



VIT[®]

Vellore Institute of Technology

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

SCHOOL OF HOTEL AND TOURISM MANAGEMENT

Curriculum and Syllabus

B. Sc. Hospitality and Hotel Administration (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

Course Category	B.Sc.	B.Sc. (Honours)	B.Sc. (Honours and Research)
Professional Core Courses	60	80	80
Professional Elective Courses	24	44	32
Ability Enhancement Courses	8	8	8
Skill Enhancement Elective Courses	9	9	9
Value Added Courses	8	8	8
Open Elective Courses	9	9	9
Project and Internship	2	2	14 [#]
Total Graded Credit Requirement	120	160	160

DISCIPLINE CORE

COURSE CODE	COURSE TITLE	L	T	P	C
UBHA101L	Theory of Cooking	2	0	0	2
UBHA101P	Theory of Cooking Practical	0	0	4	2
UBHA102L	Food Service	2	0	0	2
UBHA102P	Food Service Practical	0	0	4	2
UBHA103L	Principles of Housekeeping	2	0	0	2
UBHA103P	Housekeeping Practical	0	0	2	1
UBHA104L	Front Office	2	0	0	2
UBHA104P	Front Office Practical	0	0	2	1
UBHA105L	Bakery and Confectionery	2	0	0	2
UBHA105P	Bakery and Confectionery Practical	0	0	4	2
UBHA106L	Food and Beverage Service	2	0	0	2
UBHA106P	Food and Beverage Service practical	0	0	4	2
UBHA201L	Global Cuisine	2	0	0	2
UBHA201P	Global Cuisine Practical	0	0	4	2
UBHA202L	Bar and Beverage Service	2	0	0	2
UBHA202P	Bar and Beverage Service Practical	0	0	4	2
UBHA301L	Indian Banquet Kitchen	2	0	0	2
UBHA301P	Indian Banquet Kitchen Practical	0	0	4	2
UBHA302L	Principles of Menu Planning	2	0	0	2
UBHA302P	Menu Planning Practical	0	0	4	2
UBHA305L	Oriental Cuisine	2	0	0	2
UBHA305P	Oriental Cuisine Practical	0	0	4	2
UBHA306L	Event Catering	2	0	0	2
UBHA306P	Event Catering Practical	0	0	4	2
UBHA401L	Indian Cuisine and Culture	3	0	0	3
UBHA401P	Indian Cuisine and Culture Practical	0	0	4	2
UBHA402L	Restaurant Design and Planning	3	0	0	3
UBHA402P	Restaurant Design and Planning practical	0	0	4	2
UBHA401L	Indian Cuisine and Culture	3	0	0	3
UBHA401L	Indian Cuisine and Culture 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
UFL100L	Indian/Foreign Language	3	0	0	3

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
UBHA205L	Entrepreneurship Development	3	0	0	3
UBHA309L	Event Management	3	0	0	3

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
UBHA206L	Computer Application	2	0	2	3
UCX100V	Co-curricular Course	0	0	0	1

OPEN ELECTIVE COURSES

COURSE CODE	COURSE TITLE	L	T	P	C
UBHA109L	Food Safety and Hygiene	3	0	0	3
UBHA110L	Nutrition	3	0	0	3
UBHA111L	Travel and Tourism	3	0	0	3

PROJECT AND INTERNSHIP

COURSE CODE	COURSE TITLE	L	T	P	C
UBHA399J	Summer Internship	0	0	0	2
UBHA499J	Research Project / Dissertation	0	0	0	12

DISCIPLINE CORE

Course Code	Course Title	L	T	P	C
UBHA101L	THEORY OF COOKING	2	0	0	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
1. To understand organizational structure of Food production department. 2. To apply cooking techniques, classification of Vegetable, Pigments, Fruits, Fats and oils. 3. To knowledge of flour for bread making.					
Course Outcomes					
1. Understand kitchen hierarchy, equipment's and handling procedures 2. Analyse raw materials, fruits and vegetable 3. Understand about different methods of cooking 4. Knowledge on stocks and sauces 5. Knowledge on bread and cookies 6. Create opportunity to re-use leftover food					
Module:1	Culinary history and introduction to cookery	5 hours			
Development of the culinary art from the Middle Ages to modern cookery, Levels of skills and experiences, Attitudes and behavior in the kitchen, Personal Hygiene, Uniforms & protective clothing. Small &large and mechanical equipment used in kitchen and Safety procedure in handling equipment. Origin of modern cookery.					
Module:2	Hierarchy area of department and kitchen	5 hours			
Classical Brigade, Modern staffing in various category hotels, Roles of Executive Chef, Duties and responsibilities of various chefs and Co-operation with other departments.					
Module:3	Aim & Objective of Cooking Food	4 hours			
Aims and objectives of cooking food, Various textures, Various consistencies, Techniques used in pre-preparation, Techniques used in preparation and Principles of a balanced and a healthy diet. Classification of Raising Agents, Role of Raising Agents, Actions and Reactions.					
Module:4	Methods of cooking food, Fats and Oils	4 hours			
Different methods of cooking, 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.					
Module:5	Stocks and Sauces	4 hours			
Definition of stock, Types of stock, Preparation of stock, Recipes, Storage of stocks and Uses of stocks, Classification of sauces, Recipes for mother sauces and its derivatives, Storage &precautions, Types of Thickening agents and Role of Thickening agents.					
Module:6	Bakery	3 hours			
Bakery: Organization, Equipment, Structure of wheat, Types of Wheat, Milling Process of Wheat, Types of Flour, Composition of Flour, Uses of Flour in Food Production, Characteristics of Good quality flour, Bread Making Process. Importance of each ingredients in bread making. Different methods of bread making,					
Module:7	Vegetable, fruits and egg cookery, Salads and dressings.	3 hours			
Introduction & Classification of vegetables, pigment and colour changes, cuts of vegetables, Effects of heat on vegetables, Classification of fruits, and its uses. Egg cookery : Structure of an egg, Selection of egg, Uses of egg in cookery Salads: Classification and dressings.					
Module:8	lecture by Industry expert	2 hours			
Total Lecture hours: 30 hours					

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

Course Code	Course Title	L	T	P	C
UBHA101P	THEORY OF COOKING PRACTICAL	0	0	4	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
1. To understand organizational structure of Food Production department.					
2. To apply cooking techniques, classification of Vegetable, Pigments, Fruits, Fats and oils.					
3. Knowledge on flour for bread making.					
Course Outcomes					
1. Understand kitchen hierarchy, equipment’s and handling procedures					
2. Analyse raw materials, fruits and vegetable					
3. Understand about different methods of cooking					
4. Knowledge on stocks and sauces					
5. Knowledge on bread and cookies					
6. Create opportunity to re-use leftover food					
Indicative Experiments					
1.	Identification of equipment and its uses.				
2.	Identification of raw materials – (Indian / Continental) Kitchen etiquettes and hygiene.				
3.	Knife – Parts, Types and handling procedures				
4.	Cuts of vegetables				
5.	Various methods of cooking				
6.	Types of stock				
7.	Preparation of white and brown stock				
8.	Preparation of mother sauces and its derivatives				
9.	Egg cookery preparation and variety (boiled - soft and hard, fried (sunny side up, single fried, double fried egg) poached, scrambled, omelette, (plain, stuffed, Spanish). Encocote (Oeuf Benedictine.)				
10.	Simple salads (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				
Total Laboratory Hours				60 hours	
Mode of assessment: Continuous assessment / FAT / Oral examination and others					
Recommended by Board of Studies			16-06-2023		
Approved by Academic Council			No. 70	Date	24-06-2023

Course Code	Course Title	L	T	P	C
UBHA102L	FOOD SERVICE	2	0	0	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
1. To classify commercial and non-commercial food service establishments.					
2. To comprehend the organization structure and job description of food service employees.					
3. To describe various food service outlets, methods of food service, and ancillary areas.					
Course Outcomes					
1. Remember the functions of commercial and non-commercial establishments.					
2. Understand the hierarchy, duties, and responsibilities of food service personnel.					
3. Apply various food service methods.					
4. Correlate various functions of food service outlets and the equipment used for service.					
5. Review the pre-preparation approaches involved in food service.					
6. Adapt different types of food service.					
Module:1	The Hotel and Catering Industry	4 hours			
Introduction & Growth of Hotel Industry, Types of F&B operations, Classification of Commercial, Residential/Non-residential, Philanthropic / Welfare Catering – Industrial / Institutional / Transport.					
Module:2	Department Organization and Staffing	4 hours			
Organization of the F&B department of a hotel (Star categories), Principal staff of various types of F&B operations, French terms related to F&B staff, Duties & responsibilities of F&B staff, Attributes of a waiter, Butler service Concept, Inter-departmental relationships.					
Module:3	Food Service Outlets	4 hours			
Specialty Restaurants, Coffee Shop, IRD (In-room dinning), Cafeteria, Fast Food, QSR (Quick Service Restaurants) Banquets, Bar, Lobby lounge, Pastry shop, and Discotheque.					
Module:4	Ancillary Areas	4 hours			
Still Room, Pantry, Silver / Plate Room, Store, Cellar, Linen room, Kitchen stewarding (Scullery).					
Module:5	Food Service Equipment	4 hours			
Cutlery, Crockery, Glassware, Flatware, Hollowware, Special equipment used in F&B service, French terms related to various equipment.					
Module:6	Preparation For Service	4 hours			
Mise en scene, Mise en place and Specifications of Table, Chair and Linen.					
Module:7	Various Methods of Food Service	4 hours			
English service, French service, American Service, Russian service, Gueridon service, Grill room service, Room service, Buffet service, Cafeteria service, Sizzler service and Lounge service.					
Module:8	Contemporary Issues	2 hours			
Guest lectures from industry experts					
	Total Lecture hours:				30 hours
Text Book(s)					
1.	R. Singaravelavan, Food and Beverage Services (2 nd Edition), Oxford University press, 2016				
Reference Books					
1.	D.R. Lillicrap, John A. Cousins, and Suzanne Weekes, Food and Beverage Service (9 th Edition), Hodder Publisher, 2014				
2.	Cletus Fernandes, Food & Beverage Service, Notion Press, 2020				
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test					
Recommended by Board of Studies		16-06-2023			

Approved by Academic Council	No. 70	Date	24-06-2023
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Course Code	Course Title	L	T	P	C
UBHA102P	FOOD SERVICE PRACTICAL	0	0	4	2
Pre-requisite	Nil	Syllabus version			
		1.0			
Course Objectives					
1. To identify various food service equipment 2. To comprehend various methods of food service 3. To develop skills in handling food service equipment					
Course Outcomes					
1. Familiarise with various equipment used in food service 2. Understand various food service methods 3. Practice food service procedures					
Indicative Experiments					
1.	Food Service Areas: Orientation and profile of the food service outlets				
2.	Familiarization Food Service Equipment: Cutlery, Crockery, Glassware's, Hollow ware's, silver wares, Pots and Miscellaneous items				
3.	Equipment Care & Maintenance: Equipment maintenance, Inventory, Breakage control, Cleaning / Polishing items: Plate powder method, Polivit method, silver dip method, Burnishing Machine.				
4.	Serviette / Napkin Folding: Maître d folding / Bishop's cap folding, Peacock folding, Fan folding, Book folding, Lotus folding, Coat folding, Candle folding, Corkscrew, Pyramid etc.				
5.	Handling Service Gears: Carrying a tray/salver, holding service spoon & fork, placing meal plates, clearing soiled plates, Crumbing the table, changing dirty ashtray, Cleaning & polishing glassware, Stocking the sideboard, and Service water.				
6.	Table exhibits / cover layouts & service: A la carte cover layout, Table d' Hote cover layout, Cover set up for English Breakfast, American Breakfast, Continental Breakfast, Indian Breakfast, Afternoon Tea / High Tea.				
7.	Tray/Trolley Set-Up & Service: Room Service Tray Setup for Breakfast, Tea, Coffee, other Beverages, Lunch and Dinner, Room service trolley setup.				
8.	Procedure For Service: Taking reservations, Receiving & seating of guests, Order taking & recording, Order processing (passing orders to the kitchen), Sequence of service, Presentation of bill, Bill settlement, Presenting & collecting guest comment cards, Bidding farewell to guests				
9.	Gueridon Service: Organizing Mise en place for Gueridon Service, Dishes that involve working on the Gueridon; Crepe suzette, Banana flambé, Pineapple flambé				
10.	Social Skills: Handling guest complaints, Telephone manners, Dining & Service etiquette				
Total Laboratory Hours		60 hours			
Mode of evaluation: Digital Assignment, Final Assessment Test					
Recommended by Board of Studies		16-06-2023			
Approved by Academic Council		No.70	Date	24-06-2023	

Course Code	Course Title	L	T	P	C
UBHA103L	PRINCIPLES OF HOUSEKEEPING	2	0	0	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
1. To explain the nuances of housekeeping operations in hotels					
2. To familiarize cleaning agents and equipment's used in Housekeeping					
3. To give in depth knowledge on operations of equipment.					
Course Outcomes					
1. Insight of housekeeping organizational chart					
2. Formulate the role of housekeeping in an organization					
3. Diagrammatic layout of guest room and facilities of the Hotel					
4. Preferential cleaning equipment's requirement for housekeeping					
5. Familiarization of cleaning agents					
6. Demonstration of cleaning activities on different surfaces					
Module:1	Housekeeping and its Role	4 hours			
Importance, introduction, Definition of cleanliness, Types of cleaning, Process of Cleaning, Schedule of cleaning, Sanitation aspects in guest room and housekeeping facilities.					
Module:2	Organization of Housekeeping	4 hours			
Organizational hierarchy, Large, Medium, Smaller Hotels, Job Specification, Responsibilities, Trait's, Inter departmental relationship with others					
Module:3	Layout of Housekeeping facilities	4 hours			
Executive housekeeping cabin, Linen room, Uniform and locker rooms, housekeeping stores, Floor Pantry, Double single suite rooms.					
Module:4	Housekeeping amenities	4 hours			
Room Amenities, Bath amenities, Bed amenities, Special amenities on request, Guest Essentials, Expendables, Guest Optional, Mini Bar amenities, Amenities for VIP rooms,					
Module:5	Cleaning agents	4 hours			
Criteria for selection of cleaning agents, Care, Storage, Instruction for usage, Eco- friendly cleaning Agencies, Domestic, Commercial brands, Natural cleaning agents.					
Module:6	Cleaning Equipment's	4 hours			
Introduction, Purpose, Selection, Durability, Environmental concern, Storage, User friendly, Cost factors, Brand name of well-known manually handled and mechanical cleaning equipment's, Domestic and Commercial					
Module:7	Cleaning of different surfaces	4 hours			
Marble, Tiles, Metals, Fiber, Plastics, Wood , Wall Cabinets, Wall Panels, Electronics Gadgets in guest room and office, Glass, Mirrors , Telephones,					
Module:8	Contemporary Issues	2 hours			
Guest lecture from industry experts					
	Total Lecture hours:				30 hours
Text Book(s)					
1.	Hotel Housekeeping operations and Management Third edition 2015, Oxford university Press G. Raghubalan, Smritee Raghubalan				
Reference Books					
1.	Hotel Hostel and Hospital Housekeeping, Joan C.Branson,Margret Lennox				
2.	Hotel Housekeeping Operation, Shailendhar, 2020, Orange book Publication				
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test					
Recommended by Board of Studies			16-06-2023		
Approved by Academic Council			No. 70	Date	24-06-2023

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

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

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

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

Course Code	Course Title	L	T	P	C
UBHA105L	BAKERY AND CONFECTIONERY	2	0	0	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
1. To enhance knowledge on organizational structure of Bakery and Confectionery					
2. To learn understand techniques, classification of basic pastry					
3. To understand the role of flour in preparing bakery products					
Course Outcomes					
1. Understand Bakery hierarchy, equipment's and handling procedures.					
2. Identify raw materials, fruits and vegetables.					
3. Know about different methods of Baking.					
4. Can prepare breads and cakes.					
5. Can prepare basic pastry					
6. Capable to re-use leftover dough					
Module:1	Culinary history and introduction to Bakery	5 hours			
History and growth of bakery and confectionary, Basic bakery and Grocery terms.					
Module:2	Hierarchy area of Bakery and Confectionary department	5 hours			
Classical Brigade, Modern staffing in various category hotels, Roles of Bakery and Patisserie Chef, Duties and responsibilities of various chefs and Co-operation with other departments.					
Module:3	Bakery and Confectionary raw materials	4 hours			
Cereals, Sugar, Fats, Milk and milk products, salt, spices, and flavourings, yeast, Egg cookery, Fruits and nuts, Classification of Raising Agents, Role of Raising Agents, Actions and Reactions.					
Module:4	Bread Making Methods	4 hours			
Straight dough method, No time dough method, Salt delayed method, Sponge and dough method, sour dough method.					
Module:5	Bread Characteristics and Improvers	4 hours			
Internal and External characteristics of breads, Bread improvers and its types and role, Raising agents – Definition and its types					
Module:6	Flours used in Bakery	3 hours			
Structure of wheat, Types of Wheat, Milling Process of Wheat, Types of Flour, Composition of Flour, Uses of Flour in Food Production, Characteristics of Good quality flour, Bread Making Process. Importance of each ingredient in bread making. Different methods of bread making,					
Module:7	Basic Pastry	3 hours			
Definition, types – Short crust pastry, Choux pastry, Flaky pastry, Danish pastry, and puff pastry.					
Module:8	Contemporary Issues	2 hours			
Lecture by Industry expert					
	Total Lecture hours:				30 hours
Text Book(s)					
1.	Krishna Arora, Theory of cookery, Frank Bros &Co, Reprinted 2011				
2.	Gissle & Wayne, Professional Baking, Wiley Publishers, 2012				
Reference Books					
1.	David Foskett, Practical Cookery, Hodder Education,13th edition , 2015				
2.	Thangam E. Philip, Modern Cookery Vol-I &Vol-II , Orient Black Swan, 6th Edition, Reprinted 2013				
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test					
Recommended by Board of Studies			16-06-2023		
Approved by Academic Council			No. 70	Date	24-06-2023

Course Code	Course Title	L	T	P	C
UBHA105P	BAKERY AND CONFECTIONERY PRACTICAL	0	0	4	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
1. To enhance knowledge on organizational structure of Bakery and					
2. To learn understand techniques, classification of basic pastry					
3. To understand the role of flour in preparing bakery products					
Course Outcomes					
1. Understand Bakery hierarchy, equipment’s and handling procedures.					
2. Identify raw materials, fruits and vegetables.					
3. Know about different methods of Baking.					
4. Can prepare breads and cakes.					
5. Can prepare basic pastry					
6. Capable to re-use leftover dough					
Indicative Experiments					
At the end of this semester students will be expertise in Baking breads and cookies confidently.					
1.	Identification of equipment and its uses.				
2.	Identification of raw materials				
3.	Dinner rolls and cookies				
4.	French Bread and Doughnuts				
5.	Milk bread and Basic Tarts				
6.	Focaccia and Pizza base				
7.	Brioche and Plain sponge				
8.	Preparation of choux pastry				
9.	Puff pastry with fillings				
10.	Croissants with fillings				
11.	Fat less sponge and swizz roll				
12.	Demonstration on basic Icing for cake.				
Total Laboratory Hours				60 hours	
Mode of evaluation: Assignments, Mini projects and Final Assessment Test.					
Recommended by Board of Studies			16-06-2023		
Approved by Academic Council			No. 70	Date	24-06-2023

Course Code	Course Title	L	T	P	C
UBHA106L	FOOD AND BEVERAGE SERVICE	2	0	0	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
1. To familiarize French menu terminologies 2. To comprehend the production process of non-alcoholic beverages 3. To create awareness about tobacco and its manufacturing process					
Course Outcomes					
1. Remember the staffing requirements, job description, SOP, and organisation of F&B outlets. 2. Understand the concepts and types of menus. 3. Apply sales control system measures for cost control. 4. Analyse the various billing methods and the billing procedure. 5. Review the manufacturing process of various non-alcoholic beverages. 6. Create an understanding of the tobacco production process and popular brands					
Module:1	Organization Food and Beverage Outlet	4 hours			
Supervisory skills, Developing efficiency, Standard Operating Procedure, Job description, Job specification, Staffing requirements, Duty roster					
Module:2	The Menu	4 hours			
Origin of Menu, Definition, Presentation of menu, Types of menus, French names of dishes (Vegetable, Egg, Chicken, Fish, Beef, Pork, Duck and Turkey) Courses of French Classical menu, Examples from each course.					
Module:3	Sale Control System	4 hours			
Kitchen order token (KOT)/Bar order token (BOT), Manual KOT/BOT, Bill Control System, Triplicate checking system, Duplicate checking system, Single order sheet, and electronic order pad.					
Module:4	Billing	4 hours			
Quick service billing, Customer bill, preparing bill, Cash handling device, Record keeping, Restaurant Cashier, Petty Cash, POS (Point of Sale), QR code, Smartphone app's like UPI (unified payments interface) including GPay, PhonePay, Paytm and BHIM etc.					
Module:5	Non-Alcoholic Beverages	4 hours			
Classification of Non-alcoholic beverages: Classification: Nourishment, Stimulant and Refreshing beverages, Water, Juices and Soft drinks. Cocoa and malted beverages: Origin & manufacturing					
Module:6	Tea and Coffee	4 hours			
Tea: Origin, Manufacturing, Types, Brands and varieties; Ice Tea, Lemon Tea, Oolong Tea, Masala Tea. Coffee: Origin, Manufacture, Types, Brands and varieties; Espresso, Cappuccino, Cold Coffee, Café latte.etc					
Module:7	Tobacco	4 hours			
Tobacco (Cigars & Cigarettes), Parts of Cigar, Types, Processing of Cigars, care and Storage, Services sequence, Domestic and International Brands.					
Module:8	Contemporary Issues	2 hours			
Guest lectures from industry experts					
	Total Lecture hours:				30 hours
Text Book(s)					
1.	Food and Beverage Services, R. Singaravelavan, (2 nd Edition), Oxford University Press, 2016				
Reference Books					
1.	Food and Beverage Service, D.R. Lillicrap, John A. Cousins, and Suzanne Weekes, (9 th Edition), Hodder Publisher, 2014				
2.	Food & Beverage Service, Cletus Fernandes, Notion Press, 2020				
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test					
Recommended by Board of Studies			16-06-2023		
Approved by Academic Council			No. 70	Date	24-06-2023

Course Code	Course Title	L	T	P	C
UBHA106P	FOOD AND BEVERAGE SERVICE PRACTICAL	0	0	4	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
1. To develop an organizational structure and prepare a food service outlet duty roster					
2. To formulate standard operating procedures for various F & B Outlets					
3. To prepare non-alcoholic mixed drinks					
Course Outcomes					
1. Remember the billing procedures and sale control systems					
2. Understand the preparation of Mocktails and mixed drinks					
3. Create standard operating procedures for food and beverage outlets					
Indicative Experiments					
1.	F&B Staff Organization: (Class room exercise) Developing organization structure for various Food & Beverage Outlets, Determination of staffing requirements in all categories				
2.	Preparing duty roster, Preparing Job Specification and Job Description				
3.	Supervisory Skills, Conducting Briefing & Debriefing				
4.	Restaurant, Bar, Banquets & Special events				
5.	Drafting Standard Operating Systems (SOPs) for various F & B Outlets,				
6.	Supervising Food & Beverage operations, Preparing Restaurant Log				
7.	Tea; Preparation and Service				
8.	Coffee; Preparation and Service				
9.	Juices, Mocktails; Preparation and Service. Mineral water, Tonic water; Service methods				
10.	Cocoa and Malted Beverages; Preparation and Service				
11.	Sale control system and billing process				
12.	Tobacco; Service methods				
Total Laboratory Hours					60 hours
Mode of evaluation: Digital Assignment, Final Assessment Test					
Recommended by Board of Studies				16-06-2023	
Approved by Academic Council				No. 70	Date 24-06-2023

Course Code	Course Title	L	T	P	C
UBHA301L	INDIAN BANQUET KITCHEN	2	0	0	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
1. To understand kitchen equipment and its selection, volume catering, and menu planning.					
2. To explore the cultural nuances of various regional cuisines.					
3. To familiarize with kitchen planning, layout, staffing, indenting, purchasing, and receiving materials.					
Course Outcomes					
1. Remember the functionality of kitchen equipment, understand the types of metal equipment, and learn maintenance procedures.					
2. Distinguish between commercial and non-commercial catering and diverse menu planning					
3. Apply purchasing, inventory control for volume catering, and modify recipes for larger production scales.					
4. Analyze kitchen layouts considering volume catering needs, equipment, and staffing for optimized space utilization.					
5. Evaluate ingredients, staple diets, and specialties of various regional cuisines.					
6. Create regional sweet and snacks recipes based on historical knowledge and ingredients.					
Module:1	Banquet kitchen equipment	4 hours			
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).					
Module:2	Types of volume catering establishments	4 hours			
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.					
Module:3	Planning, Indenting, Purchasing and Receiving	4 hours			
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.					
Module:4	Rajasthani, Parsi, Maharashtra, Punjabi Cuisine	4 hours			
Geographical location, historical background, local ingredient availability, special equipment usage, staple diets, specialty cuisine for festivals and occasions, and specialty dishes.					
Module:5	Uttar Pradesh, Gujarati, and Awadhi Cuisine	4 hours			
Geographical location, historical background, local ingredient availability, special equipment usage, staple diets, specialty cuisine for festivals and occasions, and specialty dishes.					
Module:6	Bengali, Kashmiri and Goan cuisine	4 hours			
Geographical location, historical background, local ingredient availability, special equipment usage, staple diets, specialty cuisine for festivals and occasions, and specialty dishes.					
Module:7	South Indian Cuisine	4 hours			
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.					
Indian Sweets and Snacks:					
Origin and history, ingredients, sweeteners used in Indian sweets. Varieties of South and North Indian sweets and snacks.					
Module:8	Contemporary issues	2 hours			

Guest lecture by an industrial expert			
		Total Lecture hours: 30 hours	
Text Book(s)			
1.	Krishna Arora, Theory of cookery, published by Macmillan Publishers India 2011. Reprinted 2020		
Reference Books			
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			
Course Objectives					
1. To understand diverse regional Indian cuisines through different menus.					
2. To apply region-specific cooking techniques demonstrates practical expertise.					
3. To identify unique ingredients and applying cooking methods specific to each region.					
Course Outcomes					
1. Understand the cultural significance of ingredients, cooking styles, and traditions in various regions.					
2. Analyze distinct characteristics of regional cuisines from diverse Indian states					
3. Apply cooking techniques, and accurately present various dishes.					
Indicative Experiments					
1.	Menu 1: Tamil Nadu Steamed Rice, Sambar, Rasam, Kootu, Porial, Appalam, Vermicilli Payasam				
2.	Menu 2: Breakfast Menu (Idly, Dosa, Pongal, Medua Vada, and assorted chutneys and sambhar).				
3.	Menu: 3: Variety Rice (Coconut milk rice) , Chicken Chettinad, Vendakkai Pulimandi, Kavuni Arisi payasam.				
4.	Menu 4: Kerala Red Rice, Ollan, Kallan, Erruserry, Paal Adai Pradhaman				
5.	Menu 5: Nei Choru, Malabar Chicken, Meen Moily, Veg Ishtew, Nendram Halwa.				
6.	Menu 6: Karnataka Akki Roti, Mangalore Buns, Potato Saagu, Bhajille Ghassi, Bissibelle Bhaath, Dharwad Peda.				
7.	Menu 7: Basic Indian Gravies Demo.				
8.	Menu 8: Goan Goan Coconut Pulao, Veg Xacouti, Mutton Vindaloo, Alle Delle.				
9.	Menu 9: Indian Breakfast and Snacks Rawa Kitchadi, Aloo Paratha, Poori, Potato Bhajji. Samosa, Veg. cutlet, Chaat varieties, and assorted Pakoras.				
10.	Menu 10: Maharashtra Masala Bhaath, Mutton/Veg Kolhapuri, Kosambri, MasalaPoori, Sweet poli.				
11.	Menu 11: Andhra Veg Biriyani, kozhi vepudu, Onion Raitha, Bagara Baingan, Khurbani Ka Meetha.				
12.	Menu 12 Punjabi Dhum Biriyani, Methi Murgh, Tomato Kut, Double Ka Meetha.				
13.	Menu 13: Kashmiri Kashmiri Pulao, Mutton Rogan Josh, Dum Aloo, Phirni (Kongeh Phirni)				
14.	Menu14: Awadhi Yakhni Pulao, Mughlai Paratha, Badin Jaan, Kulfi With Falooda.				
15.	Menu15: Punjabi Bhaturas, Chole Masala, Jeera Pulao, Dhal Makhani, Gajar Ka Halwa.				
Total Laboratory Hours			60 hours		
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			
Course Objectives					
1. To classify types of alcohol and wines 2. To comprehend the production process of liquors and liqueurs 3. To adapt the methods of preparing mixed drinks					
Course Outcomes					
1. Remember the functions, layout, equipment, and parts of the bar. 2. Understand the alcohol production process. 3. Determine different types of wines. 4. Distinguish between types of beer. 5. Evaluate diverse types of liqueurs. 6. Create classic cocktails and mocktails.					
Module:1	Bar and dispense bar	4 hours			
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.					
Module:2	Production of alcohol	4 hours			
Introduction and definition, production process, fermentation and distillation process, Classification of alcoholic beverages.					
Module:3	Spirits	4 hours			
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.					
Module:4	Wines	4 hours			
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).					
Module:5	Beer	4 hours			
Introduction and definition, production of beer, types of beer storage, Indian / international brand names of beer.					
Module:6	Aperitifs, bitters and liqueurs	4 hours			
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.					
Module:7	Cocktails and mixed drinks	4 hours			
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.					
Module:8	Contemporary issues	2 hours			
Guest lecture by an industrial expert					
		Total Lecture hours:			
		30 hours			
Text Book(s)					
1.	R. Singaravelavan, Food and Beverage Services (2 nd Edition), Oxford University press, 2016				
Reference Books					
1.	D.R. Lillicrap, John A. Cousins, and Suzanne Weekes, Food and Beverage Service (9 th Edition), Hodder Publisher, 2014				

2.	Sudhir Andrews, Food and beverage Service - A Training Manual (3 rd 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

Course Code	Course Title	L	T	P	C
UBHA398J	INDUSTRIAL EXPOSURE TRAINING	0	0	0	14
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
1. To acquire hands-on experience across various departments in the hospitality establishment.					
Course Outcomes					
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.					
Module Content		5 months			
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			
1. To understand global cuisine's fundamentals. 2. To analyze geography, culture, and trade's impact on regional food. 3. To apply global cooking techniques and ingredient skills.					
Expected Course Outcomes:					
1. Identify key ingredients and techniques in global cuisines. 2. Explain the cultural significance and historical evolution of global cuisine. 3. Demonstrate basic cooking techniques and ingredient combinations. 4. Compare and contrast flavour profiles, ingredient usage, and cooking methods. 5. Assess the cultural and culinary significance of regional variations. 6. Design and prepare a 3-course menu blending global cuisines.					
Module:1	Fundamentals of Global Cuisine	4 hours			
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.					
Module:2	French Cuisine	4 hours			
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, Baeckeffe), 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.					
Module:3	Italian Cuisine	4 hours			
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).					
Module:4	Greek Cuisine	4 hours			
Introduction to Greek Cuisine. Cultural Significance (Hospitality, Family, and Tradition). Staple Ingredients (Garbanzo beans, Halkidiki olives), Breads - Horiatiko 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-phyllo pastry), Galaktoboureko (Custard-phyllo pie), Loukoumades (Fried dough balls), and Kataifi (Shredded phyllo pastry).					

Module:5		Mexican Cuisine		4 hours	
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).					
Module:6		German Cuisine		4 hours	
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).					
Module:7		British Cuisine		4 hours	
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.					
Module:8		Lecture by Industry expert		2 hours	
				Total Lecture Hours	30 hours
Text Book(s)					
1.	Parvinder S. Bali, International cuisine and food production management (1 st Edition), Oxford, 2012.				
2.	Vinoth Kumar, Global Cuisine: World Cuisine - On your Plate (1 st Edition), Indian Books and Periodicals, 2018.				
Reference Books					
1.	École Ferrandi (Editor), Larousse Gastronomique, (5th Edition), Larousse, 2018				
2.	David Foskett, Practical Cookery (14 th 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			
Course Objectives:					
1. To provide an exquisite fine dining experience through carefully crafted menus.					
2. To showcase the diversity and richness of international cuisine.					
3. To enhance culinary knowledge and appreciation among guests.					
Expected Course Outcomes:					
1. Analyze the cultural and historical context of various international cuisines.					
2. Evaluate the presentation, flavor, and texture of dishes from different menus.					
3. Create innovative fusion dishes by combining and ingredients from multiple cuisines.					
List of practicals:					
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
Total Practical Hours					60 hours
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			
Course Objectives:					
1. To design menus meeting customer needs, nutritional requirements, and operational constraints.					
2. To apply menu planning principles and balanced nutrition in food service settings.					
3. To analyze menu performance using menu engineering and cost control strategies.					
Course Outcomes:					
1. Remember menu planning principles, nutritional balance, and dietary considerations.					
2. Understand the importance of nutritional value in menu planning.					
3. Design menus for various events and dietary needs and cultural influences.					
4. Analyze menu performance using engineering techniques and cost control strategies.					
5. Assess menu planning decisions' impact on customer satisfaction, sales, and efficiency.					
6. Create innovative menus meeting diverse customer preferences and nutritional needs.					
Module 1	Principles in Menu Planning	4 hours			
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.					
Module 2	Considerations in Menu Planning	4 hours			
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.					
Module 3	Balanced Food and Diet	4 hours			
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).					
Module 4	Dietary Menu Planning	4 hours			
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.					
Module 5	Menu Planning for Events	4 hours			
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.					
Module 6	Menu Engineering	4 hours			
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.					

Module 7	Cost Control	4 hours
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.		
Module 8	Contemporary Issues	2 hours
Guest lecture from industry experts		
Total Lecture Hours		30 hours
Text Book(s)		
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	
Reference Books		
1.	D.R. Lillicrap, John A. Cousins, and Suzanne Weekes, Food and Beverage Service (10 th 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			
Course Objectives:					
1. To design and plan menus for various occasions and dietary needs.					
2. To apply fundamental principles of menu planning in international cuisine.					
3. To develop skills in menu planning, food pairing, and nutrition analysis.					
Course Outcomes:					
1. Design inclusive menus for diverse occasions and dietary needs.					
2. Evaluate menus for profitability and nutritional balance.					
3. Create innovative, sustainable menus integrating food pairing and menu engineering.					
List of practicals:					
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
Total Practical Hours					60 hours
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			
1. To understand the fundamental principles and diverse traditions of Oriental cuisine. 2. To analyze the historical, cultural, and regional influences on Oriental food traditions. 3. To apply cooking techniques to prepare authentic and innovative Oriental dishes.					
Expected Course Outcomes:					
1. Remember key ingredients, cooking techniques and regional variations of Oriental cuisines. 2. Explain historical and cultural influences on Oriental cuisine 3. Demonstrate traditional cooking methods using ingredients and equipment. 4. Analyze flavor profiles and contrasts in Oriental cooking, including various tastes. 5. Evaluate global influences on Oriental cuisines and critique modern fusion interpretations. 6. Create innovative fusion dishes by combining traditional and modern flavors.					
Module:1	Introduction to Oriental Cuisine				4 hours
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).					
Module:2	Chinese Cuisine				4 hours
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.					
Module:3	Japanese Cuisine				4 hours
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).					
Module:4	Southeast Asian Cuisine				4 hours
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.					
Module:5	Korean Cuisine				4 hours
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.					
Module:6	Hong Kong				4 hours

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.			
Module:7	Fusion and Modern Interpretations of Oriental Cuisine		4 hours
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.			
Module:8	Lecture by Industry expert		2 hours
Total Lecture Hours			30 hours
Text Book(s)			
1.	Parvinder S. Bali, International cuisine and food production management (1 st Edition), Oxford, 2012.		
2.	Practical Cookery, David Foskett, Hodder Education,13th edition , 2015		
Reference Books			
1.	Betty Crocker, Better Homes and Gardens Oriental Cookbook (13 th 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			
1. To understand the cultural and historical context of various international cuisines.					
2. To explore and prepare the Asian and Middle Eastern cuisines.					
3. To develop skills in preparing and presenting traditional and fusion dishes.					
Expected Course Outcomes:					
1. Analyze the flavour profiles, ingredients, and cooking techniques used in Oriental cuisines.					
2. Evaluate the culinary value, texture, and presentation of various dishes.					
3. Create innovative fusion dishes by combining traditional and modern flavours.					
List of practicals:					
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 Sweet Corn Soup, Shao Mai, Tung-Po Mutton, Yangchow Fried Rice			4 hours	
4.	Menu: 04 – Chinese 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) 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	
Total Practical Hours				60 hours	
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			
Course Objectives:					
1. To define and explain function catering operations.					
2. To comprehend and describe various buffet styles and arrangements.					
3. To plan, coordinate, and execute events successfully.					
Course Outcomes:					
1. Remember the procedures for booking banquets.					
2. Understand buffet catering and the different styles of buffet setup.					
3. Apply standard procedures while hosting banquets.					
4. Analyse the booking query and materialize the order.					
5. Evaluate event setup to ensure smooth execution.					
6. Organize MICE events.					
Module 1	Event Catering and Banquets	4 hours			
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.					
Module 2	Buffet Operations and Planning	4 hours			
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.					
Module 3	Event and Banquet Management	4 hours			
Organization structure, Duties and Responsibilities of banqueting 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.					
Module 4	Customer Relationship in Banquets	4 hours			
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.					
Module 5	Banquet Layout and Design	4 hours			
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.					
Module 6	Event Execution and Service	4 hours			
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.					
Module 7	Planning of Business Events	4 hours			
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.			
Module 8	Contemporary Issues		2 hours
Guest lecture from industry experts			
Total Lecture Hours			30 hours
Text Book(s)			
1.	Bernard Davis, Food and Beverage Management, (6th Edition), Routledge, 2021		
Reference Books			
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			
Course Objectives:					
1. To determine event reservation procedures. 2. To understand various buffet setup. 3. To analyse various styles of banquets/events.					
Course Outcomes:					
1. Remember the formal and informal procedures of the banquet. 2. Apply various banquet styles for buffet preparation and presentation. 3. Create and implement effective table and seating arrangements.					
List of practicals:					
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
Total Practical Hours					60 hours
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
UBHA401L	Indian Cuisine and Culture	3	0	0	3
Pre-requisite	NIL	Syllabus version			
Course Objectives:		1.0			
1. To understand Indian cuisine, food culture, and regional culinary traditions.					
2. To apply Indian cooking techniques and equipment in professional kitchens.					
3. To design safe and wellness-oriented Indian menus integrating Ayurvedic principles.					
Expected Course Outcomes:					
1. Explain the fundamentals of Indian cuisine, food culture, and culinary terminology.					
2. Apply cooking techniques to prepare North and South Indian breakfast dishes.					
3. Demonstrate skills in preparing Indian <i>mithai</i> , snacks, and savouries.					
4. Analyze regional Indian cuisines based on ingredients and cooking methods.					
5. Evaluate regional menus considering nutrition, cost, and ingredient availability.					
6. Design safe and wellness-oriented Indian menus integrating Ayurvedic principles.					
Module:1	The Art of Indian Cuisine	6 hours			
Overview of Indian food culture, its key characteristics, and food commodities. Basic Indian culinary terminology and identification of essential kitchen equipment. Introduction to Swasthya Aahar and Ayurveda, including its fundamental principles, vital essences, Tridosha classification, and core concepts of Rasa, Virya, Vipaka, and Prabhava.					
Module:2	Breakfast Cookery	6 hours			
Fundamentals of Indian breakfast cuisine, including cooking methods, key ingredients, equipment, classic regional recipes, dish classification, and essential food safety practices. Introduction to <i>Shakahari Bhojan</i> , focusing on vegetarian cooking techniques, commodities, and the nutritional significance of vegetarian cuisine.					
Module:3	Cuisines of North India	6 hours			
Selection criteria for ingredients. Description of specialty cuisines, staple diets, festivals, and signature dishes of different regions. Discussion of various cooking methods used in North Indian regions. Kebabs and Breads: History, origin, and concept. Types of kebabs and Indian breads. Understanding the process and fabrication of the tandoor.					
Module:4	Cuisines of South India	6 hours			
Selection criteria for ingredients. Description of specialty cuisines, staple diets, festivals, and signature dishes of different regions. Discussion of various cooking methods used in South Indian regions. Influence of geography, climate, and local produce on regional food practices.					
Module:5	Poorv Se Paschim	6 hours			
Selection criteria for ingredients. Description of specialty cuisines, staple diets, festivals, and signature dishes of different regions. Discussion of cooking methods and techniques used across regions. Planning a well-balanced regional menu considering availability and cost of ingredients.					
Module:6	Mahabhoj	6 hours			
Selection criteria for ingredients. Menu planning for quantity food production. Differentiation of cooking techniques required for various cuisines. Application of standardization and cost control principles in menu execution.					
Module:7	Mithai and Namkin	6 hours			
Selection criteria for ingredients. Menu planning for sweets and savories. Description of cooking techniques required for different sweets, snacks, and savories. Classification of sweets, savories, and					

snacks based on their characteristics.			
Module:8		Lecture by Industry Expert	
		3 hours	
		Total Lecture Hours	
		45 hours	
Text Book(s)			
1.	Sarit K. Chaudhuri, <i>Food Cultures of India</i> , Manohar Publishers and Distributors, 1st ed., 2024.		
2.	Arora, K. <i>Theory of Cookery</i> . Macmillan Publishers India, 2011; reprinted 2020.		
Reference Books			
1.	Philip, T. E. <i>Modern Cookery</i> . Orient Black Swan Private Limited, 2018.		
2.	Bali, P. S., <i>Quantity Food Production and Indian Cuisine</i> , Oxford University Press, New Delhi, 2011 (7th Impression, 2015).		
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
Recommended by Board of Studies		07-01-2026	
Approved by Academic Council		No. 81	Date
			10-03-2026

Course Code	Course Title	L	T	P	C
UBHA401P	Indian Cuisine and Culture Practical	0	0	4	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives:					
4. To understand Indian culinary techniques and traditional cooking methods.					
5. To develop professional skills, teamwork, and leadership for Indian food production.					
6. To integrate food safety, sanitation, and Ayurvedic principles in Indian cuisine preparation.					
Expected Course Outcomes:					
7. Explain Indian cuisine essentials and apply cooking methods for regional breakfast menus.					
8. Demonstrate skills in Indian vegetarian dishes, mithai, and namkeen, and analyze menus.					
9. Evaluate kitchen practices and design balanced menus with food safety and wellness principles.					
List of Practicals:					
1	Idly, Vada, Pongal, Khichdi, Sambar, Chutney				4 hours
2	Dosa varieties with Sambar and Chutney				4 hours
3	Appam, Idiyappam, Puttu with Kadala Curry and Vegetable Stew				4 hours
4	Chettinad: Vellai Paniyaram, Molagai Chutney, Arisi Paruppu Adai, Aviyal				4 hours
5	Davangere Benne Dosa, Chutney, Sambar, Sandige (Vadakam)				4 hours
6	Ayurvedic Cuisine – Satvik Cooking Practices				4 hours
7	Ayurvedic Cuisine – Therapeutic Foods and Wellness Menus				4 hours
8	Shakahari Bhojan – Traditional Vegetarian Thali				4 hours
9	Shakahari Bhojan – Seasonal and Nutrient-Based Menu				4 hours
10	Mahabhoj Menu – Quantity Food Production				4 hours
11	Mahabhoj Menu – Festival and Community Feast Menu				4 hours
12	Tandoor and Kebabs – Tandoor Operations and Breads				4 hours
13	Tandoor and Kebabs – Regional Kebabs and Marinades				4 hours
14	Indian Mithai and Namkeen – Milk-Based Sweets				4 hours
15	Indian Mithai and Namkeen – Fried and Roasted Snacks				4 hours
Total Practical Hours					60 hours
Mode of evaluation: Digital Assignments, Final Assessment Test					
Recommended by Board of Studies		07-01-2026			
Approved by Academic Council		No. 81	Date	10-03-2026	

Course Code	Course Title	L	T	P	C
UBHA402L	Restaurant Design and Planning	3	0	0	3
Pre-requisite	NIL	Syllabus version			
Course Objectives:		1.0			
1. To understand core restaurant design principles integrating aesthetics and functionality.					
2. To apply space planning strategies to improve customer experience and operational efficiency.					
3. To evaluate restaurant designs based on sustainability, ergonomics, and regulatory standards.					
Expected Course Outcomes:					
1. Identify key architectural and functional needs across restaurant formats.					
2. Explain how layout planning affects service flow and operational efficiency.					
3. Apply space planning principles to front-of-house and back-of-house areas.					
4. Analyze the impact of lighting, acoustics, furniture, and finishes on dining ambience.					
5. Evaluate restaurant designs for accessibility, safety, and sustainability compliance.					
6. Design functional restaurant floor plans and circulation layouts.					
Module:1	Introduction to Restaurant Design	6 hours			
Overview of restaurant design concepts, evolution, and typologies including fine dining, casual, quick service, and theme restaurants. Role of design in brand identity, customer perception, and dining experience.					
Module:2	Design Principles and Functional Layout	6 hours			
Principles of balance, proportion, rhythm, and functionality in restaurant interiors. Relationship between spatial organization, circulation patterns, and efficient service flow.					
Module:3	Space Planning and Ergonomics	6 hours			
Standards for space allocation in dining areas, kitchens, storage, and service zones. Application of ergonomic principles to seating design, workstations, and staff movement.					
Module:4	Materials, Lighting, and Interior Finishes	6 hours			
Selection of materials, furniture, lighting systems, and finishes suitable for restaurant environments. Impact of color, texture, acoustics, and lighting on ambience, comfort, and customer behavior.					
Module:5	Kitchen and Service Area Planning	6 hours			
Planning of commercial kitchens, equipment layout, workflow zones, and service stations. Compliance with hygiene, safety, and statutory regulations governing foodservice operations.					
Module:6	Sustainability and Technology in Restaurant Design	6 hours			
Use of sustainable materials, energy-efficient systems, and waste management practices. Integration of technology such as POS systems, smart lighting, and digital ordering solutions.					
Module:7	Design Documentation and Project Development	6 hours			
Preparation of conceptual drawings, floor plans, elevations, and basic design documentation. Presentation of restaurant design proposals, client requirements and operational feasibility.					
Module:8	Lecture by Industry expert	3 hours			
Total Lecture Hours				45 hours	
Text Book(s)					
1.	Walker J.R., The Restaurant: From Concept to Operation, 4th ed., Wiley, 2024.				
2.	Hospitality & Restaurant Design No. 3, Visual Reference Publications, 2023.				
Reference Books					
1.	Hotel and Restaurant Design: A Complete Guide, Wisdom Press, 2025.				

2.	Guidara W., Unreasonable Hospitality: The Remarkable Power of Giving People More Than They Expect, Optimism Press, 2022.		
Mode of evaluation: Digital Assignments, Final Assessment Test			
Recommended by Board of Studies		07-01-2026	
Approved by Academic Council		No. 81	Date 10-03-2026

Course Code	Course Title	L	T	P	C
UBHA402P	Restaurant Design and Planning Practical	0	0	4	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives:					
1. To introduce fundamental concepts and formats of restaurant design.					
2. To develop practical skills in space planning and layout design.					
3. To apply sustainability, ergonomics, and regulatory aspects in restaurant planning.					
Expected Course Outcomes:					
1. Apply basic restaurant design principles to create functional layouts.					
2. Analyze spatial planning and ambience elements in restaurant environments.					
3. Design a simple restaurant layout meeting operational and safety requirements.					
List of Practical's:					
1	Identify and analyze different restaurant formats through case studies.				4 hours
2	Study restaurant design concepts, branding elements using visual references.				4 hours
3	Analyze customer flow and service circulation in existing restaurant layouts.				4 hours
4	Prepare basic zoning diagrams for front-of-house and back-of-house areas.				4 hours
5	Develop space allocation charts based on seating capacity and service needs.				4 hours
6	Create ergonomic seating and table layout plans for dining areas.				4 hours
7	Design functional circulation paths for guests and service staff.				4 hours
8	Experiment with lighting types to create different dining ambiances.				4 hours
9	Select appropriate materials, finishes, and furniture for restaurant interiors.				4 hours
10	Analyze acoustic treatment and noise control methods in dining spaces.				4 hours
11	Prepare basic kitchen layout plans & workflow and equipment placement.				4 hours
12	Study statutory norms related to safety, hygiene, and accessibility.				4 hours
13	Incorporate sustainable design features into a restaurant layout proposal.				4 hours
14	Develop a conceptual restaurant floor plan using manual or digital tools.				4 hours
15	Present a complete restaurant design proposal with layout and justification.				4 hours
Total Practical Hours					60 hours
Mode of evaluation: Digital Assignments, Final Assessment Test					
Recommended by Board of Studies		07-01-2026			
Approved by Academic Council		No. 81	Date	10-03-2026	

Course Code	Course Title	L	T	P	C
UBHA403L	Advance Culinary Operation	3	0	0	3
Pre-requisite	NIL	Syllabus version			
Course Objectives:		1.0			
1. To develop advanced culinary skills using classical and contemporary techniques.					
2. To integrate menu planning, presentation, and cost control in kitchen operations.					
3. To apply food safety, sustainability, and innovation in advanced culinary practices.					
Expected Course Outcomes:					
1. Identify advanced ingredients, equipment, and cooking methods used in professional kitchens.					
2. Explain the relationship between menu planning, kitchen workflow, and culinary efficiency.					
3. Apply advanced cooking techniques for regional, international, and modern cuisines.					
4. Analyze plating styles, flavor balance, and texture combinations in gourmet preparations.					
5. Evaluate culinary products based on quality, presentation, cost, and safety standards.					
6. Create innovative dishes and menus incorporating contemporary culinary trends.					
Module:1	Advanced Culinary Foundations	6 hours			
Review of classical cooking methods, advanced knife skills, and professional kitchen organization. Focus on mise-en-place planning, workflow management, and standard operating procedures.					
Module:2	Advanced Cooking Techniques	6 hours			
Sous-vide, confit, molecular gastronomy basics, fermentation, and modern cooking technologies. Application of precision cooking methods for consistency and quality enhancement.					
Module:3	Regional and International Cuisines	6 hours			
Advanced preparation of selected global cuisines with emphasis on authenticity and adaptation. Ingredient sourcing, flavor profiling, and cultural influences on culinary practices.					
Module:4	Menu Planning and Food Cost Control	6 hours			
Advanced menu engineering, portion control, recipe standardization, and yield management. Cost calculation, pricing strategies, and waste reduction techniques.					
Module:5	Food Presentation and Plating	6 hours			
Principles of modern food styling, color balance, texture contrast, and plate composition. Use of contemporary service ware and garnishing techniques.					
Module:6	Food Safety, Quality, and Sustainability	6 hours			
Advanced food safety systems, hygiene audits, and quality assurance practices. Sustainable sourcing, zero-waste kitchens, and ethical culinary operations.					
Module:7	Innovation and Contemporary Culinary Trends	6 hours			
Plant-based cuisine, functional foods, fusion cooking, and emerging global trends. Product development, creativity, and documentation of innovative culinary concepts.					
Module:8	Lecture by Industry expert	3 hours			
Total Lecture Hours					45 hours
Text Book(s)					
1.	Hawkes D., Stine D.J., Workbook for Culinary Arts Management, SDC Publications, 2023.				
2.	Draz J., Koetke C., The Culinary Professional, 4th ed., Goodheart-Willcox, 2023.				
Reference Books					
1.	Gisslen W., Professional Cooking, 10th ed., Wiley, 2022.				
2.	Drummond K.E., Brefere L.M., Nutrition for Foodservice and Culinary Professionals, 10th				

ed., Wiley, 2021.			
Mode of evaluation: Digital Assignments, Final Assessment Test			
Recommended by Board of Studies	07-01-2026		
Approved by Academic Council	No. 81	Date	10-03-2026

Course Code	Course Title	L	T	P	C
UBHA403P	Advance Culinary Operation Practical	0	0	4	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives:					
1. To develop advanced culinary skills using classical and modern cooking techniques.					
2. To integrate menu planning, food presentation, and cost control in kitchen operations.					
3. To apply food safety, sustainability, and innovation in professional culinary practice.					
Expected Course Outcomes:					
1. Apply advanced cooking techniques to produce high-quality culinary products.					
2. Analyze menu composition, food cost, and presentation for operational efficiency.					
3. Create innovative dishes and menus following safety and sustainability standards.					
List of Practicals:					
1	Review and practice advanced knife skills and kitchen safety procedures.				4 hours
2	Perform classical & contemporary cooking methods with standardized recipes.				4 hours
3	Practice sous-vides and low-temperature cooking techniques.				4 hours
4	Prepare stocks, sauces, and reductions using advanced methods.				4 hours
5	Execute regional Indian and international specialty dishes.				4 hours
6	Practice fermentation, curing, and preservation techniques.				4 hours
7	Develop plant-based and health-oriented culinary preparations.				4 hours
8	Apply menu planning principles for advanced culinary operations.				4 hours
9	Calculate food cost, portion size, and yield for selected recipes.				4 hours
10	Practice modern plating techniques and artistic food presentation.				4 hours
11	Analyze flavor balance, texture, and visual appeal in plated dishes.				4 hours
12	Implement food safety standards and hygiene audits in the kitchen.				4 hours
13	Apply sustainable practices and waste management techniques.				4 hours
14	Create innovative dishes using contemporary culinary trends.				4 hours
15	Present a complete menu with cost, plating, and quality justification.				4 hours
Total Practical Hours					60 hours
Mode of evaluation: Digital Assignments, Final Assessment Test					
Recommended by Board of Studies		07-01-2026			
Approved by Academic Council		No. 81	Date	10-03-2026	

Course Code	Course Title	L	T	P	C
UBHA404L	Food and Beverage Management	3	0	0	3
Pre-requisite	NIL	Syllabus version			
Course Objectives:		1.0			
1. To analyse food and beverage control in fine-dining restaurants.					
2. To understand the definition and elements of costs in food and beverage operations.					
3. To interpret break-even analysis in food and beverage management.					
Expected Course Outcomes:					
1. Define the purposes and significance of food and beverage control.					
2. Explain the methodology and core concepts of sales in food and beverage operations.					
3. Analyze food purchasing control systems and standard purchasing procedures.					
4. Evaluate beverage purchasing, receiving, storing, and issuing practices.					
5. Calculate and analyze food cost control using standard yield and portion size techniques.					
6. Design integrated beverage sales and materials management control strategies.					
Module:1	Fundamentals of Food and Beverage Control	6 hours			
Introduction to food and beverage control; objectives and control methodology; role of human resources in effective food and beverage control systems; application of artificial intelligence and machine learning in monitoring, forecasting, and decision-making in food and beverage operations.					
Module:2	Sales and Cost Analysis in Food and Beverage Operations	6 hours			
Concept and definition of cost; elements and classification of costs; principles of sales management; cost–volume–profit analysis and break-even analysis; application of sales and cost analysis for pricing strategies and profit planning in food and beverage establishments.					
Module:3	Food Purchasing Systems and Control	6 hours			
Development of standard purchase specifications; preparation and maintenance of approved supplier lists; factors determining purchase order quantity and size; evaluation of supplier performance, ethical sourcing, and sustainable purchasing practices.					
Module:4	Food Receiving and Storage Control	6 hours			
Receiving procedures and documentation including digital bills, delivery notes, receiving notes, and requisition forms; storage issues and conditions; maintenance of bin cards; quality and quantity verification procedures to minimize losses, spoilage, and pilferage.					
Module:5	Food Cost Control Techniques	6 hours			
Factors contributing to high food costs; food sales control methods; standard yield and portion control; standardized recipes supported by artificial intelligence models; application of variance analysis to identify deviations and enhance cost efficiency.					
Module:6	Beverage Sales and Control Systems	6 hours			
Importance of beverage control in food and beverage operations; modern equipment and technology used in beverage sales with advantages and limitations; beverage purchasing methodologies; receiving procedures; storage, issuing, and sales control of beverages.					
Module:7	Materials and Inventory Management Control	6 hours			
Concept, importance, and objectives of inventory management; determination of inventory levels and capacity; methods and techniques of inventory control; ABC analysis; application of inventory management systems for cost optimization, waste reduction, and operational efficiency.					
Module:8	Lecture by Industry expert	3 hours			

Total Lecture Hours		45 hours	
Text Book(s)			
1.	Mohamed Jaffar A., A Textbook on Food and Beverage Management, 1st ed., Alexis Press, 2023.		
2.	Navarro, D., Food and Beverage Service and Management, Kaufman Press Exclusive (CBS Publishers & Distributors), 2022.		
Reference Books			
1.	Singaravelan, R., Food and Beverage Services, 2nd ed., Oxford University Press, Reprint 2021		
2.	Davis, B., Lockwood, A., Pantelidis, I. S., and Alcott, P., Food and Beverage Management, 6th ed., Routledge, London, 2016		
Mode of evaluation: Digital Assignments, Final Assessment Test			
Recommended by Board of Studies		07-01-2026	
Approved by Academic Council		No. 81	Date 10-03-2026

Course Code	Course Title	L	T	P	C
UBHA404P	Food and Beverage Management Practical	0	0	4	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives:					
1. To understand principles of food and beverage control.					
2. To apply cost, purchasing, and inventory control techniques.					
3. To use technology for efficient food and beverage management.					
Expected Course Outcomes:					
1. Analyse food and beverage operations for cost and inventory deviations.					
2. Demonstrate skills in purchasing, receiving, storage, and portion control.					
3. Evaluate supplier performance and control systems to optimize efficiency.					
List of Practical's:					
1	Cost–volume–profit (CVP) relationship				4 hours
2	Control and performance management				4 hours
3	Basic financial and marketing policies				4 hours
4	Menu planning constraints				4 hours
5	Menu mix proportion calculations				4 hours
6	Standardized recipe preparation				4 hours
7	Standard portion size				4 hours
8	Standard yield verification				4 hours
9	Purchasing control system				4 hours
10	Formulation of beverage purchase specifications				4 hours
11	Analyze beverage purchase specimen				4 hours
12	Selective economy ordering system				4 hours
13	Perpetual inventory management				4 hours
14	Construct menu engineering worksheet				4 hours
15	Food and beverage marketing process				4 hours
Total Practical Hours					60 hours
Mode of evaluation: Digital Assignments, Final Assessment Test					
Recommended by Board of Studies		07-01-2026			
Approved by Academic Council		No. 81	Date	10-03-2026	

Course Code	Course Title	L	T	P	C
UBHA405L	Hotel Revenue Management	3	1	0	4
Pre-requisite	NIL	Syllabus version			
Course Objectives:		1.0			
1. To equip students with tools and techniques for optimizing hotel revenue.					
2. To develop analytical skills in forecasting, pricing, and demand management.					
3. To integrate revenue strategies with distribution channels and digital technologies.					
Expected Course Outcomes:					
1. Remember key concepts and terms of revenue management.					
2. Understand the importance of revenue management and market segmentation.					
3. Apply forecasting methods and performance metrics (RevPAR, ADR, Occupancy).					
4. Analyze demand patterns, pricing strategies, and distribution channels.					
5. Evaluate revenue strategies and channel performance for decision-making.					
6. Create revenue strategies tailored to hotel types and market conditions using analytics tools.					
Module:1	Fundamentals of Hotel Revenue Management	6 hours			
Definition, scope, and history of revenue management; Role in hospitality operations; Key terms: RevPAR, ADR, GOPPAR, Occupancy; Revenue management cycle and decision-making process. Understanding how revenue management drives profitability and operational efficiency in hotels.					
Module:2	Market Segmentation and Customer Value	6 hours			
Understanding market segmentation; Customer behavior and value perception; Segment-specific pricing strategies; Managing displacement and opportunity cost. Emphasis on identifying high-value customer segments to maximize revenue opportunities.					
Module:3	Forecasting and Pricing Techniques	6 hours			
Demand forecasting using historical data, booking curves, and regression; Dynamic pricing models; Rate fences and price discrimination; Managing perishable inventory effectively. Application of forecasting and pricing to optimize room rates and inventory utilization.					
Module:4	Distribution Channels and Online Strategies	6 hours			
Overview of traditional and digital distribution channels; Role of OTAs, GDS, and direct booking strategies; Channel mix optimization; Commission structures and cost implications. Focus on integrating online strategies to enhance bookings and revenue.					
Module:5	Performance Metrics and Data Analytics	6 hours			
Key performance indicators (KPIs); Benchmarking and STR reports; Data-driven decision-making; Introduction to revenue management software and analytics tools. Using analytics to track performance trends and inform strategic decisions.					
Module:6	Strategic Revenue Planning	6 hours			
Total hotel revenue management including Rooms, F&B, and Spa; Competitive set analysis; Short-term and long-term revenue strategies; Strategic alignment with marketing and operations. Development of actionable strategies to achieve sustainable revenue growth.					
Module:7	Case Studies and Simulation Exercises	7 hours			
Analysis of real-world case studies; Revenue optimization simulations; Group presentations and discussions; Evaluation of success/failure of implemented strategies. Encouraging practical learning through interactive simulations and collaborative analysis.					

Module:8	Lecture by Industry expert	2 hours	
		Total Lecture Hours	45 hours
Text Book(s)			
1.	Browning, Robert H., Hotel Revenue Management: From Theory to Practice, 1st Edition, Jindal Book Services, 2023.		
2.	Szende, Peter, Hospitality Revenue Management: Concepts and Practices, 1st Edition, Apple Academic Press, 2022.		
Reference Books			
1.	Vinod, Ben, Revenue Management in the Lodging Industry: Origins to the Last Frontier, 1st Edition, Springer Nature, 2022.		
2.	Hayes, David K., Joshua D. Hayes & Peggy A. Hayes — Revenue Management for the Hospitality Industry, 2nd Edition, John Wiley & Sons, 2021.		
Mode of evaluation: Digital Assignments, Final Assessment Test			
Recommended by Board of Studies		07-01-2026	
Approved by Academic Council		No. 81	Date 10-03-2026

Course Code	Course Title	L	T	P	C
UBHA405P	Hotel Revenue Management Practical	0	0	2	1
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives:					
1. To provide hands-on experience with revenue management tools and simulations.					
2. To enable students to analyze data and apply strategic decision-making.					
3. To develop skills in using software and designing revenue strategies.					
Expected Course Outcomes:					
1. Analyze and interpret key revenue metrics using data analytics tools.					
2. Apply pricing and market segmentation strategies to maximize hotel revenue.					
3. Assess distribution channels and simulate revenue management decisions for optimal outcomes.					
List of Practical's:					
1.	Introduction to Revenue Management Software; Familiarization with dashboards and key functions				2 hours
2.	Calculating Key Performance Metrics; RevPAR, ADR, GOPPAR, Occupancy using hotel data				2 hours
3.	Customer Segmentation Analysis; Identifying market segments and aligning rate plans				2 hours
4.	Creating Rate Fences; Exploring physical, product, and transactional fences				2 hours
5.	Demand Forecasting; Using historical data and booking curves				2 hours
6.	Dynamic Pricing Simulation; Adjusting rates in response to market changes				2 hours
7.	Competitive Set Analysis; Benchmarking hotel performance against competitors				2 hours
8.	STR Report Interpretation; Analyzing performance trends and KPIs				2 hours
9.	Channel Mix Evaluation; Comparing direct and third-party booking performance				2 hours
10.	OTA Strategy Development; Optimizing online distribution channels				2 hours
11.	Revenue Optimization Simulation; Scenario-based exercise to maximize revenue				2 hours
12.	Revenue Strategy for F&B and Non-Room Departments; Applying cross-departmental revenue techniques				2 hours
13.	Budgeting and Forecasting Exercise; Preparing revenue forecasts and setting targets				2 hours
14.	Case Study: Revenue Recovery; Group discussion on strategies during low-demand periods				2 hours
15.	Project: Total Hotel Revenue Plan; Designing integrated revenue plans and dashboards.				2 hours
Total Practical Hours					30 hours
Mode of evaluation: Digital Assignments, Final Assessment Test					
Recommended by Board of Studies		07-01-2026			
Approved by Academic Council		No. 81	Date	10-03-2026	

Course Code	Course Title	L	T	P	C
UBHA406L	Resort Operation Management	3	1	0	4
Pre-requisite	NIL	Syllabus version			
Course Objectives:		1.0			
1. To explore resort history, types, operations, management practices, and future trends.					
2. To examine special considerations in planning and development processes.					
3. To understand the facilities, major recreational activities, and associated infrastructure.					
Expected Course Outcomes:					
1. Describe lodging categories, resort types, management practices, and future outlook.					
2. Explain resort history, development cycles, and key lessons learned.					
3. Analyze investment, social, economic, and environmental impacts of resort development.					
4. Evaluate planning phases, master planning, and integrated development approaches.					
5. Assess leisure philosophy, market trends, and facility planning.					
6. Apply planning and management principles to recreational facilities.					
Module:1	Introduction to Resort Operations	6 hours			
Overview of lodging operations and resort types, including convention and condominium hotels. Discussion on alternative classifications, key characteristics of resort management, future trends, and defining the resort concept.					
Module:2	History and Evolution of Resorts	6 hours			
Origins of resorts in Europe, development of different resort types, the USA fifty-year resort cycle model, twentieth-century resort growth, and lessons from historical development. Analysis of historical trends to inform modern resort planning and management.					
Module:3	Planning Considerations in Resort Development	6 hours			
Analysis of investment, social, economic, physical, and environmental impacts. Overview of cost-benefit considerations and strategic planning essentials in resort development. Evaluation of factors influencing sustainable and responsible resort planning.					
Module:4	Resort Development Process	6 hours			
Roles of professional planners, the five phases of resort planning, and the importance of master planning. Integration of planning approaches for sustainable resort development. Examination of project implementation, coordination, and evaluation throughout the resort development lifecycle.					
Module:5	Facility Planning and Design	6 hours			
Principles of leisure philosophy, leisure market analysis, and facility planning concepts. Design of resort complexes, inclusive facilities for differently-abled guests, and harmonizing facilities with guest experience.					
Module:6	Recreational Activities and Infrastructure	6 hours			
Planning and management of recreational facilities such as golf, tennis, skiing, boating, swimming, health clubs, and spa facilities. Understanding the relationship between activities, infrastructure, and operational management.					
Module:7	Resort Terminology and Emerging Trends	7 hours			
Key terms related to resort planning, development, facilities, and recreational activities. Introduction to emerging trends and innovations in the resort industry. Discussion of current industry practices and future opportunities in resorts.					
Module:8	Lecture by Industry expert	2 hours			

Total Lecture Hours			45 hours
Text Book (s)			
1.	Cobb Victor, Hotel and Resort Management, 1st edition, Kaufman Press, 2022		
2.	Gee, C. Y., World of Resorts: From Development to Management, 3rd edition, AHLEI – The Educational Institute of the American Hotel & Motel Association, 2015		
Reference Books			
1.	Murthy, S. G. Krishna, Development of Hotels and Resorts, 1st edition, Khanna Publishing House, 2023		
2.	B. K. D., & O’Connor, M., <i>Hospitality and Tourism Management</i> , Pearson, 2016		
3.	Boella, M. J., <i>Hotel and Resort Management: Issues and Strategies</i> , Pearson Education, 2013		
Mode of evaluation: Digital Assignments, Final Assessment Test			
Recommended by Board of Studies		07-01-2026	
Approved by Academic Council		No. 81	Date 10-03-2026

Course Code	Course Title	L	T	P	C
UBHA406P	Resort Operation Management Practical	0	0	2	1
Pre-requisite	NIL	Syllabus version			
Course Objectives:		1.0			
1. To utilize systems and tool effectively for resort operational analysis.					
2. To generate and interpret reports for decision-making and performance evaluation.					
3. To apply data-driven approaches for marketing, financial, and operational improvements.					
Expected Course Outcomes:					
1. Analyze occupancy trends, revenue, and operational reports.					
2. Evaluate resort performance through ADR, RevPAR, and market position comparisons.					
3. Apply generated data for planning, management, and decision-making in resort operations.					
List of Practical's:					
1	Room Availability Analysis – Examine PMS data to identify peak and low occupancy periods.				2 hours
2	Occupancy Chart Generation – Generate and interpret occupancy charts to understand room availability trends over time.				2 hours
3	Historical Occupancy Review – Review historical PMS data to assess seasonal and monthly occupancy variations.				2 hours
4	Hotel Position Report – Prepare reports comparing resort performance with competitors using occupancy, ADR, and RevPAR.				2 hours
5	Hotel Position Analysis – Evaluate Hotel Position Reports to determine market position and identify revenue opportunities.				2 hours
6	Collection Report Preparation – Compile Collection Reports summarizing payments received, outstanding balances, and payment methods.				2 hours
7	Collection Report Evaluation – Assess Collection Reports to ensure financial transparency and operational efficiency.				2 hours
8	Daily Flash Report Generation – Generate daily Flash Reports summarizing key performance indicators for quick managerial decisions.				2 hours
9	Flash Report Interpretation – Analyze Flash Reports to identify operational trends and corrective actions.				2 hours
10	Check-Out Summary Report – Prepare Check-Out Summary Reports to review guest departures, payments, and feedback.				2 hours
11	Check-Out Report Analysis – Examine Check-Out Reports to recommend operational improvements and enhance guest service.				2 hours
12	Travel & Tourism Resort Report – Produce reports on booking sources, guest demographics, and seasonal trends.				2 hours
13	Travel & Tourism Report Application – Use report insights to inform marketing and sales strategies.				2 hours
14	Case Study: Resort Planning – Evaluate planning decisions and identify critical factors for successful resort development.				2 hours
15	Case Study: Resort Management & Development – Review management strategies and development plans; suggest improvements.				2 hours
Total Practical Hours					30 hours
Mode of evaluation: Digital Assignments, Final Assessment Test					
Recommended by Board of Studies		07-01-2026			
Approved by Academic Council		No. 81	Date	10-03-2026	

Course Code	Course Title	L	T	P	C
UBHA407L	Housekeeping Inventory Management	3	1	0	4
Pre-requisite	NIL	Syllabus version			
Course Objectives:		1.0			
1. To understand principles of inventory control, budgeting, and financial planning.					
2. To implement efficient purchasing, cost monitoring, and stock management practices.					
3. To develop skills in workforce planning, productivity improvement, and operational efficiency.					
Expected Course Outcomes:					
1. Remember essential concepts of budgeting, inventory, and housekeeping operations.					
2. Understand techniques for purchasing, cost control, and inventory management.					
3. Apply methods for guest room planning, stock calculations, and operational procedures.					
4. Analyze housekeeping expenditures, resource utilization, and productivity data.					
5. Evaluate staffing plans, delegation, and performance standards.					
6. Design strategies for effective inventory, staffing, and housekeeping management.					
Module:1	Budgeting and Financial Planning in Housekeeping	6 hours			
Concepts and importance of budgeting in housekeeping. Types, benefits, and limitations of budgets. Preparation of capital and operational budgets. Budget planning to achieve cost efficiency and optimal use of resources.					
Module:2	Costs and Expense Management	6 hours			
Classification of housekeeping expenses: capital, operating, guest amenities, sundry, and maintenance. Monitoring and controlling costs. Evaluation of outsourcing and contracting expenditures. Techniques to track and optimize spending.					
Module:3	Purchasing and Procurement	6 hours			
Types of purchases in housekeeping. Stages of purchasing: pre-order and post-order. Purchase order procedures and methods of purchasing. Supplier selection, procurement ethics, and cost-effective inventory strategies.					
Module:4	Inventory Control and Stock Management	6 hours			
Preparation of area-wise inventory lists. Maintaining minimum stock levels. Forecasting inventory requirements using formulas. Adoption of economical and sustainable procurement practices.					
Module:5	Guest Room and Facility Planning	6 hours			
Calculation of guest room areas for cleaning and operational efficiency. Standardization of rooms and layout planning. Planning of health spa and leisure facilities. Ergonomics, safety, and guest experience considerations					
Module:6	Human Resource Planning in Housekeeping	6 hours			
Developing staffing matrices and hierarchical structures. Delegation and empowerment of employees. Performance appraisal and evaluation methods. Aligning staff planning with occupancy trends and service standards.					
Module:7	Productivity Standards and Operational Efficiency	7 hours			
Calculation of productivity standards in housekeeping operations. Standard Operating Procedures (SOPs) in housekeeping. Preparation of productivity standard worksheets. Techniques to enhance efficiency while maintaining service quality.					
Module:8	Lecture by Industry expert	2 hours			

Total Lecture Hours			45 hours
Text Book(s)			
1.	G. Raghubalan & Smritee Raghubalan, Hotel Housekeeping: Operations and Management, 4th Edition, Oxford University Press India, 2023.		
2.	Patrick Helberg (Ed.), Hotel Housekeeping: Operations and Management, 1 st Edition, Murphy & Moore Publishing, 2022.		
Reference Books			
1.	Michael J. O’Fallon & Denney G. Rutherford, Hotel Management and Operations, 7th Edition, Wiley, 2022.		
2.	Aleta A. Nitschke & William H. Frye, Managing Housekeeping Operations, 3rd Edition, American Hotel & Lodging Educational Institute (AHLEI), 2021		
Mode of evaluation: Digital Assignments, Final Assessment Test			
Recommended by Board of Studies		07-01-2026	
Approved by Academic Council		No. 81	Date 10-03-2026

Course Code	Course Title	L	T	P	C
UBHA407P	Housekeeping Inventory Management Practical	0	0	2	1
Pre-requisite	NIL	Syllabus version			
Course Objectives:		1.0			
1. To plan and manage housekeeping budgets and inventory effectively. 2. To implement purchasing, stock control, and operational efficiency. 3. To develop skills in staff planning, productivity, and sustainable housekeeping practices.					
Expected Course Outcomes:					
1. Analyze costs, budgets, and inventory for efficient operations. 2. Apply procurement, forecasting, and SOPs in housekeeping tasks. 3. Evaluate staff performance and productivity to improve service quality.					
List of Practicals:					
1.	Prepare sample capital and operational budgets for housekeeping.				2 hours
2.	Record and analyze expenses for guest amenities and linen.				2 hours
3.	Track departmental spending and identify cost-saving opportunities.				2 hours
4.	Draft purchase orders and simulate pre- and post-order processes.				2 hours
5.	Evaluate suppliers based on price, quality, and ethical standards.				2 hours
6.	Conduct physical stock-taking and verify inventory.				2 hours
7.	Maintain minimum stock levels and calculate reorder points.				2 hours
8.	Implement eco-friendly and cost-effective procurement practices.				2 hours
9.	Plan cleaning schedules and room layouts efficiently.				2 hours
10.	Standardize room arrangements for uniformity and workflow.				2 hours
11.	Plan inventory, cleaning, and staffing for spa facilities.				2 hours
12.	Design staffing matrices and duty rosters per occupancy.				2 hours
13.	Conduct mock performance appraisals and evaluate staff.				2 hours
14.	Calculate productivity standards and prepare operational worksheets.				2 hours
15.	Implement SOPs for cleaning rooms and public areas.				2 hours
Total Practical Hours					30 hours
Mode of evaluation: Digital Assignments, Final Assessment Test					
Recommended by Board of Studies		07-01-2026			
Approved by Academic Council		No. 81	Date	10-03-2026	

Course Code	Course Title	L	T	P	C
UBHA408L	Ambience and Design Creation	3	1	0	4
Pre-requisite	NIL	Syllabus version			
Course Objectives:		1.0			
1. To familiarize fundamental concepts, elements, and principles of ambience design.					
2. To develop understanding of how sensory elements create effective spatial experiences.					
3. To enable analysis, design, and implementation of ambience solutions in various contexts.					
Expected Course Outcomes:					
1. Understand key principles of ambience design and their role in spatial experiences.					
2. Apply colour theory, lighting, and sound design to create cohesive environments.					
3. Evaluate spaces and identify opportunities for ambience enhancement.					
4. Design and conceptualize ambience solutions for specific contexts.					
5. Analyze how sensory elements contribute to immersive environments.					
6. Demonstrate awareness of sustainability and cultural considerations in design.					
Module:1	Introduction to Ambience Design	6 hours			
Introduction to Ambience Design: Definition and significance of ambience design, evolution of spatial design, environmental psychology, key components (light, sound, scent, texture, spatial arrangement), and case studies of successful applications.					
Module:2	Visual Elements of Ambience	6 hours			
Fundamentals of colour theory and psychology, Lighting design principles: natural and artificial lighting, Visual composition and balance in spaces, Materials, textures, and visual interest, Visual storytelling through design elements, Practical applications and examples					
Module:3	Auditory Elements of Ambience	6 hours			
Basics of sound design for spaces, Background music selection and programming, Managing acoustics in different environments, Sound masking and noise control techniques, Audio branding and sonic identity, Integration of sound with other sensory elements					
Module:4	Sensory Integration and Experience Design	6 hours			
Multi-sensory design approaches, Factory design: scent marketing and atmospheric scenting, Tactile considerations in ambience creation, Temperature and air quality as ambience factors, Creating cohesive sensory experiences, Sensory mapping and experience planning					
Module:5	Contextual Applications of Ambience Design	6 hours			
Retail environments and consumer behaviour, Hospitality spaces: hotels, restaurants, and leisure venues, Workplace ambience and productivity, Healthcare environments and healing design, educational spaces and learning environments, Residential ambience design					
Module:6	Technology and Innovation in Ambience Design	6 hours			
Smart lighting systems and controls, Interactive and responsive environments, Digital integration in physical spaces, Immersive technologies (AR/VR) in ambience creation, IoT applications for adaptive environments, Future trends in ambience technology					
Module:7	Sustainability and Cultural Considerations	7 hours			
Sustainable approaches to ambience design, Energy-efficient lighting and systems, Cultural influences on ambience preferences, Universal design principles for inclusive environments, Biophilic design and natural elements, Ethical considerations in sensory manipulation					
Module:8	Lecture by Industry expert	2 hours			

Total Lecture Hours			45 hours
Text Book(s)			
1.	Grimley, C., & Love, M., The Interior Design Reference & Specification Book: Everything Interior Designers Need to Know Every Day, 3rd Edition, Rockport Publishers, 2022.		
2.	Kopec, D., Environmental Psychology for Design, 4th Edition, Fairchild Books, 2023.		
Reference Books			
1.	Pallasmaa, J., & Robinson, S., Mind in Architecture: Neuroscience, Embodiment, and the Future of Design, MIT Press, 2022.		
2.	Kellert, S. R., & Calabrese, E. F., The Practice of Biophilic Design: Nature-Based Solutions for the Built Environment, Terrapin Bright Green LLC, 2023.		
Mode of evaluation: Digital Assignments, Final Assessment Test			
Recommended by Board of Studies		07-01-2026	
Approved by Academic Council		No. 81	Date 10-03-2026

Course Code	Course Title	L	T	P	C
UBHA408P	Ambience and Design Creation Practical	0	0	2	1
Pre-requisite	NIL	Syllabus version			
Course Objectives:		1.0			
1. To apply ambience design concepts through practical exercises. 2. To develop skills in manipulating lighting, sound, colour, and space. 3. To foster creativity in designing immersive sensory environments.					
Expected Course Outcomes:					
1. Apply design principles in practical projects. 2. Use tools and technologies to modify environmental elements. 3. Create context-sensitive multi-sensory experiences.					
List of Practicals:					
1.	Create mood boards for different emotional states using color theory.				2 hours
2.	Develop material and texture combinations for sensory interest.				2 hours
3.	Experiment with lighting types to transform space ambience.				2 hours
4.	Design spatial layouts for specific functions using digital tools.				2 hours
5.	Create and implement custom soundscapes for different environments.				2 hours
6.	Design appropriate scent profiles for various functional spaces.				2 hours
7.	Create digital visualizations of ambience design concepts.				2 hours
8.	Analyze and redesign retail space using sensory elements.				2 hours
9.	Design workspace ambience enhancements for productivity and wellbeing.				2 hours
10.	Develop ambience concepts for hospitality settings.				2 hours
11.	Implement biophilic design elements in interior spaces.				2 hours
12.	Design culturally appropriate ambience for multicultural contexts.				2 hours
13.	Assess and optimize sensory integration in a given environment.				2 hours
14.	Create simple interactive ambience installations with programmable systems.				2 hours
15.	Design comprehensive multi-sensory environments for specific functions.				2 hours
Total Practical Hours					30 hours
Mode of evaluation: Digital Assignments, Final Assessment Test					
Recommended by Board of Studies		07-01-2026			
Approved by Academic Council		No. 81	Date	10-03-2026	

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			
Course Objectives					
1.To give in-depth knowledge on science of cleaning					
2.To Provide details of check lists required for housekeeping service					
3.To communicate the guest as one point contact					
Course Outcomes					
1.Elaboration of Housekeeping services					
2.Insight of housekeeping as Centre point of contract					
3.Scrutiny of systems and documents required for housekeeping services					
4.Analyze the service skills of a supervisory staff					
5.Prioritization of room accessing formalities					
6.Change of Special makeover of guest room					
Module:1	Housekeeping service	4 hours			
Cleaning of guestrooms, Purpose, objectives process of servicing the room, General cleaning procedures of public areas in the hotel, Deep Cleaning, Periodical cleaning, Sanitation					
Module:2	Housekeeping as a Contact point	4 hours			
One point contact, Rating apps, social media, usage of computer software's in housekeeping services, telephones, mobile phone etiquettes requirement for housekeeping staff					
Module:3	System and documentation in housekeeping services	4 hours			
Room inspection checklist, public area check list, Special amenities and service requisition form records and documents require for the Outsourcing contracts					
Module:4	Housekeeping services supervisory skills	4 hours			
Uses of mobile phone apps for room allocation, standard checklist, forecasting guest room services, Briefing the employee and the guest about facilities in housekeeping					
Module:5	Room accessing	4 hours			
Electronic keycard, rules for issuing keycard to the guest, procedures to be followed for loss of card, Blocked card, Master room keycard, Rules for the housekeeping staff use the card, safe locker access procedure, suspicious activity and alertness of housekeeping staff in guest Areas.					
Module:6	Special makeover of guest rooms	4 hours			
Turndown services, special evening service, Room make over on special occasions, Theme decoration in guest room on request.					
Module:7	Special service skills	4 hours			
Towel art, Towel folding, special cold towel and hot towel requirement replenished of guest room amenities, Indoor plants maintenance in guest rooms and corridors.					
Module:8	Contemporary Issues	2 hours			
Guest lecture from industry experts					
	Total Lecture hours:				30 hours
Text Book(s)					
1.	Hotel housekeeping operations and management 3 rd edition 2015, G. Raghubalan, Smritee Raghubalan, Oxford University Press				
Reference Books					
1.	Hotel Housekeeping: A Training Manual /3 rd edition Sudhir Andrewes, Tata 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

Course Code	Course Title	L	T	P	C
UBHA107P	HOUSEKEEPING SERVICE SKILLS PRACTICALS	0	0	2	1
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
1. To analyze the to do list part in Room Inspection check list					
2. To keep the housekeeping equipment's in serviceable condition					
3. To Evaluate routine housekeeping job activities					
Course Outcomes					
1. Construction of different checklists for housekeeping services					
2. Simplify the housekeeping process of cleaning					
3. Explain the operation manual for cleaning equipment's and agents					
Indicative Experiments					
1.	Preparation of room inspection checklist				
2.	Housekeeping trolley inspection checklist				
3.	Procedure of Bed Making				
4.	Special Bed make over on specific function				
5.	Polishing of different surfaces				
6.	Vacuum cleaner handling procedure				
7.	Cleaning Procedure of vacant room				
8.	Procedure of cleaning occupied room				
9.	Checklist for preparing vacated rooms				
10.	Guest baggage's keeping procedure.				
		Total Laboratory Hours		60 hours	
Mode of evaluation: Digital Assignment, Final Assessment Test					
Recommended by Board of Studies		16-06-2023			
Approved by Academic Council		No. 70	Date	24-06-2023	

Course Code	Course Title	L	T	P	C
UBHA108L	HOTEL GUEST CYCLE	2	0	0	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
1. To give information on various tariff structures					
2. To give in-depth knowledge on Reservation process, PMS and Guest Cycle					
3. To impart the functions of lobby and telephone etiquettes.					
Course Outcomes					
1. Extend the basic information of travel and tourism					
2. Outline the hotel tariff's structure and guest cycle					
3. Choosing PMS for the hotel property					
4. Infer with-in department and other department for the guest service delight					
5. Influence of reservation, modes, types, CRS, GDS, to the hotel industry					
6. Develop the check-in procedure and handling of luggage, safe deposit, telephone.					
Module:1	Basic Information (Travel & Tourism)	4 hours			
Role of a Travel Agent, Passport (concept and types), Visa (concept and types), and Currencies of various countries Rules regarding customs, foreign currency exchange,					
Module:2	Room Tariff Structure	4 hours			
Basis of charging tariffs, Factors affecting room tariff, Different types of tariffs/Room rate designations – Rack rate, Different Meal plans,					
Module:3	The Guest Cycle	4 hours			
Importance of guest cycle, stages of guest cycle .Pre-arrival, arrival, During their stay, Departure, Post departure					
Module:4	Basics of Property Management Systems	4 hours			
Types, Application, Advantages, Electronic front office, system interfaces, Different property management systems					
Module:5	Reservation	4 hours			
Types of reservation, Modes of reservations, sources of reservation. Intersell agency, CRS – affiliated system & non- affiliated system, GDS- Amadeus IT, SABRE, apollo/Galileo, 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,					
Module:6	Lobby and its Functions	4 hours			
Check in Procedures, Handling of left luggage (LLH), scanty baggage (SB) and safe, deposit facility(SDL), Guest Mail Handling, Paging.					
Module:7	Telephone and Communication	4 hours			
Inter departmental communication, Intradepartmental communication. Qualities of a good telephone Operator. Various registers in use, Different telephone call procedure, call module.					
Module:8	Contemporary Issues	2 hours			
Lecture by Industrial Expert					
	Total Lecture hours:		30 hours		
Text Book(s)					
1.	Check in Check out (Jerome Vallen) Willey eastern Publications 2015				
2.	Hotel Front Office Training Manual. (Sudhir Andrews) Tata Macrgrill 2016				
3.	Managing Hotel Front Office Operations (Rajeev R. Mishra) CBS Publishers 2016.				
Reference Books					
1.	Front Office Procedures and Management (Peter Abbott) ELBS Publications 2015.				
2.	Hotel Front Office-Operations & Management (Jatashankar. Tewari) Oxford University Press 2016				

3.	Front Office Operations and Management (Suvojit Ganguly & Sudipta Mukherjee) Bharti Publications, 2020		
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
Recommended by Board of Studies		16-06-2023	
Approved by Academic Council		No. 70	Date 24-06-2023

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

Course Code	Course Title	L	T	P	C
UBHA203L	LINEN AND LAUNDRY OPERATIONS	2	0	0	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
1. To familiarize various activities of a linen room, including textile and fabric care.					
2. To understand in-house laundry and its operation.					
3. To develop skills on stain removal techniques on various fabrics.					
Course Outcomes					
1. Remember textile types and their hospitality applications.					
2. Understand fabric care and uniforms necessity, quality factors, and laundry objectives (in-house vs. outsourced).					
3. Demonstrate laundry processes, including cleaning agents, equipment usage, washing instructions, and ironing techniques.					
4. Evaluate fabric attributes, manufacturing processes, and stain identification/ removal in linen care.					
5. Develop criteria for linen purchase, storage guidelines, and issuance procedures for hotel outlets.					
6. Assess records/forms, implement stock verification, and calculate par stock levels for effective linen management.					
Module:1	Textiles	4 hours			
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.					
Module:2	Uniforms	4 hours			
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.					
Module:3	Fabric care	4 hours			
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					
Module:4	Laundry	4 hours			
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.					
Module:5	Stain removal	4 hours			
Introduction, identification of stain, types, Spotting of linen, Stain removal agents, Common stain removal agents used in a hotel, Stain removal process					
Module:6	Linen room	4 hours			
Activities, linen room layout, equipment selection criteria for the purchase of linen, Storing care, and the issue of linen for various outlets in hotels					
Module:7	Laundry and Linen Stock	4 hours			
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					
Module:8	Contemporary issues	2 hours			
Guest lecture by an industry expert					
	Total Lecture hours:				30 hours
Text Book(s)					
1.	G. Raghubalan, Smritee Raghubalan, Hotel housekeeping: Operations and Management 3rd edition, Oxford University Press 2015.				

Reference Books			
1.	Sudhir Andrews, Hotel Housekeeping Management operations 1st edition, McGraw hill education, 2017.		
2.	Gurminder Preet Singh, Housekeeping in Home and Hotels, Random Publications, 2017.		
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
Recommended by Board of Studies		18-12-2023	
Approved by Academic Council		No. 73	Date 14-03-2024

Course Code	Course Title	L	T	P	C
UBHA203P	LINEN AND LAUNDRY OPERATIONS PRACTICAL	0	0	2	1
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
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.					
Course Outcomes					
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.					
Indicative Experiments					
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				
Total Laboratory Hours		30 hours			
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			
Course Objectives:					
1. To understand accounting principles within front office procedures.					
2. To apply internal control techniques for accurate transaction management.					
3. To acquire skills in conducting front office audits and account settlements.					
Course Outcomes:					
1. Remember accounting elements like accounts, vouchers, and ledger creation within front office contexts.					
2. Understand tracking transactions, internal control, and check-out procedures.					
3. Apply account collection techniques and recognize the significance of guest histories in managing unpaid balances.					
4. Analyse the front office auditor's roles in maintaining account integrity and credit monitoring.					
5. Evaluate steps in completing postings, reconciling discrepancies, and preparing reports in front office audits.					
6. Develop a comprehensive understanding of key terms related to front office accounting, check-out, settlement, and audits.					
Module:1	Front office accounting	4 hours			
Accounting fundamentals - accounts, folios, vouchers, points of sale, ledgers. Creation and maintenance of accounts, recordkeeping systems, charge privileges, credit monitoring, account maintenance.					
Module:2	Tracking transactions and internal control	4 hours			
Tracking transactions: cash payment, charge purchase, account correction, allowance, account transfer, cash advance; internal control: cash banks, audit controls; settlement of accounts.					
Module:3	Check-out and account settlement	4 hours			
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.					
Module:4	Unpaid account balances	4 hours			
Account collection - account aging (30 days, 60 days, 90 days, beyond 120 days); Front office records - guest histories – Sales & Marketing follow up.					
Module:5	The Front office Night audit	4 hours			
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					
Module:6	Post departure audit process	4 hours			
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.					
Module:7	Key terms	4 hours			
Key terms related to front office accounting, check-out and settlement, the front office audit.					
Module:8	Contemporary issues	2 hours			
Guest lecture by an industry expert					
	Total Lecture hours:	30 hours			
Text Book(s)					

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

Course Code	Course Title	L	T	P	C
UBHA204P	HOTEL ACCOUNTING AND AUDITING PRACTICAL	0	0	2	1
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
1. To maintain accounting records of hotel guests to confirm financial accuracy.					
2. To monitor and ensure transparency in all guest cycle financial activities.					
3. To establish secure measures for managing all transactions and auditing.					
Course Outcomes					
1. Understand the accounting and night audit procedures of the hotel.					
2. Analyse and reconcile all accounting transactions of hotel guests.					
3. Evaluate all financial transactions and generate financial reports.					
Indicative Experiments					
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.				
Total Laboratory Hours		30 hours			
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			
Course Objectives:					
1. To understand the allied sectors of hospitality and their housekeeping requirements. 2. To develop skills in maintaining cleanliness and hygiene in various hospitality settings. 3. To implement effective housekeeping practices in diverse hospitality settings.					
Course Outcomes:					
1. Remember key components of hospitality sectors and their housekeeping needs. 2. Apply housekeeping principles to maintain cleanliness and hygiene in various operations. 3. Analyze housekeeping procedures in fast-food, airlines, railways, cruise liners etc. 4. Create standard operating procedures for housekeeping in different hospitality settings 5. Evaluate safety and security aspects of housekeeping. 6. Synthesize familiarity of housekeeping practices to ensure quality service delivery.					
Module 1	Allied sectors of Hospitality	4 hours			
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.					
Module 2	Housekeeping in Fast-food outlets	4 hours			
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.					
Module 3	Housekeeping in the Airline sector	4 hours			
Housekeeping in International Airport terminals, provision of housekeeping inside aircraft, cleaning agents and equipment, safety and security guidelines, and aircraft cleaning protocols and procedures,					
Module 4	Housekeeping in Railways and Metro Bus Stations	4 hours			
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.					
Module 5	Housekeeping in Cruise liners	4 hours			
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.					
Module 6	Housekeeping in Hyper malls and MNC corporate offices	4 hours			
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.					
Module 7	Housekeeping in Guest Houses and Hospitals	4 hours			
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.					

Module 8		Contemporary Issues	
		2 hours	
Guest lecture from industry experts			
		Total Lecture Hours	
		30 hours	
Text Book(s)			
1.	G. Raghubalan and Smritee Raghubalan, Hotel Housekeeping Operations and Management (4th edition), Oxford University Press, 2022		
Reference Books			
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 PRACTICALS	0	0	2	1
Pre-requisite	Nil	Syllabus version			
		1.0			
Course Objectives:					
1. To demonstrate understanding of various housekeeping practices across different industries. 2. To analyze and identify appropriate cleaning materials and agents for specific sectors 3. To develop skills in maintaining cleanliness, hygiene, and safety standards in diverse settings.					
Course Outcomes:					
1. Remember cleaning materials and procedures in airline, cruise, train, and hospital housekeeping. 2. Analyze housekeeping in hyper malls, theatres, guesthouses, metro stations, and corporate offices. 3. Demonstrate infection control and cleaning methodologies adopted in the hospital sector.					
List of practicals:					
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
Total Practical Hours					30 hours
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
UBHA304L	HOTEL PROPERTY MANAGEMENT SYSTEM	2	0	0	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives:					
1. To understand Property Management Systems (PMS) fundamentals in hospitality. 2. To develop skills in using PMS modules for efficient hotel operations. 3. To apply security principles and best practices in hospitality management.					
Course Outcomes:					
1. Understand and synthesize PMS key terms and concepts. 2. Analyze various software functions and features within PMS. 3. Apply different PMS modules for enhancing hotel operations. 4. Evaluate the effectiveness of back-office interfaces in hotel management. 5. Assess the importance of security in the lodging industry. 6. Design and implement hospitality security protocols.					
Module:1	Property Management Systems	4 hours			
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.					
Module:2	Back-office Interface	4 hours			
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.					
Module:3	Various PMS Modules in Front Office	4 hours			
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.					
Module:4	Functions of various PMS software's	4 hours			
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.					
Module:5	Security Systems and Procedures	4 hours			
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.					
Module:6	Effective Security Practices	4 hours			

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.			
Module:7	Key Components of PMS		4 hours
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.			
Module:8	Contemporary Issues		2 hours
Guest lecture by an industry expert			
Total Lecture Hours:			30 hours
Text Books			
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.		
Reference Books			
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 PRACTICAL	0	0	2	1
Pre-requisite		Syllabus version			
		1.0			
Course Objectives:					
1. To understand and apply effective reservation and check-in procedures. 2. To manage guest information effectively using hotel software. 3. To utilize software for various day-to-day operational tasks.					
Course Outcomes:					
1. Demonstrate the ability to perform PMS software. 2. Evaluate and update guest information, send messages, and clear rooms in the system. 3. Analyze hotel performance reports to inform operational decisions.					
List of Practical's:					
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			
Total Practical Hours				30 hours	
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 INDUSTRY	2	0	0	2
Pre-requisite	Nil	Syllabus version			
		1.0			
Course Objectives:					
1. To develop effective hotel refurbishment strategies.					
2. To integrate latest trends and amenities.					
3. To optimize hotel facilities for efficiency and comfort.					
Course Outcomes:					
1. Remember hotel refurbishment principles and makeover strategies.					
2. Understand eco-friendly and health-conscious amenities.					
3. Apply wall and floor finish design principles to enhance hotel aesthetics.					
4. Analyze furniture and fixture requirements for guest rooms and hotel spaces.					
5. Evaluate energy-efficient guest room layouts incorporating mechanical systems.					
6. Design guest rooms with automated and energy-efficient systems.					
Module 1	Refurbishment Essentials	4 hours			
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.					
Module 2	New Trends and Amenities	4 hours			
Latest trends in guestroom amenities, eco-friendly toiletries, natural products, and plants. New trends in bed linen, comforters, and health-conscious amenities.					
Module 3	Guestroom Accessories	4 hours			
Guest room theme changes, wall accessories, table, bed, and wardrobe accessories. Automated systems for curtains, wash rooms, and automated mini-bar.					
Module 4	Wall Finishes	4 hours			
Understanding wall themes and designs. Types of tiles (ceramic, porcelain), painting (acrylic, fiber), wood, metal, rubber, wall panels, posters, and drawings.					
Module 5	Floor Finishes	4 hours			
Floor design and patterns. Types, Marble, Granite, Vitrified tiles, Full body, double chargers, GVT(Glazed vitrified tiles) PGVT(Polished glazed vitrified Tiles) Nano tiles.					
Module 6	Furniture And Fixtures	4 hours			
Furniture types (wardrobe, cupboards, drawers), modular and elegant furniture, upholstery, and soft furnishings. Furniture requirements in guest rooms, refurbishment, and lobby areas.					
Module 7	Energy-Harvesting and Power-Saving Technologies	4 hours			
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.					
Module 8	Contemporary Issues	2 hours			
Guest lecture from industry experts					
Total Lecture Hours					30 hours

Text Book(s)			
1	Raghubalan, G., & Raghubalan, S., Hotel Housekeeping Operations Management (4th ed.), New Delhi: Oxford University Press, 2019.		
Reference Books			
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 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			
1. To design and renovate hotel spaces that enhance guest experience and satisfaction. 2. To apply sustainable and eco-friendly principles in hotel refurbishment projects. 3. To integrate technology and accessibility features into hotel design.					
Course Outcomes:					
1. Analyze interior design elements for functional and aesthetic hotel spaces. 2. Evaluate design options for sustainability, accessibility, and energy efficiency. 3. Create innovative proposals incorporating smart technology and eco-friendly solutions.					
List of practicals:					
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	
Total Practical Hours				30 hours	
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			
1. To develop effective hotel sales strategies and techniques. 2. To optimize yield management using industry-best practices. 3. To integrate front office technology for efficient operations.					
Expected Course Outcomes:					
1. Identify hotel budget presentation elements and time share concepts. 2. Explain Hubbard's formula and its hotel operations application. 3. Implement yield management techniques. 4. Analyze market segments for business opportunities. 5. Assess sales techniques' effectiveness. 6. Develop strategies for emerging hotel trends.					
Module:1	Yield Management	4 hours			
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.					
Module:2	Marketing Strategies	4 hours			
Introduction to marketing. Basic concept. Marketing mix. Market segmentation. Digital marketing (social media, email, search engine optimization). Online reputation management (Reviews, Feedback).					
Module:3	Sales Strategies	4 hours			
Sales techniques. Suggestive selling. Cross-selling. Upselling. Overbooking strategies. Upgrading techniques. Relationship selling. Online Sales and E-commerce. Artificial Intelligence in Sales.					
Module:4	Front office Strategies and Techniques	4 hours			
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.					
Module:5	Budgeting, Forecasting and Revenue	4 hours			
Forecasting room availability/room revenue. Expense Budgeting (operating, capital, depreciation). Revenue Projections. Staffing and Personnel Management. Equipment management and maintenance. Technology Integration.					
Module:6	Time Share and Vacation Ownership	4 hours			
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.					
Module:7	Emerging Trends	4 hours			
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.).					
Module:8	Contemporary issues	4 hours			

Guest lecture by an industry expert			
Total Lecture Hours			30 hours
Text Book(s)			
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.		
Reference Books			
1.	S K Bhatnagar, Front Office Management, 5 th edition, Frank Bros and Co, UK. 2018.		
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 PRACTICAL	0	0	2	1
Pre-requisite	Nil	Syllabus version			
Course Objectives:		1.0			
1. To optimize room rates and occupancy using yield management.					
2. To forecast future demand through historical data analysis.					
3. To create targeted marketing campaigns for customer segments.					
Course Outcomes:					
1. Analyze historical hotel data to predict future trends in bookings, room rates, and occupancy levels.					
2. Utilize yield management software for dynamic pricing and revenue optimization					
3. Develop targeted marketing strategies incorporating segmentation, positioning, and branding.					
List of practicals:					
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	
Total Practical Hours				30 hours	
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
UBHA409E	Personality Development	3	0	2	4
Pre-requisite	NIL	Syllabus version			
Course Objectives:		1.0			
1. To develop self-awareness and a positive self-concept.					
2. To enhance communication, interpersonal, and professional skills.					
3. To prepare students for personal growth, career readiness, and social effectiveness.					
Expected Course Outcomes:					
1. Remember key concepts related to personality, attitude, and self-development.					
2. Understand the psychological and social factors influencing personality.					
3. Apply effective communication and interpersonal skills in real-life situations.					
4. Analyze personal strengths, weaknesses, and behavioural patterns.					
5. Evaluate professional etiquette and workplace behaviour.					
6. Create a personalized development plan for continuous growth.					
Module 1	Introduction to Personality Development				6 hours
Concept of personality, determinants of personality, self-concept, self-esteem, attitudes, and emotional intelligence. Foundational awareness of individual behaviour and personality traits.					
Module 2	Self-Awareness and Self-Management				6 hours
SWOT analysis, goal setting, time management, stress management, self-motivation, and positive thinking. Techniques for habit formation, emotional regulation, and resilience building.					
Module 3	Communication Skills				6 hours
Verbal and non-verbal communication, listening skills, presentation skills, public speaking, and communication barriers. Formal, informal, and digital communication in professional contexts.					
Module 4	Interpersonal and Social Skills				6 hours
Interpersonal relationships, empathy, teamwork, leadership styles, conflict resolution, and group dynamics. Negotiation skills, influence strategies, and collaborative decision-making.					
Module 5	Professional Skills and Workplace Etiquette				6 hours
Corporate etiquette, grooming, body language, workplace ethics, email and telephone etiquette. Time discipline, workplace adaptability, and professional conduct standards.					
Module 6	Career Development and Employability Skills				6 hours
Resume writing, interview skills, group discussions, employability aptitude, and adaptability. Career planning, goal alignment, and continuous skill upgradation.					
Module 7	Personal Effectiveness and Life Skills				7 hours
Decision-making, problem-solving, critical thinking, values, and social responsibility. Work-life balance, emotional well-being, and lifelong personal development strategies.					
Module 8	Lecture by Industry expert				2 hours
Total Lecture Hours					45 hours
Text Book(s)					
1.	Gervais, M., The First Rule of Mastery: Stop Worrying about What People Think of You, First Edition, Harvard Business Review Press, Boston, 2023.				
2.	Preeti, Dr., A Textbook of Personality Development, First Edition, Iterative International Publishers, New Delhi, 2025.				
Reference Books					
1.	Miles, J.R., Passion Struck: Twelve Powerful Principles to Unlock Your Purpose and Ignite Your Most Intentional Life, First Edition, Post Hill Press, New York, 2024.				
2.	Rubin, R., The Creative Act: A Way of Being, First Edition, Farrar, Straus and Giroux, New York, 2023.				

Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
Indicative Experiments:			
1.	Self-introduction and personal profiling	2 hours	
2.	Personality assessment using SWOT analysis	2 hours	
3.	Goal setting and personal vision planning	2 hours	
4.	Time management and productivity exercises	2 hours	
5.	Stress management and mindfulness practices	2 hours	
6.	Verbal communication and articulation drills	2 hours	
7.	Non-verbal communication and body language analysis	2 hours	
8.	Listening skills and feedback activities	2 hours	
9.	Group discussion and teamwork exercise	2 hours	
10.	Leadership and role-play activities	2 hours	
11.	Resume preparation workshop	2 hours	
12.	Mock interview sessions	2 hours	
13.	Professional etiquette and grooming practice	2 hours	
14.	Conflict resolution and problem-solving scenarios	2 hours	
15.	Personal development plan presentation	2 hours	
Total Practical Hours			30 Hours
Mode of evaluation: Digital Assignments, Final Assessment Test			
Recommended by Board of Studies		07-01-2026	
Approved by Academic Council		No. 81	Date 10-03-2026

Course Code	Course Title	L	T	P	C
UBHA410E	Tourism Management	3	0	2	4
Pre-requisite	NIL	Syllabus version			
Course Objectives:		1.0			
1. To introduce key concepts, structure, and dynamics of the tourism industry.					
2. To develop understanding of tourism planning, marketing, and sustainable practices.					
3. To enhance analytical and practical skills for managing tourism products, destination services.					
Expected Course Outcomes:					
1. Remember foundational concepts, terminology, and structures of the tourism industry.					
2. Understand the roles of stakeholders, destination systems, and tourism demand factors.					
3. Apply principles of tourism planning, marketing, and service delivery in real contexts.					
4. Analyze impacts of tourism on economies, societies, and the environment.					
5. Evaluate sustainable strategies and policies for destination competitiveness.					
6. Create marketing and management plans for tourism products and experiences.					
Module 1	Introduction to Tourism and Travel				6 hours
Definition, nature, evolution and characteristics of tourism; components of tourism system; travel motivations and tourism demand. Classification of tourism (domestic, inbound, outbound) and typologies of tourists.					
Module 2	Tourism Products and Services				6 hours
Types of tourism products (natural, cultural, heritage, adventure, eco-tourism) and tourism services (accommodation, transport, F&B, attractions). Tour package formulation, product lifecycle, and product diversification strategies.					
Module 3	Tourism Planning and Development				6 hours
Concept and significance of tourism planning; stages of planning; planning frameworks at national, regional, and local levels. Role of governments, private sector, and public-private partnerships in destination development.					
Module 4	Tourism Marketing and Promotion				6 hours
Basics of tourism marketing; market segmentation and targeting; destination branding and image building. Digital marketing, social media strategies, and tourism communication tools.					
Module 5	Sustainable Tourism Management				6 hours
Sustainable tourism principles, impacts (economic, socio-cultural, environmental), responsible tourism practices. Carrying capacity, environmental stewardship, community participation, and certification programs.					
Module 6	Tourism Economics and Policy				6 hours
Economic effects of tourism, multiplier effects, employment and income generation; tourism policy frameworks. Tourism taxation, incentives, global tourism governance, WTO/UNWTO roles. Sustainable Development Goals (SDG) 2030.					
Module 7	Destination Management and Tourist Experience				7 hours
Concept of destination management; destination competitiveness; stakeholder coordination. Visitor experience design, quality management, crisis management, safety and security in tourism.					
Module 8	Lecture by Industry expert				2 hours
Total Lecture Hours					45 hours
Text Book(s)					
1.	Sharma, A., Arora, S. & Deb, S.K., Tourism and Hospitality Management: A Modern Fusion of Sectors, 1st Edition, Bentham Science Publishers, 2025.				
2.	Hassan, A. & Sastri Pitanatri, P.D. (Eds.), Handbook of Tourism and Hospitality Marketing in Indonesia, First Edition, Springer Nature Singapore, Singapore, 2025.				

Reference Books			
1.	Gantait, A., Singh, K. & Sharma, R. (Eds.), Special Interest Tourism: Exploring Dimensions, Impacts, and Future Trends, 1st Edition, Astitva Prakashan, India, 2024.		
2.	Page, S.J. & Connell, J., Tourism: A Modern Synthesis, Routledge/Taylor & Francis, London, 2020.		
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
Indicative Experiments:			
1.	Case study analysis of a tourism destination		2 hours
2.	Field survey on local tourism attractions		2 hours
3.	Tourism demand assessment (data and trends)		2 hours
4.	Tourism product packaging exercise		2 hours
5.	Preparation of a destination marketing plan		2 hours
6.	SWOT analysis of a tourism region		2 hours
7.	Design of tourism promotional materials		2 hours
8.	Role play: tourism stakeholder negotiation		2 hours
9.	Simulation of tourist feedback and service improvement		2 hours
10.	Sustainability audit of a destination		2 hours
11.	Tourism impact assessment (economic/socio-cultural)		2 hours
12.	Digital marketing campaign for a tourism product		2 hours
13.	Crisis and risk management workshop		2 hours
14.	Visit to a tourism information centre / museum		2 hours
15.	Presentation of a tourism development project		2 hours
Total Practical Hours			30 Hours
Mode of evaluation: Digital Assignments, Final Assessment Test			
Recommended by Board of Studies		07-01-2026	
Approved by Academic Council		No. 81	Date 10-03-2026

Course Code	Course Title	L	T	P	C
UBHA411E	Human Resource Management for Hospitality	3	0	2	4
Pre-requisite	NIL	Syllabus version			
Course Objectives:		1.0			
1. To understand human resource management (HRM) practices in the hospitality industry. 2. To develop strategies for effective recruitment, selection, and job design in hospitality sectors. 3. To plan, implement, and evaluate training and development programs to enhance employee performance.					
Expected Course Outcomes:					
1. Remember HRM policies, functions, and theories in hospitality. 2. Understand job design concepts and tools for hospitality staff. 3. Apply recruitment methods and labour market analysis in hospitality HR. 4. Analyze selection processes and interview strategies. 5. Evaluate training needs and compare on- and off-the-job methods. 6. Create solutions from HR case studies on recruitment, training, and grievances.					
Module 1	Human Resource Management in Hospitality	6 hours			
Components of organizational HR policy, personnel functions, levels of personnel work, alternative models of excellence, and key management theories. HRM’s role in hospitality operations, staff engagement, service quality, and achieving organizational goals in hotels, resorts, and restaurants.					
Module 2	Job Design in Hospitality	6 hours			
Principles of job design including specialization, rotation, enlargement, enrichment; socio-technical systems; quality circles; job descriptions; job design tools; and Management by Objectives (MBO). Impact of effective job design on productivity, employee motivation, and guest service quality.					
Module 3	Recruitment in Hospitality	6 hours			
Labour markets, personnel specifications, internal and external recruitment methods, word-of-mouth recruitment, and cost analysis. Recruitment strategies with hospitality organizational needs, seasonal staffing demands, budget considerations for hotels, resorts, and food service operations.					
Module 4	Selection in Hospitality	6 hours			
Selection processes, dos and don’ts, interview planning, appraisal reports, career progression comparison, group selection procedures, assessment centers, psychological tests, test batteries, and emerging trends. Selection tools to enhance hiring quality, reduce turnover, and ensure service excellence in hospitality staff.					
Module 5	Training in Hospitality	6 hours			
Training needs, components, and program design; on-the-job training (OJT), off-the-job training; line management support; and identification of training requirements. Methods to measure training effectiveness and ROI for skill development in hotel, resort, and restaurant operations.					
Module 6	Case Study – Hospitality HR Scenarios	6 hours			
Analysis of recruitment, promotion, training, turnover, and grievances in hospitality organizations. Develop problem-solving and decision-making skills by applying HR theories to real-life hotel, resort, and F&B scenarios.					
Module 7	Glossary and Abbreviations in Hospitality HR	7 hours			
Key terms in HRM, job design, recruitment, selection, training, and emerging HR trends within the hospitality industry. HR terminology relevant for professional communication and operational effectiveness in hotels, resorts, and restaurants.					
Module 8	Lecture by Industry expert	2 hours			
Total Lecture Hours					45 hours
Text Book(s)					

1.	S.D. Singh, Human Resource Management in Hospitality Industry, 1 st edition, Keya International Press, 2024.		
2.	Pankaj Sharma. Human Resource Management in the Hotel Industry. 1st edition. The Hospitality Press, 2023.		
Reference Books			
1.	Charalampos Giousmpasoglou and Evangelia Marinakou, The Contemporary Hotel Industry: A People Management Perspective, 1 st edition, Palgrave Macmillan, 2025.		
2.	Hinkin, T. R., Cases in Hospitality Management: A Critical Incident Approach, 1st edition, Wiley, 2014		
3.	Boella, M. J., Hotel and Restaurant Human Resources Management, 1st edition, Cengage Learning, 2014		
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
Indicative Experiments			
1.	Examine organizational HR policies and personnel functions to understand the role of HR in achieving organizational goals.		2 hours
2.	Develop and implement job designs including specialization, rotation, enlargement, and enrichment; prepare job descriptions and apply job design tools.		2 hours
3.	Apply Management by Objectives (MBO) in creating performance goals and aligning them with departmental objectives.		2 hours
4.	Analyze labor markets and personnel specifications to develop internal and external recruitment strategies.		2 hours
5.	Conduct recruitment exercises including advertisements, word-of-mouth, and evaluate cost implications of recruitment methods.		2 hours
6.	Prepare selection plans, interview frameworks, and appraisal reports for hypothetical candidates.		2 hours
7.	Conduct mock interviews and use assessment tools such as psychological tests and group selection exercises to evaluate candidates.		2 hours
8.	Develop training programs addressing on-the-job (OJT) and off-the-job training needs; identify skill gaps and design modules.		2 hours
9.	Implement training sessions and monitor outcomes; apply line management support strategies to enhance learning effectiveness.		2 hours
10.	Prepare HR reports analyzing turnover, grievances, and promotions; identify areas for operational improvements.		2 hours
11.	Analyze HR case studies on recruitment, training, turnover, and employee grievances to suggest solutions.		2 hours
12.	Compile a glossary of key HR terms and abbreviations; apply them in HR documentation and reports.		2 hours
13.	Use HR data to simulate workforce planning and succession planning exercises.		2 hours
14.	Conduct a mini-project on HR strategies in a hospitality organization, integrating recruitment, selection, and training practices.		2 hours
15.	Participate in an industry expert session to review real-world HR challenges and emerging trends, and discuss learnings from the practical exercises.		2 hours
Total Practical Hours			30 Hours
Mode of evaluation: Digital Assignments, Final Assessment Test			
Recommended by Board of Studies		07-01-2026	
Approved by Academic Council		No. 81	Date 10-03-2026

Course Code	Course Title	L	T	P	C
UBHA412E	Hotel Marketing Principles & Practices	3	0	2	4
Pre-requisite	NIL	Syllabus version			
Course Objectives:		1.0			
1. To understand core marketing principles in the hotel industry.					
2. To apply practical tools and strategies to market hotel services effectively.					
3. To explore digital marketing trends and emerging hospitality marketing techniques.					
Expected Course Outcomes:					
1. Define key marketing concepts relevant to the hotel industry.					
2. Explain market segments, targeting, and positioning strategies for hotels.					
3. Apply marketing strategies including product, pricing, distribution, and promotion.					
4. Analyze the effectiveness of hotel marketing campaigns using performance metrics.					
5. Evaluate digital, social media marketing tools to enhance guest engagement and hotel visibility.					
6. Create a comprehensive hotel marketing plan for a hotel.					
Module 1	Introduction to Hotel Marketing				6 hours
Definition and scope of marketing in hospitality, Core marketing concepts: needs, wants, demand, value, satisfaction. Marketing vs. Selling. Unique characteristics of hotel services marketing. The service-profit chain in hospitality					
Module 2	Market Segmentation, Targeting, and Positioning				6 hours
Segmenting hospitality markets: geographic, demographic, psychographic, and behavioural. Targeting strategies for hotels: undifferentiated, differentiated, niche. Positioning strategies for competitive advantage. Case examples from global hotel brands					
Module 3	Hotel Marketing Mix – Product and Price Strategies				6 hours
Designing hospitality products and services. Branding and product life cycle in hotels. Pricing strategies: value-based, dynamic, yield management. Rate parity and revenue implications					
Module 4	Hotel Marketing Mix – Place and Promotion Strategies				6 hours
Distribution channels: direct, OTAs, GDS, wholesalers. Role of intermediaries and aggregators. Promotional mix: advertising, sales promotion, PR, personal selling, event marketing, sponsorship					
Module 5	Digital Marketing in Hospitality				6 hours
Hotel website design and optimization. SEO, SEM, email marketing. Social media strategies: Instagram, Facebook, LinkedIn, etc. Online reputation management and review response (TripAdvisor, Google Reviews)					
Module 6	Customer Relationship Management (CRM) and Loyalty Marketing				6 hours
Importance of CRM in hotels. Guest data collection and personalization. Loyalty programs and their impact on customer retention. Case studies on successful loyalty campaigns					
Module 7	Marketing Planning, Strategy & Trends				6 hours
Steps in developing a hotel marketing plan. Marketing audit and SWOT analysis. Budgeting, implementation, and performance evaluation. Trends in hotel marketing: experiential marketing, sustainability, AI, influencer marketing					
Module 8	Lecture by Industry expert				hours
Total Lecture Hours					45 hours
Text Book(s)					
1.	Hinson, R. E., Mensah, I., Amoako, G. K., Mensah, E. A., Coffie, I., & Khosa, E. Hospitality and Tourism Marketing: Building Customer Driven Hospitality and Tourism Organizations. 1 st edition, Productivity Press, 2024.				
2.	Kandampully, J., Solnet, D., & Bilgihan, A. Service Management Principles for Hospitality and Tourism in the Age of Digital Technology. 4th Edition. Kendall Hunt, 2024.				

Reference Books			
1.	Chowdhary, N., & Prakash, M. Tourism and Hospitality Marketing: Concepts and Cases, 1 st edition, Taylor & Francis, 2023.		
2.	Kotler, P., Bowen, J. T., Makens, J. C., & Baloglu, S. Marketing for Hospitality and Tourism. 8th Edition. Pearson, 2022		
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
Indicative Experiments:			
1.	Analyze real-world hotel marketing campaigns and identify key success factors.		2 hours
2.	Map the relationship between service quality, employee engagement, and customer loyalty.		2 hours
3.	Design customer personas for different hotel target markets.		2 hours
4.	Develop a segmentation, targeting, and positioning plan for a hypothetical hotel.		2 hours
5.	Create customized room or service packages for specific market segments.		2 hours
6.	Apply yield management and dynamic pricing principles for hotel pricing strategies.		2 hours
7.	Analyze hotel distribution channels and understand commission structures.		2 hours
8.	Practice personal selling techniques and present marketing plans.		2 hours
9.	Create a functional hotel homepage layout using Canva or Figma.		2 hours
10.	Develop a one-week social media content calendar for a hotel.		2 hours
11.	Craft professional responses to online guest reviews.		2 hours
12.	Analyze guest profiles using CRM data to design personalized offers.		2 hours
13.	Develop and present a hotel loyalty program concept.		2 hours
14.	Prepare a concise hotel marketing plan with objectives, strategy, budget, and evaluation.		2 hours
15.	Research and present emerging trends in hotel marketing, including AI, influencer marketing, and sustainability.		2 hours
Total Practical Hours			30 Hours
Mode of evaluation: Digital Assignments, Final Assessment Test			
Recommended by Board of Studies		07-01-2026	
Approved by Academic Council		No. 81	Date 10-03-2026

Course Code	Course Title	L	T	P	C
UBHA413E	Indian Heritage & Culture	3	0	2	4
Pre-requisite	NIL	Syllabus version			
Course Objectives:		1.0			
1. To familiarize the basic concepts and values of Indian Heritage and culture.					
2. To highlight India’s historical achievements and cultural contributions.					
3. To emphasize the importance of heritage conservation and monument preservation.					
Expected Course Outcomes:					
1. Remember key concepts of Indian culture and heritage.					
2. Understand philosophical ideas of Indian philosophers.					
3. Explain India’s cultural diversity and historical evolution.					
4. Analyze Indian religions, dance forms, and regional cuisines.					
5. Apply Thirukkural ethics in personal and professional life.					
6. Evaluate Indian heritage sites and their relevance to tourism.					
Module 1	Foundations of Indian Culture	6 hours			
Definition of culture and civilization, relationship between culture and civilization, general features of Indian culture, unity in diversity, geographical influences on Indian culture.					
Module 2	Indus Valley Civilization and Early Urban Culture	6 hours			
Town planning, architecture, social conditions, economic life, comparison between Indus Valley and Vedic civilizations.					
Module 3	Religious Traditions and Philosophies of India	6 hours			
Hinduism, Jainism, Buddhism, Sikhism, Islam, Christianity: historical background, core principles, scriptures, rituals, and practices.					
Module 4	Cultural & Heritage Tourism with Special Reference to Tamil Nadu	6 hours			
Cultural centres, historical monuments, pilgrimage and religious centres, forts and palaces: introduction, significance, background, and uniqueness.					
Module 5	Classical and Traditional Dance Heritage of India	6 hours			
Classical dances and traditional dance dramas: Bharatanatyam, Kathakali, Kuchipudi, Manipuri, Kathak, Odissi, Mohiniyattam, Sattriya.					
Module 6	Indian Food Culture and Culinary Traditions	6 hours			
Regional cuisines: Kashmiri, Punjabi, Uttar Pradesh, Mughalai, Rajasthani, Gujarati, Bengali, Andhra, Goan, Tamil Nadu, Kerala.					
Module 7	Ethical and Social Philosophy of Thirukkural	7 hours			
Life of Thiruvalluvar, structure of <i>Thirukkural</i> , duties of individuals, education, ethics of governance, and purity of action.					
Module 8	Lecture by Industry expert	2 hours			
Total Lecture Hours					45 hours
Text Book(s)					
1.	Sayeed, A., Indian Art and Culture: A Journey through Time and Tradition, Har-Anand Publications, New Delhi, 2025.				
2.	Balasubramanian, S., Dharmanomics: An Indigenous and Sustainable Economic Model, Bloomsbury India, New Delhi, 2024.				
Reference Books					
1.	Kanisetti, A., Lords of the Deccan, Juggernaut Books, New Delhi, 2022.				
2.	Dalrymple, W., The Golden Road: How Ancient India Transformed the World, 1 st Edition, Bloomsbury Publishing, New Delhi, 2024.				

Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
Indicative Experiments:			
1.	Cultural Diversity Mapping of India	2 hours	
2.	Culture and Civilization Comparative Study	2 hours	
3.	Indus Valley Town Planning Model	2 hours	
4.	Indus Valley and Vedic Civilization Comparison	2 hours	
5.	Religion Profile Study	2 hours	
6.	Interfaith Harmony Case Study	2 hours	
7.	Heritage Site Documentation	2 hours	
8.	Virtual Heritage Walk Report	2 hours	
9.	Classical Dance Form Analysis	2 hours	
10.	Folk and Dance Drama Study	2 hours	
11.	Regional Cuisine Documentation	2 hours	
12.	Food Culture and Geography Study	2 hours	
13.	Thirukkural Verse Interpretation	2 hours	
14.	Ethical Leadership from Thirukkural	2 hours	
15.	Heritage Conservation Awareness Project	2 hours	
Total Practical Hours			30 Hours
Mode of evaluation: Digital Assignments, Final Assessment Test			
Recommended by Board of Studies		07-01-2026	
Approved by Academic Council		No. 81	Date 10-03-2026

Course Code	Course Title	L	T	P	C
UBHA414E	RESEARCH METHODOLOGY FOR HOSPITALITY	3	0	2	4
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
1. To understand the principles and methods of research.					
2. To apply basic statistical techniques in presenting data within the context of research.					
3. To evaluate the significance, validity, and reliability of research findings.					
Course Outcomes					
1. Remember various research methodologies and their applications.					
2. Understand the components of a research framework, including problems and objectives.					
3. Apply appropriate research methodologies to investigate research questions.					
4. Analyze and compare different sampling methods and their limitations.					
5. Evaluate various research designs and data collection methods.					
6. Synthesize research findings into comprehensive reports and present findings orally.					
Module:1	Introduction to Hospitality Research	6 hours			
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.					
Module:2	Research Process and Its Problems	6 hours			
Introduction to the research process, formulation of research problem and techniques, identifying research problems and dimensions, understanding research scope and context.					
Module:3	Research Design and Data Collection	6 hours			
Importance of research design, classification of research designs (experimental, descriptive, exploratory), methods of data collection (surveys, observations, experiments), survey method and its classification.					
Module:4	Sampling and Its Distributions	6 hours			
Introduction to sampling, types of sampling (probability, non-probability), sampling design process, random and non-random sampling, understanding sampling distribution and advantages.					
Module:5	Questionnaire Design	6 hours			
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 (analysing and interpreting results).					
Module:6	Multivariate Analysis	6 hours			
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.					
Module:7	Research Report Writing	6 hours			
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.					
Module:8	Contemporary Issues	3 hours			
Guest lecture by industry experts					
		Total Lecture hours:		45 hours	
Indicative Experiments					
1	Exploring the Role of Empiricism in Research				
2	Developing Effective Research Questions and Hypotheses				

3	Comparative Analysis: Exploratory & Descriptive Research Designs		
4	Integrating Qualitative and Quantitative Research Methods		
5	Assessing Measurement Validity and Reliability in Research		
6	Evaluating Sampling Techniques for Representative Data		
7	Univariate and Bivariate Analysis in Research		
8	Effective Research Paper Writing and Publishing Strategies		
9	Utilizing Academic Databases for Research		
10	Plagiarism Detection and Prevention Techniques		
11	Research Design and Methodology for Social Science Research		
12	Understanding Statistical Analysis for Research		
13	Qualities of a Good Research Hypothesis		
14	Experimental Design and Its Applications		
15	Ethical Considerations in Research and Publishing		
		Total Laboratory Hours	30 hours
Text Book(s)			
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.		
Reference Books			
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

Course Code	Course Title	L	T	P	C
UBHA415E	Indian Sweets and Snacks	2	0	4	4
Pre-requisite	NIL	Syllabus version			
Course Objectives:		1.0			
1. To understand the ingredients, and cultural significance of Indian sweets and snacks. 2. To apply appropriate techniques for preparing traditional Indian sweets and savouries. 3. To incorporate food safety, sanitation, and wellness principles in production.					
Expected Course Outcomes:					
1. Explain the classification, ingredients, and cultural significance of Indian sweets and snacks. 2. Identify raw materials, equipment, and processing methods used in Indian <i>mithai</i> and savouries. 3. Apply appropriate techniques to prepare traditional Indian sweets and snack products. 4. Analyze quality parameters and processing requirements of milk, cereal, and fruit-based sweets. 5. Evaluate food safety, sanitation, and hygiene practices in sweets and snacks production. 6. Design standard recipes and menus for Indian sweets and snacks					
Module 1	Introduction to Indian sweets	4 hours			
Indian sweets (mithai) are an important part of Indian culinary heritage and are prepared using ingredients such as sugar, jaggery, milk, cereals, pulses, fruits, vegetables, nuts, ghee, and spices. Popular examples include Halwa, Mysore Pak, Jalebi, Ladoo, Burfi, Pedra, Gulab Jamun, and Rasgulla, prepared using methods like concentration, frying, and coagulation.					
Module 2	Milk and Khoya-Based Sweets	4 hours			
Dairy-based sweets prepared from milk and <i>khoya</i> using sugar, ghee, flour, and flavourings. Common products include Rabri, Basundi, Milk Cake, Pedra, Burfi, Dhoda Burfi, and Singori, highlighting traditional preparation techniques.					
Module 3	Chhena-Based and Composite Milk Sweets	4 hours			
Sweets prepared from <i>chhena</i> , obtained by acid coagulation of milk, including Bengali sweets such as Rasogolla, Rasmalai, Cham Cham, and Rajbhog. It also includes fermented milk sweets and composite milk-based desserts like Kheer, Phirni, and Payasam.					
Module 4	Cereal, Pulse, and Starch-Based Sweets	4 hours			
Sweets made from cereals, millets, pulses, and starches, combined with sugar or jaggery, ghee, and spices. Examples include Jalebi, Halwa, Modak, Malpua, Ariselu, Gujiya, Puran Poli, Besan Ladoo, Mysore Pak, and Boondi Ladoo.					
Module 5	Dry Fruit and Nut-Based Sweets and Confections	4 hours			
Sweets prepared from dry fruits and nuts such as cashews, almonds, and pistachios, along with sugar or jaggery and ghee. Products include Kaju Katli, Badam Burfi, Pista Halwa, Chikki, Gajjak, and Tilkut.					
Module 6	Fruit and Vegetable-Based Sweets	4 hours			
Sweets made from fruits and vegetables, including roots and tubers, using sugar, ghee, flour, and spices. Examples include Petha, Gajar Halwa, Lauki Halwa, Coconut Burfi, and similar regional sweets.					
Module 7	Indian Snacks and Savouries	4 hours			
Indian savoury snacks prepared from cereals, pulses, and flours with spices and oils. Examples include Bhujia, Murukku, Sev, Chakli, Kachori, Farsan, Chiwda, Banana Chips, Potato Chips, and ready-to-eat or ready-to-cook snack products.					
Module 8	Lecture by Industry expert	2 hours			
Total Lecture Hours					30 hours
Text Book(s)					

1.	Samata. Sweet Chronicles: A Journey Through the History of Indian Sweets. Blue Rose Publishers, 1st ed., 2024.		
2.	Arora, K. Theory of Cookery. Macmillan Publishers India, 2011; reprinted 2020.		
Reference Books			
1.	Philip, T. E. Modern Cookery. Orient Black Swan Private Limited, 2018.		
2.	Bali, P. S. Quantity Food Production and Indian Cuisine. Oxford University Press, 2011; 7th Impression, 2015.		
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
Indicative Experiments			
1	Suji Halwa, Moong Dal Halwa, Gajar Halwa		4 hours
2	Jalebi, Imarti, Malpua		4 hours
3	Rabri, Basundi, Milk Cake		4 hours
4	Peda, Plain Khoya Burfi, Dhoda Burfi		4 hours
5	Rasogolla, Cham Cham, Rajbhog		4 hours
6	Rasmalai, Chhena Toast, Sandesh		4 hours
7	Rice Kheer, Phirni, Semiya Payasam		4 hours
8	Modak, Puran Poli, Malpua		4 hours
9	Besan Ladoo, Mysore Pak, Chana Dal Burfi		4 hours
10	Kaju Katli, Badam Halwa, Pista Burfi		4 hours
11	Til Chikki, Groundnut Chikki, Gajjak		4 hours
12	Petha, Lauki Halwa, Coconut Burfi		4 hours
13	Murukku, Chakli, Ribbon Pakoda		4 hours
14	Sev, Boondi, Dal Vada		4 hours
15	Chiwda Mix, Khatta-Meetha Mixture, Instant Pongal Mix		4 hours
Total Practical Hours			60 Hours
Mode of evaluation: Digital Assignments, Final Assessment Test			
Recommended by Board of Studies		07-01-2026	
Approved by Academic Council		No. 81	Date 10-03-2026

Course Code	Course Title	L	T	P	C
UBHA416E	Patisserie	2	0	4	4
Pre-requisite	NIL	Syllabus version			
Course Objectives:		1.0			
1. To familiarize the fundamentals of patisserie ingredients, equipment, and techniques. 2. To develop practical skills in preparing classical and contemporary patisserie products. 3. To enhance creativity, presentation skills, and professional standards in pastry production.					
Expected Course Outcomes:					
1. Remember basic ingredients, tools, and terminology used in patisserie. 2. Understand principles of baking, pastry composition, and temperature control. 3. Apply standard methods to prepare cakes, pastries, breads, and desserts. 4. Analyze faults and quality parameters in baked and pastry products. 5. Evaluate finished products based on texture, flavor, and presentation. 6. Create innovative patisserie items with aesthetic and professional appeal.					
Module 1	Introduction to Patisserie				4 hours
Overview of patisserie, role of a pastry chef, bakery layout, tools and equipment, weights and measures, basic baking terms, hygiene and safety standards.					
Module 2	Ingredients and Baking Science				4 hours
Flour types, sugar, fats, eggs, leavening agents, dairy products, chocolate, nuts, fruits, role of ingredients, baking temperatures and reactions.					
Module 3	Cakes and Sponges				4 hours
Basic cake methods (creaming, whisking, melting), sponge cakes, Swiss roll, pound cake, muffins, cupcakes, fault identification and corrections.					
Module 4	Pastries and Tarts				4 hours
Short crust pastry, puff pastry, choux pastry, sweet tarts, savory tarts, éclairs, profiteroles, fillings and glazing techniques.					
Module 5	Breads and Yeast Products				4 hours
Bread making process, yeast fermentation, basic breads, buns, rolls, brioche, enriched doughs, proofing and baking techniques.					
Module 6	Desserts and Custards				4 hours
Custards, mousses, puddings, soufflés, set desserts, plated desserts, garnishes and accompaniments.					
Module 7	Chocolate, Sugar, and Presentation				4 hours
Chocolate types and tempering, basic sugar work, simple decorations, finishing techniques, plating and presentation standards.					
Module 8	Lecture by Industry expert				2 hours
Total Lecture Hours					30 hours
Text Book(s)					
1.	Dunn, J., Jane’s Patisserie Easy Favourites: Simple Sweets & Stress-Free Treats, First Edition, Ebury Publishing, London, 2024.				
2.	Le Pape, J., Patisserie Revolution: The Healthy Baking Bible, First Edition, Robert Rose Inc., Toronto/Boston, 2024.				
Reference Books					
1.	Lamb, N., Sift: The Elements of Great Baking, First Edition, Clarkson Potter/Publishers, New York, 2024.				
2.	Sharma, A., The Artisan Baker’s Pantry: Mastering Modern Desserts, First Edition, Chronicle Books, San Francisco, 2025.				
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test					

Indicative Experiments			
1	Patisserie organization, hygiene control, and precision measurement	4 hours	
2	Layered sponge cakes with soaking syrups and fillings	4 hours	
3	Swiss rolls with texture control and professional finishing	4 hours	
4	Pound cakes and muffins with flavor variations and fault correction	4 hours	
5	Cupcakes with advanced icing and piping techniques	4 hours	
6	Sweet short crust tarts with baked and chilled fillings	4 hours	
7	Laminated puff pastry products with controlled layering	4 hours	
8	Choux pastry with filled, glazed, and decorative finishes	4 hours	
9	Savory tarts and quiches with balanced fillings	4 hours	
10	Artisan breads and dinner rolls with fermentation control	4 hours	
11	Enriched yeast products with shaping and finishing techniques	4 hours	
12	Baked and stirred custards with sauces and accompaniments	4 hours	
13	Chocolate and gelatin-based mousses with presentation	4 hours	
14	Chocolate tempering, molding, and decorative elements	4 hours	
15	Plated dessert with multiple components and final assessment	4 hours	
Total Practical Hours			60 Hours
Mode of evaluation: Digital Assignments, Final Assessment Test			
Recommended by Board of Studies		07-01-2026	
Approved by Academic Council		No. 81	Date 10-03-2026

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			
Course Objectives					
1. To understand essential aspects and competencies in entrepreneurship and small-scale enterprises.					
2. To develop expertise in executing business plans and managing operations effectively for small-scale enterprises.					
3. To analyze regulatory challenges by evaluating legislation, regulations, and contemporary entrepreneurial hurdles.					
Course Outcomes					
1. Remember essential competencies vital for small-scale enterprise success.					
2. Understand strategic planning methods, including market assessment and technology selection for small-scale enterprises.					
3. Apply growth strategies like market penetration, expansion, and diversification in practical scenarios.					
4. Analyze performance appraisal types and their relevance in small-scale business contexts.					
5. Evaluate organizational frameworks and financial management efficiency in small-scale enterprises.					
6. Develop a strategic growth plan by integrating diverse market strategies for a small-scale enterprise.					
Module:1	Entrepreneurship development	2 hours			
Small-scale enterprises, Entrepreneurial competencies, Institutional interface. Government schemes on subsidies.					
Module:2	Establishing small-scale enterprises	2 hours			
Opportunities scanning, Choice of enterprise, Market assessment for SSE, Choice of technology,and Selection of site.					
Module:3	Strategic business planning and execution	4 hours			
Financing the new /small enterprise, Preparation of the business plan, Ownership structure, and Organization framework.					
Module:4	Operating a small-scale enterprise	5 hours			
Financial management issues in cooperation, Management issues in SSE, Marketing management issues in SSE, and organizational relations in SSE.					
Module:5	Performance appraisal	5 hours			
Types of performance appraisal, Goal setting, Job analysis, Competency assessment, Feedback and communication, Performance ratings, and rewards					
Module:6	Growth strategies	5 hours			
Market penetration. Product expansion, Market development, or expansion. Market segmentation. Alternative channels, Partnerships, Diversification					
Module:7	Rules and legislation	5 hours			
Applicability of legislation, Licensing and permits, Employment laws, Tax regulations, Health and safety requirements, and Intellectual property protection.					
Module:8	Contemporary issues	2 hours			
Lecture by an industrial expert					
	Total Lecture hours:	30 hours			
Text Book(s)					
1.	B. C. Tandon, Environment and Entrepreneur, Chugh Publications, Allahabad, 2011				
Reference Books					

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

Course Code	Course Title	L	T	P	C
UBHA309L	EVENT MANAGEMENT	3	0	0	3
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
1. To understand the key concepts, categories, and implications of events in the context of meetings and event management. 2. To apply diverse strategies in event planning, including managing budgets, designing event materials, and arranging locations. 3. To execute various elements of event design, program arrangement, and exhibition concepts effectively.					
Course Outcomes					
1. Remember the fundamental event management components, and the importance of effective planning. 2. Understand the significance of elements like creativity, budgeting, and event design's impact on guest management. 3. Apply event planning techniques, arranging sponsors, managing budgets, and organizing backstages while considering diverse leadership styles. 4. Analyze various event design elements (backdrops, invitations, publicity materials) to gauge their effectiveness in event management and marketing. 5. Assess program arrangement techniques' effectiveness (scripting, public relations, location selection, stage decoration) in meeting event objectives and enhancing audience experiences. 6. Develop comprehensive event management strategies and plans, integrating space planning, themed decorations, and budgeting for efficient fund utilization.					
Module:1	Introduction to Event management	2 hours			
Introduction to meetings and event management, categories, and definitions, need of event management, objectives, creativity, and implications of events.					
Module:2	Event planning	3 hours			
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.					
Module:3	Designing an event	3 hours			
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.					
Module:4	Program arrangement	5 hours			
Program scripting, public relations, selecting a location, social and business etiquette, speaking skills, and stage decoration.					
Module:5	Concepts of exhibition	5 hours			
Meeting, Incentives, Conference Exhibition. Destination wedding. space planning, ITPO, sporting events, tourism events, leisure events. Team spirit and time management.					
Module:6	Arranging an event in hotels	5 hours			
Decorating the hotel for special occasions-national day-festivals-arranging theme partiesdécor-costumes-lighting- colour selection					
Module:7	Event budget	5 hours			

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

VALUE ADDED COURSE

Course Code	Course Title	L	T	P	C
UBHA206L	COMPUTER APPLICATION	2	0	2	3
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
4. To understand the basic components and functionalities of computer systems.					
5. To apply hardware and software knowledge, and utilize various applications,					
6. To assess networking, internet essentials, Microsoft office, and hardware proficiency.					
Course Outcomes					
1. Remember the main components of computer systems, illustrating their functions and connections.					
2. Understand the difference between hardware and software, and explain the various types and purposes of each.					
3. Apply skills to configure basic networks, and resolve connectivity problems.					
4. Analyze and exhibit practical competence in Microsoft Office Suite applications, including Word, Excel, and PowerPoint.					
5. Evaluate network security options, design, and firewall configurations for different network scenarios.					
6. Create computing solutions by integrating hardware, software, and networking expertise in practical scenarios.					
Module:1	Computer Fundamentals	4 hours			
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.					
Module:2	Computer Essentials	4 hours			
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					
Module:3	Software Insights	4 hours			
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.					
Module:4	Hardware Insights	4 hours			
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).					
Module:5	Networking Fundamentals	4 hours			
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).					
Module:6	Internet Essentials and Microsoft Office Suite	4 hours			
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).					
Module:7	Computing Terminology	4 hours			
Introduction, CPU (Central Processing Unit). MICR (Magnetic Ink Character Recognition). RAM (Random Access Memory). ROM (Read-Only Memory). Linux (Operating System). OS (Operating System). End					

user. Data. Database. Data warehouse. SQL (Structured Query Language). Cloud. CRM (Customer Relationship Management). PMS (Property Management System). POS System (Point of Sale System).				
Module:8		Contemporary Issues		2 hours
Guest lecture by industry experts				
		Total Lecture hours:		30 hours
Text Book(s)				
1.	Partho Pratim Seal, Computers in Hotels, Oxford University Press, 2013			
Reference Books				
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				
Indicative Experiments				
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.			
Total Laboratory Hours				30 hours
Text Book(s)				
1.	Partho Pratim Seal, Computers in Hotels, Oxford University Press, 2013			
Reference Books				
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			
Course Objectives					
1. To understand food safety principles, covering risks, contamination sources, and crucial hygiene practices.					
2. To analyze microbial influences on food spoilage, preservation, fermentations, and related diseases.					
3. To apply and global food safety regulations, adhering to hygiene standards within the food industry.					
Course Outcomes					
1. Remember the food contamination sources, preservation methods, and foodborne diseases.					
2. Understand recent trends in food technology, packaging, and the role of labeling in ensuring safety.					
3. Explain microorganism traits, growth factors, and fermentation in diverse foods.					
4. Apply hygiene and sanitation principles in hospitality for food safety.					
5. Analyze food contaminants, detection methods, and emerging pathogens' impact.					
6. Evaluate national and international food safety standards and regulatory significance.					
Module:1	Introduction	4 hours			
Introduction to food safety, food hazards, contamination risks, and food hygiene practices in the hospitality industry.					
Module:2	Food spoilage and food preservation	4 hours			
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.					
Module:3	Microorganisms in food	4 hours			
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.					
Module:4	Beneficial role of microorganism	4 hours			
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.)					
Module:5	Food borne disease	4 hours			
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.)					
Module:6	Food laws and regulation	4 hours			
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.					
Module:7	Hygiene and sanitation in food industry	4 hours			
General principles of food hygiene. GHP (Good hygiene practices) for commodities, equipment, work areas, and personnel. Cleaning and disinfection methods and commonly used agents in the hospitality industry. Safety considerations regarding processing water, wastewater, and waste disposal. Review of					

recent trends, including emerging pathogens, genetically modified food labelling, advancements in food packaging and technology, and Bovine Serum Encephalopathy (BSE).			
Module:8		Contemporary Issues	
		2 hours	
Guest lecture by industrial expert			
		Total Lecture hours:	
		30 hours	
Text Book(s)			
1.	Kumar, Alok., Fundamentals of Food Hygiene Safety and Quality, Dream tech Press,1 st edition 2022		
Reference Books			
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			
Course Objectives					
1. To understand nutrient classification and food's significance for overall health.					
2. To analyze macronutrients and micronutrients' roles in preventing deficiency diseases.					
3. To apply nutrition knowledge to design balanced diets for diverse health needs.					
Course Outcomes					
1. Remember the significance of nutrition in maintaining health and well-being.					
2. Comprehend the roles and distinctions between macronutrients and micronutrients in the diet.					
3. Apply the recommended dietary allowances in various demographic and health scenarios.					
4. Utilize principles of menu planning to cater to specific dietary needs of patients and athletes.					
5. Assess and analyse the nutritive value of individual dishes or meals.					
6. Compile balanced menu plans for different dietary requirements, considering various health conditions.					
Module:1	Basic aspects of nutrition and Food Labelling	3 hours			
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.					
Module:2	Energy	3 hours			
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).					
Module:3	Macronutrients	5 hours			
Carbohydrates; Classification (mono, di, and polysaccharides), dietary sources, functions, and the significance of dietary fiber in disease prevention and treatment.					
Lipids; Classification (Saturated and Unsaturated fats), sources, functions, the significance of Fatty acids (PUFAs, MUFAs, SFAs, EFA), cholesterol, and deficiency diseases. Proteins; Classification based on amino acid composition, dietary sources, functions, methods to improve protein quality (focusing on Soya proteins and whey proteins), and deficiency diseases.					
Module:4	Micronutrients	5 hours			
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.					
Module:5	Water	3 hours			
Define water, Dietary sources (visible and invisible), functions, and its role in maintaining health, specifically water balance.					
Module:6	Balanced diet	4 hours			
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.					
Module:7	Menu planning	5 hours			
Planning nutritionally balanced meals based on the three-food group system and factors affecting meal planning. Critically evaluating a few meals served at Institutes/Hotels based on meal planning principles. Calculating the nutritive value of dishes/meals. Designing a balanced diet for various conditions such as Diabetes, Hypertension, Adults, and sports personnel.					

Module:8	Contemporary Issues			2 hours
Guest lecture by industrial expert				
	Total Lecture hours:			30 hours
Text Book(s)				
1.	B Srilakshmi, Nutrition Science, New age publishers, 1 st edition, 2023			
Reference Books				
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			
Course Objectives					
1. To understand the core principles fundamental of the tourism industry.					
2. To analyze the diverse facets and modern trends influencing the evolving tourism sector.					
3. To apply knowledge of tourism geography, marketing tactics, and ethical practices in practical contexts. including world tourism regions					
Course Outcomes					
1. Remember the tourism definitions, types, and motivations.					
2. Understand current trends, growth factors, and govt. regulations in tourism.					
3. Apply modern tools for tourism marketing, reservations, and travel planning.					
4. Assess the geographic impact on tourism and diverse marketing approaches.					
5. Evaluate hospitality standards and revenue strategies in management.					
6. Develop an understanding of ethics, responsible tourism, and community engagement for cultural preservation.					
Module:1	Principles of tourism	4 hours			
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.					
Module:2	Growth of tourism	4 hours			
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					
Module:3	Tourism geography	4 hours			
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					
Module:4	Travel planning and reservation systems	4 hours			
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					
Module:5	Tourism marketing and promotion	4 hours			
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					
Module:6	Hospitality and accommodation management	4 hours			
Types of accommodations, hotel management and guest services, quality standards and customer satisfaction, revenue management and pricing strategies, hospitality technology and innovation					
Module:7	Ethics and responsible tourism	4 hours			
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)					
Module:8	Contemporary issues	2 hours			
Guest lecture from industry experts					
		Total Lecture hours:	30 hours		

Text Book(s)			
1.	Sampad Kumar Swain, Jitendra Mohan Mishra, Tourism: Principles and Practices, Oxford University Press, 2011.		
Reference Books			
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, 1st 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

Course Code	Course Title	L	T	P	C
UBHA399J	SUMMER INTERNSHIP	0	0	0	2
Pre-requisite	NIL	Syllabus version			
		1.0			
Course Objectives					
1. To familiarize students with the industry environment and enable them to undertake on-site assignments as trainees or interns					
Course Outcomes					
1. Remember professional and ethical responsibilities.					
2. Understand the professional and ethical standards of hospitality.					
3. Apply necessary skill sets adaptable to diverse professional environments.					
4. Analyse and interpret current issues in the field.					
5. Asses global hospitality impact economically, environmentally, and socially.					
6. Cultivate self-directed learning for continuous development.					
Module Content					4 Weeks
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

Course Code	Course Title	L	T	P	C
UBHA499J	Research Project/Dissertation	0	0	0	12
Pre-requisite	Nil	Syllabus Version			
Course Objectives		1.0			
1. To integrate theory and practice in hospitality and hotel administration through research. 2. To analyze industry trends and operational challenges in hospitality and tourism. 3. To develop essential research and professional communication skills for the hospitality sector.					
Expected Course Outcomes:					
1. Remember key concepts and research approaches in hospitality and hotel administration. 2. Understand industry trends and operational practices in hospitality and tourism. 3. Apply appropriate research methods to collect hospitality-related data. 4. Analyze research data to identify operational and service-related insights. 5. Evaluate existing studies to identify research gaps and managerial implications. 6. Prepare an ethical and structured research report with practical recommendations.					
General Guidelines					
The research project shall be undertaken during the final semester of the program under the guidance of an assigned Faculty Guide. Students must obtain written approval for the selected research topic, which should be relevant to hospitality management, hotel administration, tourism, or related service industries and contribute to academic knowledge or industry best practices. The project shall cover key phases such as literature review, data collection, analysis, and interpretation of findings. Students are encouraged to use appropriate research tools, techniques, and software relevant to hospitality and tourism studies, such as SPSS, MS Excel, NVivo, and Tableau. Students are required to maintain regular communication with their Faculty Guide to receive continuous feedback and academic support. Upon completion, students must submit a structured research report presenting the study’s objectives, methodology, findings, conclusions, and managerial implications in a professional format.					
Mode of evaluation: Digital Assignments, Final Assessment Test					
Recommended by Board of Studies		07-01-2026			
Approved by Academic Council		No. 81	Date		10-03-2026