

# FACULTY OF HOTEL AND TOURISM MANAGEMENT

BSc. In Hospitality Administration

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2018 – 2021

SYLLABUS

Dean  
Faculty of Hotel Management  
SGT University  
Buddhera, Gurgaon

Semester I / Subjects	Theory	Practical	Credit
Principles of Indian Cuisine	30	60	4
Principles of Food and Beverage service	30	60	4
Principles of Front office	30	30	3
Principles of Accommodation	30	30	3
Functional English I		60	2
Food Safety	45		3
French I	45		3
Total	210	240	22

Semester II / Subjects	Theory	Practical	Credit
Introduction to Continental Cuisine	30	60	4
Application of Food and Beverage Service	30	60	4
Application of Front office	30	30	3
Application of Accommodations	30	30	3
Functional English II		60	2
Environmental Sciences	45		3
French II	45		3
Total	210	240	22

Semester III / Subjects	Theory	Practical	Credit
Bakery and Patisserie	30	60	4
Beverage and Bar Operations	30	60	4
Operation in Front office	30	30	3

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Operations in Accommodations	30	30	3
Functional English III		60	2
Nutrition	45		3
Computers Application	30	30	3
Total	195	270	22

Semester IV / Subjects	Theory	Practical	Credit
I.T		900	30

Semester V / Subjects	Theory	Practical	Credit
Food Production Management	30	60	4
Management in Food and Beverage	30	30	3
Management in Front office	30	30	3
Management in Accommodation	30	30	3
Placement Module		90	3
MOOC- 2 NOS.	60		4
CRM	45		3
Total	225	240	23

Semester VI / Subjects	Theory	Practical	Credit
Principles of Management	30		2
HRM	30		2
Hotel Costing	30		2
Marketing	30		2
ELECTIVES-2 NOS.	60	60	6
Hotel Law and Licenses	30		2
Total	210	60	16

ELECTIVES:
FOOD PHOTOGRAPHY
AYURVEDA COOKING
ENTRPRENEURSHIP
GREEN DESIGNS
RETAIL MANAGEMENT

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MOOC
FOREIGN LANGUAGE
EVENT PLANNING
WINE & SPIRITS
CYBER SECURITY
DISASTER MANAGEMENT

### Semester 1

**Principles of Indian Cuisine** (Module - 15 weeks) (Contact Hours -90) Credits : 04

**Food Service Industry** - Culinary History, Modern Trend in Food Concept; Standard of Professionalism - Levels of Skills, Attitude and Professionalism in Kitchen, Uniform, Safety precautions; **Kitchen Organization** - Kitchen Brigade & Work Flow , Interdepartmental Relationship; **Kitchen Equipment**- Introduction to Different Equipment and uses; **Basic ingredient**- Herbs and spices-Vegetables-Indian masala; **Basic Cookery Principles**-Aims & Objectives of Cooking-Variety textures and Various consistency-Effect of Heat on Cooking-Methods of Cooking-Cuts of Vegetable-Pre-Preparation-Culinary Terms; **Indian gravies**-Makhani gravy-White gravy-Haryali gravy-Brown onion gravy-Mughlai yellow gravy **Practicals (17 menus)**

**Principles of Food and Beverage** (Module – 15 weeks) (Contact Hours – 90) Credits: 04

*Theory*; Introduction to various outlets of food and beverage service department; *Introduction to ancillary departments*; *Different types of Cutlery and crockery used in f&b service*; *Organizational structure of f&b department with duties and responsibilities of key positions*; *Attributes of f&b personnel*; *Brief review about other departments and their relationship with f&b department*; *Side station and purpose of the same*; *Hostess desk with its need*; *Different types of furniture & linen with their dimensions*; *Types of menus*; *French classical menu*; *Different meals of the day*; *Different types of breakfast*; *Different types of services*; *Napkin folds*; *Guest welcoming - Guest greetings*; *Kitchen order ticket(K.O.T)*; *IRD - Role of IRD IN HOTEL INDUSTRY*; *Telephone handling*; *Setting up the tray according to order*

**Practical**; PPT Presentation of different outlets of f&b service - Demonstration of different cutlery, crockery and equipments used in f&b service - Live demonstration of grooming standards and gesture and posture in restaurant - Live demonstration of side station and stacking it - Group discussion on relationship with other departments - Physically know the department with relations - Demonstration of furniture with size calculation - Demonstration of linen with size calculations - Live hostess desk functions - How to handle cutlery and crockery - Setting cover according to standards - Pouring of water - Placing the plate - Exact positions - Setting up the cover according to courses; Set up along with accompaniments - Setting up of cover according to meal type - Napkin folds - Body language in restaurant - Holding service spoon and fork - Serving platter to plate - Serving pre plated - Live demonstration of napkin folds - How to welcome and greet the customer(Live demonstration) - Chair pulling - K.o.t Handling; Demonstration on presenting the bill to the customer - Location of IRD - Particular area with attached departments - Physically setting the tray - Carrying the tray

**SUGGESTED BOOKS:** Food & Beverage service – Denis Lillicrap, The Waiter -----john fuller

**Principles of Front Office** (Module – 15 weeks) (Contact Hours – 60) Credits : 03

*Introduction to hospitality* – Definition of tourism - Reasons to travel - Brief history of hospitality - Brief history of international hotels - History of Indian Hotels – Taj, Oberoi, ITC, LEELA; *Introduction to front office* – Personality traits – Hierarchy - Duties and responsibilities - Areas – Travel desk, bell desk, front desk, concierge, business centre; *Introduction to guest cycle* – Prearrival – Arrival - During stay - Departure and post departure; *Classification*- Location Downtown, Suburban, Resort, Motels, Cruise, Luxury trains - Star classification - Ownership – Chain, Independent,

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Management Contracted, Franchise - Supplementary – Forest lodges, Youth hostels, Hospices, Sanitaria, Chalet bungalow, Villa; *Reservation* - Meaning and importance - Sources and channels – In house department, CRO, OTA IDS - Types- Guaranteed – TA/OTA, Advance deposit, pre payment, credit/debit card, MCO, corporate - Confirmed - Tentative - Reservation Process - Systems – Diary, Card, Automatic - Group reservation - Reconfirmation, cancellation, amendments - Arrival and departure list; *Registration* – Pre registration and importance - Creation of records – Individual/ foreigner, Crew, group, Self registration - Assigning room key - Handling walk in guests - In room check in - Systems – Diary, Card, Automatic

### Principles of Accommodations

(Module – 15 weeks)

(Contact Hours – 60)

Credits : 03

*Meaning of Housekeeping* - Role of Housekeeping in Hospitality industry; Definition and Importance of housekeeping - Layout of the Department - Organization Chart as per small, medium and large hotels; *Sub Sections and Staffing in Housekeeping Department* - Various areas in the housekeeping department and its importance - Relevant Sub Sections – Basic Introductions - Lost and Found Section - Job Descriptions and Job specifications - Control Desk – PMS; *Hotel Guest Rooms* - Types of rooms - Standard Layout-Single, Double, Twin, Suite, Difference between smoking and non smoking rooms - Layout of guest corridors and floor pantry. - Preventive Maintenance of a guest room- schedules and Coordination - Sizes of Rooms - Principles of Design - Refurbishing and Redecoration; *Cleaning Science* - Scope of Housekeeping in institutions and facilities other than hotel; *Practical Session for Identification of Cleaning Agents and Glass Cleaning Procedures* - Glass Cleaning Procedures - Setting of Chambermaid's Trolley; *Bed Making Procedures* - Sequences to be followed, while cleaning a guest room - Periodic cleaning tasks - Polishing of Brass Articles in a hotel.

**SUGGESTED BOOKS:** Hotel Housekeeping – G. Raghubalan, Smritee Raghubalan, hotel, hospital, housekeeping, - lennox and branson

### Food Safety

(Module – 15 weeks)

(Contact Hours – 45)

Credit : 03

*SANITATION AND HEALTH* ; Food microbiology - Food contamination and spoilage - Food borne diseases; *HYGIENIC FOOD HANDLING* - Purchasing and receiving safe food - Food storage - Sanitary procedures while preparing, cooking and holding food ; *HACCP- A FOOD SAFETY ASSURANCE SYSTEM* – Introduction - Need and benefits – Principles – Guidelines; *FOOD SAFETY STANDARDS AUTHORITY OF INDIA (FSSAI)* - INTRODUCTION TO FSSAI - DEFINITIONS OF FOLLOWING ACCORDING TO FSSAI - Food adulterants - Local areas - Food business – Package – Premises - Food - Standardized food - Proprietary food - GM Foods - Organic foods - Functional foods - Offences and penalties - Organizational structure - Food authority of India - Duties and functions of authority - Structure of fssr (food safety standards regulations).

**SUGGESTED BOOKS:** Food microbiology by –Frazier, Food & nutrition by –DrM .Swami Nathan, Food science by- Hotticks & potter, Food & nutrition by- Madumbi & rajgopa

### Functional English I

(Module – 15 weeks)

(Contact Hours - 60)

Credits : 02

**English Language skill development programme.** Designed to prepare students for their job placements. Various areas are covered under this programme. English being a foreign language- L2, the first and foremost is the language proficiency of students to help them become effective communicators .

1. 1 A Level - No knowledge of L2
2. 1B Level - Passive knowledge of L2
3. 2A Level - Vocabulary + Structure development
4. 2B Level - Vocabulary + Structure development
5. 3A Level - Vocabulary + Structure development
6. Advance Level- Spoken Discourse

Post language proficiency development, focus will be laid on personality development of students through sessions in group discussions and other public speaking activities culminating into a rigorous course in placements; Interview skills etc. This course is coined as FHTM Placement Module.

### FRENCH I

(Module – 15 weeks)

(Contact Hours -45)

Credit : 03

Pronunciation - The Alphabet - The Accents; 'Formules de politesse'; The numbers: Cardinal – Ordinal; Time (only 24 hr clock); Weights & Measures; The subjective pronouns; Auxiliary verbs : etre and avoir

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Self introduction; presenting and introducing other person; Name of vegetables and fruits; Conjugation of first group of verbs; Days of the week; Months of the year; Date; The definite and indefinite articles

Name of the Countries and their Nationalities; Conjugation of second group of verbs; Adjectives of place; Preposition of place; Describing a place (your city/ tourist place)

Vocabulary describing family; Describe your family; Name of dairy products and Cereals; Negation; Conjugation of irregular verbs : venir, aller; Demonstrative Adjectives

Simple translation

## Semester 2

**Introduction to Continental Cuisine (Module – 15 weeks) (Contact Hours -90) Credits : 04**

**Soups** - Definition - **Stocks**- Definition, Elements of Stock-Classification; **Sauces**-Definition-Thickening agent-Classification of Mother sauces-Derivatives, french cuisine Classification - International Soup; **Commodities** - Identification, Types & Forms, Uses - pasta - Cheese; **Fast food** - Origin - Field trip; **Meat Cookery** - Composition - Selection - Grading of Mutton - Lamb - Pork - Beef - Veal - Cuts of Different Meals - Cooking Times & Handling - Nutritional and Storage Points; Poultry / Game Cookery - Types/Classification Various cuts; **Fish Cookery** - Classification, Source - Storage, Food Value Presentation - Various Cuts, Egg cookery, Caviar, Fast food, **Salads and dressings**, **Garde manger**, **Design and Layout of a kitchen**, **French culinary terms Practical (18 menus)**

**Application of Food and Beverage Service (Module – 15 weeks) (Contact Hours -90) Credits : 04**

**Classification of Beverages** - Non- alcoholic - Alcoholic; **Tea** - Origin - Manufacture - Types - Brands; **Coffee** - Origin Manufacture - Types - Brands; **Cocoa and malted products** - Manufacture - Types; **Cheese** - Types - Names - Service of cheese ; **Gueridon service** - History - General consideration - Advantages - Dis- advantages - Types of trolleys - Gueridon equipments ; **Dishes of gueridon service** - Crepe suzette - Banana au rum - Cyclic **Function Catering/Banquet** - Types - Banquet sales - Booking procedure - Banquet protocol ; **Space area requirements** - Calculating space - Making duty roaster - Calculation for staff requirement - **Buffet** - Factors to plan buffet - Sequence of menu - Types of buffet ;

**Practical** - Different types of beverages - Service of non alcoholic beverages - Service of tea - Service of coffee - Making and service of malted beverages - Making menu course wise - Different banquets setups - Calculation of space - Set up of different styles of buffet - Procedure of sales department - Service of cheese - Live gueridon trolley service - Making dishes on gueridon

**SUGGESTED BOOKS:** Food & Beverage service – Denis Lillicrap, Larousse Gastronomy

**Application of Front Office (Module –15 weeks) (Contact Hours -60) Credits : 03**

Introduction to tariff structure - Definition of room tariff - Types of tariff : Rack rate, BAR, Membership rate, Crib rate, Crew rate - Package rate, Volume rate; **Basis of charging: 12 noon, 24 hours, day use** - Plans : EP, CP, BP, MAP, AP; **Bell desk activities**- Luggage handling: Upbell and downbell, Left luggage-Mail handling Message handling Wake up call Room change - **Front office coordination with other departments** - HK, HR, F&B, Maintenance - **Guest services** - Guest complaint handling - Guest history - Introduction to CRM - **Computer application** - IDS, Opera

**SUGGESTED BOOKS:** Front Desk Representation -, Check in Check Out Garry K Vallen

**Application of Accommodation (Module – 15 weeks) (Contact Hours -60) Credits : 03**

**Supervision in the housekeeping department**- Role of a supervisor in various areas of housekeeping department - Prime responsibilities of a supervisor - Guest Room Inspection; **Detailed Guest Room Inspection** - Guest room inspection - Inspection Checklists maintained - Inspection of VIP rooms and amenities - Special attention to neglected areas - Guest floor rules and reportable ; **Guest Complaints** - How to deal with guest complaints and extra ordinary situation - **Types of Guest complaints and their effects on our direct customers** - How to record and do the documentation of guest complaints to avoid repetition in future - Role of a manager in handling guest complaints; **Interdepartmental Relationships** - Records and formats shared with Front Office department on a daily basis - HK serves as ears and eyes for maintenance department - **Coordination with security department in terms of lost and found, security night report follow up's, façade glass cleaning** - Indenting and Requisitions with the help of stores and purchase department - Coordination to be maintained for approvals of yearly budgets and purchasing of new assets -

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How to conduct recruitment process in the department; - *Cleaning of Guest Rooms* - Cleaning Equipment –Manual and Automated - Types of Vacuum Cleaners - Purpose of general equipment like caddy kit's, mop's and dusters - Cleaning Agents-Diversey chemicals used in hotels (R Series) - How to start routine tasks on a guest floor - How to write logbook handovers at the end of a shift; *Cleaning of Public Areas in the hotel* - Parts of a public area- coffee shop, lobby, gym, bar, poolside etc and sequence of cleaning as per the time limit - Frequency of Cleaning - Design features that simplify cleaning - Maintenance job orders in public area - Briefings and reports to be generated for public area handlers - Spring Cleaning Tasks - High level area cleaning and precautionary measures to be taken; - *Key Control* - Types of keys - Procedure to change keys and locks - Electronic Locks and smart card - *Contract Services in a hotel*; Meaning of contract services in a hotel - Types of contract services - Advantages and Disadvantages of contract staff members - Well known outsourced companies involved in operational departments of the hotel: laundry, flower room, kitchen stewarding, maintenance etc; *Turndown Service* - Procedures of turndown service in a 5 star hotel - Essentials required for undertaking turndown service in guest rooms - Standard phrases to be used for turndown service in guest rooms - Turndown Desserts - Importance of giving turndown service - Records and checklists to be maintained by evening shift employees and their supervisor's; *Types of Beds* - Classification of Beds - Special beds used by hotels - Cleaning of beds on a regular basis - Bed Comforter or Mattress topper; *Mattresses* - Costs involved - Classification of mattresses - Brands of mattresses used by well known chains of hotel; *Minibar Management* - Parts of a minibar - Minibar handling procedures - Opening and closing stock sheets to be maintained - Inventory and Stocktaking procedures - Role of a minibar in charge - How to convey minibar consumptions at the time of guest departure - *Pilferages and mishandlings of minibar stock* - 12.8 Refilling of minibar in presence of the guest.

**SUGGESTED BOOKS:** Hotel Housekeeping – G. Raghubalan, Smritee Raghubalan, H H A Branson and lennox

**Functional English II**

**(Module – 15 weeks)**

**(Contact Hours - 60)**

**Credits : 02**

**English Language skill development programme.** Designed to prepare the students for their job placements. Various areas are covered under this programme. English being a foreign language- L2, the first and foremost is the language proficiency of students to help them become effective communicators.

- |    |                |   |                                    |
|----|----------------|---|------------------------------------|
| 1  | A Level        | - | No knowledge of L2                 |
| 1. | 1B Level       | - | Passive knowledge of L2            |
| 2. | 2A Level       | - | Vocabulary + Structure development |
| 3. | 2B Level       | - | Vocabulary + Structure development |
| 4. | 3A Level       | - | Vocabulary + Structure development |
| 5. | Advance Level- | - | Spoken Discourse                   |

Post language proficiency development, focus will be laid on personality development of students through sessions in group discussions and other public speaking activities culminating into a rigorous course in placements; Interview skills etc. This course is coined as FHTM Placement Module.

**Environmental Sciences**

**(Module – 15 weeks)**

**(Contact Hours - 30)**

**Credits : 02**

The Multidisciplinary nature of environmental studies

- Definition, scope and importance.
- Need for public awareness.

Natural Resources

Renewable and non-renewable resources: Natural resources and associated problems.

- Forest resources: Use and over-exploitation, deforestation, case studies. Timber extraction, mining, dams and their effects on forests and tribal people.

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- Water resources: Use and over-utilization of surface and ground water, floods, drought, conflicts over water, dams benefits and problems.
- Mineral resources: Use and exploitation, environmental effects of extracting and using mineral resources, case studies.
- Food resources: World food problems, changes caused by agriculture and overgrazing, effects of modern agriculture, fertilizer-pesticide problems, water logging, salinity, case studies.
- Energy resources: Growing energy needs, renewable and non-renewable energy sources, use of alternate energy sources. Case studies.
- Land resources: Land as a resource, land degradation, man induced landslides, soil erosion and desertification.

#### Ecosystems

- Concept of an ecosystem.
- Structure and function of an ecosystem.
- Producers, consumers and decomposers.
- Energy flow in the ecosystem.
- Ecological succession.
- Food chains, food webs and ecological pyramids.

#### Biodiversity and its conservation

- Hot-spots of biodiversity.
- Threats to biodiversity : habitat loss, poaching of wildlife, man-wildlife conflicts
- Conservation of biodiversity : In-situ and Ex-situ conservation of biodiversity.

#### Environmental Pollution

Definition, causes, effects and control measures of:-

- Air pollution
- Water pollution
- Soil pollution
- Marine pollution
- Noise pollution
- Thermal pollution
- Nuclear hazards

- Solid waste Management: Causes, effects and control measures of urban and industrial wastes.
- Fireworks, their impacts and hazards
- Pollution case studies.
- Disaster management: floods, earthquake, cyclone and landslides.

#### Social Issues and the Environment

- From Unsustainable to Sustainable development
- Urban problems related to energy
- Water conservation, rain water harvesting, watershed management
- Resettlement and rehabilitation of people; its problems and concerns. Case studies
- Environmental ethics: Issues and possible solutions
- Consumerism and waste products
- Environmental Legislation (Acts and Laws)
- Issues involved in enforcement of environmental legislation

#### Human Population and the Environment

- Population growth, variation among nations with case studies
- Population explosion – Family Welfare Programmes and Family Planning Programmes
- Human Rights
- Value Education
- Women and Child Welfare

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**French II**

**(Module – 15 weeks)**

**(Contact Hours - 45)**

**Credits : 03**

Restaurant Brigade; Hotplate language and terminology; Name of herbs and spices; Plural of Nouns; Possessive adjectives; Conversation basic: Introducing each other, Short Guest Interactions.

Unit-2 : Kitchen Brigade; Name of Meat, Poultry and Game; Conjugation of irregular verbs : partir, faire, prendre, sortir, voir, vouloir, pouvoir; The interrogation with <est-ce que, qu'est-ce que et qui est-ce> ; Conversation basic : In the restaurant (how to place/take order, billing etc.)

Unit- 3 : Name of French wines , French cheese and seasonings ; Reading a wine lable ; The recent past tense ; The immediate future tense ; Conversation basic: hotel room reservation (to make/cancel the reservation)

Unit - 4: The French Classical Menu with classic - examples of each course; Hot plate language and terminology; Interrogation; Conversation basic: Making/Cancelling a reservation (in train/on flight)

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## Year – II

### Semester 3

**Bakery and Patisserie** (Module – 15 weeks) (Contact Hours – 90) Credits : 04

Identification of equipments ,uses and handling - Identification of ingredients and how to use - Introduction, announcement of syllabus - Awareness regarding hygiene and grooming standard While attending practical class; Bread Making - Functions of all bread making ingredients - Bread making methods - Processing of bread making - Bread fault, improvers, diseases and characteristics - Additives and how to use - Simple bread ,bread sticks ,dinner rolls - Fancy rolls –parker house, cloverleaf pan rolls - Foccacia ,French ,rye ,multi grain ,brioche - Italian ,Vienna bread ,baguette, fougasse - Ciabatta ,Whole Wheat bread , Basic sourdough; Rich yeast dough - Hot cross buns - Baba au rum - Fruit savarin - Sweet buns - Cinnamon and raisins rolls - Croissant—type and shape - Stillen bread; simple and rich cakes- Functions of cake making ingredients - Methods of cake making - Cake fault and remedies - Fruit cake - Chocolate chip cake - Maderia cake - Dundee cake - Plum cake - Plum pudding - Simple sponge cake - Genoise sponge with icing - Chocolate walnut brownie; pastry - Type of pastries - Short crust –tarts - Laminated – palmiers - veg patties - vol au vent - Choux pastry- éclairs - profiteroles - Phyllo pastry-baklava - Danish pastry-- apple , jam and custard; cookies - Chocolate chip cookies - Vanilla cookies - Oatmeal cookies - Lady finger - coconut macaroon - almond biscotti , Soufflé hot and cold, Tiramisu, fruit trifle, ganache, cream Caramel.  
Suggested Books: Larousse Gastronomique – Montagne, Professional Chef – ArvindSaraswat, Escoffier The complete guide to the art of modern cookery - The professional cooking by Wayen Gisslen, Book of ingredients Werle

**Beverage and Bar Operation** (Module – 15 weeks) (Contact Hours –90) Credits : 04

ALCOHOLIC BEVERAGES - Introduction to alcoholic beverages - Classification of alcoholic beverages - Methods of preparing alcoholic beverages ; *Beer* - Introduction to beer; Still methods - pot still - patent still - Proofing methods – Gaylussac - English – American – Whisky - Introduction to whisky; Rum - Introduction to rum - Making process of rum - Different types of rum - Brand names of rum ; *Gin* - Introduction to Gin - Manufacturing process of gin - Different types of gin i.e London dry,sloe,dutch gin - Brand names of gin according to country of origin – Vodka - Introduction to Vodka - Manufacturing process of vodka - Variants in vodka - Brand names of vodka according to country of origin; Tequila - Introduction to Tequila - Manufacturing process of Tequila - Types of tequila - Brand names of Tequila according to country of origin; *Brandy* - Introduction to Brandy - Manufacturing process of Brandy - Cognac and Armagnac Manufacturing process - Differences between cognac and Armagnac - Brand names – Wine - Introduction, definition ,history to Wine - Factors effecting the quality of wine; Grape varieties with their pronunciation and characteristics ; Wine classification; Wine producing countries: France - Regions of france; Germany - Regions of Germany; Italy - Regions of Italy; Wines from portugal, Spain - Introduction to Portugal wine - Different types of port - Introduction to Madeira - Different styles of Madeira - Spanish wines - Brand names - Introduction to new world wines - Argentina, Australia, Austria ,California, Chile - Food and wine harmony - Menu planning with wine suggestion - Introduction to bar

**Practical** - Order taking for beverages- Service of beverages to customer according to type - Taking order of beer - Presenting beer to customer - Service style of beer - Service of whisky - Service of rum - Service of gin - Service of vodka - Service of Taquila - Service of Brandy - Ppt on wine - Ppt on grape varities - Presenting wine - Cork opening - Preparing menus - Planning wines with food - Planning the bar operations.

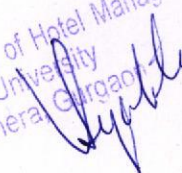
**BOOKS RECOMMENDED:** *Food & Beverage service – Denis Lillicrap, Food & Beverage Service – Vijay Dhawan, Food & beverage Service- S.N Bagchi, Food & Beverage Service- Sudhir Andrews*

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**Operation in Front Office (Module – 15 weeks) (Contact Hours – 60) Credits : 03**  
*Front office accounting* – Accounts - Guest account, non guest account - Folios: Guest, master, semi-permanent, employee folio – Vouchers – POS - Ledger: guest, city - Charge privilege - Credit monitoring - Tracking transactions: cash payment, charge purchase, account correction, allowance transfer advance - Internal control - *Check out procedures* - Check out process - Express check out - Self check out - Late check out - Guest history maintenance ; *Cash Handling* - Methods of account settlement- Credit / Debit card - Direct billing – Cash - Account collection - Account Ageing - Steps to handle foreign currencies; *Night Auditing* - Role of auditor - Cross referencing - Account integrity -Credit monitoring -Front office audit process - Complete outstanding posting - Reconcile room status discrepancies - Verify room rates - - Balance all departmental accounts - Verify no show reservations - Post room rates and taxes - Prepare reports - Prepare cash receipts for deposits - Clear or backup the system - Distribute reports; *Guest safety and Security* - developing security program - Basic emergency procedure: Theft, Death, Fire, accident, sickness, bomb threat, vandalism etc.

**Operation in Accommodation (Module – 15 weeks) (Contact Hours – 60) Credits : 03**  
*Laundry Operations* - Meaning of Laundry - Types of Laundry – On Premises and Outsourced - Flow Process of Laundry –On Premises Laundry - Wash Cycle- Stages - Laundry Equipments and Machinery: As per the size of the laundry, Major brands supplying laundry equipments, Costs involvedEnergy consumption per day and laundry cost control - Layout of the Laundry - Laundry Agents and Chemicals used: Care and composition of the chemicals- **dilution ratios** ,MSDS –Importance and Records, Laundry Revenues and Budgeting- Laundry billing and postings - Dry Cleaning-Chemicals used - Service-Guest Laundry Procedures – Records maintained ; *Pest Control* - Meaning of Pest Control- Significance in hotels - Types of Pest and favorable conditions for their breeding - Common Pests and their controlling measures - MSDS of spraying chemicals - Pest Control Checklists, records and trend analysis reports - How to address pest complaints directly from guests; *Flower Management and Indoor Plants* - Styles of flower arrangements - Principles of design applied to flower arrangement - Flowers used in hotel industry: Availability as per seasons, Exotic Flowers,Flowers with religious aspect- for e.g.: Carnations are considered as funeral flowers.Foliage and Fillers used in flower set up's. How a flower team operates in the hotel - Indoor and Outdoor plants used in hotels - Equipments and tools - Cost Management (Derivation of cost from other depts.) and Annual Budgets- flowers and plants - Major Outsourced companies catering to hotel industry - Latest Trends in the hospitality industry.eg: miniature plants - WOW factor created for guests with flowers ; *Stain Removal. Procedures and Uniform Room* - Stain removal techniques followed in laundry - MSDS for all the agents - PPE (Personal Protective Equipments to be used) - Budgets and costs involved in the uniform rooms as per size of hotel - Advantage of providing staff uniforms. Established designers for leading hospitality brands - Care and Maintenance of uniforms- Criterion for selection of materials and designs. Issuing procedures for new uniforms-Records and Formats. Uniform Tagging and Arrangements ; *PAR STOCKS* - Introduction and planning of a uniform room - Layout and Activities - Activities of Tailor room- repair and maintenance bins - *Linen and Linen Room* - Meaning and Introduction - Linen items used in hotels- bed sheets, duvet covers towels, bathrobes, pillow protectors, mattress protectors, Fib linen, SPA and POOL Linen, Cloth liners - Par Stock levels to maintain as per the size, location and clientele of the hotel.(CALCULATION WITH FORMULA) - World renowned luxury brands of linen and napery - How to check whiteness of the linen- measuring units - Tensile strength of linen and no. of washes(LINEN LIFE SPAN) - Selection criterion for linen and fabrics - Discard Management and recycling- necessary approvals to be taken, stamping of linen - Linen Inventory- Formats and Closing Balances per month.(BUDGET),Linen Exchange Procedures.- PPE - Layout of linen room - Planning a linen room - Storage of linen and uniforms - Linen Records; *Care, Composition and Cleaning of different surfaces* - Marbles: Types and different colors available.Cleaning Procedures and chemicals used. Gloss meter and its standards for luxury hotels, Origins - Metals-Protective finishes on metals, commonly used metals and alloys - Floor Finishes: Classification of glasses, Cleaning Procedures - flat glass, hollow glass articles, and chandeliers. Polishing Procedures for glassware – Leather - Wood: Classification of Woods, Protective Treatments for Wood, Maintenance of Wood - Wall Finishes: Ceramics,Common Types and Cleaning Procedures - *Service standards for cleaning a guest room* - Entering Procedures in a guest room- **SOFT SKILLS and ETIQUETTES** - Cleaning of Occupied Rooms – a chance to dazzle and delight the guests - Cleaning of Departure room - Servicing of a Vacant Clean Room - Chemicals used for cleaning the rooms - Cleaning Equipment –Manual and Automated - Cleaning Agents: Characteristics of good cleaning agents, Application of Cleaning Agents. Types of Agents-Use, Care and storage; *Supervising a Guest Room* - Meaning of supervising a Guest Room - Procedure of checking a Departure, Vacant, Arrival, Single Lady, Long Stay's Room - Importance of a supervisor - Role and Responsibilities of a supervisor - Inspection of VIP Rooms and Amenities -Special Attention to neglected areas - Standard Levels of Lighting and Temperature in guest rooms -Guest Floor Rules and Reportable - Guest Complaints: Types of Guest Complaints, How to Deal with Guest Complaint,Service Recovery methods -Difference between guest supplies and amenities with elaborate examples - Laundry Operations - Pest Control -Flower Management and Indoor Plants - Stain Removal Procedures and Uniform Room - Linen and Linen Room - Care, Composition and Cleaning of different surfaces -Functioning of Housekeeping Control Desk - Guest Floor Operations - Service standards for cleaning a guest room - Supervising a Guest Room - Classification of Guest Rooms and Principles of Design - Contract Services in a hotel and Key Control Duration - **SUGGESTED BOOKS RECOMMENDED:** Hotel Housekeeping – G. Raghubalan, SmriteeRaghubalan

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**Functional English III****(Module – 15 weeks)****(Contact Hours - 60)****Credits : 02**

**English Language skill development programme.** Designed to prepare the students for their job placements. Various areas are covered under this programme. English being a foreign language- L2, the first and foremost is the language proficiency of students to help them become effective communicators .;

- |    |                |   |                                    |
|----|----------------|---|------------------------------------|
| 1. | 1 A Level      | - | No knowledge of L2                 |
| 2. | 1B Level       | - | Passive knowledge of L2            |
| 3. | 2A Level       | - | Vocabulary + Structure development |
| 4. | 2B Level       | - | Vocabulary + Structure development |
| 5. | 3A Level       | - | Vocabulary + Structure development |
| 6. | Advance Level- |   | Spoken Discourse                   |

Post language proficiency development, focus will be laid on personality development of students through sessions in group discussions and other public speaking activities culminating into a rigorous course in placements; Interview skills etc. This course is coined as FHTM Placement Module.

**Nutrition****(Module – 15 weeks)****(Contact Hours – 45)****Credit : 03**

**UNIT 1: BASIC ASPECTS OF NUTRITION** - Definition of terms health, nutrition and nutrients - Importance of food in maintaining good health - Classification of nutrients - **CARBOHYDRATES** - Definition and classification - Dietary sources - Functions - Significance of dietary fiber; - **LIPIDS** - Definition - Classification: saturated and unsaturated fats - Functions - **PROTEINS** - Definition - Classification - Dietary sources - Function - **VITAMINS** - Definition and classification (water and fat soluble vitamins) -Food sources -Functions -Deficiency diseases ; **MINERALS** - Definition and classification -Food sources, functions and significance of Calcium, Iron, Sodium and Iodine ; **BALANCED DIET** - Definition - Importance of balanced diet ; **MENU PLANNING** - Planning of nutritionally balanced meals based upon three food group system -Factors affecting meal planning ; -**FOOD ALLERGENS** -Gluten - Milk - Peanuts - Fish ; **NEW TRENDS IN NUTRITION** -Need for serving nutritional and health specific meals -Nutritive value of fast food and junk food - Nutritional evaluation of newly launched products - Role of phytochemicals - Significance of nutritional labeling; **THERAPEUTIC DIETS**: -Nutrient modification - Low calorie diet - Low sodium diet - High fibre diet - Low fat diet -Texture modification -Mechanical soft diet -Pureed diet ; **NEW TRENDS IN FOODS** - Soya foods -Organic foods -Genetically modified foods; **NEW TRENDS IN PACKAGING** -Aseptic packaging - Modified atmosphere packaging (MAP) -Revision session - Evaluation

**Computer Application****(Module – 15 weeks)****(Contact Hours -60)****Credit : 03**

**MICROSOFT WINDOWS** - General introduction and basic operation involved in windows operating systems - General shortcut keys ; **MICROSOFT OFFICE WORD** - General introduction about the interface - Creation and formatting a document with special effects - Using various tools of word(mail merge and macro) - Basic operations involved - Working with graphics and tables - Printing options; **MICROSOFT POWER POINT** - Examine slide show presentation concept and exploring the interface - Creating/Editing a presentation - Insert clipart images and shapes to slides - Inserting /modifying charts and tables - Adding sound and video to the slide presentation - Insert and edit animations and slide transitions - Self running presentation; **MICROSOFT OFFICE EXCEL** - General introduction and excel interface of windows - Creating/Editing/Formatting a spreadsheet - Basic operation and printing a excel document - Introduction to graphics in excel worksheet - Working with multiple worksheets and excel database facilities - Working with formulas and various functions - Project submission on the basis of research with guidance and counseling

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#### Semester 4

##### **Industrial Training (17 Weeks)**

**Credits : 30**

1) Exposure to Industrial Training is an integral part of the 3<sup>rd</sup> year curriculum. The 17 weeks industrial training would be divided into four/five weeks each in the four key areas of Food Production, Food & Beverage Service, and Accommodation Operations & Front Office Operations.

2) Attendance in the 3<sup>rd</sup> year would be calculated separately for the two components of in-institute training and industrial training FHTM as per rules. Industrial Training will require an input of 100 working days. A student can avail leave to a maximum of 15% (15 days) only with prior permission of the hotel authorities. Similarly, the institute Principal can condone an additional 10% (10 days) on production of a medical certificate.

3) For award of marks, 20% marks of IT would be on the basis of feed-back from the industry in a prescribed Performance Appraisal Form (PAF). It will be the students' responsibility to get this feed-back/assessment form completed from all the four departments of the hotel for submission to the institute at the end of Industrial Training. For the remaining 80% marks, students would be assessed on the basis of seminar/presentation before a select panel. The presentation would be limited to only one key area of the student's interest. A hard copy of the report will also have to be submitted to the panel.

4) Responsibilities of institute, hotel and the student/trainee with aims & objectives have been prescribed for adherence.

Subject Code	Subject	Module Duration in Weeks	Total Contact Hours	Credits
	Industrial Training with Project report, Viva & PPT Reports & Records	17	900	30

##### **Break Up of Marks**

S.No.	Evaluating Criteria	Marks Allocated
1	IT Report (Handwritten)	300
2	Viva Voce	200
3	IT Presentation(minimum 20 slides)	100
4	Appraisals	200
Total Marks		800

##### **Industrial Training with project reports, Viva & PPT (17 weeks)**

**Credits 30**

##### **BREAKUP OF CREDITS**

(i)	Project report handwritten minimum 3000 words	credits 10
(ii)	Viva	credits 10
(iii)	PPT min 20 slides	credits 10

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This semester will be an extension of Industrial Training with emphasis on development of advanced skills in the area of elective choice of the trainee. Careers within the hospitality industry include jobs in hotels, casinos, restaurants, resorts and any other service position role within the tourism industry. Students working towards achieving a qualification in the hospitality field such as Hospitality Management or Food and Beverage Management are often required to gain practical experience by completing an internship. Hospitality Internships are supervised programs of work and study that allow a student to apply the knowledge and skills that he/she has learned in real-life situations.

Academic credit will be awarded for a successful internship. The employers give the trainees chance to make more informed decisions about the career path, a trainee chooses after graduation. This hand-on experience as well as the networking opportunities internships offer will make a trainee more attractive to future employers. Many companies offer their interns full-time employment on graduation as they have already proven their abilities and the learning curve is shorter.

#### **GUIDELINES FOR TRAINING PROJECT:**

1. Statement of purpose: tell the reader what you're going to say.
2. Main body of the paper: say it
3. Summary and conclusion: tell the reader what you've said.
4. Stick to the point, avoid digression. State each major idea quickly and then develop it through examples and explanations.
5. Include concrete examples, illustrations, and factual details to back up your generalizations.
6. Criticize, evaluate, illustrate, attack, or defend where appropriate to your topic. Show you've been thinking.
7. As you write, indicate your information source (by # of card or author's name) in the margin beside ideas. You can return later to complete the documenting of your references.
8. Unless your professor has specified otherwise, be sure to introduce quotations and show how they fit in with your position. Don't use them as filler.
9. Read it out loud to check for flow and awkward language. Read for clarity and logical progression and smooth transitions.
10. Find alternate words for ones you are using too often (check a Thesaurus).
11. Check for mechanical errors such as misspelled words, inaccurate punctuation, incorrect grammar, etc.
12. Watch carefully to prevent plagiarism. Be absolutely certain that your documentation gives full credit for all materials used not only in quotations but in paraphrased form.
13. Revise and polish your tentative draft for final project
14. Type the final version of your report. Double space and allow for proper margins.
15. Follow the exact format prescribed by your instructor for the title page, bibliography and documentation. This may vary from topic to topic, so be sure to check if you're in doubt.

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16. Double check your documentation against your alphabetized bibliography. Make certain that all of your documentation is accurately tied to the references listed in your bibliography.
17. After typing, be sure to proof read for typos and other errors.
18. Hand your paper in!!

Remember the Project Report is expected to show originality as it provides significant contribution to enhancing knowledge. Do give reference of ideas, quotes etc. in your report from wherever it has been borrowed. The project report must be accompanied by a certificate to the affect that it is an original piece of work. If at any stage it is found that it has been copied, in part or full, it is likely to be cancelled and the student deemed to have failed in the subject.

**Industrial Training**

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Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. The trainees will learn the interdepartmental co-ordination. Industrial training is also expected to provide the students the basis to identify their key operational area of interest.

### 1. RESPONSIBILITIES OF THE TRAINEE

- 1 should be punctual.
- 2 should maintain the training logbook up-to-date.
- 3 should be attentive and careful while doing work.
- 4 should be keen to learn and maintain high standards and quality of work.
- 5 should interact positively with the hotel staff.
- 6 should be honest and loyal to the hotel and towards their training.
- 7 should get their appraisals signed regularly from the HOD's or training manager.
- 8 gain maximum from the exposure given, to get maximum practical knowledge and skills.
- 9 should attend the training review sessions / classes regularly.
- 10 should be prepared for the arduous working condition and should face them positively.
- 11 should adhere to the prescribed training schedule.
- 12 should take the initiative to do the work as training is the only time where you can gain maximum exposure.
- 13 should, on completion of Industrial Training, handover all the reports, appraisals, logbook and completion certificate to the institute.

### 2. RESPONSIBILITIES OF THE INSTITUTE

- 1 should give proper briefing to students prior to the industrial training
- 2 should make the students aware of the industry environment and expectations.
- 3 should notify the details of training schedule to all the students.
- 4 should coordinate regularly with the hotel especially with the training manager.
- 5 should visit the hotel, wherever possible, to check on the trainees.
- 6 should sort out any problem between the trainees and the hotel.
- 7 should take proper feedback from the students after the training.
- 8 should brief the students about the appraisals, attendance, marks, and logbook and training report.
- 9 should ensure that change of I.T. hotel is not permitted once the student has been interviewed, selected and has accepted the offer.
- 10 should ensure that change of I.T. batch is not permitted.
- 11 should ensure trainees procure training completion certificate from the hotel before joining institute.

### 3. RESPONSIBILITIES OF THE HOTEL

**First exposure:** A young trainee's first industry exposure is likely to be the most influential in that person's career. If the managers / supervisors are unable or unwilling to develop the skills young trainees need to perform effectively, the latter will set lower standards than they are capable of achieving, their self-images will be impaired, and they will develop negative attitudes towards training, industry, and – in all probability – their own careers in the industry. Since the chances of building successful careers in the industry will decline, the trainees will leave in hope of finding other opportunities. **If on the other hand, first managers/supervisors help trainees achieve maximum potential, they will build the foundations for a successful career.**

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**INDUSTRIAL TRAINING**  
**PERFORMANCE APPRAISAL FORM (PAF)**  
**SGT UNIVERSITY**

Name of Student: _____	Univ. Roll No: _____
Institute: _____	Duration: 4 weeks (24 working days)
Name of the Hotel: _____	From : _____ To: _____

**Appearance**

Immaculate Appearance, Spotless Uniform, Well groomed hair, Clean nails & hands	5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands	4
Well Presented, Clean Uniform, Acceptable hair, Clean nails and hands	3
Untidy hair, Creased ill kept uniform, Hands not clean at times	2
Dirty / disheveled, Long / unkempt hair, /Dirty hands & long nails	1

**Punctuality / Attendance ( \_\_\_\_\_ days present out of 30 days)**

On time, Well Prepared, Ready to commence task, Attendance Excellent	100%	5
On time, Lacks some preparation but copes well, Attendance Very good	90%	4
On time disorganized aspects – just copes, Attendance Regular	80%	3
Occasionally late, Disorganized approach, Attendance irregular	60%	2
Frequently late, Not prepared, Frequently absent without excuse	50%	1

**Ability to Communicate (Written / Oral)**

Very Confident, demonstrates outstanding confidence & ability both spoken / written	5
Confident, Delivers information	4
Communicates adequately, but lacks depth and confidence	3
Hesitant, lacks confidence in spoken / written communication	2
Very inanimate, unable to express in spoken or written work	1


**Attitude to Colleagues / Customers**

Wins / retains highest regard from colleagues has an outstanding rapport with clients	5
Polite, considerate and firm, well liked	4
Gets on well with most colleagues, Handles customers well.	3
Slow to mix, weak manners, is distant has insensitive approach to customers	2
Does not mix, relate well with colleagues & customers	1

**Attitude to Supervision**

Welcomes criticism, Acts on it, very co-operative	5
Readily accepts criticism and is noticeably willing to assist others.	4
Accepts criticism, but does not necessarily act on it.	3
Takes criticism very personally, broods on it	2
Persistently disregards criticism and goes own way	1

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**Initiative / Motivation**

Very effective in analyzing situation and resourceful	Demonstrates ambition to achieve progressively.	5
Shows ready appreciation willingness to tackle	Positively seeks to improve knowledge and	4
Usually grasps points correctly	Shows interest in all work undertaken	3
Slow on the uptake	Is interested only in areas of work preferred	2
Rarely grasps points correctly	Lacks drive and commitment	1

**Reliability / Comprehension**

Is totally trust worthy in any working situation?	5
Can be depended upon to identify work requirements and willing to complete them. Readily appreciates,	4
Gets on with the job in hand Comprehends, but doesn't fully understand work in hand	3
Cannot be relied upon to work without supervision	2
Requires constant supervision. Lacks any comprehension of the application	1

**Responsibility**

Actively seeks responsibility at all times.	5
Very willing to accept responsibility.	4
Accepts responsibility as it comes.	3
Inclined to refer matters upwards rather than make own decision.	2
Avoids taking responsibility	1

**Quality of Work**

Exceptionally accurate in work, very thorough usually unaided.	5
Maintains a high standard of quality	4
Generally good quality with some assistance	3
Performance is uneven.	2
Inaccurate and slow at work.	1

**Quantity of Work**

Outstanding in output of work	5
Gets through a great deal	4
Output satisfactory	3
Does rather less than expected	2
Output regularly insufficient	1

Stipend Paid: Rs. \_\_\_\_\_ per month

Name of Appraiser: \_\_\_\_\_

Signature: \_\_\_\_\_


Designation of Appraiser: \_\_\_\_\_

Date: \_\_\_\_\_

Signature of Student: \_\_\_\_\_

Date: \_\_\_\_\_

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## Semester V

### **Food Production Management**

(Module – 15 weeks)

(Contact Hours – 90)

Credits : 04

**International Cuisine** - Staple food with regional influences – Specialties – Recipes – Equipment in related - **Japanese – Italian – Spanish – French – Mexican- Chinese – Thailand ; Larder - Layout & Equipment- Terms & larder control - Duties and responsibilities of larder chef ; - Charcuterie – sausages – Salami ; Force meat- Types Pate – Terrine – Galantine – Ballotines; Production Management - Kitchen Organization - Allocation of work- job Description, Duty Roster - Production planning - Production Scheduling - Production quality & Quality control**  
**Product and research development, latest trends in the industry , Theme lunches, Practicals (15 International menus and 4 buffets featuring International cuisine )**

**SUGGESTED BOOKS:** *The practical cookery* Ronald Kinton, *Victor Ceserani, Theory of catering* John Campbell, *Victor Ceserani, The professional cooking* Wayengisslen, *Escoffier: the complete guide to the art of modern cookery.* Larousse, *the book of ingredients , the professional chef –chef Arvind Saraswat, Cooking Essentials,*

### **Management in Food and Beverage**

(Module – 15 weeks)

(Contact Hours – 60)

Credits : 03

**Theory- Purchasing Management - S.P.S - Selection of supplier - Methods of purchasing - Flow chart of purchasing system - Receiving Management - Receiving department job - Documentation and formats - Points to kept in mind while receiving food and beverages - Documents by supplier ; Storing Management- Layout of store - Methods of storing - F.I.F.O method - Bin card - Meat tag ; Issuing Management - Methods of issuing - Specific timings for departments store - Entries in system ; Inventory Management - Purpose of inventory - Types of inventory – Formats ; Costing - Different cost applicable - Calculation of food cost - Calculation of other cost applicable - Deciding the selling point ; Menu merchandising - Menu structure - Pricing menu - Menu control ; Menu engineering- Objectives – Method - Matrix system ; Cocktails - Types of cocktail – Recipes ; Break even analysis - Break even chart - P.V Ratio- Contribution - Marginal cost – Graphs - Practical**  
**CASE STUDIES OF DIFFERENT HOTELS IN TERMS OF REVENUE,MANAGEMENT STYLE,CONTROLS,AND SALES**

### **Management in Front Office**

(Module – 15 weeks)

(Contact Hours –60)

Credits : 03

**Establishing room rates - Market conditioning approach -Hubbart's formula - Rule of thumb approach ; Forecasting room availability - Forecasting data - Forecast formula -Sample forecast forms ; Evaluating front office operations - Occupancy percentage - Multiple occupancy percentage - ADR- RevPAR –RevPAC –ARG -Yield ; Revenue management – Concept -Measuring yield: Potential average single rate, potential average double rate, rate spread, potential average rate, room rate achievement factor, Equivalent occupancy -Elements of revenue management: Group room sales, Transient room sales, food and beverage activities, local and area wide activities, special events, fair market share forecasting -Usage: potential high and low demand tactics, implementing revenue strategies.**

### **Management in Accommodation**

(Module – 15 weeks)

(Contact Hours – 60)

Credits : 03

**Concept of design in a hotel - Types of colors and its usage - How to use colors in mood setting - Usage of various colors during different time of the day - Types of color schemes - Meaning of Hue and art of mixing colors - Designing for the physically challenged room - Planning trends in the hotels ; Windows and Window Treatments - Types and designs of windows - Types of window treatments used - Stiff and Soft window treatments - Curtain accessories and headings ; Lighting and lighting fixtures - Characteristics of good light, Methods of lighting, Types of lighting fixtures - Lighting plans -Lighting in restaurant and public areas -Lighting in guest rooms and corridors - Considerations for a good lighting system ; Floor Finishes - Selection criterion for floor finishes and coverings - Sub Floors - Types, Characteristics and cleaning of floor coverings - Hard Floorings/ Finishes, Semi hard floorings, Soft Floorings ; Carpets - Significance of carpets in hotels - Different types of piles - Important terminologies used for carpets, Classification, Prices and areas to be covered - Selection and purpose of carpets - Construction of carpets – pile density and weight - Pile fiber, height and style. Resilience and dyeing - Aesthetics- backings underlay/padding - Installation of carpets - Care and maintenance of carpets ; Furniture and fittings used in the guest rooms -Styles of furniture used in the hotels - Care and maintenance of furniture -Costs and budgets involved in furniture - Budget and purchasing systems - Meaning of Budget - Parts of Budget -Budget and Budgetary controls -Planning a capital Budget -Planning an operation budget -Controlling expenses in hotel -Income statements ; Purchasing Systems - Identification of the materials to be purchased - Reviewing of a quotation -Selecting the best available price -Stock Records – issuing and control - Controlling expenses in housekeeping department ; Energy saving and Water**

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Conservation in the hotels -Significance of water and energy conservation in a hotel -Methods of energy saving in a hotel - Concept of green hotels - Rain water harvesting - Sewage treatment plants - E.A.R.T.H - I T Savvy Housekeeping - Eco Friendly Amenities - Products and procedures; Planning and organizing in housekeeping -Time and Motion study - Eagle eye tests- Area inventory - Frequency schedules - Performance and productivity standards - Standard operating manuals-Job Procedures - Linen Inventory - Work Schedules - Calculating strengths of staff - Planning Duty Roasters ; Team Work and leadership skills -Importance of staff motivation -How to create interest of staff members for consistent performance -Reward programmes run by different hotels -Qualities of a good leader ; Training programmes for housekeeping staff, Safety and Security in housekeeping department -Different types of training classes conducted in a hotel -On the job and off the job training -Evaluation of training -Training methods- Areas of improvement in staff members - Fire Fighting and precautions -Safety awareness -Accident Prevention - Crime Prevention-Importance of maps and fire exits in a hotel ; First Aid - How to make a first aid box - Components of a first aid box -Location of a first aid box - Considerations while making a first aid box ; Revision of room cleaning - Servicing of a guest room in hotel -How to place guest supplies -How to maintain the surfaces and furnishings in a guest room ;Layouts for interior designs and color schemes -Principles of design-Layout of the guest rooms as per the different categories-Color Schemes and their significance in hotel industry –

**Suggested Books** : Hotel Housekeeping – G. Raghubalan, SmriteeRaghubalan

Placement Module (Module – 15 weeks) (Contact Hours - 90) Credit : 03

**Course Handout- Placement Module**

1	Orientation + Resume Making Instructions	3 Hrs
2	Power Dressing & Body Language	3 Hrs
3	Resume Making	3 Hrs
4	Resume Making	3 Hrs
5	Teamwork	3 Hrs
6	Group Discussion-I	3 Hrs
7	Introduction & FAQs	3 Hrs
8	Mock Interview-I	3 Hrs
9	Mock Interview-I	3 Hrs
10	Group Discussion-II	3 Hrs
11	Treasure Hunt	3 Hrs
12	Group Discussion-III	3 Hrs
13	Panel Interview-I	3 Hrs
14	Panel Interview-II	3 Hrs
15	Group Discussion-IV	3 Hrs
16	Talk Show	3 Hrs
17	Stress Interview-I	3 Hrs
18	Stress Interview-II	3 Hrs

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**Customer Relationship Management (Module – 15 weeks) (Contact Hours - 45) Credit : 03**  
 Concept of CRM, Importance and Need of CRM, Characteristics and Objectives of CRM, CRM Enterprise wide activity & Implementation, CRM in Marketing : Target Marketing, Relationship marketing and CRM Marketing Initiatives - Foundations of Customer Centric Business ( CCRM ) : Call Center, Customer Care, Virtual 3D Tour, Customer Satisfaction Mgmt, Transaction to Relationship Approach, Customer Lifetime Value, Service Sector & CRM Culture, Understanding the concept of LEARN in Hotels with regard to CRM - CRM Roadblocks : The 4 P's ( Process, Perception, Privacy and Politics ) - CRM in B2B ( Business to Business ) Market ( Implementing CRM Program ) - Consumer Protection Act 1986 : An Overview -CRM : Case Studies.

### Semester 6

**Principals of Management (Module – 15 weeks) (Contact Hours - 30) Credit : 02**

Management : An Introduction  
 Meaning and characteristics of management  
 Significance of management  
 Functions of Management  
 Hierarchy of management

Development of Management Thought  
 Classical Approaches : Scientific Management approach, Administrative management approach And Bureaucratic approach.  
 Neo Classical Approaches : Human Relations Approach and Behavioral approach.

Planning : Concept and Process  
 Meaning and Nature of Planning  
 Importance of Planning  
 Steps Involved in Planning  
 Limitations or difficulties of Planning  
 Requisites of Effective Planning

Management by Objectives  
 Meaning and features of MBO  
 Process of MBO  
 Advantages and Importance of MBO

Organising : Concept , Nature and Process  
 Meaning and Characteristics of Organising  
 Organising Process  
 Requisites of an Ideal and Sound Organising  
 Significance of Organising  
 Departmentation : Need and Basis

Directing  
 Authority and Responsibility : Delegation of Authority  
 Decentralisation and Centralisation  
 Characteristics of Leadership

Controlling  
 Objectives of Controlling  
 Importance of Controlling  
 Controlling Process



**Human Resource Management (Module – 15 weeks) (Contact Hours - 45) Credit : 03**

**Introduction to Human Resource Management: Introduction, Definition & Concept,**  
Growth Drivers in India, Importance of HRM, Hospitality Industry Characteristics, Human  
Resource Roles, HR Challenges. Manpower Planning, Process, Managing Workers,  
Recruitments, Learning & Development, Performance Appraisal: Recruitments,

Introduction, Concept, Sources, What to look for in prospective candidates, Recruitments  
Policy and Techniques. Learning & Development, Introduction, Concept, Functions, Training  
Cycle, Evaluation, Methods, Organisational Culture & Training. Performance Appraisal -  
Introduction, Purpose, Process, Challenges, Underlying Theories, Balance Score Card, The  
360 Degree Feedback System, Managing Employee Performance

Employee Motivation, Compensation & Benefit Management: Employee Motivation,  
Concept, Various Motivation Theories (Maslow's Theory, Herzberg's Theory, Adam's Equity  
Theory, B.F Skinner's Reinforcement Theory), Motivating Employees & Measurement.  
Compensation & Benefits: Policy, Components, Determinants, Theories, Employee  
Compensation Practices in India

Job Satisfaction, Organisational Culture, Disciplinary Action: Introduction, Theories of  
Motivation, Correlates of Job Satisfaction, Importance of Job Satisfaction, Measuring Job  
Satisfaction. Organisational Culture: Introduction, Observational Aspects, Functions, Cultural  
Models, Positive or Negative Organisational Cultures, Managing and Changing Organisational Cultures.  
Disciplinary Action: Introduction, Principles of Natural Justice, Counselling, Disciplinary Guidelines,  
Disciplinary Process, Charge Sheet

**Hotel Costing (Module – 15 weeks) (Contact Hours - 30) Credit : 02**

Learning Objectives :

- Objects and functions of Cost Accounting.
- Understand the concept, analysis and classification of costs.
- Breakeven Analysis : Computation of Breakeven Point.

Learning Outcomes :

- To evaluate the costs incurred in various departments of a hotel.
- To examine the system of standard costing and understand the concept of Breakeven analysis.

**Marketing (Module – 15 weeks) (Contact Hours - 30) Credit : 02**

Introduction to Marketing

Needs, Wants and Demands; Products and Services; Markets; Marketing; The Production Concept, The Product  
Concept, The Selling Concept, The Marketing Concept, The Societal Marketing Concept; The Marketing Process,  
Service Characteristic of Hospitality and Tourism Business

Marketing Environment, Consumer Markets and Consumer Buyer Behavior

Micro and Macro Environment, Characteristics, Factors Affecting Consumer Behaviour, Buying Decision Behaviour,  
The Buyer Decision Process.

Distribution Channels, Product Pricing and Services Strategy

Nature and Importance of Distribution System, Marketing Intermediaries, What is Product, Product Classification,  
Individual Product Decisions, Product Life Cycle, Approaches to hospitality service pricing.

Public Relations, Sales Promotions and Integrated Marketing Communication

The Marketing Communications Mix, The Changing Face of Marketing Communications, Integrated Marketing  
Communications, Socially Responsible Marketing Communication, Advertising, Sales Promotion, Public Relations,  
The Public Relation Process, Personnel Selling, Direct Marketing, Technology and its applications in Marketing

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