

B.Sc. Hotel Management & Catering Science

SEM	COURSE CODE	PART	COURSE	COURSE TITLE	Ins. Hrs /Week	CREDIT	MARKS		TOTAL
							CIA	ESE	
I	20U1LT1/LA1/LF1 /LH1/LU1	I	Language – I		6	3	25	75	100
	20UCN1LE1	II	English - I		6	3	25	75	100
	20UHM1CC1	III	<b>Core – I</b>	Basics of Cookery	5	5	25	75	100
	20UHM1CC2		<b>Core – II</b>	Foundation Course in Food & Beverage Service	3	2	25	75	100
	20UHM1AC1		<b>Allied –I</b>	Front Office Operations	5	4	25	75	100
	20UHM1AC2P		<b>Allied –II</b>	Basics of Food Production Practical	3	2	25	75	100
	20UCN1AE1	IV	AEC - I	Value Education	2	2	-	100	100
		<b>TOTAL</b>			<b>30</b>	<b>21</b>			<b>700</b>
II	20U2LT2/LA2/LF2 /LH2/LU2	I	Language – II		6	3	25	75	100
	20UCN2LE2	II	English – II		6	3	25	75	100
	20UHM2CC3	III	<b>Core – III</b>	Housekeeping Operations	6	5	25	75	100
	20UHM2CC4P		<b>Core – IV</b>	Foundation Course in Food & Beverage Service Practical	3	2	25	75	100
	20UHM2AC3P		<b>Allied – III</b>	Front Office Operations Practical	4	3	25	75	100
	20UHM2AC4		<b>Allied –IV</b>	Principles of Management	3	2	25	75	100
	20UCN2SE1	IV	Skill Enhancement Course – I @	Soft Skills Development	2	2	-	100	100
		<b>TOTAL</b>			<b>30</b>	<b>20</b>			<b>700</b>
III	20U3LT3/LA3/LF3 /LH3/LU3	I	Language– III		6	3	25	75	100
	20UCN3LE3	II	English – III		6	3	25	75	100
	20UHM3CC5	III	<b>Core– V</b>	Asian Cookery	4	4	25	75	100
	20UHM3CC6P		<b>Core– VI</b>	Asian Cuisine Practical	3	2	25	75	100
	20UHM3AC5		<b>Allied– V</b>	Room Division Management	4	3	25	75	100
	20UHM3AC6P		<b>Allied–VI</b>	Housekeeping Operations Practical	3	2	25	75	100
	20UHM3GE1	IV	Generic Elective – I #		2	2	-	100	100
	20UCN3AE2		AEC - II	Environmental Studies	2	2	-	100	100
		<b>TOTAL</b>			<b>30</b>	<b>21</b>			<b>800</b>
IV	20U4LT4/LA4/LF4 /LH4/LU4	I	Language–IV		6	3	25	75	100
	20UCN4LE4	II	English– IV		6	3	25	75	100
	20UHM4CC7	III	<b>Core– VII</b>	European Cookery	5	5	25	75	100
	20UHM4CC8P		<b>Core – VIII</b>	European Cuisine Practical	3	2	25	75	100
	20UHM4AC7		<b>Allied– VII</b>	Specialized Food & Beverage Service	5	3	25	75	100
	20UHM4AC8		<b>Allied–VIII</b>	Nutrition and Food Science	3	2	25	75	100
	20UHM4GE2	IV	Generic Elective – II #		2	2	-	100	100
	20UCN4EA	V	Extension Activities	NCC, NSS, etc.	-	1	-	-	-
		<b>TOTAL</b>			<b>30</b>	<b>21</b>			<b>700</b>
V	20UHM5CC9	III	<b>Core – IX</b>	Internship and Training Report	6	5	25	75	100
	20UHM5CC10		<b>Core – X</b>	Food and Beverage Management	5	5	25	75	100
	20UHM5CC11		<b>Core – XI</b>	Bakery and Confectionary	5	5	25	75	100
	20UHM5CC12P		<b>Core – XII</b>	Specialized Food & Beverage Service Practical	5	5	25	75	100
	20UHM5DE1		DSE–I**		5	4	25	75	100
	20UHM5SE2	IV	Skill Enhancement Course– II @		2	2	-	100	100
	20UHM5SE3		Skill Enhancement Course–III @		2	2	-	100	100
	20UHM5EC1		<b>Extra Credit Course - I</b>	General Intelligence for Competitive Examinations	-	<b>4*</b>	--	<b>100*</b>	<b>100*</b>
		<b>TOTAL</b>			<b>30</b>	<b>28</b>			<b>700</b>
VI	20UHM6CC13	III	<b>Core– XIII</b>	Maintenance Operations of Hotel	5	5	25	75	100
	20UHM6CC14		<b>Core– XIV</b>	Tourism Management	5	5	25	75	100
	20UHM6CC15		<b>Core - XV</b>	Hotel Accounts	5	5	25	75	100
	20UHM6CC16P		<b>Core - XVI</b>	Bakery and Confectionary Practical	5	5	25	75	100
	20UHM6DE2		DSE - II**		5	4	25	75	100
	20UHM6DE3P		DSE - III**		4	4	25	75	100
	20UCN6AE3	IV	AEC-III	Gender Studies	1	1	-	100	100
	20UHM6EC2		<b>Extra Credit Course-II</b>	Global Tourism facts for Competitive Examinations	-	<b>4*</b>	-	<b>100*</b>	<b>100*</b>
	20UHMAECA		<b>Extra Credit Course for all</b>	Online Course	-	<b>1*</b>	-	-	-
<b>TOTAL</b>					<b>30</b>	<b>29</b>			<b>700</b>
<b>GRAND TOTAL</b>					<b>180</b>	<b>140</b>	-	-	<b>4300</b>

\* Not Considered for Grand Total and CGPA.

**# Generic Electives for other major departments**

Semester	Subject Code	Subject Title
III	20UHM3GE1	Generic Elective I - Basic Front Desk Operation
		Generic Elective I - Basic Food Production
IV	20UHM4GE2	Generic Elective II – Basic Baking
		Generic Elective II – Basic Restaurant Operations

**@ Skill Enhancement Course**

Semester	Subject Code	Subject Title
V	20UHM5SE2A	India Tourism Facts for Competitive Examinations
	20UHM5SE2B	Tourism Planning
V	20UHM5SE3A	Entrepreneurship in Tourism & Hospitality Industry
	20UHM5SE3B	Resort Management

**\*\* Discipline Specific Electives**

Semester	Subject Code	Subject Title
V	20UHM5DE1A	Hospitality Marketing
	20UHM5DE1B	Tourism Principles and Practices
VI	20UHM6DE2A	Human Resource Management
	20UHM6DE2B	Food Preservation
VI	20UHM6DE3AP	Computer Application in Hospitality Services Practical
	20UHM6DE3B	Travel Agency & Tour Operations

Semester	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
I	20UHM1CC1	Core – I	BASICS OF COOKERY	5	5	100	25	75

### Course Outcomes:

- 1: Acquire knowledge about nature, aims and quality standards of cooking and apply appropriate sanitation, health and safety practices in cooking
- 2: Select and use different food production equipment and understand about ingredients used for cooking and how their characteristics are used to design, formulate and prepare dishes
- 3: Understand the characteristics and methods of cooking of Indian and International cuisines.
- 4: Gain knowledge about the appropriate pre-preparation, cooking, decorating and presenting the food dishes
- 5: Comprehend the preparation of stocks, soups and sauces and method of preparing basic gravies in Indian cuisine.

### UNIT - I

**15 hours**

Introduction to Cookery – Aims and objectives of cooking - Importance of personal hygiene and food safety - Chances of contamination of food - Regulatory standards of food in India - # FSSAI, AGMARK, etc. # - Importance of applying HACCP regulations - Levels of skills and experiences in food production – # Attitude and behavior in the kitchen # – Uniform and protective clothing

### UNIT - II

**15 hours**

Hierarchy of kitchen department – Modern staffing in various category hotels – Duties and responsibilities of various chefs - coordination of kitchen with other departments - Layout of general kitchen – Equipment and fuels used in the kitchen

### UNIT - III

**15 hours**

Classification of raw materials and their characteristics and functions - # Selection and storage of fruits, vegetables, cereals, pulses, fats, oils, spices, herbs and condiments # - Milk products, eggs, fish, meat, poultry and game birds - Basic cuts of vegetables, meat and fish

### UNIT - IV

**15 hours**

Methods of cooking food - # Indian and Western culinary terms # - Basic menu planning – Types and functions of menu – Menu Engineering grid – Menu balancing - Texture of food - Introduction to Indian cuisine - Indian basic masalas – Indian gravies - Regional cuisines of India - Ethnic cuisine

### UNIT - V

**15 hours**

Mise en place - Preparation of ingredients - # Foundation liquids and stocks # – Classification of stocks and their uses - Soup and its types - Introduction to Sauces – Uses of sauces – Components of a sauce - Mother sauces – derivatives of mother sauces and their uses – Italian sauces - Proprietary sauces – Contemporary sauces – Making of good sauce

#.....# *Self Study Portions*

### Text Book:

**T.B - 1:** Parvinder S.Bali, Food Production Operations, Oxford University, 2011

**T.B - 2:** Krishna Arora, Theory of Cookery, Frank Brothers, 2008

UNIT I	:	T.B-1 Chapter 1, T.B-2 Chapter 1 & 3
UNIT II	:	T.B-1 Chapter 2, 3 & 4
UNIT III	:	T.B-2 Chapter 3, 6
UNIT IV	:	T.B-1 Chapter 5, 22, 23 & 24, T.B-2 Chapter 4 & 11
UNIT V	:	T.B-1 Chapter 8 & 10

**Books for Reference:**

1. Paul Hamlyn, Larousse Gastronomique Cookery Encyclopedia, 2001.
2. Louis Saulnier, Le Rertoire De La Cuisine, 2010.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper			Hours		Credits		
I	20UHM1CC1		BASICS OF COOKERY			5		5		
Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
CO2	✓	✓		✓		✓		✓	✓	
CO3	✓	✓		✓		✓		✓	✓	
CO4	✓	✓	✓	✓	✓	✓	✓	✓		
CO5	✓	✓		✓		✓	✓	✓		
Number of Matches= 36, Relationship : HIGH										

**Prepared by:**

1. Mr. K.G. Rajan

**Checked by:**

1. Dr. A. Jafar Ahamed

2. Dr. M.P. Senthilkumar

Semester	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
I	20UHM1CC2	Core – II	FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE	3	2	100	25	75

### **Course Outcomes:**

- 1:** Know the basics of catering establishments and their types, and appraise the important role of F&B service and its outlets
- 2:** Describe the hierarchy of F&B service department and state the types of equipment used and methods of services applied
- 3:** Categorize the courses and sequence of French Classical Menu and understand the basics of designing and compiling menus
- 4:** Identify the methods of preparing restaurant for service and describe the procedures of order taking and billing
- 5:** Distinguish the types and cover set-ups of breakfasts and illustrate the operations of room service and need of hygiene practices in F&B operations

### **UNIT –I**

**9 hours**

Introduction to Hotel Industry – Evolution of Hotel Industry in India - # Chain group of hotels in India # - Different types of catering establishments – Commercial and Welfare - Classification of Hotels –Departments of Hotel Introduction to Food and Beverage service Department - Different outlets of Food and Beverage Service - Layout of a Restaurant

### **UNIT – II**

**9 hours**

Organization Hierarchy of Food and Beverage Service Department - Duties and Responsibilities of F&B Staff members – Attributes needed for F&B staff - Food Service equipment – Types – Uses – Purchase considerations – Storage conditions - # Latest equipment used in F&B service # - Ancillary sections – Still room – Silver room – Wash up – Hot plate – Pantry - Styles of Food Service – Types of waiter service, Self service and Assisted service – Factors influencing in each styles

### **UNIT – III**

**9 hours**

Menu – Origin – Types – A la carte and Table de hote - French Classical Menu – Courses and Sequences - Cover and Accompaniments for various menus - # French Culinary terms #- Menu Planning – Points to be considered while planning menu – Compiling of Menus - # Names of Indian and international dishes #

### **UNIT – IV**

**9 hours**

Preparation of Restaurant – Before and After the Service - Mis en scene and Mis en place - #Cover laying procedures # - Prior to guest arrival, during service and after service - Points to be observed - Service procedures – Waiting at table –Service procedures for different meals – Do's and Don'ts during service - Order taking and billing methods – KOT – Methods of taking food order and settling bills

### **UNIT – V**

**9 hours**

Breakfast – Menu and cover setups for various breakfasts - Brunch and afternoon tea - Room service – Location and equipment required – Room service procedures -Non-Alcoholic beverages – Types - # Indian Tea and Coffee varieties # – Methods of service - Hygiene and Sanitation in Food and Beverage Operations

**Text Books:****T.B - 1:** R.Singaravelavan, Food and Beverage Service, Oxford University Press, 2011**T.B - 2:** Sudhir Andrews, Food and Beverage Management, Tata Mc Graw Hill Education, 2014

UNIT I : T.B-1 Chapter 1 &amp; T.B-2 Chapter 2

UNIT II : T.B-1 Chapter 2 to 5

UNIT III : T.B-1 Chapter 6 to 9

UNIT IV : T.B-1 Chapter 10, 11 &amp; 16

UNIT V : T.B-1 Chapter 12, 13, 14 &amp; 18, T.B-2 Chapter 20

**Reference Book:**

1. John Fuller & A.J.Currie, The Waiter, Hutchinson, 1981.
2. Dennis R. Lillicrap, John A. Cousins, Food & Beverage Service, John Wiley & Sons Incorporated, 1993 .
3. John Fuller, Modern Restaurant Service, Hutchinson, 1981
4. Food & Beverage Service Management-Brian Varghese - Professional Food and Beverage Service Management, Laxmi Publications, 2015.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code			Title of the Paper			Hours		Credits	
I	20UHM1CC2			FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE			3		2	
Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓		✓	✓		✓		✓	✓
CO2	✓	✓		✓	✓	✓	✓	✓	✓	✓
CO3	✓	✓	✓		✓	✓			✓	✓
CO4		✓		✓	✓	✓	✓	✓	✓	
CO5		✓	✓			✓	✓	✓	✓	
Number of Matches= 36, Relationship : HIGH										

**Prepared by:**

1. Mr. S. Samuel Anand Kumar

**Checked by:**

1. Dr. A. Jafar Ahamed
2. Dr. M.P. Senthilkumar

Semester	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
I	20UHM1AC1	Allied – I	FRONT OFFICE OPERATIONS	5	4	100	25	75

### Course Outcomes:

- 1: Understand the role and functions of Front office.
- 2: Identify and apply the types of tariffs and room reservations.
- 3: Know and explain the procedures followed in various operations of guest services and handling guest complaints.
- 4: Acquire knowledge on handling front office accounting records, Night auditing and emergency situations.
- 5: Recognize the applications of computers and PMS in Front office operations.

### UNIT –I

**15 hours**

Functional areas of Front Office - Sections and Layout of Front Office - Organization of Front Office - Duties and responsibilities of Front Office personnel - Qualities needed for Front Office staff - Front Office communication - Importance and types of communication - Flow of communication - Communication barriers - Front office cooperation with other departments

### UNIT –II

**15 hours**

Room tariff - # Types of room rates and meal plans # - The Guest Cycle - Room reservations - Importance of reservation - Types of reservations - # Modes and Sources of Reservation # - Systems of Reservation – Processing Reservation request - Reservation reports - Guest registration - Stages and formalities of registration - Check-in procedures.

### UNIT –III

**15 hours**

Guest services - Handling guest mails and messages – Procedures of Paging, Safe deposit locker, Guest room change, Left luggage, Scanty baggage and Wake-up call - Guest Complaints - Types - Methods of handling guest complaints - Check out and settlement - Guest departure procedures – Bell boy control procedures - # Modes of settlement of bills # – Potential check out problems.

### UNIT –IV

**15 hours**

Front office accounting - Types of accounts - Vouchers , Folios and ledgers - Front Office accounting cycle - Procedures of creation, maintenance and settlement of accounts - Night Auditing -Duties and responsibilities of a night auditor - Stages involved in Night audit process- Safety and security of hotel - # Types of keys and their control # - Handling unusual events and emergency situations.

### UNIT – V

**15 hours**

Computer applications in Front Office - Introduction to Property Management System - Applications of PMS in Front Office - Types of modules and their usage - PMS interface with Stand-alone systems systems - # Different property management systems # - Micros - Amadeus PMS - IDS Fortune - Shaw Man

#.....# *Self Study Portions*

### Text Books:

**T.B - 1:** R.Jatashankar, Hotel Front Office, Oxford University Press, 2013

**T.B - 2:** Sudhir Andrews, Hotel Front Office, Tata McGraw Hill, 2011

UNIT I	:	T.B-1 Chapter 4 & 5,	T.B-2 Chapter 13
UNIT II	:	T.B-1 Chapter 6, 7 & 8,	T.B-2 Chapter 16 & 17
UNIT III	:	T.B -1 Chapter 9 & 10,	T.B -2 Chapter 18 & 24
UNIT IV	:	T.B -1 Chapter 11& 12,	T.B-2 Chapter 22 & 23
UNIT V	:	T.B-1 Chapter 14	

**Books for Reference:**

1. Sue Baker, Principles of Hotel Front Office Operation, 2001
2. Michael L. Kasvana, Managing Front Office Operation, Educational Institute of the American Hotel & Motel Association; 5<sup>th</sup> edition, 2000.
3. Sudhir Andrews, Hotel Front Office: A Training Manual, Tata McGraw-Hill Education, 2013.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper			Hours		Credits		
I	20UHM1AC1		FRONT OFFICE OPERATIONS			5		4		
Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓			✓	✓		✓	✓	✓	✓
CO2	✓	✓	✓	✓	✓		✓	✓	✓	✓
CO3	✓	✓		✓	✓		✓	✓	✓	✓
CO4	✓	✓		✓	✓		✓	✓	✓	✓
CO5	✓	✓	✓	✓	✓		✓	✓	✓	✓
Number of Matches= 41, Relationship : HIGH										

**Prepared by:**

1. Mr. K. Karthikeyan
2. Dr. M.P. Senthilkumar

**Checked by:**

1. Dr. A. Jafar Ahamed



Semester	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
I	20UHM1AC2P	Allied – II	BASICS OF FOOD PRODUCTION PRACTICAL	3	2	100	25	75

### **Course Outcomes:**

- 1:** Gain skills and ability to select appropriate equipment and ingredients for preparation of dishes
- 2:** Apply the practical skills and techniques used to produce food. This will include planning a production run, pre-preparation of raw materials and use of appropriate methods
- 3:** Prepare basic Indian masalas, gravies and international sauces
- 4:** Compile appropriate menus and prepare dishes in Indian cuisine.
- 5:** Develop value added food dishes with better nutrition

1. Food Production equipment - Identification, Description, Uses & handling
2. Hygiene - Kitchen etiquette, Practices & Knife handling
3. Safety and security in kitchen
4. Demonstration of basic cuts of vegetables, fruits, meat, fish and poultry.
5. Basic Cooking methods and pre-preparations
6. Demonstration of basic Indian masalas and gravies
7. Preparation of Indian appetizers
8. Compilation and preparation of different menus from Indian cuisine
9. Demonstration of preparing different types of stocks
10. Demonstration of preparing international sauces

### **Text Book:**

- T.B - 1:** Parvinder S.Bali, Food Production Operations, Oxford University, 2011  
**T.B - 2:** Krishna Arora, Theory of Cookery, Frank Brothers, 2008.

### **Books for Reference:**

1. Paul Hamlyn, Larousse Gastronomique Cookery Encyclopedia, 2001.
2. Louis Saulnier, Le Rpertoire De La Cuisine, 2010.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code			Title of the Paper			Hours		Credits	
I	20UHM1AC2P			BASICS OF FOOD PRODUCTION PRACTICAL			3		2	
Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓	✓	✓	✓	✓		✓	✓
CO2	✓	✓	✓	✓	✓	✓	✓		✓	✓
CO3			✓	✓	✓	✓	✓		✓	
CO4	✓	✓		✓	✓	✓		✓	✓	
CO5	✓		✓	✓	✓	✓	✓	✓		
Number of Matches= 38, Relationship : HIGH										

**Prepared by:**

1. Mr. K.G. Rajan

**Checked by:**

1. Dr. A. Jafar Ahamed

2. Dr. M.P. Senthilkumar

Semester	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
II	20UHM2CC3	CORE – III	HOUSEKEEPING OPERATIONS	6	5	100	25	75

### **Course Outcomes:**

- 1:** Describe the role of the housekeeping department in hotel operations, and explain the organizational structure of the department.
- 2:** Identify the typical cleaning responsibilities of the housekeeping department, and explain how area inventory lists, frequency schedules, performance standards and productivity standards are used to plan and organize the housekeeping department.
- 3:** Classify the types of linen and apply the techniques of laundering. Understand the managerial skills necessary to efficiently operate an on-premises laundry operation
- 4:** Understand the safety and security needs of hospitality operations and how safety and security issues affect Housekeeping personnel.
- 5:** Apply the techniques of flower arrangements and attain ability to control the pests in hotel premises.

### **UNIT – I**

**18 hours**

Introduction to Housekeeping - Need and Importance of Housekeeping in hotels  
 –Responsibilities of Housekeeping department - Organizational Structure of housekeeping  
 -Personal attributes of Housekeeping staff - Layout and sections of housekeeping -  
 Coordination with other departments - Housekeeping inventories – Manual and Mechanical –  
 Selection, Storage, Distribution and Control of cleaning equipment

### **UNIT-II**

**18 hours**

Cleaning agents – Types – Selection, Storage and Issuing procedures - # Guest supplies and their placement # - Composition, Care and Cleaning of different surfaces - Hotel Guest rooms – Types – layouts – Guest room status – Guest floor rules - List of basic contents of a room - Cleaning guest rooms – Cleaning procedures and principles – Frequency of cleaning - Cleaning Public areas – Supervising in Housekeeping - Operations of Housekeeping Control desk

### **UNIT –III**

**18 hours**

Introduction – Linen & Uniform room – Layout – Storage and Exchange of linen – Par stock - Linen Control - Linen Quality and Life span - # Soft furnishings # - Laundry – Types – Planning and layout of OPL – Laundry equipment – Laundering – Pressing – Folding – Spotting – Dry Cleaning – Laundry agents – # Soaps and detergents # – Laundry Process - Dry cleaning – Advantages and Limitation – Process – Dry cleaning materials – Handling guest laundry.

### **UNIT-IV**

**18 hours**

Stain – Identification – Classification – Principles of stain removal - Uniforms – Selection and design – Storage – Issuing and Exchanging procedure – Advantages of providing uniforms - Health and Safety - Accidents & Personal injuries - Prevention of accidents - Safety measures - First aid –Definition- Importance - Contents of First aid box - First aid remedies given at critical situations - Fire prevention - Classification - # Types of extinguishers # - Suggested procedures - Fire fighting procedures - Fire protection check-list

### **UNIT –V**

**18 hours**

Flower arrangement – Introduction – Basics – Ingredients and equipment used – Designing flower arrangements – General guidelines for arrangements – Styles of flower arrangements - Pest control – Types of pest – Common pest and their control – Waste disposal - # Decorations during various occasions # - Horticulture – # Indoor plants #

#.....# Self Study Portions

**Text Books:**

**T.B - 1:** G.Raghubalan, Hotel Housekeeping, Oxford University Press, 2010

UNIT I : T.B-1 Chapter 2  
UNIT II : T.B-1 Chapter 8 to 14  
UNIT III : T.B -1 Chapter 17  
UNIT IV : T.B-2 Chapter 18 to 20  
UNIT V : T.B-1 Chapter 22, 27 & 28

**Books for Reference:**

1. Sudhir Andrews, 2009, Hotel Housekeeping Manual, Tata McGraw Hill.2009
2. Branson & Lennox,1988, Hotel, Hostel and Hospital Housekeeping, Hodder & Stoughton, 5th edition (November 1, 1988)
3. A.C. David, 1969, Hotel and Institutional Housekeeping, Barrie & Rockliff. 1969
4. Martin Jones, 2007. Professional Management of Housekeeping Operations.
5. David.Allen, Accommodation and Cleaning Services, Vol.I & Vol.II, Published December 1st 1983 by Hyperion Books.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper				Hours		Credits	
II	20UHM2CC3		HOUSEKEEPING OPERATIONS				6		5	
Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓	✓	✓	✓	✓	✓	✓	
CO2	✓	✓		✓	✓	✓	✓	✓	✓	✓
CO3	✓	✓	✓	✓			✓	✓		
CO4	✓	✓	✓		✓			✓	✓	✓
CO5	✓			✓	✓				✓	✓
Number of Matches= 36, Relationship : HIGH										

**Prepared by:**

1. Mr. K. Karthikeyan

**Checked by:**

1. Dr. A. Jafar Ahamed
2. Dr. M.P. Senthilkumar

Semester	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
II	20UHM2CC4P	Core – IV	FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE PRACTICAL	3	2	100	25	75

### Course Outcomes:

- 1: Recognize the role of areas and sections of food and beverage service department.
- 2: Identify the types and usage of various food and beverage service equipment.
- 3: Understand and apply the cleaning and handling techniques of service equipment.
- 4: Employ the technical skills of basic F&B operations.
- 5: Produce and serve the beverages with appropriate techniques.

1. Food Service areas – Induction & Profile of the areas
2. Ancillary F&B Service areas – Induction & Profile of the areas
3. Familiarization of F&B Service equipment
4. Care & Maintenance of F&B Service equipment
5. Cleaning / polishing of EPNS items by:
  - Plate Powder method
  - Polivit method
  - Silver Dip method
  - Burnishing Machine
6. Basic Technical Skills on
  - Holding Service Spoon & Fork
  - Carrying a Tray / Salver
  - Laying a Table Cloth
  - Changing a Table Cloth during service
  - Placing meal plates & Clearing soiled plates
  - Stocking Sideboard
  - Service of Water
  - Using Service Plate & Crumbing Down
  - Napkin Folds
  - Changing dirty ashtray
  - Cleaning & polishing glassware
7. Tea – Preparation & Service
8. Coffee - Preparation & Service
9. Juices & Soft Drinks - Preparation & Service
  - Mocktails
  - Juices, Soft drinks, Mineral water, Tonic water
10. Cocoa & Malted Beverages – Preparation & Service

### Text Books:

**T.B - 1:** R.Singaravelavan, Food and Beverage Service, Oxford University Press, 2011

**T.B - 2:** Sudhir Andrews, Food and Beverage Management, Tata Mc Graw Hill Education, 2014

**Books for Reference:**

1. John Fuller & A.J.Currie, The Waiter, Hutchinson, 1981.
2. Dennis R. Lillicrap, John A. Cousins, Food & Beverage Service, John Wiley & Sons Incorporated, 1993.
3. John Fuller, Modern Restaurant Service, Hutchinson, 1981
4. Food & Beverage Service Management-Brian Varghese - Professional Food and Beverage Service Management, Laxmi Publications, 2015.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper			Hours		Credits		
II	20UHM2CC4P		FOUNDATION COURSE IN FOOD AND BEVERAGE SERVICE PRACTICAL			3		2		
Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓		✓	✓	✓	✓	✓	✓	✓
CO2	✓	✓		✓	✓	✓	✓		✓	✓
CO3	✓		✓			✓		✓		
CO4	✓			✓		✓			✓	✓
CO5	✓				✓	✓				✓
Number of Matches= 30, Relationship : HIGH										

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**Checked by:**

1. Dr. A. Jafar Ahamed
2. Dr. M.P. Senthilkumar

Semester	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
II	20UHM2AC3P	Allied – III	FRONT OFFICE OPERATIONS PRACTICAL	4	3	100	25	75

### Course Outcomes:

- 1:** Communicate effectively with guests, colleagues and staff from other departments of the hotel verbally including on telephone, in writing and body language.
- 2:** Use various forms, formats and registers maintained in the front office department of a large hotel in paper form or on the PMS.
- 3:** Apply techniques on handling various operations of guest services and guest complaints.
- 4:** Apply the skills in handling reservations and registration of guests.
- 5:** Understand the procedures applied in checking-in and checking-out of guests.

1. Practice of standing behind the reception counter
2. Practice of handling telephone and PBX, PABX, EPABX
3. e-mail and internet access - Handling of inquiries and guest complaints
4. Knowledge of tariff - Using the guest history system
5. Mail handling, handling room keys and messages
6. Practice of entries in different books - Diaries and forms used at reception desk.
7. Knowledge of sources, modes and types of reservation - Processing a reservation - Confirming a reservation - Cancellation and amendments
8. Pre-registration activity - Guest registration Procedure - Registration records and procedure - Concierge - Making booking - Bell desk, Errand Cards and Valet service
9. Knowledge of local sightseeing - Reading train, flight and bus time tables.
10. Cashiering - Preparation of guest bills and V.T.L - Guest departure procedure, accepting of credit cards and travellers cheque - Encashing foreign currency, Currencies & conversion rates - Providing safety locker facility.

### Text Books:

**T.B - 1:** R.Jatashankar, Hotel Front Office, Oxford University Press, 2013

**T.B - 2:** Sudhir Andrews, Hotel Front Office, Tata McGraw Hill, 2011

### Books for Reference:

1. Sue Baker, Principles of Hotel Front Office Operation, 2001
2. Michael L. Kasvana, Managing Front Office Operation, Educational Institute of the American Hotel & Motel Association; 5<sup>th</sup> edition, 2000.
3. Sudhir Andrews, Hotel Front Office: A Training Manual, Tata McGraw-Hill Education, 2013.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code			Title of the Paper			Hours		Credits	
II	20UHM2AC3P			FRONT OFFICE OPERATIONS PRACTICAL			4		3	
Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓	✓						✓
CO2	✓	✓		✓	✓	✓	✓		✓	✓
CO3	✓		✓	✓	✓	✓		✓	✓	✓
CO4	✓			✓	✓	✓			✓	✓
CO5	✓			✓	✓	✓			✓	✓
Number of Matches= 33, Relationship : HIGH										

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Semester	Code	Course	Title of the Course	Hours	Credits	Max. marks	Internal marks	External marks
II	20UHM2AC4	Allied – IV	PRICIPLES OF MANGEMENT	3	2	100	25	75

### Course Outcomes:

- 1: Predict the different approached to management in general and system approaches.
- 2: Formulate the managerial planning constitute a rational approach to setting objectives and selecting plans periodically.
- 3: Prioritize the organizational structures of various levels and its relationship to other managerial functions.
- 4: Construct the function of staffing in the external and internal environment.
- 5: Organize the nature of leadership and importance of creativity and innovation in managing.

### UNIT-I

**9 hours**

Definition - Management – Nature and Purpose - Meaning - Elements of Science - Patterns of management analysis - System approach to operational Management # Daily work of managers in hotels # - The system model of Management - Operations in a Pluralistic Society - Social responsibility of managers - Ethics in managing.

### UNIT-II

**9 hours**

Nature and purpose of planning - Planning process - Types and steps of plans - Objectives – Nature – Concepts – Process - Benefits and weakness of management objective - Strategies - Nature - Purpose and Types of strategies - # Psychological aspects and Recruitment # Policies – Two and portfolio matrix - Decision Making – Importance and limitations.

### UNIT-III

**9 hours**

Nature and purpose of organizing - Organization structure- Formal and informal groups and organization - Basic Departmentation - Customer - Process - Product - Matrix-Line and Staff authority – Concept - Functional - Benefits - Limitations - # Authority, responsibility, and accountability in hotels # Centralization and Decentralization - Delegation of authority -Effective organization- avoiding mistakes in organization by planning.

### UNIT-IV

**9 hours**

Staffing - Definition - System approach - Management - Situational Factors affecting staffing - System Approach to selection - Position Requirements and Job Design - Skills and Personal - Matching qualification - Selection process - Orienting and socializing - Purpose of performance appraisal - Problem - Choosing - Traditional - Appraising managers # Attributes of hotel managers #

### UNIT-V

**9 hours**

Human factors in managing- Behavioral Model- Toward an eclectic - Creativity and innovation - Harmonizing objective - Motivation - Hierarchy - Hygiene approach -Expectancy theory - Reinforcement - Mc Clelland's needs theory of motivation - Special motivational techniques - # Job enrichment and Leadership and interview skills #  
#.....# Self Study Portions

### Text Book:

**T.B - 1:** - Harold Koontz, Heinz Weihrich, A Ramachandra Aryasri, Principles of Management - McGraw Hill Education, 2016.

UNIT I : T.B-1 Chapter - 1  
 UNIT II : T.B-1 Chapter - 2  
 UNIT III : T.B-1 Chapter - 3  
 UNIT IV : T.B-1 Chapter - 4  
 UNIT V : T.B-1 Chapter - 5

**Books for Reference:**

1. Prasad L M, Principles and Practices of Management. Sultan Chand & Sons, New Delhi (2019)
2. Pravin Durai, Principles of Management, Pearson Education India, 2015
3. P C Tripathi & P N Reddy, Principles of Management, McGraw Hill Education, 2012.

Relationship Matrix for Course Outcomes, Programme Outcomes and Programme Specific Outcomes:

Semester	Code		Title of the Paper			Hours		Credits		
II	20UHM2AC4		PRICIPLES OF MANGEMENT			3		2		
Course Outcomes (COs)	Programme Outcomes (POs)					Programme Specific Outcomes (PSOs)				
	PO1	PO2	PO3	PO4	PO5	PSO1	PSO2	PSO3	PSO4	PSO5
CO1	✓	✓	✓	✓	✓	✓			✓	✓
CO2	✓	✓		✓	✓		✓		✓	✓
CO3	✓		✓	✓	✓			✓	✓	✓
CO4	✓			✓	✓				✓	✓
CO5	✓			✓	✓				✓	✓
Number of Matches= 32, Relationship : HIGH										

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