dhal Makhani, Gajar Ka Halwa.				
<b>Total Laboratory Hours</b>				<b>60 hours</b>	
Mode of evaluation: Digital Assignments, and Final Assessment Test					
Recommended by Board of Studies		18-12-2023			
Approved by Academic Council		No. 73	Date	14-03-2024	

Course Code	Course Title	L	T	P	C
UBHA202L	Bar and Beverage Service	2	0	0	2
Pre-requisite	NIL	Syllabus version			
		1.0			
<b>Course Objectives</b>					
<ol style="list-style-type: none"> <li>To classify types of alcohol and wines</li> <li>To comprehend the production process of liquors and liqueurs</li> <li>To adapt the methods of preparing mixed drinks</li> </ol>					
<b>Course Outcomes</b>					
<ol style="list-style-type: none"> <li>Remember the functions, layout, equipment, and parts of the bar.</li> <li>Understand the alcohol production process.</li> <li>Determine different types of wines.</li> <li>Distinguish between types of beer.</li> <li>Evaluate diverse types of liqueurs.</li> <li>Create classic cocktails and mocktails.</li> </ol>					
<b>Module:1</b>	<b>Bar and dispense bar</b>				<b>4 hours</b>
Introduction and definition; types of bars: cocktail bar, dispense bar. Parts of the bar: front bar, back bar, under bar. Bar layout, bar stock - alcohol and non-alcoholic beverages, bar equipment, bar glassware, functions of bar and dispense bar. Bar control, bar staffing, opening, and closing duties.					
<b>Module:2</b>	<b>Production of alcohol</b>				<b>4 hours</b>
Introduction and definition, production process, fermentation and distillation process, Classification of alcoholic beverages.					
<b>Module:3</b>	<b>Spirits</b>				<b>4 hours</b>
Introduction and definition, production of spirits - pot-still method, patent still method, production of whisky, rum, brandy, vodka, tequila. Different proofs of spirits, Indian and international brand names.					
<b>Module:4</b>	<b>Wines</b>				<b>4 hours</b>
Definition and history, classification of wines and their production process, wine production countries worldwide wines (new/old), wine laws, grape varieties, production and brand names, storage of wines, wine terminology (English and French).					
<b>Module:5</b>	<b>Beer</b>				<b>4 hours</b>
Introduction and definition, production of beer, types of beer storage, Indian / international brand names of beer.					
<b>Module:6</b>	<b>Aperitifs, bitters and liqueurs</b>				<b>4 hours</b>
Introduction and definition, types of aperitifs, vermouth (definition, types and brand names). Bitters: definition, types and brand names. Liqueurs: definition, production, broad categories of liqueur (herbs, citrus, fruits, and eggs), name, flavour, spirit base and country of popular liqueurs.					
<b>Module:7</b>	<b>Cocktails and mixed drinks</b>				<b>4 hours</b>
Definition and history, classification, types of cocktails, golden rules for making cocktails, recipe, preparation, and service of popular cocktails. Martini - dry and sweet, Manhattan – dry and sweet.					
<b>Module:8</b>	<b>Contemporary issues</b>				<b>2 hours</b>
Guest lecture by an industrial expert					
<b>Total Lecture hours:</b>					<b>30 hours</b>
<b>Text Book(s)</b>					
1.	R. Singaravelavan, Food and Beverage Services (2 <sup>nd</sup> Edition), Oxford University press, 2016				
<b>Reference Books</b>					

1.	D.R. Lillicrap, John A. Cousins, and Suzanne Weekes, Food and Beverage Service (9 <sup>th</sup> Edition), Hodder Publisher, 2014		
2.	Sudhir Andrews, Food and beverage Service - A Training Manual (3 <sup>rd</sup> edition), Mc Graw Hill, Education, 2016		
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
Recommended by Board of Studies		18-12-2023	
Approved by Academic Council		No. 73	Date 14-03-2024

Course Code	Course Title	L	T	P	C
UBHA202P	Bar and Beverage Service Practical	0	0	4	2
Pre-requisite	NIL	Syllabus version			
		1.0			
<b>Course Objectives</b>					
1. To understand the functions of the bar and service of alcohol 2. To practice serving alcoholic beverages 3. To apply mixology skills proficiently in crafting varied cocktails, mocktails, and mixed drinks					
<b>Course Outcomes</b>					
1. Remember and demonstrate steps for bar setup, beverage serving, and cocktail/mocktail preparation. 2. Apply knowledge to pair wines and beverages with diverse cuisines, showcasing proficiency in menu planning and wine selection. 3. Create diverse cocktails and mixed drinks, ensuring appropriate service styles.					
<b>Indicative Experiments</b>					
1.	Dispense Bar – Organizing Mise-En-Place: Wine service equipment, beer service equipment, cocktail bar equipment, liqueur/wine trolley, bar stock - alcoholic and non-alcoholic beverages, bar accompaniments and garnishes, bar accessories and disposables.				
2.	Service of Wines: Wine service temperature, Service of red wine, service of white/rose wine, service of sparkling wines, service of fortified wines, service of aromatized wines, service of cider, perry and sake.				
3.	Service of Aperitifs: Service of bitters, service of vermouth				
4.	Service of Beer: Service of bottled and canned beers, service of draught beers				
5.	Service of Spirits: Whiskey / vodka / rum / gin / brandy / tequila. Service styles: neat/on-the-rocks/ with ice/ without ice/with water with appropriate mixtures				
6.	Service of Liqueurs: Service styles – neat/on-the-rocks/with cream/en frappe service from the bar. Service from the liqueur trolley				
7.	Wine and Drinks List: Wine bar, beer bar, cocktail bar				
8.	Cocktail and Mocktail Preparations: Preparing cocktails such as Bloody Mary, Screw Driver, Tom Collins, Dubonnet, Rob-Roy, Bronx, White Lady, Pink Lady, Side Car, Gin Fizz, Alexandra, Rusty Nail, Pinacolada, Margarita, Blue Lagoon, Harvey Wall Banger, etc.				
9.	Bar operations; designing and setting the bar, preparation and service of cocktail and mixed Drinks				
10.	Matching wines with food; menu planning with accompanying wines, continental cuisine, Indian regional cuisine. Bar accompaniments: Bar snacks, savories and salads.				
<b>Total Laboratory Hours</b>					<b>60 hours</b>
Mode of evaluation: Digital Assignments, Final Assessment Test					
Recommended by Board of Studies			18-12-2023		
Approved by Academic Council			No. 73	Date	14-03-2024

<b>Course Code</b>	<b>Course Title</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>UBHA398J</b>	<b>Industrial Exposure Training</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14</b>
<b>Pre-requisite</b>	<b>NIL</b>	<b>Syllabus version</b>			
		<b>1.0</b>			
<b>Course Objectives</b>					
1. To acquire hands-on experience across various departments in the hospitality establishment.					
<b>Course Outcomes</b>					
1. Remember specific hospitality operations and services effectively.					
2. Understand principles for managing tasks, and guest interactions in the hospitality setting.					
3. Apply practical exposure to link academic learning with practice.					
4. Examine enhanced employability from industry experience.					
5. Evaluate swift adaptation to diverse hospitality roles.					
6. Generate confident strategies for tasks and problem-solving in hospitality scenarios.					
<b>Module Content</b>					<b>5 months</b>
Five months of Industrial Exposure Training (IET) within the hospitality sector at an industry site, supervised by industry experts.					
Mode of Evaluation: Internship report, logbook review, and viva voce.					
Recommended by Board of Studies		18-12-2023			
Approved by Academic Council		No. 73	Date	14-03-2024	

## **DISCIPLINE ELECTIVE**

Course Code	Course Title	L	T	P	C
UBHA107P	HOUSEKEEPING SERVICE SKILLS PRACTICALS	0	0	2	1
Pre-requisite	NIL	Syllabus version			
		1.0			
<b>Course Objectives</b>					
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					
<b>Course Outcomes</b>					
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					
<b>Indicative Experiments</b>					
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.				
<b>Total Laboratory Hours</b>				<b>60 hours</b>	
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			
<b>Course Objectives</b>					
1. To give information on various tariff structures 2. To give in-depth knowledge on Reservation process, PMS and Guest Cycle 3. To impart the functions of lobby and telephone etiquettes.					
<b>Course Outcomes</b>					
1. Extend the basic information of travel and tourism 2. Outline the hotel tariff's structure and guest cycle 3. Choosing PMS for the hotel property 4. Infer with-in department and other department for the guest service delight 5. Influence of reservation, modes, types, CRS, GDS, to the hotel industry 6. Develop the check-in procedure and handling of luggage, safe deposit, telephone.					
<b>Module:1</b>	<b>Basic Information (Travel &amp; Tourism)</b>	<b>4 hours</b>			
Role of a Travel Agent, Passport (concept and types), Visa (concept and types), and Currencies of various countries Rules regarding customs, foreign currency exchange,					
<b>Module:2</b>	<b>Room Tariff Structure</b>	<b>4 hours</b>			
Basis of charging tariffs, Factors affecting room tariff, Different types of tariffs/Room rate designations – Rack rate, Different Meal plans,					
<b>Module:3</b>	<b>The Guest Cycle</b>	<b>4 hours</b>			
Importance of guest cycle, stages of guest cycle .Pre-arrival, arrival, During their stay, Departure, Post departure					
<b>Module:4</b>	<b>Basics of Property Management Systems</b>	<b>4 hours</b>			
Types, Application, Advantages, Electronic front office, system interfaces, Different property management systems					
<b>Module:5</b>	<b>Reservation</b>	<b>4 hours</b>			
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,					
<b>Module:6</b>	<b>Lobby and its Functions</b>	<b>4 hours</b>			
Check in Procedures, Handling of left luggage (LLH), scanty baggage (SB) and safe, deposit facility(SDL), Guest Mail Handling, Paging.					
<b>Module:7</b>	<b>Telephone and Communication</b>	<b>4 hours</b>			
Inter departmental communication, Intradepartmental communication. Qualities of a good telephone Operator. Various registers in use, Different telephone call procedure, call module.					
<b>Module:8</b>	<b>Contemporary Issues</b>	<b>2 hours</b>			
<b>Lecture by Industrial Expert</b>					
				<b>Total Lecture hours:</b>	<b>30 hours</b>
<b>Text Book(s)</b>					
1.	Check in Check out (Jerome Vallen) Willey eastern Publications 2015				
2.	Hotel Front Office Training Manual. (Sudhir Andrews) Tata Macrgrill 2016				
3.	Managing Hotel Front Office Operations (Rajeev R.Mishra) CBS Publishers 2016.				

<b>Reference Books</b>			
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

<b>Course Code</b>	<b>Course Title</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>UBHA108P</b>	<b>HOTEL GUEST CYCLE PRACTICAL</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>
<b>Pre-requisite</b>	<b>NIL</b>	<b>Syllabus version</b>			
		<b>1.0</b>			
<b>Course Objectives</b>					
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					
<b>Course Outcomes</b>					
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.					
<b>Indicative Experiments</b>					
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				
<b>Total Laboratory Hours</b>					<b>30 hours</b>
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
UBHA203L	Linen and Laundry Operations	2	0	0	2
Pre-requisite	NIL	Syllabus version			
		1.0			
<b>Course Objectives</b>					
<ol style="list-style-type: none"> <li>1. To familiarize various activities of a linen room, including textile and fabric care.</li> <li>2. To understand in-house laundry and its operation.</li> <li>3. To develop skills on stain removal techniques on various fabrics.</li> </ol>					
<b>Course Outcomes</b>					
<ol style="list-style-type: none"> <li>1. Remember textile types and their hospitality applications.</li> <li>2. Understand fabric care and uniforms necessity, quality factors, and laundry objectives (in-house vs. outsourced).</li> <li>3. Demonstrate laundry processes, including cleaning agents, equipment usage, washing instructions, and ironing techniques.</li> <li>4. Evaluate fabric attributes, manufacturing processes, and stain identification/ removal in linen care.</li> <li>5. Develop criteria for linen purchase, storage guidelines, and issuance procedures for hotel outlets.</li> <li>6. Assess records/forms, implement stock verification, and calculate par stock levels for effective linen management.</li> </ol>					
<b>Module:1</b>	<b>Textiles</b>	<b>4 hours</b>			
Knowledge of various types of textiles, Cotton spun, Teri cotton, Polyester, wool, and rayon silk textiles and their uses in hotels. Care, and maintenance of textiles.					
<b>Module:2</b>	<b>Uniforms</b>	<b>4 hours</b>			
The necessity of providing uniforms to staff, quality, durability, comfort, elegance, selection designing of uniforms, issuing procedures of uniform to members of the staff. Uniform mending activities, sewing room.					
<b>Module:3</b>	<b>Fabric care</b>	<b>4 hours</b>			
Fabric thread count, G.S.M, thread counts of linen used in guest rooms, Manufacturing process of linen, Calculation of life span of linen, discarded linen					
<b>Module:4</b>	<b>Laundry</b>	<b>4 hours</b>			
Introduction, objectives, advantages and disadvantages of in-house laundry, out sourcing contract laundry; Layout of the laundry, cleaning agents, equipment used in laundry, flow process of laundry, Washing instruction on label. Ironing process of clothes and linen. Sustainable practices; Green chemicals, Dispose of laundered water through STP, Recycling water, WTP.					
<b>Module:5</b>	<b>Stain removal</b>	<b>4 hours</b>			
Introduction, identification of stain, types, Spotting of linen, Stain removal agents, Common stain removal agents used in a hotel, Stain removal process					
<b>Module:6</b>	<b>Linen room</b>	<b>4 hours</b>			
Activities, linen room layout, equipment selection criteria for the purchase of linen, Storing care, and the issue of linen for various outlets in hotels					
<b>Module:7</b>	<b>Laundry and Linen Stock</b>	<b>4 hours</b>			
Records forms used in linen room and laundry area, Stock verification methodology followed in linen and laundry room. Par stock level Calculation of linen requirement for the hotel					
<b>Module:8</b>	<b>Contemporary issues</b>	<b>2 hours</b>			
Guest lecture by an industry expert					
<b>Total Lecture hours:</b>					<b>30 hours</b>

<b>Text Book(s)</b>			
1.	G. Raghubalan, Smritee Raghubalan, Hotel housekeeping: Operations and Management 3rd edition, Oxford University Press 2015.		
<b>Reference Books</b>			
1.	Sudhir Andrews, Hotel Housekeeping Management operations 1st edition, McGraw hill education, 2017.		
2.	Gurminder Preet Singh, Housekeeping in Home and Hotels, Random Publications, 2017.		
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
Recommended by Board of Studies		18-12-2023	
Approved by Academic Council		No. 73	Date 14-03-2024

Course Code	Course Title	L	T	P	C
UBHA203P	Linen and Laundry Operations Practical	0	0	2	1
Pre-requisite	NIL	Syllabus version			
		1.0			
<b>Course Objectives</b>					
1. To identify and categorize various linen fabrics. 2. To obtain extensive understanding about laundry cleaning agents and equipment. 3. To familiarize with the processes involved in manufacturing linen.					
<b>Course Outcomes</b>					
1. Remember the sequential activities involved in the laundry process. 2. Apply stain and spot removal techniques on guest attire and fabrics. 3. Cultivate employee confidence in designing uniforms, fostering ownership and skill in creation.					
<b>Indicative Experiments</b>					
1.	Identifying various fibers and textiles				
2.	Acquiring knowledge of common cleaning agents used in housekeeping				
3.	Understanding the laundry flow process				
4.	Familiarizing with laundry cleaning equipment				
5.	Identifying stains, Implementing stain removal processes on fabrics				
6.	Ironing/pressing techniques and garment standard folding procedures.				
7.	Creating sketches of forms and records used in laundry				
8.	Designing uniforms				
9.	Learning basic tailoring stitches				
10	Understanding uniform and linen maintenance and storage procedures				
<b>Total Laboratory Hours</b>					<b>30 hours</b>
Mode of assessment: Digital Assignments, Final Assessment Test					
Recommended by Board of Studies			18-12-2023		
Approved by Academic Council			No. 73	Date	14-03-2024

Course Code	Course Title	L	T	P	C
UBHA204L	Hotel Accounting and Auditing	2	0	0	2
Pre-requisite	NIL	Syllabus version			
		1.0			
<b>Course Objectives:</b>					
<ol style="list-style-type: none"> <li>1. To understand accounting principles within front office procedures.</li> <li>2. To apply internal control techniques for accurate transaction management.</li> <li>3. To acquire skills in conducting front office audits and account settlements.</li> </ol>					
<b>Course Outcomes:</b>					
<ol style="list-style-type: none"> <li>1. Remember accounting elements like accounts, vouchers, and ledger creation within front office contexts.</li> <li>2. Understand tracking transactions, internal control, and check-out procedures.</li> <li>3. Apply account collection techniques and recognize the significance of guest histories in managing unpaid balances.</li> <li>4. Analyse the front office auditor's roles in maintaining account integrity and credit monitoring.</li> <li>5. Evaluate steps in completing postings, reconciling discrepancies, and preparing reports in front office audits.</li> <li>6. Develop a comprehensive understanding of key terms related to front office accounting, check-out, settlement, and audits.</li> </ol>					
<b>Module:1</b>	<b>Front office accounting</b>	<b>4 hours</b>			
Accounting fundamentals - accounts, folios, vouchers, points of sale, ledgers. Creation and maintenance of accounts, recordkeeping systems, charge privileges, credit monitoring, account maintenance.					
<b>Module:2</b>	<b>Tracking transactions and internal control</b>	<b>4 hours</b>			
Tracking transactions: cash payment, charge purchase, account correction, allowance, account transfer, cash advance; internal control: cash banks, audit controls; settlement of accounts.					
<b>Module:3</b>	<b>Check-out and account settlement</b>	<b>4 hours</b>			
Check out; Billing, Mini bar charging and discrepancies, Charging customer for property damage. Account settlement. Departure procedures - methods of settlement - late check out. Check-out options - express check-out - self check-out. OTA (Online Travel Agent) billing/posting process.					
<b>Module:4</b>	<b>Unpaid account balances</b>	<b>4 hours</b>			
Account collection - account aging (30 days, 60 days, 90 days, beyond 120 days); Front office records - guest histories – Sales & Marketing follow up.					
<b>Module:5</b>	<b>The Front office Night audit</b>	<b>4 hours</b>			
Functions of the front office Night audit: The role of the front office auditor, establishing an end of day, cross-referencing account integrity, guest credit monitoring, audit posting formula, daily and supplemental transcripts – front-office audit					
<b>Module:6</b>	<b>Post departure audit process</b>	<b>4 hours</b>			
Complete outstanding postings, reconcile room status discrepancies, balance all departmental accounts, verify room rates, verify no-show reservations, post room rates and taxes, prepare reports, deposit cash, clear or back up the system, distribute reports.					
<b>Module:7</b>	<b>Key terms</b>	<b>4 hours</b>			
Key terms related to front office accounting, check-out and settlement, the front office audit.					
<b>Module:8</b>	<b>Contemporary issues</b>	<b>2 hours</b>			
Guest lecture by an industry expert					
	<b>Total Lecture hours:</b>	<b>30 hours</b>			
<b>Text Book(s)</b>					
1.	Jatashankar Tewari, Hotel Front Office Operations and Management, Oxford University Press, 2016.				

Reference Books			
1.	S K Bhatnagar, Front Office Management, 2 <sup>nd</sup> edition, Frank Bros and Co, UK. 2010.		
2.	Rajeev R Mishra, Managing Hotel Front Office Operations, CBS publisher and distributor 2016.		
3.	Suvojit Ganguly and Sudipta Mukherjee, Front Office Operations and Management, Bharti Publications, 2020.		
Mode of Evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
Recommended by Board of Studies		18-12-2023	
Approved by Academic Council		No. 73	Date 14-03-2024

Course Code	Course Title	L	T	P	C
UBHA204P	Hotel Accounting and Auditing Practical	0	0	2	1
Pre-requisite	NIL	Syllabus version			
		1.0			
<b>Course Objectives</b>					
<ol style="list-style-type: none"> <li>To maintain accounting records of hotel guests to confirm financial accuracy.</li> <li>To monitor and ensure transparency in all guest cycle financial activities.</li> <li>To establish secure measures for managing all transactions and auditing.</li> </ol>					
<b>Course Outcomes</b>					
<ol style="list-style-type: none"> <li>Understand the accounting and night audit procedures of the hotel.</li> <li>Analyse and reconcile all accounting transactions of hotel guests.</li> <li>Evaluate all financial transactions and generate financial reports.</li> </ol>					
<b>Indicative Experiments</b>					
1.	Record-Keeping: Maintaining accurate financial records for guests and non-guests, ensuring correct documentation of all transactions.				
2.	Transaction Verification: Analysing and verifying financial transactions related to guest stays, including room charges, additional services, and payments.				
3.	Financial Reporting: Generating detailed financial reports summarizing revenues, expenses, and other financial aspects of the hotel's front office operations. MIS (Management Information System).				
4.	Internal Control: Implementing and maintaining robust internal controls to safeguard assets, manage cash, and prevent fraudulent activities.				
5.	Night Audit: Conducting end-of-day reconciliations to ensure accuracy in financial records and preparing for the next day's operations.				
6.	Guest Ledger Maintenance: Keeping individual records of guest transactions, including room charges, incidental expenses, and payments made during their stay.				
7.	Credit Control: Managing credit limits, verifying credit card information, and ensuring correct authorization of payments before guests check-in.				
8.	Cash Verification: Verifying cash transactions, ensuring accuracy in cash counts, and reconciling cash at the end of each shift or day.				
9.	Compliance and Regulations: Ensuring adherence to financial regulations, hotel policies, and accounting standards in all financial transactions.				
10	Technology Utilization: Leveraging software systems to streamline accounting processes, generate reports, and enhance overall efficiency in financial management.				
<b>Total Laboratory Hours</b>					<b>30 hours</b>
Mode of assessment: Digital Assignments, Final Assessment Test					
Recommended by Board of Studies			18-12-2023		
Approved by Academic Council			No. 73	Date	14-03-2024



## **SKILL ENHANCEMENT COURSES**

Course Code	Course Title	L	T	P	C
UBHA205L	Entrepreneurship Development	3	0	0	3
Pre-requisite	NIL	Syllabus version			
		1.0			
<b>Course Objectives</b>					
<ol style="list-style-type: none"> <li>1. To understand essential aspects and competencies in entrepreneurship and small-scale enterprises.</li> <li>2. To develop expertise in executing business plans and managing operations effectively for small-scale enterprises.</li> <li>3. To analyze regulatory challenges by evaluating legislation, regulations, and contemporary entrepreneurial hurdles.</li> </ol>					
<b>Course Outcomes</b>					
<ol style="list-style-type: none"> <li>1. Remember essential competencies vital for small-scale enterprise success.</li> <li>2. Understand strategic planning methods, including market assessment and technology selection for small-scale enterprises.</li> <li>3. Apply growth strategies like market penetration, expansion, and diversification in practical scenarios.</li> <li>4. Analyze performance appraisal types and their relevance in small-scale business contexts.</li> <li>5. Evaluate organizational frameworks and financial management efficiency in small-scale enterprises.</li> <li>6. Develop a strategic growth plan by integrating diverse market strategies for a small-scale enterprise.</li> </ol>					
<b>Module:1</b>	<b>Entrepreneurship development</b>	<b>2 hours</b>			
Small-scale enterprises, Entrepreneurial competencies, Institutional interface. Government schemes on subsidies.					
<b>Module:2</b>	<b>Establishing small-scale enterprises</b>	<b>2 hours</b>			
Opportunities scanning, Choice of enterprise, Market assessment for SSE, Choice of technology, and Selection of site.					
<b>Module:3</b>	<b>Strategic business planning and execution</b>	<b>4 hours</b>			
Financing the new /small enterprise, Preparation of the business plan, Ownership structure, and Organization framework.					
<b>Module:4</b>	<b>Operating a small-scale enterprise</b>	<b>5 hours</b>			
Financial management issues in cooperation, Management issues in SSE, Marketing management issues in SSE, and organizational relations in SSE.					
<b>Module:5</b>	<b>Performance appraisal</b>	<b>5 hours</b>			
Types of performance appraisal, Goal setting, Job analysis, Competency assessment, Feedback and communication, Performance ratings, and rewards					
<b>Module:6</b>	<b>Growth strategies</b>	<b>5 hours</b>			
Market penetration. Product expansion, Market development, or expansion. Market segmentation. Alternative channels, Partnerships, Diversification					
<b>Module:7</b>	<b>Rules and legislation</b>	<b>5 hours</b>			
Applicability of legislation, Licensing and permits, Employment laws, Tax regulations, Health and safety requirements, and Intellectual property protection.					
<b>Module:8</b>	<b>Contemporary issues</b>	<b>2 hours</b>			
Lecture by an industrial expert					
	<b>Total Lecture hours:</b>	<b>30 hours</b>			
<b>Text Book(s)</b>					
1.	B. C. Tandon, Environment and Entrepreneur, Chugh Publications, Allahabad, 2011				
<b>Reference Books</b>					

1.	S. B. Srivastava, A practical guide to industrial entrepreneurs, Sultan Chand and son's publishers, 2013		
2.	Khanka S.S., Entrepreneurial Development, S Chand and Company publishers, 2007		
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
Recommended by Board of Studies		18-12-2023	
Approved by Academic Council		No. 73	Date 14-03-2024

Course Code	Course Title	L	T	P	C
UBHA309L	Event Management	3	0	0	3
Pre-requisite	NIL	Syllabus version			
		1.0			
<b>Course Objectives</b>					
<ol style="list-style-type: none"> <li>To understand the key concepts, categories, and implications of events in the context of meetings and event management.</li> <li>To apply diverse strategies in event planning, including managing budgets, designing event materials, and arranging locations.</li> <li>To execute various elements of event design, program arrangement, and exhibition concepts effectively.</li> </ol>					
<b>Course Outcomes</b>					
<ol style="list-style-type: none"> <li>Remember the fundamental event management components, and the importance of effective planning.</li> <li>Understand the significance of elements like creativity, budgeting, and event design's impact on guest management.</li> <li>Apply event planning techniques, arranging sponsors, managing budgets, and organizing backstages while considering diverse leadership styles.</li> <li>Analyze various event design elements (backdrops, invitations, publicity materials) to gauge their effectiveness in event management and marketing.</li> <li>Assess program arrangement techniques' effectiveness (scripting, public relations, location selection, stage decoration) in meeting event objectives and enhancing audience experiences.</li> <li>Develop comprehensive event management strategies and plans, integrating space planning, themed decorations, and budgeting for efficient fund utilization.</li> </ol>					
<b>Module:1</b>	<b>Introduction to Event management</b>	<b>2 hours</b>			
Introduction to meetings and event management, categories, and definitions, need of event management, objectives, creativity, and implications of events.					
<b>Module:2</b>	<b>Event planning</b>	<b>3 hours</b>			
Arranging chief guest/celebrities, arranging sponsors, backstage management, brandmanagement, budget management, types of leadership for events and organizations, Safety protocol; Disaster management, Crowd management, Car parking arrangement, Police, Traffic police, Fire engine and Ambulance on standby.					
<b>Module:3</b>	<b>Designing an event</b>	<b>3 hours</b>			
Designing (a) backdrop b) invitation card c) publicity material d) mementos, event decoration – guest and celebrities management, making press release, marketing communication, media research and management.					
<b>Module:4</b>	<b>Program arrangement</b>	<b>5 hours</b>			
Program scripting, public relations, selecting a location, social and business etiquette, speaking skills, and stage decoration.					
<b>Module:5</b>	<b>Concepts of exhibition</b>	<b>5 hours</b>			
Meeting, Incentives, Conference Exhibition. Destination wedding. space planning, ITPO, sporting events, tourism events, leisure events. Team spirit and time management.					
<b>Module:6</b>	<b>Arranging an event in hotels</b>	<b>5 hours</b>			
Decorating the hotel for special occasions-national day-festivals-arranging theme partiesdécor-costumes-lighting- colour selection					
<b>Module:7</b>	<b>Event budget</b>	<b>5 hours</b>			
Making a good budget, Pre budget P&L, Cost-effective methods use of social websites for the event, fundmanagement, and arranging funds for the events.					

<b>Module:8</b>	<b>Contemporary issues</b>	<b>2 hours</b>
Guest lecture from industry experts		
<b>Total Lecture hours:</b>		<b>30 hours</b>
<b>Text Book(s)</b>		
1.	Shannon Kilkenny, Complete Guide to Successful Event Planning: 2nd Edition, Atlantic Publishing Co., 2021	
2.	Silvers And Joe Gold Blatt, Special Events: Creating and Sustaining a New World for Celebration, (7th Edition) Wiley, John and Sons, 2016:	
<b>Reference Books</b>		
1.	Julia Tum, Philippe Norton, J. Nevan Wright, Management of Event Operations (Events Management), Atlantic Publishing Company, June 2015.	
2.	Jeff Wrathall, Abby Jayne Gee, Event Management, McGraw-Hill, 2011	
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test		
Recommended by Board of Studies		18-12-2023
Approved by Academic Council		No. 73      Date      14-03-2024

## **VALUE ADDED COURSE**

Course Code	Course Title	L	T	P	C
UBHA206L	Computer Application	2	0	2	3
Pre-requisite	NIL	Syllabus version			
		1.0			
<b>Course Objectives</b>					
<ol style="list-style-type: none"> <li>To understand the basic components and functionalities of computer systems.</li> <li>To apply hardware and software knowledge, and utilize various applications,</li> <li>To assess networking, internet essentials, Microsoft office, and hardware proficiency.</li> </ol>					
<b>Course Outcomes</b>					
<ol style="list-style-type: none"> <li>Remember the main components of computer systems, illustrating their functions and connections.</li> <li>Understand the difference between hardware and software, and explain the various types and purposes of each.</li> <li>Apply skills to configure basic networks, and resolve connectivity problems.</li> <li>Analyze and exhibit practical competence in Microsoft Office Suite applications, including Word, Excel, and PowerPoint.</li> <li>Evaluate network security options, design, and firewall configurations for different network scenarios.</li> <li>Create computing solutions by integrating hardware, software, and networking expertise in practical scenarios.</li> </ol>					
<b>Module:1</b>	<b>Computer Fundamentals</b>	<b>4 hours</b>			
Introduction to Computer Fundamentals, Five parts of Computer [Motherboard, Central Processing Unit (CPU), Graphical Processing Unit (GPU), Random Access Memory (RAM), Storage device]. Components of a computer. Block diagram of a computer system, Input devices, Output devices, Storage unit - Primary storage and Secondary storage, Characteristics of computer, Limitations of computer, Operating system.					
<b>Module:2</b>	<b>Computer Essentials</b>	<b>4 hours</b>			
Difference between Hardware and Software, Difference Between Data and Information, Types of Computers; Server (Types), Clients (Types of Portable Computer), Application Software, System Software, Software Copyright; Freeware, Shareware, Licensed					
<b>Module:3</b>	<b>Software Insights</b>	<b>4 hours</b>			
Application Software; Word Processor, Spreadsheet, Database Management, Presentation, Media, Outlook, Browser and Utility. Software like Acrobat Reader. System Software; Operating System (Windows, Linux, Android). Device Driver. Utility Software; VLC Player, and File Converter.					
<b>Module:4</b>	<b>Hardware Insights</b>	<b>4 hours</b>			
Introduction of Central Processing Unit (CPU). Processor; Intel, AMD, Clock Speed. Input Devices; Keyboard, Mouse, Mic, Scanner, Barcode Reader, RFID, Touch Screen. Output Devices; Displays (CRT, TFT, LCD, Plasma, LED, Projector). Display Resolution. Printers; Inkjet, Laser, Thermal. Storage Devices – Primary (RAM and ROM), Secondary (HDD, Flash Drive, USB, CD/DVD, Blue Ray, Media Players).					
<b>Module:5</b>	<b>Networking Fundamentals</b>	<b>4 hours</b>			
Basics of Network, Uses of network, Types of Networks (LAN, WAN, MAN), Topologies (Bus, Star, Ring, Mesh, Tree), Hardware (Cables – RJ45, RJ11, MTRJ, Switches, Routers, Access Points, Modems), IP and MAC Addresses, Subnets, Gateways, DNS. Understanding Network and Node Addresses, Network Security (Firewalls – Hardware and Software).					
<b>Module:6</b>	<b>Internet Essentials and Microsoft Office Suite</b>	<b>4 hours</b>			
Internet Basics: Intranet, Extranet, WWW. Protocols: HTTP, VPN, VoIP. Domain Systems and Web Addresses. Search Engine Mechanics. ISP and Bandwidth Management. Basics of Microsoft Office Suite (word, Excel and Power point).					
<b>Module:7</b>	<b>Computing Terminology</b>	<b>4 hours</b>			
Introduction, CPU (Central Processing Unit). MICR (Magnetic Ink Character Recognition). RAM (Random Access Memory). ROM (Read-Only Memory). Linux (Operating System). OS (Operating System). End					

user. Data. Database. Data warehouse. SQL (Structured Query Language). Cloud. CRM (Customer Relationship Management). PMS (Property Management System). POS System (Point of Sale System).			
<b>Module:8</b>	<b>Contemporary Issues</b>		<b>2 hours</b>
Guest lecture by industry experts			
			<b>Total Lecture hours: 30 hours</b>
<b>Text Book(s)</b>			
1.	Partho Pratim Seal, Computers in Hotels, Oxford University Press, 2013		
<b>Reference Books</b>			
1.	Joan Lambert, and Curtis Frye, Microsoft Office, Step by Step, Microsoft Press 2017		
2.	Rajaraman V, and Adabala N, Fundamentals of Computers, PHI Publication, 2014		
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
<b>Indicative Experiments</b>			
1	Familiarization with a PC and identify the various components of a computer.		
2	Block Diagram and Components: Illustrate a computer's block diagram and demonstrate the function of each component.		
3	Input/Output Devices: Hands-on experience using various input and output devices.		
4	Differentiate Hardware and Software: Practical exercises distinguishing between hardware and software components.		
5	Application Software Usage: Practical sessions utilizing various application software like word processors, spreadsheets, and presentation tools.		
6	Practical sessions using various devices and understanding their functionalities.		
7	Network Setup and Configuration: Configuring LAN, WAN, and MAN networks using different network hardware components.		
8	Internet Protocols and Web Systems: Experiment with HTTP, VPN, VoIP protocols, and explore domain systems.		
9	Microsoft Office Suite Usage: Practical exercises using Word, Excel, and PowerPoint for various tasks.		
10	Demonstration and Explanation: Practical sessions demonstrating the functions of CPU, MICR, RAM, ROM, OS, etc.		
			<b>Total Laboratory Hours 30 hours</b>
<b>Text Book(s)</b>			
1.	Partho Pratim Seal, Computers in Hotels, Oxford University Press, 2013		
<b>Reference Books</b>			
1.	Peter Norton, Introduction to Computers, 7th Edition, Tata McGraw Hill Publications, 2017		
2.	Sheikh Bilal, Computer Applications in Tourism and Hospitality Industry, Lambert Academic Publishing, 2013		
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
Recommended by Board of Studies		18-12-2023	
Approved by Academic Council		No. 73	Date 14-03-2024



## **OPEN ELECTIVE COURSES**

Course Code	Course Title	L	T	P	C
UBHA109L	Food Safety and Hygiene	3	0	0	3
Pre-requisite	NIL	Syllabus version			
		1.0			
<b>Course Objectives</b>					
<ol style="list-style-type: none"> <li>1. To understand food safety principles, covering risks, contamination sources, and crucial hygiene practices.</li> <li>2. To analyze microbial influences on food spoilage, preservation, fermentations, and related diseases.</li> <li>3. To apply and global food safety regulations, adhering to hygiene standards within the food industry.</li> </ol>					
<b>Course Outcomes</b>					
<ol style="list-style-type: none"> <li>1. Remember the food contamination sources, preservation methods, and foodborne diseases.</li> <li>2. Understand recent trends in food technology, packaging, and the role of Labeling in ensuring safety.</li> <li>3. Explain microorganism traits, growth factors, and fermentation in diverse foods.</li> <li>4. Apply hygiene and sanitation principles in hospitality for food safety.</li> <li>5. Analyze food contaminants, detection methods, and emerging pathogens' impact.</li> <li>6. Evaluate national and international food safety standards and regulatory significance.</li> </ol>					
<b>Module:1</b>	<b>Introduction</b>	<b>4 hours</b>			
Introduction to food safety, food hazards, contamination risks, and food hygiene practices in the hospitality industry.					
<b>Module:2</b>	<b>Food spoilage and food preservation</b>	<b>4 hours</b>			
Types identification and causes of spoilage, sources of contamination, and spoilage in various products such as milk, cereals, meat, fruits, vegetables, and canned goods. Fundamental principles of food preservation, including high and low-temperature methods, drying, preservatives, and irradiation. Food danger zone temperatures.					
<b>Module:3</b>	<b>Microorganisms in food</b>	<b>4 hours</b>			
General characteristic of microorganisms based on their structure and occurrence. Factors affecting their growth in food. Common foodborne disease-causing agents including bacteria, fungi, viruses, and parasites.					
<b>Module:4</b>	<b>Beneficial role of microorganism</b>	<b>4 hours</b>			
The beneficial role of microorganism: Fermentation and role of lactic acid and bacteria, fermentation in food (dairy foods, vegetables, Indian food, bakery products, and alcoholic beverages, miscellaneous (vinegar, and antibiotics.)					
<b>Module:5</b>	<b>Food borne disease</b>	<b>4 hours</b>			
Description of infection and intoxication types of foodborne diseases. Identification of common diseases caused by foodborne pathogens and preventive measures. Introduction to food standards, various types of contaminants (pesticide residues, bacterial toxins, mycotoxins, seafood toxins, metallic contaminants, packing material residues), and their detection methods. Implementation of basic principles according to FSSAI. Food poison, Cross contamination, Common allergies (intolerance to Gluten, Lactic products, Egg, Mushroom, Seafood, etc.)					
<b>Module:6</b>	<b>Food laws and regulation</b>	<b>4 hours</b>			
Understanding national laws like the PFA (Prevention of Food Adulteration Act), essential commodities act [EPO (Erythropoietin), MPO (Myeloperoxidase) etc.], and international regulations such as codex, Alimentarius, ASO. Overview of regulatory agencies like the WTO and the Consumer Protection Act. Introduction to HACCP principles and their implementation.					
<b>Module:7</b>	<b>Hygiene and sanitation in food industry</b>	<b>4 hours</b>			
General principles of food hygiene. GHP (Good hygiene practices) for commodities, equipment, work areas, and personnel. Cleaning and disinfection methods and commonly used agents in the hospitality industry. Safety considerations regarding processing water, wastewater, and waste disposal. Review of recent trends, including emerging pathogens, genetically modified food labeling, advancements in food packaging and technology, and Bovine Serum Encephalopathy (BSE).					

<b>Module:8</b>	<b>Contemporary Issues</b>	<b>2 hours</b>
Guest lecture by industrial expert		
<b>Total Lecture hours:</b>		<b>30 hours</b>
<b>Text Book(s)</b>		
1.	Kumar, Alok., Fundamentals of Food Hygiene Safety and Quality, Dream tech Press, 1 <sup>st</sup> edition 2022	
<b>Reference Books</b>		
1.	Dilip Khatekar and Narayan Sarkate, Hand Book of Food Safety, Step Up Academy, 2023	
2.	Shashikumar. S., Food Safety in Kitchen : Kitchen Hygiene and Sanitizer, Kindle edition, 2023	
Mode of Evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test		
Recommended by Board of Studies	18-12-2023	
Approved by Academic Council	No. 73	Date 14-03-2024

Course Code	Course Title	L	T	P	C
UBHA110L	Nutrition	3	0	0	3
Pre-requisite	NIL	Syllabus version			
		1.0			
<b>Course Objectives</b>					
<ol style="list-style-type: none"> <li>1. To understand nutrient classification and food's significance for overall health.</li> <li>2. To analyze macronutrients and micronutrients' roles in preventing deficiency diseases.</li> <li>3. To apply nutrition knowledge to design balanced diets for diverse health needs.</li> </ol>					
<b>Course Outcomes</b>					
<ol style="list-style-type: none"> <li>1. Remember the significance of nutrition in maintaining health and well-being.</li> <li>2. Comprehend the roles and distinctions between macronutrients and micronutrients in the diet.</li> <li>3. Apply the recommended dietary allowances in various demographic and health scenarios.</li> <li>4. Utilize principles of menu planning to cater to specific dietary needs of patients and athletes.</li> <li>5. Assess and analyse the nutritive value of individual dishes or meals.</li> <li>6. Compile balanced menu plans for different dietary requirements, considering various health conditions.</li> </ol>					
<b>Module:1</b>	<b>Basic aspects of nutrition and Food Labelling</b>	<b>3 hours</b>			
Define terms such as Health, Nutrition, and Nutrients. Classify nutrients and elucidate the importance of food in maintaining good health, covering its physiological, psychological, and social functions. Food Labeling; Calories, Allergens, Veg. and non veg. symbols, product expiry date.					
<b>Module:2</b>	<b>Energy</b>	<b>3 hours</b>			
Define energy and its measurement units (Kcal). Explain energy contributions from Macronutrients (Carbohydrates, Proteins, and Fats), factors influencing energy requirements, concepts of BMR and SDA, and the health hazards linked with being Underweight and Overweight (Obesity).					
<b>Module:3</b>	<b>Macronutrients</b>	<b>5 hours</b>			
Carbohydrates; Classification (mono, di, and polysaccharides), dietary sources, functions, and the significance of dietary fiber in disease prevention and treatment. Lipids; Classification (Saturated and Unsaturated fats), sources, functions, the significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA), cholesterol, and deficiency diseases. Proteins; Classification based on amino acid composition, dietary sources, functions, methods to improve protein quality (focusing on Soya proteins and whey proteins), and deficiency diseases.					
<b>Module:4</b>	<b>Micronutrients</b>	<b>5 hours</b>			
Vitamins - Define and classify water and fat-soluble vitamins. Discuss food sources, functions, and significance of Fat-soluble vitamins (Vitamin A, D, E, K) and Water-soluble vitamins (Vitamin C, Thiamine, Riboflavin, Niacin, Pyro toxin, Cyanocobalamin, Folic acid). Minerals - Define and classify major and minor minerals. Explore food sources, functions, and significance of Calcium, Iron, Sodium, Iodine, and Fluorine. Explain deficiency diseases related to Micronutrients.					
<b>Module:5</b>	<b>Water</b>	<b>3 hours</b>			
Define water, Dietary sources (visible and invisible), functions, and its role in maintaining health, specifically water balance.					
<b>Module:6</b>	<b>Balanced diet</b>	<b>4 hours</b>			
Definition of a balanced diet, Types of diet, Importance of diet, and outline RDA (Recommended Dietary Allowance) for various nutrients based on Age, Gender, and Physiological state.					
<b>Module:7</b>	<b>Menu planning</b>	<b>5 hours</b>			
Planning nutritionally balanced meals based on the three-food group system and factors affecting meal planning. Critically evaluating a few meals served at Institutes/Hotels based on meal planning principles. Calculating the nutritive value of dishes/meals. Designing a balanced diet for various conditions such as Diabetes, Hypertension, Adults, and sports personnel.					
<b>Module:8</b>	<b>Contemporary Issues</b>	<b>2 hours</b>			

Guest lecture by industrial expert			
			<b>Total Lecture hours: 30 hours</b>
<b>Text Book(s)</b>			
1.	B Srilakshmi, Nutrition Science, New age publishers, 1 <sup>st</sup> edition, 2023		
<b>Reference Books</b>			
1.	Dr. M. Swaminathan, Handbook of Food and Nutrition, The Bangalore press, 2018		
2.	<u>Rachael Hartley</u> , Gentle Nutrition: A Non-Diet Approach to Healthy Eating, 1st edition, Oxford University press, 2021		
Mode of Evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
Recommended by Board of Studies		18-12-2023	
Approved by Academic Council		No.73	Date 14-03-2024

Course Code	Course Title	L	T	P	C
UBHA111L	Travel and Tourism	3	0	0	3
Pre-requisite	NIL	Syllabus version			
		1.0			
<b>Course Objectives</b>					
<ol style="list-style-type: none"> <li>To understand the core principles fundamental of the tourism industry.</li> <li>To analyze the diverse facets and modern trends influencing the evolving tourism sector.</li> <li>To apply knowledge of tourism geography, marketing tactics, and ethical practices in practical contexts. including world tourism regions</li> </ol>					
<b>Course Outcomes</b>					
<ol style="list-style-type: none"> <li>Remember the tourism definitions, types, and motivations.</li> <li>Understand current trends, growth factors, and govt. regulations in tourism.</li> <li>Apply modern tools for tourism marketing, reservations, and travel planning.</li> <li>Assess the geographic impact on tourism and diverse marketing approaches.</li> <li>Evaluate hospitality standards and revenue strategies in management.</li> <li>Develop an understanding of ethics, responsible tourism, and community engagement for cultural preservation.</li> </ol>					
<b>Module:1</b>	<b>Principles of tourism</b>	<b>4 hours</b>			
Definitions: Tourism, Tourist, Domestic and Foreign tourist, In bound and Out bound tourists, Components of tourism: attractions, accessibility, and amenities. Motivations for tourism, types of tourism. Historical places around the globe.					
<b>Module:2</b>	<b>Growth of tourism</b>	<b>4 hours</b>			
Current trends in the tourism industry, factors influencing tourism demand, marketing strategies for tourist destinations, branding and advertising in tourism, government policies and regulations in tourism					
<b>Module:3</b>	<b>Tourism geography</b>	<b>4 hours</b>			
Geography of tourism destinations, world tourism regions and their characteristics, the impact of geography on tourism development, cultural and historical tourism geography, environmental tourism geography					
<b>Module:4</b>	<b>Travel planning and reservation systems</b>	<b>4 hours</b>			
Travel planning processes, reservation systems, and technologies, travel documentation, and requirements, online booking and reservation platforms, travel itinerary planning, VISA, Types of VISAS, travel insurance and protection					
<b>Module:5</b>	<b>Tourism marketing and promotion</b>	<b>4 hours</b>			
Principles of tourism marketing, destination branding, and advertising, digital marketing strategies in tourism, sustainable and responsible tourism marketing, tourism advertising and promotion campaigns, digital marketing strategies					
<b>Module:6</b>	<b>Hospitality and accommodation management</b>	<b>4 hours</b>			
Types of accommodations, hotel management and guest services, quality standards and customer satisfaction, revenue management and pricing strategies, hospitality technology and innovation					
<b>Module:7</b>	<b>Ethics and responsible tourism</b>	<b>4 hours</b>			
Ethical considerations in tourism, sustainable and responsible tourism practices, community engagement in tourism, responsible traveler behavior, cultural sensitivity and preservation. Adverse effect of tourism, Revenge tourism (Pandemic)					
<b>Module:8</b>	<b>Contemporary issues</b>	<b>2 hours</b>			
Guest lecture from industry experts					
<b>Total Lecture hours:</b>					<b>30 hours</b>

<b>Text Book(s)</b>			
1.	Sampad Kumar Swain, Jitendra Mohan Mishra, Tourism: Principles and Practices, Oxford University Press, 2011.		
<b>Reference Books</b>			
1.	Chris Cooper, Stephen Wanhill, John Fletcher, David Gilbert, Alan Fyall, Tourism: Principles and Practice, Prentice Hall publishers, 2004		
2.	John R. Walker, Josielyn T. Walker, Tourism: Concepts and Practices, 1 <sup>st</sup> edition Pearson publisher, 2010.		
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
Recommended by Board of Studies		18-12-2023	
Approved by Academic Council		No. 73	Date 14-03-2024

## **PROJECT AND INTERNSHIP**



<b>Course Code</b>	<b>Course Title</b>	<b>L</b>	<b>T</b>	<b>P</b>	<b>C</b>
<b>UBHA399J</b>	<b>Summer Internship</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
<b>Pre-requisite</b>	<b>NIL</b>	<b>Syllabus version</b>			
		<b>1.0</b>			
<b>Course Objectives</b>					
1. To familiarize students with the industry environment and enable them to undertake on-site assignments as trainees or interns					
<b>Course Outcomes</b>					
1. Remember professional and ethical responsibilities. 2. Understand the professional and ethical standards of hospitality. 3. Apply necessary skill sets adaptable to diverse professional environments. 4. Analyse and interpret current issues in the field. 5. Assess global hospitality impact economically, environmentally, and socially. 6. Cultivate self-directed learning for continuous development.					
<b>Module Content</b>					<b>4 Weeks</b>
Four weeks of internship at an industry site within the hospitality sector, supervised by an industry expert.					
Mode of Evaluation: Internship report review, and viva voce.					
Recommended by Board of Studies		18-12-2023			
Approved by Academic Council		No. 73	Date	14-03-2024	