

**Bachelor of Science in Hospitality & Hotel Administration – 2024
Semester 4**

Scheme of Programme

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	240/HHA/CC401	-	-	24	-	-	12	12	-	-	90	210	300
Minor/ Vocational Course(s)														
HVOC402	One from Pool	240/HHA/VO402	-	-	8	-	-	4	4	-	-	30	70	100
Ability Enhancement Course(s)														
HAEC403	One from Pool	240/HHA/AE403	-	-	4	-	-	2	2	-	-	15	35	50
Value-added Course(s)														
HVAC404	One from Pool	240/HHA/VA404	-	-	4	-	-	2	2	-	-	50	-	50
Total Credits			-	-	-	-	-	-	20	-	-	-	-	500

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 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	240/HHA/VO402	-	-	8	-	-	4	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 4

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs.)			Credits				TI	TE	PI	PE	Total
HAEC403	Language Skills for Hospitality Managers	240/HHA/SE403	-	-	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 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/HHA/VA404	-	-	4	-	-	2	2	-	-	50	-	50

Semester 4

240/HHA/CC401

**Six Months Internship
Course ID – HDSC401**

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
-	-	12	12	-	-	90	210	__ 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

SWE is a very important course and also gives an insight into the industry before the learner opts for a path that will lead him or her to success. The SWE focusses to give the learner a chance to apply the skills & knowledge which he/she has gathered in the institute in the workplace which gives them a chance to unravel their potential; and making an informed decision before choosing the department for specialization. The industry gets benefit by allowing fresh and young minds to harness their dream careers and in return get their future workforce which has been trained under their guidance and eventually fulfill their business goals.

Course Objectives:

After completing the course students will be able to:

CO1: Understand the competencies required for effective professional practice in different departments and evaluate their development against a competence framework.

CO2: Gain valuable work experience, evaluate organizational practices building on theory from the previous semesters of the program, and develop work-related skills.

CO3: Enhance their employability and employment prospects upon graduation.

UNIT I:

Practical – F&B service basic flow, menu and POS, set ups & layouts, table settings, polishing of equipment, Room Service, Banquets, bar displays, beer stacking, inventory counts

UNIT II:

Practical – Front Office check in process, reservations, back-office operations, bell desk, bell desk workflow, luggage handling, different form & formats used, housekeeping desk, chambermaid trolley stacking, room cleaning, room amenities, public area cleaning

UNIT III:

Practical – Kitchen mise-en-place, Garde manger, butchery, hot kitchen, banquet kitchen, kitchen stewarding, handling kitchen equipments,

UNIT IV:

Practical- Research work on theory components, data collection for primary data, research on secondary data for report writing

HDSC401 - Six Month Internship Report - PE – 210 marks (Practical external will be assessed based on the feedback given by industry mentors to the student via a personal interview from a panel of members from interdepartmental schools.)

The student will be marked on the following criteria:

- Introduction to topic - 30 Marks
- Research (Primary & Secondary data) - 50 Marks
- Report writing & Analysis - 80 Marks
- Conclusion & Recommendations: 50 marks

Assignment task

During your time at the hotel you need to prepare a report on the below mentioned topics. The report shall be in your words and supported through secondary research. The report needs to be thoroughly referenced where ever required with an end-text bibliography. Each topic should be a maximum of **1000 words**. To support your report and analysis included, you may include photographs, feedback (comment cards and online reviews) and theories in the report.

Below are the topics specific to each operational department:

F&B Service

Observe and examine the buffet operations at the All-day dining of the Hotel. Suggest recommendations for Operational efficiency.

Front Office & Housekeeping

Examine the guest cycle at the hotel. Suggest chances that may improve guest experience. Observe and examine the Sustainability practices implemented by the HK department. Make possible recommendation

F&B Production

Observe and examine the steps taken in the kitchen to ensure food safety and hygiene. Also provide relevant recommendations to improve the effectiveness of the same.

SWE Performance - PI 90 marks

The student will be marked on the following criteria:

- Attendance - 50 Marks
- Connect with the Mentor - 20 Marks
- Overall Internship Performance - 20 Marks

Mapping Matrix of Course:

Table 1: CO-PO Matrix for the Course

COURSE OUTCOMES	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO1	3	3	3	3	3	3	2	2
CO2	3	3	3	3	3	3	2	2
CO3	3	3	3	3	3	3	2	2
Average	3	3	3	3	3	3	2	2

Table 2: CO-PSO Matrix for the Course

CO	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PSO7	PSO8
CO1	3	3	3	3	3	3	2	2
CO2	3	3	3	3	3	3	2	2
CO3	3	3	3	3	3	3	2	2
Average	3	3	3	3	3	3	2	2

240/HHA/VO401

Semester 4
Work Based Learning Report
Course ID – HVOC402

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

Type of 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
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Introduction to the Course:

Supervised work experience can greatly enhance a student's ability to secure premium graduate positions in the industry and increase their earnings and promotion prospects. The module enables students to focus on their learning in the workplace and be more self-aware of their key competencies to promote effective self-development while enhancing practical knowledge in operational roles.

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

CO1: Understand the competencies required for effective professional practice in different departments and evaluate their development against a competence framework.

240/HHA/AE401

Semester 4
Language Skills for Hospitality Managers
Course ID – HAEC403

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

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

CO1: Understand the competencies required for effective professional practice in different departments and evaluate their development against a competence framework.

CO2: Gain valuable work experience, evaluate organizational practices building on theory from the previous semesters of the program, and develop work-related skills.

CO3: Exhibit an understanding of the commercial/business environment and provide opportunities to evaluate experiences with international organizational practices.

CO4: Enhance their employability and employment prospects upon graduation.

Detailed Syllabus:

UNIT I:

Personal Goals and Pre-Internship Self-Assessment -Introduction and personal learning objectives, SWOT Analysis (Strengths, Weaknesses, Opportunities, Threats), pre-internship self-assessment on professional and technical competencies, goal setting for the internship period (technical, behavioural, soft skills), expectations from the organization and self.

UNIT II:

Workplace Behaviour and Professional Growth - Adapting to workplace culture and hierarchy, Communication with supervisors and colleagues, discipline, punctuality, and grooming standards, time and stress management, ethical behaviour and responsibility at the workplace.

UNIT III:

Skill Enhancement and Knowledge Application - Development of technical and operational skills, Practical application of academic theories or models, Learning new techniques, tools, or systems, Problem-solving and decision-making instances, Initiative-taking and accountability.

UNIT IV:

Reflective Analysis and Post-Internship Evaluation -Reflection on personal and professional transformation, re-evaluation using the same self-assessment tools, key takeaways from the internship, feedback from mentors and supervisors (if available), career direction and future development plans.

Assessment

Practical Internal	15 Marks (Report or Presentation or Viva or Final Practical)
Practical External	35 Marks (Practical external will be assessed based on the feedback given by industry mentors to the student via a personal interview from a panel of members from interdepartmental schools.)
Final Assessment	50 Marks

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CO1	3	3	3	3	3	3	2	2
CO2	3	3	3	3	3	3	2	2
CO3	3	3	3	3	3	3	2	2
CO4	3	3	3	3	3	3	2	2
Average	3	3	3	3	3	3	2	2

Table 2: CO-PSO Matrix for the Course

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CO2	3	3	3	3	3	3	2	2
CO3	3	3	3	3	3	3	2	2
CO4	3	3	3	3	3	3	2	2
Average	3	3	3	3	3	3	2	2

240/HHA/VA401

**Semester 4
Appraisals and Reflective Entries
Course ID – HVAC404**

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
-	-	2	2	-	-	50	-	__ Hours

Type of Course:

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Semester 4

240/HHA/CC401

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240/HHA/VO401

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