

**AC 27/2/13**  
**Item No. 4.23**

**UNIVERSITY OF MUMBAI**



**Syllabus for sem V & VI**  
**Program: B.Sc.**  
**Course: Hospitality Studies**

(Credit Based Semester and Grading System with  
effect from the academic year 2013–2014)

Course Code	Course	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs				TH	PR	L	P	T	
		L	P	T	L	P	T	L	P	T							
USHO501	Food Production & Patisserie	3	4	-	45	60	-	45	60	-	105	100	100	2	2	-	4
USHO502	Food & Beverage Operations Management	3	4	-	45	60	-	45	60	-	105	100	100	2	2	-	4
USHO503	Front Office	3	-	-	45	-	-	45	-	-	45	100		2	-	-	2
USHO504	Housekeeping	3	-	-	45	-	-	45	-	-	45	100		2	-	-	2
USHO505	Rooms Division Management(Practical)	-	4	-	-	60	-	-	60	-	60		100	-	2	-	2
USHO506	Corporate English	3	3	-	45	45	-	45	45	-	90	100	100	2	2	-	4
USHO507	Environmental & Sustainable Tourism	3	-	-	45	-	-	45	-	-	45	100		2	-	-	2
	Total	18	15	-	270	225	-	270	225	-	495	600	400	12	8	-	20
<b>L</b> one lecture / period of 60 minutes (1 hr.) <b>P</b> Practical <b>T</b> Tutorial																	

## FOOD PRODUCTION & PÂTISSERIE (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semesters	V	Food Production & Patisserie- (USHO501)
Course Code	Title	Credits	
USHO501	Food Production & Patisserie	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	4					
Credit	2	2					

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs				TH	PR	L	P	T	
		L	P	T	L	P	T	L	P	T							
USHO 501	Food Production & Patisserie	03	04	-	45	60	-	45	60	-	105	100	100	02	02	-	04

### OBJECTIVES:

- To educate students on basic to advance culinary skills.
- To give an overview of culinary specialties across the globe.
- To educate students on latest food trends.
- To highlight the importance of food safety.
- To train students for better employment prospects.

**Contents of syllabus for USHO501**

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>01</b>	<b>1</b>	Basic of Food Production 1.1 Classical Kitchen Brigade 1.2 Cuts of Vegetable 1.3 Cuts of Meat, Fish, Poultry 1.4 Basic Methods of Cooking 1.5 Stocks 1.6 Sauces 1.7 Soups 1.8 Salads	<b>15</b>	<b>15</b>
	<b>2</b>	Basics of Bakery & Confectionery 2.1 Breads 2.2 Cakes 2.3 Cookies 2.4 Pastries		
	<b>3</b>	Modern Cooking Techniques & Processes 3.1 Sous Vide Cooking, Cook Chill & Cook Freeze 3.2 HACCP (Definition, Process in brief, Application in the Kitchen) 3.3 FSSAI Law		
	<b>4</b>	Larder 4.1 Definition; layout of the department 4.2 Hierarchy, Duties & responsibilities of larder chef 4.3 Tools & Equipment of larder department 4.4 Importance of larder control 4.5 Yield testing		

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>02</b>	<b>5</b>	Charcuterie 5.1 Introduction to Charcuterie 5.2 Brines – Cures – Marinades - Smoking 5.2.1 Types, uses, differences	<b>15</b>	<b>15</b>

		<p>5.3 Forcemeats</p> <p>5.3.1 Components of forcemeat</p> <p>5.3.2 Methods of making forcemeat</p> <p>5.4 Sausages</p> <p>5.4.1 Components of sausage</p> <p>5.4.2 Types of sausages</p> <p>5.4.3 International sausages with country of origin</p> <p>5.5 Charcuterie Products</p> <p>5.5.1 Galantine, Ballotine, Pates, Terrines</p> <p>5.5.2 Mousse &amp; Mousseline</p> <p>5.5.3 Gelée, Aspic Jelly &amp; Chaud Froid</p> <p>5.6 Ham – Bacon – Gammon</p> <p>5.6.1 Definitions</p> <p>5.6.2 Types of Bacon</p> <p>5.6.3 International Ham/Bacon with country of origin</p> <p>5.6.4 Difference between Ham/Bacon/Gammon</p>		
	<b>6</b>	<p>Cheese</p> <p>6.1 Definition &amp; History</p> <p>6.2 Manufacturing Process</p> <p>6.3 Types &amp; Uses</p> <p>6.4 International Cheese with Country of origin</p> <p>6.5 Cheese Board (Layout &amp; Presentation)</p>		

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>03</b>	<b>7</b>	<p>International cuisine.</p> <p>7.1 Geographic Location</p> <p>7.2 Historical Background</p> <p>7.3 Staple Food &amp; Specialties With Recipes</p> <p>7.4 Tourist Destination</p> <p>7.5 Sports</p> <p>7.6 Festivals</p> <p>7.7 Regional Attire</p> <p>7.8 Currency</p> <p>7.9 Equipments &amp; Raw Ingredients</p> <p>7.10 Glossary Terms</p>	<b>15</b>	<b>15</b>

	<p>7.11 Audio Visual Clips Assignment to be prepared any one from the following countries:</p> <ul style="list-style-type: none"> <li>• Europe Continent                         <ul style="list-style-type: none"> <li>○ France</li> <li>○ Italy</li> <li>○ Spain &amp; Portugal</li> <li>○ Germany</li> <li>○ Great Britain</li> <li>○ Scandinavian countries</li> <li>○ Greece</li> </ul> </li> <li>• Middle East                         <ul style="list-style-type: none"> <li>○ Morocco</li> <li>○ Lebanon</li> <li>○ Turkey</li> </ul> </li> <li>• Far East                         <ul style="list-style-type: none"> <li>○ China</li> <li>○ Japan</li> <li>○ Thailand</li> </ul> </li> <li>• North Central America                         <ul style="list-style-type: none"> <li>○ USA</li> <li>○ Mexico</li> </ul> </li> </ul>		
<b>8</b>	<p>Chocolate</p> <p>8.1 History and sources</p> <p>8.2 Manufacturing and processing of chocolate</p> <p>8.3 Types of chocolates</p> <p>8.4 Tempering of chocolate</p> <p>8.5 Application of cocoa, butter and white chocolate</p>		
<b>9</b>	<p>Icings</p> <p>9.1 Definition &amp; Introduction</p> <p>9.2 Varieties of Icing</p> <p>9.3 Uses of Icing</p>		

• **List of Culinary Terms –**

1. Aloyou	18. Eeste	35. Noisette
2. Arêtes	19. En croute	36. Noix

3. Ballotine	20. Escargot	37. Rauget
4. Borde de lard	21. Escrocote	38. Rifroidir
5. Clou de girofle	22. Farine	39. Rognons
6. Cochon de loit	23. Fouetter	40. Roulade
7. Cornichon	24. Frappe	41. Rouler
8. Cotelette	25. Gelinette	42. Salpicon
9. Couronne	26. Gingembre	43. Saumure
10. Creamux	27. Godiveau	44. Suif
11. Crepine	28. Jombon	45. Tasse
12. Croquant	29. Laitance	46. Thon
13. Demi – devil	30. Medallion	47. Timbale
14. Denerver	31. Melange	48. Trencher
15. Depouiller	32. Merine	49. Viande
16. Eaut – gout	33. Navarin	50. Vide
17. Eberber	34. Nettoyer	

### **FOOD PRODUCTION & PATISSERIE (Practical)**

Unit	Practical	Hours
1	1. France 2. Italy 3. Middle east 4. China 5. Breads ( soft rolls/hard rolls/bread loaf)	20
2	6. USA 7. Great Britain 8. Spain / Portugal 9. Mexico 10. Pastries (Short Crust/Laminated/Choux)	20

3	<b>11. Germany</b> <b>12. Thailand (South East)</b> <b>13. Greece</b> <b>14. International Classical Cakes (Black Forest/ Sacher Torte/ Dobos /Pavlova)</b> <b>15. Mystery Basket</b>	20
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- Each Menu will consist of dishes which comprises starter/soup/salad, main course with two accompaniments and a dessert.
- Examination Menu [Choice of 5 Menus – 5 Dishes which comprises of starter/soup/salad, main course with two accompaniments and a dessert. (1 Bakery Product compulsory)]

### Scheme of Examination (Theory)

#### (a) Internal assessment- 40 marks

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
<b>Total</b>		<b>40</b>

#### (b) Semester end examination (Pattern of Question Paper):- 60 Marks

#### Theory

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q – 1	1	15
Q – 2	2	15
Q – 3	3	15
Q – 4	1,2,3	15
<b>Total</b>		<b>60</b>



- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

### Conduct of Practical Examination

Sr.	Particulars for External Practical Examination	Marks
1	Semester End Practical Examination	50
2	Laboratory Work (Continuous Assessment)	40
3	Journal	05
4	Viva	05
	<b>Total</b>	<b>100</b>

### REFERENCE BOOKS

1. Hamlyn, Paul, (1984), *Larousse Gastronomique*, Hamlyn, London
2. Stevenson, Daniel, (1991), *Basic Cookery The Process Approach*, Stanley Thornes (Publishers Ltd., England
3. Kinsella John, & Harvey David, (1996), *Professional Charcuterie*, John Wiley & sons, Canada
4. Leto M.J.& Bode W.K.H., (2007), *The Larder Chef Food Preparation & Presentation*, Butterworth - Hinemann, UK
5. Campbell John , Foskett David, (2012), *Practical Cookery for level 2 NVQ & Apprenticeships*, Hodder Education, UK
6. Bali Parvinder S., (2012), *International Cuisine & Food Production Management*, Oxford University, New Delhi
7. Bali Parvinder S., (2011), *Quantity Food Production Operation*, Oxford University Press, New Delhi
8. Harbutt Juliet, (2009), *The World Encyclopedia of Cheese*, Hermes House , London
9. Ramesh P & Jos Wellman, (2009), *Professional Cookery -Theory & Practice*, Better Yourself Book, Mumbai
10. Basan Ghillie & Jan Terry, (2008), *A Practical Cook's Encyclopedia of Malaysia & Singapore*, Hermes House , London
11. Sheasby Anne, (2008), *New Soup Bible*, Hermes House , London
12. Chan Wynn timer, (2004), *Fresh Chinese*, Hamlyn, Great Britain
13. Amiard Herve & Mouton Laurence, (2004), *A Taste of Morocco*, Hachette, France

14. Trutter Marion, (2009), *Culinaria Spain*, Konemann Publisher, Spain
15. Schlotter Katrin & Schmid Gregor, (2010), *Culinaria China; Cuisine, Country, Culture*, Hfullmann, China
16. Beazley Mitchell , (2007), *Cook Espana, Drink Espana - A Culinary Journey Around the food & Drink of Spain*, Mitchell Beazley, Great Britain
17. Foskett David & Cesrani Victor, (2007), *The Theory of Catering (with DVD)*, Book Power with Hodder, UK
18. Garlough robert & Campbell Angus, (2008), *Modern Garde Manger*, Thomson Delmer, Australia
19. France Christine, (2008), *Sauces*, Hermes House , London
20. Tubby Linda, (2008), *The Barbecue Bible*, Hermes House , London
21. Ingram Christine, (2008), *Appetizer, Starter Horsdoeures*, Hermes House , London
22. Ramesh P & Jos Wellman, 2009, *Professional Cookery -Theory & Practice*, Better Yourself Book, Mumbai
23. Gisslen Wayne, (2001), *Professional Cooking*, John Wiley & sons, New York
24. Larousse, David, (1996), *Professional Garde Manger*, John wiley & sons, New Delhi

## FOOD & BEVERAGE OPERATIONS MANAGEMENT (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	V	Food & Beverage Operations Management(USHO502)
Course Code	Title	Credits	
USHO502	Food & Beverage Operations Management	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	4					
Credit	2	2					

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO 502	Food & Beverage Operations Management	03	04	-	45	60	-	45	60	-	105	100	100	02	02	-	04

### OBJECTIVES:

At the end of semester V the student will be able to:-

- Identify Food & Beverage setup and planning of various outlets in the department.
- Describe casual, theme restaurants etc. and how they are operated.
- How food service managers develop and manage labour & revenue control system.
- Explain how banquets and catering events are booked and planned, and describe how managers and staff members provide service for these events.

- Explain the operations of various catering establishments such as Railway, Airline & Marine caterings.

### Contents of syllabus for USHO502

Unit No.	Chapter No.	TOPIC	Hours	Marks
01	1	1.1 F & B Outlet Planning 1.1.1 Objective of a good layout 1.1.2 Steps in planning of layout. (Specialty Restaurants, Coffee Shop, Room Service) 1.1.3 Factors to be considered while planning the actual ambience (Colour, light, décor, furniture & uniform)  1.2 Operational aspects of various F & B Outlets (Specialty Restaurants, Coffee Shop, Room Service) 1.2.1 Menu planning 1.2.2 Constraints of Menu planning 1.2.3 Planning of staff requirement 1.2.4 Shifts (Panzer, Straight, Split & Reliever) 1.2.5 Factors to be considered for selecting appropriate Crockery, Cutlery, Glassware, and Linen.  1.3 Elements of cost 1.3.1 Types of cost (Material, Labour & Overhead) 1.3.2 Cost Groups (Fixed, semi-fixed & variable) & types of profit (gross & net) 1.3.3 Breakeven / Cost volume profit analysis	15	15

Unit No.	Chapter No.	TOPIC	Hours	Marks
02	2	Function Catering / Banquets 2.1 Definition, History & Importance 2.2 Organization of Banquet dept., duties and responsibilities. 2.3 Types of Banquets: Formal, Semiformal & Informal 2.4 Banquet Sales 2.5 Banquet reservation diary and booking procedure. 2.6 Function contract & Function prospectus	15	15

- 2.7 Banquet Menus  
 2.8 Types of service in the banquets.  
 2.9 Staffing & Duty allocation  
 2.10 Toast procedure at wedding reception & Protocol  
 2.11 Outdoor catering.  
 2.12 Glossary

### Glossary

#### **Audiovisual Equipment**

Dais	Easel	Flip charts
Keystoning	Lavaliere microphone	Lectern
Monitor	Opaque projector	Overhead projector
Podium (rostrum)	Roving microphone	Table microphone
Teleconferencing		

#### **Exhibitions**

Area exhibit	Booth exhibit	Consumer show
Exhibition (Exposition)	Floor load	Floor plan
Gross square feet	Hospitality suite	Island booth
Move-In/Move-Out Dates	Peninsula booth	Perimeter booth
Pipe and drape	Tabletop exhibit	Trade show/fair

#### **Meeting And Convention Marketing**

Breakout room	Citywide convention	CMP (Complete Meeting Package)
Cut-off date	Destination management companies	DMP (Day Meeting Package)
Duo serve	Function rooms	Home run accounts
ICW – In Conjunction With	Incentive travel house	Lead time
Letter of agreement	Major close	MICE
MMP (Modified Meeting Package)	Proposal	Sales blitz

		Set-up time	Slippage	Spouse program			
		Tentative booking	Second-tier cities	Shoulder period			
		SMERF groups	Tickler file	Trial Close			
		Uni serve	Yield management				
		<b>Types of Meetings</b>					
		Assembly	Breakout sessions	Clinic			
		Colloquium	Concurrent sessions	Conference			
		Congress	Convention	Dealer meetings			
		Forum	Incentive meetings	Plenary session			
		Retreat	Sales meeting	Seminar			
		Summit	Symposium	Workshop			
		<b>Misc Function Catering Terminology</b>					
		Air walls	Cash bar	Corkage			
		Crash bar	Guaranteed and Expected number	Head count			
		Host bar	PDR	Pre-function area			
		Reader Board	Reception	Skirting			
		Theme party	Upstage				

Unit No.	Chapter No.	TOPIC	Hours	Marks
03	3	3.1 Buffet. 3.1.1 Definition & Types of buffets. (Meal period, manner of consumption, food served & other types – Display, Gourmet & Running) 3.1.2 Points to be considered while planning a buffet. 3.1.3 Buffet equipment 3.1.4 Banquet layout (formal, informal & cabaret) & Space area calculation 3.1.5 Meeting room setups: (U Shape, Hollow Square, Classroom Theatre, Board of Directors, ‘T’ Shape)	15	15

	3.2 Food and Beverage Management in various catering establishments		
	3.2.1 Railway Catering & Airline catering		
	3.2.2 Marine Catering (offshore & cruise liners)		
	3.2.3 Industrial catering		

### ASSIGNMENTS

Sr. No.	Topic for Assignments	Marks
1	Design & Layout of a Specialty Restaurant, Coffee Shop or Room Service	(10)
2	Designing Function Prospectus	(10)
3	Layout of the various seating plans associated with banquets	(10)
4	Layouts of various buffet setup as per function & space requirement.	(10)

### FOOD & BEVERAGE OPERATIONS MANAGEMENT (Practical)

Unit	Practical	Hours
1	1 Practice: Sample layout plans 1.1 Specialty Restaurants 1.2 Coffee Shop 1.3 Room Service 2 Compiling menus a la Carte (Specialty Restaurants, Coffee Shop, and Room Service). 3 Order-taking (Room Service). 4 Planning Duty Rota for, Specialty Restaurants, Coffee Shop, and Room Service	20
2	5 Drafting Function Prospectus 6 Table setups and arrangements for banqueting and buffet including menu designing with styles of service & Calculation of space requirement (Formal banquet, Cocktail parties, conventions, exhibition, fashion show, wedding reception).	20
3	7 Frilling (Box, Diamond & Accordion Pleated) 8 Screening of educational videos related to Railway, Airline, Marine & Industrial catering	20

### Scheme of Examination (Theory)

**(a) Internal assessment- 40 marks**

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
<b>Total</b>		<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q – 1	1	15
Q – 2	2	15
Q – 3	3	15
Q – 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.



- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

### Conduct of Practical Examination

Sr.	Particulars for External Practical Examination	Marks
1	Semester End Practical Examination	50
2	Laboratory Work (Continuous Assessment)	40
3	Journal	05
4	Viva	05
	<b>Total</b>	<b>100</b>

### REFERENCE BOOKS

1. Andrews S, (2009), *Food & Beverage Service A Training Manual,(Second Edition)*, Tata McGraw-Hill Publishing Company Limited, New Delhi
2. Fuller, John, (1992), *Advanced Food Service*, Stanley Thornes Publishers Ltd., England
3. Kivela, Jaks, (1994), *Menu Planning for the Hospitality Industry*, Hospitality Press P Ltd., Melbourne
4. Lilicrap, Dennis & Cousins, John, (1994), *Food and Beverage Service*, Common Wealth Publication, New Delhi
5. Magris, Marzia, (1995), *An Introduction to Food & Beverage Studies*, Hospitality Press P Ltd, Melbourne
6. Singaravelavan .R, (2011), *Food and Beverage Service*, Oxford University Press, Delhi

### FRONT OFFICE (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	V	Front Office (USHO503)
Course Code	Title	Credits	
USHO503	Front Office	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3						
Credit	2						

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs				TH	PR	L	P	T	
		L	P	T	L	P	T	L	P	T							
USHO 503	Front Office	03	-	-	45	-	-	45	-	-	45	100	-	02	-	-	02

#### OBJECTIVES:

Students will be able to:

- To understand the formulas that are applied in the front office for forecasting and evaluating
- Decision making through statistical data in Front office operations
- Understand the rules & acceptance of foreign exchange.

#### Contents of syllabus for USHO503

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>01</b>	<b>1</b>	Planning Operations 1.1 Management Function 1.1.1 Planning, Organising, 1.1.2 Co-ordinating, 1.1.3 Staffing, Leading, 1.1.4 Controlling, Evaluating 1.2 Establishing Room Rate 1.2.1 Different Approaches for pricing rooms 1.2.2 Market Condition Approach, 1.2.3 Rule of Thumb, 1.2.4 Hubbart's Formula-Determining single and double rate 1.3 Special Room Rates Offered 1.3.1 Corporate / Commercial Rate, 1.3.2 Group Rate, 1.3.3 Promotional Rate, 1.3.4 Incentive Rate, 1.3.5 Family Rate, 1.3.6 Package, 1.3.7 Complimentary Rate 1.4 Forecasting Room Availability 1.4.1 Forecasting Data 1.4.1.1 Percentage of No-show, 1.4.1.2 Percentage of Cancellations, 1.4.1.3 Percentage of walk-ins, 1.4.1.4 Percentage of overstay, 1.4.1.5 Percentage of under stay, 1.4.2 Forecast formula; 1.4.3 Sample 3 and 10 days forecast; 1.4.4 Refining Forecast 1.5 Budgeting for Operations 1.5.1 Three Day Forecast; 1.5.2 Forecasting room revenue, 1.5.3 Estimating expenses,	<b>15</b>	<b>15</b>

		1.5.4 Refining budget plans 1.6 Key Terms		
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Unit No.	Chapter No.	TOPIC	Hours	Marks
02	2	Evaluating Operations 2.1 Evaluating front office operations 2.1.1 Daily Operations Report, 2.1.2 Monthly Income Statement 2.1.3 Occupancy Ratios; 2.1.3.1 Occupancy Percentage 2.1.3.2 Room Count 2.1.3.3 House Count 2.1.3.4 Double Occupancy percentage 2.1.3.5 Bed Occupancy Percentage 2.1.3.6 Foreign Guest Percentage 2.1.3.7 Average Daily Rate 2.1.3.8 Revenue Per Available Room (RevPAR) 2.1.3.9 Average Rate Per Guest (ARG) 2.1.4 Yield Statistic. 2.1.5 Market Share Index/ Fare Market Share 2.1.6 Evaluation of Hotels By Guests 2.2 Key Terms	15	15

Unit No.	Chapter No.	TOPIC	Hours	Marks
03	3	3.1 Handling Foreign Currency 3.2 Foreign Currency Exchange 3.3 Procedures to be followed while exchanging Foreign Currency 3.4 Currencies accepted by RBI 3.5 Foreign Exchange Certificate- Format 3.6 Foreign Exchange Settlements using Credit Cards. 3.7 Export Promotion Capital Goods Scheme (EPCG)	15	15

**FRONT OFFICE (ASSIGNMENTS)**

Sr. No.	Topic for Assignments	Marks
1	Designing of Tariff card & Designing of Brochure	10

**Scheme of Examination (Theory)**

**(a) Internal assessment- 40 marks**

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
<b>Total</b>		<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q – 1	1	15
Q – 2	2	15
Q – 3	3	15
Q – 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**REFERENCE BOOKS**

1. Andrews, Sudhir, (1995), *Hotel Front Office Training Manual*, The Tata M'cGraw Hill, New Delhi.
2. Andrews, Sudhir, (2007), *Front Office Management & Operations*, The Tata M'cGraw Hill, New Delhi.
3. Aggarwal Ravi, (2002), *Hotel front Office*, sublime Publications, Jaipur.
4. Bhatnagar S.K, (2002), *Front office Management*, Frank Bros & Co., New Delhi.
5. Chakravarti B.K., (1999), *Front Office Management in Hotel*, CBS Publisher, New Delhi.
6. Chakrawarti B.K., (2006), *Concept of Front Office Management*, APH Publishing, New Delhi.
7. Singh R.K., (2006), *Front Office Management*, Aman Publication New Delhi.
8. Tewari Jatashankar R., (2009), *Hotel Front Office Operations & Management*, Oxford University Press, New Delhi.

## HOUSEKEEPING (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	V	Housekeeping (USHO504)
Course Code	Title	Credits	
USHO504	Housekeeping	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3						
Credit	2						

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO504	Housekeeping	03	-	-	45	-	-	45	-	-	45	100	-	02	-	-	02

### OBJECTIVES:

At the end of semester V:

- Explain and apply the guidelines for hiring various housekeeping contract services.
- Manage the man power planning in the housekeeping department in different category of hotels.
- Apply the elements and concept of interior decorations & elevations.

### Contents of syllabus for USHO504

Unit No.	Chapter No.	TOPIC	Hours	Marks
01	1	Current Trends In Housekeeping 1.1 Green housekeeping practices 1.2 Cleaning equipment and agents 1.3 Guest supplies and amenities 1.4 Level of service (Limited Service, Mid-Range and Full Service)	15	15
	2	Contract Services / Outsourcing 2.1 Types of contract 2.2 Guidelines for hiring contract services 2.3 Advantages and disadvantages of contract service		
	3	Manpower Planning 3.1 Determining staff strength (fixed staff) 3.2 Scheduling staff (Duty Rosters)		

Unit No.	Chapter No.	TOPIC	Hours	Marks
02	4	Lighting And Lighting Fixtures 4.1 Lighting for different areas of the hotel 4.2 Functional and aesthetic aspects of light	15	15
	5	Windows and Window Treatment 5.1 Types of windows and window treatment 5.2 Selection and care		
	6	Wall and Ceiling Finishes 6.1 Types 6.2 Selection 6.3 Care		

Unit No.	Chapter No.	TOPIC	Hours	Marks
03	7	Carpets and Floor Coverings 7.1 Types 7.2 Selection 7.3 Care	15	15



	<b>8</b>	Interior Designing 8.1 Elements of design 8.2 Principles of design 8.3 Colour schemes		
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### HOUSEKEEPING (ASSIGNMENTS)

Sr. No.	Topic for Assignments	Marks
1	Calculating Staffing levels / Manpower Planning (Small to medium hotel)	(10)
2	Calculating curtain material requirements and costing for different Window Treatments	(10)
3	Samples / brochures / pictures and information for Floor Coverings	(10)
4	Samples / brochures / pictures and information for Wall Finishes.	(10)
5	Sourcing of various housekeeping contract service providers in Mumbai – High rise cleaning/ Façade Cleaning/ Carpet Shampooing, Washroom Services etc.	(10)

### Scheme of Examination (Theory)

#### (a) Internal assessment- 40 marks

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**REFERENCE BOOKS**

- 1 Raghubalan G., Raghubalan Smritee, (2007 – 2009), *Hotel Housekeeping Operations and Management*, 2<sup>nd</sup> Edition, Oxford University Press.
- 2 Singh Malini & George Jaya B., (2008), *Housekeeping Operations, Design and Management*, 1<sup>st</sup> Edition, Jaico Publications.
- 3 Jones Thomas J.A., (2005), *Professional Management of Housekeeping Operations*, 4<sup>th</sup> Edition, John Wiley & Sons.
- 4 Andrews Sudhir, (2007), *Text Book of Hotel Housekeeping Management & Operations*, 1<sup>st</sup> Edition, Tata McGraw Hill.

## ROOMS DIVISION MANAGEMENT (Practical)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	V	Rooms Division Management (USHO505)
Course Code	Title	Credits	
USHO505	Rooms Division Management	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact		4					
Credit		2					

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO 505	Rooms Division Management	03	04	-	45	60	-	45	60	-	105	100	100	02	02	-	04

### OBJECTIVES:

- To enhance the capabilities of student in understanding the contemporary hospitality and general issues through discussion and managing situations.
- To understand the importance of manpower planning in accommodation operation.
- To practically learn and demonstrate housekeeping operation and get an insight into the concept of colour wheel and elements & principles of design.

**Contents of syllabus for USHO505**

**FRONT OFFICE (Practical)**

Unit	Practical	Hours
1	Group Discussion	10
2	Situation Handling	10
3	Manpower Planning	10

**HOUSEKEEPING (Practical)**

Unit	Practical	Hours
1	Creating SOPs (Standard Operating Procedure) for: <ul style="list-style-type: none"> <li>• Turn-down service</li> <li>• Entering a guest room</li> <li>• Cleaning WC (Water Closet)</li> <li>• Cleaning and setting Vanity counter</li> <li>• Cleaning shower cubicle / bathtub</li> <li>• Vacuum Cleaning</li> <li>• Dusting guest room</li> <li>• Laundry collection</li> <li>• Stacking Maid's Trolley</li> <li>• Elevator cleaning</li> </ul>	10
2	Creating Area Checklist (Rooms and Public Area)	05
3	Illustration of a colour wheel	05
4	Identifying & Creating colour schemes	10

**Scheme of Examination (Practical)**

**Conduct of Practical Examination**

Sr.	Particulars for External Practical Examination	Marks
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1	Semester End Practical Examination	50
2	Laboratory Work (Continuous Assessment)	40
3	Journal	05
4	Viva	05
	<b>Total</b>	<b>100</b>

## CORPORATE ENGLISH (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	V	Corporate English (USHO506)
Course Code	Title	Credits	
USHO506	Corporate English	2+2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	4					
Credit	2	2					

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO 506	Corporate English	03	04	-	45	60	-	45	60	-	105	100	100	02	02	-	04

### OBJECTIVES:

- To enable the student to enhance their communication skills (verbal & written)
- To adapt to the challenges in the global scenario.
- To practice the dynamics of business etiquettes.

### Contents of syllabus for USHO506

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>01</b>	<b>1</b>	General Business English 1.1 Business English basics 1.2 General vocabulary 1.3 Introduction to International English	<b>15</b>	<b>15</b>
	<b>2</b>	Grammar 2.1 Words and Phrases 2.2 Overview of tenses 2.3 Other common areas of difficulty for Indian speakers 2.4 Prepositions, time expressions & pronouns 2.5 Articles and nouns 2.6 Sentence Construction		
	<b>3</b>	Group Discussions 3.1 Group discussion competencies 3.2 Active listening 3.3 Expanding Arguments 3.4 Functional language 3.5 Paragraph development		
	<b>4</b>	Public speaking & Presentation skills 4.1 Structuring your presentation 4.2 Linguistic techniques 4.3 Introduction to effective openings - task 4.4 Hooks : seeking the audience attention 4.5 Sign posting language 4.6 The visual and vocal components 4.7 Visual aids 4.8 Other essential Sub Skills 4.9 Body language 4.10 Dealing with questions 4.11 Effective Presentation Strategies 4.12 Interviews / Group Discussion		

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>02</b>	<b>5</b>	Vocabulary	<b>15</b>	<b>15</b>

		5.1 Word building 5.2 Dictionary skills		
	<b>6</b>	Power writing 6.1 The writing process 6.2 The Power writing process 6.3 Focus on content 6.4 Make your purpose clear 6.5 Make the intended action explicit 6.6 Focus on structure 6.7 Focus on language 6.8 Complete and concise messages		
	<b>7</b>	Interpersonal Skills		

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>03</b>	<b>8</b>	Academic Writing 8.1 The writing process 8.2 Structuring an essay 8.3 Writing ideal introductions 8.4 General statements 8.5 Paragraph construction 8.6 Organising main ideas & controlling ideas	<b>15</b>	<b>15</b>
	<b>9</b>	Topic sentences 9.1 Supporting sentences 9.2 Transition words & phrases 9.3 Plagiarism / Referencing 9.4 Critical thinking skills 9.5 Paraphrasing & writing effective conclusion		
	<b>10</b>	Corporate Communication 10.1 Business letters, Emails, Memo, Report 10.2 Meetings, Team work, MICCEE (Meetings, Incentives, Conventions, Conference, Events & Exhibition) 10.3 Cross cultural communication		

**CORPORATE ENGLISH (Practical)**



Unit	Practical	Hours
1	1. Revision of Grammar 2. Presentation I – Current Issues 3. Group Discussion	20
2	4. Personal Interviews 5. Presentation II (Groups & Individual) 6. Structuring the presentation 7. Visual Aids to enhance effective presentation	20
3	8. Formal E-mail & Telephonic etiquettes, 9. Active listening, body language, posture, eye contact 10. Academic writing (Report writing, essay writing, assignment) 11. Role play, conducting, meeting / conference	20

### Scheme of Examination (Theory)

**(a) Internal assessment- 40 marks**

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

First Semester (Duration 2 hrs.)
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Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

### Conduct of Practical Examination

Sr.	Particulars for External Practical Examination	Marks
1	Semester End Practical Examination	50
2	Laboratory Work (Continuous Assessment)	40
3	Journal	05
4	Viva	05
<b>Total</b>		<b>100</b>

### REFERENCE BOOKS

1. Thill, J.V. and Bovee C.L. (2005). *Excellence in Business Communication*, 6th ed. USA: Pearson Prentice-Hall
2. Kumar, S. and Lata, P. - (2012). *Communication Skills*, 1<sup>st</sup> ed. Oxford University press
3. Sen, L. (2008). *Communication Skills*, 2<sup>nd</sup> ed Prentice Hall of India Private Ltd.
4. Raman, M and Sharma, S. (2004) *Technical Communication*, Oxford University Press,
5. Francis, S. (2009) *Effective Business Communication*, 1<sup>st</sup> ed. Macmillan Publishers Pvt. Ltd

**ENVIRONMENTAL & SUSTAINABLE TOURISM (Theory)**

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	V	Environmental & Sustainable Tourism (USHO 507)
Course Code	Title	Credits	
USHO507	Environmental & Sustainable Tourism	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3						
Credit	2						

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO 507	Environmental & Sustainable Tourism	03	-	-	45	-	-	45	-	-	45	100	-	02	-	-	02

**OBJECTIVES:**

At the end of semester V:

- The student will be able to understand and explain the importance of Environmental and Sustainable Tourism.
- The student will be able to identify and explain Environmental changes due to Tourism.
- The student will comprehend Sustainability of Tourism for future generations.
- The student will be able to understand about the World's fastest growing Travel & Tourism industry.

• Contents of syllabus for USHO504

Unit No.	Chapter No.	TOPIC	Hours	Marks
01	1	Environmental Studies 1.1 Definition, Scope and Importance 1.2 Need for public awareness 1.3 Renewable & Non-renewable Resources (Definition & Importance) 1.4 Consumerism & Waste Products	15	15
	2	Introduction to Tourism & Travel 2.1 Flashback – From early times till today (Purpose of travel in ancient times, invention of wheel, contribution of Thomas Cook, today's scenario). 2.2 Definition of Tourism as stated by U.N.W.T.O. 2.3 Types of Tourism-Pilgrimage, Business Tourism, Health Tourism, Adventure Tourism, Sports Tourism, Culinary & Wine Tourism. 2.4 Definition of Travel 2.5 Various modes of Transport – Land (Rail and Road), Water (Ferries and Cruises), Air.		

Unit No.	Chapter No.	TOPIC	Hours	Marks
02	3	Tourism Organisations 3.1 National/Domestic Organisations (M.T.D.C., I.T.D.C.) 3.2 International Organisations (U.N.W.T.O., W.T.T.C., U.F.T.A.A., U.N.E.S.C.O., S.T.I.)	15	15
	4	Sustainable Development 4.1 Why Sustainable Development? 4.2 Rio Summit 4.3 Impact of Tourism on the World		

Unit No.	Chapter No.	TOPIC	Hours	Marks
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<b>03</b>	<b>5</b>	Sustainable Tourism 5.1 Introduction to Sustainable Tourism 5.2 Sustainable Tourism with respect to Developed Countries (List of these countries, one major destination from each country that requires Sustainable development) 5.3 Sustainable Tourism with respect to Developing Countries (List of these countries, one major destination from each country that requires Sustainable development) 5.4 Sustainable Tourism in India 5.5 Sustainable Tourism in Mumbai 5.6 Sustainable Tourism as an Umbrella – Ecotourism, UNESCO Sites. 5.7 Impact of Travel on Sustainable Tourism 5.8 Impact of Accommodation on Sustainable Tourism 5.9 Responsible Tourism – Guidelines, “Making Tourism More Sustainable – A Guide for Policy Makers” – Role of United Nations Environment Programme (UNEP).	<b>15</b>	<b>15</b>

### ASSIGNMENTS

<b>Sr. No.</b>	<b>Topic for Assignments</b>	<b>Marks</b>
1	Sustainable Tourism advice for any location / place in India	10
2	Environmental effects of Tourism	

### Scheme of Examination (Theory)

#### (a) Internal assessment- 40 marks

<b>Sr.</b>	<b>Evaluation type</b>	<b>Marks</b>
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05

4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic activities	05
<b>Total</b>		<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**REFERENCE BOOKS**

1. Roday, S., (2012), *Tourism Operation and Management*, 1<sup>st</sup> Edition, Oxford University Press.
2. Narasaiah, M., (2003), *Tourism and the Environment*, 1<sup>st</sup> Edition, Discovery Publishing House.
3. Holden, A., (2008), *Environment & Tourism*, 2<sup>nd</sup> Edition, Routledge.
4. Sharpley, R., (2009), *Tourism Development & the Environment: Beyond the Sustainability*, 1<sup>st</sup> Edition, Earthscan.
5. Zeppel, H., (2006), *Indigenous Ecotourism*, 3<sup>rd</sup> Edition, Cabi publications.
6. Raj, A., (2007), *Sustainability Profitability & Successful Tourism*, 1<sup>st</sup> Edition, Kanishka Publishers.

**Semester VI - B. Sc. (Hospitality Studies)**

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs				TH	PR	L	P	T	
		L	P	T	L	P	T	L	P	T							
USHO601	Organizational Behaviour	3	-	-	45	-	-	45	-	-	45	100		2	-	-	2
USHO602	Strategic Management	3	-	-	45	-	-	45	-	-	45	100		2	-	-	2
USHO603	Event Planning, Marketing & Management	-	4	-	-	60	-	-	60	-	60		100	-	2	-	2
USHO604	Core Elective (Any TWO)	6	16	-	90	240	-	90	240	-	330	200	400	4	8	-	12
USHO614	Advanced Food Production	3	8	-	45	120	-	45	120	-	165	100	200	2	4	-	6
USHO624	Advanced Food & Beverage Operations Management	3	8	-	45	120	-	45	120	-	165	100	200	2	4	-	6
USHO634	Advanced Housekeeping	3	8	-	45	120	-	45	120	-	165	100	200	2	4	-	6
USHO644	Advanced Front Office	3	8	-	45	120	-	45	120	-	165	100	200	2	4	-	6
USHO654	Advanced Bakery & Confectionery	3	8	-	45	120	-	45	120	-	165	100	200	2	4	-	6
USHO605	Allied Elective (Any ONE)	3	-	-	45	-	-	45	-	-	45	100		2	-	-	2
USHO615	Revenue Management	3	-	-	45	-	-	45	-	-	45	100		2	-	-	2
USHO625	Foreign Language (French)	3	-	-	45	-	-	45	-	-	45	100		2	-	-	2
USHO635	Services Marketing	3	-	-	45	-	-	45	-	-	45	100		2	-	-	2
USHO645	Financial Management	3	-	-	45	-	-	45	-	-	45	100		2	-	-	2
USHO655	Strategic Human Resource Management	3	-	-	45	-	-	45	-	-	45	100		2	-	-	2
Total		15	16	-	225	240	-	225	240	-	525	500	500	10	10	-	20
L one lecture / period of 60 minutes (1 hr.) P Practical T Tutorial																	

## ORGANIZATIONAL BEHAVIOUR (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Organizational Behaviour (USHO601)
Course Code	Title	Credits	
USHO601	Organizational Behaviour	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3						
Credit	2						

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO 601	Organizational Behaviour	03	-	-	45	-	-	45	-	-	45	100	-	02	-	-	02

### OBJECTIVES:

- The objective of Organizational Behaviour is to provide students with the opportunity to diagnose Individual and Group Behaviour.
- The study of Structure, Motivation & Change helps to develop skills in improving individual and group performance in entrepreneurial and established ventures.
- To develop the overall personality and sustain in the dynamic environment.

### Contents of syllabus for USHO601

Unit No.	Chapter No.	TOPIC	Hours	Marks
01	1	<b>Introduction to Organizational Behaviour</b> 1.1 Definition of Organizational Behaviour 1.2 What Managers Do 1.2.1 Management Functions 1.2.2 Management Roles 1.2.3 Management Skills 1.2.4 Effective v/s Successful Managerial activities	15	15



		1.3 Disciplines that contribute to the Organizational Behaviour field 1.4 Individual Behaviour 1.4.1 Ability 1.4.2 Biographical characteristics 1.4.3 Learning & Process of Learning 1.4.4 Introduction & Importance to Perception, Values & Attitude 1.4.5 Personality & Its Determinants 1.5 Group Behaviour 1.5.1 Types of Groups 1.5.2 The Five stage model (Group Dynamics / Development)		
	<b>2</b>	<b>Organizational Structure</b> 2.1 What is Organizational Structure 2.1.1 Six Elements of organizational structure 2.2 Organizational Designs 2.2.1 Common Organizational Designs (Simple, Bureaucratic, Matrix) 2.2.2 New Design options (Virtual, Team, Boundaryless)		

Unit No.	Chapter No.	TOPIC	Hours	Marks
<b>02</b>	<b>3</b>	<b>Motivational Concepts</b> 3.1 Define Motivation 3.2 Early Theories of Motivation 3.2.1 Maslow Abraham's Hierarchy of Needs theory 3.2.2 Douglas McGregor's Theory X & Theory Y 3.2.3 Fredrick Herzberg's Two Factor Theory 3.2.4 Mc Clelland's Theory of Needs 3.3 Contemporary Theories of Motivation 3.3.1 Cognitive Evaluation Theory (Definition) 3.3.2 Goal setting Theory (Definition) 3.3.3 Self Efficacy Theory (Definition) 3.3.4 Reinforcement Theory (Definition) 3.3.5 Equity Theory (Definition) 3.3.6 Expectancy Theory (Definition) 3.4 Leadership & Types of Leadership	<b>15</b>	<b>15</b>
	<b>4</b>	<b>Stress Management</b> 4.1 What is Stress? 4.2 Potential Sources of stress 4.3 Consequences of Stress 4.4 Managing stress 4.5 Introduction to Quality of Work Life		

Unit No.	Chapter No.	TOPIC	Hours	Marks
03	5	<b>Organizational Change</b> 5.1 What is change? 5.2 Elements / Factors of Change (External & Internal) 5.3 Planned Change 5.4 Resistance to change 5.5 Overcoming Resistance to Change 5.6 Approaches to Managing Organizational change 5.6.1 Lewin's 3 step model 5.6.2 Action Research 5.6.3 Meaning of Organizational Development & Techniques / Intervention 5.7 Introduction to Diversity & Managing Diversity	15	15
	6	<b>Conflict Management</b> 6.1 Definition of Conflict 6.2 Sources & Types of Conflict 6.3 Conflict Management Styles 6.4 Power and Politics 6.4.1 Concept & Basis of Power 6.4.2 Organization Politics		

### Scheme of Examination (Theory)

#### (a) Internal assessment- 40 marks

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

#### (b) Semester end examination (Pattern of Question Paper):- 60 Marks

##### Theory

Sixth Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

### **REFERENCE BOOKS**

- 7 Stephen P. Robbins, Timothy A. Judge, Seema Sanghi; (2010); *Organizational Behavior*; Tenth Edition; Pearson Education Publication
- 8 Fred Luthans; (2007); *Organizational Behavior*; Eleventh Edition; McGraw Hill Publication
- 9 Udai Pareek; (2011); *Understanding Organizational Behaviour*; Third Edition ; Oxford Publication
- 10 S S Khanka; (2012); *Organizational Behaviour Text & Cases*; Fourth Edition ; S Chand & Co. Limited
- 11 Uma Sekaran; (2004); *Organizational Behaviour Text & Cases*; Second Edition ; McGraw Hill

## STRATEGIC MANAGEMENT (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Strategic Management (USHO602)
Course Code	Title	Credits	
USHO602	Strategic Management	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3						
Credit	2						

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO 602	Strategic Management	03	-	-	45	-	-	45	-	-	45	100	-	02	-	-	02

### OBJECTIVES:

At the end of semester VI:

- The students will identify the operating strategy of the organization.
- Develop skills in decision making
- Students will be able to strategize and participate in policy making.

### Contents of syllabus for USHO602

Unit No.	Chapter No.	TOPIC	Hours	Marks
01	1	<b>Introduction to Strategic management</b> 1.1 Definition – Strategy, Strategic Management and its relevance 1.2 Process of Strategic Management 1.3 Levels of Strategy : Corporate, Divisional Business, Operational or Functional 1.4 7 ‘S’ Frame Work	15	15

	<b>2</b>	<b>Strategic Intent</b> 2.1 Vision , Mission, Business definition, Goals and Objectives 2.2 Mission Statement and its Characteristics 2.3 Corporate Social Responsibility		
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Unit No.	Chapter No.	TOPIC	Hours	Marks
<b>02</b>	<b>3</b>	<b>Environmental Analysis</b> 3.1 Concept of Organizational Environment : Internal and External Environment 3.2 Process of SWOT analysis 3.3 Need for Environmental analysis ( External Environment ) 3.4 External Factor Evaluation Matrix ( EFE)	<b>15</b>	<b>15</b>
	<b>4</b>	<b>Organizational Appraisal</b> 4.1 Dynamics of Internal Environment 4.2 Six Organizational Capability factors 4.3 Internal Factor Evaluation Matrix ( IFE ) 4.4 Competitive Profile Matrix ( CPM ) 4.5 Industry Analysis (Porter’s Five Force Analysis)		

Unit No.	Chapter No.	TOPIC	Hours	Marks
<b>03</b>	<b>5</b>	<b>Strategy Formulation</b> 5.1 Types of Strategy 5.1.1 Intensification Strategies : 5.1.1.1 Market penetration 5.1.1.2 Market Development 5.1.1.3 New Product Development 5.1.1.4 Innovation 5.1.2 Integrative Strategies: 5.1.2.1 Horizontal 5.1.2.2 Vertical 5.1.3 Diversification Strategies 5.1.3.1 Concentric ( Related ) 5.1.3.2 Conglomeratic ( Unrelated) 5.1.4 Restructuring / Retrenchment Strategies: 5.1.4.1 Turnaround 5.1.4.2 Divestment 5.1.4.3 Liquidation 5.1.4.4 Merger 5.1.4.5 Acquisition ( Take Over) 5.1.4.6 Joint Venture	<b>15</b>	<b>15</b>
	<b>6</b>	<b>Strategic Evaluation</b> 6.1 Nature and its importance 6.2 Process of Strategic Evaluation		

**Scheme of Examination (Theory)**

**(a) Internal assessment- 40 marks**

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q – 1	1	15
Q – 2	2	15
Q – 3	3	15
Q – 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**ASSIGNMENTS**

Sr. No.	Topic for Assignments	Marks
1.	SWOT Analysis	10
2.	CSR (Case Study)	
3.	Strategy Formulation (Any ONE)	
4.	Industry Analysis	

**REFERENCE BOOKS**

1. Kazmi, A.(2011) *Strategic Management and Business Policy 3<sup>rd</sup> ed.*, The McGraw Hill Companies.
2. David,F.(2011) *Strategic Management Concept and Cases 13<sup>th</sup> ed.*, Pearson Education
3. Ramswamy ,V.S., Namakumari, S.(2007) *Strategic Planning Formulation of Corporate Strategy*, Macmillen
4. Srinivasan, R., (2006), *Strategic Management The Indian Context* , 2<sup>nd</sup> Prentice Hall of India
5. Enz,C., (2010), *Hospitality Strategic Management 2<sup>nd</sup> ed.* John Wiley and Sons, Inc.

**EVENT PLANNING, MARKETING & MANAGEMENT (Practical)**

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Event Planning, Marketing & Management (USHO603)
Course Code	Title	Credits	
USHO603	Event Planning, Marketing & Management	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact		4					
Credit		2					

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs				TH	PR	L	P	T	
		L	P	T	L	P	T	L	P	T							
USHO 603	Event Planning, Marketing & Management	-	04	-	-	60	-	-	60	-	60	-	100	-	02	-	02

**OBJECTIVES:**

On successful completion of this course students will be able to:

- Apply Management Theories & Principles for Event management.
- Develop an ability to plan for conventions, seminars & events.
- Prepare financial reports and establish source of funding for a new operation.
- Plan events creatively and think strategically.
- Understand the financial, marketing, operational and strategic issues in setting up an event.
- Integrate approaches of time, money (capital), people and other resources.
- Understand the concept of Event Management.

**Contents of syllabus for USHO603**

Unit	Practical	Hours
1	1) Importance of Event Management 2) Financial Management (Projected, Estimated, Formats etc....) 3) Concept, Theme, Design & Interiors (Housekeeping)	20

	4) Publicity, Promotion and Guest Relation (Front Office)	
2	5) Revenue Generation (Sales & Marketing) 6) Production Planning & Menu Designing (Food Production) 7) Service, Planning & Delivery (Food & Beverage) 8) Entertainment, Licenses, Security etc.... (Management)	20
3	9) Industry Guest Speakers 10) Drafting of Reports 11) Final Report Presentation & Viva	20

**Students need to prepare a Report of the Event, guidelines for the report is given below:**

No.	Particular
1	Title of the Event
2	Name of the Student
3	Designation of the Student for the Event
4	Department of Operation
5	Event Objectives / Purpose / Theme
6	Introduction to the Event (Reason for the Theme)
7	Estimated Budget / Projection (Should include all departments for Final Estimated Cost)
8	Estimated Departmental Budget Breakup
9	Target Audience / Market / Foot falls / Projected
10	Competitive Marketing Analysis
11	Sales & Marketing Activity <ul style="list-style-type: none"> <li>• Generation of Funds for the Event</li> <li>• Projected Sponsors</li> </ul>
12	Publicity & promotion Activity (e.g. Advertisement, Collateral, Newspaper, Hoarding's Radio, TV etc.
13	Student Organizational Chart
14	Student Departmental Chart
15	Role / Contribution of the Individual Student in the Respective Department
16	Challenges faced by the Individual student and overall team
17	Troubleshooting of challenges and problems.
18	Learning Outcome
19	Annexure (e.g. Pre or Post event Photographs, Charts, Diagrams, Invites, Formats, Interviews etc.)

### Scheme of Examination

#### Conduct of Practical Examination

Sr.	Particulars for External Practical Examination	Marks
1	Semester End Practical Examination	50
2	Laboratory Work (Continuous Assessment)	40



3	Journal	05
4	Viva	05
	<b>Total</b>	<b>100</b>

**NOTE:** University External Examiner will be from the pool of Examiners approved by the University of Mumbai.

### **REFERENCE BOOKS**

1. Bowdin, Glenn & McDonnell, (1999), *Events Management*, Ian Elsevier, Amsterdam
2. McDonnell Ian & Allan Johnny, (1999), *Festival and Special Event Management*, John Wiley & sons, New York
3. Tarlow Peter, (2002), *Event Risk Management and Safety*, John Wiley & Sons, New York
4. Otoole, William & Mikolaitis, Phyllis, (2002), *Corporate Event Project Management*, John Wiley & Sons, New York.
5. Lemaire Cindy & Walkar Mardi, (2006), *Start & Run an Event Planning Business*, Jaico Publishing House, Mumbai
6. Conway Des, (2004), *The Event Manager's Bible*, How to Books, UK.
7. Goldblatt Joe, (1997), *Special Events*, John Wiley & Sons, New York

## ADVANCED FOOD PRODUCTION (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Advanced Food Production - (USHO614)
Course Code	Title	Credits	
USHO614	Advanced Food Production	2+4	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	8					
Credit	2	4					

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs				TH	PR	L	P	T	
		L	P	T	L	P	T	L	P	T							
USHO 614	Advanced Food Production	03	08	-	45	120	-	45	120	-	165	100	200	02	04	-	06

### OBJECTIVES:

- The objective is to get students to attain expertise in their culinary skills.
- To familiarize students on various aspects of kitchen management.
- To encourage and develop students to become independent entrepreneurs.

### Contents of syllabus for USHO614

Unit No.	Chapter No.	TOPIC	Hours	Marks
01	1	Kitchen Management 1.1 Flow of work 1.2 Layout and design 1.3 Food Cost Control	15	15
	2	Kitchen Stewarding 2.1 Importance of kitchen stewarding. 2.2 Hierarchy of kitchen stewarding. 2.3 Functions of stewarding Manager. 2.4 Equipments found in stewarding department. 2.5 Garbage Disposal		

Unit No.	Chapter No.	TOPIC	Hours	Marks																											
02	3	Sandwich 3.1 History of Sandwich 3.2 Components of a sandwich 3.3 Types of sandwich 3.4 Guidelines for preparation and storage of sandwich 3.5 Accompaniments and Dips	15	15																											
	4	Classical garnishes (25) <table border="1" data-bbox="409 600 1263 940"> <tr> <td>A La Francaise</td> <td>Alaska</td> <td>Allemande</td> </tr> <tr> <td>Bercy</td> <td>Bonne Femme</td> <td>Bouquetiere (A la)</td> </tr> <tr> <td>Bourguignonne</td> <td>Cardinal</td> <td>Chasseur</td> </tr> <tr> <td>Colbert</td> <td>Diablo, Ala</td> <td>Dieppoise</td> </tr> <tr> <td>Maltaise</td> <td>Milanaise</td> <td>Nantua</td> </tr> <tr> <td>Neapolitaine</td> <td>Nicoise</td> <td>Noisette</td> </tr> <tr> <td>Parisienne</td> <td>Portugaise</td> <td>Thermidor</td> </tr> <tr> <td>Veronique</td> <td>Waldorf</td> <td>Wellington</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </table>			A La Francaise	Alaska	Allemande	Bercy	Bonne Femme	Bouquetiere (A la)	Bourguignonne	Cardinal	Chasseur	Colbert	Diablo, Ala	Dieppoise	Maltaise	Milanaise	Nantua	Neapolitaine	Nicoise	Noisette	Parisienne	Portugaise	Thermidor	Veronique	Waldorf	Wellington			
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Neapolitaine	Nicoise	Noisette																													
Parisienne	Portugaise	Thermidor																													
Veronique	Waldorf	Wellington																													
5	Horsd'oeuvres 5.1 Definition and history 5.2 Guidelines for the preparation of Hors d'oeuvres and Amuse Bouche. 5.3 International Hors d'oeuvres(Hot & Cold) 5.4 Russian, Italian, Spanish, English, Swedish, Indonesian, 5.5 Japanese, Greek																														

Unit No.	Chapter No.	TOPIC	Hours	Marks
03	6	Non Edible Displays 6.1 Ice-carving 6.2 Tallow sculpture 6.3 Fruit and vegetable displays 6.4 Salt dough 6.5 Thermocol work 6.6 Sugar & Chocolate Display	15	15
	7	Uses of wines, herbs and spices in cooking		
	8	Organoleptic & sensory evaluation of food		
	9	Contemporary cooking trends		
	10	Culinary terms (100)		

• **List of Culinary Terms –**

1. Abetis	35. Cru	69. Gras double
2. Agneau	36. Cuillere	70. Grenodin
3. Aiguille – a – Piquer	37. Decouper	71. Gretter
4. Aiguille – e – Brider	38. Degorger	72. Grillede
5. Airallas	39. Demi – devil	73. Grosso piece
6. Aloyou	40. Denerver	74. Jombon
7. Arêtes	41. Denoyauter	75. Laitance
8. Ballotine	42. Doree	76. Lattue
9. Bavette	43. Douilles	77. Medallion
10. Bonne bouche	44. Eberber	78. Melange
11. Borde de lard	45. Ecaillage	79. Mignon
12. Bouchee or volauvents	46. Ecailler	80. Monter au beurre
13. Brider	47. Eeste	81. Moutarde
14. Broye	48. En croute	82. Navarin
15. Carapace	49. En papillote	83. Noisette
16. Cereasse	50. Epauale	84. Noix
17. Cerre	51. Epices	85. Os a Moelle
18. Cervelle	52. Eplucher	86. Rauget
19. Chapalure	53. Escargot	87. Rifroidir
20. Chauffroiter	54. Escrote	88. Roghon
21. Chipolata	55. Estomac	89. Rognon
22. Clou de girofle	56. Farcir	90. Roulade
23. Cochon de loit	57. Farine	91. Rouler
24. Contrefilet	58. Fender	92. Salpicon
25. Corbeille	59. Foncer	93. Saumure
26. Corjevil	60. Fouetter	94. Tasse
27. Cornichon	61. Frappe	95. Thon
28. Cotelette	62. Fricandelle	96. Timbale
29. Couronne	63. Gingembre	97. Trenche
30. Crapaudine	64. Glacire	98. Trencher
31. Creamux	65. Godiveau	99. Viande
32. Crepine	66. Gout	100. Vide
33. Crepinette	67. Graisse	
34. Croquant	68. Gras	

**ADVANCED FOOD PRODUCTION (Practical)**

<b>Unit</b>	<b>Practical</b>	<b>Hours</b>
1	1 High tea menu 2 Brunch 3 Breakfast 4 Festive 1 (Indian / International) 5 Festive 2 (Indian / International) 6 Festive 3 (Indian / International) 7 Mystery Basket for a cocktail menu with 3 starters (veg) 8 Mystery Basket for a cocktail menu with 3 starters (Non-veg) 9 Sushi 10 Dimsum	40
2	11 Demo by Guest Chef 12 Demo by Guest Chef 13 Larder 1 14 Larder 2 15 Mystery Basket (Vegetable) 16 Five course menu (soup/salad/starter; Main course with 2 accompaniments and dessert) 17 Mystery Basket (Non -Vegetable) 18 course menu (soup/salad/starter; Main course with 2 accompaniments and dessert) 19 Mystery Basket (Non -Vegetable) 20 Five course menu (soup/salad/starter; Main course with 2 accompaniments and dessert)	40
3	21 Scandinavia 22 Malaysian 23 Indonesian 24 Fusion menu 1 25 Fusion menu 2 26 Indian street food 27 international street food 28 finger food 29 practice menu 30 mystery basket	40

**Scheme of Examination (Theory)**

**(a) Internal assessment- 40 marks**

<b>Sr.</b>	<b>Evaluation type</b>	<b>Marks</b>
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10

3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
<b>Total</b>		<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q – 1	1	15
Q – 2	2	15
Q – 3	3	15
Q – 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**Conduct of Practical Examination**

Sr.	Particulars for External Practical Examination	Marks
1	Semester End Practical Examination	100
2	Laboratory Work (Continuous Assessment)	80
3	Journal	10
4	Viva	10
<b>Total</b>		<b>200</b>

**REFERENCE BOOKS**

25. Hamlyn, Paul, (1984), *Larousse Gastronomique*, Hamlyn, London
26. Stevenson, Daniel, (1991), *Basic Cookery The Process Approach*, Stanley Thornes (Publishers Ltd., England
27. Kinsella John, & Harvey David, (1996), *Professional Charcuterie*, John Wiley & sons, Canada
28. Leto M.J.& Bode W.K.H., (2007), *The Larder Chef Food Preparation & Presentation*, Butterworth - Hinemann, UK

29. Campbell John , Foskett David, (2012), *Practical Cookery for level 2 NVQ & Apprenticeships*, Hodder Education, UK
30. Bali Parvinder S., (2012), *International Cuisine & Food Production Management*, Oxford University, New Delhi
31. Bali Parvinder S., (2011), *Quantity Food Production Operation*, Oxford University Press, New Delhi
32. Harbutt Juliet, (2009), *The World Encyclopedia of Cheese*, Hermes House , London
33. Ramesh P & Jos Wellman, (2009), *Professional Cookery -Theory & Practice*, Better Yourself Book, Mumbai
34. Basan Ghillie & Jan Terry, (2008), *A Practical Cook's Encyclopedia of Malaysia & Singapore*, Hermes House , London
35. Sheasby Anne, (2008), *New Soup Bible*, Hermes House , London
36. Chan Wynnne, (2004), *Fresh Chinese*, Hamlyn, Great Britain
37. Amiard Herve & Mouton Laurence, (2004), *A Taste of Morocco*, Hachette, France
38. Trutter Marion, (2009), *Culinaria Spain*, Konemann Publisher, Spain
39. Schlotter Katrin & Schmid Gregor, (2010), *Culinaria China; Cuisine, Country, Culture*, Hfullmann, China
40. Beazley Mitchell , (2007), *Cook Espana, Drink Espana - A Culinary Journey Around the food & Drink of Spain*, Mitchell Beazley, Great Britain
41. Foskett David & Cesrani Victor, (2007), *The Theory of Catering (with DVD)*, Book Power with Hodder, UK
42. Garlough robert & Campbell Angus, (2008), *Modern Garde Manger*, Thomson Delmer, Australia
43. France Christine, (2008), *Sauces*, Hermes House , London
44. Tubby Linda, (2008), *The Barbecue Bible*, Hermes House , London
45. Ingram Christine, (2008), *Appetizer, Starter Horsdoeures*, Hermes House , London
46. Ramesh P & Jos Wellman, 2009, *Professional Cookery -Theory & Practice*, Better Yourself Book, Mumbai
47. Gisslen Wayne, (2001), *Professional Cooking*, John Wiley & sons, New York
48. Larousssem, David, (1996), *Professional Garde Manger*, John wiley & sons, New Delhi

## ADVANCED FOOD & BEVERAGE OPERATIONS MANAGEMENT (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Advanced Food & Beverage Operations Management - (USHO624)
Course Code	Title	Credits	
USHO624	Advanced Food & Beverage Operations Management	2+4	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	8					
Credit	2	4					

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO 624	Advanced Food & Beverage Operations Management	03	08	-	45	120	-	45	120	-	165	100	200	02	04	-	06

### OBJECTIVES:

At the end of semester VI the student will specialize & be able to:-

- Identify factors to create impulse buying; prepare, fillet, carve, flambé & finish food items from a Gueridon trolley.
- Plan & operate a Bar operation, Manage inventory and maintain records pertaining to beverage control.
- Understand and apply cost dynamics as related to the Food & Beverage industry.
- Demonstrate a detailed understanding of the various facets of the Food & Beverage cycle of control in the operational & post operational phase.



**Contents of syllabus for USHO624**

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>01</b>	<b>1</b>	Gueridon Service 1.1 Origin, history and definition 1.2 Factors to create impulse buying. 1.3 Advantages and disadvantages of Gueridon service 1.4 Principles of Gueridon service. 1.5 Flambé trolley & other trolleys (Carving, Cheese, Liqueur, Salad & Dessert). 1.6 Gueridon equipment & ingredients, Mise en place & Presentation.	<b>15</b>	<b>15</b>
	<b>2</b>	Food and Beverage Management. 2.1 Objectives of Food & Beverage Management. 2.2 Food and Beverage Management/ Function 2.3 Cost and Market orientation		
	<b>3</b>	Food and Beverage Control 3.1 Objective of F& B Control. 3.2 Obstacles of F& B Control. 3.3 Food Control checklists. 3.4 Beverage Control checklist		

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>02</b>	<b>4</b>	Bar Operations 4.1 Definition & classification. 4.2 Layout & parts for Front of the house dispense bar. 4.3 Bar Thefts and frauds. (Nature and prevention.) 4.4 Records & Licenses maintained in a Bar (Naukarnama, Permit, TPIN, Bill book, & B.O.T.). 4.5 Basic policy decision 4.6 Financial policy 4.7 Marketing policy. 4.8 Catering policy	<b>15</b>	<b>15</b>

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>03</b>	<b>5</b>	Cycle of control. 5.1 Operational phase 5.1.1 Purchasing 5.1.1.1 Methods of purchasing Food / Beverage. (Contract / Daily / Weekly/ Fortnight / Cash and Carry) 5.1.1.2 Selection of a supplier 5.1.1.3 Purchase specification	<b>15</b>	<b>15</b>

		5.1.1.4 Purchase order. 5.1.2 Receiving 5.1.2.1 Quality inspection 5.1.2.2 Quantity inspection 5.1.2.3 Receiving records Maintained 5.1.3 Storing & Issuing 5.1.3.1 Bin card 5.1.3.2 Store ledger 5.1.3.3 Indent/ requisition 5.2 Post Operational Control: Management after the event phase. 5.2.1 Methods of Food control. 5.2.2 Methods of Beverage control 5.2.3 Detailed Daily Food cost report		
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## **ADVANCED FOOD & BEVERAGE OPERATIONS MANAGEMENT** **(Practical)**

Unit	Practical	Hours	Marks
1	<p><b>Practice:</b> Demonstration &amp; Preparation of any five (Gueridon or flambé) &amp; tray set up for below listed Recipes.</p> <p>Recipes for 10 dishes.</p> <ul style="list-style-type: none"> <li>• Caesar salad.</li> <li>• Flambéed Consommé.</li> <li>• Scampi a la crème flambé</li> <li>• Steak Diane*</li> <li>• Steak* (with choice of sauces – pepper, red wine, mushroom)</li> <li>• Crepes suzette</li> <li>• Pineapple Flambé / Banana Flambé</li> <li>• Irish Coffee / Cafe Serpentine</li> <li>• Omelette au rhum.</li> <li>• Roast Chicken/ Turkey/Duck/Lamb (Carving only)</li> </ul> <p>* BEEF may be substituted</p>	40	40
2	<ul style="list-style-type: none"> <li>• Order taking Procedure and service in the Bar</li> <li>• Drawing the layout of Dispense Bar (Front of the house &amp; back of house)</li> <li>• Compiling of Bar Menu &amp; Wine List.</li> <li>• Flair bartending &amp; Mixology (screening of videos &amp; practice)</li> </ul>	40	40
3	<p><b>Sommeliership:-</b> Advanced techniques and skills</p> <p>1 The Modern Bartender – (Art of Sommeliership and advanced bartending)</p> <p>1.1 Alcoholic Beverages – An overview.(Wines, Beer, Spirits, Liqueurs, Cocktails) – (Classification, Definition, Types and</p>	40	40

	<p>styles, Service procedure)</p> <p>1.2 Introduction to Sommelier (Definition, Attributes of a sommelier, Job responsibilities, Scope and careers of a sommelier)</p> <p>1.3 Systematic Approach to Tasting (Tasting wheel). Storage and service of different styles of wines. (Red, White, Rose, Sparkling, Fortified) Old world and new world.</p> <p>1.4 Wine Menu Planning for Restaurants, Bar and Pub. (Food and wine pairing – Basic considerations, Flavour intensity of food and the Wine, Sweetness, acidity and savoury flavors in food and key flavours in food and wine). Balancing wines - countries/price/varieties on the menu card. Talk lines and selling techniques of wines. The wine Label: Reading, understanding, explaining, selling.</p> <p>1.5 Sommeliership</p> <p>(Guidelines for a sommelier, Sommelier as a sales person, Product knowledge – strength of drink, Storage temperature, pouring of wine, safe opening of champagne, script for describing, access the character and quality of wine in relation to food pairing, Identify the origins, distribution, growing patterns, winemaking treatments and taste profile of the world’s most noble and popular grape varieties and their wines, Analyze the customer/client’s requirements and recommend food and wine pairings consistent with the requirements)</p>		
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### ASSIGNMENTS

Sr. No.	Topic for Assignments	Marks
1.	Restaurant Managerial skills (Managing Lunch service, Tea Service)	20
2.	Collection of Bar Records	20
3.	Menu Planning for a Gueridon Service restaurant.	20
4.	Setting up of Bar (Pub/ Nightclub/ Discotheque)	20

### Scheme of Examination (Theory)

#### (a) Internal assessment- 40 marks

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic activities	05
<b>Total</b>		<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q – 1	1	15
Q – 2	2	15
Q – 3	3	15
Q – 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**Conduct of Practical Examination**

Sr.	Particulars for External Practical Examination	Marks
1	Semester End Practical Examination	100
2	Laboratory Work (Continuous Assessment)	80
3	Journal	10
4	Viva	10
<b>Total</b>		<b>200</b>

**REFERENCE BOOKS**

7. Andrews S, (2009), *Food & Beverage Service A Training Manual,(Second Edition)*, Tata McGraw-Hill Publishing Company Limited, New Delhi
8. Fuller, John, (1992), *Advanced Food Service*, Stanley Thornes Publishers Ltd., England
9. Kivela, Jaks, (1994), *Menu Planning for the Hospitality Industry*, Hospitality Press P Ltd., Melbourne
10. Lilicrap, Dennis & Cousins, John, (1994), *Food and Beverage Service*, Common Wealth Publication, New Delhi
11. Magris, Marzia, (1995), *An Introduction to Food & Beverage Studies*, Hospitality Press P Ltd, Melbourne
12. Singaravelavan .R, (2011), *Food and Beverage Service*, Oxford University Press, Delhi

## ADVANCED HOUSEKEEPING (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Advanced Housekeeping - (USHO634)
Course Code	Title	Credits	
USHO634	Advanced Housekeeping	2+4	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	8					
Credit	2	4					

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO 634	Advanced Housekeeping	03	08	-	45	120	-	45	120	-	165	100	200	02	04	-	06

### OBJECTIVES:

At the end of semester VI:

- To plan and evaluate budgets.
- Create and evaluate the aspects of Interior Design in a Guest Room Layout.
- Plan and draw the layout of Guest Rooms to scale.
- Set up the housekeeping department of a new property and create a timeline for the countdown to the opening.
- Identify safety hazards and implement preventive and remedial measures.

### Contents of syllabus for USHO634

Unit No.	Chapter No.	TOPIC	Hours	Marks
<b>01</b>	<b>1</b>	Budget and Budgetary Control 1.1 Introduction 1.2 Types of budgets 1.3 Budget planning process 1.3.1 Preparing the budget	<b>15</b>	<b>15</b>

		1.3.2 Formats 1.4 Controlling expenses 1.5 Inventory control		
	<b>2</b>	Supervisory Skills 2.1 Job Description and daily Routine of 2.1.1 Guest room Supervisor 2.1.2 Public Area Supervisor 2.1.3 Linen and Uniform Room Supervisor		

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>02</b>	<b>3</b>	Preopening Property Operations 3.1 Setting up housekeeping 3.2 Countdown to opening 3.3 Preparing snagging list	<b>15</b>	<b>15</b>
	<b>4</b>	Furniture and Accessories 4.1 Types 4.2 Selection 4.3 Care		
	<b>5</b>	Guestroom Layout 5.1 Planning room layouts (Twin / Double / Suite / Handicapped / Service Apartment) 5.2 Sizes of rooms		

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>03</b>	<b>6</b>	Risk and Environmental Management 6.1 Fire safety and accident prevention 6.1.1 Hazards 6.1.2 Prevention 6.1.3 Crisis handling 6.2 First Aid 6.3 Dealing with emergencies 6.3.1 Fire 6.3.2 Bomb threat 6.3.3 Death 6.3.4 Natural Disasters 6.4 Minimising theft 6.4.1 Guest theft 6.4.2 Employee theft	<b>15</b>	<b>15</b>

## **ADVANCED HOUSEKEEPING (Practical)**

Unit	Practical	Hours
1	1 Layouts 1.1 Guest room layouts and application of colour schemes 1.1.1 Twin Room 1.1.2 Double Room 1.1.3 Suite 1.1.4 For the physically challenged 1.2 Floor Pantry 1.3 Linen and Uniform Room 1.4 HK Department 2 Interior Designing 2.1 Guest room 2.2 Bathroom	40
2	3 Case study and Role play 4 Dealing with situations requiring First Aid 4.1 Burns 4.2 Cuts 4.3 Scalds 4.4 Falls 4.5 Electric Shocks 4.6 Bandages 5 Fire fighting	40
3	6 Advanced techniques of Flower Arrangements 7 Linen Origami 8 Housekeeping Supervisors' Daily Routine	40

### ASSIGNMENTS

Sr. No.	Topic for Assignments	Marks
1.	Suppliers in Mumbai for interiors – Furniture Soft furnishings etc.	10
2.	Samples / brochures / pictures and information for Soft Furnishings	10
3.	Preparing the HK budget for small/medium size hotels.	10

### Scheme of Examination (Theory)

#### (a) Internal assessment- 40 marks

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10

3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
<b>Total</b>		<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

First Semester (Duration 2 hrs.)		
<b>Questions in Examination Paper</b>	<b>Units</b>	<b>Maximum Marks</b>
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**Conduct of Practical Examination**

<b>Sr.</b>	<b>Particulars for External Practical Examination</b>	<b>Marks</b>
1	Semester End Practical Examination	100
2	Laboratory Work (Continuous Assessment)	80
3	Journal	10
4	Viva	10
<b>Total</b>		<b>200</b>

**REFERENCE BOOKS**

- 1 Raghubalan G., Raghubalan Smritee, 2007 - 2009, *Hotel Housekeeping Operations and Management*, second edition, Oxford University Press.
- 2 Singh Malini & George Jaya B., 2008, *Housekeeping Operations, Design and Management*, first edition, Jaico Publications.
- 3 Schneider Madelin, Tucker Georgina, Scoviak Mary, 1999, *The Professional Housekeeper*, 4<sup>th</sup> edition, John Wiley & Sons.
- 4 Kasu Ahmed A., 1992, *An introduction to Art, craft, science, technique and profession of interior design*, third edition, Ashish Book Centre, Delhi.
- 5 Jones Thomas J.A., 2005, *Professional Management of Housekeeping Operations*, 4<sup>th</sup> edition, John Wiley & Sons.



### ADVANCED FRONT OFFICE (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Advanced Front Office - (USHO644)
Course Code	Title	Credits	
USHO644	Advanced Front Office	2+4	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	8					
Credit	2	4					

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO 644	Advanced Front Office	03	08	-	45	120	-	45	120	-	165	100	200	02	04	-	06

#### OBJECTIVES:

Students will be able to understand:

- Yield management and its application in the Hotel Industry.
- Measurement of Yield for Management Decision Making.
- Passport & Visa regulations.

#### Contents of syllabus for USHO644

Unit No.	Chapter No.	TOPIC	Hours	Marks
01	1	Yield Management 1.1 Introduction 1.2 Concept of Yield Management 1.2.1 Applications( Hospitality Industry) 1.3 Various strategies to maximise yield 1.3.1 Capacity Management, Discount Allocation, Duration Control 1.4 Measuring Yield	15	15

		<ul style="list-style-type: none"> <li>1.4.1 Potential Average Single Rate</li> <li>1.4.2 Potential Average Double Rate</li> <li>1.4.3 Multiple Occupancy Percentage</li> <li>1.4.4 Rate Spread/ Rate Differential</li> <li>1.4.5 Potential Average Rate</li> <li>1.4.6 Room Rate Achievement Factor</li> <li>1.4.7 Revenue Per Available Room (RevPAR)</li> <li>1.4.8 Equivalent Occupancy</li> <li>1.5 Elements of Yield Management                             <ul style="list-style-type: none"> <li>1.5.1 Group Room Sale ( Group Booking Data, Group booking pace, Anticipated Group Business, Lead Time, Displacement of Transient Business)                                     <ul style="list-style-type: none"> <li>1.5.1.1 Transient/ FIT Room Sales</li> <li>1.5.1.2 Food and Beverage Activity</li> <li>1.5.1.3 Local and Area-wide activities</li> <li>1.5.1.4 Special Events</li> </ul> </li> </ul> </li> <li>1.6 Using Yield Management                             <ul style="list-style-type: none"> <li>1.6.1 Potential High and Low Demand Tactics</li> </ul> </li> <li>1.7 Implementing Yield Strategies                             <ul style="list-style-type: none"> <li>1.7.1 Hurdle rate</li> <li>1.7.2 Minimum length of stay</li> <li>1.7.3 Close to arrival</li> <li>1.7.4 Sell-through</li> </ul> </li> <li>1.8 Key Terms</li> </ul>		
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Unit No.	Chapter No.	TOPIC	Hours	Marks
<b>02</b>	<b>2</b>	Passport and Visa <ul style="list-style-type: none"> <li>2.1 Passport                             <ul style="list-style-type: none"> <li>2.1.1 Definition and Types of Passport</li> <li>2.1.2 Guidelines for Indian Passport Holders</li> <li>2.1.3 Issue of New Passport</li> <li>2.1.4 Renewal Of Passport</li> <li>2.1.5 Passport for Minor</li> <li>2.1.6 Replacement of Lost/ Damaged Passport (Duplicate)</li> <li>2.1.7 Extension of short validity passport</li> <li>2.1.8 Change of Name/ Surname after marriage</li> <li>2.1.9 Change of appearance</li> <li>2.1.10 Change in Date of Birth/ Place of Birth</li> <li>2.1.11 Emergency Travel Document</li> <li>2.1.12 Fee Structure</li> </ul> </li> <li>2.2 Visa                             <ul style="list-style-type: none"> <li>2.2.1 Definition and types of visas</li> <li>2.2.2 Requirement for visa,</li> <li>2.2.3 Tourist visa,</li> </ul> </li> </ul>	<b>15</b>	<b>15</b>

		2.2.4 Collective visa, 2.2.5 Transient visa & exemption from registration 2.2.6 Other types of Visas 2.2.7 Business visa, 2.2.8 Student visa, 2.2.9 Conference visa, 2.2.10 Employment visa, 2.2.11 Recreation visa, 2.2.12 Research visa, 2.2.13 Missionary visa, 2.2.14 Landing Permit Facilities, 2.2.15 PIO card( Person of Indian Origin)		
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Unit No.	Chapter No.	TOPIC	Hours	Marks		
03	3	Revenue Management Terms (100 Terms)	15	15		
		1. 90-Day Forecast			2. Action Plan	3. Average Daily Rate (ADR).
		4. Best Available Rate			5. Best-Rate Guarantee Program	6. Booking Pace
		7. Brand Equity			8. Branding	9. Bundling
		10. Cannibalization			11. Capacity	12. Central Reservation Office (CRO).
		13. Central Reservation System			14. Channel	15. Channel Contribution Percentage
		16. Closed Or Closed Out			17. Closed To Arrival	18. Competitive Advantage
		19. Competitive Intelligence			20. Competitive Set	21. Customer-Centric Approach
		22. Customer Relationship Management			23. Cut-Off Date	24. Data Mining
		25. Decline Stage			26. Demand	27. Demand Drainer
		28. Demand Forecasting			29. Demand Generator	30. Denial
		31. Discounting			32. Distressed Inventory	33. Dynamic Packaging
		34. Elastic			35. Electronic Distribution	36. Environmental Scanning
		37. Extended Stay Business			38. Fair Price	39. Fixed Costs
		40. Flash Report			41. Forecasting	42. Forecasts
		43. Full Pattern Length Of Stay Restriction			44. Global Distribution Systems	45. Group Business

		46. Induce Trial	47. Inelastic	48. Internet Distribution System (IDS)		
		49. Introductory Stage	50. Inventory	51. Inventory Management		
		52. Law Of Demand	53. Law Of Supply	54. Long-Term Goals And Objectives		
		55. Long-Term Strategies	56. Lost Business	57. Loyalty Program		
		58. Managing Demand	59. Market Segmentation	60. Market Share		
		61. Market Skimming	62. Maximum Length Of Stay Restriction	63. Minimum Length Of Stay Restriction		
		64. Must-Stay Restriction	65. Net Rate	66. Off-Season		
		67. Pace	68. Peak Season	69. Perfectly Elastic		
		70. Perfectly Inelastic	71. Perishable	72. Pick-Up		
		73. Prestige Pricing	74. Price Elasticity Of Demand	75. Price Elasticity Of Supply		
		76. Price Leader	77. Promotional Pricing	78. Property Management System		
		79. Rack Rate	80. Rate Integrity	81. Regret.		
		82. Reservation Conversion Percentage	83. Run Of House	84. Short-Term 3 To 5-Day Forecast		
		85. Shortage	86. Shoulder Season	87. Stay Controls		
		88. Stay Pattern	89. Strategic Revenue Management Process	90. Strategy		
		91. SWOT Analysis	92. Tactics	93. Transient		
		94. Valley Season	95. Value-Based Pricing	96. Values		
		97. Wash Factor	98. Weak Season	99. Wholesale Rate		
		100. Yield Management				

**ADVANCED FRONT OFFICE (Practical)**

Unit	Practical	Hours
1	Role Play Activities: (Transient FIT's, Groups & Special Category Guest) <ul style="list-style-type: none"> <li>• Pre-arrival stage</li> <li>• Arrival Stage</li> <li>• Occupancy</li> <li>• Departure</li> </ul>	40

2	Handling Guest Complaints & Situations Theft, Drunken guest & Difficult guest, Bomb Threat, Fire, Death, Guest with Health Problems, Service related complaint, Black Listed Guest, Wake up call, Discrepancy in charges, Pet Policy.	40
3	Case Study ( 10 Case Studies)	40

### ASSIGNMENTS

Sr. No.	Topic for Assignments	Marks
1.	Itinerary Planning (Indian / International)	10

### Scheme of Examination (Theory)

**(a) Internal assessment- 40 marks**

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
<b>Total</b>		<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q – 1	1	15
Q – 2	2	15
Q – 3	3	15
Q – 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

### Conduct of Practical Examination

Sr.	Particulars for External Practical Examination	Marks
1	Semester End Practical Examination	100
2	Laboratory Work (Continuous Assessment)	80
3	Journal	10
4	Viva	10
	<b>Total</b>	<b>200</b>

### REFERENCE BOOKS

9. Andrews, Sudhir. (1995), *Hotel Front Office Training Manual*, The Tata M'cGraw Hill, New Delhi.
10. Andrews, Sudhir. (2007), *Front Office Management & Operations*, The Tata M'cGraw Hill, New Delhi.
11. Aggarwal Ravi, (2002), *Hotel Front Office*, Sublime Publications, Jaipur.
12. Bhatnagar S.K, (2002), *Front office Management*, Frank Bros & Co., New Delhi.
13. Chakravarti B.K.(1999), *Front Office Management in Hotel*, CBS Publisher, New Delhi.
14. Chakrawarti B.K., (2006), *Concept of Front Office Management*, APH Publishing, New Delhi.
15. Huyton Jeremy & Baker Sue, (2001), *Case Studies in Rooms Operations and Management*, Hospitality Press, Melbourne, Australia.
16. Singh R.K., (2006), *Front Office Management*, Aman Publication, New Delhi.
17. Tewari Jatashankar R., (2009), *Hotel Front Office Operations & Mgmt*, Oxford University Press, New Delhi.

## ADVANCED BAKERY & CONFECTIONERY (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Advanced Bakery & Confectionery - (USHO654)
Course Code	Title	Credits	
USHO654	Advanced Bakery & Confectionery	2+4	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3	8					
Credit	2	4					

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO 654	Advanced Bakery & Confectionery	03	08	-	45	120	-	45	120	-	165	100	200	02	04	-	06

### OBJECTIVES:

- To familiarize students on various aspects of bakery and confectionery management.
- To develop skilled professionals in bakery and confectionery for the hospitality industry.
- To develop students to become independent entrepreneurs.

### Contents of syllabus for USHO654

Unit No.	Chapter No.	TOPIC	Hours	Marks
01	1	Basic Of Bakery and Patisserie Revision 1.1 Flour 1.2 Sugar 1.3 Leavening Agents 1.4 Fats & oils 1.5 Bread terms 1.6 Bread making	15	15

	<b>2</b>	Cake Making 2.1 Formula Balancing 2.2 08 golden rules of cake making 2.3 Methods of cake making 2.4 Physical & chemical changes 2.5 Cake faults & Precautionary methods		
	<b>3</b>	Frozen Desserts 3.1 Introduction and History 3.2 Types (Ices, Ice Milk and Ice Cream)- Spuma, Granita, Sorbet, Parfait, Casatta, semi-fredo, Gelato, Bombe, Frozen Yogurt. 3.3 Manufacturing & processing of ice-cream		

Unit No.	Chapter No.	TOPIC	Hours	Marks
<b>02</b>	<b>4</b>	Meringues 4.1 Introduction 4.2 Types and methods 4.3 Precautions 4.4 Use and Storage	<b>15</b>	<b>15</b>
	<b>5</b>	Sugar Craft 5.1 Tools & Equipment 5.2 Sugar Craft Techniques 5.3 Flower making 5.4 Sugar garnishes 5.5 3D gum paste modelling 5.6 Wedding cake		
	<b>6</b>	Chocolate 6.1 History 6.2 Manufacturing process of chocolate & cocoa powder. 6.3 Types 6.4 Tempering 6.5 Use and storage		

Unit No.	Chapter No.	TOPIC	Hours	Marks
<b>03</b>	<b>7</b>	Icings and Toppings 7.1 Classification with advantages & disadvantages 7.2 Shelf life 7.3 Types	<b>15</b>	<b>15</b>
	<b>8</b>	Colours & Flavours 8.1 Types – (Normal & Artificial ) 8.2 Rules given by FDA		
	<b>9</b>	International Desserts 9.1 Names & Country of Origin 9.2 Glossary terms (bakery & confectionery)		



**List of Glossary Terms:**

1. Angel Food Cake	34. Devil's Food Cake	67. Pate A Bombe
2. Baba	35. Dobos Torte	68. Pate brisee
3. Bagel	36. Docking	69. Pate Feuilleté
4. Bagged	37. English Muffin	70. Pate Sablee
5. Baked Alaska	38. Focaccia	71. Pate Sucree
6. Baklava	39. Fougasse	72. Patisserie
7. Bloom	40. Frangipane	73. Petit Four
8. Buche De Noel	41. Frozen Mousse	74. Phyllo
9. Careme	42. Fruit Cobbler	75. Pithiviers
10. Ceme Patisserie	43. Galette	76. Pre – Ferment
11. Challah	44. Gateau St – Honore	77. Pullman Loaf
12. Charlotte	45. Gaufre	78. Quark
13. Charlotte	46. Gelato	79. Retarding
14. Charlotte Ring	47. Ice Cream	80. Sabayon
15. Chiffon Cake	48. Icebox	81. Sacher Torte
16. Chiffon Pie	49. Italian Meringue	82. Sacristian
17. Chocolate Couverture	50. Kirschtorte	83. Savarin
18. Ciabatta	51. Kungelhopf	84. Scones
19. Cobbler	52. Langue De Chat	85. Short cakes
20. Compote	53. Lattice	86. Short Dough
21. Conching	54. Lattice Crust	87. Shortbread
22. Confectionery	55. Leavening	88. Sorbet
23. Coulis	56. Linzertorte	89. Sorbetto
24. Coupe	57. Liqueurs And Fruit Alcohols	90. St – Honore
25. Couverture	58. Marshmallow	91. Stencil Paste
26. Cream of tartar	59. Mimosa	92. Strudel
27. Crème Anglaise	60. Mousseline	93. Tablage
28. Crème Bavaois	61. Naploen	94. Tarte Tatin
29. Crème Brulee	62. Nougatine	95. Tirami-su
30. Crème Chantilly	63. Opera Cake	96. Torte
31. Crème Chiboust	64. Panna Cotta	97. Trifle
32. Crème Fraiche	65. Pannetone	98. Tunneling
33. Dacquoise	66. Paris Brest	99. Vacherin
		100. Zabaglione

**ADVANCED BAKERY & CONFECTIONERY (Practical)**

Unit	Practical	Hours
<b>1</b>	<b>International Bread and Cakes</b> 1. Focaccia, Grissini, Zuccoto 2. Panettone, Lavash, Mousse Cake 3. Pita, Epi, Cheese Cake (baked/chilled) 4. Stollen, Pretzels, Gateau Creole	40

	5. Brioche, Ciabatta, Zebra Torte 6. Kugelhof, Bagels, Red Velvet with cream cheese frosting 7. Cottage Loaf, Monkey Bread, Truffle cake 8. Zopf, Fougasse, Opera cake 9. Mystery Basket 10. Mystery Basket																																					
2	<b>Pastries and Cookies – (One pastry and cookie per practical)</b> <b><u>Pastry</u></b> <table border="1"> <tr> <td>1. Quiche Lorraine</td> <td>4. Crumble</td> <td>7. Strudel</td> </tr> <tr> <td>2. Mud pie</td> <td>5. Key lime pie</td> <td>8. Brandy snap</td> </tr> <tr> <td>3. Mississippi Mud pie</td> <td>6. Baklava</td> <td>9. Tulip</td> </tr> <tr> <td></td> <td></td> <td>10. Danish/Croissant</td> </tr> </table> <b><u>Cookies</u></b> <table border="1"> <tr> <td>1. Ginger bread</td> <td>4. Ice box</td> <td>7. Sheet</td> </tr> <tr> <td>2. Stamped</td> <td>5. Rolled</td> <td>8. Foam</td> </tr> <tr> <td>3. Piped</td> <td>6. Dropped</td> <td>9. Biscotti</td> </tr> <tr> <td></td> <td></td> <td>10. Florentine</td> </tr> </table>	1. Quiche Lorraine	4. Crumble	7. Strudel	2. Mud pie	5. Key lime pie	8. Brandy snap	3. Mississippi Mud pie	6. Baklava	9. Tulip			10. Danish/Croissant	1. Ginger bread	4. Ice box	7. Sheet	2. Stamped	5. Rolled	8. Foam	3. Piped	6. Dropped	9. Biscotti			10. Florentine	40												
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3	<b><u>Desserts with plate presentation and garnishes</u></b> <table border="1"> <tr> <td>1. Parfait/Granita</td> <td>4. Pavlova/Vacherin</td> <td>8. Wedding Cake (Modeling, Moulding and flowers)</td> </tr> <tr> <td>2. Chocolate lava</td> <td>5. Croque-em-bouche</td> <td>9. Wedding Cake (royal icing)</td> </tr> <tr> <td>3. Bombe/Baked Alaska</td> <td>6. Wedding Cake (fruit cake and Marzipan)</td> <td>10. Wedding Cake (assembling)</td> </tr> <tr> <td></td> <td>7. Wedding Cake (Fondant, pastillage)</td> <td></td> </tr> </table> <b><u>Plate Presentation &amp; Artistry</u></b> <table border="1"> <tr> <td>1. Sauces</td> <td>3. Compotes</td> <td>5. Caramel sauce</td> </tr> <tr> <td>2. Coulis</td> <td>4. Fudge sauce</td> <td>6. Crème anglais</td> </tr> <tr> <td></td> <td></td> <td>7. Glaze</td> </tr> </table> <b><u>Garnishes</u></b> <table border="1"> <tr> <td>1. Carved fruits &amp; fruit basket</td> <td>3. Snaps</td> <td>5. Choux pastry</td> </tr> <tr> <td>2. Tuille</td> <td>4. Caramel</td> <td>6. Chocolate</td> </tr> </table> <b><u>Wedding Cakes –Thematic –( Formal /Informal)</u></b> <table border="1"> <tr> <td>1. Fruit cake</td> <td>4. Royal Icing</td> <td>6. Piping /Royal Icing Techniques</td> </tr> <tr> <td>2. Marzipane</td> <td>5. Pastillage (modeling &amp; Moulding)</td> <td>7. Flowers</td> </tr> <tr> <td>3. Fondant</td> <td></td> <td></td> </tr> </table>	1. Parfait/Granita	4. Pavlova/Vacherin	8. Wedding Cake (Modeling, Moulding and flowers)	2. Chocolate lava	5. Croque-em-bouche	9. Wedding Cake (royal icing)	3. Bombe/Baked Alaska	6. Wedding Cake (fruit cake and Marzipan)	10. Wedding Cake (assembling)		7. Wedding Cake (Fondant, pastillage)		1. Sauces	3. Compotes	5. Caramel sauce	2. Coulis	4. Fudge sauce	6. Crème anglais			7. Glaze	1. Carved fruits & fruit basket	3. Snaps	5. Choux pastry	2. Tuille	4. Caramel	6. Chocolate	1. Fruit cake	4. Royal Icing	6. Piping /Royal Icing Techniques	2. Marzipane	5. Pastillage (modeling & Moulding)	7. Flowers	3. Fondant			40
1. Parfait/Granita	4. Pavlova/Vacherin	8. Wedding Cake (Modeling, Moulding and flowers)																																				
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### Scheme of Examination (Theory)

**(a) Internal assessment- 40 marks**

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
<b>Total</b>		<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q – 1	1	15
Q – 2	2	15
Q – 3	3	15
Q – 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**Conduct of Practical Examination**

Sr.	Particulars for External Practical Examination	Marks
1	Semester End Practical Examination	100
2	Laboratory Work (Continuous Assessment)	80
3	Journal	10
4	Viva	10
<b>Total</b>		<b>200</b>

**REFERENCE BOOKS**

1. Nicollelo, L. G. Dinsdale, J., (1991), *Basic Pastry Technique*, Hodder & Stoughton, London
2. Russell, Joan, (1964), *Creative Cake Decoration*, Leonard Hill, London
3. Clements, Carole, (1994), *Beautiful Baking*, Richard Blady Pub., London
4. Gisslen, Wayne, (1997), *Professional Baking*, 2nd Ed., John Wiley & Sons, New York
5. Day, Martha, (1999), *The Practical Encyclopedia of Baking*, Lorenz Books, London
6. Berry, Mary, , *Favourite Cakes*, Weidenfeld & Nicolson , London
7. Nilsen Angela, (1994), *Complete Cake Decorating*, Lorenz Books, New York
8. Laver, Norma, (1996), *The Art of Sugar craft Piping*, Chancellor Press , London
9. Nilsen Angela & Maxwell, Sarah, (1998), *Cakes & Cake Decorating*, Hermes House , London
10. Lodge, Nicholas, (1996), *The Art of Sugar Craft Lace and Filigree*, Chancellor Press , singapore
11. Smith, Anne, (1996), *The Art of Sugar Craft Sugar Paste*, Chancellor Press , London
12. Purton, Brenda, (1996), *The Art of Sugar Craft Royal Icing*, Chancellor Press , London
13. Purton, Brenda & Lodge, Nicholas, (1996), *The Art of Sugar Craft Royal Icing Lace & Filigree*, London
14. Jenne, Gerhard, (1998), *Decorating Cakes and Cookies*, Ryland Peters & Small , London
15. Treuille Eric & Ferigno, Ursula, (1998), *Bread*, Dorling Kindersley, London
16. Carluccio, Antonio Carluccio, Prisulla, , *Desserts*, Quadrille Publishing Ltd., New York
17. Nilsen Angela & Maxwell, Sarah, (1998), *Cakes & Cake Decorating*, Hermes House , London
18. Wadey, Rosemary, (1996), *Cake Decorating*, Sebastian Kelly, Great Britain
19. Spencer Churchill, (1994), *Classic Decorating Details*, Paragon, London
20. Maxwell Sarah & Nilsen Angela, (1996), *The complete cake Decorator*, Lorenz Books, London
21. Ford Mary, (1994), *New Book of Cake Decorating*, Mary ford Publication, England
22. Stogo, Makolm, (1998), *Ice cream & Frozen Desserts*, John Wiley & Sons, New York
23. Marshall, Robert T & Arbuckle, W.S., (1996), *Ice-Cream*, (Vth ed), ITP International Chapman & Hall, New York
24. Sutherring, Jane, (1996), *Ice Creams Sorbets and Other Cool Delights*, JG press, USA
25. Day,Martha, *The Complete Book of Desserts*, Konemann,
26. Global Media, *Hot Puddings & Frozen Desserts-7*
27. Global Media, *Pastry, Pies & Pastry Desserts-8*,
28. Lonsada, Patricia, (1997), *Ultimate Chocolate*, Metro Books, London
29. Roussel Chole, (2005), *The Chocolate Connoisseur*, Piatkus, Great Britain

## REVENUE MANAGEMENT (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Revenue Management (USHO615)
Course Code	Title	Credits	
USHO615	Revenue Management	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3						
Credit	2						

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs				TH	PR	L	P	T	
		L	P	T	L	P	T	L	P	T							
USHO615	Revenue Management	03	-	-	45	-	-	45	-	-	45	100	-	02	-	-	02

### OBJECTIVES:

- To sensitize hospitality students on the concept of Hospitality Revenue Management.
- Strategically think to increase occupancy levels, maximize yield and revenues in the Service Industry.

### Contents of syllabus for USHO615

Unit No.	Chapter No.	TOPIC	Hours	Marks
01	1	History, Definitions, Meaning, Benefits and Prospects of Revenue Management	15	15
	2	The Purpose of Business and Fallacies of the Concept of Profit and Return on Investment 2.1 The 10 principles of Revenue Management 2.2 The Revenue Manager in the Hospitality Industry – Challenges of managing Hard Constraints and Soft constraints		

		2.3 The Revenue Manager Position 2.4 The Revenue Management Team 2.5 Ethical Aspects of Revenue Management 2.6 Role of Costs in Pricing 2.7 Role of value and its link with Quality and Service		
<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>02</b>	<b>3</b>	Market Segmentation 3.1 What is Market Segmentation and its importance in Revenue Management 3.2 Yieldable and Non Yieldable segments 3.3 Meaning of Differential Pricing 3.4 Limits to Differential Pricing 3.5 Application of Differential Pricing	<b>15</b>	<b>15</b>
	<b>4</b>	Forecasting 4.1 The Importance/Benefits of Forecasting Demand 4.2 Past Data, Current data and Future Data (including Group Room sales Trends and the concept of Unconstrained Demand and Last Room value) 4.3 Demand Forecasts and Strategic Pricing 4.4 Displacement Calculation 4.5 What is (Rooms) Inventory Management? 4.6 Characterizing rooms for optimum inventory management 4.7 Discounting Rack Rates 4.8 Stay Restrictions (Duration Controls) 4.9 Selective Overbooking (capacity management) as an Inventory Control strategy 4.10 Binomial Distribution, Cumulative Binomial Distribution, The Painless Binomial 4.11 Marginal Analysis-Critical Fractile Method 4.12 The Twelve Principles of Inventory and Price Management		

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>03</b>	<b>5</b>	Distribution Channel Management 5.1 Electronic channels 5.2 Non electronic channels 5.3 Principles of Distribution Channel Management 5.4 Competitive Set Analysis, Benchmarking and Rate Shopping 5.5 Market Share Analysis	<b>15</b>	<b>15</b>
	<b>6</b>	Formulae and Calculations 6.1 The classical measures revisited – Occupancy, Multiple Occupancy and ADR - 6.2 Hotel Key Performance Index (KPI) - REVPAR, TREVPAR, TREVPEC, GOPPAR, REVPAM and REVPASH		

		<p>6.3 Forecasting Calculation Aids: Percentage of walk-ins, Percentage of Under stays, Percentage of No-Shows, Percentage of overstays.</p> <p>6.4 Measuring Yield and Evaluating RM Efforts: Potential Average Single Rate, Potential Average Double Rate, Rate Spread, Potential Average rate, Room Rate Achiever Factor, Yield Percentage, Occupancy Index Analysis, ADR Index Analysis, REVPAR Index Analysis and Market Share Analysis (these calculations are not a separate topic but involved with the content of the above mentioned topics. They may however be used fruitfully while setting question papers)</p>		
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### Scheme of Examination (Theory)

#### (a) Internal assessment- 40 marks

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

#### (b) Semester end examination (Pattern of Question Paper):- 60 Marks

#### Theory

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q – 1	1	15
Q – 2	2	15
Q – 3	3	15
Q – 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

### **REFERENCE BOOKS**

1. Jatashankar Tewari , *Hotel Front Office Operations and Management*, Oxford
2. Hayes and Miller, *Revenue Management of the Hospitality Industry*, John Wiley
3. e-book located at <http://www.xotels.com/en/revenue-management-solution>
4. Kimberly A. Tranter, Trevor Stuart-Hill, Juston Parker, (2009), *An Introduction to Revenue Management for the Hospitality Industry*, Pearson Prentice Hall
5. Robert G. Cross, (1998), *Revenue Management*, Broadway Books, New York.



## FOREIGN LANGUAGE (FRENCH) (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Foreign Language (French) (USHO625)
Course Code	Title	Credits	
USHO625	Foreign Language (French)	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3						
Credit	2						

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs				TH	PR	L	P	T	
		L	P	T	L	P	T	L	P	T							
USHO 625	Foreign Language (French)	03	-	-	45	-	-	45	-	-	45	100	-	02	-	-	02

### OBJECTIVES:

- The objective of this course is to enable the students to read, write, comprehend and converse in basic French.
- To develop communication skills in various departments of Hospitality Industry.
- To enhance the French Vocabulary of the students in various domains such as culinary, front office, accommodations as well as food and beverage service.
- To increase the knowledge of the culinary terms and recipes in French.

### Contents of syllabus for USHO625

Unit No.	Chapter No.	TOPIC	Hours	Marks
01	1	Introduction to French 1.1 Les Alphabets - Majuscules, minuscules 1.2 Pronunciation du français( Les signs de Ponctuation) 1.3 Salutation- (introduction) 1.4 Formal and informal greeting	15	15

		1.5 Basic conversations 1.6 Les jours de la semaine 1.7 Les mois de l'année 1.8 Les saisons 1.9 L'heure 1.10 La date 1.11 Le nom, le pluriel des noms 1.12 Articles définis/indéfinis 1.13 Les professions 1.14 Les couleurs 1.15 Les vêtements 1.16 Le visage 1.17 Le corps 1.18 La famille 1.19 Les pays avec leur nationalité		
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Unit No.	Chapter No.	TOPIC	Hours	Marks
02	2	Les Pronoms Sujets 2.1 Les verbes – être, avoir, I,II,III Groups: ending with 'er, ir, re' and irregular (acheter, aller, servir, savoir, pouvoir, venir, sortir, partir, vouloir, prendre, dire.(le present, le passé composé et le future) 2.2 Les verbes pronominaux: se lever, se laver, se doucher, s'habiller, se coucher, s'appeler (seulement au present) 2.3 Les adjectifs 2.4 Les adjectifs démonstratifs 2.5 Les adjectifs possessifs 2.6 Les prepositions 2.7 Les articles partitifs 2.8 Le négatif 2.9 Le vocabulaire de la cuisine et d'hôtel 2.10 Le menu (17 course-names only) 2.11 La cuisine française, les vins français et les fromages français.	15	15

Unit No.	Chapter No.	TOPIC	Hours	Marks
03	3	Les dialogues français. 3.1 Au restaurant 3.2 Réserver une chambre 3.3 Demander la direction 3.4 A la banque 3.5 A l' aéroport(à la douane) 3.6 Les Recettes 3.7 La Soupe à l'oignon	15	15

		3.8 Quiche Lorraine 3.9 L’omelette du jambon /du fromage 3.10 Baguette 3.11 Mousse au chocolat		
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### ASSIGNMENTS

Sr. No.	Topic for Assignments	Marks
1.	Role play	10
2.	Presentations: (Any TWO) <ul style="list-style-type: none"> <li>• Les vins français</li> <li>• Les monuments français</li> <li>• Le tourisme en France</li> <li>• Les fromages français</li> <li>• Les fetes françaises</li> <li>• Les regions en France</li> <li>• Degustation</li> <li>• Les saisons</li> <li>• Haute couture : la mode</li> <li>• Les sports</li> <li>• La gastronomie en France</li> </ul>	10

### Scheme of Examination (Theory)

#### (a) Internal assessment- 40 marks

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

#### (b) Semester end examination (Pattern of Question Paper):- 60 Marks

#### Theory

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15

Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**REFERENCE BOOKS**

1. *Nouvel En Echange*, 2012, 3<sup>rd</sup> Edition, Oxford University Press
2. *Cour de Lanngue*, 6<sup>th</sup> Edition, Paperback
3. *Dodo*, 2011, The New Yorker Public
4. Claudine Giraud, *A Votre Service* ,GDB Publication

## SERVICES MARKETING (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Services Marketing (USHO635)
Course Code	Title	Credits	
USHO635	Services Marketing	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3						
Credit	2						

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO 635	Services Marketing	03	-	-	45	-	-	45	-	-	45	100	-	02	-	-	02

### OBJECTIVES:

- To familiarize students with marketing fundamentals
- To explain the importance of services marketing to a Hospitality Management student & to fit the subject into his or her understanding of Hospitality.

### Contents of syllabus for USHO635

Unit No.	Chapter No.	TOPIC	Hours	Marks
01	1	Introduction to Marketing. 1.1 Concise Evolution of Marketing 1.2 Definitions – Marketing, Sales, Hospitality Products, Services. 1.3 Introduction to Service Marketing 1.4 Distinguish between Sales & Marketing. 1.5 Distinguish between Goods & Services. 1.6 Characteristics of Services Marketing 1.7 Service gaps	15	15

		1.8 Service encounter & service chain, Moment of Truth 1.9 Service encounter Analysis – The “Six S’s”		
	<b>2</b>	Services Marketing Concept: 2.1 Segmentation (Target Market, Types of segmentation:- Demographic, geographic and psychographic). 2.2 Positioning. 2.3 Components of Marketing Plan.		

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>02</b>	<b>3</b>	P's of Service Marketing. 3.1 Product / service mix 3.1.1 Levels of a product and new product development. 3.1.2 Product life cycle 3.1.3 Marketing strategies during the Product Life Cycle 3.1.4 Branding. 3.2 Price Mix. 3.2.1 Pricing objectives (Survival, Profit, Sales Competition, Image – differentiation) 3.2.2 Factors affecting pricing decision. 3.2.3 Skimming and penetration 3.2.4 Creative pricing of hotels and restaurants 3.3 Distribution Mix / Place. 3.3.1 Different Distribution network 3.3.2 Types of distribution channels. 3.3.3 Push and pull strategies 3.3.4 Need & role of distribution channel. 3.4 Promotion / Communication mix 3.4.1 Communication process 3.4.2 Types of media & importance. 3.4.3 Public Relations and publicity 3.4.4 Stages and technique of Personal Selling 3.4.5 In house Merchandising 3.4.6 Sales Promotion types and techniques. 3.5 People 3.5.1 Employees 3.5.2 Customers 3.6 Physical Evidence 3.6.1 Ambience 3.6.2 Facility Design 3.6.3 Equipment 3.6.4 Employee Dress 3.6.5 Other Tangibles 3.7 Process / System 3.7.1 Service Blueprint/ Service Delivery ( Airlines & Hotels)	<b>15</b>	<b>15</b>

Unit No.	Chapter No.	TOPIC	Hours	Marks
03	4	Consumer behavior : 4.1 Introduction & definition of consumer behavior 4.2 Factors influencing consumer behavior (Social, Cultural, Personal) 4.3 Stages in purchase behavior (5 stage) 4.4 Guests of tomorrow & Guest lifestyles	15	15
	5	E- Marketing for Services : 5.1 Introduction E- Marketing & Objectives 5.2 Ways to conduct on-line Marketing Activities. 5.3 Benefits of E-Marketing[customers stay updated, customers can compare online, clear product information, transparent pricing, e-commerce, online virtual tours)		

### ASSIGNMENTS

Sr. No.	Topic for Assignments	Marks
1.	<p style="text-align: center;"><u>Any ONE</u></p> 1 a) Organizational duties and responsibilities. (Any ONE) 1.1 Sales Executive. 1.2 Sales Manager. 1.3 Director of Sales. 1 b) Organizational structure. (Any ONE) 1.4 Large 1.5 Medium 1.6 Small	10
2	<p style="text-align: center;"><u>Any ONE</u></p> a) Marketing Plan b) Project relating a hotel or restaurant (SWOT) c) Types of Sales call (Good will, damage control, promotion & confirmation). d) Ways to conduct on-line Marketing activities.	

### Scheme of Examination (Theory)

#### (a) Internal assessment- 40 marks

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05

4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
<b>Total</b>		<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q – 1	1	15
Q – 2	2	15
Q – 3	3	15
Q – 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**REFERENCE BOOKS**

- 1 Kotler, P. Bowne,J., Makens, J. *Marketing for Hospitality and Tourism* (3<sup>rd</sup> Edition), Pearson Education
- 2 Vaz, M. , Seta,M ,(2010), *Marketing Management*, Manan Prakashan
- 3 Lewis, Chambers (2008), *Marketing Leadership in Hospitality*, 2nd Edition, John Wiley & Sons
- 4 Zeithaml, V., Jobitner, M., Grembler, D., (2008), *Service Marketing*, Mc Graw Hill
- 5 Kotler,P., ( 2009), *Marketing Management*, PH of India Pvt Ltd.



## FINANCIAL MANAGEMENT (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Financial Management (USHO645)
Course Code	Title	Credits	
USHO645	Financial Management	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3						
Credit	2						

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO 645	Financial Management	03	-	-	45	-	-	45	-	-	45	100	-	02	-	-	02

### OBJECTIVES:

- This subject will enhance the knowledge of financial management of the hospitality students.
- It will emphasize on the students to enhance the uses of finance in various segments in hospitality industry.
- This subject will help the students in establishing their own business and also will help them in their further studies.

### Contents of syllabus for USHO645

Unit No.	Chapter No.	TOPIC	Hours	Marks
<b>01</b>	<b>1</b>	Financial Management 1.1 Meaning 1.2 Scope 1.3 Objectives of Financial Management	<b>15</b>	<b>15</b>
	<b>2</b>	Financial Planning 2.1 Meaning of Financial Planning 2.2 Meaning & Principles Governing a Financial Plan		

		2.3 Capitalization – Introduction & Meaning of Cost & Earnings Theory 2.4 Leasing – Concept And Types of Leasing 2.5 Franchising – Types, Merits and Demerits		
	<b>3</b>	Funds Flow & Cash Flow Analysis 3.1 Nature, Importance and Uses 3.2 Simple , Practical Problems on Funds Flow Statements Covering Following Adjustments: 3.2.1 Depreciation 3.2.2 Divided 3.2.3 Taxation 3.2.4 Sale /Purchase of Assets		

<b>Unit No.</b>	<b>Chapter No.</b>	<b>TOPIC</b>	<b>Hours</b>	<b>Marks</b>
<b>02</b>	<b>4</b>	Verticalization and Ratio Analysis 4.1 Verticalization of Income Statement and Balance Sheet 4.2 Meaning and Importance of Ratio Analysis, Limitation and Uses of Ratios. 4.3 Numerical Problems Covering the following Ratios: 4.3.1 Income Statement Ratios :- 4.3.1.1 Gross Profit Ratio 4.3.1.2 Net Profit Ratio 4.3.1.3 (Pre-Tax & After Tax) 4.3.1.4 Operating Ratio 4.3.1.5 Operating Expenses Ratio 4.3.1.6 Stock Turnover Ratio 4.3.2 Balance Sheet Ratios:- 4.3.2.1 Current Ratio 4.3.2.2 Liquid Ratio 4.3.2.3 Proprietary Ratio 4.3.2.4 Solvency Ratio 4.3.3 Combined Ratios:- 4.3.3.1 Debtors Turnover Ratio 4.3.3.2 Creditors Turnover Ratio 4.3.3.3 Stock Working Capital Ratio 4.3.3.4 Return on Investment Ratio	<b>15</b>	<b>15</b>
	<b>5</b>	Capital Budgeting 5.1 Importance of Capital Budgeting 5.2 Capital Budgeting Appraising Methods. 5.2.1 Payback Period and Post Payback Profitability 5.2.2 Average Rate of Return 5.2.3 Net Present Value 5.3 Merits and Demerits of Each Method 5.4 Practical Problems on the above Four Methods.		

Unit No.	Chapter No.	TOPIC	Hours	Marks
03	6	Cash Budget 6.1 Definition, Characteristics of Budgets & Types of budget 6.2 Practical Problems on Preparation of a Cash Budget	15	15
	7	Working Capital Management 7.1 Concept of Working Capital 7.2 Factors Determining Working Capital 7.3 Simple Practical Problems on Statement of Estimated Working Capital (No. of days working capital / operational cycle)		

### Scheme of Examination (Theory)

#### (a) Internal assessment- 40 marks

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
2	<b>ONE</b> assignment based on curriculum to be assessed by the teacher concerned	10
3	Active participation in routine class instructional deliveries	05
4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
	<b>Total</b>	<b>40</b>

#### (b) Semester end examination (Pattern of Question Paper):- 60 Marks

#### Theory

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.
- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**REFERENCE BOOKS**

1. Varsha Ainapure, (2009), *Management Accounting*, 1<sup>st</sup> Edition, Manan Prakashan
2. I. M. Pandey, (2005), *Financial Management*, 9<sup>th</sup> Edition, Vikas Publication
3. Anand Iyengar, (2008), *Hotel Finance*, 1<sup>st</sup> Edition, Oxford
4. M.Y. Khan & P. K. Jain, (2008), *Financial Management*, 5<sup>th</sup> Edition, Tata McGraw Hill
5. Prasanna Chandra, (2004), *Financial Management*, 6<sup>th</sup> Edition, Tata McGraw Hill

## STRATEGIC HUMAN RESOURCE MANAGEMENT (Theory)

Name of the Programme	Duration	Semester	Course/ Course Code
B.Sc. in Hospitality Studies	Six Semester	VI	Strategic Human Resource Management (USHO655)
Course Code	Title	Credits	
USHO655	Strategic Human Resource Management	2	

For Course Per week 1 lecture/period is 60 minutes duration				For Subject per week 1 lecture/period is 60 minutes duration			
	Theory	Practical					
Actual Contact	3						
Credit	2						

Course Code	Subject	Class Room Instruction									Total	Total Marks		Credits			Total
		Per Week			Per Semester			Per Semester Hrs									
		L	P	T	L	P	T	L	P	T		TH	PR	L	P	T	
USHO 655	Strategic Human Resource Management	03	-	-	45	-	-	45	-	-	45	100	-	02	-	-	02

### OBJECTIVES:

- To make the students aware of human resource functions in coordination with the strategic objectives of the organizations so as to enhance performance & service quality.

### Contents of syllabus for USHO655

Unit No.	Chapter No.	TOPIC	Hours	Marks
01	1	Introduction to Strategic Human Resource Management 1.1 Linking Human Resource Management (HRM) & Strategic Human Resource Management (SHRM) 1.2 Evolution of Strategic Human Resource Management (SHRM) 1.3 Strategic Fit: A conceptual framework 1.4 Theoretical prospective of Strategic Human Resource Management (SHRM)	15	15

		1.5 Human Resource Management Approaches: The Indian Context 1.6 Human Resource Challenges faced by the Indian Companies & Human Resource Strategies to be followed by Indian companies to overcome the challenges they face.		
	<b>2</b>	Functional Human Resource Strategies 2.1 Human Resource Outsourcing 2.2 Technology & Strategic Human Resource Management (SHRM) 2.3 Resourcing Strategy 2.4 The Strategic Human Resource Management approach & Integration of Business & resourcing Strategy.		
	<b>3</b>	Employee Recruitment & Development 3.1 New approaches to Recruitment (viz head hunting, online portals, moonlighting etc) & Selection. 3.2 Coaching & Mentoring Relationship. 3.3 Work- life Integration. 3.4 Self management & Emotional Intelligence.		

Unit No.	Chapter No.	TOPIC	Hours	Marks
<b>02</b>	<b>4</b>	Development & Implementation of Human Resource Strategy 4.1 Formulation of Strategy. 4.2 Alignment to Business Strategy. 4.3 Implementing Human Resource strategies 4.4 Barriers to Strategic Human Resource.	<b>15</b>	<b>15</b>
	<b>5</b>	Strategic Global Human Resource Management 5.1 Cross Cultural education & training programme 5.2 Hiring a Diverse Workforce. 5.3 Flexible working. 5.4 Strategies for Managing the Global Workforce		
	<b>6</b>	Performance Management 6.1 Effective Performance Management Systems 6.2 Technology & Performance Management 6.3 Strategic Linkage of Performance Management		

Unit No.	Chapter No.	TOPIC	Hours	Marks
<b>03</b>	<b>7</b>	Employee Welfare 7.1 Employee Empowerment 7.2 Employee engagement 7.3 Motivation & The Glass Ceiling 7.4 Employee Health & Welfare	<b>15</b>	<b>15</b>
	<b>8</b>	Human Resource Strategies & Customer satisfaction 8.1 Service Quality Module (SERVQUAL) In Service Sector 8.2 Human Resource Management Good Practices		

	<b>9</b>	Career Planning, Development & management 9.1 Career Planning Methods & Practices 9.2 Career Stages 9.3 Career Development & Stages 9.4 Career Management System		
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### ASSIGNMENTS

Sr. No.	Topic for Assignments (Any Two)	Marks
1	Designing a training programme. (quick service restaurant, 5 star hotel, soft skills)	10
2	Project on Online Recruitment (hospitality sector)	
3	Project on Career Mapping or Succession Planning	
4	Report on a visit to a Human Resource Firm - understanding various functions of Human Resource.	

### Scheme of Examination (Theory)

**(a) Internal assessment- 40 marks**

Sr.	Evaluation type	Marks
1	<b>ONE</b> class test/ case study / online examination to be conducted in the given semester	20
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4	Overall conduct as a responsible learner, communication and Leadership qualities in organizing related academic actives	05
<b>Total</b>		<b>40</b>

**(b) Semester end examination (Pattern of Question Paper):- 60 Marks**

**Theory**

First Semester (Duration 2 hrs.)		
Questions in Examination Paper	Units	Maximum Marks
Q - 1	1	15
Q - 2	2	15
Q - 3	3	15
Q - 4	1,2,3	15
<b>Total</b>		<b>60</b>

- Question 1, 2 & 3 should be from topics mentioned in the table total 3 sub questions to be attempted of 5 marks each out of the choice of 4 sub questions.

- Question no. 4 should be of short answer type questions having six sub questions (2 from each unit) of 3 marks each. Total 5 questions are to be attempted.

**REFERENCE BOOKS**

1. Armstrong, Baron, (2005), *Handbook of Strategic HRM* - - First Jaico Impression, Jaico Publishing
2. Mello, *Strategic HRM*, India Edition (Fifth Re-print, 2010), Cengage Learning
3. Agarwala, (2007), *Strategic HRM*, First Edition, Tenth Impression 2011 - Oxford University Press
4. Regis, (2008), *Strategic HRM and Development*, First edition, Excel Books