



Vishwavidyanilaya Karyasoudha
Crawford Hall, Mysuru- 570 005
Dated: 23-07-2024

No.AC6/57/2024-25

Notification

Sub:- Syllabus and Scheme of Examinations of B.B.A. (Tourism & Hospitality) (UG) programme (I & II Semester) from the Academic year 2024-25.

Ref:- 1. Decision of Board of Studies in B.B.A (Tourism & Hospitality) (UG) Meeting held on 13.06.2024.
2. Decision of the Faculty of Commerce meeting held on 15.06.2024.
3. Decision of the Academic Council meeting held on 28.06.2024.

The Board of Studies in B.B.A (Tourism & Hospitality) (UG) which met on 13.06.2024 has resolved to recommend and approved the Syllabus and scheme of Examinations of B.B.A (Tourism & Hospitality) (UG) programme (I & II semester) with effect from the academic year 2024-25.

The Faculty of Commerce and Academic Council at their meetings held on 15.06.2024 and 28.06.2024 respectively has also approved the above said Syllabus and scheme of Examinations hence it is hereby notified.

The Syllabus and scheme of Examinations pattern contents may be downloaded from the University website i.e., www.uni-mysore.ac.in

Registrar
REGISTRAR
University of Mysore
MYSORE

To;

1. All the Principal of affiliated Colleges of University of Mysore, Mysore. Those who are running B.B.A. (Tourism & Hospitality) Courses.
2. The Registrar (Evaluation), University of Mysore, Mysuru.
3. The Chairman, BOS/DOS in Commerce, Manasagangothri, Mysore.
4. The Dean, Faculty of Commerce, P G Center, Hemagangothri, Hassan.
5. The Director, Distance Education Programme, Moulya Bhavan, Manasagangothri, Mysuru.
6. The Director, PMEB, Manasagangothri, Mysore.
7. Director, College Development Council, Manasagangothri, Mysore.
8. The Deputy Registrar/Assistant Registrar/Superintendent, Administrative Branch and Examination Branch, University of Mysore, Mysuru.
9. The PA to Vice-Chancellor/ Registrar/ Registrar (Evaluation), University of Mysore, Mysuru.
10. Office Copy.



STATE EDUCATION POLICY 2024 (SEP 2024)

**Proposed Curricular Framework for FIRST Year
Under Graduate Program in
BBA- TOURISM & HOSPITALITY
under SEP-2024**

UNIVERSITY OF MYSORE

PREFACE

Education is fundamental for achieving full human potential, developing an equitable and novel society, and promoting national development. Providing access to quality education is the key to India's continued ascent, and leadership on the global stage in terms of economic growth, social justice and equality, scientific advancement, national integration, and cultural preservation. Universal high-quality education is the best way forward for developing and maximizing our country's rich talents and resources for the good of the individual, the society, the country, and the world. India will have the highest population of young people in the world over the next decade, and our ability to provide high-quality educational opportunities to them will determine the future of our country.

The world is undergoing rapid changes in the knowledge landscape. With various dramatic scientific and technological advances, such as the rise of big data, machine learning, and artificial intelligence, many unskilled jobs worldwide may be taken over by machines, while the need for a skilled workforce, particularly involving multidisciplinary abilities across the sciences, social sciences, and humanities, will be increasingly in greater demand. With climate change, increasing population, and depleting natural resources, there will be a sizeable shift in how we meet the need for garment resulting in the need of new skilled labour. As India moves towards becoming a developed country as well as among the three largest economies in the world, we need to upskill our younger workforce with relevant skills to employ them to benefit societies.

With the quickly changing employment landscape and global ecosystem, it is becoming increasingly critical that our youths not only learn, but more importantly learn how to learn. Education thus, must move towards less content, and more towards learning about how to think critically and solve problems with sustainable principles in their respective domains.

Hospitality management is a career path that typically falls under the hotels, resorts, and lodging industry. It involves overseeing the daily administrative, operational and commercial tasks of businesses like hotels, resorts, restaurants, catering establishments, shops, casinos, amusement parks and many other related businesses. From the big hotel chains to the smallest dining establishments, they are all part of the hospitality industry.

Proposing and developing a curriculum for Hotel Management is unique in several ways. The designed curriculum in BBA- Tourism & Hospitality program attributes to change the age-old paradigms of learning and utilizing knowledge. The proposed curricular framework designed by the subject expert committee was headed by eminent academicians in the field of Hospitality and Tourism.

The valuable support from the subject experts from various reputed universities and institutions has helped to draft and prepare the framework to implement the State Education Policy for the benefit of the students in the field of Hospitality.

PREAMBLE

The Curriculum designed by the Subject Expert Committee in trajectory with State Education Policy 2024 guidelines aims to provide a framework for understanding the hospitality industry by sensitizing students to the conceptual, visual, and perceptual process. The framed syllabus and the course policy are learner-centric with varying levels of skills in each academic year. Program structure and selected courses give diverse choices of subjects in tune with the changing trends in hospitality and tourism industries under the Choice Based Credit System.

The Indian hospitality industry has emerged as one of the key drivers of growth among the services sector in India. Considering this growth in the coming years, the industry needs professionals with in-depth knowledge & skills having the ability to bring in significant changes. Therefore, the Tourism and Hospitality course curriculum is designed to create market- ready professionals with upgraded, updated, and creative operational and managerial capabilities. As envisioned in the State Education Policy 2024 the syllabus offers holistic education and all-round development in undergraduate studies under Choice Based System, the main objective of 'Tourism & Hospitality Studies' is to articulate the students about the fundamentals of Hospitality services and its impact on Tourism. Hospitality, as a profession, includes the entire process of guest service relevant to all the stages of a guest cycle. This course will provide an overview of Tourism & Hospitality operations and management and cover various fields of study such as culinary, guest service management, Food and Beverage, Housekeeping, Tourism, Guest behaviors, Sustainability, Tourism fundamentals and other allied subjects.

Subject experts teaching post-graduate and under-graduate courses from various universities and colleges were instrumental in framing this new curriculum. The course curriculum presented in the following pages conforms to the general guidelines of the SEP 2024 scheme, semester schedule, evaluation criteria and course credit structure of the Tourism & Hospitality Program. It comprises of 23 credits for first and second semester shared over a number of core papers, language papers and allied courses. Courses on Constitution of India, is also included as per the directives.

REGULATIONS PERTAINING TO BBA – TOURISM & HOSPITALITY
According to SEP
2024

I. PROGRAM OUTCOMES

Upon successful completion of BBA-Tourism & Hospitality Course, the student should be able to:

PO 1: Use knowledge and skills associated with problem solving, creative and critical thinking, reflection and decision making to function effectively in the classroom, community and industry.

PO 2: Apply the concepts and skills necessary to achieve guest satisfaction.

PO 3: Demonstrate leadership and teamwork to achieve common goals.

PO 4: Conduct him/herself in a professional and ethical manner, and practice industry-defined work ethics.

PO 5: Communicate effectively and confidently in the classroom, community and industry.

PO 6: Demonstrate knowledge of multicultural perspectives to meet the needs of the guests and employees.

PO 7: Lead with the knowledge that the foundation of hospitality and tourism is based on the respect for the host culture with the responsibility to perpetuate the unique values, traditions, and practices of that place.

PO 8: Use knowledge of best practices to further sustainability (economic, environmental, and cultural/social) in the industry.

PO 9: Demonstrate ability to perform basic, supervisory and managerial level job functions in hotel, restaurant and tourism careers.

PO 10: Evaluate diversity and ethical considerations relevant to the hospitality industry.

II. GRADUATE ATTRIBUTES

The graduate attributes are the outline of the expected course learning outcomes mentioned in the beginning of each course. The characteristic attributes that a graduate will be able to demonstrate through learning various courses which are listed below:

✓ **Disciplinary Knowledge**

Capability of executing comprehensive knowledge and understanding of one or more disciplines that form part of Hospitality and Tourism Management.

✓ **Communication Skills**

- i. Ability to communicate long standing, unsolved problems related to Hospitality and Tourism.
- ii. Ability to show the importance of Hospitality and Tourism as precursor to various market Developments.

✓ **Critical Thinking**

- i. Ability to engage in reflective and independent thinking by understanding the concepts in every area of Hospitality and Tourism Business;
- ii. Ability to examine the results and apply them to various problems appearing in different branches of Hospitality and Tourism Business.

✓ **Problem solving**

- i. Capability to reduce a business problem and apply the classroom learning into practice to offer solution for the same;
- ii. Capabilities to analyze and synthesize data and derive inferences for valid conclusion;
- iii. Able to comprehend solutions to sustain problems originating in the diverse management are such as Finance, Marketing, Human Resource, Taxation within the Hospitality and Tourism Industry.

✓ **Research Related Skills**

- i. Ability to search for. Locate, extract, organize, evaluate, and use or present information that is relevant to a particular topic
- ii. Ability to identify the developments in various branches of Hospitality and Tourism Management and Business

✓ **Information and Communication Technology (ICT) digital literacy**

Capability to use various ICT tools (like spreadsheet) for exploring, analysis, and utilizing the information for business purposes.

✓ **Self-directed Learning**

Capability to work independently in diverse projects and ensure detailed study of various facets Hospitality and Tourism

✓ **Moral and Ethical Awareness/Reasoning**

- i. Ability to ascertain unethical behavior, falsification, and manipulation of information;
- ii. Ability to manage self and various social systems.

✓ **Life-long learning**

Capability of self-paced and self-directed learning aimed at personal development and for improving knowledge/skill development and reskilling in all areas of Hospitality and Tourism Management.

III. ELIGIBILITY FOR ADMISSION:

A candidate who has passed two years Pre-University Examination conducted by the Pre-University Education Board in the State of Karnataka or any other examination considered as equivalent thereto shall be eligible for admission to these Programs.

IV. ADMISSION PROCEDURE:

At the time of admission all documents in original in support of the claims made in the application have to be produced along with the Transfer Certificate from the Institution last attended.

All decisions taken by the University with regard to the course and any other matter not mentioned here are final and the candidates are bound to abide by them.

V. DURATION OF PROGRAMS

The undergraduate degree is for three year. The minimum duration for completion of the course is 3 years / 6 semesters. A candidate can avail a maximum of 6 years in one stretch to complete BBA (Tourism and Hospitality) course.

Each semester shall consist of at least 16 weeks of study with a minimum of 90 working days (excluding time spent for the conduct of final examination of each semester).

VI. MEDIUM OF INSTRUCTION

The medium of instructions shall be English only (Except for Language subjects)

VII. ATTENDANCE

For the purpose of calculating attendance, each semester shall be taken as a Unit. A student shall be considered to have satisfied the requirement of attendance for a semester, if he/she has attended at least 75% in aggregate of the number of work periods in each of the courses compulsorily.

A student who fails to satisfy the above condition shall not be permitted to take the University examination.

VIII. TEACHING AND EVALUATION

Faculty members with BHM, MTA, MTTM or MBA (TTM) graduates with Hospitality, Culinary & Tourism as their specialization from recognized university are only eligible to teach and evaluate the Courses (except languages, compulsory additional subjects and core Information Technology related subjects) mentioned in this regulation. Languages and additional courses shall be taught by the graduates as recognized by the respective Board of Studies.

IX. RECORD MAINTENANCE AND SUBMISSION

- Every college is required to establish a laboratory for delivering practical aspects of all core hospitality subjects. In addition, an Innovative business lab / computer lab should be established to enable students to get practical knowledge of hospitality and tourism business activities and online learning.
- In every semester, the student should keep a record of the activities conducted in the laboratories and submit it to the concerned faculty.
- The BOE is authorized to make random surprise visits to the colleges and verify record and internal marks awarded.

X. PRACTICAL TRAINING AND PROJECT REPORTS:

Industrial Training:

The course being a professional course, the students are required to undergo an Industrial

Training in the 6th Semester for a period of 3 Months. The objective of the training is to expose the students to the operational aspects of a star hotel (4 star and above) and he/she is preferably exposed to the four core departments specially to gain operational and managerial skills required to effectively manage a hotel.

XI. GUIDELINES FOR CONTINUOUS INTERNAL EVALUATION (CIE) AND SEMESTER END EXAMINATION (SEE)

The CIE and SEE for **Theory** papers will carry 20% and 80% weightage each, to enable the course to be evaluated for a total of 100 marks irrespective of its credits. Papers with **Theory and Practical** component will carry 50% weightage [10% CIE + 40% SEE] in both component, enabling course to be evaluated for a total of 100 marks irrespective of its credits. The evaluation system of the course is comprehensive & continuous during the entire period of the Semester. For a course, the CIE and SEE evaluation will be on the following parameters:

SL No	Parameters for Evaluation (Theory 80 marks)	Marks
	Continuous Internal Evaluation (CIE)	
A	Continuous & Comprehensive Evaluation (CCE) – C1	10 Marks
B	Internal Test – C2	10 Marks
	Total of CIE	20 Marks
C	Semester End Examination (SEE) – C3	80 Marks
	Total of CIE & SEE	100 Marks

SL No	Parameters for Evaluation (Theory - 50 marks)	Marks
	Continuous Internal Evaluation (CIE)	
A	Continuous & Comprehensive Evaluation (CCE) – C1	05 Marks
B	Internal Test – C2	05 Marks
	Total of CIE	10 Marks
C	Semester End Examination (SEE) – C3	40 Marks
	Total of CIE & SEE	50 Marks

SL No	Parameters for Evaluation (Practical - 50 marks)	Marks
	Continuous Internal Evaluation (CIE)	
A	Continuous & Comprehensive Evaluation (CCE) – C1	05 Marks
B	Internal Test – C2	05 Marks
	Total of CIE	10 Marks
C	Semester End Examination (SEE) – C3	40 Marks
	Total of CIE & SEE	50 Marks

A. Continuous & Comprehensive Evaluation (CCE):

The CCE will carry a maximum of 20% weightage (20 marks) & 10% weightage (10 marks) of total marks of a course. The faculty member can select any two of the following assessment methods, Minimum of two of the following assessment methods of 5 marks or 10 marks each depending on the paper allotted:

Individual Assignments	Practical activities/Problem Solving Exercises
Seminars/Classroom Presentations/Quizzes	Mini Projects/Capstone Projects
Group / Class Discussion/ Group Assignments	Participation in Research activities, etc.
Case studies/Case lets / Field visits	Any other academic activity.
Participatory & Industry-Integrated Learning	Practical activities/Problem Solving Exercises

B. Internal Test:

The Internal Test will carry a maximum of 10% weightage (10 Marks) / 5% weightage (05 marks) of total marks of a course, under this component, a test will have to be conducted after 50% of the completion of the syllabus in each subject.

XII. PATTERN OF QUESTION PAPER (SEE)**A. Final Exam – 80 Marks**

Sections		Semester End Exam
SECTION A 1. a, b, c, d, e, f, g, h, i, j, k, l	(Factual Questions) Answer any TEN out of twelve Sub-questions	10 X 2 = 20 Marks
SECTION B 2, 3, 4, 5, 6, 7	(Application Questions) Answer any FOUR out of five questions	4 X 5 = 20 Marks
SECTION C 8, 9, 10, 11, 12, 13	(Analysis Questions) Answer any FOUR out of six questions	4 X 10 = 40 Marks
TOTAL		80 Marks

B. Final Exam – 40 Marks (Theory)

Sections		Semester End Exam
SECTION A 1. a, b, c, d, e, f, g, , i, j, k, l	(Factual Questions) Answer any TEN out of twelve Sub-questions	10 X 2 = 20 Marks
SECTION B 2, 3, 4, 5,	(Application Questions) Answer any TWO out of five questions	2 X 5 = 10 Marks
SECTION C 8, 9, 10,	(Analysis Questions) Answer any ONE out of six questions	1 X 10 = 10 Marks
TOTAL		40 Marks

C. Final Exam – 40 Marks (Practical)

Parameters		Semester End Exam
Written Test	(Application Questions) Answer any TWO out of three questions	2 X 5 = 10 Marks
Grooming	High grooming standards need to be maintained by each student attending exam	05 Marks
Practical / Demo	Task will be allocated in respective practical papers. Minimum of 10 task will be prepared, student need to pick one and demonstrate.	10 Marks
Viva-voce	Questions will be asked students by the examiners, minimum of 5 questions and maximum of 10 questions.	10 Marks
Practical Record	On submission of Practical Record book, duly signed by respective teacher, marks will be awarded	05 Marks
TOTAL		40 Marks

NOTE : For all practical exam, allocation of Internal and External Examiner is Mandatory

XIII. APPEARANCE FOR THE EXAMINATION

A Candidate shall be considered to have appeared for the examination only if he/she has submitted the prescribed application for the examination along with the required fees to the university.

XIV. VALUATION

- There shall be centralized single valuation for theory papers answer scripts.
- SEE for Practical will be evaluated by two examiners out of which one examiner need to be External examiner.

XV. PASSING CRITERIA

- A student is considered to have passed the course, only on securing a minimum of 40% from CIE and SEE put together.
- In case a student secures less than 30% in SEE or Absent for SEE, the student is said to have not completed the course. The student should reappear only for the SEE component of the course when the University conducts the examination.

XVI. OTHERS

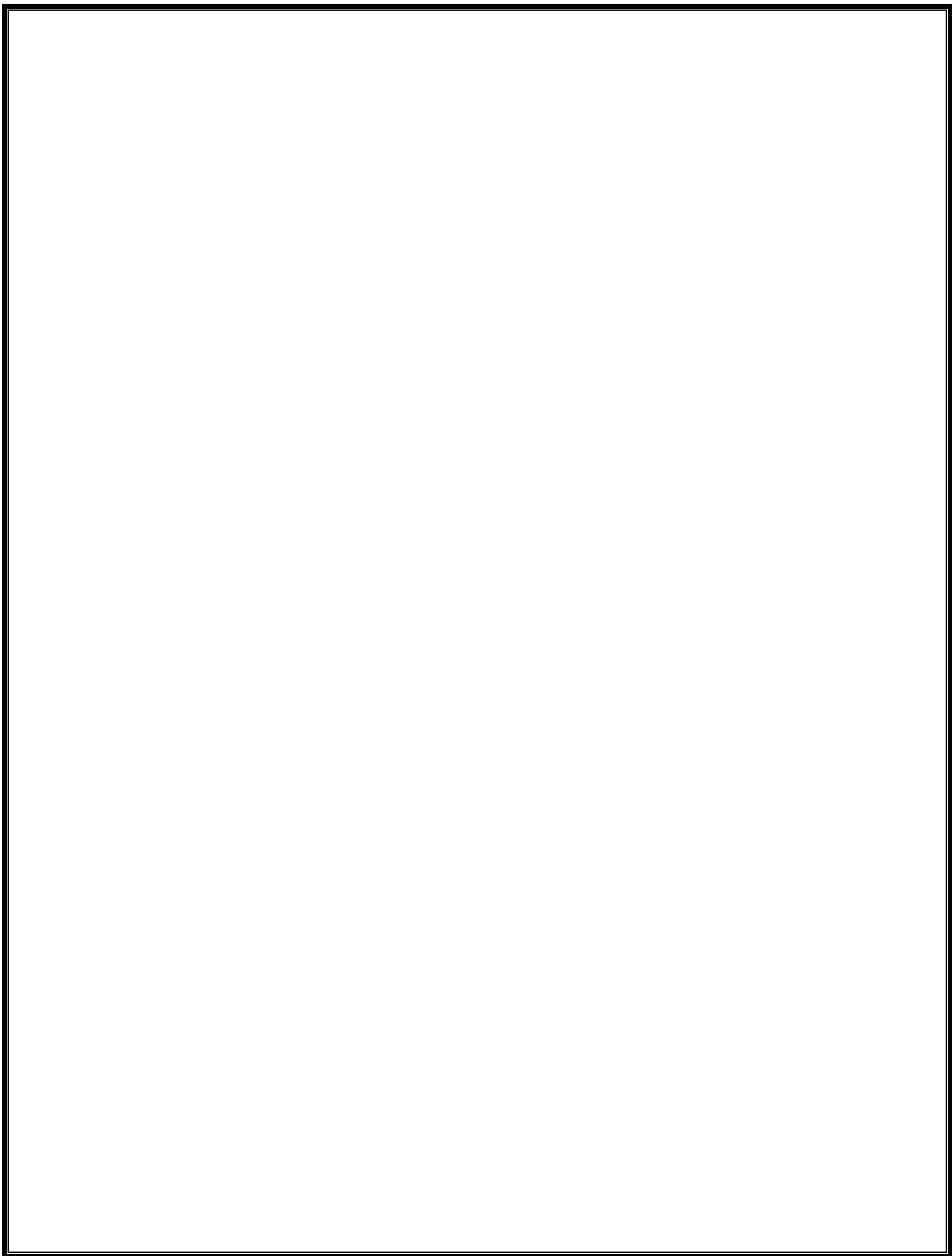
Any matter/issue not covered in these regulations shall be decided by the University of Mysore.

SEP Course Structure of BBA (TH)

Course Type, Code and Name		Credits	L:T:P	Maximum Marks			Exam Duration	Total Marks
				IA		Exam		
				C1	C2	C3		
I Semester								
DSC (1)	Food & Beverage Production - I	4	2:0:0	05	05	40	02 hrs.	50
1.a	Practical		0:0:2	05	05	40		50
DSC (2)	Food & Beverage Service – I	4	2:0:0	05	05	40	02 hrs.	50
2.a	Practical		0:0:2	05	05	40		50
DSC (3)	Accommodation Management - I	4	2:0:0	05	05	40	02 hrs.	50
3.a	Practical		0:0:2	05	05	40		50
DSC (4)	Principles of Management	3	3:0:0	10	10	80	03 hrs.	100
AECC (5)	Kan/French/Hindi/Sanskrit/ etc.	3	3:0:0	10	10	80	03 hrs.	100
AECC (6)	English-1	3	3:0:0	10	10	80	03 hrs.	100
AECC (7)	Constitutional Values-1	2	2:0:0	05	05	40	02 hrs	50
Total			23	65	65	520		650
II Semester								
DSC (8)	Food & Beverage Production - II	4	2:0:0	05	05	40	02 hrs.	50
8.a	Practical		0:0:2	05	05	40		50
DSC (9)	Food & Beverage Service – II	4	2:0:0	05	05	40	02 hrs.	50
9.a	Practical		0:0:2	05	05	40		50
DSC (10)	Accommodation Management - II	4	2:0:0	05	05	40	02 hrs.	50
10.a	Practical		0:0:2	05	05	40		50
DSC (11)	Introduction to Tourism	3	3:0:0	10	10	80	03 hrs.	100
AECC (12)	Kan/French/Hindi/Sanskrit/ etc.	3	3:0:0	10	10	80	03 hrs.	100
AECC (13)	English-2	3	3:0:0	10	10	80	03 hrs.	100
AECC (14)	Constitutional Values-2	2	2:0:0	05	05	40	02 hrs	50
Total			23	65	65	520		650

Discipline Specific Course (DSC) and Ability Enhancement Course (AEC)

1st
SEMESTER



Name of the Program: BBA- TH
Course category: Discipline Core Course
Name of the Course: Food & Beverage Production-I (Theory)

Course Objectives:

- a. Elaborate on the evolution of the culinary industry
- b. Explain the use and characteristics of food commodities
- c. Evaluate the various kitchen safety and security measures
- d. Acquire necessary knowledge required for a career in the field of culinary

Course Outcomes:

- a. Explain the Origin and Evolution of Modern Cookery
- b. Identify various tools used for cooking
- c. Elaborate on the role and importance of various cooking ingredients
- d. Analyse the basic food nutrients and its role
- e. Assess the importance of kitchen safety measures
- f. Elucidate the importance of waste management in kitchen

UNIT-1: INTRODUCTION TO THE ART OF COOKERY

No of Hours: 12 Hrs.

- 1.1 Introduction to Culinary
- 1.2 Evolution of Global Food Culture
- 1.3 Kitchen hierarchy and Job Description & Specification
- 1.4 Identification of Kitchen equipment, utensils, layout
- 1.5 Aims, Objectives, Principles & Methods of Cooking Food
- 1.6 Types of Cooking Fuels
- 1.7 Personal Hygiene & Kitchen Ethics

UNIT-2: FOOD COMMODITIES

No of Hours: 12 Hrs.

- 2.1 Classification, Origin & Cuts of fruits and vegetables
- 2.2 Role of Fats and Oils used in Cookery
- 2.3 Spices and Herbs used in Indian Cuisine
- 2.4 Role of Indian Grains, Pulses, Condiments, Herbs & Spices in cookery
- 2.5 Classification, Composition & Preparation of Eggs
- 2.6 Classification & Cuts of Fish, Meats (Beef, Lamb, Pork & Poultry)
- 2.7 Cleaning and pre-preparation of food commodities
- 2.8 Basics of Food Nutrition

UNIT-3: KITCHEN SAFETY AND QUALITY CONTROL

No of Hours: 08 Hrs.

- 3.1 Introduction to FSSAI &HACCP
- 3.2 Kitchen Safety measures (Fire Safety & Handling Fire Extinguishers)
- 3.3 Anatomy, Classification& Handing of kitchen Knives
- 3.3 Food Safety &Preservation Techniques
- 3.4 Purchase Quality & Storage of Food Products – Meat, Fish, Vegetable, Fruits Etc.
- 3.5 Kitchen Waste Management
- 3.6 Basic First Aid

Suggestive Readings:

- a. Food Production Operations by Chef Parvinder S. Bali
- b. Practical Professional Cookery by Cracknell and Kaufmann
- c. Catering Management by Mohini Sethi & Surjeet Malhan
- d. Hygiene and Sanitation by S. Roday
- e. Indian Food: A Historical Companion by Achaya KT
- f. Food: A Culinary History by Jean-Louis Flandrin

Online Resources

- a. Culinary Dictionary Index
Link: <https://whatscookingamerica.net/glossary/>
- b. The Cook's Thesaurus
Link: <http://www.foodsubs.com/>
- c. Real Food Encyclopedia
Link: <https://foodprint.org/eating-sustainably/real-food-encyclopedia/>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: BBA- TH
Course category: Discipline Core Course
Name of the Course: Food & Beverage Production-I (Practical)

Course Learning Objectives:

- a. Acquire knowledge and skills in the areas of culinary operations and management
- b. Get familiar with the latest food preparation skills and techniques

Course Outcomes:

- a. Demonstrate the basic cuts of Meats, Poultry, vegetables and fruits
- b. Demonstrate basic cooking techniques used in commercial kitchens
- c. Prepare culinary delicacies belonging to various Indian Cuisines

WEEK1:

Foundation of cooking – Identification of Kitchen Utensils, Equipments & Ingredients, Operations of Equipments and Knife Handling Procedures, Kitchen Hygiene

WEEK2:

Basic Cooking Methods and Pre-Preparations – Cuts of Vegetables (Julienne, Jardinière, Macedoine, Brunoise, Paysanne, Dices, Cubes, Shred, Mirepoix, etc.)

- 1) Blanching
- 2) Boiling
- 3) Sautéing

WEEK3:

Basic Cooking Methods and Pre-Preparations - Cuts of Chicken

- 1) Roasting
- 2) Braising
- 3) Broiling

WEEK4:

Basic Cooking Methods and Pre-Preparations - Cuts of Fish

- 1) Frying (Deep Frying & Sallow Frying)
- 2) Stewing
- 3) Steaming

WEEK 5: Egg Cookery

Demonstration and Preparation of Egg dishes

- 1) Boiled Egg (Soft & Hard)
- 2) Fried Egg (Easy Over, Bull"s Eye, Double fried Etc.)
- 3) Scrambled Egg
- 4) Poached Egg (Egg Benedict)
- 5) Omelette (Plain, Stuffed, Spanish)

WEEK 6: Karnataka Cuisine - 3 Course Menu with Accompaniments

WEEK 7: Chettinad Cuisine - 3 Course Menu with Accompaniments

WEEK 8: Kerala Cuisine - 3 Course Menu with Accompaniments

WEEK 9: Andhra Cuisine - 3 Course Menu with Accompaniments

WEEK 10: Goan Cuisine - 3 Course Menu with Accompaniments

WEEK11: Maharashtrian Cuisine - 3 Course with Accompaniments

WEEK12: Coastal Karnataka Cuisine (Karavali) - 3 Course Menu with Accompaniments

WEEK13: Hyderabadi Cuisine - 3 Course Menu with Accompaniments

Suggestive Readings:

- a. Food Production Operations by Chef Parvinder S. Bali
- b. Practical Professional Cookery by Cracknell and Kaufmann
- c. Catering Management by Mohini Sethi & Surjeet Malhan
- d. Hygiene and Sanitation by S. Roday
- e. Indian Food: A Historical Companion by Achaya KT
- f. Food: A Culinary History by Jean-Louis Flandrin

Online Resources

- a. Culinary Dictionary Index

Link: <https://whatscookingamerica.net/glossary/>

- b. The Cook's Thesaurus

Link: <http://www.foodsubs.com/>

- c. Real Food Encyclopedia

Link: <https://foodprint.org/eating-sustainably/real-food-encyclopedia/>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: BBA- TH
Course category: Discipline Core Course
Name of the Course: Accommodation Management - I (Theory)

Course Objectives:

- a. To provide students with a systematic approach to managing accommodation operations in the hospitality industry.
- b. To prepare students with what it takes to direct the day-to-day operations of this vital department, from “big picture” management down to technical details.

Course Outcomes:

- a. Explain the meaning and evolution of Hospitality and Tourism Industry
- b. Compare the various types of Hotels, Guest rooms and Tariff plans
- c. Describe the various functional areas of the accommodations department
- d. Highlight the importance of intra & inter departmental coordination
- e. Identify various Guest services challenges faced by accommodations personnel

UNIT-1: INTRODUCTION TO HOSPITALITY INDUSTRY

No of Hours: 10 Hrs.

- 1.1 Meaning, Definition & Origin of Hospitality Industry
- 1.2 Importance of Travel & Tourism sector for hotels
- 1.3 Evolution & Growth of Global & Indian Hospitality Industry
- 1.4 Classification of Accommodation facilities
- 1.5 Types of Guests Rooms
- 1.6 Core and Non-Core departments of a hotel
- 1.7 Organizational structure of a hotel
- 1.8 Role of Information Technology in Accommodation operations
- 1.9 Careers in Accommodations department

UNIT- 2: INTRODUCTION TO ACCOMMODATIONS DEPARTMENT (FRONT OFFICE)

No of Hours: 12 Hrs.

- 2.1 Functional Areas, Sections and Layouts of Hotel Front Office
- 2.2 Front Office Department Hierarchy
- 2.3 Duties and Responsibilities of Front Office Personnel
- 2.4 Qualities of Front Office Personnel
- 2.5 Front Office Communication
- 2.6 Interdepartmental Coordination & Communication
- 2.7 Introduction to Room Tariffs

UNIT- 3: INTRODUCTION TO ACCOMMODATIONS DEPARTMENT(HOUSEKEEPING)

No of Hours: 10Hrs.

- 3.1 Functional Areas, Sections and Layouts of Housekeeping
- 3.2 Qualities of Front Office Personnel
- 3.3 Responsibilities and Functions of Housekeeping personnel
- 3.4 Role of Housekeeping in Allied Industries
- 3.5 Housekeeping Organizational Structure
- 3.6 Inter departmental Coordination
- 3.7 Job description and specification of housekeeping personnel

Suggestive Readings:

- a. Managing Front Office Operations – Michael L Kasavanna& Richard M.Brooks
- b. Front Office Operations and Management - Jatashankar R. Tiwari
- c. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
- d. Hotels for Tourism Development – Dr. Jagmohan Negi
- e. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George
- f. Green Housekeeping - By Christina Strutt

Online Resources

- a. Hotel Housekeeping Duties: A Day in the Life - Hotel Tech Report
Link: <https://hoteltechreport.com/news/hotel-housekeeping-duties/>
- b. Role of Housekeeping in Guest Satisfaction and Repeat Business – Himanshu Rajak
Link: <https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/>
- c. Top issues and solutions for your housekeeping department- Larry Mogelonsky
Link: <https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-your-housekeeping-department/>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: BBA- TH
Course category: Discipline Core Course
Name of the Course: Accommodation Management - I
(Practical)

Course Objectives:

- a. To provide students with a systematic approach to managing accommodation operations in the hospitality industry.
- b. To prepare students with what it takes to direct the day-to-day operations of this vital department, from “big picture” management down to technical details.

Course Outcomes:

- a. Develop a smart personality in tune with the hospitality industry standards
- b. Efficiently handle guest requirements and complaints
- c. Perform guest reservation and registration functions

WEEK 1: Personal Hygiene, Grooming and Etiquette

WEEK 2: Positive Body language

WEEK 3: Welcoming / Greeting the guest

WEEK 4: Countries, Capitals & Currencies of the world

WEEK 5: Official Airlines of the world, Important Tourism destinations of the World

WEEK 6: Luggage handling – FIT, Walk-Ins, Corporate, Crew and Groups + Preparing Errand Cards for each

WEEK 7: Identification and usage of Cleaning Chemicals

WEEK 8: Identification of Housekeeping Equipment

WEEK 9: Bed Making Part 1

WEEK 10: Bed Making Part 2

WEEK 11: Identification and maintenance of Guest & Non-Guest Linen

WEEK 12: Glossary Terms Part 1 (Front Office)

WEEK 13: Glossary Terms Part 2 (Housekeeping)

Suggestive Readings:

- a. Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
- b. Front Office Operations and Management - Jatashankar R. Tiwari
- c. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
- d. Hotels for Tourism Development – Dr. Jagmohan Negi
- e. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George
- f. Green Housekeeping - By Christina Strutt

Online Resources

- a. Hotel Housekeeping Duties: A Day in the Life - Hotel Tech Report
Link: <https://hoteltechreport.com/news/hotel-housekeeping-duties>
- b. Role of Housekeeping in Guest Satisfaction and Repeat Business – Himanshu Rajak
Link: <https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/>
- c. Top issues and solutions for your housekeeping department- Larry Mogelonsky
Link: <https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-your-housekeeping-department/>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: BBA- TH
Course category: Discipline Core Course
Name of the Course: Food & Beverage Service - I (Theory)

Course Learning Objectives:

1. To provide an insight of the Global Hospitality and Catering industry
2. To illustrate the functioning of the Food & Beverage Service Department in Hotels.
3. To familiarize the ongoing and upcoming trends in the Food & Beverage industry

Course Outcomes:

1. To understand the importance of the Food & Beverage Service department
2. Describe a structure of the Food and Beverage Service sequence
3. Understand the scope of F & B and its role in Hotel Industry
4. Explain the various F & B Outlets in a hotel
5. Discuss the F & B Industry and its components
6. Explain the Role of F & B Service department

UNIT-1: OVERVIEW OF HOSPITALITY & CATERING INDUSTRY

No. of Hours 12 Hrs.

- 1.1 Introduction to the Hospitality Industry and growth of the industry in India
- 1.2 Role of the Catering Establishment in the Travel and Tourism industry
- 1.3 Employment opportunities in Hospitality Industry
- 1.4 Types of Food & Beverage operations
- 1.5 Classification of catering operations
- 1.6 Organization of Food & Beverage department of a hotel
- 1.7 Duties & responsibilities of Food & Beverage Service personnel
- 1.8 French terminologies related to Food & Beverage
- 1.9 Attributes of F&B Service personnel
- 1.10 Inter departmental and intra department co- ordination

UNIT- 2: FOOD SERVICE AREAS AND EQUIPMENTS USED

No of Hours: 12 Hrs.

- 2.1 Speciality Restaurants
- 2.2 Coffee Shop
- 2.3 In Room Dining (IRD)
- 2.4 Banquet catering
- 2.5 Live Kitchen
- 2.6 Bar & Lounge
- 2.7 Butler Service
- 2.8 Pantry, Food Pick-Up area, Stores, Linen Room, Kitchen Stewarding

- 2.9 Cutlery & Crockery
- 2.10 Glassware & Hollow ware
- 2.11 Food service Trolleys
- 2.12 French glossary related to the above

UNIT- 3: NON-ALCOHOLIC BEVERAGES

No of Hours: 08 Hrs.

- 3.1 Classification of Non-Alcoholic Beverages
- 3.2 Tea - History, Origin, Manufacture and Types
- 3.3 Coffee - History, Origin, Manufacture and Types
- 3.4 Cocoa and Malted Beverages - Origin and manufacture
- 3.5 Preparation of different types of coffee - Recipe and Ingredients
- 3.6 Juices and Aerated beverages - History, Origin, Manufacture, and Types

Suggestive Readings:

- a. Food & Beverage Service Training Manual- By Sudhir Andrews
- b. Food & Beverage Service by R Singaravelan
- c. The Steward by Peter Diaz
- d. Food & Beverage Service by Anil Sagar
- e. The World Atlas of Coffee by James Hoffman

Online Resources

- a. Top 30 mocktail ideas

Link: <https://www.bbcgoodfood.com/howto/guide/top-10-non-alcoholic-drinks>

- b. Trends Affecting Restaurant Industry

Link: <https://www.brandwatch.com/blog/the-biggest-restaurant-industry-trends/>

- c. The Key Factors Driving and Hampering F&B Sustainability

Link: <https://www.precog.co/blog/sustainability-food-and-beverage-manufacturing/>

Note: Any other Latest Edition of reference/text books can be included.

Name of the Program: BBA- TH
Course category: Discipline Core Course
Name of the Course: Food & Beverage Service - I (Practical)

Course Learning Objectives:

1. To expose the students to the operational aspects of the Food & Beverage Department
2. To train the students on the hard and soft skills essential for efficient food and beverage service
3. To expose the students to the art of coffee making and its service

Course Outcomes:

1. Explain the various functional areas of a restaurant
2. Gain the essential skills needed in the Food and Beverage Service areas
2. Understand the scope of F & B and its role in Hotel Industry
4. Demonstrate the art of coffee making and service

WEEK 1: Familiarization of F&B Service department

WEEK 2: Food & Beverage Service Etiquette

WEEK 3: Familiarization of F&B Service Equipment

WEEK 4: Care & Maintenance Of Food & Beverage Service Equipment

WEEK 5: Basic Technical Skills - Handling Service Gear, Carrying a tray or salver

WEEK 6: Basic Technical Skills - Laying a Table Cloth, Changing a table cloth during service

WEEK 7: Basic Technical Skills - Organizing side station, Napkin Folds, Service of water,

WEEK 8: Basic Technical Skills - Sequence of Food Service

WEEK 9: Basic Technical Skills - Sequence of Food Service

WEEK 10: Tea- Preparation & Service

WEEK 11: Coffee – Preparation & Service

WEEK 12: Coffee – Preparation & Service

WEEK 13: Service of other Non- alcoholic Beverages

Suggestive Readings:

- a. Food & Beverage Service Training Manual- By Sudhir Andrews
- b. Food & Beverage Service by R Singaravelan
- c. The Steward by Peter Diaz
- d. Food & Beverage Service by Anil Sagar
- e. The World Atlas of Coffee – James Hoffman

Online Resources:

- a. Top 30 mocktail ideas

Link: <https://www.bbcgoodfood.com/howto/guide/top-10-non-alcoholic-drinks>

- b. Trends Affecting Restaurant Industry

Link: <https://www.brandwatch.com/blog/the-biggest-restaurant-industry-trends/>

- c. The Key Factors Driving and Hampering F&B Sustainability

Link: <https://www.precog.co/blog/sustainability-food-and-beverage-manufacturing/>

Note: Any other Latest Edition of reference/text books can be included.

Name of the Program: BBA- TH
Course category: Discipline Core Course
Name of the Course: Principles of Management

Course Learning Objectives:

1. To enable the students to study the evolution of Management
2. To study the functions and principles of Management
3. To learn the application of the principles in an organization

Course Outcomes:

- 1) The ability to understand concepts of business management, principles and function of management.
- 2) The ability to explain the process of planning and decision making.
- 3) The ability to create organization structures based on authority, task and responsibilities.
- 4) The ability to explain the principles of direction, importance of communication, barrier of communication, motivation theories and leadership styles.
The ability to understand the requirement of good control system and control techniques.

Syllabus:	Hours
UNIT 1: INTRODUCTION TO MANAGEMENT	08
Introduction –Meaning, Evolution of management thought, Pre-Scientific Management Era, Classical Management Era, Neo-Classical Management Era, Modern Management Era; Nature and Characteristics of Management - Scope and Functional areas of Management; Management as a Science, Art or Profession; Management and Administration; Principles of Management.	
UNIT 2: PLANNING AND DECISION MAKING	08
Nature, Importance and Purpose of Planning - Planning Process; Objectives; Types of plans (Meaning only); Decision making- Importance and steps; MBO and MBE (Meaning only)	
UNIT 3: ORGANIZING AND STAFFING	06
Nature and purpose of Organization; Principles of Organizing; Delegation of Authority; Types of Organization - Departmentation, Committees; Centralization vs Decentralization of Authority and Responsibility, Span of Control; Nature and importance of Staffing	
UNIT 4: DIRECTING AND COMMUNICATING	10
Meaning and Nature of Direction, Principles of Direction; Communication - Meaning and Importance, Communication Process, Barriers to Communication, Steps to overcome Communication Barriers, Types of Communication; Motivation theories – Maslow’s Need Hierarchy Theory, Herzberg’s Two Factor Theory, Mc.Gregor’s X and Y theory. Leadership – Meaning, Formal and Informal Leadership, Characteristics of Leadership; Leadership Styles – Autocratic Style, Democratic Style, Participative Style, Laissez Faire Leadership Styles, Transition Leadership, Charismatic Leadership Style.	
UNIT 5: COORDINATING AND CONTROLLING	08
Coordination–Meaning, Importance and Principles. Controlling-Meaning and steps in controlling, Essentials of Effective Control system, Techniques of Control (in brief).	

Skill Developments Activities:

- a) Two cases on the above syllabus should be analyzed by the teacher in the classroom and the same needs to be recorded by the student in the Skill Development Book.
- b) Draft different types of Organization structure.
- c) Draft Control charts.

Suggestive Readings:

- a) Stephen P. Robbins, Management, Pearson
- b) Koontz and O'Donnell, Management, McGraw Hill.
- c) L M Prasad, Principles of management, Sultan Chand and Sons
- d) V.S.P Rao/Bajaj, Management process and organization, Excel Books.GH25
- e) Appanniah and Reddy, Management, HPH.
- f) T. Ramaswamy : Principles of Management, HPH.

2nd SEMESTER

Name of the Program: BBA- TH
Course category: Discipline Core Course
Name of the Course: Food & Beverage Production-II (Theory)

Course Learning Objectives:

- a. To elaborate the fundamentals concepts of Indian Cookery
- b. To introduce various types and categories of Indian Food
- c. To expose the students to the basics of bakery operations

Course Outcomes:

- a. Explain the history of Indian food Culture
- b. Compare various Indian Masalas and its characteristics
- c. Identify the emerging trends in Indian Cuisine
- d. Explain the various types of Indian Breads
- e. Explicate on Indian Regional, Traditional & Comfort foods

UNIT 1 -FUNDAMENTALS OF INDIAN COOKERY

No of Hours: 12 Hrs.

- 1.1 Introduction to Indian Food Culture
- 1.2 Heritage of Indian Cuisine
- 1.3 Role of Indian Condiments, Herbs & Spices in cookery
- 1.4 Different Masalas used in Indian cookery (Wet & Dry)
- 1.5 Blending of spices and concept of Masala Preparations
- 1.6 Indian Gravies & Curries
- 1.7 Thickening and Coloring Agents used in Indian cookery
- 1.8 Indian Culinary Glossary Terms and Popular dishes

UNIT 2- INDIAN FOOD

No of Hours: 10 Hrs.

- 2.1 Indian breads – Roti, Naan, kulcha, Phulka Etc
- 2.2 Origin and history of Indian sweets
- 2.3 Ingredients, Equipments, Coloring & Flavoring Agents used in Preparation of Indian Sweets
- 2.4 Indian Regional, Traditional & Comfort Foods

UNIT 3 -INTRODUCTION IN BAKERY

No of Hours: 08 Hrs.

- 3.1 Origin & History of Baking
- 3.2 Flours - Types, Characteristics, Importance & Uses
- 3.3 Raising Agents - Types, Characteristics, Importance & Uses
- 3.4 Equipment and tools used in Bakery
- 3.5 Breads- Types, Preparation & Bread Faults

Suggestive Readings:

- a. Food Production Operations by Chef Parvinder S. Bali
- b. Practical Professional Cookery by Cracknell and Kaufmann
- c. Catering Management by Mohini Sethi & Surjeet Malhan
- d. Hygiene and Sanitation by S. Roday
- e. Indian Food: A Historical Companion by Achaya KT
- f. Food: A Culinary History by Jean-Louis Flandrin

Online Resources

- a. Culinary Dictionary Index
Link: <https://whatscookingamerica.net/glossary/>
- b. The Cook's Thesaurus
Link: <http://www.foodsubs.com/>
- c. Real Food Encyclopedia
Link: <https://foodprint.org/eating-sustainably/real-food-encyclopedia/>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: BBA- TH
Course category: Discipline Core Course
Name of the Course: Food & Beverage Production-II (Practical)

Course Learning Objectives:

- a. To provide the knowledge and skills pertaining to Indian Cuisine
- b. To acquaint with the latest skills and techniques used in preparing Indian food
- c. To train the students on the basic cooking techniques used globally

Course Outcomes:

- a. Prepare culinary delicacies belonging to various Indian Cuisines
- b. Demonstrate the preparation of various types of Breads
- c. Demonstrate the preparation of various types of Sponges
- d. Demonstrate the preparation of various types of Hot & Cold Desserts

WEEK 1: Gujarati Cuisine - 3 Course Menu with Accompaniments

WEEK 2: Kashmiri Cuisine - 3 Course Menu with Accompaniments

WEEK 3: Awadhi Cuisine - 3 Course Menu with Accompaniments

WEEK 4: Bengali Cuisine - 3 Course Menu with Accompaniments

WEEK 5: Rajasthani Cuisine - 3 Course Menu with Accompaniments

WEEK 6: Panjabi Cuisine - 3 Course Menu with Accompaniments

WEEK 7: Tandoori - 3 Course Menu with Accompaniments

WEEK 8: Indian Sweets (Any 4 Sweets)

WEEK 9: Bread Making-1

Demonstration and Preparation of

- 1) Bread Loaf (2 Varieties)
- 2) Bread Rolls (Soft rolls and Hard rolls)
- 3) Bread Sticks

WEEK 10: Bread Making -2

Demonstration and Preparation of

- 1) French Bread
- 2) Breakfast Rolls (Croissants, Danish Pastry, Doughnuts & Brioche)

WEEK 11: Basic Sponge Cakes

Demonstration and Preparation of

- 1) Plain Fatless Sponge Cake
- 2) Swiss Rolls
- 3) Fruit Cake & Muffins

WEEK 12: Simple Cookies

Demonstration and Preparation of

- 1) Melting moments
- 2) Tri colour biscuits
- 3) Chocolate chip Cookies
- 4) Salt Cookies

WEEK 13: Hot/Cold Desserts

Demonstration and Preparation of

- 1) Caramel Custard
- 2) Bread and Butter Pudding
- 3) Hot Soufflé – (2 Flavors)
- 4) Mousse (2 Types)

Suggestive Readings:

- a. Food Production Operations by Chef Parvinder S. Bali
- b. Practical Professional Cookery by Cracknell and Kaufmann
- c. Catering Management by Mohini Sethi & Surjeet Malhan
- d. Hygiene and Sanitation by S. Roday
- e. Indian Food: A Historical Companion by Achaya KT
- f. Food: A Culinary History by Jean-Louis Flandrin

Online Resources

- a. Culinary Dictionary Index

Link: <https://whatscookingamerica.net/glossary/>

- b. The Cook's Thesaurus

Link: <http://www.foodsubs.com/>

- c. Real Food Encyclopedia

Link: <https://foodprint.org/eating-sustainably/real-food-encyclopedia/>

Note: Any other Latest Edition of reference/textbooks can be included.

Name of the Program: BBA- TH
Course category: Discipline Core Course
Name of the Course: Food & Beverage Service - II (Theory)

Course Learning Objectives:

- a. To acquire theoretical knowledge pertaining to Menu Planning
- b. To understand the operations behind Food & Beverage Service operations in hotels
- c. To understand the concept of using the French Classical Menu

Course Outcomes: On successful completion of the course, the students will be able to

- a. Explain the various terminologies used in Food and Beverage operations
- b. Illustrate a flow chart for cover set up.
- c. Describe the cover layout based on the menu
- d. Explain the role of Food & Beverage Service in enhancing guest satisfaction

UNIT-1: FOOD SERVICE, MENU KNOWLEDGE AND PLANNING

No of Hours: 10 Hrs.

- 1.1 Food Service Styles - Waiter Service, Self Service, Assisted Service, etc
- 1.2 Origin, Functions & Types of Menus
- 1.3 French Classical Course
- 1.4 Dishes and their Description for French Classical Menu
- 1.5 Cover and Accompaniments
- 1.6 Factors influencing planning menu
- 1.7 Compiling A La Carte & Table D'hôte Menu

UNIT- 2: FOOD SERVICE OPERATIONS

No of Hours: 10 Hrs.

- 2.1 Breakfast, Lunch, Dinner - Origin & Types
- 2.2 Planning a Breakfast, Lunch, Dinner Menu
- 2.3 Service of Breakfast in Restaurants
- 2.4 Brunch & Afternoon Tea - Origin & Types
- 2.5 Room Service - Concept & Origin
- 2.6 Location & Equipments required for Room Service
- 2.7 Room Service Procedure
- 2.8 Guéridon Service - Concept & Origin
- 2.9 Equipments used in a Guéridon Trolley

UNIT- 3: PERSONALIZED SERVICE / BUTLER SERVICE

No of Hours: 12 Hrs.

- 3.1 Butler service – History, Meaning and Importance
- 3.2 Core values and Skills of a Butler
- 3.3 Essential techniques of Butler service
- 3.4 Types of Butler service
- 3.5 Butler Service Operations - House management, Staff Management, Table Management ,Laundry and Wardrobe Management, Valet skills
- 3.6 Standard Operating Procedures
- 3.7 F&B Situation Handling

Suggestive Readings:

- a. Food & Beverage Service Training Manual- By Sudhir Andrews
- b. Food & Beverage Service By R Singaravelan
- c. The Steward By Peter Diaz
- d. Food & Beverage Service By Anil Sagar
- e. The World Atlas of Coffee – James Hoffman
- f. A butler"s life: scenes from the other side of the silver salver – Christopher Allen

Online Resources

- a. 7 Steps for Quick and Easy Menu Planning

Link: <https://www.unlockfood.ca/en/Articles/Menu-Planning/7-Steps-for-Quick-and-Easy-Menu-Planning.aspx>

- b. The role of a Butler

Link: <https://hoteltalk.app/the-role-of-a-butler/>

- c. Sustainability is Critical in Food and Beverage Manufacturing

Link: <https://foodsafetytech.com/column/8-reasons-sustainability-is-critical-in-food-and-beverage-manufacturing/>

Note: Any other Latest Edition of reference/text books can be included.

Name of the Program: BBA- TH
Course category: Discipline Core Course
Name of the Course: Food & Beverage Service - II (Practical)

Course Learning Objectives:

- a. To acquaint the students with the basics of menu engineering
- b. To train the students on basic food and beverage service sequence
- c. To expose the students on the fundamentals of Guéridon and Butler Service

Course Outcomes: On successful completion of the course, the students will be able to

- a. To understand the importance of the Food & Beverage Service department
- b. Describe a structure of the Food and Beverage Service sequence
- c. Understand the scope of F & B and its role in Hotel Industry
- d. Explain the various F & B Outlets in a hotel
- e. Discuss the F & B Industry and its components
- f. Explain the Role of F & B Service department

WEEK 1: Menu Engineering

WEEK 2: Menu Planning

WEEK 3: Cover Setup - All Meals

WEEK 4: Sequence of Service

WEEK 5: Sequence of Service

WEEK 6: Room Service Tray Setup

WEEK 7: Room Service Order taking Operations

WEEK 8: Banquet functions and Board Room Set-up

WEEK 9: Guéridon Service - Banana Flambé, Crêpe Suzette or Similar

WEEK 10: Guéridon Service - Cocktail de Crevettes, De-boning of Grilled fish or Similar

WEEK 11: Butler Service - Basic Butler Etiquette, Styles of Butler Service

WEEK 12: Butler Service - House, Table & Wardrobe Management, Valet Skills

WEEK 13: Food & Beverage Situation Handling

Suggestive Readings:

- a. Food & Beverage Service Training Manual by Sudhir Andrews
- b. Food & Beverage Service by R Singaravelan
- c. The Steward by Peter Diaz
- d. Food & Beverage Service by Anil Sagar
- e. The World Atlas of Coffee by James Hoffman
- f. A butler's life: scenes from the other side of the silver salver by Christopher Allen

Online Resources

- a. 7 Steps for Quick and Easy Menu Planning

Link: <https://www.unlockfood.ca/en/Articles/Menu-Planning/7-Steps-for-Quick-and-Easy-Menu-Planning.aspx>

- b. The role of a Butler

Link: <https://hoteltalk.app/the-role-of-a-butler/>

- c. Sustainability is Critical in Food and Beverage Manufacturing

Link: <https://foodsafetytech.com/column/8-reasons-sustainability-is-critical-in-food-and-beverage-manufacturing/>

Name of the Program: BBA- TH
Course category: Discipline Core Course
Name of the Course: Accommodation Management - II (Theory)

Course Objectives:

- a. To understand the basic accommodation operations in hotels and identify the associated challenges.
- b. To acquire theoretical and practical operational knowledge of the key sub sections of accommodations department.
- c. To illustrate the complexities and demands of working in the industry through the scope of accommodations operations.

Course Outcomes:

- a. Explain the basic concepts of accommodation processes
- b. Explain the significance of accommodation operations in allied sectors
- c. Analyze the various operational processes in accommodations sector
- d. Evaluate the changing trends in accommodations operations
- e. Appreciate the role of accommodations personnel during natural & manmade disasters

UNIT-1: FRONT OFFICE PROCESSES IN ACCOMMODATIONS DEPARTMENT

No of Hours: 10 Hrs.

- 1.1 Guest Cycle
- 1.2 Types, Modes & Sources of Reservation
- 1.3 Processing Reservation Requests
- 1.4 Guest Registration & Check-In
- 1.5 Guest Services & Complaints
- 1.6 Guest Check-out and Settlement
- 1.7 Potential Check-out Problems & Solutions
- 1.8 Post Check-out Services

UNIT- 2: HOUSEKEEPING PROCESSES IN ACCOMMODATIONS DEPARTMENT

No of Hours: 12 Hrs.

- 2.1 Guest Rooms - Types and Layouts
- 2.3 Cleaning Schedule - Daily, Monthly and Annually
- 2.4 Types of Cleaning agents & Cleaning equipment
- 2.5 Storage, Upkeep & Maintenance of Chemicals & Equipment
- 2.6 Cleaning of Guest Rooms and Public Areas
- 2.7 Pest control, Hygiene & sanitation
- 2.8 Key Operations in Housekeeping
- Interdepartmental Co-ordinations

- Communication with Guests
- Inter & Intra Departmental Communication
- Preparation of Daily routines
- Key Control & Lost & Found
- Linen & Uniform room and laundry operations

MODULE 3: SAFETY AND SECURITY IN HOTELS

No of Hours: 10 Hrs.

- 3.1 Hotel security Staff & Systems
- 3.2 OSHA Guidelines for Workplace Safety
- 3.3 Security & Control of Room Keys
- 3.4 Fire Safety – Classification of Fire, SOPs in the event of Fire
- 3.5 Accidents – Accidents in Hotels, Accident Report
- 3.6 First Aid – First Aid Box, first-aid for some common problems
- 3.7 Handling unusual events and emergencies – Terrorism, Robbery & Theft

Suggestive Readings:

- a. Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
- b. Front Office Operations and Management - Jatashankar R. Tiwari
- c. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
- d. Hotels for Tourism Development – Dr. Jagmohan Negi
- e. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George

Online Resources

- a. Hotel Housekeeping Duties: A Day in the Life by Hotel Tech Report
Link: <https://hoteltechreport.com/news/hotel-housekeeping-duties>
- b. Role of Housekeeping in Guest Satisfaction and Repeat Business by Himanshu Rajak
Link: <https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/>
- c. Top issues and solutions for your housekeeping department by Larry Mogelonsky
Link: <https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-your-housekeeping-department/>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: BBA- TH
Course category: Discipline Core Course
Name of the Course: Accommodation Management - II (Practical)

Course Objectives:

- a. To understand the basic accommodation operations in hotels and identify the associated challenges.
- b. To acquire theoretical and practical operational knowledge of the key sub sections of accommodations department.
- c. To illustrate the complexities and demands of working in the industry through the scope of accommodations operations.

Course Outcomes:

- a. Develop a smart personality in tune with the hospitality industry standards
- b. Handle guest complaints and fulfill guest requirements
- c. Perform various housekeeping operational tasks and deliver superior quality services

WEEK 1: Reservations - Taking down reservations for FIT, FFIT, Corporate guests, Groups & Crews

WEEK 2: Check In processes - Filling Registration Forms for FIT, FFIT & Corporate guests

WEEK 3: Check In processes - Filling Registration Forms for Groups & Crews

WEEK 4: Check-out processes - Guest Check-out and Settlement procedures

WEEK 5: Role play: Accepting / Rejecting a Reservation, Checking-In & Checking-out a guest

WEEK 6: Role play: Handling Special Requests, Guest Services & Complaints

WEEK 7: Cleaning procedures – Bathroom cleaning & Glass cleaning

WEEK 8: Cleaning procedures – Area cleaning - Rooms & Public Areas

WEEK 9: Towel Art - Lotus flower towel design, Flower in vase towel design, Peacock towel design, Bird towel design

WEEK 10: Towel Art - Elephant towel design, Towel flower basket design, Towel swans. Swan basket towel design

WEEK 11: Identification of various wall covering

WEEK 12: Identification of various floor surfaces

WEEK 13: Forms & Formats used in Accommodations department

Suggestive Readings:

- a. Managing Front Office Operations – Michael L Kasavanna & Richard M. Brooks
- b. Front Office Operations and Management - Jatashankar R. Tiwari
- c. Principles of Hotel Front Office Operations- Su Baker, Pam Bradley
- d. Hotels for Tourism Development – Dr. Jagmohan Negi
- e. Housekeeping Operations, Design and Management by Malini Singh, Jaya B George

Online Resources

- a. Hotel Housekeeping Duties: A Day in the Life by Hotel Tech Report

Link: <https://hoteltechreport.com/news/hotel-housekeeping-duties>

- b. Role of Housekeeping in Guest Satisfaction and Repeat Business by Himanshu Rajak

Link: <https://hmhub.me/role-of-housekeeping-in-guest-satisfaction-and-repeat-business/>

- c. Top issues and solutions for your housekeeping department by Larry

Mogelonsky **Link:** <https://www.todayshotelier.com/2018/06/11/top-issues-and-solutions-for-your-housekeeping-department/>

Note: Any other relevant reference/textbooks can be included.

Name of the Program: BBA- TH
Course category: Discipline Core Course
Name of the Course: Introduction to Tourism

Course Learning Objectives:

1. To enable the students to study the concept of Tourism
2. To study the various components of Tourism
3. To learn different Tourism organizations

Course Outcomes:

- 1) The ability to understand concepts of Tourism
- 2) The ability to explain the various components of Tourism.
- 3) The ability to create organization structures based on authority, task and responsibilities in Front Office department.
- 4) The ability to explain the importance and barrier of different transportation and accommodation, in Tourism sector.

Syllabus:

UNIT 1: INTRODUCTION TO TOURISM **06 hours**

Meaning, definition and scope of tourism, (Domestic and international tourist, inbound and outbound tourists) Historical Background, Nature and Characteristic, Tourism product (natural & man-made), types of tourism, motivational factors & barriers in tourism, MICE, Socio-cultural and economic importance of tourism.

UNIT 2: TOURISM COMPONENTS (ATTRACTION): NATURAL **10 hours**

Hill station- (Darjeeling), Island (Lakshadweep), River- (Ganga), Lake- (Chilika), Forest and Wildlife-(Similipal, Bhitarkanika,) Man-made - Monuments- (Konark Sun temple), Pilgrim destinations (Four Dham, Sarvanbelgola, Ajmer Sherif, Golden temple -Amritsar) fair and festival- (Rathyatra, Kumbhamela, Konark Dance Festival) Dance and Music- (Odishi, Chhau), Handicraft- (Appliqué work, filigree work, Patta painting)

UNIT 3: TOURISM COMPONENTS (TRANSPORT & ACCOMMODATION) **06 hours**

Accessibility (mode of transport Road, Rail, Air & Water). Accommodation - types of accommodation (primary and supplementary), Departments of a hotel with special reference to front office.

UNIT 4: TOURISM ORGANISATION **08 hours**

Dept. of Tourism, Govt. of India and Govt. of Karnataka, ITDC, KSTDC, TAAI, IATA, PATA, UNWTO, FHRAI

UNIT 5: SIGNIFICANCE OF TOURISM INDUSTRY **10 hours**

Economic impacts of tourism: income and employment, multipliers of tourism, balance of payments, foreign exchange etc. ; Socio-cultural impacts of tourism: cultural exchange among nations and international understanding; Impacts of tourism on ecology and environment.

Skill Developments Activities:

- a) Two destination topics on the above syllabus should be analyzed by the teacher in the classroom and the same needs to be recorded by the student in the Skill Development Book.
- b) Visit to any tourism local destination.

Suggestive Readings:

- a) Page Stephen J. Brunt Paul, Busby Graham and Cornell .J (2007). Tourism: Modern Synthesis. Thomson Learning. London. U.K.
- b) Gee, Chuck Y., James C. Makens,, and Dexter J.L. Choy. (1997). The Travel Industry, Van Nostrand Reinhold, New York.
- c) Youell, R.(1998). Tourism-An Introduction. Addison Wesley Longman, Essex.
- d) Jagmohan Negi, Tourism and Travel: Concepts and Principles