



**VIT**<sup>®</sup>

**Vellore Institute of Technology**  
(Deemed to be University under section 3 of UGC Act, 1956)

# **SCHOOL OF HOTEL AND TOURISM MANAGEMENT**

## **Curriculum and Syllabus**

### **B. Sc. Hospitality and Hotel Administration (2026-27)**

## **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**

# 26BHA CURRICULUM (2026-27)

## 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 <sup>#</sup>
Total Graded Credit Requirement	120	160	160

## PROFESSIONAL CORE COURSES

COURSE CODE	COURSE TITLE	L	T	P	C
UABHA101	Principles of Culinary Arts	2	0	4	4
UABHA102	Food Service Principles	2	0	4	4
UABHA103	Principles of Housekeeping	2	0	2	3
UABHA104	Hotel Front Office	2	0	2	3
UABHA105	Bakery and Confectionery	2	0	4	4
UABHA106	Food and Beverage Service	2	0	4	4
UABHA201	Indian Banquet Cuisine	2	0	4	4
UABHA202	Bar and Beverage Service	2	0	4	4
UABHA203	Industrial Exposure Training	0	0	0	14
UABHA301	Global Cuisine	2	0	4	4
UABHA302	Menu Planning and Design	2	0	4	4
UABHA303	Asian Cuisine	2	0	4	4
UABHA304	Event Catering and Banquets	2	0	4	4
UABHA401	Indian Sweets and Snacks	2	0	4	4
UABHA402	Restaurant Design and Planning	2	0	2	3
UABHA403	Modern Pastry Skills and Techniques	2	0	4	4
UABHA404	Food and Beverage Management	2	0	2	3
UABHA405	Hospitality Analytics and Revenue Optimization	2	0	2	3
UABHA406	Strategic Hospitality Management	2	0	2	3

## PROFESSIONAL ELECTIVE COURSES

COURSE CODE	COURSE TITLE	L	T	P	C
UABHA107	Housekeeping Service Skills	2	0	2	3
UABHA108	Guest Cycle Management in Hotels	2	0	2	3
UABHA204	Linen and Laundry Operations	2	0	2	3
UABHA205	Front Office Financial Management	2	0	2	3
UABHA305	Housekeeping in Allied Hospitality Sectors	2	0	2	3
UABHA306	Property Management Systems for Hospitality	2	0	2	3
UABHA307	Hotel Renovation and Asset Management	2	0	2	3
UABHA308	Front Office Administration	2	0	2	3
UABHA309	Personality Development in Hospitality	3	0	2	4
UABHA407	Hospitality Design and Ambience	3	0	2	4
UABHA408	Principles of Hotel Sales and Marketing	3	0	2	4
UABHA409	Service Quality and Customer Experience	3	0	2	4
UABHA410	Research Methodology for Hospitality	3	0	2	4

## ABILITY ENHANCEMENT COURSES

COURSE CODE	COURSE TITLE	L	T	P	C
UAENG101	Effective English Communication	2	0	0	2
UAENG102	Technical English Communication & Lab	2	0	2	3
UAIFL100	Indian / Foreign Language	3	0	0	3

## SKILL ENHANCEMENT COURSES

COURSE CODE	COURSE TITLE	L	T	P	C
UABHA109	Interpersonal Skills for Hospitality	3	0	0	3
UABHA206	Entrepreneurship Development	3	0	0	3
UABHA310	Event Management	3	0	0	3

## VALUE ADDED COURSES

COURSE CODE	COURSE TITLE	L	T	P	C
UASSC101	Indian Constitution	2	0	0	2
UACHY101	Environmental Science	2	0	0	2
UABHA110	Hospitality and Hotel Laws	2	0	0	2
UABHA207	Artificial Intelligence for Hospitality	2	0	2	3
UABHA311	Sustainable and Responsible Tourism	2	0	0	2
UACXC100	Co-Curricular Course	0	0	0	1

## OPEN ELECTIVE COURSES

COURSE CODE	COURSE TITLE	L	T	P	C
UABHA111	Food Science and Nutrition	3	0	0	3
UABHA208	Human Resource Management in Hospitality	3	0	0	3
UABHA312	Travel and Tourism Operations	3	0	0	3

## PROJECT AND INTERNSHIP

COURSE CODE	COURSE TITLE	L	T	P	C
UABHA399	Summer Internship	0	0	0	2
UABHA499	Research Project/Dissertation	0	0	0	12

# **PROFESSIONAL CORE COURSES**

Course Code	Course Title	L	T	P	C
UABHA101	Principles of Culinary Arts	2	0	4	4
Pre-requisite	Nil	Syllabus version			
Course Objectives:		1.0			
<ol style="list-style-type: none"> <li>To understand the history, organization, and functioning of the Culinary Department.</li> <li>To apply cooking techniques, and classify vegetables, pigments, fruits, fats, eggs and oils.</li> <li>To familiarize with ingredients, stocks, and sauces in terms of nutrition, texture, and quality.</li> </ol>					
Course Outcomes:					
<ol style="list-style-type: none"> <li>Define and list the stages in the development of culinary arts and elements of kitchen organization.</li> <li>Explain the structure of kitchen organization and roles of kitchen personnel in modern hotels.</li> <li>Apply basic cooking methods and pre-preparation techniques in food production.</li> <li>Analyze the effects of heat, pigments, fats, raising agents, and thickening agents on food quality.</li> <li>Evaluate appropriate cooking methods, and dietary principles for balanced meal planning.</li> <li>Design a balanced menu incorporating suitable cooking methods and quality standards.</li> </ol>					
<b>Module 1</b>	<b>Culinary History, Kitchen Organization &amp; Professional Practices</b>	<b>6 hours</b>			
Development of culinary arts from the Middle Ages to modern cookery, the origin and evolution of modern cookery. Levels of skill and kitchen experience required in professional kitchens. Professional attitudes and behaviour in the kitchen, personal hygiene, uniforms, protective clothing. Kitchen safety practices, proper handling of small, large, and mechanical equipment. Kitchen organization (hierarchy) and structure; modern staffing patterns in different categories of hotels. Roles and responsibilities of the Executive Chef and other chefs, interdepartmental coordination within the hotel.					
<b>Module 2</b>	<b>Fundamentals of Cooking</b>	<b>5 hours</b>			
Aims and objectives of cooking food. Textures and consistencies of food products. Pre-preparation techniques used in food production. Cooking and preparation techniques. Principles of a balanced and healthy diet. Classification and role of raising agents in cookery. Actions and reactions of raising agents during the cooking process. Factors affecting flavour, colour, texture, and overall quality of food products.					
<b>Module 3</b>	<b>Methods of Cooking &amp; Fats and Oils</b>	<b>6 hours</b>			
Methods of cooking; Moist-Heat Methods (Boiling, Simmering, Poaching, Steaming), Dry-Heat Methods (Baking, Roasting, Grilling, Frying), Combination Methods (Braising, Stewing), Modern Methods (Induction, Sous-vide). Réchauffé and principles of reheating, handling leftover. Selection of food suitable for different cooking methods. Care and precautions in cooking. Shortenings (fats and oils): role and functions in cookery, hydrogenation, varieties of fats and oils, advantages and disadvantages.					
<b>Module 4</b>	<b>Stocks, Sauces &amp; Thickening Agents</b>	<b>5 hours</b>			
Definition, importance, and types of stocks. Principles of stock preparation, standard recipes, cooling, and storage. Uses of stocks in soups, sauces, and gravies. Classification of sauces, principles of sauce making, the five mother sauces and their derivatives. Quality standards of sauces, common faults, corrective measures, storage, and precautions. Thickening agents used in cookery, their classification, functions, methods of incorporation, and factors affecting consistency, texture, and flavour.					
<b>Module 5</b>	<b>Vegetable, Fruit &amp; Egg Cookery; Salads and Dressings</b>	<b>6 hours</b>			
Classification of vegetables, their structure, pigments, and colour changes during cooking. Vegetable cuts and the effects of heat on texture, flavour, and nutrient retention. Classification and culinary uses of fruits, including factors affecting quality and storage. Structure and composition of eggs, methods					

of selection and grading, and their uses in cookery. Classification of salads and types of dressings, with principles of preparation, presentation, and quality evaluation.			
<b>Module 6</b>	<b>Industry Expert Lecture</b>		<b>2 hours</b>
<b>Total Lecture Hours</b>			<b>30 hours</b>
<b>Text Books</b>			
1.	Arora, Krishna. Theory of Cookery (Reprint). Macmillan Publishers, 2025.		
<b>Reference Books</b>			
1.	Campbell, John, David Foskett & Victor Ceserani. Advanced Practical Cookery: A Textbook for Education and Industry, 4 <sup>th</sup> Edition, 2025.		
2.	Draz, John & Koetke, Christopher. The Culinary Professional, 4 <sup>th</sup> Edition, 2023		
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
<b>Indicative List of Practicals</b>			
1.	Identification of kitchen equipment and their uses (small, large, and mechanical equipment)		<b>4 hours</b>
2.	Identification and classification of raw materials (Indian and Continental)		<b>4 hours</b>
3.	Kitchen etiquettes, professional behavior, and personal hygiene standards		<b>4 hours</b>
4.	Knife skills – parts of a knife, types of knives, and handling procedures		<b>4 hours</b>
5.	Vegetable cuts (Julienne, Batonnet, Brunoise, Fine Brunoise, Macedoine, Paysanne, Chiffonade, Rondelle, Diagonal, Mirepoix, Concasse, Tourne, Dice, Slice, etc.)		<b>4 hours</b>
6.	Classification and application of various methods of cooking (moist heat, dry heat, combination methods)		<b>4 hours</b>
7.	Principles and preparation of Réchauffé (reheating techniques)		<b>4 hours</b>
8.	Types of stocks (white, brown, vegetable, fish)		<b>4 hours</b>
9.	Preparation of white stock and making a simple soup		<b>4 hours</b>
10.	Preparation of brown stock and making a sauce		<b>4 hours</b>
11.	Mother sauces and their derivatives		<b>4 hours</b>
12.	Boiled – soft boiled, hard boiled. Fried – sunny side up, single fried, double fried. Poached – standard poached eggs. Scrambled – soft, firm style. Omelette varieties – plain, stuffed, Spanish, etc.		<b>4 hours</b>
13.	Preparation of specialty egg dishes (Eggs Benedict / Oeuf Benedictine, En Cocotte)		<b>4 hours</b>
14.	Preparation of simple salads (coleslaw, potato, beetroot, green salad, fruit salad), Presentation: Garnishes, Plating.		<b>4 hours</b>
15.	Classification and preparation of salad dressings (vinaigrette, mayonnaise-based, cooked dressings)		<b>4 hours</b>
<b>Total Practical Hours</b>			<b>60 hours</b>
Mode of evaluation: Digital Assignments, Final Assessment Test			
Recommended by Board of Studies		26-02-2026	
Approved by Academic Council		No. 81	Date 10-03-2026

Course Code	Course Title	L	T	P	C
UABHA102	Food Service Principles	2	0	4	4
Pre-requisite	Nil	Syllabus version			
Course Objectives:		1.0			
<ol style="list-style-type: none"> <li>To classify commercial and non-commercial food service establishments.</li> <li>To comprehend the organizational structure and job descriptions of food service employees.</li> <li>To describe various food service outlets, methods of food service, and ancillary areas.</li> </ol>					
Course Outcomes:					
<ol style="list-style-type: none"> <li>Remember the functions of commercial and non-commercial establishments.</li> <li>Understand the hierarchy, duties, and responsibilities of F&amp;B personnel.</li> <li>Apply various food service methods in practical scenarios.</li> <li>Analyze the correlation between service outlets and operational functions.</li> <li>Evaluate pre-preparation and service standards for different F&amp;B operations.</li> <li>Adapt appropriate service methods according to operational needs.</li> </ol>					
<b>Module 1</b>	<b>The Hotel and Catering Industry</b>	<b>6 hours</b>			
Evolution and growth of the hotel industry. Classification of hotels based on size, star category, ownership, location, and target market. Types of Food & Beverages (F&B) operations: commercial, residential and non-residential, industrial/institutional, transport catering, and welfare/philanthropic catering.					
<b>Module 2</b>	<b>Department Organization and Staffing</b>	<b>5 hours</b>			
Organizational structure of F&B departments in star-category hotels. Roles and responsibilities of principal staff in restaurant, bar, banquet, and in-room dining operations. Duties and responsibilities of service personnel at various levels. Attributes, grooming standards, and professional etiquette of a waiter. Butler service concept and personalized guest handling. Inter-departmental coordination between F&B service, production, housekeeping, front office, and stores.					
<b>Module 3</b>	<b>Food Service Outlets and Ancillary Areas</b>	<b>6 hours</b>			
Classification and features of food service outlets: specialty restaurants, coffee shop, private dining, IRD, cafeteria, QSR, banquets, bar, lobby lounge, pastry shop, and discotheque. Layout and operational requirements of each outlet. Ancillary areas including still room, pantry, silver/plate room, cellar, store, F&B linen room, and kitchen stewarding and waste management areas.					
<b>Module 4</b>	<b>Food Service Equipment and Preparation for Service</b>	<b>5 hours</b>			
Classification and selection of F&B service equipment: cutlery, crockery, glassware, flatware, hollowware, and specialized service equipment. French terminology related to service equipment. Care, maintenance, and storage of equipment. Mise en scène and mise en place—concept, importance, and execution in different service settings. Table setting styles for various service types. Specifications and standards for tables, chairs, linen, and buffet layouts.					
<b>Module 5</b>	<b>Methods of Food Service</b>	<b>6 hours</b>			
Traditional methods of food service: English, French, American, and Russian service. Types of service: Gueridon, grill room, room service, buffet, cafeteria, sizzler service, and lounge service. Selection of appropriate service methods based on menu, guest profile, and outlet type. Application of service standards, SOPs, and pre-preparation procedures in different service formats.					
<b>Module 6</b>	<b>Industry Expert Lecture</b>	<b>2 hours</b>			
<b>Total Lecture Hours</b>					<b>30 hours</b>
<b>Text Books</b>					

1.	Singaravelavan, R. Food and Beverage Services, 3rd Edition, Oxford University Press, 2025.		
<b>Reference Books</b>			
1.	Lillicrap, D.R., Cousins, J.A., & Weekes, S. Food and Beverage Service, 10 <sup>th</sup> Edition, Hodder Education, 2024		
2.	David K. Hayes, Jack D. Ninemeier, Successful Management in Foodservice Operations: An Overview, 1st Edition, Wiley Publishers, 2024.		
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
<b>Indicative List of Practicals</b>			
1.	Orientation of Food Service Areas – Familiarization with various food service outlets and their profiles	<b>4 hours</b>	
2.	Familiarization with Food Service Equipment – Identification of cutlery, crockery, glassware, hollowware, silverware, pots, and miscellaneous items	<b>4 hours</b>	
3.	Equipment Care & Maintenance – Cleaning and polishing techniques: plate powder method, polivit method, silver dip method	<b>4 hours</b>	
4.	Equipment Handling and Inventory Management – Burnishing machine, inventory management, breakage control, and proper storage practices	<b>4 hours</b>	
5.	Serviette / Napkin Folding – Maître d folding, Bishop’s cap folding, Peacock folding, Fan folding, Book folding	<b>4 hours</b>	
6.	Advanced Serviette / Napkin Folding – Lotus folding, Coat folding, Candle folding, Corkscrew, Pyramid folding	<b>4 hours</b>	
7.	Handling Service Gears – Carrying a tray/salver, holding service spoon & fork, placing meal plates, clearing soiled plates	<b>4 hours</b>	
8.	Table Maintenance and Guest Area Service – Crumbing the table, changing dirty ashtrays, cleaning & polishing glassware, stocking sideboard, serving water	<b>4 hours</b>	
9.	Table Exhibits and Cover Layouts – A la carte, Table d’Hôte, English, American, and Continental breakfast covers	<b>4 hours</b>	
10.	Specialized Cover Layouts – Indian breakfast, Afternoon tea / High tea, formal table setup exercises	<b>4 hours</b>	
11.	Tray / Trolley Setup for Room Service – Breakfast, tea, coffee, and beverages tray setup	<b>4 hours</b>	
12.	Room Service Meal Setup – Lunch and dinner tray/trolley setup and service practice	<b>4 hours</b>	
13.	Procedure for Guest Service – Guest reception, seating, taking reservations, order taking and recording	<b>4 hours</b>	
14.	Order Processing and Billing – Passing orders to the kitchen, sequence of service, presentation of bill, and bill settlement	<b>4 hours</b>	
15.	Gueridon Service and Live Table-Side Preparation – Organizing mise en place, Crepe Suzette, Banana Flambé, Pineapple Flambé	<b>4 hours</b>	
<b>Total Practical Hours</b>			<b>60 hours</b>
Mode of evaluation: Digital Assignments, Final Assessment Test			
Recommended by Board of Studies		26-02-2026	
Approved by Academic Council		No. 81	Date 10-03-2026

Course Code	Course Title	L	T	P	C
UABHA103	Principles of Housekeeping	2	0	2	3
Pre-requisite	Nil	Syllabus version			
Course Objectives:		1.0			
<ol style="list-style-type: none"> <li>To understand housekeeping operations and their significance in hotels.</li> <li>To familiarize with various amenities and the selection, care, and use of cleaning agents.</li> <li>To operate cleaning equipment and apply cleaning techniques on various surfaces.</li> </ol>					
Course Outcomes:					
<ol style="list-style-type: none"> <li>Remember the basic roles and functions of housekeeping in hotel operations.</li> <li>Explain the organizational structure and layout of housekeeping facilities.</li> <li>Demonstrate the use of room and bath amenities, including special provisions.</li> <li>Analyze and select appropriate cleaning agents for different housekeeping tasks.</li> <li>Evaluate manual and mechanical cleaning equipment for effectiveness.</li> <li>Design and perform cleaning techniques on various surfaces.</li> </ol>					
<b>Module 1</b>	<b>Introduction to Housekeeping and Its Role</b>	<b>6 hours</b>			
Overview of housekeeping in hotels. Definition of housekeeping. Importance of cleanliness. Types of cleaning: daily, periodic, spring cleaning. Steps in cleaning processes. Cleaning schedules for guest rooms and public areas. Sanitation practices in rooms, corridors, and housekeeping facilities. Sustainable Housekeeping practices.					
<b>Module 2</b>	<b>Organization and Layout of Housekeeping Facilities</b>	<b>5 hours</b>			
Organizational structure of Housekeeping in various star category hotels. Job specifications, responsibilities, traits, and inter-departmental relationships. Layout of housekeeping facilities: executive cabin, control desk, linen room, uniform and locker rooms, housekeeping stores, floor pantry, double/single and suite rooms.					
<b>Module 3</b>	<b>Housekeeping Amenities: Types and Replenishment</b>	<b>6 hours</b>			
Room, bath, and bed amenities. Special amenities on request, guest essentials, expendables, guest optional items. Special amenities for VIP rooms, replenishment, and maintenance of amenities. Mini bar amenities. Checking and arranging amenities before guest arrival. Monitoring stock levels and expiry dates of consumables. Coordination with F&B and other departments for guest requests.					
<b>Module 4</b>	<b>Cleaning Agents: Selection, Care, and Usage</b>	<b>5 hours</b>			
Criteria for selecting cleaning agents for different surfaces and tasks. Proper care and storage of cleaning agents. Instructions for safe and effective usage of cleaning chemicals. Eco-friendly cleaning agents and sustainable practices. Domestic and commercial brand options for housekeeping. Natural cleaning agents and their applications in guest rooms and public areas. Role of cleaning agents in maintaining hygiene and sanitation standards. Safety precautions while handling chemical agents.					
<b>Module 5</b>	<b>Cleaning Equipment and Techniques</b>	<b>6 hours</b>			
Introduction, purpose, selection, durability, environmental concerns, storage, user-friendliness, cost factors. Brand names of well-known manual and mechanical cleaning equipment, domestic and commercial. Cleaning of different surfaces: marble, tiles, metals, fiber, plastics, wood, wall cabinets/panels, electronics, glass, mirrors, telephones					
<b>Module 6</b>	<b>Industry Expert Lecture</b>	<b>2 hours</b>			
<b>Total Lecture Hours</b>					<b>30 hours</b>
<b>Text Books</b>					
1.	Raghubalan & Smritee Raghubalan. Hotel Housekeeping: Operations and Management 4 <sup>th</sup>				

	Edition, 2023.		
<b>Reference Books</b>			
1.	Helberg, Patrick. Hotel Housekeeping: Operations and Management, Murphy & Moore Publishing, 2022.		
2.	Kaul, Vasanti. Principles of Housekeeping Operations, Educohack Press, 2025		
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
<b>Indicative List of Practicals</b>			
1.	Identification of Guest Room Amenities: Room, bath, bed, and special amenities.	<b>2 hours</b>	
2.	Housekeeping Trolley Setup: Arrangement of cleaning equipment and supplies.	<b>2 hours</b>	
3.	Hand Caddy Setup: Organizing hand-held cleaning tools and agents.	<b>2 hours</b>	
4.	User Instruction of Cleaning Agents: Selection, care, storage, and usage.	<b>2 hours</b>	
5.	Working Principles and Operation of Vacuum Cleaner: Manual/mechanical use.	<b>2 hours</b>	
6.	Floor Cleaning Techniques: Sweeping, mopping, and polishing.	<b>2 hours</b>	
7.	Dusting Techniques: Dry dusting, damp dusting, and high-level dusting.	<b>2 hours</b>	
8.	Window and Grill Cleaning: Methods, tools, and safety precautions.	<b>2 hours</b>	
9.	Cleaning of Furniture and Fixtures: Wood, metal, and plastic surfaces.	<b>2 hours</b>	
10.	Cleaning Electronic Gadgets: Telephones, TVs, remote controls, and electronics.	<b>2 hours</b>	
11.	Guest Restroom Cleaning: Toilets, sinks, mirrors, tiles, and hygiene practices.	<b>2 hours</b>	
12.	Bed Making and Linen Arrangement: Standard and VIP room procedures.	<b>2 hours</b>	
13.	Mini Bar Cleaning and Setup: Stocking, replenishment, and hygiene.	<b>2 hours</b>	
14.	Maintenance of Housekeeping Equipment: Cleaning, storage, and handling of mechanical and manual tools.	<b>2 hours</b>	
15.	Safety and Hygiene Practices in Housekeeping: Personal hygiene, protective gear, and safe handling of chemicals.	<b>2 hours</b>	
<b>Total Practical Hours</b>			<b>30 hours</b>
Mode of evaluation: Digital Assignments, Final Assessment Test			
Recommended by Board of Studies		26-02-2026	
Approved by Academic Council		No. 81	Date 10-03-2026

Course Code	Course Title	L	T	P	C
UABHA104	Hotel Front Office	2	0	2	3
Pre-requisite	Nil	Syllabus version			
Course Objectives:		1.0			
1. To understand the structure and role of the Front Office in hotel operations. 2. To develop operational skills in reservations, check-in, guest handling, and coordination. 3. To apply front office procedures to real-life guest situations using industry terminology and PMS.					
Course Outcomes:					
1. Define basic terminology, classifications, and functions of hotels and the front office department. 2. Explain the structure and role of the front office in hotel operations. 3. Demonstrate front office layout and perform reservation, registration, and check-in procedures. 4. Differentiate guest types and room categories for effective allocation. 5. Evaluate and resolve issues such as overbooking, walk-ins, and guest complaints. 6. Design practical solutions for front office guest handling scenarios.					
<b>Module 1</b>	<b>Introduction to Hospitality and Tourism Industry</b>	<b>6 hours</b>			
Concept and evolution of hotels; growth of the hospitality and tourism industry; hotel classification based on size, location, clientele, stay duration, facilities, and ownership; organizational structure of a five-star hotel; role of hotels in tourism promotion; impact of technology (PMS, CRS, AI chatbots); guest experience economy; Hotel classification system; Hotel and Restaurant Approval & Classification Committee (HRACC).					
<b>Module 2</b>	<b>Front Office Department and Organization</b>	<b>5 hours</b>			
Front office sections, layout, and equipment (manual and automated); coordination with other departments; roles of key staff (Front Office Manager, Lobby Manager, Reservation Assistant, Receptionist, GRE, Bell Captain, Bell Boys); essential attributes of front office personnel; introduction to PMS (Fidelio, Opera, IDS); digital check-in, contactless services, and basics of revenue coordination.					
<b>Module 3</b>	<b>Guest Types and Room Types</b>	<b>6 hours</b>			
Guest categories: VIP, CIP, business travelers, FIT, GIT, special interest, domestic and international, privileged card holders, OTA guests (Booking.com, MakeMyTrip), and corporate clients; room types: Standard, Deluxe, Suite, Executive/Club floors; non-smoking rooms; room features and status codes (VC, VD, OC, OOO); room allocation, upgrades, and handling special requests.					
<b>Module 4</b>	<b>Bell Desk, Concierge, Hospitality Desk and Valet Service</b>	<b>5 hours</b>			
Role and Functions of Bell Desk: Assisting guests with luggage, escorting to rooms, and room orientation. Role and Functions of Concierge: Arranging transportation, recommending restaurants and tours, and assisting with reservations. Hospitality Desk Functions: Managing group check-ins and VIP arrivals. Handling Errand Cards: Delivering messages, parcels, and guest requests. Valet Service: Parking and retrieving guest vehicles. Airport Transfers, VIP Protocol, and Handling International Guests.					
<b>Module 5</b>	<b>Front Office Role and Terminologies</b>	<b>6 hours</b>			
Role of the Front Office in guest satisfaction, interdepartmental coordination, and smooth operations; key terms: overbooking, under booking, stay-over, skipper, sleep-out, scanty baggage, walk-in, check-in, check-out, blacklist, RevPAR, ADR, rack rate, corporate rate, no-show, late check-out policy, and basics of yield management.					
<b>Module 6</b>	<b>Industry Expert Lecture</b>	<b>2 hours</b>			
<b>Total Lecture Hours</b>					<b>30 hours</b>

<b>Text Books</b>		
1.	Tewari, Jatashankar R. Hotel Front Office: Operations and Management, 3rd Edition, Oxford University Press, 2025	
<b>Reference Books</b>		
1.	Ganguly, Suvojit & Mukherjee, Sudipta. Front Office Operations and Management. Bharti Publications, 2021.	
2.	Kasavana, Michael L., and Brooks, Richard M. Managing Front Office Operations. 11th ed. American Hotel & Lodging Educational Institute, 2019.	
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test		
<b>Indicative List of Practicals</b>		
1.	Familiarization of Front Office Equipment: Computers, PMS, telephones, POS systems, basic software operations, and introduction to front office layout.	<b>2 hours</b>
2.	Grooming & Professionalism Standards: Uniform standards, hygiene, posture, body language, industry etiquette, professional conduct, guest greeting techniques, and first impressions.	<b>2 hours</b>
3.	Front Office Forms & Proforma – Introduction: Registration cards, reservation forms, guest folios, errand cards, and message slips.	<b>2 hours</b>
4.	Handling and Filing Front Office Documents: Practical filling, verification, filing procedures, follow-up of registration and reservation forms, and documentation control.	<b>2 hours</b>
5.	Reservation Procedures – Walk-in, Telephone & Email: Reservation handling, confirmation process, upselling techniques, and overbooking simulation basics.	<b>2 hours</b>
6.	Guest Arrival Procedures & Check-in: Pre-arrival preparation, registration process, room allocation, check-in steps, key handling, and welcome protocol.	<b>2 hours</b>
7.	Check-out Procedures & Billing: Guest folio handling, billing procedures, late check-out policy, payment settlement, and check-out records.	<b>2 hours</b>
8.	Bell Desk & Luggage Handling Operations: Luggage tagging, storage, delivery to rooms, coordination with reception, and valet service procedures.	<b>2 hours</b>
9.	Concierge & Hospitality Desk Functions: Managing errand cards, handling VIP and group arrivals, assisting guests, airport transfer coordination, and VIP protocol simulation.	<b>2 hours</b>
10.	Message Handling Procedures: Receiving, recording, delivering, and logging guest messages accurately.	<b>2 hours</b>
11.	Mail Handling & Guest Information Desk Operations: Sorting and distributing incoming / outgoing mail, handling parcels and courier services, and responding to guest inquiries.	<b>2 hours</b>
12.	Escorting Guests & Room Orientation: Escort etiquette, explaining room facilities, amenities, safety features, and hotel services.	<b>2 hours</b>
13.	Handling Guest Complaints & Problem Resolution: Complaint role play, identifying guest issues, applying standard procedures, effective communication, and ensuring guest satisfaction.	<b>2 hours</b>
14.	Front Office Reports & Documentation: Daily reports, check-in/check-out records, folio updates, filing procedures, and basic yield management awareness.	<b>2 hours</b>
15.	Viva / Interview on Front Office Key Terms & Situations: Oral assessment on key terminology (overbooking, stay-over, overstay, skipper, scanty baggage, walk-in,	<b>2 hours</b>

	check-in, check-out, blacklist), procedures, situational problem-solving, and VIP arrival simulation.	
<b>Total Practical Hours</b>		<b>30 hours</b>
Mode of evaluation: Digital Assignments, Final Assessment Test		
Recommended by Board of Studies	26-02-2026	
Approved by Academic Council	No. 81	Date 10-03-2026

Course Code	Course Title	L	T	P	C
UABHA105	Bakery and Confectionery	2	0	4	4
Pre-requisite	Nil	Syllabus version			
Course Objectives:		1.0			
<ol style="list-style-type: none"> <li>To remember the hierarchy, roles, and operational procedures in bakery and confectionery.</li> <li>To classify pastries and apply pastry-making techniques.</li> <li>To analyze the functions of flour and other ingredients in the preparation of bakery products</li> </ol>					
Course Outcomes:					
<ol style="list-style-type: none"> <li>Identify raw materials, fruits, and vegetables used in bakery and confectionery.</li> <li>Explain the hierarchy, equipment, and handling procedures in a bakery.</li> <li>Prepare breads and cakes using appropriate techniques.</li> <li>Differentiate between various bread-making methods and their characteristics.</li> <li>Evaluate the quality and usability of leftover dough for reuse.</li> <li>Create basic pastry types including short crust, choux, flaky, Danish, and puff pastry.</li> </ol>					
<b>Module 1</b>	<b>Culinary History and Introduction to Bakery</b>	<b>6 hours</b>			
History and evolution of bakery and confectionery from ancient to modern times. Development of bread, cakes, and pastries in different cultures. Milestones in commercial and artisanal baking. Modern bakery and patisserie concepts. Basic bakery terminology (e.g., proofing, fermentation, docking, lamination, enrichment). Understanding the difference between bakery, confectionery, and pâtisserie. Overview of bakery equipment, tools, and utensils used in basic operations.					
<b>Module 2</b>	<b>Bakery and Confectionery Hierarchy and Staff Roles</b>	<b>5 hours</b>			
Classical Brigade system (hierarchy) in bakery operations. Staffing structures in 3-star, 4-star, and 5-star hotels. Roles and responsibilities of Bakery Chef, Patisserie Chef, and assistant chefs. Duties of specialized chefs: Bread Chef, Cake Chef, Pastry Chef, and Chocolate Chef. Team coordination and cooperation with other departments. Importance of communication, discipline, and workflow in bakery operations. Understanding reporting systems, shift management, and task delegation.					
<b>Module 3</b>	<b>Bakery and Confectionery Raw Materials</b>	<b>6 hours</b>			
Cereals: wheat, rye, maize – types and characteristics. Sugar: types, uses, effects on texture, flavor, and shelf life. Fats, oils, milk, and dairy: selection, functions, and impact on baked goods. Yeast, raising agents, and fermentation: types, activation, and effects on leavening. Eggs, fruits, nuts, and flavorings: composition, preparation, uses, and role in taste. Raising agents: chemical, biological, and mechanical – actions and effects. Practical considerations: quality, seasonality, and storage.					
<b>Module 4</b>	<b>Bread Making Methods and Characteristics</b>	<b>5 hours</b>			
Bread-making methods: straight dough, no-time dough, salt-delayed, sponge and dough, sourdough. Internal and external characteristics of breads. Bread improvers: types and roles. Raising agents: definition and types. Importance of each ingredient in bread making. Different methods of bread making. Flour, yeast, and ingredient interactions determining bread texture, flavor, and volume.					
<b>Module 5</b>	<b>Flours and Basic Pastry</b>	<b>6 hours</b>			
Structure of wheat, types of wheat, and milling process. Types and composition of flour. Uses of flour in Bakery and characteristics of good-quality flour. Basic pastry: short crust, choux, flaky, Danish, and puff pastry. Selection of appropriate flour and proper handling techniques are essential to achieve the desired texture, consistency, and flakiness in pastries.					
<b>Module 6</b>	<b>Industry Expert Lecture</b>	<b>2 hours</b>			
<b>Total Lecture Hours</b>					<b>30 hours</b>

<b>Text Books</b>			
1.	Wayne Gisslen. Professional Baking. 8 <sup>th</sup> Edition. Wiley Publishers, 2021.		
<b>Reference Books</b>			
1.	David Foskett. Practical Cookery. 13 <sup>th</sup> Edition. Hodder Education, 2015.		
2.	Thangam E. Philip. Modern Cookery Vol-I & Vol-II. 6 <sup>th</sup> Edition. Orient Black Swan, 2013.		
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
<b>Indicative List of Practicals</b>			
1.	Identification of bakery equipment and its uses	<b>4 hours</b>	
2.	Identification of raw materials and their functions	<b>4 hours</b>	
3.	Dinner rolls preparation	<b>4 hours</b>	
4.	Cookies preparation	<b>4 hours</b>	
5.	French bread preparation	<b>4 hours</b>	
6.	Doughnuts preparation	<b>4 hours</b>	
7.	Milk bread preparation	<b>4 hours</b>	
8.	Basic tarts preparation	<b>4 hours</b>	
9.	Focaccia and Pizza preparation	<b>4 hours</b>	
10.	Brioche and plain sponge preparation	<b>4 hours</b>	
11.	Fatless sponge and Swiss roll preparation	<b>4 hours</b>	
12.	Choux pastry preparation	<b>4 hours</b>	
13.	Puff pastry with fillings preparation	<b>4 hours</b>	
14.	Croissants with fillings preparation	<b>4 hours</b>	
15.	Basic Icing techniques	<b>4 hours</b>	
<b>Total Practical Hours</b>			<b>60 hours</b>
Mode of evaluation: Digital Assignments, Final Assessment Test			
Recommended by Board of Studies		26-02-2026	
Approved by Academic Council		No. 81	Date 10-03-2026

Course Code	Course Title	L	T	P	C
UABHA106	Food and Beverage Service	2	0	4	4
Pre-requisite	Nil	Syllabus version			
Course Objectives:		1.0			
1. To remember French menu terminologies and classical menu structure. 2. To understand the production processes of non-alcoholic beverages and coffee/tea varieties. 3. To familiarize tobacco production, processing, and popular brands					
Course Outcomes:					
1. Remember staffing requirements, job descriptions, SOPs, and F&B organization. 2. Understand concepts, types, and presentations and French culinary terms. 3. Apply sales control system measures for effective cost control. 4. Analyze various billing methods and procedures for accurate transactions. 5. Evaluate the manufacturing processes of classification of non-alcoholic beverages. 6. Create protocols for tobacco processing, storage, and service.					
<b>Module 1</b>	<b>Organization of Food and Beverage Outlets</b>	<b>6 hours</b>			
Supervisory skills and developing efficiency in F&B operations. Standard Operating Procedures (SOP). Job description and job specification. Staffing requirements, duty rosters, and organizational hierarchy. Roles and responsibilities of F&B staff					
<b>Module 2</b>	<b>Menu and French Culinary Terms</b>	<b>5 hours</b>			
Origin, definition, and presentation of menus. Types of menus (à la carte, table d'hôte, buffet, cyclic, special menus). French names of dishes: vegetable, egg, chicken, fish, beef, pork, duck, and turkey. Courses of French classical menu with examples. Understanding menu planning and sequence					
<b>Module 3</b>	<b>Sales Control System and Billing</b>	<b>6 hours</b>			
Kitchen Order Token (KOT) / Bar Order Token (BOT): manual, duplicate, triplicate, and electronic systems. Bill control systems and procedures. Quick service billing, customer billing, and record keeping. Cash handling, petty cash management, and POS systems. QR code payments and smartphone apps (UPI, GPay, PhonePe, Paytm, BHIM).					
<b>Module 4</b>	<b>Non-Alcoholic Beverages, Tea, Coffee and Cocoa</b>	<b>5 hours</b>			
Classification of non-alcoholic beverages: nourishment, stimulant, and refreshing drinks. Water, juices, soft drinks, cocoa, and malted beverages: origin and manufacturing. Tea: Origin, manufacture, 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). Cocoa: Origin, manufacture, and types. Preparation methods, serving, and factors affecting flavor and quality.					
<b>Module 5</b>	<b>Tobacco and Tobacco Products</b>	<b>6 hours</b>			
Tobacco products: cigars and cigarettes. Parts of a cigar and types. Processing, care, and storage of cigars. Service sequence for domestic and international brands. Understanding popular tobacco brands and their characteristics. Responsible Use: Health and safety considerations, legal regulations, and responsible service in hotels, restaurants, and lounges.					
<b>Module 6</b>	<b>Industry Expert Lecture</b>	<b>2 hours</b>			
<b>Total Lecture Hours</b>					<b>30 hours</b>
<b>Text Books</b>					
1.	Singaravelavan, R. Food and Beverage Services, 3rd Edition, Oxford University Press, 2025.				
<b>Reference Books</b>					
1.	Lillicrap, D.R., Cousins, J.A., & Weekes, S. Food and Beverage Service, 10 <sup>th</sup> Edition, Hodder				

	Education, 2024		
2.	David K. Hayes, Jack D. Ninemeier, Successful Management in Foodservice Operations: An Overview, 1st Edition, Wiley Publishers, 2024.		
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
<b>Indicative List of Practicals</b>			
1.	Developing organizational structures for various F&B outlets	<b>4 hours</b>	
2.	Determination of staffing requirements for all hotel categories	<b>4 hours</b>	
3.	Preparing duty rosters, job specifications, and job descriptions	<b>4 hours</b>	
4.	Supervisory skills: conducting briefing and debriefing sessions	<b>4 hours</b>	
5.	Supervising F&B operations and preparing restaurant log	<b>4 hours</b>	
6.	Restaurant, bar, banquet, special events: staff allocation and workflow planning	<b>4 hours</b>	
7.	Drafting Standard Operating Procedures (SOPs) for various F&B outlets	<b>4 hours</b>	
8.	Sale control systems: Kitchen Order Token (KOT), Bar Order Token (BOT)	<b>4 hours</b>	
9.	Sale control system practice for manual & electronic systems	<b>4 hours</b>	
10.	Billing process: Quick service billing, POS, QR codes, and UPI-based payments	<b>4 hours</b>	
11.	Tea: Service (regular tea, iced tea, masala tea, lemon tea, oolong tea)	<b>4 hours</b>	
12.	Coffee: Service (Filter coffee, espresso, cappuccino, cold coffee, café latte)	<b>4 hours</b>	
13.	Juices and mocktails service procedures; mineral water and tonic water	<b>4 hours</b>	
14.	Cocoa and malted beverages service procedures	<b>4 hours</b>	
15.	Tobacco products: cigars and cigarettes and service procedures	<b>4 hours</b>	
<b>Total Practical Hours</b>			<b>60 hours</b>
Mode of evaluation: Digital Assignments, Final Assessment Test			
Recommended by Board of Studies		26-02-2026	
Approved by Academic Council		No. 81	Date 10-03-2026

# **PROFESSIONAL ELECTIVE COURSES**

Course Code	Course Title	L	T	P	C
UABHA107	Housekeeping Service Skills	2	0	2	3
Pre-requisite	Nil	Syllabus version			
Course Objectives:		1.0			
<ol style="list-style-type: none"> <li>To understand housekeeping functions and responsibilities in hospitality operations.</li> <li>To develop skills in cleaning, room servicing, safety hygiene practices.</li> <li>To enhance supervisory and guest service competencies.</li> </ol>					
Course Outcomes:					
<ol style="list-style-type: none"> <li>Remember the functions &amp; key areas of housekeeping in hospitality.</li> <li>Explain the responsibilities of housekeeping in hospitality operations.</li> <li>Demonstrate standard cleaning and room servicing procedures.</li> <li>Examine housekeeping systems, records, and inspection checklists.</li> <li>Evaluate room access control procedures and safety measures.</li> <li>Create personalized guest room setups and special service enhancements.</li> </ol>					
<b>Module 1</b>	<b>Housekeeping Operations and Hygiene Management</b>	<b>6 hours</b>			
Role and importance of housekeeping in hospitality operations. Cleaning of guest rooms: purpose, objectives, and standard servicing procedures. Step-by-step process of room servicing (occupied, vacant, departure, VIP rooms). Public area cleaning procedures (lobby, corridors, elevators, restrooms). Deep cleaning techniques & schedules. Periodical cleaning. Sanitation standards, hygiene protocols, and infection control measures. Waste management practices and sustainability.					
<b>Module 2</b>	<b>Housekeeping as a Single Point of Contact</b>	<b>5 hours</b>			
Concept of housekeeping as a one-point guest contact. Communication skills, guest request and complaint handling. Telephone and mobile phone etiquette. Role of rating apps and social media. Use of computer software in housekeeping operations, digital communication, and data privacy practices.					
<b>Module 3</b>	<b>Systems, Documentation and Quality Control in Housekeeping</b>	<b>6 hours</b>			
Importance of documentation in housekeeping operations. Room inspection checklist (occupied, vacant, VIP, maintenance rooms). Public area inspection checklist. Lost and found procedures. Linen control records and inventory records. Special amenities requisition forms. Guest service request documentation. Outsourcing contract records. Standard Operating Procedures (SOPs) and compliance standards. Quality control and internal audit practices.					
<b>Module 4</b>	<b>Supervisory skills &amp; Room Access Control</b>	<b>5 hours</b>			
Supervisory responsibilities; staff briefing and coordination; mobile app-based room allocation and service forecasting; standard inspection checklists; guest and staff orientation on facilities; electronic keycard management (issuance rule, loss procedures, blocked cards, master key control, and staff usage); safe locker procedures; and monitoring suspicious activities in guest areas.					
<b>Module 5</b>	<b>Special Service and Room Enhancement Skills</b>	<b>6 hours</b>			
Turndown and special evening services; room makeover and theme decoration for special occasions upon request; towel art and folding; hot and cold towel service; replenishment of guest room amenities; maintenance of indoor plants in guest rooms and corridors; and delivery of personalized luxury guest experiences.					
<b>Module 6</b>	<b>Industry Expert Lecture</b>	<b>2 hours</b>			
<b>Total Lecture Hours</b>					<b>30 hours</b>
<b>Text Books</b>					
1.	Raghubalan, G., & Raghubalan, Smritee. Hotel Housekeeping: Operations and Management. 4th				

	ed. Oxford University Press India, 2023.		
<b>Reference Books</b>			
1.	Helberg, Patrick. Hotel Housekeeping: Operations and Management, Murphy & Moore Publishing, 2022.		
2.	Jayanti, J. Hotel Housekeeping Management: Changing Trends and Developments. Goodfellow Publishers, 2023.		
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
<b>Indicative List of Practicals</b>			
1.	Preparation of Room Inspection Checklist	<b>2 hours</b>	
2.	Housekeeping Trolley Setup and Inspection	<b>2 hours</b>	
3.	Standard Bed Making Procedure	<b>2 hours</b>	
4.	Special Bed Makeover for Events	<b>2 hours</b>	
5.	Polishing of Different Surfaces	<b>2 hours</b>	
6.	Vacuum Cleaner Handling and Maintenance	<b>2 hours</b>	
7.	Cleaning Procedure of Vacant Room	<b>2 hours</b>	
8.	Cleaning Procedure of Occupied Room	<b>2 hours</b>	
9.	Preparation of Vacated Room for New Arrival	<b>2 hours</b>	
10.	Guest Baggage Handling and Placement	<b>2 hours</b>	
11.	Deep Cleaning of Guest Bathroom	<b>2 hours</b>	
12.	Public Area Cleaning Procedure	<b>2 hours</b>	
13.	Turndown Service Demonstration	<b>2 hours</b>	
14.	Replenishment of Guest Room Amenities	<b>2 hours</b>	
15.	Lost and Found Handling Procedure	<b>2 hours</b>	
<b>Total Practical Hours</b>			<b>30 hours</b>
Mode of evaluation: Digital Assignments, Final Assessment Test			
Recommended by Board of Studies		26-02-2026	
Approved by Academic Council		No. 81	Date 10-03-2026

Course Code	Course Title	L	T	P	C
UABHA108	Guest Cycle Management in Hotels	2	0	2	3
Pre-requisite	Nil	Syllabus version			
Course Objectives:		1.0			
1. To analyze various tariff structures and guest cycle stages in hotel operations. 2. To demonstrate reservation management, PMS usage, and front office procedures. 3. To apply effective communication, telephone etiquette, and interdepartmental coordination.					
Course Outcomes:					
1. Remember the fundamentals of travel and tourism relevancy to hotels. 2. Understand the roles of reservations, CRS, and GDS systems in hotel operations. 3. Apply PMS and check-in, luggage handling, and telephone procedures. 4. Analyze hotel tariff structures and the guest cycle to optimize services. 5. Evaluate interdepartmental coordination and operational systems. 6. Create strategies to improve guest satisfaction and operational excellence.					
<b>Module 1</b>	<b>Basic details of Travel and Tourism</b>	<b>6 hours</b>			
Overview, types (domestic, international, leisure, business, cultural, adventure). Key components: transport, accommodation, attractions, services. Role of a Travel Agent: itineraries, bookings, insurance, visas, and travel guidance. Passport: ordinary, official/service, diplomatic; application and renewal. Visa: tourist, business, transit, student, work; procedures. Currencies & Customs: major currencies, foreign currency exchange, payments; customs rules, duty-free items, and declaration.					
<b>Module 2</b>	<b>Room Tariff and Guest Cycle</b>	<b>5 hours</b>			
Basis of charging tariffs; influencing factors: room type, season, occupancy, meal plans, facilities, competition and events. Tariff types: rack, corporate, group/package, meal plans (B&B, HB, FB) and dynamic/promotional rates. Importance of the guest cycle. Stages of the guest cycle: pre-arrival, arrival, during stay, departure, post-departure.					
<b>Module 3</b>	<b>Property Management Systems and Reservations</b>	<b>6 hours</b>			
Types and applications of PMS; advantages and interfaces. Electronic front office systems; reservation types and modes; sources: inter-sell agencies, CRS (affiliated/non-affiliated), GDS (Amadeus IT, SABRE, Apollo/Galileo, Worldspan). Reservation key terms: cancellation hour, cut-off date, group reservations, no-show, SOP, upselling, guaranteed and non-guaranteed reservations.					
<b>Module 4</b>	<b>Lobby Operations and Guest Services</b>	<b>5 hours</b>			
Check-in procedures. Handling left luggage (LLH) and scanty baggage (SB). Safe deposit facility (SDL). Guest mail handling and paging. Front desk registers and documentation. Guest information services. Bell desk operations. Concierge services. VIP and group guest handling. Complaint management and problem resolution.					
<b>Module 5</b>	<b>Communication and Telephone Etiquette</b>	<b>6 hours</b>			
Interdepartmental and intradepartmental communication. Qualities of a good telephone operator. Telephone call procedures and call modules. Telephone and intercom etiquette. Effective guest communication techniques. Coordination with housekeeping, F&B, and other departments. Security procedures at the lobby.					
<b>Module 6</b>	<b>Industry Expert Lecture</b>	<b>2 hours</b>			
<b>Total Lecture Hours</b>					<b>30 hours</b>
<b>Text Books</b>					
1.	Tewari, Jatashankar R. Hotel Front Office: Operations and Management, 3rd Edition, Oxford University Press, 2025				

<b>Reference Books</b>			
1.	Ganguly, Suvojit & Mukherjee, Sudipta. Front Office Operations and Management. Bharti Publications, 2021.		
2.	Kasavana, Michael L., and Brooks, Richard M. Managing Front Office Operations. 11th ed. American Hotel & Lodging Educational Institute, 2019.		
Mode of evaluation: Digital Assignments, Continuous Assessment Test, Final Assessment Test			
<b>Indicative List of Practicals</b>			
1.	Study of Travel & Tourism Essentials: countries, capitals, currencies; airlines with codes and national flags; relevance to hotel front office operations.	<b>2 hours</b>	
2.	Handling guest enquiries: travel information, destination/airline details, currency guidance, and professional guest interaction.	<b>2 hours</b>	
3.	Situations Based on Basis of Charging: rack rate, corporate rate, FIT/GIT scenarios; practical application of tariffs.	<b>2 hours</b>	
4.	Guest Cycle Awareness through Front Office Interaction: linking enquiry, reservation, arrival, stay, and departure; role of front office at each stage.	<b>2 hours</b>	
5.	Introduction to PMS – Guest Profiles: creating and updating guest profiles; importance of guest history and preferences.	<b>2 hours</b>	
6.	Updating Reservations on PMS (Computer Lab Work): entering, modifying, and retrieving reservation data; hands-on PMS practice.	<b>2 hours</b>	
7.	Printing and Generating PMS Documents: printing registration cards; system-based record verification.	<b>2 hours</b>	
8.	Converting Enquiries into Valid Reservations: reservation selling techniques; handling objections and closing reservations.	<b>2 hours</b>	
9.	Filling Reservation Forms: completing reservation forms, amendments, and cancellations; manual documentation.	<b>2 hours</b>	
10.	Making FIT Reservations: FIT booking procedures; understanding reservation sources and guest types.	<b>2 hours</b>	
11.	Reservation Amendments and Confirmation Procedures: amending reservations; sending confirmation letters/emails.	<b>2 hours</b>	
12.	Basic Manners for Front Office Day-to-Day Operations: professional behaviour, courtesy, grooming, and front desk etiquette.	<b>2 hours</b>	
13.	Telephone Etiquettes and Telephone Handling: internal and external call handling; message taking and call transfers.	<b>2 hours</b>	
14.	Communication Skills – Verbal & Non-Verbal: front desk communication scenarios; body language and tone control.	<b>2 hours</b>	
15.	Bell Desk Activities: luggage handling procedures; coordination with reception and guest services.	<b>2 hours</b>	
<b>Total Practical Hours</b>			<b>30 hours</b>
Mode of evaluation: Digital Assignments, Final Assessment Test			
Recommended by Board of Studies		26-02-2026	
Approved by Academic Council		No. 81	Date 10-03-2026

# **SKILL ENHANCEMENT COURSES**

Course Code	Course Title	L	T	P	C
UABHA109	Interpersonal Skills for Hospitality	3	0	0	3
Pre-requisite	Nil	Syllabus version			
Course Objectives:		1.0			
1. To develop effective interpersonal and communication skills for hospitality workplaces. 2. To build professional behaviour, leadership, and ethical responsibility in service environments. 3. To enhance employability through teamwork, service excellence and career readiness.					
Course Outcomes:					
1. Describe key concepts of communication, interpersonal skills, and service behaviour in hospitality. 2. Explain the importance of emotional intelligence, teamwork, and ethical conduct in hospitality. 3. Demonstrate professional communication and interpersonal skills in hospitality service contexts. 4. Analyze service situations and workplace challenges in hospitality environments. 5. Evaluate service quality, guest satisfaction, and service recovery strategies in hospitality operations. 6. Design a personal career development plan for sustained employability in the hospitality industry.					
<b>Module 1</b>	<b>Professional Identity and Workplace Behaviour</b>	<b>9 hours</b>			
Self-awareness and self-concept; professional identity in hospitality; service mindset and professional attitude; workplace discipline and accountability; punctuality and organizational hierarchy; grooming and hygiene standards; professional etiquette and protocol; personal branding for hospitality careers.					
<b>Module 2</b>	<b>Communication and Interpersonal Effectiveness</b>	<b>8 hours</b>			
Verbal and non-verbal communication; active listening and questioning techniques; clarity in guest interactions; written communication in hospitality (emails, reports, service messages); empathy in service delivery; emotional intelligence in hospitality; managing emotions during service encounters.					
<b>Module 3</b>	<b>Teamwork, Leadership, and Workforce Dynamics</b>	<b>9 hours</b>			
Team dynamics in hospitality organizations; roles and responsibilities; collaboration and coordination across departments; delegation and supervision fundamentals; situational leadership; motivation techniques; managing diversity in teams; handling workforce challenges.					
<b>Module 4</b>	<b>Service Excellence and Conflict Management</b>	<b>8 hours</b>			
Understanding guest expectations; personalized service delivery; service quality concepts; guest satisfaction and loyalty; service gap analysis; handling complaints and service recovery strategies; conflict management (guest- and employee-related); grievance handling; structured problem-solving approaches.					
<b>Module 5</b>	<b>Professional Ethics, Career Readiness, and Personal Effectiveness</b>	<b>9 hours</b>			
Ethical decision-making and integrity; organizational values and professional accountability; responsible and sustainable service practices; adaptability and resilience; stress management and work-life balance; lifelong learning; employability skills; career planning; professional growth strategies.					
<b>Module 6</b>	<b>Industry Expert Lecture</b>	<b>2 hours</b>			
<b>Total Lecture Hours</b>					<b>45 hours</b>
<b>Text Books</b>					
1.	Nwokorie, E. C. Soft Skills in Hospitality Management: A Contemporary Approach. 1st Edition. Lambert Academic Publishing, 2024.				
<b>Reference Books</b>					
1.	Ford, R. C., and Sturman, M. C. Managing Hospitality Organizations: Achieving Excellence in the Guest Experience. 3rd Edition. SAGE Publications, 2025.				

2.	Mitra, B. K. Personality Development and Soft Skills. 3rd Edition. Oxford University Press, 2024.		
Mode of evaluation: Digital Assignments, Final Assessment Test			
Recommended by Board of Studies	26-02-2026		
Approved by Academic Council	No. 81	Date	10-03-2026

# **VALUE ADDED COURSES**

Course Code	Course Title	L	T	P	C
UABHA110	Hospitality and Hotel Laws	2	0	0	2
Pre-requisite	Nil	Syllabus version			
Course Objectives:		1.0			
1. To familiarize students with fundamental hospitality and hotel laws. 2. To understand compliance, contracts, and liability in hospitality operations. 3. To interpret and apply hospitality legal principles in real-world situations.					
Course Outcomes:					
1. Remember fundamental laws and concepts relevant to hospitality. 2. Understand licensing requirements, compliance processes, and legal responsibilities. 3. Apply contract and liability principles and risk-management practices. 4. Examine legal disputes, consumer protection issues, and operational risks. 5. Assess agreements, management contracts, and regulatory compliance mechanisms. 6. Develop legally compliant procedures and basic risk-mitigation plans.					
<b>Module 1</b>	<b>Hospitality Law and Regulatory Framework</b>	<b>6 hours</b>			
Meaning and scope of hospitality and hotel law; sources of legislation. Legal environment including contracts, torts, and statutory obligations. Regulatory authorities and the importance of legal awareness. Licensing and registration requirements. Food, fire, building, environmental, and Labour compliance. Documentation, compliance audits; penalties, violations, and legal consequences. Case examples of regulatory compliance.					
<b>Module 2</b>	<b>Contract Management in Hospitality Operations</b>	<b>5 hours</b>			
Types of contracts used in hospitality; reservation contracts; supplier and service contracts; booking terms and conditions; cancellation, refund, and liability clauses; breach of contract and remedies; drafting contract clauses for hotels; legal implications of hospitality transactions; Importance of clear contract terms in avoiding disputes.					
<b>Module 3</b>	<b>Liability, Insurance and Risk Management</b>	<b>6 hours</b>			
Guest and employee liability; duty of care. Negligence and vicarious liability. Loss, damage, theft, and compensation. Insurance: property, liability, business interruption. Risk identification, assessment, and mitigation. Legal vs operational risk in hospitality. Effective risk management reduces legal exposure and ensures smooth and safe hotel operations.					
<b>Module 4</b>	<b>Franchising, Management Agreements and Consumer Protection</b>	<b>5 hours</b>			
Concept and structure of franchising, including franchise vs. management contracts, roles of franchiser and franchisee, fee structures, termination clauses, dispute resolution, and legal risks. Consumer rights in hospitality, electronic booking issues, refund and complaint mechanisms, consumer courts, and ethical marketing practices.					
<b>Module 5</b>	<b>Technology, AI and Emerging Legal Issues in Hospitality</b>	<b>6 hours</b>			
Cybersecurity laws in digital hospitality. Data protection and guest privacy. Intellectual property issues such as branding and trademarks. Legal responsibilities of online travel agencies (OTAs) and digital platforms. Overview of international hospitality regulations affecting global hotel brands. Legal challenges arising from automation and the use of AI in hospitality operations.					
<b>Module 6</b>	<b>Industry Expert Lecture</b>	<b>2 hours</b>			
<b>Total Lecture Hours</b>					<b>30 hours</b>
<b>Text Books</b>					
1.	Kaul, S. C. Hospitality & hotel laws (2nd ed.). CL Educate. 2025				

**Reference Books**

1. Migdal, N. Hotel law: Transactions, management and franchising (2nd ed.). Routledge. 2024
2. Rana, A. Hotel, restaurant and travel law (1st ed.). The Hospitality Press. 2023

Mode of evaluation: Digital Assignments, Final Assessment Test

Recommended by Board of Studies

26-02-2026

Approved by Academic Council

No. 81

Date

10-03-2026

# **OPEN ELECTIVE COURSES**

Course Code	Course Title	L	T	P	C
UABHA111	Food Science and Nutrition	3	0	0	3
Pre-requisite	Nil	Syllabus version			
Course Objectives:		1.0			
<ol style="list-style-type: none"> <li>To understand basic concepts of food science, nutrients, and food safety relevant to hospitality.</li> <li>To describe food properties and their impact on quality, safety, and health.</li> <li>To evaluate nutritional needs and recommend appropriate balanced diets in food service</li> </ol>					
Course Outcomes:					
<ol style="list-style-type: none"> <li>Remember types of nutrients, their functions, sources, and energy values in food.</li> <li>Explain digestion, absorption, and metabolism of nutrients and their role in health and wellness.</li> <li>Demonstrate understanding of physical, chemical, sensory properties of food in hotel operations.</li> <li>Examine the nutritional quality, safety, and labelling of food products.</li> <li>Assess dietary needs and plan balanced meals for diverse hospitality populations.</li> <li>Formulate nutrition-based recommendations for promoting health and customer satisfaction.</li> </ol>					
<b>Module 1</b>	<b>Introduction to Food Science and Nutrients</b>	<b>9 hours</b>			
Meaning, scope, and importance of food science in hospitality. Major nutrients: carbohydrates, proteins, fats, vitamins, minerals, water – functions, sources, and deficiency disorders. Energy value of foods. Food labelling, portion sizes, and FSSAI guidelines. Application of nutrient knowledge in menu planning, portion control, and guest diet planning.					
<b>Module 2</b>	<b>Digestion, Absorption, and Nutrient Metabolism</b>	<b>8 hours</b>			
Overview of the human digestive system. Digestion and absorption of carbohydrates, proteins, and fats. Metabolism of nutrients and energy production. Role of enzymes and hormones in metabolism. Nutrient interrelationships and their impact on diet planning. Practical relevance of digestion and metabolism in designing healthy meals, special diets, and meal planning for banquet events, in-room dining, and dietary accommodations in hotels.					
<b>Module 3</b>	<b>Food Composition and Properties</b>	<b>9 hours</b>			
Composition and chemical properties of foods. Physical and functional properties of water, carbohydrates, proteins, and fats. Maillard reaction, caramelization, and other browning reactions in food preparation. Vitamin and mineral stability during storage and cooking. Sensory evaluation: color, flavor, texture, and overall appearance.					
<b>Module 4</b>	<b>Food Safety, Hygiene, and Functional Foods</b>	<b>8 hours</b>			
Food spoilage and microbial contamination. Foodborne diseases relevant to hotels and restaurants. Preservation techniques and storage guidelines. Hygiene practices in hospitality kitchens and service. Functional foods, nutraceuticals, and their applications in health promotion. Implementation of safety and hygiene standards, including HACCP and ISO food safety standards, in hotel operations and quality assurance of food served to guests.					
<b>Module 5</b>	<b>Nutrition Planning and Applications in Hospitality</b>	<b>9 hours</b>			
Recommended Dietary Allowances (RDA) for various populations. Planning balanced meals for guests, staff and special diets. Nutrition for pregnancy, infants, elderly and specific health conditions. Modified diets (low-fat, low-sugar, high-protein, gluten-free). Nutrition education and wellness promotion. Use of nutrition analysis tools/software for menu planning and dietary assessment in hotel operations, including restaurant, diet and guest-specific menus.					
<b>Module 6</b>	<b>Industry Expert Lecture</b>	<b>2 hours</b>			
<b>Total Lecture Hours</b>					<b>45 hours</b>

--

<b>Text Books</b>			
1.	Chowdhury, S. R., & Aeri, B. T. Textbook of Food Science and Nutrition. 2023.		
<b>Reference Books</b>			
1.	Roday, S. Food Science & Nutrition, 4th Edition. 2024.		
2.	Srilakshmi, B. <i>Food Science</i> , 7th Edition. New Age International, 2021		
Mode of evaluation: Digital Assignments, Final Assessment Test			
Recommended by Board of Studies		26-02-2026	
Approved by Academic Council		No. 81	Date 10-03-2026

# **PROJECT AND INTERNSHIP**

Course Code	Course Title	L	T	P	C
UABHA112	Summer Internship	0	0	0	2
Pre-requisite	Nil	Syllabus version			
Course Objectives:		1.0			
<ol style="list-style-type: none"> <li>To understand and gain practical exposure to the hospitality environment.</li> <li>To enhance practical skills in guest service and hospitality operations.</li> <li>To develop professional competencies and workplace discipline required in the hospitality industry.</li> </ol>					
Course Outcomes:					
<ol style="list-style-type: none"> <li>Recall and explain professional and ethical responsibilities in hospitality.</li> <li>Demonstrate industry standards and best practices.</li> <li>Exhibit essential skills adaptable to diverse professional environments.</li> <li>Analyze current issues in hospitality, including technology and AI impacts on operations.</li> <li>Evaluate the global impact of hospitality on economic, environmental and social aspects.</li> <li>Develop self-directed learning for continuous personal and professional growth.</li> </ol>					
Description:					
<p>Students will undergo a four-week internship at an industry site within the hospitality sector under the supervision of an industry expert. The internship will enable students to understand organizational structure, customer service standards, and operational processes. Students are expected to adhere to the host organization's professional code of conduct, rules and regulations throughout the internship. This experience bridges the gap between theoretical knowledge and industry application, preparing students for future careers in hospitality management.</p>					
Internship Activities:					
<ol style="list-style-type: none"> <li>Practice professional ethics, discipline, and workplace responsibilities.</li> <li>Observe and follow industry standards and SOPs in service delivery.</li> <li>Perform operational tasks in guest service, coordination, and departmental functions.</li> <li>Recognize operational challenges, including technology and AI applications.</li> <li>Review sustainability practices and their social, economic, and environmental impact.</li> <li>Enhance skills in problem-solving, teamwork, and professional communication.</li> <li>Maintain a reflective log to support learning and professional growth.</li> </ol>					
Evaluation Components:					
<ol style="list-style-type: none"> <li>Detailed internship report documenting tasks, observations and learning outcomes.</li> <li>Official certificate from the host organization confirming completion of internship.</li> <li>Viva Voce examination to assess practical understanding of industry practices.</li> </ol>					
Duration					4 weeks
Mode of evaluation: Digital Assignments, Final Assessment Test					
Recommended by Board of Studies	26-02-2026				
Approved by Academic Council	No. 81	Date	10-03-2026		