

**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)

VEDATYA INSTITUTE
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Signature

Course Title	Course Number
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1. Scheme of Programme

Semester 1

Semester 2

Minor/ Vocational Course(s)														
HM3C304	One from Pool		2	0	4	2	0	2	4	15	35	15	35	100
Multidisciplinary Course(s)														
HM3C305	One from Pool		2	1	0	2	1	0	3	25	50	0	0	75
Ability Enhancement Course(s)														
HA3C306	One from Pool		2	0	0	2	0	0	2	15	35	0	0	50
Total Credits									20					500

Semester 4

Semester 4										MARKS					
Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	TI	TE	PI	PE	Total	
			(Hrs)												
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									20					500	
Credits															

Semester 5 (Food Production)

Semester 5 (Food Production)														
Course Code	Course Title	Course ID	L (Hrs)	T	P	L	T	P	Credits	MARKS				
										TI	TE	PI	PE	Total
Core Course(s)														

Core Course(s)														
HDSC201	Food Production and Culinary Art-II		2	0	4	2	0	2	4	15	35	15	35	100
HDSC202	Food and Beverage Service Operations-II		2	0	4	2	0	2	4	15	35	15	35	100
HDSC203	Front Office Operations-II		2	0	4	2	0	2	4	15	35	15	35	100
Minor/ Vocational Course(s)														
HMIC204	One from Pool		2	1	0	2	1	0	3	25	50	0	0	75
Multidisciplinary Course(s)														
HMDC205	One from Pool		2	1	0	2	1	0	3	25	50	0	0	75
Ability Enhancement Course(s)														
HAEC206	One from Pool		2	0	0	2	0	0	2	15	35	0	0	50
Skill Enhancement Course(s)														
HSEC207	One from Pool		2	0	2	2	0	1	3	15	35	5	20	75
Value-added Course(s)														
HVAC208	One from Pool		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		

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)

Semester 5 (Accommodation Management)																
Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits			Credits	MARKS			
			(Hrs)							TI	TE		PI	PE	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)

Semester 6 (Food Production)																
Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits			Credits	MARKS			Total
			(Hrs)			Credits			TI	TE	PI					
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	25	50	5	£0	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	0	3	0	0	3	25	50	0	0	75
Total Credits								22					550

Semester 6 (Food & Beverage Service)

Course Code	Course Title	Course ID	L (Hrs)			Credits			Credits	MARKS				
			L	T	P	L	T	P		TI	TE	PI	PE	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			Credits			Credits				MARKS			
			L	T	P	L	T	P	L	T	P	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	30	70	0	0	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	0	3	0	0	3	25	50	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	L	T	P	L	T	P	Credits	MARKS			
										TI	TE	PI	PE
HMDC105	Housekeeping Operations		2	1	0	2	1	0	3	25	50	0	0
													75

Semester 2

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS			
										TI	TE	PI	PE
HMDC205	Front Office Operations		2	1	0	2	1	0	3	25	50	0	0
													75

Semester 3

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS			
										TI	TE	PI	PE
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)

Course Code	Course Title	Course ID	Credits						MARKS							
			L	T	P	L	T	P	Credits				Total			
									(Hrs)						TI	TE
HMIC104	Industry Readiness		1	1	0		1	1	0		2	15	35	0	0	50

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

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

Course Code	Course Title	Course ID	Semester 6 (Food Service / Food Production)						MARKS						
			L	T	P	L	T	P	Credits			Total			
			(Hrs)						Credits			TI	TE	PI	PE
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	L	T	P	L	T	P	Credits			MARKS				
			(Hrs)			Credits			TI	TE	PI	PE	Total			
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

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits		MARKS				
			(Hrs)						Credits		TI	TE	PI	PE	Total
			0	0	8	0	0	4	4	0	0	30	70		
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	L	T	P	L	T	P	Credits		MARKS				
			(Hrs)								TI	TE	PI	PE	Total
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 1									MARKS				
			L	T	P	L	T	P	Credits	TI	TE	PI	PE	Total		
HSEC107	Housekeeping Operations-I		2	0	2	2	0	1	3	15	35	5	20	75		

Semester 2

Semester 2											MARKS				
Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits		TI	TE	PI	PE	Total
			(Hrs)		Credits										
HSEC207	Housekeeping Operations-II		2	0	2	2	0	1	3		15	35	5	20	75

Semester 5

Semester 5													MARKS				
Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits			TI	TE	PI	PE	Total	
			(Hrs)			Credits											
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
HSEC606	Human Resource Management		3	0	0	3	0	0	3		25	50	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	L	T	P	L	T	P	Credits	MARKS			
			(Hrs)							TI	TE	PI	PE
HAEC106	English Language for the Hospitality Industry-I		2	0	0	2	0	0	2	15	35	0	0
													50

Semester 2

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

Semester 3

Course Code	Course Title	Course ID	L	T	P	L	T	P	Credits	MARKS			
			(Hrs)							TI	TE	PI	PE
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	L	T	P	L	T	P	Credits	MARKS			
			(Hrs)							TI	TE	PI	PE
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									Semester II					MARKS				
			L	T	P	L	T	P	Credits			TI	TE	PI	PE	Total					
									(Hrs)								Credits				
HVAC108	Human Values and Ethics		2	0	0	0	2	0	0	2				15	35	0	0	50			

Semester 2

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

Semester 4

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

Nature of Work	Course Credits	Contact hours per week	Contact hours per semester (15 weeks)
Lecture	01	01	15
Tutorial per paper	01	01	15
Practical, Seminar, Internship, field practice/project, or community engagement, etc.	01	02	30

Note: Tutorial batch size (UG programme: 20-25, PG Programme: 12-15)

The distribution of credits among the lectures/tutorial/practicum will be as follows:

Courses	Total Credits	L (Credits)	T (Credits)	P (Credits)	MARKS			
					TI	TE	PI	PE
Only Theory	4	3 (3 hrs)	1	-	30	70	-	-
	3	2 (2 hrs)	1	-	25	50	-	-
	2	1	1	-	15	35	-	-
Theory and Practicum	4	3 (3 hrs)	-	1 (2 hrs)	25	50	5	20
	4 (Where pract. is dominant)	2 (2 hrs)	-	2 (4 hrs)	15	35	15	35
	3	2 (2 hrs)	-	1 (2 hrs)	15	35	5	20
	2	1	-	1 (2 hrs)	5	20	5	20
	2	-	-	2 (4 hrs)	-	-	15	35
When Practicum is separate course	3	-	-	3 (6 hrs)	-	-	25	50
	4	-	-	4 (8 hrs)	-	-	30	70
	2	2 (2 hrs)	-	-	15	35	-	-
	3	2 (2 hrs)	-	1 (2 hrs)	15	35	5	20
DSEC	2	1	-	1 (2 hrs)	5	20	5	20
	4	3 (3 hrs)	-	1 (2 hrs)	25	50	5	20
Minor/VOC	4	2 (2 hrs)	-	2 (4 hrs)	15	35	15	35
Internship	4	--	--	4 (8 hrs)	-	-	30	70

L= Lecture; T= Tutorial, P= Practicum; TI= Theory Internal Assessment; TE= Theory End Semester Examination; PI= Practicum Internal; PE= Practicum End Semester examination

Semester 1

Food Production and Culinary Art-I

Course ID -

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 -

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 -

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 -

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

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

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

Semester - 2**Food Production and Culinary Art-II**

Course ID -

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 -

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
3	-	-	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 -

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 -

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 –

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

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	7*4=28 marks

	Choice of Q. 8&9 from Unit IV	
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

Syllabus for 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 Housekeeping Operations Level – I Course ID -

L	T	P	Credits	TI	TE	PI	PE	Time Allowed
2	1	0	3	25	50	0	0	2Hours 30 mins

Type of Course: Multidisciplinary Course (MDC)

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)	25 marks
Theory External (TE)	50 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.

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

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	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

Front Office Operations Course ID

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

This course provides a theoretical foundation in front office operations within the hospitality industry. It introduces students to the structure and classification of hotels, the organization of front office departments, and the types of hotel rooms and services offered. The course explores the guest cycle and procedures related to reservations, check-ins, check-outs, and billing. Students

will also learn about the various front office services, guest handling practices, complaint management, and the role of front office technology in ensuring efficient operations. The course is designed to offer non-hospitality students a clear understanding of the critical role front office plays in hotel management.

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

CO1: Explain the structure of the hospitality industry and describe the hierarchy and functions of the front office department.

CO2: Identify different types of hotels, rooms, meal plans, and rate structures used in front office operations.

CO3: Describe the stages of the guest cycle and outline the procedures involved in handling reservations, check-ins, and check-outs.

CO4: Discuss various front office services and analyse approaches to complaint handling, guest satisfaction, and service recovery.

Detailed Syllabus:

UNIT I:

Theory: Introduction to Hospitality and Rooms Division - Origin and Evolution of Hospitality Industry; Domestic and International Hotel Chains; Hotel Types, Classification of Hotels; Hotel Departments: Revenue and Non-Revenue Generating; Front Office Hierarchy of Small, Medium & Large Hotels.

UNIT II:

Theory: Hotel Rooms and Guest Handling Procedures - Hotel Classification: Size, Market, Service Levels, Star Rating; Types of Rooms, Smart Rooms, Differently-Abled Guest Rooms; Meal Plans: EP, CP, MAP, AP; Room Rates and Basis of Charging; Check-in, Check-out, Day Use and 24-Hour Billing Cycles.

UNIT III:

Theory: Guest Cycle and Reservation System - Guest Cycle Stages: Pre-arrival, Arrival, Stay, Departure; Types and Sources of Reservations: FIT, Group, VIP; Reservation Procedures and Modes: Verbal, Written, Online; Amendments, Cancellations, Overbooking; Registration and Room Assignment Procedures.

UNIT IV:

Theory: Front Office Services and Complaint Handling - Bell Desk, Valet, Concierge, Wake-up Calls and Room Changes; Mail, Messages, Transport and Newspaper Services; Service Recovery and Guest Complaint Handling; Complaint Escalation, Follow-Up, Root Cause Analysis; Front Office Technology and Property Management System Basics.

Textbook:

- Tewari, J.R., 2016. Hotel Front Office: Operations and Management. 2nd ed. New Delhi: Oxford University Press.

Other Recommended Texts:

- Bardi, J.A., 2012. Hotel Front Office Management. 5th ed. Hoboken, NJ: Wiley.
- Bhatnagar, S.K., 2011. Front Office Management. 2nd ed. New Delhi: Frank Brothers.
- Andrews, S., 2017. Front Office Management and Operations. 2nd ed. New Delhi: McGraw Hill Education.

Final Assessment (FA)

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

Theory Internal (TI): 25 marks

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

Theory External (TE): 50 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 **50 Marks** and will follow the following pattern:

Section A	Five Short answer type questions covering all units. All compulsory.	5*2=10 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	4*10=40 marks
Total Marks		50 marks

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	1	1	2	1	1	1
CO2	3	2	1	3	2	2	1	1
CO3	3	2	1	1	2	1	1	1
CO4	3	2	2	2	3	2	1	1
Average	3.0	2.0	1.4	1.8	2.4	1.6	1.0	1.0

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	2	1	3	2	2	1	1
CO3	3	2	1	1	2	1	1	1
CO4	3	3	2	2	3	2	1	1
Average	3.0	2.2	1.4	2.0	2.2	1.6	1.0	1.0

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