

**NEP and Learning Outcome-based Curriculum
Framework (LOCF)**

For

**Under Graduate Programme
Bachelor of Science in Hospitality Management
(To be effective from the Academic Session 2024-25)**



**Department of Management, Gurugram University,
Gurugram
(A State Govt. University Established Under Haryana Act 17 Of
2017)**

1. Scheme of Programme
(Scheme UG A4: Undergraduate Programmes (Interdisciplinary))

Semester 1

Course Code	Course Title	Course ID	L	T	P	L	T	P	Total Credits	MARKS				
			(Hrs.)			Credits				TI	TE	PI	PE	Total
Core Course(s)														
HDSC101	Food Production and Culinary Art-I	240/HM/CC101	2	-	4	2	-	2	4	15	35	15	35	100
HDSC102	Food and Beverage Service Operations-I	240/HM/CC102	2	-	4	2	-	2	4	15	35	15	35	100
HDSC103	Front Office Operations-I	240/HM/CC103	3	1	-	3	1	-	4	30	70	-	-	100
Minor/ Vocational Course(s)														
	One from Pool		-	-	-	-	-	-	2	-	-	-	-	50
Multidisciplinary Course(s)														
	One from Pool		-	-	-	-	-	-	3	-	-	-	-	75
Ability Enhancement Course(s)														
	One from Pool		-	-	-	-	-	-	2	-	-	-	-	50
Skill Enhancement Course(s)														
	One from Pool		-	-	-	-	-	-	3	-	-	-	-	75
Value-added Course(s)														
	One from Pool		-	-	-	-	-	-	2	-	-	-	-	50
Total Credits			-	-	-	-	-	-	24	-	-	-	-	600

Semester 2

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs.)			Credits				TI	TE	PI	PE	Total
Core Course(s)														
HDSC201	Food Production and Culinary Art-II	240/HM/CC201	2	-	4	2	-	2	4	15	35	15	35	100
HDSC202	Food and Beverage Service Operations-II	240/HM/CC202	2	-	4	2	-	2	4	15	35	15	35	100
HDSC203	Front Office Operations-I	240/HM/CC203	3	1	-	3	1	-	4	30	70	00	00	100
Minor/ Vocational Course(s)														
	One from Pool		-	-	-	-	-	-	2	-	-	-	-	50
Multidisciplinary Course(s)														
	One from Pool		-	-	-	-	-	-	3	-	-	-	-	75
Ability Enhancement Course(s)														
	One from Pool		-	-	-	-	-	-	2	-	-	-	-	50
Skill Enhancement Course(s)														
	One from Pool		-	-	-	-	-	-	3	-	-	-	-	75
Value-added Course(s)														
	One from Pool		-	-	-	-	-	-	2	-	-	-	-	50
Total Credits			-	-	-	-	-	-	24	-	-	-	-	600

Semester 3

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs.)			Credits				TI	TE	PI	PE	Total
Core Course(s)														
HDSC301	Creativity and Innovation in luxury businesses	240/HM/CC301	3	1	-	3	1	-	4	30	70	-	-	100

HDSC302	Operations in customer facing business	240/HM/CC302	3	1	-	3	1	-	4	30	70	-	-	100
HDSC303	Selling skills for luxury business	240/HM/CC303	2	1	-	2	1	-	3	25	50	-	-	75
Minor/ Vocational Course(s)														
	One from Pool		-	-	-	-	-	-	4	-	-	-	-	100
Multidisciplinary Course(s)														
	One from Pool		-	-	-	-	-	-	3	-	-	-	-	75
Ability Enhancement Course(s)														
	One from Pool		-	-	-	-	-	-	2	-	-	-	-	50
Total Credits			-	-	-	-	-	-	20	-	-	-	-	500

Semester 4 (Six months internship)

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs.)			Credits				TI	TE	PI	PE	Total
Core Course(s)														
HDSC401	Six months internship (weightage to be given for 3 core courses)	240/HM/CC401	-	-	24	-	-	12	12	-	-	90	210	300
Minor/ Vocational Course(s)														
HVOC402	Work based learning report	240/HM/VO402	-	-	8	-	-	4	4	-	-	30	70	100
Ability Enhancement Course(s)														
HAEC403	Self-development report	240/HM/AE403	-	-	4	-	-	2	2	-	-	15	35	50
Value-added Course(s)														
HVAC404	Appraisals and reflective entries	240/HM/VA404	-	-	4	-	-	2	2	-	-	50	-	50
Total Credits			-	-	40	-	-	20	20	-	-	185	315	500

Semester 5

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs.)			Credits				TI	TE	PI	PE	Total
Core Course(s)														
HDSC501	Business data analytics	240/HM/CC501	3	1	-	3	1	-	4	30	70	-	-	100
HDSC502	Entrepreneurship	240/HM/CC502	3	1	-	3	1	-	4	30	70	-	-	100
HDSC503	Consumer behaviour in luxury segment	240/HM/CC503	3	1	-	3	1	-	4	30	70	-	-	100
Minor/ Vocational Course(s)														
	One from Pool		-	-	-	-	-	-	4	-	-	-	-	100
Skill Enhancement Course(s)														
	One from Pool		-	-	8	-	-	4	4	-	-	-	-	100
Total Credits			-	-	-	-	-	-	20	-	-	-	-	500

Semester 6

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs.)			Credits				TI	TE	PI	PE	Total
Core Course(s)														
HDSC601/FP	Luxury Retail management	240/HM/CC601	3	1	-	3	1	-	4	30	70	-	-	100
HDSC602	Advertising and Branding	240/HM/CC602	3	1	-	3	1	-	4	30	70	-	-	100
HDSC603	Leadership and Business Strategies	240/HM/CC603	2	1	-	2	1	-	3	25	50	-	-	75

Minor/ Vocational Course(s)														
	One from Pool		-	-	-	-	-	-	4	-	-	-	-	100
	One from Pool		-	-	-	-	-	-	4	-	-	-	-	100
Skill Enhancement Course(s)														
	One from Pool		-	-	-	-	-	-	3	-	-	-	-	75
Total Credits			-	-	-	-	-	-	22	-	-	-	-	550

1. *The curriculum of semester 7 and 8 will is provided in due course of time.*

Minor Course from the department for pool of the Courses in the University

(These courses are offered by each department for students of other departments/same department to gain a broader understanding beyond the major discipline)

Semester 1

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs.)			Credits				TI	TE	PI	PE	Total
HMIC104	Campus to corporate-I	240/HM/MI104	1	1	-	1	1	-	2	15	35	-	-	50

Semester 2

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs.)			Credits				TI	TE	PI	PE	Total
HMIC204	Campus to corporate-II	240/HM/MI204	1	1	-	1	1	-	2	15	35	-	-	50

Semester 3

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs.)			Credits				TI	TE	PI	PE	Total
HMIC304	Facility planning and service design	240/HM/MI304	3	1	-	3	1	-	4	30	70	-	-	100

Semester 4

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs.)			Credits				TI	TE	PI	PE	Total
HVOC402	Work based learning report (Internship specific)	240/HM/VO402	-	-	8	-	-	4	4	-	-	30	70	100

Semester 5

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs.)			Credits				TI	TE	PI	PE	Total
HMIC504	Campus to corporate-III	240/HM/MI504	3	1	-	3	1	-	4	30	70	-	-	100

Semester 6

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs.)			Credits				TI	TE	PI	PE	Total
HVOC604	Visual merchandizing	240/HM/VO604	3	1	-	3	1	-	4	30	70	-	-	100
HVOC605	Wellness and resort management	240/HM/VO605	3	1	-	3	1	-	4	30	70	-	-	100

Multidisciplinary Course from the department for pool of the Courses in the University (These courses are to be offered to students of different discipline/Subject)

Semester 1

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs.)			Credits				TI	TE	PI	PE	Total
HMDC105	Housekeeping basics	240/HM/MD105	2	1	-	2	1	-	3	25	50	-	-	75

Semester 2

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs.)			Credits				TI	TE	PI	PE	Total
HMDC205	Food production and culinary arts	240/HM/MD205	1	-	4	1	-	2	3	15	35	5	20	75

Semester 3

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs.)			Credits				TI	TE	PI	PE	Total
HMDC305	Hospitality business etiquettes	240/HM/MD305	2	1	-	2	1	-	3	25	50	-	-	75

Skill Enhancement Course from the department for pool of the Courses in the University

(These courses are offered by each department for students of other departments/same department and is designed to provide value-based and/or skill-based knowledge and should contain both theory and lab/hands-on/training/field work.)

Semester 1

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs.)			Credits				TI	TE	PI	PE	Total
HSEC107	Housekeeping operations-I	240/HM/SE107	2	-	2	2	-	1	3	15	35	5	20	75

Semester 2

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs.)			Credits				TI	TE	PI	PE	Total
HSEC207	Housekeeping operations-II	240/HM/SE207	2	-	2	2	-	1	3	15	35	5	20	75

Semester 5

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs.)			Credits				TI	TE	PI	PE	Total
HINT505	Employability competency framework (Internship specific)	240/HM/SE505	-	-	8	-	-	4	4	-	-	30	70	100

Semester 6

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs.)			Credits				TI	TE	PI	PE	Total
HSEC606	Advertising and branding	240/HM/SE606	3	1	-	3	1	-	4	30	70	-	-	100

Ability Enhancement Course from the department for pool of the Courses in the University

(These courses are offered by department of Indian and Foreign Languages for students of other departments/same department and leads to enhancement in the ability of learn Regional and foreign languages)

Semester 1

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs.)			Credits				TI	TE	PI	PE	Total
HAEC106	Basic English-I	240/HM/AE106	2	-	-	2	-	-	2	15	35	-	-	50

Semester 2

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs.)			Credits				TI	TE	PI	PE	Total
HAEC206	Basic English-II	240/HM/AE206	2	-	-	2	-	-	2	15	35	-	-	50

Semester 3

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs)			Credits				TI	TE	PI	PE	Total
HAEC306	Corporate communication	240/HM/AE306	2	-	-	2	-	-	2	15	35	-	-	50

Semester 4

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs)			Credits				TI	TE	PI	PE	Total
HAEC403	Self-development report (Internship specific)	240/HM/AE403	-	-	4	-	-	2	2	-	-	15	35	50

Value Added Course from the department for pool of the Courses in the University

(All the departments will offer value added course for semester 3 for the students of same or different departments. In the first year, students will study (i) Human Values and Ethics and (ii) Environmental Studies as value added course)

Semester 1

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs)			Credits				TI	TE	PI	PE	Total
HVAC108	Human Values and Ethics	240/HM/VA108	2	-	-	2	-	-	2	15	35	-	-	50

Semester 2

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs)			Credits				TI	TE	PI	PE	Total
HVAC208	Environmental Studies	240/HM/VA208	2	-	-	2	-	-	2	15	35	-	-	50

Semester 4

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs)			Credits				TI	TE	PI	PE	Total
HVAC404	Appraisals and reflective entries	240/HM/VA404	-	-	4	-	-	2	2	-	-	15	35	50

SEMESTER 1

Food Production and Culinary Art-I Course ID - 240/HM/CC101

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
2	-	4	4	15	35	15	35	Hours

Type of Course: Core Course

Core Course (CC)	Minor Course (MIC) including Vocational Courses (VOC)	Multidisciplinary Course (MDC)	Ability Enhancement Course (AEC)	Skill Enhancement Courses (SEC)	Value Addition Courses (VAC)	Internship
√						

Introduction to the Course:

The course aims to give learners a theoretical and practical understanding of Food Production and Culinary Arts. Learners are trained to prepare different kinds of food and presentations, along with an understanding of basic concepts, technical knowledge and competencies. With comprehensive exposure to the working conditions of a kitchen, learners will be able to understand, organize, and perform the various functions which are critical to the success of a hotel.

Course Outcome: - After completing the course learners would be able to:

- CO1. Understand the culinary department and its scope in the Hospitality Industry.
- CO2. Identify roles and responsibilities of the professional kitchen.
- CO3. Explore food commodities, equipment, characteristics and uses.
- CO4. Learn and apply different types of cooking techniques through culinary workshops.

Detailed Syllabus:

Unit-I

Introduction to cookery- attitude, behaviour and personal hygiene; kitchen department and its role; classical brigade, organizational structure of the kitchen, duties and responsibilities of personnel; classification of stocks and its uses; preparation of various soups.

Unit-II

Introduction to sauces, their classification and uses; overview of vegetable cookery, effects of heat on vegetables, pigment and colour change; classification of various types of fish and shellfish, cuts and storage of fish and shellfish.

Unit-III

Cooking methods and ways of heat transference; equipment used in various methods; classification of poultry and storage; application of cooking methods; commodities used in bakery and pastry, different types of flour, raising agents, fats and oils.

Unit-IV

Classification and uses of egg, structure, grading and types; introduction to salads - composition,

types, salad dressing, method of preparation; understanding of baking, ingredients used in bread making and principles of bread making.

TEXTBOOK

- Bali, P.S. (2017), *Food Production Operations*, Oxford, New Delhi

OTHER RECOMMENDED TEXTS

- Foskett, D., Paskins, P. and Rippington, N. (2019), *Practical Cookery* (14th edn), Hodder Education, UK
- Motarjemi, Y., Moy, G. and Todd, E.C.D. (2014), *Encyclopaedia of food safety*, Apple Academic Press, Amsterdam
- Arora, K. (2008), *Theory of Cookery*, Frank Bros & Co., New Delhi

Final Assessment (FA)

Theory Internal (TI)	15%
Theory External (TE)	35%
Practical Internal (PI)	15%
Practical External (PE)	35%
Final Assessment (FA) = (TI+TE+PI+PE)	100%

Theory Internal (TI): The (TI) will be done through in-class tests/coursework/presentations/journals or assignments.

Theory External (TE): The (TE) will be done through the end-term theory examination.

Practical Internal (PI): The (PI) will be done through in-class continuous assessment.

The question paper pattern for the end-term examination will be **35 Marks** and will follow the following pattern:

Question 1	Questions No. One (1) will have five (5) MCQs (All Compulsory).	5*1=5 marks
Question 2	Questions No. Two (2) will have six (6) brief answer questions/ options. (The learner has to answer five (5) out of the six (6)).	5*2=10 marks
Question 3	Question No. Three (3) will have three (3) descriptive questions/ options. (The learner has to answer two (2) out of the three (3)).	2*5= 10 marks
Question 4	Question No. Four (4) will have Two (2) descriptive questions/ options. (The learner can answer one (1) out of the Two (2)).	1*10=10 marks
	Total Marks	35 marks

Mapping Matrix of Course

Table 1: CO-PO Matrix for the Course

COURSE OUTCOMES	PO1	PO2	PO3	PO4
CO1	2	3	2	2
CO2	3	3	2	2
CO3	3	2	2	2
CO4	2	2	2	2
Average	2.5	2.5	2	2

Table 2: CO-PSO Matrix for the Course

CO	PSO1	PSO2	PSO3	PSO4
CO1	2	3	2	2
CO2	3	3	2	2
CO3	3	2	2	2
CO4	2	2	2	2
Average	2.5	2.5	2	2

Food and Beverage Service Operations-I
Course ID - 240/HM/CC102

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
2	-	4	4	15	35	15	35	Hours

Type of Course: - Core Course

Core Course (CC)	Minor Course (MIC) including Vocational Courses (VOC)	Multidisciplinary Course (MDC)	Ability Enhancement Course (AEC)	Skill Enhancement Courses (SEC)	Value Addition Courses (VAC)	Internship
√						

Introduction to the Course:

The course aims to give the learner excellent knowledge of the duties, roles and responsibilities of a food and beverage server. The module will also build the practical knowledge of the learner to understand the different aspects of service. The hospitality industry has high standards of work and operational practices which need to be reflected in the curriculum.

Course Outcome: - After completing the course learners will be able to:

- CO1. Explain the purpose, role and areas of responsibility of a food and beverage department in a hotel unit.
- CO2. Explain the topography of the food and beverage service industry.
- CO3. Understand the sequence of service.
- CO4. Understand the term 'Menu' and its importance as a sales tool.

Detailed Syllabus:

Unit-I

Width of the food and beverage service industry; styles and types of catering; recognition of different F&B equipment and their uses; understanding the role of the food and beverage department; F&B hierarchy; attributes of a good server; mise-en-scene and mise-en-place, food & beverage service etiquette.

Unit-II

Ancillary sections - still room; silver room, wash-up, hot plate; pantry & linen store; introduction to the menu; styles of service - waiter service, self-service and assisted service; menu in different catering establishments; sequence of service.

Unit-III

French culinary terms; breakfast and its types; menu & cover for breakfast; brunch service; afternoon tea.

Unit-IV

Room service; attributes of RSOT; room service equipment; layout of room service pantry.

TEXTBOOK

- Singaravelavan, R. (2016), *Food and Beverage Service*, Oxford University Press, New Delhi

OTHER RECOMMENDED TEXTS

- George, B. and Chatterjee, S. (2011), *Food and Beverage Service and Management*, Jaico Publication, Mumbai
- Lillicrap, Cousins and Smith (1998), *Food and Beverage Service*, ELST Publication, London

Final Assessment (FA)

Theory Internal (TI)	15%
Theory External (TE)	35%
Practical Internal (PI)	15%
Practical External (PE)	35%
Final Assessment (FA) = (TI+TE+PI+PE)	100%

Theory Internal (TI): The (TI) will be done through in-class tests/ coursework/presentations/journals or assignments.

Theory External (TE): The (TE) will be done through the end-term theory examination.

Practical Internal (PI): The (PI) will be done through in-class continuous assessment.

The question paper pattern for the end-term examination will be **35 Marks** and will follow the following pattern:

Question 1	Questions No. One (1) will have five (5) MCQs (All Compulsory).	5*1=5 marks
Question 2	Questions No. Two (2) will have six (6) brief answer questions/ options. (The learner has to answer five (5) out of the six (6)).	5*2=10 marks
Question 3	Question No. Three (3) will have three (3) descriptive questions/ options. (The learner has to answer two (2) out of the three (3)).	2*5= 10 marks
Question 4	Question No. Four (4) will have Two (2) descriptive questions/ options. (The learner can answer one (1) out of the Two (2)).	1*10=10 marks
	Total Marks	35 marks

Mapping Matrix of Course

Table 1: CO-PO Matrix for the Course

COURSE OUTCOMES	PO1	PO2	PO3	PO4
CO1	2	3	2	2
CO2	3	3	2	2
CO3	3	2	2	2
CO4	2	2	2	2
Average	2.5	2.5	2	2

Table 2: CO-PSO Matrix for the Course

CO	PSO1	PSO2	PSO3	PSO4
CO1	2	3	2	2
CO2	3	3	2	2
CO3	3	2	2	2
CO4	2	2	2	2
Average	2.5	2.5	2	2

Front Office Operations-I
Course ID - 240/HM/CC103

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
3	1	-	4	30	70	-	-	Hours

Type of Course: - Core Course

Core Course (CC)	Minor Course (MIC) including Vocational Courses (VOC)	Multidisciplinary Course (MDC)	Ability Enhancement Course (AEC)	Skill Enhancement Courses (SEC)	Value Addition Courses (VAC)	Internship
√						

Introduction to the Course:

The course aims to provide theoretical knowledge and practical experience in Front Office operations. Learners will also learn OPERA - Property management system to understand the processes practised by the hotels. As customer experience is the foundation of the hospitality industry particular emphasis is placed on customer satisfaction and the development of customer care skills.

Course Outcome: - After completing the course learners will be able to:

- CO1. Understand the scope/breadth of tourism, hospitality, hotel industry and front office department.
- CO2. Identify the organisational structure of the front office department, its functional areas, and the roles and responsibilities of front office personnel.
- CO3. Apply theoretical knowledge in front office operations and demonstrate a basic understanding of the guest cycle.
- CO4. Understand the process of individual and group reservations.

Detailed Syllabus:

Unit-I

Introduction to tourism, hospitality and hotel industry and its scope in other organisations; Organizational structure in large hotels; Front Office organisational structure; Layout, sections, functional areas, and equipment in front office; Front Office Personnel.

Unit-II

Classification of hotels and alternative accommodation; types of rooms in the hotel - size, configuration, designation, numbering, décor and view; room rate/tariff designation, structure and market segmentation, types of room rates and rate establishment process; front office glossary.

Unit-III

Introduction to guest Cycle (Pre-Arrival, Arrival, Stay in Hotel and Departure Phase); guest cycle phase 1- pre-arrival (reservations) - importance of reservation; types, modes, sources and systems of reservation; processing reservation requests; room selling techniques; forms and

formats used in reservations; interdepartmental communication and its importance; and guest request handling.

Unit-IV

Group reservations - group handling procedure, creating a block, forms and formats used for groups, group payment issues, creation of master folio; front office reports and their use.

TEXTBOOK

- Tewari, J. (2016), Hotel Front Office Operations and Management (2nd edn), Oxford, New Delhi

OTHER RECOMMENDED TEXTS

- Abbott, P. and Lewry, S. (2010), Front Office: Procedures, Social Skills, Yield And Management (2nd edn), Routledge, USA
- Andrews, S. (2017), Front Office Management and Operations, McGraw Hill Education, New Delhi
- Bardi, J. A. (2012), Hotel Front Office Management (5th edn), Wiley, USA
- Kasavana, M. L. (2012), Managing Front Office Operations (9th edn), AHMA, USA

Final Assessment (FA)

Theory Internal (TI)	30%
Theory External (TE)	70%
Final Assessment (FA) = (TI+TE)	100%

Theory Internal (TI): The (TI) will be done through opera exam/role play/in-class continuous assessment /in-class test/coursework/presentation/journal or assignment.

Theory External (TE): The (TE) will be done through the end-term theory exam.

The question paper pattern for the end-term examination will be **70 Marks** and will follow the following pattern:

Question 1	Questions No. One (1) will have eight (8) MCQs (All Compulsory).	8*1=8 marks
Question 2	Questions No. Two (2) will have eight (8) brief answer questions/ options. (The learner has to answer six (6) out of the eight (8)).	6*2=12 marks
Question 3	Question No. Three (3) will have six (6) descriptive questions/options. (The learner has to answer four (4) out of the six (6)).	4*6= 24 marks
Question 4	Question No. Four (4) will have Three (3) descriptive questions/options (The learner can answer Two (2) out of the Three (3)).	2*8= 16 marks
Question 5	Question No. Five (5) will have Two (2) long answers questions/options. (The learner can answer One (1) out of the Two (2)).	1*10=10 marks
	Total Marks	70 marks

Mapping Matrix of Course

Table 1: CO-PO Matrix for the Course

COURSE OUTCOMES	PO1	PO2	PO3	PO4
CO1	2	3	2	2
CO2	3	3	2	2
CO3	3	2	2	2
CO4	2	2	2	2
Average	2.5	2.5	2	2

Table 2: CO-PSO Matrix for the Course

CO	PSO1	PSO2	PSO3	PSO4
CO1	2	3	2	2
CO2	3	3	2	2
CO3	3	2	2	2
CO4	2	2	2	2
Average	2.5	2.5	2	2

SEMESTER 2

Food Production and Culinary Art-II Course ID - 240/HM/CC201

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
2	-	4	4	15	35	15	35	Hours

Type of Course: - Core Course

Core Course (CC)	Minor Course (MIC) including Vocational Courses (VOC)	Multidisciplinary Course (MDC)	Ability Enhancement Course (AEC)	Skill Enhancement Courses (SEC)	Value Addition Courses (VAC)	Internship
√						

Introduction to the Course:

The course aims to give learners a theoretical and practical understanding of Food Production and Culinary Art. Learners are trained for the preparation of different kinds of food and presentations, along with an understanding of basic concepts, technical knowledge and competencies. With comprehensive exposure to the working conditions of a kitchen, learners will be able to understand, organize, and perform the various functions that are critical to the success of a hotel.

Course Outcome: - After completing the course learners would be able to:

- CO1. Learn about the various kinds of herbs and spices, and the philosophy behind them.
- CO2. Recognize the fundamental design and specifications of a five-star hotel's breakfast menu setup.
- CO3. Explore food commodities, equipment, characteristics and uses.
- CO4. Analyse the preparation, application, and storage of various gravies.

Detailed Syllabus:

Unit-I

Herbs and spices - types, usage, characteristics and storage precautions; classification of equipment, selection criteria; fuel used in the kitchen - advantages, cost, availability, safety and efficiency.

Unit-II

Introduction to rice, cereals and pulses - types, impact of cooking on these commodities, selection and storage criteria; breakfast cookery - introduction, breakfast and its importance, types and building better breakfast.

Unit-III

Theory - Menu planning - definition, importance, types and requirements, concept of menu balancing and modern trends of menu planning; basic sponges and cakes - principles, steps

involved, role of different ingredients and usage of equipment.

Unit-IV

Theory - Understanding commodities and usage in kitchen - role and importance of souring, colouring, thickening and spicing agents; basic Indian gravies, regional gravies, difference between curry and gravy and storage of various gravies; introduction to meats - physical and chemical characteristics, selecting and grading, classification and categories.

TEXTBOOK

- Bali, P.S. (2017), Food Production Operations, Oxford, New Delhi

OTHER RECOMMENDED TEXTS

- Foskett, D., Paskins, P. and Rippington, N. (2019), Practical Cookery (14th edn), Hodder Education, UK
- Motarjemi, Y., Moy, G. and Todd, E.C.D. (2014), Encyclopaedia of food safety, Apple Academic Press, Amsterdam
- Arora, K. (2008), Theory of Cookery, Frank Bros & Co., New Delhi

Final Assessment (FA)

Theory Internal (TI)	15%
Theory External (TE)	35%
Practical Internal (PI)	15%
Practical External (PE)	35%
Final Assessment (FA) = (TI+TE+PI+PE)	100%

Theory Internal (TI): The (TI) will be done through in-class tests/ coursework/presentations/journals or assignments.

Theory External (TE): The (TE) will be done through the end-term theory examination.

Practical Internal (PI): The (PI) will be done through in-class continuous assessment.

The question paper pattern for the end-term examination will be **35 Marks** and will follow the following pattern:

Question 1	Questions No. One (1) will have five (5) MCQs (All Compulsory).	5*1=5 marks
Question 2	Questions No. Two (2) will have six (6) brief answer questions/ options. (The learner has to answer five (5) out of the six (6)).	5*2=10 marks
Question 3	Question No. Three (3) will have three (3) descriptive questions/ options. (The learner has to answer two (2) out of the three (3)).	2*5= 10 marks
Question 4	Question No. Four (4) will have Two (2) descriptive questions/ options. (The learner can answer one (1) out of the Two (2)).	1*10=10 marks
	Total Marks	35 marks

Mapping Matrix of Course

Table 1: CO-PO Matrix for the Course

COURSE OUTCOMES	PO1	PO2	PO3	PO4
CO1	2	3	2	2
CO2	3	3	2	2
CO3	3	2	2	2
CO4	2	2	2	2
Average	2.5	2.5	2	2

Table 2: CO-PSO Matrix for the Course

CO	PSO1	PSO2	PSO3	PSO4
CO1	2	3	2	2
CO2	3	3	2	2
CO3	3	2	2	2
CO4	2	2	2	2
Average	2.5	2.5	2	2

Food and Beverage Service Operations-II
Course ID - 240/HM/CC202

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
2	-	4	4	15	35	15	35	_ Hours

Type of Course: - Core Course

Core Course (CC)	Minor Course (MIC) including Vocational Courses (VOC)	Multidisciplinary Course (MDC)	Ability Enhancement Course (AEC)	Skill Enhancement Courses (SEC)	Value Addition Courses (VAC)	Internship
√						

Introduction to the Course:

The course aims to give the learner excellent knowledge of international cuisines and their service aspects. The module will also build the practical knowledge of the learner to understand the different aspects of service. The hospitality industry has high standards of work and operational practices which need to be reflected in the curriculum.

Course Outcome: - After completing the course learners will be able to:

- CO1. Explain the French Classical menu and its importance, understanding the international menu along with its accompaniments.
- CO2. Classify beverages and understand fermentation-based beverage production terms
- CO3. Explain beer along with the manufacturing process & explore craft beers.
- CO4. Recognize the manufacturing process of cheese and its evolution.

Detailed Syllabus:

Unit-I

Introduction to French classical menu; exploring each course with examples; international menu with accompaniments.

Unit-II

Classification of beverages; types of alcoholic and non-alcoholic beverages; terms of brewing; fermentation and distillation; measurement units of alcoholic strength.

Unit-III

Brewed beverage - beer; history of beer, manufacturing process of beer; types and service of beer, faults in beer, storage of beer, introduction to craft beers.

Unit-IV

Origin of cheese; evolution of cheese: identify different styles of cheese with examples; manufacturing of cheese; international accompaniments of cheese, introduction to tobacco and cigars.

TEXTBOOK

- Singaravelavan R. (2016), *Food and Beverage Service*, Oxford University Press, New Delhi

OTHER RECOMMENDED TEXT

- George, B. and Chatterjee, S. (2011), *Food and Beverage Service and Management*, Jaico Publication, Mumbai
- Lillicrap, Cousins and Smith (1998), *Food and Beverage Service*, ELST Publication, London

Final Assessment (FA)

Theory Internal (TI)	15%
Theory External (TE)	35%
Practical Internal (PI)	15%
Practical External (PE)	35%
Final Assessment (FA) = (TI+TE+PI+PE)	100%

Theory Internal (TI): The (TI) will be done through in-class tests/ coursework/presentations/journals or assignments.

Theory External (TE): The (TE) will be done through the end-term theory examination.

Practical Internal (PI): The (PI) will be done through in-class continuous assessment.

The question paper pattern for the end-term examination will be **35 Marks** and will follow the following pattern:

Question 1	Questions No. One (1) will have five (5) MCQs (All Compulsory).	5*1=5 marks
Question 2	Questions No. Two (2) will have six (6) brief answer questions/ options. (The learner has to answer five (5) out of the six (6)).	5*2=10 marks
Question 3	Question No. Three (3) will have three (3) descriptive questions/ options. (The learner has to answer two (2) out of the three (3)).	2*5= 10 marks
Question 4	Question No. Four (4) will have Two (2) descriptive questions/ options. (The learner can answer one (1) out of the Two (2)).	1*10=10 marks
	Total Marks	35 marks

Mapping Matrix of Course

Table 1: CO-PO Matrix for the Course

COURSE OUTCOMES	PO1	PO2	PO3	PO4
CO1	2	3	2	2
CO2	3	3	2	2
CO3	3	2	2	2
CO4	2	2	2	2
Average	2.5	2.5	2	2

Table 2: CO-PSO Matrix for the Course

CO	PSO1	PSO2	PSO3	PSO4
CO1	2	3	2	2
CO2	3	3	2	2
CO3	3	2	2	2
CO4	2	2	2	2
Average	2.5	2.5	2	2

Front Office Operations-II
Course ID - 240/HM/CC203

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
3	1	-	4	30	70	0	0	Hours

Type of Course: - Core Course

Core Course (CC)	Minor Course (MIC) including Vocational Courses (VOC)	Multidisciplinary Course (MDC)	Ability Enhancement Course (AEC)	Skill Enhancement Courses (SEC)	Value Addition Courses (VAC)	Internship
√						

Introduction to the Course:

The course aims to provide operational knowledge and practical experience in Front Office operations with special attention to the Guest Cycle. Learners will also practice OPERA - Property management system to gain the operational functionality of the respective processes. Guest Cycle represents a systematic approach to front office operations; therefore, learners are equipped with customer care and situation-handling skills to serve the guest effectively with a clear understanding of the flow of business in the hotel.

Course Outcome: - After completing the course learners will be able to:

CO1. Calculate basic front office statistics and explain their importance in the evaluation of front office operations.

CO2. Understand and exhibit a systematic approach to front office operations during the different phases of the guest cycle.

CO3. Complete a simulated guest cycle using a manual and a computerized property management system which includes handling reservations, check-in, stay, check out and front office accounting etc.

CO4. Identify various guest services challenges encountered in the hotel front office and apply customer care and situation-handling skills to resolve them.

Detailed Syllabus:

Unit-I

Front Office Statistics and Evaluating Hotel Performance - Methods and formulae of measuring hotel performance – occupancy ratio, average daily rate, average room rate per guest, revenue per available room (RevPAR).

Unit-II

Guest cycle phase 2 - Arrival - Preregistration and registration; formats of various registration records; flow of the registration process; check-in procedures for manual, semi-automated and fully automated hotels; escorting phraseology.

Unit-III

Guest cycle phase 3 (Stay in Hotel) - Handling of guest mails, messages and keys; procedures for guest paging, issuing safety deposit locker, guest room change, handling left luggage and

wake-up calls; resolving guest complaints; front office and guest safety and security - importance of security systems, safe deposit, key control, emergencies.

Unit-IV

Guest cycle part 4 (Departure) - check out and settlement of bills; departure procedures in manual, semi-automated and fully automated systems; modes of bill settlement; potential check out problems; front office glossary.

Unit-V

Cashiering, front office accounting cycle – creation, maintenance and settlement of accounts; front office accounting and its functions; types of accounts - guest account and non-guest account; types of vouchers and folios; guest ledger and city ledger.

TEXTBOOK

- Tewari, J. (2016), *Hotel Front Office Operations and Management* (2nd edn), Oxford, New Delhi

OTHER RECOMMENDED TEXTS

- Abbott, P. and Lewry, S. (2010), *Front Office: Procedures, Social Skills, Yield And Management* (2nd edn), Routledge, USA
- Andrews, S. (2017), *Front Office Management and Operations*, McGraw Hill Education, New Delhi
- Bardi, J. A. (2012), *Hotel Front Office Management* (5th edn), Wiley, US
- Kasavana, M. L. (2012), *Managing Front Office Operations* (9th edn), USA, AHMA

Final Assessment (FA)

Theory Internal (TI)	30%
Theory External (TE)	70%
Final Assessment (FA) = (TI+TE)	100%

Theory Internal (TI): The (TI) will be done through in-class continuous assessment/in-class test/opera exam/ role play/coursework/presentation/journal or assignment.

Theory External (TE): The (TE) will be done through the end-term theory exam.

The question paper pattern for the end-term examination will be **70 Marks** and will follow the following pattern:

Question 1	Questions No. One (1) will have eight (8) MCQs (All Compulsory).	8*1=8 marks
Question 2	Questions No. Two (2) will have eight (8) brief answer questions/options. (The learner has to answer six (6) out of the eight (8)).	6*2=12 marks
Question 3	Question No. Three (3) will have six (6) descriptive questions/options. (The learner has to answer four (4) out of the six (6)).	4*6= 24 marks
Question 4	Question No. Four (4) will have Three (3) descriptive questions/options (The learner can answer Two (2) out of the Three (3)).	2*8= 16 marks
Question 5	Question No Five (5) will have Two (2) long answers questions/options. (The learner can answer One (1) out of the Two (2)).	1*10=10 marks

	Total Marks	70 marks
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