

**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 2025)**



**Department of Management, Gurugram University,
Gurugram**

(A State Govt. University Established Under Haryana Act 17 Of 2017)

B.Sc. in Hospitality Management 2025

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	250/BSHM/CC101	2	0	4	2	0	2	4	15	35	15	35	100	
HDSC102	Food and Beverage Service Operations-I	250/BSHM/CC102	2	0	4	2	0	2	4	15	35	15	35	100	
HDSC103	Front Office Operations-I	250/BSHM/CC103	2	0	4	2	0	2	4	15	35	15	35	100	
Minor/ Vocational Course(s)															
HMIC104	Industry Readiness	250/BSHM/VO101	1	1	0	1	1	0	2	15	35	0	0	50	
Multidisciplinary Course(s)															
HMDC105	Introduction to Marketing	240/ICA/MD105	2	1	0	2	1	0	3	25	50	0	0	75	
Ability Enhancement Course(s)															
HAEC106	English Language for the Hospitality Industry-I	250/BSHM/AE104	2	0	0	2	0	0	2	15	35	0	0	50	
Skill Enhancement Course(s)															
HSEC107	Housekeeping Operations-I	250/BSHM/SE101	2	0	2	2	0	1	3	15	35	5	20	75	
Value-added Course(s)															
HVAC108	Human Values and Ethics	240/ENG/VA101	2	0	0	2	0	0	2	15	35	0	0	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	250/BSHM/CC201	2	0	4	2	0	2	4	15	35	15	35	100
HDSC202	Food and Beverage Service Operations-II	250/BSHM/CC202	2	0	4	2	0	2	4	15	35	15	35	100
HDSC203	Front Office Operations-II	250/BSHM/CC203	2	0	4	2	0	2	4	15	35	15	35	100

Minor/ Vocational Course(s)														
HMIC204	Basics of Accounts and Financial Statements	250/BSHM/MI201	2	1	0	2	1	0	3	25	50	0	0	75
Multidisciplinary Course(s)														
HMDC205	Digital Marketing	240/BBA/MD201	2	1	0	2	1	0	3	25	50	0	0	75
Ability Enhancement Course(s)														
HAEC206	English Language for the Hospitality Industry-II	250/BSHM/AE201	2	0	0	2	0	0	2	15	35	0	0	50
Skill Enhancement Course(s)														
HSEC207	Housekeeping Operations-II	250/BSHM/SE201	2	0	2	2	0	1	3	15	35	5	20	75
Value-added Course(s)														
HVAC208	Environmental Studies	240/EVS/VA201	2	0	0	2	0	0	2	15	35	0	0	50
Total Credits									25					625

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	Food Production & Culinary Art-III		2	0	4	2	0	2	4	15	35	15	35	100
HDSC302	Food and Beverage Service Operations-III		3	0	2	3	0	1	4	25	50	5	20	100
HDSC303	Accommodation Operations Front Office		2	0	2	2	0	1	3	15	35	5	20	75
Minor/ Vocational Course(s)														
HMIC304	One from Pool		2	0	4	2	0	2	4	15	35	15	35	100
Multidisciplinary Course(s)														
HMDC305	One from Pool		2	1	0	2	1	0	3	25	50	0	0	75
Ability Enhancement Course(s)														
HAEC306	One from Pool		2	0	0	2	0	0	2	15	35	0	0	50
Total Credits									20					500

Semester 4

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)		0	0	24	0	0	12	12	0	0	90	210	300
Minor/ Vocational Course(s)														
HVOC402	One from Pool		0	0	8	0	0	4	4	0	0	30	70	100
Ability Enhancement Course(s)														
HAEC403	One from Pool		0	0	4	0	0	2	2	0	0	15	35	50
Value-added Course(s)														
HVAC404	One from Pool		0	0	4	0	0	2	2	0	0	50	0	50
Total Credits									20					500

Semester 5 (Food Production)

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/FP	Advance Food Production-I (Hot Kitchen)		2	0	4	2	0	2	4	15	35	15	35	100
HDSC502/FP	Gourmet Desserts and Artisanal Breads		2	0	4	2	0	2	4	15	35	15	35	100
HDSC503	Hospitality Events Management – Planning		3	1	0	3	1	0	4	30	70	0	0	100
Minor/ Vocational Course(s)														
HVOC504	One from Pool		3	0	2	3	0	1	4	25	50	5	20	100
Skill Enhancement Course(s)														
HSEC505	One from Pool		2	0	4	2	0	2	4	15	35	15	35	100
Total Credits									20					500

Semester 5 (Food & Beverage Service)

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/FS	Advance Food and Beverage Service Management-I		2	0	4	2	0	2	4	15	35	15	35	100

HDSC502/FS	Introduction to Wines		2	0	4	2	0	2	4	15	35	15	35	100
HDSC503	Hospitality Events Management – Planning		3	1	0	3	1	0	4	30	70	0	0	100
Minor/ Vocational Course(s)														
HVOC504	One from Pool		3	0	2	3	0	1	4	25	50	5	20	100
Skill Enhancement Course(s)														
HSEC505	One from Pool		2	0	4	2	0	2	4	15	35	15	35	100
Total Credits									20					500

Semester 5 (Accommodation Management)

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs)			Credits				T	T	P	P	Total
Core Course(s)														
HDSC501/AM	Advance Accommodation and Facility Management-I		2	0	4	2	0	2	4	15	35	15	35	100
HDSC502/AM	Revenue and Pricing Management		3	1	0	3	1	0	4	30	70	0	0	100
HDSC503	Hospitality Events Management – Planning		3	1	0	3	1	0	4	30	70	0	0	100
Minor/ Vocational Course(s)														
HVOC504	One from Pool		3	0	2	3	0	1	4	25	50	5	20	100
Skill Enhancement Course(s)														
HSEC505	One from Pool		2	0	4	2	0	2	4	15	35	15	35	100
Total Credits									20					500

Semester 6 (Food Production)

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs)			Credits				T	T	P	P	Total
Core Course(s)														
HDSC601/FP	Advance Food Production-II		2	0	4	2	0	2	4	15	35	15	35	100
HDSC602	Hospitality Events Management-Implementation		0	0	8	0	0	4	4	0	0	30	70	100
HDSC603	Leadership and Business Strategies		2	1	0	2	1	0	3	25	50	0	0	75

Minor/ Vocational Course(s)														
HMIC604	One from Pool		3	0	2	3	0	1	4	2 5	5 0	5	20	100
HMIC605	One from Pool		3	0	2	3	0	1	4	2 5	5 0	5	20	100
Skill Enhancement Course(s)														
HSEC606	One from Pool		3	0	0	3	0	0	3	2 5	5 0	0	0	75
Total Credits									22					550

Semester 6 (Food & Beverage Service)

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs)			Credits				T	T	P	P	Total
Core Course(s)														
HDSC601/ FS	Advance Food and Beverage Service Management-II		2	0	4	2	0	2	4	15	35	15	35	100
HDSC602	Hospitality Events Management-Implementation		0	0	8	0	0	4	4	0	0	30	70	100
HDSC603	Leadership and Business Strategies		2	1	0	2	1	0	3	25	50	0	0	75
Minor/ Vocational Course(s)														
HMIC604	One from Pool		3	0	2	3	0	1	4	25	50	5	20	100
HMIC605	One from Pool		3	0	2	3	0	1	4	25	50	5	20	100
Skill Enhancement Course(s)														
HSEC606	One from Pool		3	0	3	3	0	0	3	25	50	0	0	75
Total Credits									22					550

Semester 6 (Accommodation Management)

Course Code	Course Title	Course ID	L	T	P	L	T	P	Cre dits	MARKS				
			(Hrs)			Credits				TI	TE	PI	PE	Total
Core Course(s)														
HDSC601/ AM	Advanced Accommodation & Facilities Management-II		2	0	4	2	0	2	4	15	35	15	35	100
HDSC602	Hospitality Events Management-Implementation		0	0	8	0	0	4	4	0	0	30	70	100
HDSC603	Leadership and Business Strategies		2	1	0	2	1	0	3	25	50	0	0	75

Minor/ Vocational Course(s)														
HMIC604	One from Pool		3	1	0	3	1	0	4	3 0	7 0	0	0	100
HMIC605	One from Pool		3	0	2	3	0	1	4	2 5	5 0	5	20	100
Skill Enhancement Course(s)														
HSEC606	One from Pool		3	0	0	3	0	0	3	2 5	5 0	0	0	75
Total Credits									22					550

NOTE: The curriculum of semester 7 and 8 will be provided in case a student opts for the Honors degree.

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	Semester 1							Credits	MARKS				
			L	T	P	L	T	P	TI		TE	PI	PE	Total	
			(Hrs)			Credits									
HMDC105	Introduction to Marketing	240/ICA/MD105	2	1	0	2	1	0	3	25	50	0	0	75	

Note: The IM module is borrowed from other school.

Semester 2

Course Code	Course Title	Course ID	Semester 2						Credits	MARKS				
			L	T	P	L	T	P		TI	TE	PI	PE	Total
			(Hrs)			Credits								
HMDC205	Digital Marketing	240/BBA/MD201	2	1	0	2	1	0	3	25	50	0	0	75

Semester 3

Course Code	Course Title	Course ID	Semester 5						Credits	MARKS				
			L	T	P	L	T	P		TI	TE	PI	PE	Total
			(Hrs)			Credits								
HMDC305	Self-Development Report		0	0	6	0	0	3	3	0	0	25	50	75

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	Semester I						Credits	MARKS				
			L	T	P	L	T	P		TI	TE	PI	PE	Total
			(Hrs)			Credits								
HMIC104	Industry Readiness	250/BSHM/VO101	1	1	0	1	1	0	2	15	35	0	0	50

Semester 2

Course Code	Course Title	Course ID	Semester 2						Credits	MARKS				
			L	T	P	L	T	P		TI	TE	PI	PE	Total
			(Hrs)			Credits								
HMIC204	Basics of Accounts and Financial Statements	250/BSHM/MI201	2	1	0	2	1	0	3	25	50	0	0	75

Semester 3

Course Code	Course Title	Course ID	Semester 5									Credits	MARKS				
			L	T	P	L	T	P	TI	TE	PI		PE	Total			
			(Hrs)			Credits											
HMIC304	Facility Operations-Housekeeping		2	0	4	2	0	2	4	15	35	15	35	100			

Semester 6 (F&B Service / Food Production)

Semester 6 (F&D Service / Food Production)														
Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs)			Credits				TI	TE	PI	PE	Total
HMIC604	Specialized Tea and Coffee		3	0	2	3	0	1	4	25	50	5	20	100
HMIC605	Butler Service		3	0	2	3	0	1	4	25	50	5	20	100

Semester 6 (Accommodation Management)

Course Code	Course Title	Course ID	Semester 3 (Recommutation Management)							Credits	MARKS				
			L	T	P	L	T	P	TI		TE	PI	PE	Total	
			(Hrs)			Credits									
HMIC604	Luxury Retail Management		3	1	0	3	1	0	4	30	70	0	0	100	
HMIC605	Butler Service		3	0	2	3	0	1	4	25	50	5	20	100	

Vocation 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 focused on practical work, preparing students for a particular skilled profession.

Semester 4

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		0	0	8	0	0	4	4	0	0	30	70	100

Semester 5

Course Code	Course Title	Course ID	Semester 5						Credits	MARKS				
			L	T	P	L	T	P		TI	TE	PI	PE	Total
			(Hrs)			Credits								
HVOC504	Advance Industry Readiness		3	0	2	3	0	1	4	25	50	5	20	100

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	Semester I									Credit s	MARKS				
			L	T	P	L	T	P	T I	T E	P I		P E	Total			
			(Hrs)			Credits											
HSEC107	Housekeeping Operations-I	250/BSHM/SE101	2	0	2	2	0	1	3	15	35	5	20	75			

Semester 2

Semester 2														
Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs)			Credits				T I	T E	P I	P E	Total
HSEC207	Housekeeping Operations-II	250/BSHM/SE201	2	0	2	2	0	1	3	15	35	5	20	75

Semester 5

Semester 5														
Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs)			Credits				TI	TE	PI	PE	Total
HSEC505	Hospitality Entrepreneurship		2	0	4	2	0	2	4	15	35	15	35	100

Semester 6

Semester 6														
Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS				
			(Hrs)			Credits				TI	TE	PI	PE	Total
HSEC606	Human Resource Management		3	0	0	3	0	0	3	25	50	0	0	75

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	Semester I						Credits	MARKS				
			L	T	P	L	T	P		TI	TE	PI	PE	Total
HAEC106	English Language for the Hospitality Industry-I	250/BSHM/AE104	2	0	0	2	0	0	2	15	35	0	0	50

Semester 2

Course Code	Course Title	Course ID	Semester 2						Credits	MARKS				
			L	T	P	L	T	P		TI	TE	PI	PE	Total
			(Hrs)			Credits								
HAEC206	English Language for the Hospitality Industry-II	250/BSHM/AE201	2	0	0	2	0	0	2	15	35	0	0	50

Semester 3

Course Code	Course Title	Course ID	Semester 3									Credits	MARKS				
			L	T	P	L	T	P	TI	TE	PI		PE	Total			
			(Hrs)			Credits											
HAEC306	Business Language – Professional Email Writing		2	0	0	2	0	0	2	15	35	0	0	50			

Semester 4

Course Code	Course Title	Course ID	Semester 1						Credits	MARKS				
			L	T	P	L	T	P		TI	TE	PI	PE	Total
			(Hrs)			Credits								
HAEC403	Language Skills for Hospitality Managers		0	0	4	0	0	2	2	0	0	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	Semester I							Credits	MARKS				
			L	T	P	L	T	P	TI		TE	PI	PE	Total	
			(Hrs)			Credits									
HVAC108	Human Values and Ethics	240/ENG/VA101	2	0	0	2	0	0	2	15	35	0	0	50	

Semester 2

Course Code	Course Title	Course ID	Semester 2						Credits	MARKS				
			L	T	P	L	T	P		TI	TE	PI	PE	Total
			(Hrs)			Credits								
HVAC208	Environmental Studies	240/EVS/VA201	2	0	0	2	0	0	2	15	35	0	0	50

Semester 4

Course Code	Course Title	Course ID	Semester 4						Credits	MARKS				
			L	T	P	L	T	P		TI	TE	PI	PE	Total
			(Hrs)			Credits								
HVAC404	Appraisals and Reflective Entries		0	0	4	0	0	2	2	0	0	50	0	50

Semester 1

Food Production and Culinary Art-I

Course ID - 250/BSHM/CC101

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
2	0	2	4	15	35	15	35	2 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 that 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:

Theory: 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.

Practical: The Menu will be created as per the weekly theory inputs.

UNIT II:

Theory: 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.

Practical: The Menu will be created as per the weekly theory inputs.

UNIT III:

Theory: 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.

Practical: The Menu will be created as per the weekly theory inputs.

UNIT IV:

Theory: 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.

Practical: The Menu will be created as per the weekly theory inputs.

Core Textbooks:

- Bali, P.S. (2017), *Food Production Operations*, Oxford, New Delhi
- Foskett, D., Paskins, P. and Rippington, N. (2019), *Practical Cookery* (14th edn), Hodder Education, UK

Other Recommended Text Books:

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

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:

Section A	Seven Short answer type questions covering all units. All compulsory.	7*1=7 marks
Section B	<u>Answer any one question from each Unit</u> Choice of Q. 2&3 From Unit I Choice of Q. 4&5 from Unit II Choice of Q. 6&7 from Unit III Choice of Q. 8&9 from Unit IV	7*4=28 marks
Total Marks		35 marks

Mapping Matrix of Course

Table 1: CO-PO Matrix for the Course

COs	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
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

COs	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
CO4	3	3	3	3	3	3	2	2
Average	3	3	3	3	3	3	2	2

Semester 1

Industry Readiness

Course ID - 250/BSHM/VO101

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
1	1	0	2	15	35	0	0	2 Hours

Type of Course: Vocational Courses

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 develop a polished professional persona in students by enhancing their grooming standards, corporate etiquette, executive presence, and industry awareness, enabling them to make impactful first impressions and succeed in professional environments.

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

CO1: Demonstrate personal grooming and hygiene standards appropriate for corporate environments, including skincare, hairstyling, and professional attire.

CO2: Demonstrate corporate etiquette in professional scenarios such as self-introduction, handshakes, business card exchange, and dining.

CO3: Understand executive presence through confident posture, effective body language, and styling aligned with individual body types.

Detailed Syllabus:

UNIT I:

Corporate Grooming Essentials- Introduction to Grooming essentials; basic hygiene- skincare and haircare, makeup and hairstyle; corporate dressing, uniform and Friday dressing; magic of styling; basic body shapes; executive presence - posture of sitting, standing, and walking.

UNIT II:

Corporate Etiquettes- Self-introduction, how to introduce a person, the power of a handshake, exchanging business cards, and dining etiquettes.

UNIT III:

Understanding the industry- Major international and Indian hotel chains, introduction, Flagship properties, and brand positioning.

UNIT IV:

LinkedIn- Importance of LinkedIn, profile creation, key components- Profile picture, headline, summary, experience, skills.

Core Textbook:

- Kumar, S. and Lata, P., 2015. *Communication skills*. 2nd ed. New Delhi: Oxford University Press.
- Devendra, A., 2015. *Soft skills for hospitality*. New Delhi: Oxford University Press.

Textbooks:

- Bolles, R.N., 2007. *What color is your parachute? 2008: A practical manual for job-hunters and career-changers*. Berkeley, CA: Ten Speed Press
- Mukherjee, H.S., 2013. *Business communication: Connecting at work*. New Delhi: Oxford University Press.

Final Assessment (FA)

Theory Internal (TI)	15 marks
Theory External (TE)	35 marks
Final Assessment (FA) = (TI+TE)	50 marks

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.

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

Section A	Seven Short answer type questions covering all units. All compulsory.	7*1=7 marks
Section B	<u>Answer any one question from each Unit</u> Choice of Q.2&3 From Unit I Choice of Q.4&5 from Unit II Choice of Q.6&7 from Unit III Choice of Q.8&9 from Unit IV	7*4=28 marks
Total Marks		35 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

Semester 1 Housekeeping Operations Level – I Course ID – 250/BSHM/SE101

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
2	0	1	3	15	35	5	20	2 Hours

Type of Course: Skill Enhancement 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 basic knowledge and understanding of housekeeping operations in a hotel. It equips learners with the knowledge of the various duties and responsibilities and areas within the department and the hotel that come under the purview of a housekeeper's responsibilities. As cleanliness sets a first impression for quality and demonstrates the standards of the hospitality establishment, particular emphasis is put on making learners competent in a range of housekeeping functions.

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

CO1: Understand the breadth of the housekeeping department and its scope in other organizations.

CO2: Recognize the purpose, role and areas of responsibility of the housekeeping department in a hotel unit.

CO3: Explain the importance of cleanliness and hygiene and identify the guest room layouts, status codes, and the standard contents of a guest room.

CO4: Practice the process of cleaning different types of guest rooms, selection and usage of diverse cleaning equipment

Detailed Syllabus:

UNIT I:

Understanding Housekeeping-Importance and scope of housekeeping in hotels and other organizations; different levels of hierarchy and their duties and responsibilities; various sections, areas and layouts in the housekeeping department; different types of Guest rooms and their components.

UNIT II:

Housekeeping Control desk - importance and functions in housekeeping, and its coordination with other departments; Daily Routines and Systems in Housekeeping - activities, operational procedures, and shifts in 'The housekeeping day'; control desk procedures- different types of keys, key control and underline the purpose and procedure of gate pass, room move, and lost and found; situation handling - practice and demonstration of handling guest inquiries, requests, and complaints.

UNIT III:

Cleaning of Guestrooms and Public Area-Classification and Selection of Housekeeping Inventories i.e., equipment, agents, and linens and its control; Linen identification (guest room linen, F&B linen, health club linen) and the SOPs of Bed Making; Class Types of Soil (e.g., organic, inorganic, greasy, particulate, biological) and Standards of Cleaning; Science and frequencies of cleaning; Cleaning of Public Areas.

UNIT IV:

Composition, care and cleaning of different surfaces such as metal, glass, wood etc.; methods of cleaning and maintaining different surfaces; importance and methods of protecting hard surfaces from wear and tear, tarnishing, etc.

Core Textbook:

- Raghubalan, G. and Raghubalan, S., (2015) *Hotel housekeeping: Operations and Management*, Oxford University Press, New Delhi
- Andrews, S., (2008) *Hotel Housekeeping Operations and Management*, McGraw Hill Education, New Delhi

Textbooks:

- Aggarwal, D. K., (2006) *Housekeeping management*, Aman Publications, New Delhi
- Jones, T.J.A., (2005) *Professional Management of Housekeeping Operations* (4th edn), John Wiley, New Jersey

Final Assessment (FA)

Theory Internal (TI)	15 marks
Theory External (TE)	35 marks
Practical Internal (PI)	5 marks
Practical External (PE)	20 marks
Final Assessment (FA) = (TI+TE+PI+PE)	75 marks

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:

Section A	Seven Short answer type questions covering all units. All compulsory.	7*1=7 marks
Section B	Answer any one question from each Unit Choice of Q. 2&3 From Unit I Choice of Q. 4&5 from Unit II Choice of Q. 6&7 from Unit III Choice of Q. 8&9 from Unit IV	7*4=28 marks
Total Marks		35 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
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

COURSE OUTCOMES	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
CO4	3	3	3	3	3	3	2	2
Average	3	3	3	3	3	3	2	2

Semester 1
Food and Beverage Service Operations - I
Course ID – 250/BSHM/CC102

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
2	0	2	4	15	35	15	35	2 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 food and beverage personnel's duties, roles, and responsibilities. It will also build the practical knowledge of the learner to understand the different aspects of service. The hospitality industry has high work standards and operational practices that must be reflected in the curriculum.

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

CO1: Explain the purpose, role, and areas of responsibility of a food and beverage department in a hotel/restaurant unit.

CO2: Understand the term 'Menu' and its importance as a sales tool.

CO3: Gain knowledge of breakfast types and understand the proper sequence of breakfast service.

CO4: Understand and perform essential In-Room Dining (IRD) operations.

Detailed Syllabus:

UNIT I:

Theory: The scope of Food & Beverage (F&B) service includes restaurant types, catering styles, and its role in tourism, various service methods—waiter, self, and assisted—each with distinct pros and cons, and knowledge of restaurant equipment, furniture, and departmental hierarchy. Scope of F&B career opportunities and demands, essential attributes. Key practices include mise-en-place, mise-en-plan, and closing duties.

Practical: Different styles and types of catering, point of Sales (POS) & F&B service etiquettes, familiarization of F&B equipments & table set up, and laying a table cloth, napkin Folds, Side station & water Service, meet Greet & Seat, balancing of salver.

UNIT II:

Theory: Ancillary sections of F&B service & their locations, importance of ancillary section, various silver cleaning methods, Distinguish between pot wash and ware wash, types of menu, advantages, and disadvantages, importance of menu, sequence to the process of service, learn how to take an order, KOT and types of KOT.

Practical: Restaurant service.

UNIT III:

Theory: Covers for various dishes, service of accompaniments and condiments, different types of breakfast, order taking, breakfast service, meaning of brunch, comprehend afternoon tea, cover, and service.

Practical: Restaurant service.

UNIT IV:

Theory: Equipment used, importance of mise-en-place, methods of order taking, location of IRD, execution of room service orders, IRD hierarchy, different forms and formats of IRD, recognize and differentiate the types of room service, order delivery procedure (tray, trolley, and salver).

Practical: Restaurant service.

Core Textbooks:

- Lillicrap, D. and Cousins, J. (2010), *Food & Beverage Service*. 8th edn., Book Power, U.K.
- Singaravelavan, R. (2016), *Food and beverage service*, 2nd edn. Oxford University Press, New Delhi

Relevant reference books

- Andrews, S. (2009), *Food and beverage service: Training manual*, Tata McGraw-Hill, New Delhi
- Davis, B. et al. (2008), *Food and beverage management*, 4th edn. Elsevier, Oxford Butterworth-Hein.
- Dhawan, V. (2006), *Food & Beverage Service*, 2nd edn., Frank Bros. & Co., Delhi

Internal publications/ books:

- Munjal, S. and Bhushan, S. (2017), *The Indian Hospitality Industry: Dynamics and future trends*, Apple Academic Press, Oakville, Ontario
- Munjal, S. and Sharma, S. (2022), *The food and beverage hospitality industry in India: An emergent segment*, Apple Academic Press, Palm Bay, FL, USA

Reading list:

- Assael, B. (2018), 'Waiting in the restaurant', *Oxford Scholarship Online* [Preprint]. doi:10.1093/oso/9780198817604.003.0004.
- Rai, H. and Prabhu, H.M. (2022), 'Impact of hotel attributes, service quality and brand image on customer satisfaction among diners at a fine dine restaurant - evidence from India', *International Journal of Business Excellence*, 26(4), p. 425. doi:10.1504/ijbex.2022.122746.
- Yoon, B., Chung, Y. and Jun, K. (2020) 'Restaurant Industry Practices to promote healthy sustainable eating: A content analysis of restaurant websites using the value chain approach', *Sustainability*, 12(17), p. 7127. doi:10.3390/su12177127.

Final Assessment (FA):

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

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:

Section A	Seven Short answer type questions covering all units. All compulsory.	7*1=7 marks
Section B	Answer any one question from each Unit Choice of Q. 2&3 From Unit I Choice of Q. 4&5 from Unit II Choice of Q. 6&7 from Unit III Choice of Q. 8&9 from Unit IV	7*4=28 marks
Total Marks		35 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
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

COURSE OUTCOMES	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
CO4	3	3	3	3	3	3	2	2
Average	3	3	3	3	3	3	2	2

Semester 1
English Language for the Hospitality Industry – I
Course ID-250/BSHM/AE104

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

This course is designed to develop English language proficiency with a focus on the hospitality and allied industries. It equips learners with essential vocabulary, accurate pronunciation, and fundamental grammar through contextual, industry-based communication exercises. Emphasis is placed on listening, speaking, reading, and writing skills needed to engage effectively with guests and peers across hotel departments and related sectors like luxury retail, real estate, and sustainability. Assessment will be supported by global benchmarks like EF SET.

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

- CO1:** Identify and apply relevant industry-specific vocabulary with appropriate pronunciation across hospitality and allied sectors.
- CO2:** Demonstrate accurate use of grammar and sentence structures in professional hospitality contexts through speaking and writing tasks.
- CO3:** Interpret and adapt to diverse English accents and tones commonly encountered in the service industry.
- CO4:** Construct professional and effective communication using appropriate verbal, written, and non-verbal techniques tailored to hospitality environments.

Detailed Syllabus:

UNIT I:

English Proficiency Assessment: EF SET Assessment; Writing Work (Introduction & Topic - 300 words each); Army Phonetics.

UNIT II:

Hospitality Industry Vocabulary & Pronunciation: Professional Descriptive Language & Adjectives for Hotel staff - Kitchen, Front Office, Housekeeping, Food & Beverage Service, Support Departments (10 words each); Industry-Specific Vocabulary for Professional Communication (Business, Luxury Retail, Real Estate, Consulting, Facilities Management, and Sustainability – 10 words each).

UNIT III:

Grammar Concepts & Pronunciation Essentials: Action Verbs & Adjectives; Tenses; Active & Passive Voice; Reported Speech; Word Stress; Responsible use of AI in writing and idea generation.

UNIT IV:

Basics of Communication: Communication Definition (Shannon Weaver Model); Kinds of Communication; Mehrabian's Study; Barriers to Communication; Verbal Communication - Definition; Written Communication - Definition; Common Types of Written Business Communication (Email, SOPs, Resume, Cover Letter, LinkedIn,

etc.); Definition of Non-verbal Communication; Five Elements of Body Language (smile, eyes, hand gesture, sitting posture, walking posture); Definition of the 7 C's of Business Communication.

Textbook:

- Chaturvedi, P.D. and Chaturvedi, M. (2011) *Business communication: Concepts, cases and applications*. 2nd ed. New Delhi: Pearson Education India.

Other Recommended Texts:

- Murphy, R. (2019) *English grammar in use: A self-study reference and practice book for intermediate learners of English*. 5th ed. Cambridge: Cambridge University Press.
- Walker, R. and Harding, K. (2009) *Oxford English for careers: Tourism 1*. Oxford: Oxford University Press.

Final Assessment (FA)

Theory Internal (TI)	15 marks
Theory External (TE)	35 marks
Final Assessment (FA) = (TI+TE)	50 marks

Theory Internal (TI): 15 marks

The Theory Internal assessment will be conducted through in-class tests, coursework, presentations, journals, or assignments.

Theory External (TE): 35 marks

The Theory External assessment will be conducted through an end-term written examination.

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

Section A	Seven Short answer type questions covering all units. All compulsory.	7*1=7 marks
Section B	Answer any one question from each Unit Choice of Q. 2&3 From Unit I Choice of Q. 4&5 from Unit II Choice of Q. 6&7 from Unit III Choice of Q. 8&9 from Unit IV	7*4=28 marks
Total Marks		35

Mapping Matrix of Course

Table 1: CO-PO Matrix for the Course

CO / PO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO1	3	3	2	2	2	2	1	1
CO2	3	3	2	2	2	2	1	1
CO3	2	3	2	1	2	2	1	1
CO4	3	3	3	2	3	2	2	2
Average	2.75	3	2.25	1.75	2.25	2	1.25	1.25

Table 2: CO-PSO Matrix for the Course

CO /PSO	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PSO7	PSO8
CO1	3	3	2	2	2	2	1	1
CO2	3	3	2	2	3	2	1	1
CO3	2	3	2	2	2	2	1	1
CO4	3	3	3	2	3	2	2	2
Average	2.75	3	2.25	2	2.5	2	1.25	1.25

Semester 1

Front Office Operations-I
Course ID- 250/BSHM/CC103

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

This course will help students learn both the theory and practical skills needed to work at a hotel's front office. It covers the basic structure of the hospitality industry, the role of the front office, and the responsibilities of front office staff. Students will also learn about the guest cycle, types of hotel rooms and bookings, and how to provide good customer service. A key part of the course is training on Opera PMS – a software used by many hotels to manage reservations and guest information. By the end of the course, students will be ready to handle common front office tasks and understand how to make guests feel welcome and comfortable.

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

- CO1:** Identify the role of the front office in the hotel industry and its connection to tourism and hospitality.
CO2: Explain the guest cycle and describe the duties of front office staff at each stage.
CO3: Demonstrate how to create and manage individual and group reservations using Opera PMS software.
CO4: Compare different types of hotel rooms, rates, and guest market segments to handle bookings effectively.

Detailed Syllabus:

UNIT I:

Theory: Introduction to Hospitality Landscape: Introduction to tourism, hospitality and hotel industry and its scope in other organizations; Organizational structure in large hotels; Front Office organizational structure; Layout, sections, functional areas, and equipment in Front Office; Front Office Personnel.

Practical: Reservation making and updation in Opera PMS. Introduction to Opera PMS and Individual profile making and updation in Opera PMS; Updation of reservation details in Opera PMS; Making an individual guest reservation in Opera PMS.

UNIT II:

Theory: Classification of Hotels, Rooms, Rates and Market Segments: Classification of hotels and alternative accommodation; Types of Rooms in an accommodation facility; Room rate/tariff structure and meal plans; Guest market segmentation.

Practical: Making company reservations; Making travel agent reservations; Making sharer and accompanying guest profiles; Creating alerts, traces.

UNIT III:

Theory: Guest Cycle Phase 1 - Pre-Arrival (Reservations): Introduction to guest cycle; Interdepartmental communication and its importance and guest request handling; Guest cycle phase 1 - Pre-Arrival (Reservations).

Practical: Creating locators, messages and updating flight details; Room allocation, check-in and room move.

UNIT IV:

Theory: Groups Reservations; Front office reports e.g. Revenue Forecast Report, Turnaway Report, Commission Agent Report, Reservation Transaction Report, Housekeeping Discrepancy Report, Expected Arrival List, Stay Over List & Expected Departure List etc.

Practical: Different types of reservations.

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

Theory Internal (TI): 15 marks

The Theory Internal assessment will be conducted through in-class tests, coursework, presentations, journals, or assignments.

Theory External (TE): 35 marks

The Theory External assessment will be conducted through an end-term written examination.

Practical Internal (PI): 15 marks

The Practical Internal assessment will include Continuous Assessment/ Reflective Entries/ Case Analysis / Presentation/ Group Project/ Role Play / Live Projects/ Simulation / Worksheet Assessment/Report.

Practical External (PE): 35 marks

The Practical External assessment will be conducted through a formal practical exam at the end of the term.

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

Section A	Seven Short answer type questions covering all units. All compulsory.	7*1=7 marks
Section B	Answer any one question from each Unit Choice of Q. 2&3 From Unit I Choice of Q. 4&5 from Unit II Choice of Q. 6&7 from Unit III Choice of Q. 8&9 from Unit IV	7*4=28 marks
Total Marks		35

Mapping Matrix of Course**Table 1: CO-PO Matrix for the Course**

CO / PO	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
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

CO/ PSO	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
CO4	3	3	3	3	3	3	2	2
Average	3	3	3	3	3	3	2	2

Human Values and Ethics
Course ID - 240/ENG/VA101

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

Type of Course:- Value Addition 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 aim of the Human Values and Ethics module is to help students recognize the essential connection between 'values' and 'skills' for achieving lasting happiness and prosperity. It seeks to cultivate a holistic perspective towards life and profession, grounded in a deep understanding of human reality and the broader existence. This perspective will form the foundation for Universal Human Values, guiding learners towards a value-based, fulfilling way of living. By integrating these principles, students will be equipped to lead lives marked by sustained well-being, ethical behaviour, and meaningful success.

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

CO1. Understand fundamental ethical principles and theories and assess ethical issues and dilemmas in various personal, social, and professional contexts.

CO2. Apply ethical reasoning to make well-informed, principled decisions.

Detailed Syllabus:

Unit-I

Understanding the need, basic guidelines, content and process for value Education, understanding the thought-provoking issues; need for values in our daily life, choices making – choosing, cherishing & acting, classification of value education: understanding personal values, social values, moral values & spiritual values.

Unit-II

Various aspects of professional conduct and interpersonal relationships, including professional integrity, respect, and equality, understanding privacy, trust-building, positive cooperation, and respect for others' competence; promoting openness, and demonstrating loyalty to organizational goals.

TEXTBOOK

- Dr. Jyoti Gaur et al. (2024) Basic Human Values and Professional Ethics. Orange Books Publication.

OTHER RECOMMENDED TEXTS

- Bhatia, R. and Bhatia, A (2015) Role of Ethical Values in Indian Higher Education.
- Chakraborty, S.K. and Chakraborty, D (2006) Human Values and Ethics. ICFAI University Press.
- R R Gaur, R Sangal, G P Bagaria, 2009, A Foundation Course in Human Values and Professional Ethics.

Final Assessment (FA)

Theory Internal (TI)	15%
Theory External (TE)	35%
Final Assessment (FA) = (TI+TE)	50%

Theory Internal (TI): The (TI) will be done through in-class continuous assessment/in-class test/ coursework/presentation/journal & 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 **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
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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	3	3	3	3
CO2	3	3	3	3
Average	3	3	3	3

Table 2: CO-PSO Matrix for the Course

CO	PSO1	PSO2	PSO3	PSO4
CO1	3	3	3	3
CO2	3	3	3	3
Average	3	3	3	3

Semester 1

Introduction to Marketing Course ID - 240/ICA/MD105

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
2	1	0	3	25	50	0	0	Hours

Type of Course: Multidisciplinary 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:

This course provides a comprehensive overview of essential marketing concepts and strategies. It delves into the foundational aspects of marketing, exploring its definition, processes, and significance in business contexts while examining customer needs, marketplace dynamics, and the intricacies of consumer behaviour. By deeply understanding these key concepts and strategies, students will have the knowledge and skills to make informed decisions in professional settings.

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

CO1: Understand the key principles and concepts of marketing in the context of the hospitality industry.

CO2: Identify and understand market segmentation in hospitality businesses.

CO3: Understand the concept of consumer behaviour in marketing specific to hospitality services.

CO4: Evaluate the components of the marketing mix using marketing theory and frameworks.

Detailed Syllabus:

UNIT I:

Introduction to marketing - Define marketing and outline the steps in the marketing process, importance, scope, evolution, role, and characteristics of marketing; Market place and customer needs- understanding customer and the marketplace, definition of marketplace and customer, importance, types, marketing strategy.

UNIT II:

Micro and Macro Environment: Marketing environment- Explain marketing environment; Micro environment Market- Important elements for company's microenvironment (company, suppliers, marketing intermediaries, customers, and public); Macro environment- Important elements for company's macroenvironment (Demographics, economic, natural, technological, political, and cultural).

UNIT III

Market Segmentation, Targeting and Positioning- Introduction, explanation, PESTLE; Environmental scanning definition, process, requirements; STP process- aim, identification, benefits, types, approach, purpose, criteria; consumer market, business market, and international market

UNIT IV

Marketing mix 7P's- introduction to 7P's; Product: Meaning; product classifications; concept of product mix; branding, packaging, and labelling; Price concept and significance; factors affecting price of a product; pricing policies and strategies; channel distribution management; intermediaries; consumer behaviour- Characteristics, buying decisions.

Core Textbook:

- Kotler, P., Bowen, J.T., Makens, J.C. and Baloglu, S., 2017. *Marketing for hospitality and tourism*. 7th ed. Harlow: Pearson Education.
- Brassington, F. and Pettitt, S., 2007. *Essentials of marketing*. 2nd ed. Harlow: Financial Times Prentice Hall.

Textbooks:

- Kotler, P. and Armstrong, G., 2010. *Principles of marketing*. 13th ed. Upper Saddle River, NJ: Pearson Education.

- Baines, P., Fill, C., Page, K. and Sinha, P.K., 2013. *Marketing*. New Delhi: Oxford University Press.
- Lamb, C.W., Hair, J.F., Sharma, D. and McDaniel, C., 2012. *MKTG: A South Asian perspective*. New Delhi: Cengage Learning.

Final Assessment (FA)

Theory Internal (TI)	25%
Theory External (TE)	50%
Final Assessment (FA) = (TI + TE)	75%

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.

The **question paper weightage** for the end-term examination will be **50 Marks**. Gurugram University will advise the end-term exam pattern.

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
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

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
CO4	3	3	3	3	3	3	2	2
Average	3	3	3	3	3	3	2	2

Semester - 2

Food Production and Culinary Art-II

Course ID - 250/BSHM/CC201

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

Practical – Menu will be created as per the weekly theory inputs.

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.

Practical – Menu will be created as per the weekly theory inputs.

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.

Practical – Menu will be created as per the weekly theory inputs.

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.

Practical – Menu will be created as per the weekly theory inputs.

Textbooks:

- Bali, P.S. (2017), Food Production Operations, Oxford, New Delhi
- Arora, K. (2008), Theory of Cookery, Frank Bros & Co., New Delhi

Recommended Textbooks:

- 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

Final Assessment (FA)

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

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:

Section A	Seven Short answer type questions covering all units. All compulsory.	7*1=7 marks
Section B	<u>Answer any one question from each Unit</u> - Choice of Q. 2&3 From Unit I Choice of Q. 4&5 from Unit II Choice of Q. 6&7 from Unit III Choice of Q. 8&9 from Unit IV	7*4=28 marks
Total Marks		35 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
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

COURSE OUTCOMES	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
CO4	3	3	3	3	3	3	2	2
Average	3	3	3	3	3	3	2	2

Semester 2**Basics of Accounts and Financial Statements**

Course ID –250/BSHM/MI201

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
2	1	-	3	25	50	-	-	2 Hours 30 mins

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:

In an era of fast-moving and competitive businesses, it is crucial to possess a holistic understanding of the basic accounting and financial building blocks of a successful organization. Through this course, the Learners will gain a well-rounded knowledge of key accounting & financial concepts that will help them apply an analytic mind set to understanding and driving organizational decisions and success. The course will enable Learners to

learn how to examine the company's performance on a yearly basis, as well as against their peers. The students will be able to analyze the company's performance in terms of profitability, liquidity, activity, and solvency. The students then will be able to communicate their findings.

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

CO1: Understand the basics of accounts and have an understanding of the accounting cycle.

CO2: Explain the purpose, underlying concepts, and format of the balance sheet, income statement, and statement of cash flows, and the importance of accounting quality.

CO3: Obtain an overview of useful tools for analysing a firm's profitability, growth, and risk, including financial ratios, common-size financial statements, and percentage change financial statements, as well as how to use this information to forecast the future business activities of a firm and the value of a firm.

Detailed Syllabus:

UNIT-I

Meaning and scope of accounting, nature of financial accounting principles, Concepts and convention, basis of accounting; different types of accounting.

UNIT-II

accounting cycle and process; Journal entries, ledger account and trial balance, Meaning and importance of Depreciation.

UNIT-III

Financial reporting and conceptual framework for financial statements, Understanding financial statements, Balance sheet and Income statements, Cash flow statements, Additional disclosures and notes to accounts in financial statements.

UNIT-IV

Financial Analysis, Uses and Significance, Ratio Analysis, Comparative and Common size analysis, Trend Analysis.

Text Book

- Sivasankaran, N. (2021), *Financial Analysis For Beginners*, New Delhi, Taxmann
- Grewal, T.S., *Introduction to Accounting*, S. Chand and Co., New Delhi.

Other Recommended Texts

- Lal, Jawahar, *Corporate Financial Reporting: Theory & Practice*, Taxmann Applied Services, New Delhi.
- Raiyani, J. R. and Lodha, G., *International Financial Reporting Standard (IFRS) and Indian Accounting Practices*, New Century Publications.
- Singh, N. T. and Agarwal, P., *Corporate Financial Reporting in India*, Raj Publishing, Jaipur.
- Hennie, V. G., *International Financial Reporting Standards: A practical guide*, Washington: World Bank.
- Alexander, D., Britton, A. and A. Jorissen, *Global Financial Reporting and Analysis*, Cengage Learning, Indian edition.

Final Assessment (FA)

Theory Internal (TI)	25 Marks
Theory External (TE)	50 Marks
Final Assessment (FA) = (TI+TE)	75 Marks

The Internal Assessment (IA) will have the following components:

S.No.	Internal Assessment Components (TI)	Marks/Weightage
1	Assessment 1: Mid Term Exam	10
2	Assessment 2: Presentation	8
3	Assessment 3: Assignment	7
Internal Assessment (IA)		25

External Assessment (EA)

The External Assessment (EA) will have the following components:

S. No.	External Assessments Components (EA)	Marks
1	End term theory exam (ETTE)	50
External Assessment (EA)		50

The question paper pattern for the end-term examination will be **50 Marks**:

Section A	Five Short answer type questions covering all units. All compulsory.	5*2=10 marks
Section B	<u>Answer any one question from each Unit</u> _Choice of Q. 2&3 From Unit I Choice of Q. 4&5 from Unit II Choice of Q. 6&7 from Unit III Choice of Q. 8&9 from Unit IV	4*10=40 marks
Total Marks		50 marks

Mapping Matrix of Course

Table 1: CO-PO Matrix for the Course

Course Outcomes	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO1	2	0	2	2	2	2	2	2
CO2	2	2	2	3	3	3	2	2
CO3	2	2	0	3	2	2	2	2
Average	2	1.3	1.3	2.6	2.6	2.6	2	2

Course Outcomes	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PSO7	PSO8
CO1	3	0	2	2	2	2	2	2
CO2	3	2	2	3	3	3	2	2
CO3	2	2	0	3	2	2	2	2
Average	2.6	1.3	1.3	2.6	2.6	2.6	2	2

Semester 2

Food and Beverage Service Operations - II Course ID - 250/BSHM/CC202

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
2	0	2	4	15	35	15	35	2 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:

This course is specially designed in a specific way to gain a comprehensive understanding of French Classical Menu, classification of beverages and related terms including their production processes, origins, and characteristics of beer, cheese and cigars. The learner will be able to recommend drinks to cater to diverse guest preferences. It will help to gain an operational understanding of quality controlling with minimal wastage. Beverage being an integral part of F&B, the learners will be equipped with the best practices that are followed in hotel operations.

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

CO1: Explain the role and classification of the French Classical Menu.

CO2: Understand the term beverage and the difference between Distillation, Fermentation & Brewing.

CO3: Explore beer and understand the service aspects.

CO4: Recognize the production process of cheese and cigars along with their service styles.

Detailed Syllabus:

UNIT I:

Theory: The sequence and structure of a traditional French classical menu and its significance, examples of dishes served under each course, along with their suitable accompaniments and correct cover layout, and classify various classical hors d'oeuvres.

Practical: Demo of Silver Service.

UNIT II:

Theory: Define beverages and their classification, understand and differentiate the beverage-making techniques (Distillation, fermentation, and brewing), the term 'proof', and scales used in measuring alcoholic strength.

Practical: Restaurant service.

UNIT III:

Theory: Define beer, steps of beer production, methods of beer production, styles, faults in beer, storage and service of beer, craft/draft beer, brand names of beer.

Practical: Restaurant service.

UNIT IV:

Theory: History & evolution of cheese, types of cheese and their characteristics, types and brand names, Tobacco curing process, parts of the cigar, terminology to denote colour of cigar wrapper, sizes of cigars, service of cigar and cigarettes.

Practical: Restaurant service.

Core Textbook:

- Lillicrap, D. and Cousins, J. (2010), *Food & Beverage Service*. 8th edn., Book Power, U.K.
- Singaravelavan, R. (2016), *Food and beverage service*, 2nd edn. Oxford University Press, New Delhi

Relevant reference books:

- Andrews, S. (2009), *Food and beverage service: Training manual*, Tata McGraw-Hill, New Delhi
- Davis, B. et al. (2008), *Food and beverage management*, 4th edn. Elsevier, Oxford Butterworth-Hein.
- Dhawan, V. (2006), *Food & Beverage Service*, 2nd edn., Frank Bros. & Co., Delhi

Internal publications/ books:

- Munjal, S. and Bhushan, S. (2017), *The Indian Hospitality Industry: Dynamics and future trends*, Apple Academic Press, Oakville, Ontario
- Munjal, S. and Sharma, S. (2022), *The food and beverage hospitality industry in India: An emergent segment*, Apple Academic Press, Palm Bay, FL, USA

Reading list:

- Assael, B. (2018), 'Waiting in the restaurant', *Oxford Scholarship Online* [Preprint]. doi:10.1093/oso/9780198817604.003.0004.
- Rai, H. and Prabhu, H.M. (2022), 'Impact of hotel attributes, service quality and brand image on customer satisfaction among diners at a fine dine restaurant - evidence from India', *International Journal of Business Excellence*, 26(4), p. 425. doi:10.1504/ijbex.2022.122746.
- Yoon, B., Chung, Y. and Jun, K. (2020) 'Restaurant Industry Practices to promote healthy sustainable eating: A content analysis of restaurant websites using the value chain approach', *Sustainability*, 12(17), p. 7127. doi:10.3390/su12177127.

Final Assessment (FA):

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

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:

Section A	Seven Short answer type questions covering all units. All compulsory.	7*1=7 marks
Section B	<u>Answer any one question from each Unit</u> - Choice of Q. 2&3 From Unit I Choice of Q. 4&5 from Unit II Choice of Q. 6&7 from Unit III Choice of Q. 8&9 from Unit IV	7*4=28 marks
Total Marks		35 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
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

COURSE OUTCOMES	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
CO4	3	3	3	3	3	3	2	2
Average	3	3	3	3	3	3	2	2

Semester 2
Housekeeping Operations Level – II
Course ID - 250/BSHM/SE201

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
2	0	1	3	15	35	5	20	2 Hours

Type of Course: Skill Enhancement 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 basic knowledge and understanding of housekeeping operations in a hotel. It equips learners with the knowledge of the various duties and responsibilities and areas within the department and the hotel, that come under the purview of a housekeeper's responsibilities. As cleanliness sets a first impression for

quality and demonstrates the standards of the hospitality establishment, particular emphasis is put on making learners competent in a range of housekeeping functions.

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

CO1: Recognize the purpose, role and areas of responsibility of the housekeeping department in a hotel unit.

CO2: Explain the importance of cleanliness and hygiene and identify the guest room layouts, status codes, and the standard contents of a guest room.

CO3: Practice the process of cleaning different types of guest rooms, selection and usage of diverse cleaning equipment.

CO4: Demonstrate the ability to clean different hard surfaces.

Detailed Syllabus:

UNIT I:

The housekeeping day, role of night supervisor and night GRA; area inventory list, frequency schedule, performance standard, work schedule; cleaning guest rooms and bathrooms, standards of cleaning, procedures for turn-down service, second service and closing down after cleaning; meaning of public area and list of such areas in the hotel; daily, weekly and periodic cleaning tasks; cleaning process for various public areas; science of cleaning and SOPs followed while cleaning.

UNIT II:

Planning, layout and activities carried out in linen and uniform room, linen exchange procedure for guest rooms and F & B areas; linen par stock, importance and various aspects of linen control; uniform - uniform designing for hotel staff, uniform issuing and exchanging procedure, advantages of staff uniform, trends in hotel uniforms and uniform management system.

UNIT III:

Types of laundries, planning and layout of a non-premises laundry, essential laundry equipment, aids and materials; laundry process & handling of guest laundry; contracts and outsourcing - considerations, types, services offered, guidelines for hiring contractors and drawing up contract specifications, advantages and disadvantages, stain removal process.

UNIT IV:

Importance of flower arrangement; basic ingredients, common flowers and foliage species used in designing of flower arrangements; principles of 'Ikebana'; the importance of horticulture and its essential components; types of indoor plants, landscaping and bonsai in hotel property.

Core Textbooks:

- Raghubalan, G. and Raghubalan, S., (2015) Hotel housekeeping: Operations and Management, Oxford University Press, New Delhi
- Andrews, S., (2008) Hotel Housekeeping Operations and Management, McGraw Hill Education, New Delhi

Textbooks:

- Aggarwal, D. K., (2006) Housekeeping management, Aman Publications, New Delhi
- Jones, T.J.A., (2005) Professional Management of Housekeeping Operations (4th edn), John Wiley, New Jersey
- Negi, D.S. and Verma, S.M., (2020) Fundamentals of Hotel Housekeeping: Operations & Management, Bharti Publications, New Delhi

Final Assessment (FA)

Theory Internal (TI)	15 marks
Theory External (TE)	35 marks
Practical Internal (PI)	5 marks
Practical External (PE)	20 marks
Final Assessment (FA) = (TI+TE+PI+PE)	75 marks

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:

Section A	Seven Short answer type questions covering all units. All compulsory.	7*1=7 marks
Section B	<u>Answer any one question from each Unit</u> Choice of Q. 2&3 From Unit I Choice of Q. 4&5 from Unit II Choice of Q. 6&7 from Unit III Choice of Q. 8&9 from Unit IV	7*4=28 marks
Total Marks		35 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
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

COURSE OUTCOMES	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
CO4	3	3	3	3	3	3	2	2
Average	3	3	3	3	3	3	2	2

Semester 2

English Language for the Hospitality Industry – II Course ID – 250/BSHM/AE201

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

This course builds upon foundational English communication skills, focusing on improving listening comprehension, sentence fluency, structured verbal responses, and industry-relevant speaking skills for hospitality professionals. It introduces learners to key listening models such as Eric Van Slyke's 6 Levels and Julian Treasure's techniques, while also incorporating the RASA method for active listening and response formation.

Learners will refine grammatical accuracy, sentence structure, and speech elements like stress, pitch, volume, and intonation to enhance clarity and professionalism in verbal communication. Through role-play exercises, real-life customer interaction simulations, and structured speaking tasks, learners will develop fluency in front office, food & beverage, and housekeeping scenarios. The course concludes with the application of the 7 Cs of communication in extempore speaking, group discussions, and interviews - equipping learners with the confidence and language precision needed for success in the hospitality industry.

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

- CO1:** Apply active listening techniques, including the 6 Levels of Listening and RASA model, to comprehend and respond accurately in hospitality-related conversations.
- CO2:** Demonstrate accurate sentence construction and control of speech elements such as sentence stress, intonation, rate of speech, pitch, and volume for effective verbal communication.
- CO3:** Engage confidently in customer interactions by using fluent, structured language through role-play and hospitality-specific expressions.
- CO4:** Apply the 7 Cs of communication in real-world professional speaking tasks such as extempore, group discussions, and interviews.

Detailed Syllabus:

UNIT I:

Listening & Sentence Fluency: The 6 Levels of Listening by Eric Van Slyke; Techniques to Improve Listening by Julian Treasure; Methods of Listening (RASA); Listening to Industry-Related Conversations & Forming Structured Responses.

UNIT II:

Grammar: Sentence Structure; Sentence Stress; Intonation; Rate of Speech; Volume; Pitch.

UNIT III:

Speaking Skills & Fluency in Customer Interaction: Engaging Customers Through Fluent Interactions; Role-Playing Hospitality Scenarios.

UNIT IV:

Application of 7 Cs: Extempore; Group Discussion (GD); Interview.

Textbook:

- Treasure, J., 2017. How to be heard: Secrets for Powerful Speaking and Listening. Mango Media Inc.
- Van Slyke, E., 2006. Listening to conflict: Finding constructive solutions to workplace disputes. New York: AMACOM.

Other Recommended Texts:

- Bailey, T. (2011) *English for the hotel and tourism industry*. Oxford: Oxford University Press.
- Jones, L. and Alexander, R. (2003) *New international business English*. Cambridge: Cambridge University Press.
- Bonamy, D. (2011) *English for the hotel and catering industry*. Harlow: Pearson Longman.
- Gershon, S. and Mamlok-Naaman, R. (2017) *Presenting in English: How to give successful presentations*. Boston: Heinle ELT.
- Hancock, M. (2003) *English pronunciation in use: Intermediate to advanced*. Cambridge: Cambridge University Press.
- Seely, J. (2013) *Oxford guide to effective writing and speaking*. Oxford: Oxford University Press.
- Guffey, M.E. and Loewy, D. (2015) *Essentials of business communication*. Boston: Cengage Learning.

Final Assessment (FA):

Theory Internal (TI)	15 marks
Theory External (TE)	35 marks
Final Assessment (FA) = (TI+TE)	50 marks

Theory Internal (TI): 15 marks

The Theory Internal assessment will be conducted through in-class tests, coursework, presentations, journals, or assignments.

Theory External (TE): 35 marks

The Theory External assessment will be conducted through an end-term written examination.

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

Section A	Seven Short answer type questions covering all units. All compulsory.	7*1=7 marks
Section B	Answer any one question from each Unit Choice of Q. 2&3 From Unit I Choice of Q. 4&5 from Unit II Choice of Q. 6&7 from Unit III Choice of Q. 8&9 from Unit IV	7*4=28 marks
Total Marks		35 marks

Mapping Matrix of Course

Table 1: CO-PO Matrix for the Course

CO / PO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO1	2	3	2	1	2	1	1	1
CO2	3	3	1	1	2	1	1	1
CO3	3	3	3	1	2	1	2	1

CO4	2	3	2	1	2	1	2	1
Average	2.5	3	2	1	2	1	1.5	1

Table 2: CO-PSO Matrix for the Course

CO/PSO	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PSO7	PSO8
CO1	2	3	2	1	1	1	1	1
CO2	2	3	1	1	1	1	1	1
CO3	3	3	3	1	2	1	2	1
CO4	2	3	2	1	2	1	2	1
Average	2.25	3	2	1	1.5	1	1.5	1

Semester 2

Front Office Operations-II Course ID- 250/BSHM/CC203

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

This course offers comprehensive operational knowledge and hands-on practical experience in Front Office operations with a strong focus on the Guest Cycle. Learners will actively engage with OPERA Property Management System (PMS) to understand and perform the essential processes in Front Office Management. The Guest Cycle approach ensures a systematic understanding of guest handling from arrival to departure, equipping learners with customer care skills and problem-solving techniques to manage real-life guest interactions effectively. Emphasis is also placed on interpreting front office statistics to evaluate hotel performance and applying front office accounting principles.

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

- CO1:** Calculate and interpret key front office statistics such as occupancy ratio, average daily rate, and RevPAR, and explain their significance in evaluating hotel performance.
- CO2:** Demonstrate a systematic understanding of front office operations across the various phases of the guest cycle - Arrival, Stay, and Departure both in manual and computerized environments.
- CO3:** Perform end-to-end front office operations throughout the guest cycle - including registration, check-in, guest services, billing, and checkout - using both OPERA PMS and manual systems, while effectively addressing guest service challenges through appropriate customer care and situation-handling skills.
- CO4:** Execute front office accounting tasks such as account creation, maintenance, settlement, and handling various types of vouchers and ledgers.

Detailed Syllabus:

UNIT I:

Theory: 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).

Practical: PMS Fundamentals Refresher.

UNIT II:

Theory: 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.

Practical: Shortcut Keys; Cashiering in Opera.

UNIT III:

Theory: 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. 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.

Practical: Room and Window Routing; Creating Add-on Reservation. Splitting and Transferring Charges; Foreign Exchange Procedure.

UNIT IV:

Theory: 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.

Practical: Advance Payment and Bill Settlement; Cashiering Practical.

Textbook

- Tewari, J. (2016), Hotel Front Office Operations and Management, 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)	15 marks
Theory External (TE)	35 marks
Practical Internal (PI)	15 marks
Practical External (PE)	35 marks
Final Assessment (FA) = (TI+TE+PI+PE)	100 marks

Theory Internal (TI): 15 marks

The Theory Internal assessment will be conducted through in-class tests, coursework, presentations, journals, or assignments.

Theory External (TE): 35 marks

The Theory External assessment will be conducted through an end-term written examination.

Practical Internal (PI): 15 marks

The Practical Internal assessment will include continuous evaluation of practical tasks such as role-plays, in-class exercises, lab work, and simulations.

Practical External (PE): 35 marks

The Practical External assessment will be conducted through a formal practical exam at the end of the term.

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

Section A	Seven Short answer type questions covering all units. All compulsory.	7*1=7 marks
Section B	Answer any one question from each Unit Choice of Q. 2&3 From Unit I Choice of Q. 4&5 from Unit II Choice of Q. 6&7 from Unit III Choice of Q. 8&9 from Unit IV	7*4=28 marks
Total Marks		35

Mapping Matrix of Course**Table 1: CO-PO Matrix for the Course**

CO / PO	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8
CO1	3	2	2	1	2	1	1	1
CO2	3	3	3	3	2	2	2	1
CO3	3	3	3	3	3	3	2	2
CO4	3	2	2	1	3	2	1	1
Average	2.8	2.6	2.6	2.2	2.4	2.0	1.8	1.6

Table 2: CO-PSO Matrix for the Course

CO/ PSO	PSO1	PSO2	PSO3	PSO4	PSO5	PSO6	PSO7	PSO8
CO1	3	2	1	1	1	1	1	1
CO2	3	3	2	2	2	2	1	1
CO3	3	3	3	2	3	3	2	2
CO4	3	1	1	1	1	1	1	1
Average	2.8	2.4	2.0	1.8	2.0	2.0	1.6	1.4

Semester II
Environmental Studies

Course ID - 240/EVS/VA201

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
2	0	0	2	15	35	0	0	

Type of Course: Value Added 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:

This course provides a comprehensive understanding of the fundamental concepts related to the environment and its interdependent systems. It explores the structure and functioning of ecosystems, the various biotic and abiotic components that influence the environment, and the role of energy sources in environmental sustainability. Learners will gain insights into population dynamics, the impact of human activities on ecological balance, and pressing environmental issues such as pollution, climate change, and biodiversity loss. The course also emphasizes the importance of sustainable development and environmental conservation at both national and global levels.

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

CO1: Gain in-depth knowledge on natural processes and resources that sustain life and govern the economy

CO2: Understand the consequences of human actions on the web of life and quality of life

CO3: Develop critical thinking for shaping strategies (Scientific, social, economic, and legal) for environmental protection

CO4: Explain sustainable development, its goal, targets, challenges, and strategies for sustainable development.

UNIT I:

Basic concepts: Environment - definition and significance; habitat and ecological niche; biosphere; atmosphere; lithosphere and hydrosphere. Factors affecting environment: Abiotic factors - light, temperature, humidity, topography; Biotic factors - microorganisms, animals, plants and humans. Sources of energy: Renewable and non-renewable sources.

UNIT II:

Ecosystem: Definition, types and functions; energy flow - food chains, food webs, trophic structure; concept of productivity. Biogeochemical cycles: Hydrological, gaseous, and sedimentary cycles. Biological invasion and its impact on the environment.

UNIT III:

Concept of population, population density, natality, mortality, carrying capacity, and growth forms. Human population: National and international concerns, Indian efforts to control the growing population; Sustainable development.

UNIT IV:

Environmental pollution: Air pollution; Water pollution; Soil pollution; Noise pollution; Plastic pollution and Marine pollution. Solid waste management, Ozone depletion, and Global warming and climate change.

Core Textbooks:

- Kathryn, W. (2000), Environment Management in Hospitality Industry - A Guide For Student and Manager (1st edn), NY

- Uberoi, N.K. (2003), Environment Management(2nd edn), Excel Books, Nairana, New Delhi

Textbooks:

- Karpagam. M.K, and Jaikumar. G, (2010), Green Management Theory and Application, Ane's Students edn, Bangalore
- Raghubalan, G. and Raghubalan, S. (2015), Hotel Housekeeping: Operations and Management, Oxford University Press, New Delhi, India
- Subramanian. R. (2018), Disaster Management, Vikas Publishing, New Delhi

Internal publications/ books:

- Munjal, S. and Munjal, P, (2014), Managing Sustainability in the Hospitality and Tourism Industry Springer, California

Final Assessment (FA)

Theory Internal (TI)	15%
Theory External (TE)	35%
Final Assessment (FA) = (TI+TE)	50%

Theory Internal (TI): The (TI) will be done through in-class continuous assessment/in-class test/ coursework/presentation/journal & assignment.

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

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
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

COURSE OUTCOMES	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
CO4	3	3	3	3	3	3	2	2

Average	3	3	3	3	3	3	2	2
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Semester 2

Digital Marketing
Course ID - 240/BBA/MD201

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
2	1	0	3	25	50	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:

This course aims to equip learners with foundational theoretical knowledge in digital marketing, while introducing key concepts such as identifying target audiences, website development, and effective content creation. Learners will also explore the strategic use of content across various popular social media platforms to enhance digital engagement and marketing outcomes.

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

CO1. Understand the objective of digital marketing to enhance brand visibility and recognition among the target audience with the use of popular platforms

CO2. Discuss the importance of quality content creation in enabling businesses to market their product digitally

CO3. Create authentic content organically and use it to learn digital marketing concepts

CO4. Understand analytics and its impact on the digital media marketing strategy

Detailed Syllabus:

Unit-I

Introduction to digital marketing- definition and scope, evolution, importance, roles and characteristics; trends and technologies- key concepts, terminology, uses; target audience- definition, aspects, identifying target audience, importance, customer journey, customer touch points.

Unit-II

Social Media- Introduction, role, aspects, social media platforms, strategies; content and website management- importance, components, types, website management, pillars, elements, barriers; user engagement- definition, importance, impact, types, content strategy, user-generated content, post time and frequency; brand promise- branding in new media, stages of web

Unit-III

Introduction to analytics- definition, importance, use, advantages and disadvantages; key performance indicators- formulas, use, strategies, decision making, customer journey; search marketing- Introduction to SEO, SEM and PPC, advantages and disadvantages, integrations of keywords.

TEXTBOOK

- **Hudson, S. and Hudson, L., 2017.** *Marketing for tourism, hospitality & events: a global & digital approach*. London: SAGE Publications
- **Minazzi, R., 2015.** *Social media marketing in tourism and hospitality*. Cham: Springer International Publishing.

OTHER RECOMMENDED TEXTS

- **Laudon, K.C. and Traver, C.G., 2007.** *E-commerce: business, technology, society*. 3rd ed. Upper Saddle River, NJ: Pearson Education.
- **Oz, E., 2002.** *Foundations of e-commerce*. Upper Saddle River, NJ: Prentice Hall.
- **Rayport, J.F. and Jaworski, B.J., 2003.** *Introduction to e-commerce*. 2nd ed. Boston, MA: McGraw-Hill/Irwin.

Final Assessment (FA)

Theory Internal (TI)	25%
Theory External (TE)	50%
Final Assessment (FA) = (TI+TE)	75%

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.

The question paper pattern for the end-term examination will be **50 Marks**. The end-term exam pattern will be advised by Gurugram University.

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
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

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
CO4	3	3	3	3	3	3	2	2

Average	3	3	3	3	3	3	2	2
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Semester 3

Food Production & Culinary Art -III Course Code - HDSC301

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
2	0	2	4	15	35	15	35	2 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)	Int	Research Project/ Dissertation
√							

Introduction to the Course:

The module tests the theories learned in level one and two modules simultaneously developing a critical perspective of the long and short-term culinary management decisions taken by senior chefs in the hospitality industry. Learners develop an understanding of the cost control systems, elements in food and beverage operations, the pricing strategies that need to be applied for a proud bottom line, and the steps and strategies for menu engineering and profitable service operation. Culinary operations regarding food, systems, and services in the hospitality industry are explored in detail which helps learners expand their horizons in many ways.

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

CO1: The full cycle of purchasing, from need identification to payment.

CO2: inventory management systems to track stock, reduce waste, and optimize ordering

CO3: strategically to maximize profitability and customer satisfaction.

CO4: Ensure compliance with food safety and quality standards in purchasing and storage. Develop skills for budgeting, financial reporting, and operational efficiency in hospitality or food service businesses

Detailed Syllabus:

UNIT I: Point of Sale (POS)

Theory – POS- Introduction, Components (Hardware & Software), Types, Systems (Retail, Restaurant, Mobile, Cloud-based), Functions and Features, Advantages and Disadvantages, transaction Process, Emerging Trends.

Practical - The menu and the food items will be created as per the weekly theory inputs.

UNIT II: Food Production and Quality Management

Theory- Food quality management—introduction and importance; food safety standards (HACCP, ISO 22000, FSSAI); raw material quality control; process control & monitoring; hygiene & sanitation; quality assurance vs quality control; food testing & laboratory analysis; packaging & labeling quality; traceability & recall; shelf life & storage; regulatory compliance & audits; total quality management (TQM) in food industry.

Practical - The menu and the food items will be created as per the weekly theory inputs.

UNIT III: Purchasing, Cost Control, and Inventory Management"

Theory- Purchasing, cost control & inventory management—introduction; objectives; purchasing cycle; types of purchasing; vendor selection & evaluation; purchase orders; ethics; cost control concepts; elements of cost; standard costing; variance analysis; cost reduction; budgetary control; F&B cost control; waste & portion control; inventory concepts; types of inventory; recording systems; stock valuation (FIFO, LIFO, weighted average); EOQ; stock levels (reorder, min, max); stock taking; physical verification; JIT.

Practical - The menu and the food items will be created as per the weekly theory inputs.

UNIT IV: Menu Pricing and Strategy and Menu Engineering

Theory- Menu pricing—introduction; objectives; pricing factors (food cost, labour, overheads, competition, location); pricing methods (cost-plus, markup, gross profit, prime cost, psychological, competitive); menu engineering (stars, plow horses, puzzles, dogs); sales mix; contribution margin; menu design & layout; price elasticity; customer perception; profit maximization strategies; discounts, promotions, value meals; pricing for service styles (à la carte, table d'hôte, buffet).

Practical - The menu and the food items will be created as per the weekly theory inputs.

Recommended Textbooks:

- Smith, J. (2018). 'Effective Purchasing Techniques in the Food & Beverage Industry', Journal of Hospitality Management, 23(4)
- Food & Beverage Management (Bernard Davis, Andrew Lockwood, Sally Stone)
- Wilson, E. (2018). 'The Role of Operational Efficiency in Business Success', Hospitality Business Review, 11(4)
- Beverage Management (John Cousins David Foskett, Cailein Gillespie)

All Assessment Details

Theory Internal (TI)	15 Marks
Theory External (TE)	35 Marks
Practical Internal (PI)	15 Marks

Practical External (PE)	35 Marks
Final Assessment (FA)	100 Marks

The Internal Assessment (IA) will have the following components:

S.No.	Internal Components	Marks
1	Assessment 1: Midterm Exam (TI)	10 Marks
2	Assessment 2: Class Attendance (TI)	5 Marks
3	Assessment 3: Practical - Viva	10 Marks
4	Assessment 4: Continuous Assessment (PI)	5 Marks
Internal Assessment (IA)		30 Marks

External Assessment (EA)

The External will have the following components:

S. No.	External Assessments Components (EA)	Marks
1.	End-term theory exam (TE)	35 Marks
2	End Term practical (PE)	35 Marks
External Assessment (EA)		70 Marks

The question paper pattern for the end-term examination will be 35 Marks:

Section A	Seven short-answer type questions covering all units. All compulsory.	7*1=7 marks
Section B	Answer any one question from each Unit Choice of Q. 2&3 From Unit I Choice of Q. 4&5 from Unit II Choice of Q. 6&7 from Unit III Choice of Q. 8&9 from Unit IV	7*4=28 marks
Total Marks		35

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
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

COURSE OUTCOMES	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
CO4	3	3	3	3	3	3	2	2
Average	3	3	3	3	3	3	2	2

Semester 3

Food and Beverage Service Operations-III

Course Code - HDSC302

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
3	0	1	4	25	50	5	20	2 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)	In	Research Project/ Dissertation
√							

Introduction to the Course:

This course provides foundational knowledge of bar and banquet operations essential for today's hospitality professionals. Students will explore bar structure, beverage classifications, and function catering in detail, aligning theoretical concepts with real-world industry practices. Emphasis is placed on understanding global spirits, liqueurs, and operational controls to meet modern service standards. The course prepares students for roles in hotels, restaurants, resorts, and event catering businesses.

Course Outcome: After completing the course, students will be able to:

CO1: Identify and describe the types, layout, parts, and operational steps of a bar, including control measures and fraud prevention.

CO2: Classify liqueurs based on their production, flavour, colour, base, origin, and differentiate them from eaux-de-vie.

CO3: Explain the production process, types, and brand names of major spirits like Whisky, Brandy, Gin, Rum, Vodka, Tequila, and Mezcal.

CO4: Demonstrate understanding of banquet operations, including types of functions, equipment, layout planning, and outdoor catering setup.

Detailed Syllabus:

UNIT I (Bar Operations)

Theory: Introduction, types of bar, parts of bar and its function, bar design, steps involved in bar operations, bar control, and fraud that occurs in the bar.

Practical: Introduction to bar equipment.

UNIT II (Liqueurs and Eaux-de-vie)

Theory: Define liqueurs, production of liqueurs, Liqueurs- flavour, colour, base and origin, meaning of eaux-de-vie and their bases, difference between liqueurs and eaux-de-vie.

Practical: Cocktail-making class.

UNIT III (Distilled Beverages)

Theory: Whisky, Brandy, Gin, Rum, Vodka, Tequila, and Mezcal; introduction, production process, types, brand names.

Practical: Cocktail-making class.

UNIT IV (Function Catering)

Theory: Introduction, types of functions, types of equipment used in banquets, spacing, table set-ups, function booking organization, and outdoor catering.

Practical: Cocktail-making class.

Core Textbooks:

- Cousins, J. and Weekes, S. (2020) *Food & Beverage Service*. 10th edn. London: Hodder Education.
- Singaravelavan, R. (2016), *Food and beverage service*, 2nd edn. Oxford University Press, New Delhi

Text Books:

- Andrews, S. (2009), *Food and beverage service: Training manual*, Tata McGraw-Hill, New Delhi
- Davis, B. et al. (2008), *Food and beverage management*, 4th edn. Elsevier, Oxford Butterworth-Hein.
- Dhawan, V. (2006), *Food & Beverage Service*, 2nd edn., Frank Bros. & Co., Delhi

Internal publications/ books:

- Munjal, S. and Bhushan, S. (2017), *The Indian Hospitality Industry: Dynamics and future trends*, Apple Academic Press, Oakville, Ontario
- Munjal, S. and Sharma, S. (2022), *The food and beverage hospitality industry in India: An emergent segment*, Apple Academic Press, Palm Bay, FL, USA

Assessment Details:**Internal Assessment (IA):**

The Internal Assessment (IA) will have the following components:

S. No.	Internal Assessment Components	Marks/Weightage
1	Assessment 1: Presentation(P)	10 marks
2	Assessment 2: Mid-Term Examination (MTE)	10 marks
3	Assessment 3: Class Attendance (CA)	5 marks
4	Assessment 4: Continuous Assessment (CA) –Practical Internal	5 marks
Internal Assessment (IA) = (P) + (MTE) + (CA) + (CA)		30 marks

External Assessment (EA):

The External Assessment (EA) will have the following components:

S. No.	External Assessments Components (EA)	Marks/Weightage
1	End term theory exam (ETTE)	50 marks
2	End term practical (ETPE)	20 marks
External Assessment (EA) = (ETTE + ETPE)		70 marks

Theory External:

The question paper pattern for the end term examination will be 50 Marks:

Question paper format-

Section A	Five short-answer type questions covering all units. All compulsory.	5*2=10 Marks
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Section B	<u>Answer any one question from each Unit</u> Choice of Q. 2&3 From Unit I Choice of Q. 4&5 from Unit II Choice of Q. 6&7 from Unit III Choice of Q. 8&9 from Unit IV	4*10=40 Marks
Total Marks		50

Note: The duration of all the end-term theory examinations shall be 2 hours.

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
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

COURSE OUTCOMES	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
CO4	3	3	3	3	3	3	2	2
Average	3	3	3	3	3	3	2	2

Semester 3
Front Office Operations - III
Course Code - HDSC303

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
2	-	1	3	15	35	5	20	2 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)	Int	Research Project/ Dissertation
√							

Introduction to the Course:

The course aims to provide advanced knowledge and skills in Front Office operations. It introduces advanced-level concepts such as auditing, revenue management, inferring front-office office reports/statistics, inventory distribution, etc. The front office at a middle managerial level requires an in-depth understanding of accounts auditing, financial statistics, revenue strategies, and performance evaluation, therefore the curriculum represents a conscious and systematic approach to develop students' understanding of the same.

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

- CO1:** Understand the importance of Auditing in hotel operations.
- CO2:** Understand the concept of revenue management, the application of various RM strategies, and inventory distribution through various channels.
- CO3:** Interpret management reports to evaluate the performance of the accommodation department in achieving its objectives.
- CO4:** Calculate front office statistics and understand key performance indicators and their role in measuring and analysing hotel revenue performance.

Detailed Syllabus:

UNIT I:

Theory: Night Audit Operations: Night Audit and Role of Night Auditor; Night Audit Process.

Practical: Pre-Audit Procedures, Handling "Outstanding Balance" reports, Room Status Discrepancies (Housekeeping vs. Front Office).

UNIT II:

Theory: Foundations of Revenue Management: Revenue Management and Yield Management; Concept of Revenue Management; Characteristics and Conditions of Revenue Management; Revenue Cycle; Tools of Revenue Management; High and Low Demand Tactics; Forecasting.

Practical: Analysing Rate Variance Report, Guest Profile - Cleaning and merging duplicate "Individual" and "Company" profiles to maintain database integrity.

UNIT III:

Theory: Hotel Performance and Industry Trends: Evaluation of Hotel Performance; Methods of Measuring Hotel Performance; Report Reading and Analyses; Trends in Hotel Industry and Front Office.

Practical: Generating and interpreting Manager's Flash Report, Using the "History and Forecast" report.

UNIT IV:

Theory: Hotel Distribution Channels: Overview of Hotel Distribution Channels; Global Distribution System (GDS); Online Travel Agents (OTAs).

Practical: Creating and configuring "Source Profiles", Linking "Company" and "Travel Agent" profiles to a Reservation to ensure correct commission and billing.

Textbook:

- Tewari, J. (2016), Hotel Front Office Operations and Management, 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)	15 Marks
Theory External (TE)	35 Marks
Practical Internal (PI)	5 Marks
Practical External (PE)	20 Marks
Final Assessment (FA) = (TI+TE+PI+PE)	75 Marks

Theory Internal (TI): 15 Marks

The Theory Internal assessment will be conducted through in-class tests, coursework, presentations, journals, or assignments.

S.No.	Theory Internal (TI) Component	Marks/Weightage
1.	Mid Term Exam	10 Marks
2.	Class Attendance	5 Marks

Theory External (TE): 35 Marks

The Theory External assessment will be conducted through an end-term written examination.

S.No.	Theory External (TE) Component	Marks/Weightage
1.	End Term Exam	35 Marks

Practical Internal (PI): 5 Marks

The Practical Internal (PI) assessment is based on the evaluation of the student's performance during lab sessions, the systematic maintenance of the Opera PMS practical manual, and internal viva-voce.

S.No.	Practical Internal (PI) Component	Marks/Weightage
1.	Internal Opera Assessment	5 Marks

Practical External (PE): 20 Marks

The Practical External (PE) assessment is conducted via an end-term practical examination where students must demonstrate proficiency in Opera PMS tasks, present a completed practical workbook, and undergo a comprehensive viva-voce conducted by an external examiner.

S.No.	Practical External (PE) Component	Marks/Weightage
1.	External Opera Assessment	10 Marks
2.	Viva Voce	10 Marks

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

Section A	Seven short-answer type questions covering all units. All compulsory.	7*1=7 marks
Section B	Answer any one question from each Unit Choice of Q. 2&3 From Unit I Choice of Q. 4&5 from Unit II Choice of Q. 6&7 from Unit III Choice of Q. 8&9 from Unit IV	7*4=28 marks
Total Marks		35

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
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

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
CO4	3	3	3	3	3	3	2	2
Average	3	3	3	3	3	3	2	2

Semester 3
Housekeeping Operations - III
Course Code - HMIC304

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
2	0	2	4	15	35	15	35	2 Hours

Type of Course: Minor Vocational 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)	Int	Research Project/ Dissertation
	√						

Introduction to the Course:

The module endeavors to instill in students a detailed understanding of the critical aspects of facility operations and housekeeping management. Learners are introduced to the concept of interior design, ecotels, and facility management, which plays a crucial role in maintaining and managing buildings in the contemporary world. As the adoption of facility management solutions and services across different organizations fuels the overall growth of the facility management market in the years to come, the curriculum provides insight into the domain.

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

CO1: Learn about the safety and security procedures in a hotel or a hospitality organization.

CO2: Implement the concept and principal elements of interior decoration.

CO3: Recognize the factors relating to facility management and the stages in the development of a hospitality facility.

CO4: Examine the crucial components of creating eco-sensitive or 'green' hotels and evaluate the contemporary trends in housekeeping.

Detailed Syllabus:

UNIT I:

Theory - Safety and security – possible hazards, safety awareness, accident prevention, emergency handling, key control, and lost and found procedure.

UNIT II:

Theory- Interior design—concept; principles; elements; colour; lighting; floor coverings; finishes; maintenance; furniture arrangement (guestrooms); fixtures & fittings (types); beds; mattresses; bedding; soft furnishings; guestroom accessories; supplies placement; carpets—use; composition; types; characteristics; construction; patterns; selection factors; care; maintenance.

UNIT III:

Theory - Facility planning and management, factors considered in planning and designing of hospitality facilities, stages of development, roles of the facility in the hotel building, role of facility manager; common services provided by facility management companies, stages in developing the hospitality property, and the hotel design process.

UNIT IV:

Theory - Eco-sensitive/green hotels—concept; Ecotel certification criteria; site selection considerations; building specifications; construction parameters; energy conservation (importance & methods); water conservation; eco-friendly guest supplies & stationery (benefits); contemporary trends in housekeeping.

Textbooks:

- Raghubalan, G. and Raghubalan, S., (2015) *Hotel housekeeping: Operations and Management*, Oxford University Press, New Delhi
- Andrews, S., (2017). *Housekeeping Operations and Management*, McGraw-Hill Education, New Delhi

Recommended Textbooks:

- Andrews, S., (2017). *Housekeeping Operations and Management*, McGraw-Hill Education, New Delhi
- Casado, Matt.A., (2012) *Housekeeping Management* (2nd edn), John Wiley and Sons, New York, US
- Jones, T.J.A, (2005) *Professional Management of Housekeeping Operations* (4th edn), John Wiley, New Jersey
- Negi, D.S. and Verma, S.M., (2020) *Fundamentals of Hotel Housekeeping: Operations & Management*, Bharti Publications, New Delhi

All Assessment Details

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

S.No.	Internal Components	Marks
1	Assessment 1: Midterm Exam (TI)	10 Marks
2	Assessment 2: Class Attendance(TI)	5 Marks
3	Assessment 3: Practical - Presentation/Project(PI)	10 Marks

4	Assessment 4: Continuous Assessment (PI)	5 Marks
Internal Assessment (IA)		30 Marks

The Internal Assessment (IA) will have above listed components:

External Assessment (EA)

The External will have the following components:

S. No.	External Assessments Components (EA)	Marks
1.	End-term theory exam (TE)	35 Marks
2	End Term practical (PE)	35 Marks
External Assessment (EA)		70 Marks

The question paper pattern for the end-term examination will be 35 Marks:

Section A	Seven short-answer type questions covering all units. All compulsory.	7*1=7 marks
Section B	Answer any one question from each Unit Choice of Q. 2&3 From Unit I Choice of Q. 4&5 from Unit II Choice of Q. 6&7 from Unit III Choice of Q. 8&9 from Unit IV	7*4=28 marks
Total Marks		35

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
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

COURSE OUTCOMES	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
CO4	3	3	3	3	3	3	2	2
Average	3	3	3	3	3	3	2	2

Semester 3
Business Language- Professional Email Writing
Course code: HAEC306
Course ID -

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

Type of Course: Ability Enhancement 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)	Int	Research Project/ Dissertation
			√				

Introduction to the Course:

This module is designed to build professional written communication skills essential for effective workplace interaction in the hospitality industry, with a focused emphasis on business email communication. Email remains a primary formal communication tool in hospitality organizations for coordinating operations, managing guest relations, and maintaining professional relationships with internal and external stakeholders. The module introduces learners to the role and importance of email communication in hospitality, professional email etiquette, and the standard structure and formatting of business emails. Students will gain practical exposure to writing various types of hospitality-related emails while developing the ability to maintain appropriate tone, clarity, and professionalism. Special emphasis is placed on ethical email practices, subject line writing, document attachments, and avoiding communication pitfalls such as flaming. Further, the module trains learners to apply structured frameworks such as the SART model (Situation, Action, Response, The Next Step) for updation emails and the 7 Cs of communication to create clear, concise, and audience-oriented emails. Through practice-based learning and real-world hospitality scenarios, learners will be equipped to draft effective, polite, and purpose-driven emails that meet the expectations of global service-oriented workplaces.

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

- CO1:** Explain the role, significance, and ethical considerations of email communication in the hospitality industry and identify various types of professional emails.
- CO2:** Demonstrate appropriate use of email etiquette, professional tone, and formatting conventions to enhance clarity, readability, and effectiveness of hospitality correspondence.
- CO3:** Construct well-structured professional emails by applying standard email components and the SART framework in hospitality-specific situations.
- CO4:** Apply the 7 Cs of communication - completeness, conciseness, clarity, concreteness, correctness, courtesy, and consideration to produce impactful, audience-oriented business emails.

Detailed Syllabus:

UNIT I:

Introduction to Business Email Communication, Role of Email in Business and Hospitality Industry; Email Etiquette - Do's and Don'ts (Tone, Formality, Response Time); Basic Structure of a Professional Email (Recipient, Subject, Salutation, Lead-In, Body/Answer, Lead-Out, Signature); Salutations and Closings - Tone and Context. Practice: Drafting basic professional emails using correct structure, etiquette, and tone.

UNIT II:

Common Types of Business Emails in Hospitality (Inquiry, Complaint, Confirmation, Apology, Request, Update); Crafting Effective Subject Lines for Different Email Types; Attaching Documents and Writing with Clarity; Forwarding Emails – Ethics and Best Practices; Flaming in Emails - Meaning, Causes, and Techniques to Avoid It. Practice: Writing hospitality-specific emails with appropriate subject lines and ethical email practices.

UNIT III:

Understanding Professional Tone and Adapting It Appropriately to the Audience; The SART Framework in Hospitality Email Writing for Updating Emails (Situation, Action, Response, The Next Step); Practice: Scenario-based email writing using SART framework with emphasis on tone and clarity.

UNIT IV:

Application of the 7 Cs of Effective Email Communication: Completeness; Conciseness; Clarity; Concreteness; Correctness; Courtesy; Consideration. Practice: Evaluating and rewriting emails by applying the 7 Cs of communication.

Textbook:

- Guffey, M. E., & Loewy, D. (2022). Essentials of Business Communication (11th Edition). Cengage Learning.
- Bovee, C. L., & Thill, J. V. (2021). Business Communication Today (15th Edition). Pearson.

Other Recommended Texts:

- Treasure, Julian. How to be Heard: Secrets for Powerful Speaking and Listening. Mango Media, 2017.
- Van Slyke, Eric. Listening to Conflict: Finding Constructive Solutions to Workplace Disputes. AMACOM, 1999.
- Hickey, Diana. Email Etiquette Made Easy: A Step-by-Step Guide to Writing Effective Emails. Independently published.
- Harvard Business Review Staff. HBR Guide to Better Business Writing. Harvard Business Review Press.
- Strunk, William, & White, E. B. The Elements of Style. Pearson.

Final Assessment (FA)

Theory Internal (TI)	15
Theory External (TE)	35
Final Assessment (FA) = (TI+TE)	50

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

Theory Internal (TI)	Marks
Mid Term Exam	10 Marks
Class Attendance	5 Marks

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

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

Section A	Seven short-answer type questions covering all units. All compulsory.	7*1=7 marks
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Section B	Answer any one question from each Unit Choice of Q. 2&3 From Unit I Choice of Q. 4&5 from Unit II Choice of Q. 6&7 from Unit III Choice of Q. 8&9 from Unit IV	7*4=28 marks
Total Marks		35

Mapping Matrix of Course:

Table 1: CO-PO 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

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
CO4	3	3	3	3	3	3	2	2
Average	3	3	3	3	3	3	2	2

Semester 4

Internship

Course Code - HDSC401

L	T	P	Credits	TI	TE	PI	PE	Total marks
0	0	12	12	0	0	90	210	300

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)	Int	Research Project/ Dissertation
√							

The Six-Month Internship is an integral component of the academic curriculum, designed to bridge the gap between classroom learning and real-world professional practice. It provides students with hands-on industry exposure, enabling them to apply theoretical knowledge, develop practical skills, and gain insight into organizational culture and workplace expectations. Through this immersive experience, students enhance their employability and professional competence.

At the end of the session, the student would be able to:

- CO1: Apply theoretical concepts and academic knowledge to solve practical, real-world problems in a professional work environment.
- CO2: Demonstrate industry-relevant technical, operational, and managerial skills required for effective job performance.
- CO3: Exhibit professional behavior, communication skills, teamwork, and ethical practices in the workplace.
- CO4: Analyze work experiences to develop critical thinking, self-reflection, and career readiness for future employment or higher studies.

Six Month Internship report (PE - 210 marks)

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 **2250 words**. To support your report and analysis included, you may include photographs, feedback (comment cards and online reviews) and theories in the report.

F&B Service Internship report

F&B Production Internship report

Accommodations - Front Office & Housekeeping

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

Semester 4
Professional Practice Report
Course Code - HVOC402
Course ID –

L	T	P	Credits	TI	TE	PI	PE	Total Marks
0	0	4	4	0	0	30	70	100

Type of Course: Vocational 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)	Ir	Research Project/ Dissertation
	√						

Course Objectives:

After completing the course students will be able to:

CO1. Understand the practical angles vis a vis the theory frameworks

CO2. Illustrate on the application of their knowledge through the departmental working to enhance their knowledge of application

CO3. Enhance their employability and employment prospects upon graduation.

Internship Experience Report – PE 70 marks

The student needs to write a report of comparative study of theoretical concepts that they were taught in semester 1, semester 2 & semester 3. They need to write about the learnings they acquired in each operational area and do a comparative study between theoretical concepts & actual practice in the industry. The student can use live examples that he/she had experienced during their 6-month internship.

Viva Voice – PI 30 marks

The students need to give a viva voce on his/her learnings and challenges that they faced during their internship, by a senior faculty member from the institute outside of the hospitality school.

Semester 4
Language Skills for Hospitality Managers
Course Code - HAEC403
Course ID –

L	T	P	Credits	TI	TE	PI	PE	Total Marks
0	0	2	2	0	0	15	35	50

Type of Course: Ability Enhancement 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)	Int	Research Project/ Dissertation
			√				

Course Objectives:

After completing the course students will be able to:

CO1. Apply the experience in a better understanding of their skills

CO2. Enhance their understanding of the scope that they can have during their internship

CO3. Enhance their employability and employment prospects upon graduation.

Soft Skills Development Report (PE-35 marks)

The report will be in the form of questions and answers which should be in a report format. The students need to answer the questions that have been given in the assessment grid. The student needs to reflect and then answer the questions accordingly.

The report should cover the following:

- What did you aim for while proceeding for internships? - 50 words
- What were the skills that you wanted to identify for building competency? - 50 words
- What did you do to acquire the competencies that you have identified? - 100 words

- Write in 300 words about your internship experience and the skills that you have acquired over a period of 6 months.

Soft Skills Development Presentation - (PI - 15 marks)

The students need to make a power point presentation on the soft skills that he/she has been able to identify by quoting relevant experience from the internship tenure. Kindly refer to the Assessment grid for making the presentation.

Semester 4
Appraisals and Reflective Entries
Course Code - HVAC404
Course ID –

L	T	P	Credits	TI	TE	PI	PE	Total Marks
0	0	2	2	0	0	50	0	50

Type of Course: Value Addition 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)	Int	Research Project/ Dissertation
					√		

Course Objectives:

After completing the course students will be able to:

- CO1. Enhance their soft skills through interactions while interacting with their supervisors
- CO2. Have a better understanding of the strengths and weakness of their core competency areas

Appraisals & Reflective Entries

SWE Internship certificate, Appraisal - (PI – 50 marks)

INTERNSHIP COMPLETION CERTIFICATE (30 marks)

The students are required to attach a color Xerox of the INTERNSHIP COMPLETION CERTIFICATE as received from the interning property.

SUPERVISED WORK EXPERIENCE – APPRAISALS (20 marks)

APPRAISALS – WHAT IS THE PURPOSE AND HOW MANY DO I NEED?

The object of the appraisal process is to provide a structured opportunity to monitor the progress of your learning and development.

Students who are on 6 month placements will have minimum three appraisal discussions; each after 2 months of work. You will need to make sure that the appraisals take place on time because they are compulsory for the satisfactory completion of the internship.

The appraisal meeting with your mentor or supervisor is based on an appraisal form which you will give to your appraiser, who will have provisionally completed before your appraisal interview. Before the interview you should complete an appraisal form on your own to prepare you for the interview.

During the meeting, your experience; learning and development will be the focus of discussion and the appraiser's form will be finally completed on the basis of the conclusions you come to together. In the light of this discussion, you will also need to agree on future areas for planned learning and record your conclusions. The back page of your appraisal is VERY important. There is a space for any additional comments that you and your appraiser may wish to make. Finally, at the end of the discussion and once the form is completed, you both sign it.