



**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

| <b>COURSE CODE</b> | <b>COURSE TITLE</b>                         | <b>L</b> | <b>T</b> | <b>P</b> | <b>C</b> |
|--------------------|---|----------|----------|----------|----------|
| 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        |
| UBHA301L           | 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>1. To understand organizational structure of Food production department.</li> <li>2. To apply cooking techniques, classification of Vegetable, Pigments, Fruits, Fats and oils.</li> <li>3. To knowledge of flour for bread making.</li> </ol>   |   |                  |   |   |                 |
| <b>Course Outcomes</b>  |   |                  |   |   |                 |
| <ol style="list-style-type: none"> <li>1. Understand kitchen hierarchy, equipment's and handling procedures</li> <li>2. Analyse raw materials, fruits and vegetable</li> <li>3. Understand about different methods of cooking</li> <li>4. Knowledge on stocks and sauces</li> <li>5. Knowledge on bread and cookies</li> <li>6. 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.<br><b>Egg cookery</b> : Structure of an egg, Selection of egg, Uses of egg in cookery<br><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>1. To understand organizational structure of Food Production department.</li> <li>2. To apply cooking techniques, classification of Vegetable, Pigments, Fruits, Fats and oils.</li> <li>3. Knowledge on flour for bread making.</li> </ol>  |  |                  |            |      |                 |
| <b>Course Outcomes</b>  |  |                  |            |      |                 |
| <ol style="list-style-type: none"> <li>1. Understand kitchen hierarchy, equipment's and handling procedures</li> <li>2. Analyse raw materials, fruits and vegetable</li> <li>3. Understand about different methods of cooking</li> <li>4. Knowledge on stocks and sauces</li> <li>5. Knowledge on bread and cookies</li> <li>6. 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>To classify commercial and non-commercial food service establishments.</li> <li>To comprehend the organization structure and job description of food service employees.</li> <li>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>Remember the functions of commercial and non-commercial establishments.</li> <li>Understand the hierarchy, duties, and responsibilities of food service personnel.</li> <li>Apply various food service methods.</li> <li>Correlate various functions of food service outlets and the equipment used for service.</li> <li>Review the pre-preparation approaches involved in food service.</li> <li>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>   |  |                  |      |            |                 |
| <ol style="list-style-type: none"> <li>To explain the nuances of housekeeping operations in hotels</li> <li>To familiarize cleaning agents and equipment's used in Housekeeping</li> <li>To give in depth knowledge on operations of equipment.</li> </ol>   |  |                  |      |            |                 |
| <b>Course Outcomes</b>   |  |                  |      |            |                 |
| <ol style="list-style-type: none"> <li>Insight of housekeeping organizational chart</li> <li>Formulate the role of housekeeping in an organization</li> <li>Diagrammatic layout of guest room and facilities of the Hotel</li> <li>Preferential cleaning equipment's requirement for housekeeping</li> <li>Familiarization of cleaning agents</li> <li>Demonstration of cleaning activities on different surfaces</li> </ol> |  |                  |      |            |                 |
| <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>   |   |                  |            |      |                 |
| <ol style="list-style-type: none"> <li>1. To give in-depth Knowledge on guest room amenities</li> <li>2. To Provide hands on detail on working methodology in Housekeeping</li> <li>3. To deliver the require skills to operate heavy equipment's in housekeeping</li> </ol> |   |                  |            |      |                 |
| <b>Course Outcomes</b>   |   |                  |            |      |                 |
| <ol style="list-style-type: none"> <li>1. Compiled list of guest room amenities</li> <li>2. Developing the professional skills requires for operating machines &amp; cleaning agent</li> <li>3. Evaluating the cleaning methodology and Process</li> </ol>                   |   |                  |            |      |                 |
| <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<br>2. To be aware of the front office organization, guest types and room types in hotel industry<br>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<br>2. Classify the front office department, layout, and equipment's used in the front office<br>3. Identify front office organization and its sections<br>4. Analysis the different guest types and room types<br>5. Criteria to know the Bell desk, hospitality desk and concierge desk activities<br>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 |      |            |                 |
| <b>1.0</b>   |   |                  |      |            |                 |
| <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  | Syllabus version |            |            |                             |                 |
|  |  | 1.0              |            |            |                             |                 |
| <b>Course Objectives</b>   |  |                  |            |            |                             |                 |
| 1. To enhance knowledge on organizational structure of Bakery and Confectionery<br>2. To learn understand techniques, classification of basic pastry<br>3. To understand the role of flour in preparing bakery products  |  |                  |            |            |                             |                 |
| <b>Course Outcomes</b>   |  |                  |            |            |                             |                 |
| 1. Understand Bakery hierarchy, equipment's and handling procedures.<br>2. Identify raw materials, fruits and vegetables.<br>3. Know about different methods of Baking.<br>4. Can prepare breads and cakes.<br>5. Can prepare basic pastry<br>6. Capable to re-use leftover dough    |  |                  |            |            |                             |                 |
| <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 flavourings, 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>   |            |            |                             |                 |
| lecture by Industry expert   |  |                  |            |            |                             |                 |
|  |  |                  |            |            | <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> | <b>0</b>         | <b>0</b>   | <b>4</b> | <b>2</b>        |
| Pre-requisite   | NIL                                       | Syllabus version |            |          |                 |
|   |   | <b>1.0</b>       |            |          |                 |
| <b>Course Objectives</b>  |   |                  |            |          |                 |
| <ol style="list-style-type: none"> <li>To enhance knowledge on organizational structure of Bakery and</li> <li>To learn understand techniques, classification of basic pastry</li> <li>To understand the role of flour in preparing bakery products</li> </ol>  |   |                  |            |          |                 |
| <b>Course Outcomes</b>  |   |                  |            |          |                 |
| <ol style="list-style-type: none"> <li>Understand Bakery hierarchy, equipment's and handling procedures.</li> <li>Identify raw materials, fruits and vegetables.</li> <li>Know about different methods of Baking.</li> <li>Can prepare breads and cakes.</li> <li>Can prepare basic pastry</li> <li>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 menus, 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.<br><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. Lillcrap, 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 |                 |

| <b>Course Code</b>   | <b>Course Title</b>   | <b>L</b>                | <b>T</b> | <b>P</b>   | <b>C</b>        |
|--|---|-------------------------|----------|------------|-----------------|
| <b>UBHA106P</b>  | <b>FOOD AND BEVERAGE SERVICE PRACTICAL</b>  | <b>0</b>                | <b>0</b> | <b>4</b>   | <b>2</b>        |
| <b>Pre-requisite</b>   | <b>NIL</b>  | <b>Syllabus version</b> |          |            |                 |
|  |   | <b>1.0</b>              |          |            |                 |
| <b>Course Objectives</b>   |   |                         |          |            |                 |
| <ol style="list-style-type: none"> <li>1. To develop an organizational structure and prepare a food service outlet duty roster</li> <li>2. To formulate standard operating procedures for various F &amp; B Outlets</li> <li>3. To prepare non-alcoholic mixed drinks</li> </ol> |   |                         |          |            |                 |
| <b>Course Outcomes</b>   |   |                         |          |            |                 |
| <ol style="list-style-type: none"> <li>1. Remember the billing procedures and sale control systems</li> <li>2. Understand the preparation of Mocktails and mixed drinks</li> <li>3. 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 |
|---|--|------------------|---|---|---|
| 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 familiarize 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>To understand diverse regional Indian cuisines through different menus.</li> <li>To apply region-specific cooking techniques demonstrates practical expertise.</li> <li>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>Understand the cultural significance of ingredients, cooking styles, and traditions in various regions.</li> <li>Analyze distinct characteristics of regional cuisines from diverse Indian states</li> <li>Apply cooking techniques, and accurately present various dishes.</li> </ol> |  |                  |      |            |                 |
| Indicative Experiments  |  |                  |      |            |                 |
| 1.  | Menu 1: Tamil Nadu<br>Steamed Rice, Sambar, Rasam, Kootu, Porial, Appalam, Vermicilli Payasam  |                  |      |            |                 |
| 2.  | Menu 2:<br>Breakfast Menu (Idly, Dosa, Pongal, Medua Vada, and assorted chutneys and sambhar).   |                  |      |            |                 |
| 3.  | Menu: 3:<br>Variety Rice (Coconut milk rice) , Chicken Chettinad, Vendakkai Pulimandi, Kavuni Arisi payasam.   |                  |      |            |                 |
| 4.  | Menu 4: Kerala<br>Red Rice, Ollan, Kallan, Erruserry, Paal Adai Pradhaman  |                  |      |            |                 |
| 5.  | Menu 5:<br>Nei Choru, Malabar Chicken, Meen Moily, Veg Ishtew, Nendram Halwa.  |                  |      |            |                 |
| 6.  | Menu 6: Karnataka<br>Akki Roti, Mangalore Buns, Potato Saagu, Bhajille Ghassi, Bissibelle Bhaath, Dharwad Peda.  |                  |      |            |                 |
| 7.  | Menu 7: Basic Indian Gravies Demo.   |                  |      |            |                 |
| 8.  | Menu 8: Goan<br>Goan Coconut Pulao, Veg Xacouti, Mutton Vindaloo, Alle Delle.  |                  |      |            |                 |
| 9.  | Menu 9: Indian Breakfast and Snacks<br>Rawa Kitchadi, Aloo Paratha, Poori, Potato Bhajji.<br>Samosa, Veg. cutlet, Chaat varieties, and assorted Pakoras. |                  |      |            |                 |
| 10.   | Menu 10: Maharashtra<br>Masala Bhaath, Mutton/Veg Kolhapuri, Kosambri, MasalaPoori, Sweet poli.  |                  |      |            |                 |
| 11.   | Menu 11: Andhra<br>Veg Biryani, kozhi vepudu, Onion Raitha, Bagara Baingan, Khurbani Ka Meetha.  |                  |      |            |                 |
| 12.   | Menu 12 Punjabi<br>Dhum Biryani, Methi Murgh, Tomato Kut, Double Ka Meetha.  |                  |      |            |                 |
| 13.   | Menu 13: Kashmiri<br>Kashmiri Pulao, Mutton Rogan Josh, Dum Aloo, Phirni (Kongeh Phirni)   |                  |      |            |                 |
| 14.   | Menu14: Awadhi<br>Yakhni Pulao, Mughlai Paratha, Badin Jaan, Kulfi With Falooda.   |                  |      |            |                 |
| 15  | Menu15: Punjabi<br>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>1. To classify types of alcohol and wines</li> <li>2. To comprehend the production process of liquors and liqueurs</li> <li>3. To adapt the methods of preparing mixed drinks</li> </ol>   |  |                  |   |   |                             |                 |
| <b>Course Outcomes</b>  |  |                  |   |   |                             |                 |
| <ol style="list-style-type: none"> <li>1. Remember the functions, layout, equipment, and parts of the bar.</li> <li>2. Understand the alcohol production process.</li> <li>3. Determine different types of wines.</li> <li>4. Distinguish between types of beer.</li> <li>5. Evaluate diverse types of liqueurs.</li> <li>6. 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              |   |   |   |

### Course Objectives

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

### Course Outcomes

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.

### Indicative Experiments

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.

### Total Laboratory Hours

**60 hours**

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 |                 |

| Course Code   | Course Title                          | L                | T | P | C |
|---|---------------------------------------|------------------|---|---|---|
| UBHA201L  | GLOBAL CUISINE                        | 2                | 0 | 0 | 2 |
| Pre-requisite   | NIL                                   | Syllabus version |   |   |   |
| Course Objectives:  |                                       | 1.0              |   |   |   |
| <ol style="list-style-type: none"> <li>To understand global cuisine's fundamentals.</li> <li>To analyze geography, culture, and trade's impact on regional food.</li> <li>To apply global cooking techniques and ingredient skills.</li> </ol>  |                                       |                  |   |   |   |
| <b>Expected Course Outcomes:</b>  |                                       |                  |   |   |   |
| <ol style="list-style-type: none"> <li>Identify key ingredients and techniques in global cuisines.</li> <li>Explain the cultural significance and historical evolution of global cuisine.</li> <li>Demonstrate basic cooking techniques and ingredient combinations.</li> <li>Compare and contrast flavour profiles, ingredient usage, and cooking methods.</li> <li>Assess the cultural and culinary significance of regional variations.</li> <li>Design and prepare a 3-course menu blending global cuisines.</li> </ol>   |                                       |                  |   |   |   |
| <b>Module:1</b>   | <b>Fundamentals of Global Cuisine</b> | <b>4 hours</b>   |   |   |   |
| Brief history and evolution of global cuisine. Influence of geography, culture, and trade on regional food habits. Flavour profiles and balancing tastes. Global cooking techniques. Staple ingredients: grains, spices, herbs, and proteins across cuisines. Equipment in relation to: French, Italy, Greek, Mexican, German and British.  |                                       |                  |   |   |   |
| <b>Module:2</b>   | <b>French Cuisine</b>                 | <b>4 hours</b>   |   |   |   |
| Historical Influence of French Cuisine. Pioneer Chefs: Marie-Antoine Carême (1784-1833, "King of Chefs") and Georges Auguste Escoffier (1846-1935, "Emperor of the Kitchen"). Essential Ingredients: Butter, Cheese, Wine, Fresh herbs, Garlic, Onions, Mushrooms. Regional Variations: Provençal (Ratatouille, Bouillabaisse), Burgundian (Coq au Vin, Boeuf Bourguignon), Normandy (Cream sauces, Apple dishes), Alsatian (Tarte flambée, Baeckeoffe), Brittany (Seafood, Crepes). Signature Dishes: Coq au Vin, Bouillabaisse, Ratatouille, Cassoulet, Escargots. French Breads and Pastries: Baguette, Croissant, Pain au levain, Macarons, Madeleines. French Desserts and Sweets. French Culinary Terms.  |                                       |                  |   |   |   |
| <b>Module:3</b>   | <b>Italian Cuisine</b>                | <b>4 hours</b>   |   |   |   |
| Introduction to Italian Cuisine. Italian Food Philosophy (simplicity, freshness, family, and tradition). Key ingredients (Olive oil, Garlic, Onions, Tomatoes, Basil, Mozzarella, and Parmesan). Regional variations exist in Northern, Central, and Southern Italy. Pasta varieties (Spaghetti, Fettuccine, Penne, Linguine, and Rigatoni etc.). Breads and baked dishes (Ciabatta, Focaccia, Grissini, Panettone, and Tiramisù). Italian cheeses and cured meats (Parmigiano-Reggiano, Mozzarella, Provolone. Prosciutto cotto (cooked ham), Prosciutto crudo (raw ham), and Ham di Praga (Italian-style ham). Sausages: Tuscan, Umbrian, Sicilian, Venetian, and Abruzzese. Signature Italian dishes (Pasta Carbonara, Pizza Margherita, Risotto alla Milanese, Pollo alla Cacciatora, and Lasagna). Italian desserts (Tiramisù, Gelato, Cannoli, Panna cotta, and Zeppole). |                                       |                  |   |   |   |
| <b>Module:4</b>   | <b>Greek Cuisine</b>                  | <b>4 hours</b>   |   |   |   |
| Introduction to Greek Cuisine. Cultural Significance (Hospitality, Family, and Tradition). Staple Ingredients (Garbanzo beans, Halkidiki olives), Breads - Horiatico psomi (Village bread) and Pita bread. Rice, and Pasta. Cheese Varieties - Feta (Salad cheese), Florina (Smoked cheese), Graviera (Aged cheese), and Halloumi (Cypriot cheese). Regional Variations (Mainland Greece, Islands, Crete, and Peloponnese). Greek Dips and Sauces - Tzatziki (Yogurt-cucumber), Hummus (Chickpea), Skordalia (Garlic-almond), and Lemon-herb sauce. Signature Greek Dishes - Gyro (Meat sandwich), Moussaka (Layered eggplant), Souvlaki (Grilled meat skewers), and Greek salad (Tomato-cucumber-feta). Greek Pastries - Baklava (Nut-phylllo pastry), Galaktoboureko (Custard-phylllo pie), Loukoumades (Fried dough balls), and Kataifi (Shredded phylllo pastry).           |                                       |                  |   |   |   |

|   |  |                 |
|---|--|-----------------|
| <b>Module:5</b>   | <b>Mexican Cuisine</b>   | <b>4 hours</b>  |
| Introduction to Mexican Cuisine. Staple Ingredients (Corn, Beans, Avocado, Chili Peppers, Cilantro, Lime, Garlic, Onion, Tomatoes). Regional Variations (Northern - Carnitas, Machaca), Central - Pozole, Tacos al Pastor), Southern - Mole, Tamales), Yucatán Peninsula (Cochinita Pibil, Papadzules), Coastal Regions - Seafood, Ceviche). Traditional Meal Structure (Antojito - appetizer, Sopa (soup), Plato Fuerte (main course), Postre (dessert)]. Signature Dishes (Tacos, Enchiladas, Chiles Rellenos, Chili con Carne, Chilaquiles). Mexican Breads and Pastries (Tortillas, Tostadas, Bolillo, Pan dulce, Churros). Mexican Desserts and Sweets (Tres Leches Cake, Churros con Cajeta, Flan, Arroz con Leche, Empanadas).   |  |                 |
| <b>Module:6</b>   | <b>German Cuisine</b>  | <b>4 hours</b>  |
| Introduction to German Cuisine. Regional Diversity (Bavarian, Swabian, North German). Cultural Significance (Hearty cuisine, Beer culture, Festive traditions). Staple Ingredients (Meat, Bread, Potatoes, Vegetables, Cheese, Beer). Key Cooking Techniques (Braising, Roasting, Grilling, Stewing, Pickling). Regional Variations (Southern, Northern, Western, Eastern, Central). Traditional German Meal Structure (appetizer, main course, dessert).Signature German Dishes (Sauerbraten, Schnitzel, Bratwurst, Currywurst, Spätzle, Sauerkraut). Breads and Baked Goods (Dark rye bread, Pretzels, Strudel, Brezel, Vollkornbrot). German Desserts and Sweets (Apfelstrudel, Black Forest Cake, Stollen, Lebkuchen, Rote Grütze). |  |                 |
| <b>Module:7</b>   | <b>British Cuisine</b>   | <b>4 hours</b>  |
| Introduction to British Cuisine. Cultural Significance (History, Tradition, Comfort food). Staple Ingredients (Beef, Lamb, Fish, Potatoes, Vegetables, Cheese, Bread). Regional Variations: English , Scottish, Welsh, Northern Irish. Traditional Meal Structure: Starter, Main Course, Dessert. British Breads and Pastries: Scones, Crumpets, Toasties, Scotch eggs, Pasties. British Desserts and Sweets: Apple crumble, Trifle, Scones with clotted cream, Treacle tart, Sticky toffee pudding.  |  |                 |
| <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.  | Parvinder S. Bali, International cuisine and food production management (1 <sup>st</sup> Edition), Oxford, 2012.           |                 |
| 2.  | Vinoth Kumar, Global Cuisine: World Cuisine - On your Plate (1 <sup>st</sup> Edition), Indian Books and Periodicals, 2018. |                 |
| <b>Reference Books</b>  |  |                 |
| 1.  | École Ferrandi (Editor), Larousse Gastronomique, (5th Edition), Larousse, 2018   |                 |
| 2.  | David Foskett, Practical Cookery (14 <sup>th</sup> Edition) Hodder Education, 2020   |                 |
| Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test  |  |                 |
| Recommended by Board of Studies   |  | 09-10-2024      |
| Approved by Academic Council  | No. 76   | Date 27-11-2024 |

| Course Code  | Course Title  | L                | T    | P          | C               |
|--|---|------------------|------|------------|-----------------|
| UBHA201P   | GLOBAL CUISINE PRACTICAL  | 0                | 0    | 4          | 2               |
| Pre-requisite  | Nil   | Syllabus version |      |            |                 |
|  |   | 1.0              |      |            |                 |
| <b>Course Objectives:</b>  |   |                  |      |            |                 |
| <ol style="list-style-type: none"> <li>To provide an exquisite fine dining experience through carefully crafted menus.</li> <li>To showcase the diversity and richness of international cuisine.</li> <li>To enhance culinary knowledge and appreciation among guests.</li> </ol>                                  |   |                  |      |            |                 |
| <b>Expected Course Outcomes:</b>   |   |                  |      |            |                 |
| <ol style="list-style-type: none"> <li>Analyze the cultural and historical context of various international cuisines.</li> <li>Evaluate the presentation, flavor, and texture of dishes from different menus.</li> <li>Create innovative fusion dishes by combining ingredients from multiple cuisines.</li> </ol> |   |                  |      |            |                 |
| <b>List of practicals:</b>   |   |                  |      |            |                 |
| 1  | Menu: 01 – French; Cream of Asparagus Soup, Baguette avec Fromage (Cheese Baguette), Boeuf Bourguignon, Tarte Tatin   |                  |      |            | 4 hours         |
| 2  | Menu: 02 – French; Vegetable Quiche Lorraine, Pain de Campagne (Country Bread) with Butter, Grilled Filet Mignon with Roasted Garlic Mashed Potatoes and Broccolini, Crème Brûlée |                  |      |            | 4 hours         |
| 3  | Menu: 03 – French; French Onion Soup with Croutons and Gruyère Cheese, Crostini aux Herbes (Herb Toast), Poulet à la normande, Browned Butter & Garlic Potatoes, Crème Caramel    |                  |      |            | 4 hours         |
| 4  | Menu: 04 – Italy; Minestrone, Focaccia, Ravioli Arrabbiata, Cannoli Siciliani.  |                  |      |            | 4 hours         |
| 5  | Menu: 05 – Italy; Bruschetta Toscana, Ciabatta, Spaghetti Bolognese, Panna Cotta with Mixed Berries   |                  |      |            | 4 hours         |
| 6  | Menu: 06 – Italy; Grilled Vegetable Bruschetta, Grissini (Thin Breadsticks), Chicken Parmesan, Tiramisù   |                  |      |            | 4 hours         |
| 7  | Menu: 07 – Greek; Greek Salad, Pita Bread, Moussaka, Greek Yogurt with Honey& Walnuts   |                  |      |            | 4 hours         |
| 8  | Menu: 08 – Greek; Calamari with Lemon and Garlic, Horiatiko Psomi, Gyro Wrap, Baklava.  |                  |      |            | 4 hours         |
| 9  | Menu: 09 – Mexican; Nachos con Queso, Enchiladas Rojas, Tres Leches Cake  |                  |      |            | 4 hours         |
| 10   | Menu: 10 – Mexican; Empanadas de Verdures, Bolillo, Carne Asada Tacos, Flan de Vanilla  |                  |      |            | 4 hours         |
| 11   | Menu: 11 – Mexican; Sopa de Tortilla, Tortilla, Mole Poblano with Chicken, Churros, with Chocolate Sauce  |                  |      |            | 4 hours         |
| 12   | Menu: 12 – Germany; Linsensuppe, Schwarzbrot, Sauerbraten, Spätzle, German Potato Salad, Bayerische crème   |                  |      |            | 4 hours         |
| 13   | Menu: 13 – Germany; Leberkäse, Vollkornbrot, Sauerbraten mit Kartoffeln und Rotkohl, Yorkshire pudding, Schwarzwälder Kirschtorte   |                  |      |            | 4 hours         |
| 14   | Menu: 14 – British; Scotch Broth, Crusty Bread, Roast Beef, Trifle (Layers of Sponge Cake, Fruit, and Custard)  |                  |      |            | 4 hours         |
| 15   | Menu: 15 – British; Classic Prawn Cocktail, Traditional Fish and Chips, Apple Crumble with Custard  |                  |      |            | 4 hours         |
| <b>Total Practical Hours</b>   |   |                  |      |            | <b>60 hours</b> |
| Mode of evaluation: Digital Assignments, Final Assessment Test   |   |                  |      |            |                 |
| Recommended by Board of Studies  |   | 09-10-2024       |      |            |                 |
| Approved by Academic Council   |   | No. 76           | Date | 27-11-2024 |                 |

| Course Code   | Course Title                           | L                | T | P | C |
|---|--|------------------|---|---|---|
| UBHA302L  | PRINCIPLES OF MENU PLANNING            | 2                | 0 | 0 | 2 |
| Pre-requisite   | Nil                                    | Syllabus version |   |   |   |
|   |  | 1.0              |   |   |   |
| <b>Course Objectives:</b>   |  |                  |   |   |   |
| <ol style="list-style-type: none"> <li>1. To design menus meeting customer needs, nutritional requirements, and operational constraints.</li> <li>2. To apply menu planning principles and balanced nutrition in food service settings.</li> <li>3. To analyze menu performance using menu engineering and cost control strategies.</li> </ol>  |  |                  |   |   |   |
| <b>Course Outcomes:</b>   |  |                  |   |   |   |
| <ol style="list-style-type: none"> <li>1. Remember menu planning principles, nutritional balance, and dietary considerations.</li> <li>2. Understand the importance of nutritional value in menu planning.</li> <li>3. Design menus for various events and dietary needs and cultural influences.</li> <li>4. Analyze menu performance using engineering techniques and cost control strategies.</li> <li>5. Assess menu planning decisions' impact on customer satisfaction, sales, and efficiency.</li> <li>6. Create innovative menus meeting diverse customer preferences and nutritional needs.</li> </ol> |  |                  |   |   |   |
| <b>Module 1</b>   | <b>Principles in Menu Planning</b>     | <b>4 hours</b>   |   |   |   |
| Key principles of menu planning; variety, balance, flexibility, harmony, and profitability. Factors to consider; target audience, dietary trends, and seasonal availability. Factors affecting menu planning; cultural and social influences, economic conditions, and food safety regulations.   |  |                  |   |   |   |
| <b>Module 2</b>   | <b>Considerations in Menu Planning</b> | <b>4 hours</b>   |   |   |   |
| Menu planning considerations; nutritional value, texture, color, presentation, allergens, and cultural influences. Diverse customer preferences. Constraints of menu planning; budget, equipment, and staffing limitations. Seasonal ingredient availability; freshness and sustainability.   |  |                  |   |   |   |
| <b>Module 3</b>   | <b>Balanced Food and Diet</b>          | <b>4 hours</b>   |   |   |   |
| Principles of balanced food and nutrition, Importance of balanced food and diet. Recommended Dietary Allowances (RDAs) for various nutrients, considering factors such as age (infancy, childhood, adulthood, older adults), gender, and physiological state (pregnancy, lactation, illness).   |  |                  |   |   |   |
| <b>Module 4</b>   | <b>Dietary Menu Planning</b>           | <b>4 hours</b>   |   |   |   |
| Fundamentals of planning specialized diet menus; healthy diet menus, low-calorie diet, high-calorie diet plans for specific nutritional needs, and low-calorie sugar menus. Special diet menus; Dairy-free, gluten-free, low-carbohydrate, and vegan options.   |  |                  |   |   |   |
| <b>Module 5</b>   | <b>Menu Planning for Events</b>        | <b>4 hours</b>   |   |   |   |
| Planning and execution of menus for various banquet events; conferences, meetings, cocktail parties, alumni meet, product launches, and social gatherings; naming ceremonies, birthday parties, puberty celebrations, weddings, wedding receptions, bangle ceremonies, and baby showers.  |  |                  |   |   |   |
| <b>Module 6</b>   | <b>Menu Engineering</b>                | <b>4 hours</b>   |   |   |   |
| Definition and objectives of menu engineering, menu analysis, and categorization using the Stars, Plow Horses, Puzzles, and Dogs framework. Menu engineering elements; demand, menu mix, and contribution.  |  |                  |   |   |   |

|   |   |                 |
|---|---|-----------------|
| <b>Module 7</b>   | <b>Cost Control</b>   | <b>4 hours</b>  |
| Menu Budgeting and Forecasting: Creating realistic menu budgets, forecasting revenue, and analyzing menu item profitability. Menu Cost Classification: Identifying fixed (e.g., kitchen utilization), variable (e.g., ingredient costs), and semi-variable (e.g., labor) costs associated with menu items. Menu Cost Reduction Techniques: Reducing food waste, optimizing portion sizes, renegotiating supplier contracts, and streamlining menu production. |   |                 |
| <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.  | Daniel Traster, Foundations of menu planning, (2nd edition), Pearson India, 2019  |                 |
| 2.  | R. Singaravelavan, Food and Beverage Services (3rd Edition), Oxford University Press, 2022  |                 |
| <b>Reference Books</b>  |   |                 |
| 1.  | D.R. Lillicrap, John A. Cousins, and Suzanne Weekes, Food and Beverage Service (10 <sup>th</sup> Edition), Hodder Publisher, 2020 |                 |
| 2.  | Cletus Fernandes, Food & Beverage Service (2nd Edition), Notion Press, 2022   |                 |
| Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test  |   |                 |
| Recommended by Board of Studies   | 09-10-2024  |                 |
| Approved by Academic Council  | No. 76  | Date 27-11-2024 |



| Course Code   | Course Title  |  |  | L                | T    | P               | C |
|---|---|--|--|------------------|------|-----------------|---|
| UBHA302P  | MENU PLANNING 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 design and plan menus for various occasions and dietary needs.</li> <li>2. To apply fundamental principles of menu planning in international cuisine.</li> <li>3. To develop skills in menu planning, food pairing, and nutrition analysis.</li> </ol> |   |  |  |                  |      |                 |   |
| <b>Course Outcomes:</b>   |   |  |  |                  |      |                 |   |
| <ol style="list-style-type: none"> <li>1. Design inclusive menus for diverse occasions and dietary needs.</li> <li>2. Evaluate menus for profitability and nutritional balance.</li> <li>3. Create innovative, sustainable menus integrating food pairing and menu engineering.</li> </ol>          |   |  |  |                  |      |                 |   |
| <b>List of practicals:</b>  |   |  |  |                  |      |                 |   |
| 1.  | Fundamentals of menu planning in international cuisine (Italian, Chinese, etc.)       |  |  |                  |      | 4 hours         |   |
| 2.  | Buffet menu planning for large events (conferences, festivals)                        |  |  |                  |      | 4 hours         |   |
| 3.  | Factors influencing meal planning: cultural and religious considerations              |  |  |                  |      | 4 hours         |   |
| 4.  | Planning nutritionally balanced meals for specific dietary needs (vegan, gluten-free) |  |  |                  |      | 4 hours         |   |
| 5.  | Preparing menus for special occasions (weddings, holidays, x-mas, new year, etc.)     |  |  |                  |      | 4 hours         |   |
| 6.  | Banquet menu planning for themed events (medieval, feast)                             |  |  |                  |      | 4 hours         |   |
| 7.  | Planning and preparing menus for outdoor events (picnics, barbecues)                  |  |  |                  |      | 4 hours         |   |
| 8.  | Critical evaluation of hotel/institutional menus: cost control and profitability      |  |  |                  |      | 4 hours         |   |
| 9.  | Calculating nutritive values of complex dishes and meals                              |  |  |                  |      | 4 hours         |   |
| 10.   | Designing and preparing special diet menus (diabetic, low-sodium)                     |  |  |                  |      | 4 hours         |   |
| 11.   | Developing menus for food trucks/street food vendors                                  |  |  |                  |      | 4 hours         |   |
| 12.   | Creating menus for specific age groups (children, seniors)                            |  |  |                  |      | 4 hours         |   |
| 13.   | Menu engineering for profitability and customer satisfaction                          |  |  |                  |      | 4 hours         |   |
| 14.   | Food and beverage pairing for fine dining experiences                                 |  |  |                  |      | 4 hours         |   |
| 15.   | Sustainable menu planning: eco-friendly and locally sourced ingredients               |  |  |                  |      | 4 hours         |   |
| <b>Total Practical Hours</b>  |   |  |  |                  |      | <b>60 hours</b> |   |
| Mode of evaluation: Digital Assignments, Final Assessment Test  |   |  |  |                  |      |                 |   |
| Recommended by Board of Studies   |   |  |  | 09-10-2024       |      |                 |   |
| Approved by Academic Council  |   |  |  | No. 76           | Date | 27-11-2024      |   |

| Course Code   | Course Title                            | L                | T | P | C |
|---|---|------------------|---|---|---|
| UBHA305L  | ORIENTAL CUISINE                        | 2                | 0 | 0 | 2 |
| Pre-requisite   | Nil                                     | Syllabus version |   |   |   |
| Course Objectives:  |   | 1.0              |   |   |   |
| <ol style="list-style-type: none"> <li>1. To understand the fundamental principles and diverse traditions of Oriental cuisine.</li> <li>2. To analyze the historical, cultural, and regional influences on Oriental food traditions.</li> <li>3. To apply cooking techniques to prepare authentic and innovative Oriental dishes.</li> </ol>  |   |                  |   |   |   |
| <b>Expected Course Outcomes:</b>  |   |                  |   |   |   |
| <ol style="list-style-type: none"> <li>1. Remember key ingredients, cooking techniques and regional variations of Oriental cuisines.</li> <li>2. Explain historical and cultural influences on Oriental cuisine</li> <li>3. Demonstrate traditional cooking methods using ingredients and equipment.</li> <li>4. Analyze flavor profiles and contrasts in Oriental cooking, including various tastes.</li> <li>5. Evaluate global influences on Oriental cuisines and critique modern fusion interpretations.</li> <li>6. Create innovative fusion dishes by combining traditional and modern flavors.</li> </ol> |   |                  |   |   |   |
| <b>Module:1</b>   | <b>Introduction to Oriental Cuisine</b> | <b>4 hours</b>   |   |   |   |
| Introduction and Culinary influences, Definition and geographical scope (East Asia, Southeast Asia, and Indian subcontinent). Historical and cultural influences on Oriental food traditions. Staple food with regional Influences, Common ingredients in Oriental cuisine (rice, noodles, soy products, spices, herbs, and seafood). Flavor profiles and contrasts in Oriental cooking (salty, sweet, sour, spicy, umami).   |   |                  |   |   |   |
| <b>Module:2</b>   | <b>Chinese Cuisine</b>                  | <b>4 hours</b>   |   |   |   |
| Overview of Chinese cuisine. Regional cooking styles; "Eight Great Cuisines" of China (Sichuan, Cantonese, Shandong, Jiangsu, Zhejiang, Fujian, Hunan, Anhui) and their distinct flavours, Cooking Techniques, Essential Chinese Sauces and Condiments, Global Influence and Modern Chinese Cuisine. Methods of cooking. Equipment & utensils.  |   |                  |   |   |   |
| <b>Module:3</b>   | <b>Japanese Cuisine</b>                 | <b>4 hours</b>   |   |   |   |
| Overview of Japanese cuisine, Importance of seasonality (shun), balance, simplicity, and aesthetics Meal structure. Emphasis on balance: Go-shiki (five colors), go-mi (five flavours), go-ho (five methods of preparation). Staple Ingredients. Cooking Techniques. Regional Cuisines (Kanto, Kansai, Kyoto, and Okinawan). Global Influence. Common terms (Azuki, Goma, Hijiki, Kaiso, Kiriko, Sushi).  |   |                  |   |   |   |
| <b>Module:4</b>   | <b>Southeast Asian Cuisine</b>          | <b>4 hours</b>   |   |   |   |
| Diverse culinary traditions across Southeast Asia (Thailand, Vietnam, Malaysia, Indonesia, Philippines, Singapore, Cambodia, Laos, and Myanmar). The harmony of flavours (Sweet, sour, salty, bitter, and spicy). Common Ingredients (Curry Pastes, Sambal, Galangal, Kaffir lime leaves, Nam pla (Fish sauce), Lesser ginger (also known as Krachai or Thai ginger) etc.) Global Influence.  |   |                  |   |   |   |
| <b>Module:5</b>   | <b>Korean Cuisine</b>                   | <b>4 hours</b>   |   |   |   |
| Introduction to Korean Cuisine. Staple Ingredients in Korean Cuisine. Cooking Techniques. Structure of a Traditional Korean Meal. Regional Variations (Seoul, Jeolla, Gangwon, Jeju Island, North Korean). Korean Street Food, Modern Korean Cuisine and Global Influence.  |   |                  |   |   |   |
| <b>Module:6</b>   | <b>Hong Kong</b>                        | <b>4 hours</b>   |   |   |   |

|   |  |            |                 |
|---|--|------------|-----------------|
| Introduction to Hong Kong Cuisine. History and Development of Hong Kong Cuisine. Cultural Influences (Cantonese, British, Chinese). Key Ingredients (Bok choy, broccoli, Scallions, Shiitake mushrooms, Dried scallops, Dried fish) and Seasonings (Soy sauce, Oyster sauce, Hoisin sauce, Plum sauce, Sweet and sour sauce). Modern Chong Kong cuisine and Global Influence. |  |            |                 |
| <b>Module:7</b>   | <b>Fusion and Modern Interpretations of Oriental Cuisine</b>   |            | <b>4 hours</b>  |
| Introduction to Fusion and Modern Oriental Cuisine. Definition of Fusion Cuisine. Key Concepts in Fusion Cuisine. Ingredients in Fusion and Modern Oriental Cuisine. Techniques in Fusion Cuisine. Fusion of Regional Oriental Cuisines with Global Cuisines. Trends in Modern Oriental Cuisine. Future of Fusion and Modern Oriental Cuisine.                                |  |            |                 |
| <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.  | Parvinder S. Bali, International cuisine and food production management (1 <sup>st</sup> Edition), Oxford, 2012.                           |            |                 |
| 2.  | Practical Cookery, David Foskett, Hodder Education, 13th edition, 2015   |            |                 |
| <b>Reference Books</b>  |  |            |                 |
| 1.  | Betty Crocker, Better Homes and Gardens Oriental Cookbook (13 <sup>th</sup> Edition), Meredith Corporation/Better Homes and Gardens, 2005. |            |                 |
| 2.  | Krishna Arora, Theory of cookery, Frank Bros & Co, Reprinted 2011  |            |                 |
| 3.  | Modern Cookery Vol-I & Vol-II, Thangam E. Philip, Orient Black Swan, 6th Edition, Reprinted 2013   |            |                 |
| 4.  | Jeremy MacVeigh, International Cuisine, Delmar Cengage Learning, 2009  |            |                 |
| Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test  |  |            |                 |
| Recommended by Board of Studies   |  | 09-10-2024 |                 |
| Approved by Academic Council  |  | No. 76     | Date 27-11-2024 |

| Course Code  | Course Title   | L                | T    | P          | C               |
|--|--|------------------|------|------------|-----------------|
| UBHA305P   | ORIENTAL CUISINE PRACTICAL   | 0                | 0    | 4          | 2               |
| Pre-requisite  | NIL  | Syllabus version |      |            |                 |
| Course Objectives:   |  | 1.0              |      |            |                 |
| <ol style="list-style-type: none"> <li>To understand the cultural and historical context of various international cuisines.</li> <li>To explore and prepare the Asian and Middle Eastern cuisines.</li> <li>To develop skills in preparing and presenting traditional and fusion dishes.</li> </ol>                      |  |                  |      |            |                 |
| <b>Expected Course Outcomes:</b>   |  |                  |      |            |                 |
| <ol style="list-style-type: none"> <li>Analyze the flavour profiles, ingredients, and cooking techniques used in Oriental cuisines.</li> <li>Evaluate the culinary value, texture, and presentation of various dishes.</li> <li>Create innovative fusion dishes by combining traditional and modern flavours.</li> </ol> |  |                  |      |            |                 |
| <b>List of practicals:</b>   |  |                  |      |            |                 |
| 1.   | Menu: 01 – Chinese: Prawn Ball Soup, Fried Wantons, Sweet & Sour Pork, Hakka Noodles   |                  |      |            | 4 hours         |
| 2.   | Menu: 02 – Chinese: Hot & Sour Veg. soup, Beans Schezwan, Stir Fried Chicken & Peppers, Fried Rice   |                  |      |            | 4 hours         |
| 3.   | Menu: 03 – Chinese<br>Sweet Corn Soup, Shao Mai, Tung-Po Mutton, Yangchow Fried Rice   |                  |      |            | 4 hours         |
| 4.   | Menu: 04 – Chinese<br>Wonton Soup, Spring Rolls, Stir Fried Beef & Celery, Chow Mein   |                  |      |            | 4 hours         |
| 5.   | Menu: 05 – Chinese: Egg drop soup, Prawns in Garlic Sauce, Fish Schezwan, Steamed Noodles  |                  |      |            | 4 hours         |
| 6.   | Menu: 06 – Japanese: Tamago Sushi, Salmon Teriyaki with Steamed Rice, Anmitsu  |                  |      |            | 4 hours         |
| 7.   | Menu: 07 – Japanese: Sunomono, Chicken Yakitori, Tempura Dorayaki  |                  |      |            | 4 hours         |
| 8.   | Menu: 08 - Southeast Asian Cuisine (Thai): Som Tum, Pad Thai, Mango Sticky Rice  |                  |      |            | 4 hours         |
| 9.   | Menu: 09 - Southeast Asian Cuisine (Vietnamese)<br>Goi Cuon, Claypot Fish, Banh Flan   |                  |      |            | 4 hours         |
| 10.  | Menu:10 – Korean: Japchae Salad, Bibimbap, Mango Bingsu  |                  |      |            | 4 hours         |
| 11.  | Menu: 11 – Korean: Kimchi Tom Yum Soup, Korean-Style Green Curry with Chicken and Vegetables, Tub Tim Krob-Style Patbingsu.                                  |                  |      |            | 4 hours         |
| 12.  | Menu: 12 – Hong Kong: Har Gow (Steamed Shrimp Dumplings), Wonton Noodles, Beef Ho Fun, Egg Tart  |                  |      |            | 4 hours         |
| 13.  | Menu: 13 – Hong Kong: Dim Sum, Roast Goose, Claypot Rice, Sesame Balls   |                  |      |            | 4 hours         |
| 14.  | Menu: 14 – Fusion (Szechuan-Thai Fusion): Kung Pao Calamari, Szechuan Green Curry with Chicken and Thai Basil, Lychee and Rambutan Sorbet with Sesame Tuile. |                  |      |            | 4 hours         |
| 15.  | Menu: 15 – Fusion (Korean-Indonesian Fusion): Sate Ayam Tteokbokki, Nasi Goreng Bibimbap, Martabak Manis with Matcha Ice Cream                               |                  |      |            | 4 hours         |
| <b>Total Practical Hours</b>   |  |                  |      |            | <b>60 hours</b> |
| Mode of evaluation: Digital Assignments, Final Assessment Test   |  |                  |      |            |                 |
| Recommended by Board of Studies  |  | 09-10-2024       |      |            |                 |
| Approved by Academic Council   |  | No. 76           | Date | 27-11-2024 |                 |

| Course Code   | Course Title                             | L                | T | P | C |
|---|--|------------------|---|---|---|
| UBHA306L  | EVENT CATERING                           | 2                | 0 | 0 | 2 |
| Pre-requisite   | Nil                                      | Syllabus version |   |   |   |
|   |  | 1.0              |   |   |   |
| <b>Course Objectives:</b>   |  |                  |   |   |   |
| <ol style="list-style-type: none"> <li>1. To define and explain function catering operations.</li> <li>2. To comprehend and describe various buffet styles and arrangements.</li> <li>3. To plan, coordinate, and execute events successfully.</li> </ol>   |  |                  |   |   |   |
| <b>Course Outcomes:</b>   |  |                  |   |   |   |
| <ol style="list-style-type: none"> <li>1. Remember the procedures for booking banquets.</li> <li>2. Understand buffet catering and the different styles of buffet setup.</li> <li>3. Apply standard procedures while hosting banquets.</li> <li>4. Analyse the booking query and materialize the order.</li> <li>5. Evaluate event setup to ensure smooth execution.</li> <li>6. Organize MICE events.</li> </ol> |  |                  |   |   |   |
| <b>Module 1</b>   | <b>Event Catering and Banquets</b>       | <b>4 hours</b>   |   |   |   |
| History, Types, Organization of Banquet Department, Duties and Responsibilities, Banquet Sales, Banquet Protocol: Mise-en-Place, Service: Toast and Toast Procedures. Informal Banquets: Reception, Cocktail Parties, Convention, Seminar, Exhibition, Fashion Shows, Trade Fair, Wedding, and Outdoor Catering. Formal Banquets: Meetings, and Conferences, etc.   |  |                  |   |   |   |
| <b>Module 2</b>   | <b>Buffet Operations and Planning</b>    | <b>4 hours</b>   |   |   |   |
| Introduction, Factors to plan buffets, Area requirements, Planning and organization, Sequence of food service, Menu planning, Types of buffets, Buffet display, Sit-down buffet, Fork buffet, Finger buffet, Cold buffet, Equipment, Supplies, Checklist.   |  |                  |   |   |   |
| <b>Module 3</b>   | <b>Event and Banquet Management</b>      | <b>4 hours</b>   |   |   |   |
| Organization structure, Duties and Responsibilities of banquetting staff, administrative procedures, Formats maintained, Banquet Function Prospectus/Banquet event order. Types of functions and buffet setup (formal and informal), Banquet menu planning, and sample menus.   |  |                  |   |   |   |
| <b>Module 4</b>   | <b>Customer Relationship in Banquets</b> | <b>4 hours</b>   |   |   |   |
| Introduction, Handling Customer Queries, Meeting with the client, Hall orientation, Menu discussion, Food price discussion, Beverage menu, Beverage price discussion, Obtaining special requests: Single day liquor license, Special bar equipment. Contract letter of agreement, Collection of advance amounts, Food trial, and Menu finalization.   |  |                  |   |   |   |
| <b>Module 5</b>   | <b>Banquet Layout and Design</b>         | <b>4 hours</b>   |   |   |   |
| Space: Area requirements, table plans/arrangements, banquet hall setup, hall appearance, buffet setup, table décor and presentation, seating arrangements for indoor and off-premises/outdoor catering, table service rules, event duration, staffing and briefing banquet employees.   |  |                  |   |   |   |
| <b>Module 6</b>   | <b>Event Execution and Service</b>       | <b>4 hours</b>   |   |   |   |
| Introduction, Handling events, Beverage service, Food service, Portion control, Wine and food pairing, calculating head counts for charges, Finalizing the bill, Bill settlement, Collecting guest feedback, and Debriefing.  |  |                  |   |   |   |
| <b>Module 7</b>   | <b>Planning of Business Events</b>       | <b>4 hours</b>   |   |   |   |
| Organizing MICE (Meetings, Incentives, Conferences, and Events/Exhibitions), Marketing for MICE, Venue Management, Distribution, and the Role of Travel Agents, Planning and Project  |  |                  |   |   |   |

|  |  |            |                 |
|--|--|------------|-----------------|
| Management, Challenges in MICE.  |  |            |                 |
|  |  |            |                 |
| <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.   | Bernard Davis, Food and Beverage Management, (6th Edition), Routledge, 2021  |            |                 |
| <b>Reference Books</b>   |  |            |                 |
| 1.   | D.R. Lillicrap, John A. Cousins, Suzanne Weekes, Food and Beverage Service, (11th Edition), Hodder Education, 2022 |            |                 |
| 2.   | R. Singaravelavan, Food and Beverage Services, (4th Edition), Oxford University Press, 2022                        |            |                 |
|  |  |            |                 |
| Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test |  |            |                 |
| Recommended by Board of Studies  |  | 09-10-2024 |                 |
| Approved by Academic Council   |  | No. 76     | Date 27-11-2024 |

| Course Code   | Course Title  |  |  | L                | T    | P               | C |
|---|---|--|--|------------------|------|-----------------|---|
| UBHA306P  | EVENT CATERING PRACTICAL  |  |  | 0                | 0    | 4               | 2 |
| Pre-requisite   | Nil   |  |  | Syllabus version |      |                 |   |
|   |   |  |  | 1.0              |      |                 |   |
| <b>Course Objectives:</b>   |   |  |  |                  |      |                 |   |
| 1. To determine event reservation procedures.<br>2. To understand various buffet setup.<br>3. To analyse various styles of banquets/events.   |   |  |  |                  |      |                 |   |
| <b>Course Outcomes:</b>   |   |  |  |                  |      |                 |   |
| 1. Remember the formal and informal procedures of the banquet.<br>2. Apply various banquet styles for buffet preparation and presentation.<br>3. Create and implement effective table and seating arrangements. |   |  |  |                  |      |                 |   |
| <b>List of practicals:</b>  |   |  |  |                  |      |                 |   |
| 1.  | Create regional cuisine event menus.  |  |  |                  |      | 4 hours         |   |
| 2.  | Plan and execute customized event menus.  |  |  |                  |      | 4 hours         |   |
| 3.  | Design table layouts and explain seating arrangements.                                |  |  |                  |      | 4 hours         |   |
| 4.  | Calculate banquet space and area requirements.  |  |  |                  |      | 4 hours         |   |
| 5.  | Complete banquet function prospectus.   |  |  |                  |      | 4 hours         |   |
| 6.  | Understand formal banquet seating etiquette and service protocols.                    |  |  |                  |      | 4 hours         |   |
| 7.  | Prepare banquet seating styles (e.g., circular, linear) and formal service standards. |  |  |                  |      | 4 hours         |   |
| 8.  | Set up bars with necessary glassware and equipment.                                   |  |  |                  |      | 4 hours         |   |
| 9.  | Organize various buffets and develop service procedures.                              |  |  |                  |      | 4 hours         |   |
| 10.   | Practice handling guest complaints, resolving conflicts.                              |  |  |                  |      | 4 hours         |   |
| 11.   | Plan and execute logistics, catering, and equipment for external events.              |  |  |                  |      | 4 hours         |   |
| 12.   | Prepare comprehensive budgets for banquets and events.                                |  |  |                  |      | 4 hours         |   |
| 13.   | Create themed event settings, selecting colors schemes, lighting, and furniture.      |  |  |                  |      | 4 hours         |   |
| 14.   | Create and manage event timelines, coordinating with vendors and stakeholders.        |  |  |                  |      | 4 hours         |   |
| 15.   | Develop and implement emergency response plans, ensuring event safety.                |  |  |                  |      | 4 hours         |   |
| <b>Total Practical Hours</b>  |   |  |  |                  |      | <b>60 hours</b> |   |
| Mode of evaluation: Digital Assignments, Final Assessment Test  |   |  |  |                  |      |                 |   |
| Recommended by Board of Studies   |   |  |  | 09-10-2024       |      |                 |   |
| Approved by Academic Council  |   |  |  | No. 76           | Date | 27-11-2024      |   |

## **DISCIPLINE ELECTIVE**



| 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<br>2.To Provide details of check lists required for housekeeping service<br>3.To communicate the guest as one point contact  |   |                  |            |            |                 |
| <b>Course Outcomes</b>   |   |                  |            |            |                 |
| 1.Elaboration of Housekeeping services<br>2.Insight of housekeeping as Centre point of contract<br>3.Scrutiny of systems and documents required for housekeeping services<br>4.Analyze the service skills of a supervisory staff<br>5.Prioritization of room accessing formalities<br>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 McGrail 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 |                 |

| <b>Course Code</b>   | <b>Course Title</b>                           | <b>L</b>                | <b>T</b> | <b>P</b>        | <b>C</b> |
|--|---|-------------------------|----------|-----------------|----------|
| <b>UBHA107P</b>  | <b>HOUSEKEEPING SERVICE SKILLS PRACTICALS</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>   |   |                         |          |                 |          |
| <ol style="list-style-type: none"> <li>1. To analyze the to do list part in Room Inspection check list</li> <li>2. To keep the housekeeping equipment's in serviceable condition</li> <li>3. To Evaluate routine housekeeping job activities</li> </ol>    |   |                         |          |                 |          |
| <b>Course Outcomes</b>   |   |                         |          |                 |          |
| <ol style="list-style-type: none"> <li>1. Construction of different checklists for housekeeping services</li> <li>2. Simplify the housekeeping process of cleaning</li> <li>3. Explain the operation manual for cleaning equipment's and agents</li> </ol> |   |                         |          |                 |          |
| <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>  |  |                  |   |   |                 |
| <ol style="list-style-type: none"> <li>To give information on various tariff structures</li> <li>To give in-depth knowledge on Reservation process, PMS and Guest Cycle</li> <li>To impart the functions of lobby and telephone etiquettes.</li> </ol>  |  |                  |   |   |                 |
| <b>Course Outcomes</b>  |  |                  |   |   |                 |
| <ol style="list-style-type: none"> <li>Extend the basic information of travel and tourism</li> <li>Outline the hotel tariff's structure and guest cycle</li> <li>Choosing PMS for the hotel property</li> <li>Infer with-in department and other department for the guest service delight</li> <li>Influence of reservation, modes, types, CRS, GDS, to the hotel industry</li> <li>Develop the check-in procedure and handling of luggage, safe deposit, telephone.</li> </ol> |  |                  |   |   |                 |
| <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, World span, - 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, under stay, 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. Tewari) Oxford University Press 2016          |            |                 |
| 3.   | Front Office Operations and Management (Suvojit Ganguly & Sudipta Mukherjee) Bharti Publications, 2020 |            |                 |
| Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test |  |            |                 |
| Recommended by Board of Studies  |  | 16-06-2023 |                 |
| Approved by Academic Council   |  | No. 70     | Date 24-06-2023 |

| Course Code   | Course Title  | L                       | T    | P          | C               |
|---|---|-------------------------|------|------------|-----------------|
| UBHA108P  | HOTEL GUEST CYCLE PRACTICAL   | 0                       | 0    | 2          | 1               |
| Pre-requisite   | NIL   | <b>Syllabus version</b> |      |            |                 |
|   |   | <b>1.0</b>              |      |            |                 |
| <b>Course Objectives</b>  |   |                         |      |            |                 |
| <ol style="list-style-type: none"> <li>To know about communication standards, basic manners, telephone handling &amp; front desk etiquettes</li> <li>To understand basis of charging, reception, reservation, and bell desk functions</li> <li>To be aware of GK, country, capital, currency, airlines code and PMS role in front office</li> </ol> |   |                         |      |            |                 |
| <b>Course Outcomes</b>  |   |                         |      |            |                 |
| <ol style="list-style-type: none"> <li>Apply communication standards, manners and etiquettes in operations</li> <li>Analyze room day charging methods, and front desk activities</li> <li>Evaluate of reservation role, GK, country, capital, currency and software role in front office operations.</li> </ol>                                     |   |                         |      |            |                 |
| <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<br>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>To understand accounting principles within front office procedures.</li> <li>To apply internal control techniques for accurate transaction management.</li> <li>To acquire skills in conducting front office audits and account settlements.</li> </ol>   |  |                  |   |   |   |
| <b>Course Outcomes:</b>  |  |                  |   |   |   |
| <ol style="list-style-type: none"> <li>Remember accounting elements like accounts, vouchers, and ledger creation within front office contexts.</li> <li>Understand tracking transactions, internal control, and check-out procedures.</li> <li>Apply account collection techniques and recognize the significance of guest histories in managing unpaid balances.</li> <li>Analyse the front office auditor's roles in maintaining account integrity and credit monitoring.</li> <li>Evaluate steps in completing postings, reconciling discrepancies, and preparing reports in front office audits.</li> <li>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. |                  |   |   |   |
| <b>Reference Books</b>   |  |                  |   |   |   |
| 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   | <b>HOTEL ACCOUNTING AND AUDITING PRACTICAL</b>  | 0                       | 0          | 2 | 1               |
| Pre-requisite  | NIL   | <b>Syllabus version</b> |            |   |                 |
|  |   | <b>1.0</b>              |            |   |                 |
| <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 |   |                 |

| Course Code  | Course Title   | L                | T | P | C |
|--|--|------------------|---|---|---|
| UBHA303L   | HOUSEKEEPING IN ALLIED SECTORS                               | 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 the allied sectors of hospitality and their housekeeping requirements.</li> <li>2. To develop skills in maintaining cleanliness and hygiene in various hospitality settings.</li> <li>3. To implement effective housekeeping practices in diverse hospitality settings.</li> </ol>   |  |                  |   |   |   |
| <b>Course Outcomes:</b>  |  |                  |   |   |   |
| <ol style="list-style-type: none"> <li>1. Remember key components of hospitality sectors and their housekeeping needs.</li> <li>2. Apply housekeeping principles to maintain cleanliness and hygiene in various operations.</li> <li>3. Analyze housekeeping procedures in fast-food, airlines, railways, cruise liners etc.</li> <li>4. Create standard operating procedures for housekeeping in different hospitality settings</li> <li>5. Evaluate safety and security aspects of housekeeping.</li> <li>6. Synthesize familiarity of housekeeping practices to ensure quality service delivery.</li> </ol> |  |                  |   |   |   |
| <b>Module 1</b>  | <b>Allied sectors of Hospitality</b>                         | <b>4 hours</b>   |   |   |   |
| Introduction to allied sectors: Airline, Railways, Cruise liners, Hyper malls, International Fast-food outlets, corporate offices of MNC's, Guest houses, Hospitals, and Metro bus stations. Industry trends and developments.   |  |                  |   |   |   |
| <b>Module 2</b>  | <b>Housekeeping in Fast-food outlets</b>                     | <b>4 hours</b>   |   |   |   |
| Branded, Burgers, Pizza, Specialty Restaurant and take away outlets, Cleaning Materials and Agencies, Process of the cleaning in this Outlets, Procedure of Maintain clean Environment, Standard operating procedure and record-keeping, quality control, and customer satisfaction.   |  |                  |   |   |   |
| <b>Module 3</b>  | <b>Housekeeping in the Airline sector</b>                    | <b>4 hours</b>   |   |   |   |
| Housekeeping in International Airport terminals, provision of housekeeping inside aircraft, cleaning agents and equipment, safety and security guidelines, and aircraft cleaning protocols and procedures,   |  |                  |   |   |   |
| <b>Module 4</b>  | <b>Housekeeping in Railways and Metro Bus Stations</b>       | <b>4 hours</b>   |   |   |   |
| Luxurious train coaches and palace on wheels, housekeeping inside coaches and cabins, cleaning aspects in railway terminals and metro bus stations, cleaning agents and equipment used, linen management and laundry services.   |  |                  |   |   |   |
| <b>Module 5</b>  | <b>Housekeeping in Cruise liners</b>                         | <b>4 hours</b>   |   |   |   |
| Care and maintenance of the passenger cabin, Galley, and public area cleaning sanitation in the ship, Safe disposable of solid and liquid waste, environmental sustainability practices, passenger amenities and services and crew accommodation and laundry services.   |  |                  |   |   |   |
| <b>Module 6</b>  | <b>Housekeeping in Hyper malls and MNC corporate offices</b> | <b>4 hours</b>   |   |   |   |
| Shopping arcade and restaurant corridor cleaning, Cleaning in corporate offices of MNC's. Restroom maintenance and hygiene. Play area and parking area cleaning. Safety rules and regulations. Waste management and recycling practices.   |  |                  |   |   |   |
| <b>Module 7</b>  | <b>Housekeeping in Guest Houses and Hospitals</b>            | <b>4 hours</b>   |   |   |   |
| Guest house cleaning protocols and procedures. Hospital lobby care and maintenance, patient room and operation theatre cleaning, laundry care and sterilization of hospital linen, infection control and prevention measures.  |  |                  |   |   |   |

|  |   |                 |
|--|---|-----------------|
| <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.   | G. Raghubalan and Smritee Raghubalan, Hotel Housekeeping Operations and Management (4th edition), Oxford University Press, 2022           |                 |
| <b>Reference Books</b>   |   |                 |
| 1.   | Cletus Fernandous, The Handbook on Leading quality Assurance: Hotel / Cruise-lines Housekeeping Services (2nd edition) Notion Press, 2022 |                 |
| 2.   | Patrick Hellberg Murphy, Hotel Housekeeping: Operations and Management, Murphy & Moore Publishing, 2022.                                  |                 |
| Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test |   |                 |
| Recommended by Board of Studies  | 09-10-2024  |                 |
| Approved by Academic Council   | No. 76  | Date 27-11-2024 |

| Course Code   | Course Title  | L                | T    | P          | C               |
|---|---|------------------|------|------------|-----------------|
| UBHA303P  | HOUSEKEEPING IN ALLIED SECTORS<br>PRACTICALS                              | 0                | 0    | 2          | 1               |
| Pre-requisite   | Nil   | Syllabus version |      |            |                 |
|   |   | 1.0              |      |            |                 |
| <b>Course Objectives:</b>   |   |                  |      |            |                 |
| <ol style="list-style-type: none"> <li>1. To demonstrate understanding of various housekeeping practices across different industries.</li> <li>2. To analyze and identify appropriate cleaning materials and agents for specific sectors</li> <li>3. To develop skills in maintaining cleanliness, hygiene, and safety standards in diverse settings.</li> </ol>          |   |                  |      |            |                 |
| <b>Course Outcomes:</b>   |   |                  |      |            |                 |
| <ol style="list-style-type: none"> <li>1. Remember cleaning materials and procedures in airline, cruise, train, and hospital housekeeping.</li> <li>2. Analyze housekeeping in hyper malls, theatres, guesthouses, metro stations, and corporate offices.</li> <li>3. Demonstrate infection control and cleaning methodologies adopted in the hospital sector.</li> </ol> |   |                  |      |            |                 |
| <b>List of practicals:</b>  |   |                  |      |            |                 |
| 1.  | Collection of sample cleaning materials used in airline housekeeping      |                  |      |            | 2 hours         |
| 2.  | Demonstration of Passenger cabin cleaning activities in cruise liners     |                  |      |            | 2 hours         |
| 3.  | Explanation of housekeeping activities in luxurious train and bus coaches |                  |      |            | 2 hours         |
| 4.  | Housekeeping activities in hyper malls and multiplex theatres             |                  |      |            | 2 hours         |
| 5.  | Housekeeping activities in guesthouses                                    |                  |      |            | 2 hours         |
| 6.  | Housekeeping activities in metro railway stations and bus terminals       |                  |      |            | 2 hours         |
| 7.  | Housekeeping activities in corporate offices and IT Parks                 |                  |      |            | 2 hours         |
| 8.  | Analysis of cleaning materials and agents used in fast-food outlets       |                  |      |            | 2 hours         |
| 9.  | Housekeeping activities in large conventional halls                       |                  |      |            | 2 hours         |
| 10.   | Terminal cleaning in hospital theatres and patient rooms                  |                  |      |            | 2 hours         |
| 11.   | Infection control measures in hospital housekeeping                       |                  |      |            | 2 hours         |
| 12.   | Housekeeping procedures in airport terminals                              |                  |      |            | 2 hours         |
| 13.   | Cleaning and maintenance in shopping arcades                              |                  |      |            | 2 hours         |
| 14.   | Housekeeping activities in industrial kitchens and canteens               |                  |      |            | 2 hours         |
| 15.   | Cleaning and maintenance for outdoor events and festivals                 |                  |      |            | 2 hours         |
| <b>Total Practical Hours</b>  |   |                  |      |            | <b>30 hours</b> |
| Mode of evaluation: Digital Assignments, Final Assessment Test  |   |                  |      |            |                 |
| Recommended by Board of Studies   |   | 09-10-2024       |      |            |                 |
| Approved by Academic Council  |   | No. 76           | Date | 27-11-2024 |                 |

| <b>Course Code</b>   | <b>Course Title</b>                        | <b>L</b>         | <b>T</b> | <b>P</b> | <b>C</b> |
|--|--|------------------|----------|----------|----------|
| <b>UBHA304L</b>  | <b>HOTEL PROPERTY MANAGEMENT SYSTEM</b>    | <b>2</b>         | <b>0</b> | <b>0</b> | <b>2</b> |
| <b>Pre-requisite</b>   | NIL  | Syllabus version |          |          |          |
|  |  | 1.0              |          |          |          |
| <b>Course Objectives:</b>  |  |                  |          |          |          |
| <ol style="list-style-type: none"> <li>1. To understand Property Management Systems (PMS) fundamentals in hospitality.</li> <li>2. To develop skills in using PMS modules for efficient hotel operations.</li> <li>3. To apply security principles and best practices in hospitality management.</li> </ol>  |  |                  |          |          |          |
| <b>Course Outcomes:</b>  |  |                  |          |          |          |
| <ol style="list-style-type: none"> <li>1. Understand and synthesize PMS key terms and concepts.</li> <li>2. Analyze various software functions and features within PMS.</li> <li>3. Apply different PMS modules for enhancing hotel operations.</li> <li>4. Evaluate the effectiveness of back-office interfaces in hotel management.</li> <li>5. Assess the importance of security in the lodging industry.</li> <li>6. Design and implement hospitality security protocols.</li> </ol> |  |                  |          |          |          |
| <b>Module:1</b>  | <b>Property Management Systems</b>         | <b>4 hours</b>   |          |          |          |
| Introduction to property management systems, reservations management software, rooms management software, guest account management software, general management software. Cloud-based PMS, mobile check-in/check-out, and digital keys.  |  |                  |          |          |          |
| <b>Module:2</b>  | <b>Back-office Interface</b>               | <b>4 hours</b>   |          |          |          |
| Overview of back-office interfaces, general ledger accounting, financial reporting, and inventory control software. Key interfaces like POS, CAS, ELS, and EMS, plus data analytics and business intelligence.   |  |                  |          |          |          |
| <b>Module:3</b>  | <b>Various PMS Modules in Front Office</b> | <b>4 hours</b>   |          |          |          |
| Reservations module: Room booking management. Front desk module: check-in/check-out procedures. Rooms module: room availability monitoring. Cashier module: payment processing. Night audit module: daily transaction review. Set-up module: system configuration. Reporting module: operational report generation. Back-office module: administrative task management.  |  |                  |          |          |          |
| <b>Module:4</b>  | <b>Functions of various PMS software's</b> | <b>4 hours</b>   |          |          |          |
| Micros: Introduction, room management, POS integration, CRM, revenue management, security. Amadeus PMS: overview, room inventory, rate management, group management, housekeeping. IDS Fortune: front desk operations, reservation management, inventory control. ShawMan: system introduction, guest profiles, configuration. AI, blockchain in PMS software.   |  |                  |          |          |          |
| <b>Module:5</b>  | <b>Security Systems and Procedures</b>     | <b>4 hours</b>   |          |          |          |
| Introduction to security systems in the lodging industry. Developing the security program: doors, locks, key control, access control, guestroom security, control of persons on premises, perimeter and grounds control. Protection of assets, emergency procedures, communications, security records, staff security procedures.  |  |                  |          |          |          |
| <b>Module:6</b>  | <b>Effective Security Practices</b>        | <b>4 hours</b>   |          |          |          |
| The need for effective management, areas of vulnerability, and security requirements. Setting up the security program: the importance of law enforcement liaison, security staffing. The elements of security training: Responsibilities, Authority, Concept. Security and the law: Legal definitions, liability, and compliance.  |  |                  |          |          |          |
| <b>Module:7</b>  | <b>Key Components of PMS</b>               | <b>4 hours</b>   |          |          |          |

|  |   |                |                 |
|--|---|----------------|-----------------|
| Room Inventory Management, Rate Management, Reservation Management, Revenue Management, Occupancy Percentage, Average Daily Rate, Guest Profile Management, Customer Relationship Management, Loyalty Program Management, and Cloud PMS. |   |                |                 |
| <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 Books</b>  |   |                |                 |
| 1.   | Suvojit Ganguly and Sudipta Mukherjee, Front Office Operations and Management, Bharti Publications, 2020.   |                |                 |
| 2.   | Jatashankar Tewari, Hotel Front Office Operations and Management, (4th ed.), Oxford University Press, 2020. |                |                 |
| <b>Reference Books</b>   |   |                |                 |
| 1.   | S.K. Bhatnagar, Front Office Management, (5th ed.), Frank Bros & Co, 2018.                                  |                |                 |
| 2.   | Rajeev R. Mishra, Managing Hotel Front Office Operations, (2nd ed.), CBS Publishers & Distributors, 2020.   |                |                 |
| Mode of Evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test   |   |                |                 |
| Recommended by Board of Studies  |   | 09-10-2024     |                 |
| Approved by Academic Council   |   | No. 76         | Date 27-11-2024 |

| Course Code   | Course Title                                       | L                | T    | P          | C               |
|---|--|------------------|------|------------|-----------------|
| UBHA304P  | HOTEL PROPERTY MANAGEMENT SYSTEM<br>PRACTICAL      | 0                | 0    | 2          | 1               |
| Pre-requisite   |  | Syllabus version |      |            |                 |
|   |  | 1.0              |      |            |                 |
| <b>Course Objectives:</b>   |  |                  |      |            |                 |
| <ol style="list-style-type: none"> <li>1. To understand and apply effective reservation and check-in procedures.</li> <li>2. To manage guest information effectively using hotel software.</li> <li>3. To utilize software for various day-to-day operational tasks.</li> </ol>       |  |                  |      |            |                 |
| <b>Course Outcomes:</b>   |  |                  |      |            |                 |
| <ol style="list-style-type: none"> <li>1. Demonstrate the ability to perform PMS software.</li> <li>2. Evaluate and update guest information, send messages, and clear rooms in the system.</li> <li>3. Analyze hotel performance reports to inform operational decisions.</li> </ol> |  |                  |      |            |                 |
| <b>List of Practical's:</b>   |  |                  |      |            |                 |
| 1.  | Reservation procedures                             | 2 hours          |      |            |                 |
| 2.  | Reservation check-in process                       | 2 hours          |      |            |                 |
| 3.  | Quick check-in and group check-in                  | 2 hours          |      |            |                 |
| 4.  | Updating guest information                         | 2 hours          |      |            |                 |
| 5.  | Tracking turn-away guests                          | 2 hours          |      |            |                 |
| 6.  | Managing guest messages                            | 2 hours          |      |            |                 |
| 7.  | Viewing guest history                              | 2 hours          |      |            |                 |
| 8.  | Clearing rooms                                     | 2 hours          |      |            |                 |
| 9.  | Dashboard navigation                               | 2 hours          |      |            |                 |
| 10.   | Understanding room status                          | 2 hours          |      |            |                 |
| 11.   | Managing room block and allocation                 | 2 hours          |      |            |                 |
| 12.   | Handling no-show and cancellation policies         | 2 hours          |      |            |                 |
| 13.   | Payment processing and invoice generation          | 2 hours          |      |            |                 |
| 14.   | Generating and analyzing hotel performance reports | 2 hours          |      |            |                 |
| 15.   | Configuring user access and permissions            | 2 hours          |      |            |                 |
| <b>Total Practical Hours</b>  |  |                  |      |            | <b>30 hours</b> |
| Mode of evaluation: Digital Assignment, Final Assessment Test   |  |                  |      |            |                 |
| Recommended by Board of Studies   |  | 09-10-2024       |      |            |                 |
| Approved by Academic Council  |  | No. 76           | Date | 27-11-2024 |                 |

| Course Code  | Course Title   | L                | T | P | C |
|--|--|------------------|---|---|---|
| UBHA307L   | REFURBISHING IN HOSPITALITY<br>INDUSTRY                | 2                | 0 | 0 | 2 |
| Pre-requisite  | Nil  | Syllabus version |   |   |   |
|  |  | 1.0              |   |   |   |
| <b>Course Objectives:</b>  |  |                  |   |   |   |
| <ol style="list-style-type: none"> <li>1. To develop effective hotel refurbishment strategies.</li> <li>2. To integrate latest trends and amenities.</li> <li>3. To optimize hotel facilities for efficiency and comfort.</li> </ol>   |  |                  |   |   |   |
| <b>Course Outcomes:</b>  |  |                  |   |   |   |
| <ol style="list-style-type: none"> <li>1. Remember hotel refurbishment principles and makeover strategies.</li> <li>2. Understand eco-friendly and health-conscious amenities.</li> <li>3. Apply wall and floor finish design principles to enhance hotel aesthetics.</li> <li>4. Analyze furniture and fixture requirements for guest rooms and hotel spaces.</li> <li>5. Evaluate energy-efficient guest room layouts incorporating mechanical systems.</li> <li>6. Design guest rooms with automated and energy-efficient systems.</li> </ol> |  |                  |   |   |   |
| <b>Module 1</b>  | <b>Refurbishment Essentials</b>                        | <b>4 hours</b>   |   |   |   |
| Hotel refurbishment principles; Principles, Planning, and Sustainability. Need for refurbishment, duration, and types of refurbishment activities (major and minor). Guest room makeover, refurbishing floors and carpets, and refurbishment planning.   |  |                  |   |   |   |
| <b>Module 2</b>  | <b>New Trends and Amenities</b>                        | <b>4 hours</b>   |   |   |   |
| Latest trends in guestroom amenities, eco-friendly toiletries, natural products, and plants. New trends in bed linen, comforters, and health-conscious amenities.  |  |                  |   |   |   |
| <b>Module 3</b>  | <b>Guestroom Accessories</b>                           | <b>4 hours</b>   |   |   |   |
| Guest room theme changes, wall accessories, table, bed, and wardrobe accessories. Automated systems for curtains, wash rooms, and automated mini-bar.  |  |                  |   |   |   |
| <b>Module 4</b>  | <b>Wall Finishes</b>                                   | <b>4 hours</b>   |   |   |   |
| Understanding wall themes and designs. Types of tiles (ceramic, porcelain), painting (acrylic, fiber), wood, metal, rubber, wall panels, posters, and drawings.  |  |                  |   |   |   |
| <b>Module 5</b>  | <b>Floor Finishes</b>                                  | <b>4 hours</b>   |   |   |   |
| Floor design and patterns. Types, Marble, Granite, Vitrified tiles, Full body, double chargers, GVT(Glazed vitrified tiles) PGVT(Polished glazed vitrified Tiles) Nano tiles.  |  |                  |   |   |   |
| <b>Module 6</b>  | <b>Furniture And Fixtures</b>                          | <b>4 hours</b>   |   |   |   |
| Furniture types (wardrobe, cupboards, drawers), modular and elegant furniture, upholstery, and soft furnishings. Furniture requirements in guest rooms, refurbishment, and lobby areas.  |  |                  |   |   |   |
| <b>Module 7</b>  | <b>Energy-Harvesting and Power-Saving Technologies</b> | <b>4 hours</b>   |   |   |   |
| Introduction to energy conservation, objectives, methods, and places for adoption. Energy-efficient records, audits, parameters, and gadgets used in housekeeping and hotel areas. Sustainable Hotel Operations and Practices.   |  |                  |   |   |   |
| <b>Module 8</b>  | <b>Contemporary Issues</b>                             | <b>2 hours</b>   |   |   |   |
| Guest lecture from industry experts  |  |                  |   |   |   |



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|----------------------------|---|-----------------|
| <b>Total Lecture Hours</b> |   | <b>30 hours</b> |
| <b>Text Book(s)</b>        |   |                 |
| 1                          | Raghubalan, G., & Raghubalan, S., Hotel Housekeeping Operations Management (4th ed.), New Delhi: Oxford University Press, 2019. |                 |

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|--|--|------------|--------------------|
| <b>Reference Books</b>   |  |            |                    |
| 1.   | Woods, R. C., Hotel Accommodation Management (2nd ed., Hospitality Essentials Series), Routledge Publications, 2020. |            |                    |
| 2.   | Fonseca, D. (2022). Professional Management of Housekeeping Operations. Scrivener, Academic Publishing, 2022.        |            |                    |
| Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test |  |            |                    |
| Recommended by Board of Studies  |  | 09-10-2024 |                    |
| Approved by Academic Council   |  | No. 76     | Date<br>27-11-2024 |

| Course Code  | Course Title  | L                | T    | P          | C               |
|--|---|------------------|------|------------|-----------------|
| UBHA307P   | REFURBISHING IN HOSPITALITY INDUSTRY PRACTICALS                                   | 0                | 0    | 2          | 1               |
| Pre-requisite  | Nil   | Syllabus version |      |            |                 |
| Course Objectives:   | 1.0   |                  |      |            |                 |
| <ol style="list-style-type: none"> <li>To design and renovate hotel spaces that enhance guest experience and satisfaction.</li> <li>To apply sustainable and eco-friendly principles in hotel refurbishment projects.</li> <li>To integrate technology and accessibility features into hotel design.</li> </ol>          |   |                  |      |            |                 |
| <b>Course Outcomes:</b>  |   |                  |      |            |                 |
| <ol style="list-style-type: none"> <li>Analyze interior design elements for functional and aesthetic hotel spaces.</li> <li>Evaluate design options for sustainability, accessibility, and energy efficiency.</li> <li>Create innovative proposals incorporating smart technology and eco-friendly solutions.</li> </ol> |   |                  |      |            |                 |
| <b>List of practicals:</b>   |   |                  |      |            |                 |
| 1.   | Refurbishment of hotel lobbies: designing welcoming spaces                        |                  |      |            | 2 hours         |
| 2.   | Luxury bathroom design: fixtures, finishes, and amenities                         |                  |      |            | 2 hours         |
| 3.   | Sustainable hotel room makeovers: eco-friendly materials                          |                  |      |            | 2 hours         |
| 4.   | Upgrading hotel flooring: materials, patterns, and installation                   |                  |      |            | 2 hours         |
| 5.   | Designing elegant hotel corridors and hallways                                    |                  |      |            | 2 hours         |
| 6.   | Hotel furniture restoration: refinishing and reupholstering                       |                  |      |            | 2 hours         |
| 7.   | Smart hotel room technology integration: automation and control                   |                  |      |            | 2 hours         |
| 8.   | Energy-efficient hotel lighting solutions: LED and beyond                         |                  |      |            | 2 hours         |
| 9.   | Acoustic design for hotels: soundproofing and noise reduction                     |                  |      |            | 2 hours         |
| 10.  | Creating accessible hotel rooms: universal design principles                      |                  |      |            | 2 hours         |
| 11.  | Hotel space planning: optimizing guest room layouts                               |                  |      |            | 2 hours         |
| 12.  | Refreshing hotel exterior façades: materials and design                           |                  |      |            | 2 hours         |
| 13.  | Hotel interior wall treatment: textures, patterns, and finishes                   |                  |      |            | 2 hours         |
| 14.  | Designing functional hotel public areas: lobbies, lounges, and restaurants        |                  |      |            | 2 hours         |
| 15.  | Project management for hotel refurbishment: timeline, budget, and quality control |                  |      |            | 2 hours         |
| <b>Total Practical Hours</b>   |   |                  |      |            | <b>30 hours</b> |
| Mode of evaluation: Digital Assignments, Final Assessment Test   |   |                  |      |            |                 |
| Recommended by Board of Studies  |   | 09-10-2024       |      |            |                 |
| Approved by Academic Council   |   | No. 76           | Date | 27-11-2024 |                 |

| Course Code  | Course Title                      | L                | T | P | C |
|--|-----------------------------------|------------------|---|---|---|
| UBHA308L   | FRONT OFFICE OPERATION MANAGEMENT | 2                | 0 | 0 | 2 |
| Pre-requisite  | NIL                               | Syllabus version |   |   |   |
| Course Objectives:   | 1.0                               |                  |   |   |   |
| <ol style="list-style-type: none"> <li>To develop effective hotel sales strategies and techniques.</li> <li>To optimize yield management using industry-best practices.</li> <li>To integrate front office technology for efficient operations.</li> </ol> |                                   |                  |   |   |   |
| <b>Expected Course Outcomes:</b>   |                                   |                  |   |   |   |

|  |   |                 |
|--|---|-----------------|
| <ol style="list-style-type: none"> <li>1. Identify hotel budget presentation elements and time share concepts.</li> <li>2. Explain Hubbard's formula and its hotel operations application.</li> <li>3. Implement yield management techniques.</li> <li>4. Analyze market segments for business opportunities.</li> <li>5. Assess sales techniques' effectiveness.</li> <li>6. Develop strategies for emerging hotel trends.</li> </ol> |   |                 |
| <b>Module:1</b>  | <b>Yield Management</b>   | <b>4 hours</b>  |
| Introduction and concept of yield management, Elements of Yield Management, Forecasting (Benefits, data required, records). Pricing strategies and tactics (Dynamic pricing, package pricing, promotional pricing and loyalty programs). Importance of Yield management in hotel revenue optimization.   |   |                 |
| <b>Module:2</b>  | <b>Marketing Strategies</b>   | <b>4 hours</b>  |
| Introduction to marketing. Basic concept. Marketing mix. Market segmentation. Digital marketing (social media, email, search engine optimization). Online reputation management (Reviews, Feedback).   |   |                 |
| <b>Module:3</b>  | <b>Sales Strategies</b>   | <b>4 hours</b>  |
| Sales techniques. Suggestive selling. Cross-selling. Upselling. Overbooking strategies. Upgrading techniques. Relationship selling. Online Sales and E-commerce. Artificial Intelligence in Sales.   |   |                 |
| <b>Module:4</b>  | <b>Front office Strategies and Techniques</b>   | <b>4 hours</b>  |
| Introduction to total quality management (TQM). Tariff decisions. Cost and pricing (Hubbart's formula). Marginal or contribution pricing. Market pricing. Inclusive/non-inclusive rates control. Verification of guest accounts. Room inventory control.   |   |                 |
| <b>Module:5</b>  | <b>Budgeting, Forecasting and Revenue</b>   | <b>4 hours</b>  |
| Forecasting room availability/room revenue. Expense Budgeting (operating, capital, depreciation). Revenue Projections. Staffing and Personnel Management. Equipment management and maintenance. Technology Integration.  |   |                 |
| <b>Module:6</b>  | <b>Time Share and Vacation Ownership</b>  | <b>4 hours</b>  |
| Definition of time share and vacation ownership. Types of time share options. Difficulties in marketing time share business. Advantages and disadvantages of time share business. Resort and condominium concepts. Improving time share condominium concept in India: government's role/industry's role.   |   |                 |
| <b>Module:7</b>  | <b>Emerging Trends</b>  | <b>4 hours</b>  |
| Emerging accommodation types. New reservation systems (AI-powered). Concierge services. Rooming of guests. Handling physically challenged guests. Emerging trends in hotel industry (Capsule, Ice, Boutique, Eco-Friendly, Wellness-Focused and Technology-Integrated Hotels (robotic staff, etc.).  |   |                 |
| <b>Module:8</b>  | <b>Contemporary issues</b>  | <b>4 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.          |                 |
| 2.   | Suvojit Ganguly and Sudipta Mukherjee, Front Office Operations and Management, Bharti Publications, 2020. |                 |
| <b>Reference Books</b>   |   |                 |
| 1.   | S K Bhatnagar, Front Office Management, 5 <sup>th</sup> edition, Frank Bros and Co, UK. 2018.             |                 |

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|--|---|------|------------|
| 2.   | Rajeev R. Mishra, Managing Hotel Front Office Operations, 2nd edition, CBS Publishers & Distributors, 2020. |      |            |
| Mode of Evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test |   |      |            |
| Recommended by Board of Studies  | 09-10-2024  |      |            |
| Approved by Academic Council   | No. 76  | Date | 27-11-2024 |

| Course Code  | Course Title  | L                | T    | P          | C               |
|--|---|------------------|------|------------|-----------------|
| UBHA308P   | FRONT OFFICE OPERATION MANAGEMENT<br>PRACTICAL                                    | 0                | 0    | 2          | 1               |
| Pre-requisite  | Nil   | Syllabus version |      |            |                 |
| Course Objectives:   | 1.0   |                  |      |            |                 |
| 1. To optimize room rates and occupancy using yield management.<br>2. To forecast future demand through historical data analysis.<br>3. To create targeted marketing campaigns for customer segments.  |   |                  |      |            |                 |
| <b>Course Outcomes:</b>  |   |                  |      |            |                 |
| 1. Analyze historical hotel data to predict future trends in bookings, room rates, and occupancy levels.<br>2. Utilize yield management software for dynamic pricing and revenue optimization<br>3. Develop targeted marketing strategies incorporating segmentation, positioning, and branding. |   |                  |      |            |                 |
| <b>List of practicals:</b>   |   |                  |      |            |                 |
| 1  | Analyze historical hotel booking data to forecast future demand.                  |                  |      |            | 2 hours         |
| 2  | Use yield management software to adjust room rates.                               |                  |      |            | 2 hours         |
| 3  | Create a budget forecast for a hotel, including room revenue and expenses.        |                  |      |            | 2 hours         |
| 4  | Analyze the marketing mix (4 Ps) of a hotel.                                      |                  |      |            | 2 hours         |
| 5  | Develop a market segmentation strategy for a hypothetical hotel.                  |                  |      |            | 2 hours         |
| 6  | Create targeted marketing campaigns for different customer segments.              |                  |      |            | 2 hours         |
| 7  | Research marketing strategies in the time-share/vacation ownership industry.      |                  |      |            | 2 hours         |
| 8  | Calculate room rates using different pricing methods.                             |                  |      |            | 2 hours         |
| 9  | Conduct a SWOT analysis for a hotel.  |                  |      |            | 2 hours         |
| 10   | Manage overbooking situations using simulation tools.                             |                  |      |            | 2 hours         |
| 11   | Role-play sales techniques (suggestive selling, cross-selling, upselling).        |                  |      |            | 2 hours         |
| 12   | Practice offering upgrades to enhance customer satisfaction and revenue.          |                  |      |            | 2 hours         |
| 13   | Evaluate the impact of Total Quality Management in a hotel.                       |                  |      |            | 2 hours         |
| 14   | Develop a maintenance plan for Front office equipment.                            |                  |      |            | 2 hours         |
| 15   | Explore new hotel concepts (capsule hotels, ice hotels, and boutique hotels etc.) |                  |      |            | 2 hours         |
| <b>Total Practical Hours</b>   |   |                  |      |            | <b>30 hours</b> |
| Mode of evaluation: Digital Assignments, Final Assessment Test   |   |                  |      |            |                 |
| Recommended by Board of Studies  |   | 09-10-2024       |      |            |                 |
| Approved by Academic Council   |   | No. 76           | Date | 27-11-2024 |                 |

| Course Code  | Course Title                                | L                | T | P | C |
|--|---|------------------|---|---|---|
| UBHA414E   | RESEARCH METHODOLOGY FOR HOSPITALITY        | 3                | 0 | 2 | 4 |
| Pre-requisite  | Nil   | Syllabus version |   |   |   |
| Course Objectives:   |   | 1.0              |   |   |   |
| <ol style="list-style-type: none"> <li>To understand the principles and methods of research.</li> <li>To apply basic statistical techniques in presenting data within the context of research.</li> <li>To evaluate the significance, validity, and reliability of research findings.</li> </ol>   |   |                  |   |   |   |
| Course Outcomes:   |   |                  |   |   |   |
| <ol style="list-style-type: none"> <li>Remember various research methodologies and their applications.</li> <li>Understand the components of a research framework, including problems and objectives.</li> <li>Apply appropriate research methodologies to investigate research questions.</li> <li>Analyze and compare different sampling methods and their limitations.</li> <li>Evaluate various research designs and data collection methods.</li> <li>Synthesize research findings into comprehensive reports and present findings orally.</li> </ol> |   |                  |   |   |   |
| <b>Module 1</b>  | <b>Introduction to Hospitality Research</b> | <b>6 hours</b>   |   |   |   |
| Definition and importance of research in hospitality, purpose and objectives of research, types of research (qualitative, quantitative, mixed-methods) and approaches, understanding research method vs. research methodology.   |   |                  |   |   |   |
| <b>Module 2</b>  | <b>Research Process and Its Problems</b>    | <b>6 hours</b>   |   |   |   |
| Introduction to the research process, formulation of research problem and techniques, identifying research problems and dimensions, understanding research scope and context.  |   |                  |   |   |   |
| <b>Module 3</b>  | <b>Research Design and Data Collection</b>  | <b>6 hours</b>   |   |   |   |
| Importance of research design, classification of research designs (experimental, descriptive, exploratory), methods of data collection (surveys, observations, experiments), survey method and its classification.   |   |                  |   |   |   |
| <b>Module 4</b>  | <b>Sampling and Its Distributions</b>       | <b>6 hours</b>   |   |   |   |
| Introduction to sampling, types of sampling (probability, non-probability), sampling design process, random and non-random sampling, understanding sampling distribution and advantages.   |   |                  |   |   |   |
| <b>Module 5</b>  | <b>Questionnaire Design</b>                 | <b>6 hours</b>   |   |   |   |
| Introduction to questionnaire design, design process (construction, pre-construction, post-construction), construction phase (writing effective questions), pre-construction phase (planning and piloting), post-construction phase (analyzing and interpreting results).  |   |                  |   |   |   |
| <b>Module 6</b>  | <b>Multivariate Analysis</b>                | <b>6 hours</b>   |   |   |   |
| Factor Analysis (reducing data complexity), Cluster Analysis (grouping similar entities), Discriminant Analysis (predicting group membership), Structural Equation Modeling (SEM) (understanding complex relationships), hands-on practice with SPSS Applications.   |   |                  |   |   |   |
| <b>Module 7</b>  | <b>Research Report Writing</b>              | <b>6 hours</b>   |   |   |   |
| Components and types of research reports, report layout and writing stages (introduction, literature review, methodology), bibliography preparation and research article writing, oral presentation preparation and delivery.  |   |                  |   |   |   |

|   |  |                 |
|---|--|-----------------|
| <b>Module 8</b>   | <b>Contemporary Issues</b>   | <b>3 hours</b>  |
| Guest lecture on current topics and trends in hospitality research, discussion of real-world research applications and challenges in hospitality. |  |                 |
| <b>Total Lecture Hours</b>  |  | <b>45 hours</b> |
| <b>Indicative Research:</b>   |  |                 |
| 1.  | Exploring the Role of Empiricism in Research   | 2 hours         |
| 2.  | Developing Effective Research Questions and Hypotheses   | 2 hours         |
| 3.  | Comparative Analysis: Exploratory & Descriptive Research Designs   | 2 hours         |
| 4.  | Integrating Qualitative and Quantitative Research Methods  | 2 hours         |
| 5.  | Assessing Measurement Validity and Reliability in Research   | 2 hours         |
| 6.  | Evaluating Sampling Techniques for Representative Data   | 2 hours         |
| 7.  | Univariate and Bivariate Analysis in Research  | 2 hours         |
| 8.  | Effective Research Paper Writing and Publishing Strategies   | 2 hours         |
| 9.  | Utilizing Academic Databases for Research  | 2 hours         |
| 10  | Plagiarism Detection and Prevention Techniques   | 2 hours         |
| 11  | Research Design and Methodology for Social Science Research  | 2 hours         |
| 12  | Understanding Statistical Analysis for Research  | 2 hours         |
| 13  | Qualities of a Good Research Hypothesis  | 2 hours         |
| 14  | Experimental Design and Its Applications   | 2 hours         |
| 15  | Ethical Considerations in Research and Publishing  | 2 hours         |
| <b>Total Hours</b>  |  | <b>30 hours</b> |
| <b>Text Book(s)</b>   |  |                 |
| 1   | Kothari, C. R. Research methodology: Methods and techniques. New Age International, 2023.  |                 |
| 2   | Okumus, F., Rasoolimanesh, S. M., & Jahani, S. (Eds.). Contemporary research methods in hospitality and tourism. Emerald Group Publishing Limited, 2022. |                 |
| <b>Reference Books</b>  |  |                 |
| 1   | Ranganatham, M., & Krishnaswamy, O. R., Methodology of research in social sciences. Himalaya Publishing House, 2022.                                     |                 |
| 2   | Khoo-Lattimore, C., Grounded theory in tourism and hospitality research. Routledge, 2020.  |                 |
| 3   | Hair, Anderson, Tatham and Black, Multivariate Data Analysis, (5th Edition), Pearson Education, 2006.  |                 |
| Mode of Evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test  |  |                 |
| Recommended by Board of Studies   | 09-10-2024   |                 |
| Approved by Academic Council  | No. 76   | Date 27-11-2024 |

## **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>  |   |                  |   |   |   |

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|--|--|------------|-----------------|
| 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 |

| <b>Course Code</b>  | <b>Course Title</b>                     | <b>L</b>                | <b>T</b> | <b>P</b> | <b>C</b>       |
|---|---|-------------------------|----------|----------|----------------|
| <b>UBHA309L</b>   | <b>EVENT MANAGEMENT</b>                 | <b>3</b>                | <b>0</b> | <b>0</b> | <b>3</b>       |
| <b>Pre-requisite</b>  | <b>NIL</b>                              | <b>Syllabus version</b> |          |          |                |
|   |   | <b>1.0</b>              |          |          |                |
| <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: 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 <del>Managem</del> ), 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>1. To understand the basic components and functionalities of computer systems.</li> <li>2. To apply hardware and software knowledge, and utilize various applications,</li> <li>3. To assess networking, internet essentials, Microsoft office, and hardware proficiency.</li> </ol>   |   |                  |   |   |   |
| <b>Course Outcomes</b>  |   |                  |   |   |   |
| <ol style="list-style-type: none"> <li>1. Remember the main components of computer systems, illustrating their functions and connections.</li> <li>2. Understand the difference between hardware and software, and explain the various types and purposes of each.</li> <li>3. Apply skills to configure basic networks, and resolve connectivity problems.</li> <li>4. Analyze and exhibit practical competence in Microsoft Office Suite applications, including Word, Excel, and PowerPoint.</li> <li>5. Evaluate network security options, design, and firewall configurations for different network scenarios.</li> <li>6. 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  |   |                  |   |   |   |

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| 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  |  |                  |   |   |   |

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| recent trends, including emerging pathogens, genetically modified food labelling, 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.<br>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   |  |                  |   |   |   |

|   |  |            |                                      |
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| 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.  | Rachael Hartley, 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>1. To understand the core principles fundamental of the tourism industry.</li> <li>2. To analyze the diverse facets and modern trends influencing the evolving tourism sector.</li> <li>3. 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>1. Remember the tourism definitions, types, and motivations.</li> <li>2. Understand current trends, growth factors, and govt. regulations in tourism.</li> <li>3. Apply modern tools for tourism marketing, reservations, and travel planning.</li> <li>4. Assess the geographic impact on tourism and diverse marketing approaches.</li> <li>5. Evaluate hospitality standards and revenue strategies in management.</li> <li>6. 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.<br>2. Understand the professional and ethical standards of hospitality.<br>3. Apply necessary skill sets adaptable to diverse professional environments.<br>4. Analyse and interpret current issues in the field.<br>5. Assess global hospitality impact economically, environmentally, and socially.<br>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 |                |