

University of Mumbai



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Academic Authorities,
Meetings & Services (AAMS)
Room No. 128, M. G. Road, Fort,
Mumbai – 400 032.
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Re- accredited with A ++ Grade (CGPA 3.65) by NAAC
Category- I University Status awarded by UGC

2026/MAY/AAMS/C-121/45221

Date: 20th May, 2026

CIRCULAR:-

Attention of all the Principals of the Affiliated Colleges, all Academic Heads of University Departments, the Directors of the Recognized Institutions/Centers, Director, Centre for Distance & Online Education, Director, Dharmaveer Anand Dighe Thane Sub-Campus, Co-ordinator, School of Engineering and Applied Sciences, Kalyan Sub-Campus, Director, Chitrakar Padmabhushan Dr. Dhananjay Keer Ratnagiri Sub-Campus, Director, Sindhudurg Sub-Campus, Principal, Vishwabhushan Bharatratna Dr. B. A. Ambedkar College, Ambadave, Ratnagiri and Principal, V.V. Dalvie College, Talere, Sindhudurg is invited to this office Circular No. AAMS_UGS/ICC/ 2025-26/37 dated 27th May, 2025 relating to the NEP UG & PG Syllabus.

They are hereby informed that the recommendations made by the Ad-hoc Board of Studies in Hospitality Studies at its meeting held on 14th March, 2026 and subsequently passed by the Board of Deans at its meeting held on 17th March, 2026 vide item No. 9.8 (N) have been accepted by the Academic Council at its meeting held on 25th March, 2026 vide item No. 9.8 (N). In accordance therewith syllabus for **B.Sc. (Hospitality Studies) (Sem V & VI)** (NEP 2020) is introduced as per appendix with effect from the academic year 2026-27.

(The said circular is available on the University's website www.mu.ac.in).

MUMBAI – 400 032

20th May, 2026

(Dr. Prasad Karande)

REGISTRAR

To,

All the Principals of the Affiliated Colleges, all Academic Heads of University Departments, the Directors of the Recognized Institutions/Centers, Director, Centre for Distance & Online Education, Director, Dharmaveer Anand Dighe Thane Sub-Campus, Co-ordinator, School of Engineering and Applied Sciences, Kalyan Sub-Campus, Director, Chitrakar Padmabhushan Dr. Dhananjay Keer Ratnagiri Sub-Campus, Director, Sindhudurg Sub-Campus, Principal, Vishwabhushan Bharatratna Dr. B. A. Ambedkar College, Ambadave, Ratnagiri and Principal, V.V. Dalvie College, Talere, Sindhudurg.

AC 9.8 (N)/25/03/2026

Copy forwarded with Compliments for information to:-

- 1) The Chairman, Board of Deans,
- 2) The Dean, Faculty of Interdisciplinary Studies,
- 3) The Chairman, Ad-hoc Board of Studies in **Hospitality Studies**,
- 4) The Director, Board of Examinations and Evaluation,
- 5) The Director, Department of Students Development,
- 6) The Director, Department of Information & Communication Technology,
- 7) The Director, Centre for Distance and Online Education (CDOE), Vidyanagari,
- 8) The Deputy Registrar, Admissions, Enrolment, Eligibility & Migration Department (AEM).

Copy forwarded for information and necessary action to :-	
1	The Deputy Registrar, (Admissions, Enrolment, Eligibility and Migration Dept)(AEM), dr@eligi.mu.ac.in
2	The Deputy Registrar, Result unit, Vidyanagari drresults@exam.mu.ac.in
3	The Deputy Registrar, Marks and Certificate Unit,. Vidyanagari dr.verification@mu.ac.in
4	The Deputy Registrar, Appointment Unit, Vidyanagari dr.appointment@exam.mu.ac.in
5	The Deputy Registrar, CAP Unit, Vidyanagari cap.exam@mu.ac.in
6	The Deputy Registrar, College Affiliations & Development Department (CAD), deputyregistrar.uni@gmail.com
7	The Deputy Registrar, PRO, Fort, (Publication Section), Pro@mu.ac.in
8	The Deputy Registrar, Executive Authorities Section (EA) eau120@fort.mu.ac.in He is requested to treat this as action taken report on the concerned resolution adopted by the Academic Council referred to the above circular.
9	The Deputy Registrar, Research Administration & Promotion Cell (RAPC), rapc@mu.ac.in
10	The Deputy Registrar, Academic Appointments & Quality Assurance (AAQA) dy.registrar.tau.fort.mu.ac.in ar.tau@fort.mu.ac.in
11	The Deputy Registrar, College Teachers Approval Unit (CTA), concolsection@gmail.com
12	The Deputy Registrars, Finance & Accounts Section, fort draccounts@fort.mu.ac.in
13	The Deputy Registrar, Election Section, Fort drelection@election.mu.ac.in
14	The Assistant Registrar, Administrative Sub-Campus Thane, thanesubcampus@mu.ac.in
15	The Assistant Registrar, School of Engg. & Applied Sciences, Kalyan, ar.seask@mu.ac.in
16	The Assistant Registrar, Ratnagiri Sub-centre, Ratnagiri, ratnagirisubcentar@gmail.com
17	The Director, Centre for Distance and Online Education (CDOE), Vidyanagari, director@idol.mu.ac.in
18	Director, Innovation, Incubation and Linkages, Dr. Sachin Laddha pinkumanno@gmail.com
19	Director, Department of Lifelong Learning and Extension (DLLE), dlleuniversityofmumbai@gmail.com

Copy for information :-	
1	P.A to Hon'ble Vice-Chancellor, vice-chancellor@mu.ac.in
2	P.A to Pro-Vice-Chancellor pvc@fort.mu.ac.in
3	P.A to Registrar, registrar@fort.mu.ac.in
4	P.A to all Deans of all Faculties
5	P.A to Finance & Account Officers, (F & A.O), camu@accounts.mu.ac.in

To,

1	The Chairman, Board of Deans pvc@fort.mu.ac.in
2	Faculty of Humanities, Offg. Dean 1. Prof.Anil Singh Dranilsingh129@gmail.com Offg. Associate Dean 2. Prof.Manisha Karne mkarne@economics.mu.ac.in 3. Dr.Suchitra Naik Naiksuchitra27@gmail.com
	Faculty of Commerce & Management, Offg. Dean, 1 Prin.Ravindra Bambardekar principal@model-college.edu.in Offg. Associate Dean 2. Dr.Kavita Laghate kavitalaghate@jbims.mu.ac.in 3. Prin.Kishori Bhagat kishoribhagat@rediffmail.com

	Faculty of Science & Technology Offg. Dean 1. Prof. Shivram Garje ssgarje@chem.mu.ac.in Offg. Associate Dean 2. Dr. Madhav R. Rajwade Madhavr64@gmail.com 3. Prin. Deven Shah sir.deven@gmail.com
	Faculty of Inter-Disciplinary Studies, Offg. Dean 1. Dr. Anil K. Singh aksingh@trcl.org.in Offg. Associate Dean 2. Prin. Chadrashekhhar Ashok Chakradeo cachakradeo@gmail.com 3. Dr. Kunal Ingle drkunalingle@gmail.com
3	Chairman, Board of Studies,
4	The Director, Board of Examinations and Evaluation, dboee@exam.mu.ac.in
5	The Director, Board of Students Development, dsd@mu.ac.in DSW directr@dsd.mu.ac.in
6	The Director, Department of Information & Communication Technology, director.dict@mu.ac.in

AC – 25/03/2026

Item No. – 9.8 (N)

As Per NEP 2020

University of Mumbai



**Syllabus for Major
Vertical – 1, 4 & 6**

Faculty of Interdisciplinary Studies

Ad-hoc Board of Studies in Hospitality Studies

Name of the Programme – B.Sc. (Hospitality Studies)

**U.G. Third Year
Programme**

**Exit
Degree**

**B.Sc. (Hospitality
Studies)**

Semester

V & VI

From the Academic Year

2026-27

University of Mumbai



(As per NEP 2020)

Sr. No.	Heading	Particulars
1	Title of program	B.Sc. in (Hospitality Studies)
2	Exit Degree	B.Sc. in Culinary & Restaurant Operations
3	Scheme of Examination R: _____	NEP 40% Internal 60% External, Semester End Examination Individual Passing in Internal and External Examination
4	Standards of Passing R: _____	40%
5	Credit Structure R. IMU-510E R. IMU-510F	Attached herewith
6	Semesters	Sem. V & VI
7	Program Academic Level	5.5
8	Pattern	Semester
9	Status	New
10	To be implemented from Academic Year	2026-27

Sd/-

Sign of the BOS
Prof. Dopati Banerjee
Chairman/
Ad-hoc BOS in
Hospitality Studies

Sd/-

Sign of the
Offg. Associate Dean
Dr. C.A.Chakradeo
Faculty of
Interdisciplinary
Studies

Sd/-

Sign of the
Offg. Associate Dean
Dr. Kunal Ingle
Faculty of
Interdisciplinary
Studies

Sd/-

Sign of the
Offg. Dean
Prof. A. K. Singh
Faculty of
Interdisciplinary
Studies

B.Sc. (Hospitality Studies)
Credit Structure (Sem. V & VI)

(Culinary & Restaurant Operations/ Accommodation Operations.)- Major & Minor

	R. IMU-510E									
Vertical		1		2	3	4	5	6		
Level	Semester	Major (M1)		Minor (M2)	OE	VSC, SEC (VSEC)	AEC, VEC, IKS	OJT, FP, CEP, CC,RP	Cum. Cr. / Sem.	Degree/ Cum. Cr.
		Mandatory	Electives							
5.5	V	(10) 4+4+2 (*)	4	4	----	VSC: 2	----	CEP:2	22	UG Degree 132
	R. IMU-510F									
	VI	(10) 4+4+2	4	4	----	----	----	EPMHI :4	22	
	Cum Cr.	48	8	18	12	8+6	8+4+2	8+2+2 +2+4	132	
Exit option: Award of UG Degree in Major and Minor with 132 credits OR Continue with Major and Minor										

[Abbreviation - OE – Open Electives, VSC – Vocation Skill Course, SEC – Skill Enhancement Course, (VSEC), AEC – Ability Enhancement Course, VEC – Value Education Course, IKS – Indian Knowledge System, OJT – on Job Training, FP – Field Project, CEP – Community Engagement Project, CC – Co-Curricular, RP – Research Project]

[* 2 Credit IKS Major paper (Core Subject Specific Theory may be included in Sem. V)]

Program Structure for Sem. V & VI (NEP 2020)

Vertical No.		Paper Title	Credits
		Sem. V	
1.	Mandatory	1. Advanced Accommodation Operations I (Th. &Pr.)	4
		2. Advanced Accommodation Operations II (Th. &Pr.)	4
		3. Indian Knowledge System in Accommodation Operations	2
	Electives (Any 2)	Entrepreneurship Management / Hotel Accountancy / Hospitality Sales & Marketing/ Retail Management	4
2.	Minor (To be selected from other discipline)		4
4.	VSC	Personality Development	2
6.	CEP (To be selected from CEP topic list)		2
Credits			22
Sem. VI			
1.	Mandatory	1. Accommodation Operations Management I (Th. & Pr.)	4
		2. Accommodation Operations Management II (Th. & Pr.)	4
		3. Interior Designing & Aesthetics	2
	Electives (Any 2)	Hospitality Organizational Behaviour / Strategic Management Concept or Safety and Security in Hotel Establishment	4
2.	Minor (To be selected from other discipline)		4
6.	VI	Event Planning & Management in Hospitality Industry	4
Credits			22
Total Credits			44

Program Structure for Sem. V & VI (NEP 2020)

Vertical No.		Paper Title	Credits
Sem. V			
1.	Mandatory	1. Advanced Culinary & Restaurant Operations I (Th. & Pr.)	4
		2. Advanced Culinary & Restaurant Operations II (Th. & Pr.)	4
		3. Indian Knowledge System in Culinary & Restaurant Operations	2
	Electives (Any 2)	Entrepreneurship Management / Hotel Accountancy / Hospitality Sales & Marketing/ Retail Management	4
2.	Minor (To be selected from other discipline)		4
4.	VSC	Personality Development	2
6.	CEP (To be selected from CEP topic list)		2
Credits			22
Sem. VI			
1.	Mandatory	1.Culinary & Restaurant Operations Management I (Th. & Pr.)	4
		2. Culinary & Restaurant Operations Management II (Th. & Pr.)	4
		3.Food & Beverage Styling & Aesthetics	2
	Electives (Any 2)	Hospitality Organizational Behaviour / Strategic Management Concept or Safety and Security in Hotel Establishment	4
2.	Minor (To be selected from other discipline)		4
6.	VI	Event Planning & Management in Hospitality Industry	4
Credits			22
Total Credits			44

Sem. - V

Sem. - V
Vertical – 1
Major
Mandatory
(4+4+2*)

Syllabus

B.Sc. (Hospitality Studies)

(Sem.- V)

Title of Paper: Advanced Accommodation Operations I (Theory) (Major)

Sr. No.	Heading	Particulars
1	Description of the course:	Accommodations Operations Management – Front Office equips students with practical skills in room rate determination, forecasting room availability, foreign currency handling, and sustainable front office operations. It also develops expertise in sales, yield management, and revenue maximization strategies to enhance guest satisfaction and hotel profitability.
2	Vertical:	Major
3	Type:	Theory
4	Credit:	2 credits
5	Hours Allotted:	30 Hours
6	Marks Allotted:	50 Marks
7	Course Objectives: 1. To develop knowledge of room rate determination methods, including market condition approach, rule of thumb, and Hubbert's formula for pricing single and double rooms. 2. To understand forecasting techniques for room availability, including analysis of no-shows, cancellations, walk-ins, overstay, and under stay percentages. 3. To provide practical understanding of foreign currency handling and forex procedures, including RBI guidelines, exchange documentation, and credit card settlements. 4. To promote sustainability awareness in front office operations, focusing on eco-friendly practices, waste reduction, energy conservation, and guest communication. 5. To enhance sales and revenue generation skills at the front desk, using sales tools, selling techniques, yield management principles, and revenue maximization strategies.	
8	Course Outcomes: 1. Students will determine and apply appropriate room pricing strategies, using different rate-setting approaches and basic revenue management principles. 2. Students will forecast room availability accurately, by calculating and analyzing no-show, cancellation, walk-in, overstay, and under stay percentages. 3. Students will demonstrate proper foreign currency handling and forex procedures, including documentation, compliance with RBI guidelines, and settlement processes.	

4. Students will implement sustainable front office practices, including paperless operations, energy conservation methods, waste management coordination, and effective guest communication about green initiatives.
5. Students will apply sales tools and revenue management techniques to improve ADR, RevPAR, conversion rates, guest retention, and overall hotel profitability.

9 Modules: -

Module 1			15 Hrs.
Chapter	Topics	Hours	
1	Establishing room rates 1.1 Different Approaches for pricing rooms 1.2 Market Condition Approach, 1.3 Rule of Thumb, 1.4 Hubbert's Formula-Determining single and double rate	4	
2	Forecasting room availability 2.1 Forecasting Data 2.2 Percentage of No-show, 2.3 Percentage of Cancellations, 2.4 Percentage of walk-ins, 2.5 Percentage of overstay, 2.6 Percentage of under stay,	4	
3	Foreign Currency Handling and Forex Management Procedures 3.1 Handling Foreign Currency 3.2 Procedures to be followed while exchanging Foreign Currency 3.3 Currencies accepted by RBI 3.4 Foreign Exchange Certificate- Format 3.5 Foreign Exchange Settlements using Credit Cards.	3	
4	Sustainability in Front Office 4.1 Introduction • Meaning of sustainability in hospitality • Importance of eco-friendly practices in hotels 4.2 Sustainable Front Desk Practices • Paperless check-in/check-out • Digital registration cards • E-billing and invoices 4.3 Energy & Resource Conservation • Key card energy-saving systems • Proper use of lights and equipment • Promoting linen/towel reuse 4.4 Waste Reduction • Reducing paper usage • Proper waste coordination • Encouraging refillable amenities 4.5 Guest Communication • Informing guests about green initiatives	4	

	• Promoting eco-programs politely 4.6 Certifications & Staff Role • Awareness of hotel sustainability policies • Importance of eco-labels • Leading by example and reporting practices	
Module 02		15 Hrs.
Chapter	Topics	Hours
5	Elements of Yield Management 5.1 Group room sales 5.2 Transient/ FIT room sales 5.3 F&B activity 5.4 Local & area wide activity 5.5 Special events 5.6 Using yield management 5.7 Potential high & low demand tactics 5.8 sell through 5.9 minimum length of stay 5.10 close to arrival	5
6	Role of Front Office in Maximizing Revenue 6.1 Understanding Revenue • Room revenue • Ancillary revenue 6.2 Improving ADR & RevPAR • Room category selling • Reducing unnecessary discounts 6.3 Upselling Strategies • During reservation • At check-in • During stay 6.4 Managing High Demand • Walk-in rate negotiation • Basic yield management 6.5 Controlling Revenue Leakage • Accurate billing • Avoiding misuse of complimentary services • Reducing no-shows 6.6 Promoting Add-on Services • Spa • Restaurant • Airport transfer • Late check-out 6.7 Guest Retention • Loyalty program enrollment • Recognizing repeat guests	6
7	Glossary Terms 1. Guest Cycle 2. Check-in 3. Check-out 4. Registration Card	4

5. Concierge 6. Bell Desk 7. Guest History 8. Room Status 9. Night Audit 11. Sustainability 12. Green Practices 13. Paperless Operations 14. E-billing 15. Energy Conservation 16. Linen Reuse Program 17. Waste Management 18. Carbon Footprint 19. Eco-certification 20. Environmental Policy 21. Upselling 22. Cross-selling 23. Suggestive Selling 24. AIDA Model 25. Benefit Selling 26. Personalized Selling 27. Sales Pitch 28. Objection Handling 29. Conversion Rate 30. Sales Target 31. Revenue Management 32. Yield Management 33. Average Daily Rate (ADR) 34. RevPAR 35. Occupancy Rate 36. Dynamic Pricing 37. Market Segmentation 38. Forecasting 39. Demand 40. Rate Strategy 41. Room Revenue 42. Ancillary Revenue 43. Competitive Set (Comp Set) 44. Rate Integrity 45. No-show 46. Overbooking 47. Walk-in 48. Loyalty Program 49. Guest Retention 50. Revenue Leakage	
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10	Text Books: - Andrews, Sudhir, (2007), Front Office Management & Operations, The Tata M'cGraw Hill, New Delhi. - Bhatnagar S.K, (2002), Front office Management, Frank Bros & Co., New Delhi. - Chakravarti B.K., (1999), Front Office Management in Hotel, CBS Publisher, New Delhi. - Singh R.K., (2006), Front Office Management, Aman Publication New Delhi. - Tewari Jatashankar R., (2009), Hotel Front Office Operations & Management, Oxford University Press, New Delhi.	
11	Reference Books: - Andrews, Sudhir, (2007), Front Office Management & Operations, The Tata M'cGraw Hill, New Delhi. - Bhatnagar S.K, (2002), Front office Management, Frank Bros & Co., New Delhi. - Chakravarti B.K., (1999), Front Office Management in Hotel, CBS Publisher, New Delhi. - Singh R.K., (2006), Front Office Management, Aman Publication New Delhi. - Tewari Jatashankar R., (2009), Hotel Front Office Operations & Management, Oxford University Press, New Delhi.	
12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination

Assessment and Evaluation of Marks (Theory Courses)

Theory Courses Evaluation Scheme for Third Year (UG) under NEP
For theory courses with 2 credit points total marks allotted would be 50

Internal Assessment: 20 marks

Semester End Assessment: 30 marks

Marks Allocation for all Theory Courses:

Internal = 20 marks Item	Description	Marks Allotted
Assignment	Best of 1 out of 2 assignments	10 marks
Test	- One test. 10% of total marks to be MCQ/Match the columns 10% of the total marks to be fill in the blanks/True or false	10 marks

Duration of the test: 20 minutes for 10 marks test

Questions	Paper Pattern	Unit Modules	Marks Allotted
Q.1	Match the Column/Fill in the blanks/Multiple Choice Questions (1/2 Mark each)	From both modules	10 marks

Q.2	Answer in 1 sentence (1 mark each)	From both modules	10 marks
Q.3	Short notes / descriptive answers /diagrams (Answer any 2 out of 4)	2 questions per module to be set. Each student will choose 1 question per module.	10 marks

Duration of the semester end exam: 1 hour for 30 marks theory exam

Syllabus

B.Sc. (Hospitality Studies)

(Sem.- V)

Title of Paper: Advanced Accommodation Operations I (Practical) (Major)

Sr. No.	Heading	Particulars
1	Description of the course:	Accommodations Operations Management develops students' professional communication, leadership, and teamwork skills, along with practical problem-solving and crisis-handling abilities in hospitality settings. It also builds technical proficiency in manpower planning, workload distribution, modern hotel tools, and key operational and revenue calculations to ensure readiness for placements and real-world hotel operations.
2	Vertical:	Major
3	Type:	Practical
4	Credit:	2 credits
5	Hours Allotted:	60 Hours
6	Marks Allotted:	50 Marks
7	Course Objectives: 1. To develop professional communication, presentation, and interpersonal skills required for hospitality careers. 2. To train students in operational planning, manpower management, revenue calculations, and SOP-based situation handling. 3. To familiarize students with modern hospitality technologies, security systems, and physical service concepts for enhanced operational efficiency.	
8	Course Outcomes: 1. Analyse real-life hospitality scenarios including guest complaints, emergency situations, manpower requirements, and operational challenges to determine appropriate solutions. 2. Evaluate professional performance in group discussions, interviews, security protocols, and service recovery situations based on industry standards and SOPs. 3. Design structured manpower plans, digital guest journey models (QR-based), and operational revenue calculations to support effective hotel management decision-making	

9

Modules: -

Module: 1			30 Hrs.
Chapter	Topics	Hours	
1	Self-Introduction - Structure of professional self-introduction - Body language and grooming - Mock interview introduction practice - Individual presentation and feedback	5	
2	Group Discussions - GD rules and evaluation criteria - Hospitality-based GD topics - Role-based GD practice (Leader, Initiator, Summarizer) - Mock placement GD rounds - Peer and faculty feedback	12	
3	QR Codes (Phygital Concept) - Introduction to Phygital hospitality - QR code usage in hotels - Creating sample QR codes - Designing digital guest journey model	6	
4	Manpower Planning - Preparing shift schedules for different types of hotels. - Calculating staff requirement based on occupancy - Weekly manpower planning exercise - Workload distribution practice	7	
Module 2			30 Hrs.
Chapter	Topics	Hours	
5	Situation Handling - Guest complaint handling role plays - Emergency situation simulations - Conflict resolution scenarios - SOP-based response training - Feedback and evaluation	12	
6	Entrance Security & Biometrics - Visitor management process - Biometric access systems overview - Security SOP practice - Case studies on security breach	6	
7	Hotel Operational & Revenue Formulas - Occupancy Rate calculation - ADR calculation - RevPAR calculation - Forecasting basics - Manpower calculation - Numerical practice test	12	

10	Text Books: 1. Andrews, Sudhir, (2007), Front Office Management & Operations, The Tata M'cGraw Hill, New Delhi. 2. Bhatnagar S.K, (2002), Front office Management, Frank Bros & Co., New Delhi. 3. Chakravarti B.K., (1999), Front Office Management in Hotel, CBS Publisher, New Delhi. 4. Singh R.K., (2006), Front Office Management, Aman Publication New Delhi. 5. Tewari Jatashankar R., (2009), Hotel Front Office Operations & Management, Oxford University Press, New Delhi.	
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12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination

Assessment and Evaluation of Marks (Practical Courses)

Internal		External			
Activity 1	Written task	Grooming	Journal	Viva	Total
10	10	10	10	10	50

Syllabus

B.Sc. (Hospitality Studies)

(Sem.- V)

Title of Paper: Advanced Accommodation Operations II (Theory) (Major)

Sr. No.	Heading	Particulars
1	Description of the course:	Accommodations Operations Management provides students with knowledge of manpower planning, current trends in housekeeping operations, room servicing, and hospitality interior elements such as wall finishes and lighting. It develops practical skills in staff management, sustainable room servicing, and the selection of appropriate interior finishes to enhance guest experiences and operational efficiency.
2	Vertical:	Major
3	Type:	Theory
4	Credit:	2 credits
5	Hours Allotted:	30 Hours
6	Marks Allotted:	50 Marks
7	Course Objectives: 1. To understand the process and importance of manpower planning in housekeeping operations. 2. To identify and explain current trends in housekeeping practices and technology. 3. To recognize different types of wall finishes used in hospitality interiors. 4. To understand the principles and applications of lighting in hospitality settings. 5. To understand the role of servicing the rooms	
8	Course Outcomes: 1. The students will enable to calculate the staff strength required in Housekeeping 2. The students will be updated with the current trends and practices followed in the hotels 3. The students will learn various wall finishes selected and used in the hotels 4. The students will learn to identify, select various lightings used in Hotels 5. The students will know to service the rooms and identify to recycle the materials.	

9	Modules: -		
	Module 1		15 Hrs.
	Chapter	Topics	Hours
	1	Servicing of guest room - Introduction - Guest room servicing procedure - Minibar management - Closing down after cleaning - System for recycling used guest supplies	6
	2	Manpower planning - Determining staffing strength - Procedure for developing staffing guide	6
	3	Wall finishes - Introduction - Types - Selection & maintenance	3
	Module 2		15 Hrs.
	Chapter	Topics	Hours
	4	Current trends in housekeeping - Introduction - From cleanliness to hygienically clean to clinically clean standards - Advances and operations in cleaning technology - Sustainable amenities, products & process - Additional amenities for guest convenience, comfort & well being - New scientific techniques and equipment - Outsourcing becomes a necessity - Enhanced need of training and motivation - Women only floors - Luxury process trends - Design trends	8
	5	Window and window treatments - Types & Treatment	2
	6	Lighting	5
10	Text Books: 1. Hotel housekeeping – Operations and management by G. Raghubalan & Smritee Raghublan - Fourth Edition 2. Hotel housekeeping – Operations and management for Hospitality – K.C.K Rakesh Kadam 3. Professional Management of Housekeeping operations – Thomas J. A. Jones - Fourth Edition 4. Singh Malini & George Jaya B., (2008), Housekeeping Operations, Design and Management, 1st Edition, Jaico Publications. 5. Andrews Sudhir, (2007), Text Book of Hotel Housekeeping Management & Operations, 1st Edition, Tata McGraw Hill.		

11	Reference Books: - Hotel housekeeping – Operations and management by G. Raghubalan & Smritee Raghubalan - Fourth Edition - Hotel housekeeping – Operations and management for Hospitality – K.C.K Rakesh Kadam - Professional Management of Housekeeping operations – Thomas J. A. Jones - Fourth Edition - Singh Malini & George Jaya B., (2008), Housekeeping Operations, Design and Management, 1st Edition, Jaico Publications. - Andrews Sudhir, (2007), Text Book of Hotel Housekeeping Management & Operations, 1st Edition, Tata McGraw Hill.	
12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination

Assessment and Evaluation of Marks (Theory Courses)

Theory Courses Evaluation Scheme for Third Year (UG) under NEP
For theory courses with 2 credit points total marks allotted would be 50

Internal Assessment: 20 marks

Semester End Assessment: 30 marks

Marks Allocation for all Theory Courses:

Internal = 20 marks Item	Description	Marks Allotted
Assignment	Best of 1 out of 2 assignments	10 marks
Test	- One test. 10% of total marks to be MCQ/Match the columns 10% of the total marks to be fill in the blanks/True or false	10 marks

Duration of the test: 20 minutes for 10 marks test

Questions	Paper Pattern	Unit Modules	Marks Allotted
Q.1	Match the Column/Fill in the blanks/Multiple Choice Questions (1/2 Mark each)	From both modules	10 marks
Q.2	Answer in 1 sentence (1 mark each)	From both modules	10 marks
Q.3	Short notes / descriptive answers /diagrams (Answer any 2 out of 4)	2 questions per module to be set. Each student will choose 1 question per module.	10 marks

Duration of the semester end exam: 1 hour for 30 marks theory exam

Syllabus

B.Sc. Hospitality Studies.

(Sem.- V)

Title of Paper: Advanced Accommodation Operations II (Practical) (Major)

Sr. No.	Heading	Particulars									
1	Description of the course:	Accommodations Operations Management equips students with skills in designing area checklists, implementing SOPs, preparing duty rosters, and calculating staff requirements for efficient hotel operations. It emphasizes supervisory, organizational, and manpower planning techniques to maintain service quality, operational efficiency, and cost-effective management.									
2	Vertical:	Major									
3	Type:	Practical									
4	Credit:	2 credits									
5	Hours Allotted:	60 Hours									
6	Marks Allotted:	50 Marks									
7	Course Objectives: 1. To develop the ability to design structured operational documents such as area checklists and Standard Operating Procedures (SOPs) for hospitality departments. 2. To analyse workload patterns and operational requirements for preparing effective duty rosters and manpower plans. 3. To evaluate staffing needs and calculate optimal staff strength to ensure operational efficiency and service quality.										
8	Course Outcomes: 1. Analyse departmental operations and service standards to develop comprehensive area checklists and structured SOPs. 2. Evaluate workforce requirements, shift patterns, and workload distribution to prepare efficient and balanced duty rosters. 3. Design a complete manpower planning system including staff strength calculations and operational documentation aligned with hospitality service standards.										
9	Modules: - <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2">Module: 1</td><td style="text-align: right;">30 Hrs.</td></tr> <tr> <td>Chapter</td><td>Topics</td><td style="text-align: right;">Hours</td></tr> <tr> <td style="text-align: center;">1</td><td>Area checklist format</td><td style="text-align: right;">10</td></tr> </table>		Module: 1		30 Hrs.	Chapter	Topics	Hours	1	Area checklist format	10
Module: 1		30 Hrs.									
Chapter	Topics	Hours									
1	Area checklist format	10									

2	Standard Operating Procedures-(ten procedures) • Entering the Guestroom • Dusting the Guestroom • Vacuuming the Guestroom • Shower Cubical Cleaning • Vanity Counter Cleaning • WC Cleaning • Bed Making / Linen Change • Turn Down Cleaning • Guest Laundry Pick Up / Delivery • Window & Glass Cleaning • Elevator Cleaning • Stacking Maids Cart / Trolley • Emergency Evacuation SOP • Supervising of VIP room	20
Module: 2		30 Hrs.
Chapter	Topics	Hours
4	Prepare a duty roster	10
5	Determining & calculating staff strength	10
6	Role play • Handling a VIP guest room request • Lost & Found item management • Dealing with guest complaints on room cleanliness • Emergency response – fire in guest room • Managing over-occupancy or room shortages • Setting up a guest room for a special occasion (honeymoon/anniversary) • Handling a spill or maintenance issue in a guest room • Implementing sustainable housekeeping practices (linen reuse, waste segregation, eco-friendly cleaning) – Training session during briefing • Lost key or card replacement procedures • Training a new staff member on standard room inspection • Handling control desk operations	10
10	Text Books: • Hotel housekeeping – Operations and management by G. Raghubalan & Smritee Raghublan - Fourth Edition • Hotel housekeeping – Operations and management for Hospitality – K.C.K Rakesh Kadam • Professional Management of Housekeeping operations – Thomas J. A. Jones - Fourth Edition	

	• Singh Malini & George Jaya B., (2008), Housekeeping Operations, Design and Management, 1st Edition, Jaico Publications. • Andrews Sudhir, (2007), Text Book of Hotel Housekeeping Management & Operations, 1st Edition, Tata McGraw Hill.	
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12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination

Assessment and Evaluation of Marks (Practical Courses)

Internal		External			
Man power planning / Duty roster	Area checklist	Grooming	SOP's	Journal	Total
10	10	10	10	10	50

SEM V

IKS-Major

(2*)

Syllabus

B.Sc. (Hospitality Studies)

(Sem.- V)

**Title of Paper: Indian Knowledge System in Accommodations Operations
(Theory)**

Sr. No.	Heading	Particulars
1	Description of the course: Including but Not limited to :	This course explores the philosophical, ethical, and practical foundations of hospitality as articulated in the Indian Knowledge System (IKS). It examines the concept of <i>Atithi</i> (guest) in Vedic literature, including references from the Rigveda, Atharva Veda, Taittiriya Samhita, and the Aitareya Aranyaka, highlighting the spiritual and ritual importance of hospitality in early Indian thought. The course further traces the development of hospitality ethics in the Dharma Sastras, where guest reception is treated as a sacred duty (<i>nr-yajna</i>) and an essential responsibility of householders. Through the study of Purana literature, students will analyse the moral, social, and religious dimensions of hospitality, including the duties of an ideal householder, the pre-eminent position of a guest, and the consequences of neglecting hospitality. The course also examines hospitality practices in Vaishnavi traditions and their continuing relevance. In addition, the syllabus introduces traditional Indian concepts related to dwelling and housekeeping, including principles of Vaastu Shastra, indigenous building systems, and traditional dyes and painting technologies. By integrating scriptural knowledge with practical applications, the course enables students to connect ancient Indian hospitality values with contemporary hospitality and housekeeping management practices. The course aims to cultivate culturally grounded, ethically aware, and professionally competent hospitality practitioners rooted in India's civilizational knowledge traditions.
2	Vertical:	Major/ IKS
3	Type:	Theory
4	Credit:	2 credits
5	Hours Allotted:	30 Hours
6	Marks Allotted:	50 Marks

7	Course Objectives: 1. Understand the philosophical, scriptural foundations of hospitality in Indian Knowledge Systems & examine references to <i>Atithi</i> (guest) in Vedic and post-Vedic literature. 2. Analyse the ethical, ritualistic, and social dimensions of hospitality in Dharmic traditions & interpret hospitality as a sacred duty in Purana literature. 3. Evaluate the concept of householder responsibilities in relation to guest reception. 4. Understand the relevance of Dharma Sastras in regulating conduct toward guests. 5. Explore traditional Indian concepts of dwelling, architecture, and housekeeping under Vastu principles & apply ancient hospitality values to modern hospitality and hotel management practices.
8	Course Outcomes: 1. Explain the concept of <i>Atithi</i> as described in the Rigveda, Atharva Veda, Taittiriya Samhita, and other Vedic texts & interpret references to hospitality in Brahmana and Aranyaka literature, including the Aitareya Aranyaka and the Upanishadic tradition. 2. Analyze the principles of hospitality described in the Dharma Sastras, including conduct toward guests and the concept of hospitality as a sacred sacrifice (<i>nr-yajna</i>). 3. Evaluate the position of different social groups, including Sudras, in ritual hospitality practices as mentioned in Dharmic texts. 4. Discuss hospitality practices in Purana literature, including the duties of a householder and the moral consequences of honouring or dishonouring a guest. 5. Apply traditional principles of dwelling from Vastu Shastra to housekeeping and hospitality infrastructure planning & demonstrate understanding of indigenous building systems, dyes, and painting technologies in relation to heritage hotel design and housekeeping management.

9	Module 1 15 Hrs.		
	Chapter	Topics	Hours
	1	Hospitality in Vedic Literature • Reference to Atithi in the Rgveda • Atithi in the Taittiriya Samhita • Atithi in the Atharva Veda • Atithi in the Brahmana Literature • Atithi in the Aitareya Aranyaka • Atithi in the Upanisads	8
	2	The Dharma Sastras • Introduction • Mode of conduct while attending upon a guest • Hospitality a sacrifice • The place of Sudras in nr-yajna	7
	Module 02 15 Hrs.		
	Chapter	Topics	Hours
	3	Hospitality in Purana Literature • Definition of a guest • The manner of treating a guest • Analogy between the householder and the trees	10

		- Hospitality a Duty of Householders - Life of a householder - Traits of an ideal householder - Hospitality recommended for the Vānaprasthins - Pre-eminent position of a guest - Acceptance of gifts from neighbours for treating a guest - Dire consequence of dishonouring a guest - Examples of hosts receiving guests - Hospitality in Vaisnavite Puranas	
	4	IKS Housekeeping - Doctrine of dwelling (Vastu Shashtra) - Unitary Building - Dyes & Painting Technology	5
10	Text Books No Text Books		
11	Reference Books - Hospitality in changing Indian society: Vedic Age to Puranic Age - -By Dr. Sarat Chandra Parida - Athiti Devo Bhava - By Roopali Kiron Yadugiri - Adhithi Devo Bhava - By M.S. Kumar <i>Atithi devo bhava</i> - By R. Singh <i>Hindu Dharma and Sanskriti</i> - By Dr. Sadanand Damodar Sapre - Introduction to Indian Knowledge System Concepts and Application – By B. Mahadevan, Vinayak R Bhat, Nagendra Pavana R. N.		
12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination	

Assessment and Evaluation of Marks (Theory Courses)

Theory Courses Evaluation Scheme for Third Year (UG) under NEP
For theory courses with 2 credit points total marks allotted would be 50

Internal Assessment: 20 marks
Semester End Assessment: 30 marks

Marks Allocation for all Theory Courses:

Internal = 20 marks Item	Description	Marks Allotted
Assignment	Best of 1 out of 2 assignments	10 marks
Test	- One test. 10% of total marks to be MCQ/Match the columns 10% of the total marks to be fill in the blanks/True or false	10 marks

Duration of the test: 20 minutes for 10 marks test

Questions	Paper Pattern	Unit Modules	Marks Allotted
Q.1	Match the Column/Fill in the blanks/Multiple Choice Questions (1/2 Mark each)	From both modules	10 marks
Q.2	Answer in 1 sentence (1 mark each)	From both modules	10 marks
Q.3	Short notes / descriptive answers /diagrams (Answer any 2 out of 4)	2 questions per module to be set. Each student will choose 1 question per module.	10 marks

Duration of the semester end exam: 1 hour for 30 marks theory exam

OR

Syllabus

B.Sc. (Hospitality Studies)

(Sem.- V)

Title of Paper: Advanced Culinary & Restaurant Operations I (Theory) (Major)

Sr. No.	Heading	Particulars
1	Description of the course:	Food Production & Patisserie is an advanced course designed to develop comprehensive knowledge and professional competency in classical and modern culinary arts. The subject covers kitchen organization, classical cuts, cooking methods, stocks, sauces, soups, salads, cheese classification, and contemporary culinary techniques.
2	Vertical:	Major
3	Type:	Theory
4	Credit:	2 credits
5	Hours Allotted:	30 Hours
6	Marks Allotted:	50 Marks
7	Course Objectives: 1. To develop comprehensive knowledge of kitchen organization, classical culinary foundations, and food production principles. 2. To understand the classification and preparation methods of stocks, sauces, soups, salads, and cheese. 3. To examine modern cooking techniques including Sous Vide, Molecular Gastronomy, and contemporary dietary trends such as Vegan Cuisine. 4. To familiarize students with food safety standards including HACCP systems and FSSAI regulations applicable in professional kitchens 5. To provide in-depth theoretical knowledge of bakery and confectionery fundamentals including icing, chocolate processing, and cake production.	
8	Course Outcomes: 1. Explain kitchen hierarchy, classical cuts, cooking methods, and fundamental culinary terminology. 2. Classify and describe stocks, sauces, soups, salads, and cheese based on standard culinary frameworks. 3. Analyze modern cooking techniques and evaluate their application in contemporary hospitality operations 4. Interpret and apply food safety standards including HACCP principles and FSSAI regulations in kitchen environments. 5. Demonstrate theoretical understanding of bakery and confectionery processes including chocolate tempering and cake production methods.	

9

Modules: -

Module 1				15 Hrs.																											
Chapter	Topic			Hrs																											
1	Basic of Food Production 1.1 Classical Cuts of Vegetables (10) Cuts of Meat, Fish, Poultry (list of cuts from each category Kitchen Hierarchy Chart 5 Star Hotel) 1.2. Methods of Cooking table along with example from each category 1.3 Types of Stocks. (5 Basic Stock) 1.4 Classification Chart of Sauces and their derivate. 1.5 Classification Chart of Soups and their garnishes, international soups with country of origin. 1.6 Classification Chart of Salads. 1.7 Classification of Cheese (Table with Type Name and Country Of Origin)			04																											
2	Modern Cooking Techniques & Processes 2.1 Sous Vide Cooking, Cook Chill & Cook Freeze 2.2 Molecular Gastronomy. 2.3 Vegan Cuisine. 2.4 Grazing Table, Chefs Table. 2.5 Food Safety Management Systems 2.5.1. HACCP. (Introduction,7 Principles) 2.5.2 Food Allergens. 2.5.3 FSSAI Law. (Introduction and Purpose)			04																											
3	Culinary Terms <table><tr><td>1. Arêtes</td><td>10. En croute</td><td>19. Noisette</td></tr><tr><td>2. Ballotine</td><td>11. Escargot</td><td>20. Noix</td></tr><tr><td>3. Borde de lard</td><td>12. Escrocote</td><td>21. Raugot</td></tr><tr><td>4. Cotelette</td><td>13. Farine</td><td>22. Roulade</td></tr><tr><td>5. Creamux</td><td>14. Frappe</td><td>23. Tasse</td></tr><tr><td>6. Croquant</td><td>15. Gingembre</td><td>24. Thon</td></tr><tr><td>7. Demi – devil</td><td>16. Jombon</td><td>25. Vide</td></tr><tr><td>8. Depouiller</td><td>17. Medallion</td><td></td></tr><tr><td>9. Eaut – gout</td><td>18. Melange</td><td></td></tr></table>			1. Arêtes	10. En croute	19. Noisette	2. Ballotine	11. Escargot	20. Noix	3. Borde de lard	12. Escrocote	21. Raugot	4. Cotelette	13. Farine	22. Roulade	5. Creamux	14. Frappe	23. Tasse	6. Croquant	15. Gingembre	24. Thon	7. Demi – devil	16. Jombon	25. Vide	8. Depouiller	17. Medallion		9. Eaut – gout	18. Melange		02
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8. Depouiller	17. Medallion																														
9. Eaut – gout	18. Melange																														
4	BAKERY & CONFECTIONERY Icing & Toppings. 4.1 Types of icing. 4.2 Meringues. (2 Types) 4.3 Pastry Cream. (5 Types) 4.4 Colour and Additives.			3																											
5	Chocolate 5.1 Bean to bar process. (chocolate & cocoa powder) 5.2 Types and uses of chocolate 5.3 Tempering			2																											

Module 02		15 Hrs.
Chapter	Topic	Hrs
6	Larder 6.1 Definition; layout of the department 6.2 Hierarchy, Duties & responsibilities of larder chef 6.3 Tools & Equipment of larder department 6.4 Importance of larder control	3
7	Charcuterie 7.1 Introduction to Charcuterie. 7.2 Brines – Cures – Marinades. 7.2.1. Types, uses, differences. 7.3 Forcemeats. 7.3.1 Components of forcemeat. 7.4 Sausages. 7.4.1 Components of sausage. 7.4.2 Types of sausages. 7.4.3 International sausages with country of origin (Any 5) 7.5. Charcuterie Products - Definitions of Galantine, Ballotine, Pates, Terrines, Mousse, Mousseline, Gelée, Aspic Jelly & Chaud Froid. 7.6 Ham – Bacon – Gammon. 7.6.1 Definitions. (Ham – Bacon – Gammon) 7.6.2 Difference between Ham/Bacon/Gammon	4
8	Sandwich 8.1 History of Sandwich 8.2 Components of a sandwich 8.3 Types of sandwiches 8.4 Guidelines for preparation and storage of sandwich 8.5 Accompaniments and Dips	3
9	Cakes 9.1 Introduction to Cakes (Definition, Types, Characteristics) 9.2 Cake Mixing Methods 9.3 Baking Process of Cakes 9.4 Traditional Cakes (Lost Recipes any 3)	5
	<u>Assignment no 1</u> International cuisine. (Assignment for individual student to prepare 2 slides each on country totalling to 26 slides with information on) 1. Geographic Location. 2. Staple Food & Specialties with Recipes. 3. Equipment's & Raw Ingredients, 5 Popular Street foods and 5 Course Menu from Each Country. 1. France. 2. Italy. 3. Great Britain. 4. Middle East. 5. China. 6. Thailand. 7. USA.	

	8. Mexico. <u>Assignment no 2</u> Charcuterie Design a Premium Charcuterie Platter for 4 guest in a fine dining restaurant, with 1. Selection of 4 Cured Meats along with Recipes. 2.. Accompaniments, (E.g. Cheese, Condiments, Fruits, Nuts, Breads) 3. Portion Sizes. 4. An Creative Computerised image of the Platter.	
10	Text Books: • Hamlyn, Paul, (1984), <i>Larousse Gastronomique</i>, Hamlyn, London. • Stevenson, Daniel, (1991), <i>Basic Cookery The Process Approach</i>, Stanley Thornes (Publishers Ltd., England. • Kinsella John, & Harvey David, (1996), <i>Professional Charcuterie</i>, John Wiley & sons, Canada. • Leto M.J. & Bode W.K.H., (2007), <i>The Larder Chef Food Preparation & Presentation</i>, Butterworth - Hinemann, UK. • Campbell John, Foskett David, (2012), <i>Practical Cookery for level 2 NVQ & Apprenticeships</i>, Hodder Education, UK. • Bali Parvinder S., (2012), <i>International Cuisine & Food Production. Management</i>, Oxford University, New Delhi. • Bali Parvinder S., (2011), <i>Quantity Food Production Operation</i>, Oxford University Press, New Delhi. • Harbutt Juliet, (2009), <i>The World Encyclopedia of Cheese</i>, Hermes House, London. • Ramesh P & Jos Wellman, (2009), <i>Professional Cookery -Theory & Practice</i>, Better Yourself Book, Mumbai. • Basan Ghillie & Jan Terry, (2008), <i>A Practical Cook's Encyclopedia of Malaysia & Singapore</i>, Hermes House, London.	
11	Reference Books: • Hamlyn, Paul, (1984), <i>Larousse Gastronomique</i>, Hamlyn, London. • Stevenson, Daniel, (1991), <i>Basic Cookery The Process Approach</i>, Stanley Thornes (Publishers Ltd., England. • Kinsella John, & Harvey David, (1996), <i>Professional Charcuterie</i>, John Wiley & sons, Canada. • Leto M.J. & Bode W.K.H., (2007), <i>The Larder Chef Food Preparation & Presentation</i>, Butterworth - Hinemann, UK. • Campbell John, Foskett David, (2012), <i>Practical Cookery for level 2 NVQ & Apprenticeships</i>, Hodder Education, UK. • Bali Parvinder S., (2012), <i>International Cuisine & Food Production. Management</i>, Oxford University, New Delhi. • Bali Parvinder S., (2011), <i>Quantity Food Production Operation</i>, Oxford University Press, New Delhi. • Harbutt Juliet, (2009), <i>The World Encyclopedia of Cheese</i>, Hermes House, London. • Ramesh P & Jos Wellman, (2009), <i>Professional Cookery -Theory & Practice</i>, Better Yourself Book, Mumbai. • Basan Ghillie & Jan Terry, (2008), <i>A Practical Cook's Encyclopedia of Malaysia & Singapore</i>, Hermes House, London.	

12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination
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Assessment and Evaluation of Marks (Theory Courses)

Theory Courses Evaluation Scheme for Third Year (UG) under NEP

For theory courses with 2 credit points total marks allotted would be 50

Internal Assessment: 20 marks

Semester End Assessment: 30 marks

Marks Allocation for all Theory Courses:

Internal = 20 marks Item	Description	Marks Allotted
Assignment	Best of 1 out of 2 assignments	10 marks
Test	- One test. 10% of total marks to be MCQ/Match the columns 10% of the total marks to be fill in the blanks/True or false	10 marks

Duration of the test: 20 minutes for 10 marks test

Questions	Paper Pattern	Unit Modules	Marks Allotted
Q.1	Match the Column/Fill in the blanks/Multiple Choice Questions (1/2 Mark each)	From both modules	10 marks
Q.2	Answer in 1 sentence (1 mark each)	From both modules	10 marks
Q.3	Short notes / descriptive answers /diagrams (Answer any 2 out of 4)	2 questions per module to be set. Each student will choose 1 question per module.	10 marks

Duration of the semester end exam: 1 hour for 30 marks theory exam.

Syllabus

B.Sc. (Hospitality Studies)

(Sem.- V)

Title of Paper: Advanced Culinary & Restaurant Operations I (Practical) (Major)

Sr. No.	Heading	Particulars																								
1	Description of the course:	The syllabus is designed to provide students with advanced practical knowledge of modern culinary practices, contemporary cooking trends, international cuisines, and bakery & confectionery fundamentals.																								
2	Vertical:	Major																								
3	Type:	Practical																								
4	Credit:	2 credits																								
5	Hours Allotted:	60 Hours																								
6	Marks Allotted:	50 Marks																								
7	Course Objectives: 1. To develop professional skills in classical cuts, cooking methods, and preparation of basic stocks, sauces, and soups. 2. To train students in bakery and confectionery techniques including icing, tempering chocolate, and cake preparation. 3. To enable students to prepare selected international cuisine dishes following standard recipes and presentation norms.																									
8	Course Outcomes: 1. Execute classical cuts, cooking techniques, and preparation of foundational culinary items with professional standards. 2. Prepare Garde manger and cold kitchen products in classical French and Modern Technique. 3. Prepare bakery and confectionery products including cakes, icings, meringues, and chocolate garnishes. <table><tr><td colspan="3">Module:</td></tr><tr><td colspan="2">Module: 1</td><td>30 Hrs.</td></tr><tr><td>Chapter</td><td>Topic</td><td>Hrs</td></tr><tr><td>1</td><td>France</td><td></td></tr><tr><td>2</td><td>Italy</td><td></td></tr><tr><td>3</td><td>Middle East</td><td></td></tr><tr><td>4</td><td>China</td><td></td></tr><tr><td>5</td><td>Breads (soft rolls/hard rolls/bread loaf)</td><td></td></tr></table>		Module:			Module: 1		30 Hrs.	Chapter	Topic	Hrs	1	France		2	Italy		3	Middle East		4	China		5	Breads (soft rolls/hard rolls/bread loaf)	
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5	Breads (soft rolls/hard rolls/bread loaf)																									

9	6	USA	
	7	Great Britain	
	8	Spain / Mexico	
	Module: 2		30 Hrs.
	Chapter	Topic	Hrs
	9	Germany	
	10	Pastries (Short Crust/Laminated/Choux)	
	11	Larder	
	12	Thailand (South East)	
	13	Greece	
	14	International Classical Cakes (Black Forest/Sacher Torte/Dobos /Pavlova)	
	15	Mystery Basket	

10	Text Books: • Culinaria China – <i>Katrin Schlotter</i> • Culinaria France – <i>André Dominé</i> • Culinaria Germany – <i>Christine Metzger</i> • Culinaria Greece – <i>Marianthi Milona</i> • Culinaria Hungary – <i>Anikó Gergely</i> • Culinaria Italy – <i>Claudia Piras</i> • Culinaria Russia – <i>Marion Trutter</i> • Culinaria Spain – <i>Marion Trutter</i> • Culinaria: European Specialties – <i>Michael Ditter & Joachim Römer</i> • Culinaria: The United States: A Culinary Discovery – <i>G. Chassman & R. Danforth</i> • Culinaria: The Caribbean – <i>Rosemary Parkinson</i> • Organic & Wholefoods: Naturally Delicious Cuisine (Culinaria Series) – <i>André Dominé</i> • Culinaria Southeast Asia – <i>Rosalind Mowe</i>
11	Reference Books: • Culinaria China – <i>Katrin Schlotter</i> • Culinaria France – <i>André Dominé</i> • Culinaria Germany – <i>Christine Metzger</i> • Culinaria Greece – <i>Marianthi Milona</i> • Culinaria Hungary – <i>Anikó Gergely</i> • Culinaria Italy – <i>Claudia Piras</i> • Culinaria Russia – <i>Marion Trutter</i> • Culinaria Spain – <i>Marion Trutter</i> • Culinaria: European Specialties – <i>Michael Ditter & Joachim Römer</i> • Culinaria: The United States: A Culinary Discovery – <i>G. Chassman & R. Danforth</i> • Culinaria: The Caribbean – <i>Rosemary Parkinson</i> • Organic & Wholefoods: Naturally Delicious Cuisine (Culinaria Series) – <i>André Dominé</i> • Culinaria Southeast Asia – <i>Rosalind Mowe</i>

12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination
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Assessment and Evaluation of Marks (Practical Courses)

Internal Assessment: 20 marks

External Assessment: 30 marks

Internal			External						
Groom- ing	Journal	Indent/Plan of work	Soup /Salad/ Appetizer	Main course	Accompaniment	Baked Product	Dessert	Presen- tation	Total
5	5	10	5	8	2	5	5	5	50

Syllabus

B.Sc. (Hospitality Studies)

(Sem.- V)

Title of Paper: Advanced Culinary & Restaurant Operations II (Theory) (Major)

Sr. No.	Heading	Particulars
1	Description of the course:	The course provides comprehensive knowledge and practical skills required in the hospitality and catering industry. It covers culinary techniques, kitchen operations, menu planning, food safety, restaurant service styles, beverage management, guest handling, and hospitality etiquette. With the rapid growth of the hospitality and tourism sector globally and in India, skilled professionals in food production and service are in high demand. Students can also apply their skills to start their own restaurant, bakery, café, or catering business. It appeals to students who are creative, service-oriented, and passionate about food and hospitality. It also complements subjects like marketing, accounting, and customer relationship management in the hospitality sector. With experience, professionals can progress to senior managerial roles in reputed hospitality brands globally. With experience, professionals can progress to senior managerial roles in reputed hospitality brands globally.
2	Vertical:	Major
3	Type:	Theory
4	Credit:	2 credits
5	Hours Allotted:	30 Hours
6	Marks Allotted:	50 Marks
7	Course Objectives: 1. Identify Food & Beverage Set-up and planning of various outlets in the Department. 2. Describe casual theme restaurants, etc., and how they are operated. 3. Explain how banquets and catering events are booked, planned, and how staff members provide service for the events. 4. How food service managers develop and manage labor and revenue control systems. 5. Explain the operations of various catering establishments such as Railway, Airline and marine catering	

8	Course Outcomes: 1. Evaluate the objectives, Operational aspects, and factors to be considered while planning food and beverage outlets. 2. Appraise the different types of Cost and breakeven/cost-volume-profit analysis. 3. Assess the different types of catering/banquets and summarize the entire operation cycle from booking to event completion. 4. Write and explain the Function catering terminologies. 5. Compare the various types of buffets, assess how the banquet layout and space area calculations affect the meeting room set-ups, and evaluate the facts of transport and Industrial catering.																																																																																				
9	Modules: - Per Credit One module can be created <table><tr><th colspan="2">Module 1</th><th>15 Hrs.</th></tr><tr><th>Chapter</th><th>Topics</th><th>Hours</th></tr><tr><td>1</td><td>F & B Outlet Planning</td><td>3</td></tr><tr><td>1.1</td><td>The objective of a good layout.</td><td></td></tr><tr><td>2</td><td>Operational aspects of various F & B Outlets (Specialty Restaurants, Coffee Shop, Room Service)</td><td>6</td></tr><tr><td>2.1</td><td>Menu Engineering</td><td></td></tr><tr><td>2.2</td><td>Factors to consider when selecting appropriate Crockery, Cutlery, Glassware, and Linen.</td><td></td></tr><tr><td>3</td><td>Elements of cost</td><td>2</td></tr><tr><td>3.1</td><td>Types of cost (Material, Labour & Overhead), Breakeven / Cost Volume Profit Analysis.</td><td></td></tr><tr><td>4</td><td>Function Catering</td><td>4</td></tr><tr><td>4.1</td><td>Definition, History & Importance</td><td></td></tr><tr><td>4.2</td><td>Banquet Sales & Banquet Reservation Diary. Function contract & Function prospectus</td><td></td></tr><tr><th colspan="2">Module 2</th><th>15 Hrs.</th></tr><tr><th>Chapter</th><th>Topics</th><th>Hours</th></tr><tr><td>5</td><td>Banquets</td><td>6</td></tr><tr><td>5.1</td><td>Types of Banquets: Formal, Semiformal & Informal & Types of service in the banquets</td><td></td></tr><tr><td>5.2</td><td>Glossary</td><td></td></tr><tr><td></td><td> • Audio-visual Equipment </td><td></td></tr><tr><td></td><td> • Dais </td><td></td></tr><tr><td></td><td> • Easel </td><td></td></tr><tr><td></td><td> • Key stoning </td><td></td></tr><tr><td></td><td> • Lavalier microphone </td><td></td></tr><tr><td></td><td> • Podium (rostrum) </td><td></td></tr><tr><td></td><td> • Exhibitions </td><td></td></tr><tr><td></td><td> • Exhibition (Exposition) </td><td></td></tr><tr><td></td><td> • Trade show/fair </td><td></td></tr><tr><td></td><td> • Island booth </td><td></td></tr><tr><td></td><td> • Peninsula booth </td><td></td></tr></table>	Module 1		15 Hrs.	Chapter	Topics	Hours	1	F & B Outlet Planning	3	1.1	The objective of a good layout.		2	Operational aspects of various F & B Outlets (Specialty Restaurants, Coffee Shop, Room Service)	6	2.1	Menu Engineering		2.2	Factors to consider when selecting appropriate Crockery, Cutlery, Glassware, and Linen.		3	Elements of cost	2	3.1	Types of cost (Material, Labour & Overhead), Breakeven / Cost Volume Profit Analysis.		4	Function Catering	4	4.1	Definition, History & Importance		4.2	Banquet Sales & Banquet Reservation Diary. Function contract & Function prospectus		Module 2		15 Hrs.	Chapter	Topics	Hours	5	Banquets	6	5.1	Types of Banquets: Formal, Semiformal & Informal & Types of service in the banquets		5.2	Glossary			• Audio-visual Equipment			• Dais			• Easel			• Key stoning			• Lavalier microphone			• Podium (rostrum)			• Exhibitions			• Exhibition (Exposition)			• Trade show/fair			• Island booth			• Peninsula booth	
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	Perimeter booth	
	Meeting And Convention Marketing	
	Breakout room	
	Major close	
	ICW – In Conjunction with	
	Trial Close	
	SMERF groups	
	Types of Meetings	
	Assembly	
	Breakout sessions	
	Clinic	
	Convention	
	Workshop	
	Misc. Function Catering Terminology	
	Air walls	
	Cash bar	
	Crash bar	
	PDR	
	Host bar	
6	Buffet	9
6.1	Definition & Types of Buffets. (Meal period, manner of consumption, food served & other types – Display, Gourmet & Running)	
6.2	Points to consider when planning a buffet.	
6.3	Meeting room setups: (U Shape, Hollow Square, Classroom Theatre, Board of Directors, 'T' Shape)	
6.4	Marine Catering (offshore & cruise liners), Industrial catering & Airline Catering.	
10	Text Books: - Andrews S (2009), Food & Beverage Service A Training Manual (Second Edition), Tata McGraw-Hill Publishing Company Limited, New Delhi - KCK Rakesh Kadam / VRK (2016) Chainickaa – Food & Beverage Service and Operation Management – UDH Publishers and Distributors. - Lilicrap, Dennis & Cousins, John, (1994), Food and Beverage Service - Commonwealth Publication, New Delhi - Singaravelavan .R, (2011), Food and Beverage Service, Oxford University Press, Delhi	
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12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination

Assessment and Evaluation of Marks (Theory Courses)

Theory Courses Evaluation Scheme for Third Year (UG) under NEP
For theory courses with 2 credit points total marks allotted would be 50

Internal Assessment: 20 marks

Semester End Assessment: 30 marks

Marks Allocation for all Theory Courses:

Internal = 20 marks Item	Description	Marks Allotted
Assignment	Best of 1 out of 2 assignments	10 marks
Test	- One test. 10% of total marks to be MCQ/Match the columns 10% of the total marks to be fill in the blanks/True or false	10 marks

Duration of the test: 20 minutes for 10 marks test

Questions	Paper Pattern	Unit Modules	Marks Allotted
Q.1	Match the Column/Fill in the blanks/Multiple Choice Questions (1/2 Mark each)	From both modules	10 marks
Q.2	Answer in 1 sentence (1 mark each)	From both modules	10 marks
Q.3	Short notes / descriptive answers /diagrams (Answer any 2 out of 4)	2 questions per module to be set. Each student will choose 1 question per module.	10 marks

Duration of the semester end exam: 1 hour for 30 marks theory exam.

Syllabus

B.Sc. (Hospitality Studies)

(Sem.- V)

Title of Paper: Advanced Culinary & Restaurant Operations II (Practical) (Major)

Sr. No.	Heading	Particulars
1	Description of the course:	The course provides comprehensive knowledge and practical skills required in the hospitality and catering industry. It covers culinary techniques, kitchen operations, menu planning, food safety, restaurant service styles, beverage management, guest handling, and hospitality etiquette. With the rapid growth of the hospitality and tourism sector globally and in India, skilled professionals in food production and service are in high demand. Students can also apply their skills to start their own restaurant, bakery, café, or catering business. It appeals to students who are creative, service-oriented, and passionate about food and hospitality. It also complements subjects like marketing, accounting, and customer relationship management in the hospitality sector. With experience, professionals can progress to senior managerial roles in reputed hospitality brands globally. With experience, professionals can progress to senior managerial roles in reputed hospitality brands globally.
2	Vertical:	Major
3	Type:	Practical
4	Credit:	2 credits
5	Hours Allotted:	60 Hours
6	Marks Allotted:	50 Marks
7	Course Objectives: - Identify Food & Beverage setup and planning of various outlets in the department - Design sample layout plan, Compile Banquet menus, and plan duty rota for specialty restaurants, coffee shops, and room service.	

	Explain how banquets and catering events are booked and planned, and describe how managers and staff members provide service for these events, gain knowledge to plan innovative menus for elaborate events and services
8	Course Outcomes: - Design sample layout plan; compile banquet menus; also plan duty rota for specialty restaurants, coffee shops, and room service. - Construct table setups and arrangements for banquets and predict the space requirements for formal banquets, cocktail parties, conventions, exhibitions, fashion shows, and wedding receptions. - Draft Function Prospectus and Organize Cocktail parties, wedding receptions, fashion shows, conventions, and exhibitions.

9			
Module: 1		30 Hrs	
	Chapter	Topic	Hrs
	1	Practice: Sample layout plans 1.1 Specialty Restaurants 1.2 Coffee Shop 1.3 Bar	12
	2	Compiling Banquet menus	6
	3	Planning Duty Rota for, Specialty Restaurants, Coffee Shop, and Room Service	4
	4	Drafting Function Prospectus	8
Module: 2		30 Hrs.	
	Chapter	Topic	Hrs
	5	Table setups and arrangements for banqueting & Calculation of space requirement (Formal banquet, Cocktail parties, conventions, exhibition, fashion show, wedding reception).	30

10	Text Books: - Andrews S (2009), Food & Beverage Service A Training Manual (Second Edition), Tata McGraw-Hill Publishing Company Limited, New Delhi - KCK Rakesh Kadam / VRK (2016) Chainickaa – Food & Beverage Service and Operation Management – UDH Publishers and Distributors. - Lilicrap, Dennis & Cousins, John, (1994), Food and Beverage Service Commonwealth Publication, New Delhi - Singaravelavan .R, (2011), Food and Beverage Service, Oxford University Press, Delhi
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	• Lilicrap, Dennis & Cousins, John, (1994), Food and Beverage Service Commonwealth Publication, New Delhi • Singaravelavan .R, (2011), Food and Beverage Service, Oxford University Press, Delhi	
12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination

Assessment and Evaluation of Marks (Practical Courses)

Internal Assessment: 20 marks

External Assessment: 30 marks

Internal			External			
Personal Grooming	Journal	Assignment (Banquet Menu)	Activity 1 (Function prospectus)	Activity 2 (Layout & Space Calculation)	Viva-voce	Total
5	5	10	10	15	5	50

SEM V

IKS-Major

(2*)

Syllabus

B.Sc. (Hospitality Studies)

(Sem.- V)

Title of Paper: Indian Knowledge System in Culinary & Restaurant Operations (Theory)

Sr. No.	Heading	Particulars
1	Description of the course: Including but Not limited to :	This course explores the philosophical, cultural, ecological, and scientific foundations of Indian Knowledge Systems (IKS) in relation to culinary arts and restaurant management. It integrates Vedic food philosophy, Ayurvedic dietary systems, traditional cooking techniques, indigenous hospitality traditions, temple cuisine practices, sustainability principles, and regional diversity into modern hospitality education.
2	Vertical:	Major/ IKS
3	Type:	Theory
4	Credit:	2 credits
5	Hours Allotted:	30 Hours
6	Marks Allotted:	50 Marks
7	Course Objectives: 1. Understand the philosophical foundations of Indian food traditions and explain the relevance of IKS in contemporary culinary and hospitality practices. 2. Analyze the relationship between geography, ecology, and regional cuisines. 3. Apply Ayurvedic dietary principles in menu planning and identify indigenous cooking methods, tools, and ingredients. 4. Examine temple cuisine and community dining systems as models of large-scale food management. 5. Evaluate sustainability and zero-waste practices embedded in traditional Indian food systems and integrate indigenous hospitality values into professional restaurant service.	

8

Course Outcomes:

1. Define, interpret key concepts of Indian Knowledge Systems related to food and explain the Vedic idea of *Annam Brahma* from the Rigveda and its relevance in culinary ethics
2. Explain how geographical factors (climate, soil, water resources, topography) influence regional food habits and ingredient selection & identify the impact of ecological conditions on culinary traditions.
3. Describe Ayurvedic principles including Pancha Mahabhuta, Shadrasa, and Dosha-based diets.
4. Demonstrate knowledge of regional, tribal, and temple cuisines.
5. Design culturally rooted and sustainable menu concepts for modern restaurants and assess traditional preservation and zero-waste methods for contemporary relevance...

9

Modules: 1**15 Hrs.**

Chapter	Topic	Hrs
1.	Introduction to IKS in Culinary & Restaurant Context	
1.1	Meaning, Scope & Relevance of IKS	
1.2	Vedic concept of Annam Brahma	
1.3	Evolution of Indian Culinary Knowledge	
1.4	Relationship between Geography, Ecology and Food Traditions	
2	Culinary Heritage across Regions and Communities	
2.1	Regional. Cultural and culinary diversity	
2.2	Influence of festivals, rituals and community traditions	
3	Ayurvedic concepts of food systems	
3.1	Pancha Mahabhuta (Five elements)	
3.2	Shadrasa (Six tastes)	
3.3	Dosha based dietary principles	
3.4	Satvic, Rajasic & Tamasic food classifications	
4	Traditional cooking techniques & tools	
4.1	Indigenous cooking methods	
4.2	Traditional ingredients and regional produce	
4.3	Tribal Cuisines Varli, Koli, Santhal, Bhil, Gondh, Naga	
5	Indigenous Hospitality Traditions	
5.1	Concept of 'Athithi Devo Bhava'	
5.2	Cultural etiquette for Guest Reception	
6	Traditional dining systems	
6.1	Floor dining, Pangat & Saanth tradition	
6.2	Regional service systems (banana/lotus leaf/patravali, earthenware & thali)	

Modules: 2		15 Hrs.
Chapter	Topic	Hrs
7	Ancient beverages	
7.1	Soma, Sura, Kanji, Pannakam, Shikanji, Chaas, Sattu sherbet, Thandai	
7.2	Dosha based beverage principles	
7.3	Feni, Mahua, Toddy, Chaang, Hadia, Jamun, Apo, Zutho	
7.4	Indian botanicals used in beverages	
8	Banqueting principles and practices	
8.1	Temple & Community dining Langar, Sadhya, Bhandara, Sanja Chula	
9	Sustainability & Zero Waste principles	
9.1	Indigenous food preservation	
9.2	Ritucharya and Dinacharya	
10	Cultural Food rituals	
10.1	Temple cuisine and ritual offerings Naivedya & Prasadam	
10.2	Festival based menus	
10.3	Food as medicine	
11	Case Studies of Temple Cuisine (Any Two)	
11.1	Jagannath Puri	
11.2	Tirupati Balaji	
11.3	Menakshi Amman Temple Madurai	
11.4	Golden Temple Amritsar	
10	e-resources for Indian Knowledge System https://culture.gov.in/sanskriti/vedic-heritage-portal https://ignca.gov.in/ https://ncaa.gov.in/repository/ https://www.namami.gov.in/ https://aatmanignca.org/ https://mgmd.gov.in/about https://iksindia.org/ https://indianculture.gov.in/ebooks https://bharatavani.in/ https://www.tkdI.res.in/tkdI/langdefault/common/Home.asp?GL=Eng https://www.brhateducation.in/iksresources https://www.anaadi.org/iks-books	
11	Reference Books Bhagwad Geetha Charakha Samhita Shushrutha Samhita Arthashashtra Manusmriti Mahabharatha Ramayana	

	IKS handbook for HEI's Bhagwad Purana Bhojanakutuhalam	
12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination

Assessment and Evaluation of Marks (Theory Courses)

Theory Courses Evaluation Scheme for Third Year (UG) under NEP
For theory courses with 2 credit points total marks allotted would be 50

Internal Assessment: 20 marks
Semester End Assessment: 30 marks

Marks Allocation for all Theory Courses:

Internal = 20 marks Item	Description	Marks Allotted
Assignment	Best of 1 out of 2 assignments	10 marks
Test	☐ One test. ☐ 10% of total marks to be MCQ/Match the columns ☐ 10% of the total marks to be fill in the blanks/True or false	10 marks

Duration of the test: 20 minutes for 10 marks test

Questions	Paper Pattern	Unit Modules	Marks Allotted
Q.1	Match the Column/Fill in the blanks/Multiple Choice Questions (1/2 Mark each)	From both modules	10 marks
Q.2	Answer in 1 sentence (1 mark each)	From both modules	10 marks
Q.3	Short notes / descriptive answers /diagrams (Answer any 2 out of 4)	2 questions per module to be set. Each student will choose 1 question per module.	10 marks

Duration of the semester end exam: 1 hour for 30 marks theory exam

SEM V
Vertical – 1
Electives
(Any 2)
(4)

Syllabus B.Sc. (Hospitality Studies) (Sem.- V)

Title of Paper: Entrepreneurship Management (Theory) (Electives)

Sr. No.	Heading	Particulars
1	Description of the course:	This course introduces students to the fundamental concepts, principles, and practices of entrepreneurship with special reference to the hospitality industry. It explores the meaning, characteristics, and importance of entrepreneurship and differentiates between the roles of an entrepreneur and a manager. The course highlights various types of entrepreneurs and examines the growing significance of entrepreneurial initiatives in the hospitality sector.
2	Vertical:	Electives
3	Type:	Theory
4	Credit:	2 credits
5	Hours Allotted:	30 Hours
6	Marks Allotted:	50 Marks
7	Course Objective: 1. Understand the meaning, concept, importance of entrepreneurship in the hospitality industry & differentiate between an entrepreneur and a manager and identify various types of entrepreneurs. 2. Explore the scope, opportunities of entrepreneurship in different hospitality sectors & identify innovative entrepreneurial opportunities in emerging hospitality formats such as boutique hotels, cloud kitchens, and theme restaurants. 3. Develop essential entrepreneurial skills including leadership, communication, creativity, financial literacy & understand the components and preparation of a hospitality business plan. 4. Analyse financial, marketing, operational aspects of managing hospitality ventures & examine ethical, sustainability, and green practices in hospitality entrepreneurship. 5. Evaluate growth strategies, expansion opportunities, and future trends in the hospitality industry.	

8	Course Outcomes: 1. Explain the concept, characteristics, and significance of entrepreneurship in the hospitality sector & differentiate between an entrepreneur and a manager and identify various types of entrepreneurs relevant to hospitality. 2. Identify entrepreneurial opportunities in hospitality sectors such as hotels, restaurants, catering, tourism, and emerging food ventures. 3. Develop a basic business idea and prepare a mini business plan for a hospitality & design key components of a hospitality business plan including market analysis, marketing strategy, operations planning, and financial planning. 4. Evaluate sources of finance, costing, pricing, and revenue management techniques for hospitality start-ups & assess the importance of ethics, sustainability, and green practices in ensuring long-term success. 5. Analyse operational challenges, risks, crisis management strategies in hospitality entrepreneurship & evaluate growth, expansion strategies, and future trends in hospitality entrepreneurship.																														
9	Modules: - <table><tr><th colspan="2">Module 1</th><th>15 Hrs.</th></tr><tr><th>Chapter</th><th>Topics</th><th>Hours</th></tr><tr><td>1</td><td>Foundations of Entrepreneurship in Hospitality</td><td rowspan="5">15</td></tr><tr><td>1.1</td><td>Meaning, Concept and Importance of Entrepreneurship Entrepreneur and Entrepreneurship: Definitions and Characteristics Entrepreneur vs Manager Types of Entrepreneurs</td></tr><tr><td>1.2</td><td>Entrepreneurship in Hospitality Industry Role of Entrepreneurship in Hospitality Industry Scope of Entrepreneurship in Hospitality Sector - Hotels, Resorts, Restaurants, Cafés & QSRs Catering, Event Management, Travel & Tourism</td></tr><tr><td>1.3</td><td>Identification of Entrepreneurial Opportunities in Hospitality - Boutique Hotels, Homestays, Cloud Kitchens - Theme Restaurants, Food Trucks, Healthy Food Cafés Essential Skills for Hospitality Entrepreneurs - Leadership, Communication and Customer Service Creativity, Innovation and Basic Financial Skills</td></tr><tr><td></td><td>Activity: Students prepare a mini business plan for a café or restaurant.</td></tr><tr><th colspan="2">Module: 02</th><th>15 Hrs.</th></tr><tr><th>Chapter</th><th>Topics</th><th>Hours</th></tr><tr><td>2</td><td>Managing Hospitality Ventures</td><td rowspan="3">15</td></tr><tr><td>2.1</td><td>Concept and Importance of Business Planning Components of Hospitality Business Plan - Market Analysis and Marketing Strategy - Operations and Layout Planning Financial Planning and Break-even Analysis</td></tr><tr><td>2.2</td><td>Sources of Finance for Hospitality Start-ups Costing, Pricing and Revenue Management Marketing of Hospitality Ventures</td></tr></table>	Module 1		15 Hrs.	Chapter	Topics	Hours	1	Foundations of Entrepreneurship in Hospitality	15	1.1	Meaning, Concept and Importance of Entrepreneurship Entrepreneur and Entrepreneurship: Definitions and Characteristics Entrepreneur vs Manager Types of Entrepreneurs	1.2	Entrepreneurship in Hospitality Industry Role of Entrepreneurship in Hospitality Industry Scope of Entrepreneurship in Hospitality Sector Hotels, Resorts, Restaurants, Cafés & QSRs Catering, Event Management, Travel & Tourism	1.3	Identification of Entrepreneurial Opportunities in Hospitality - Boutique Hotels, Homestays, Cloud Kitchens - Theme Restaurants, Food Trucks, Healthy Food Cafés Essential Skills for Hospitality Entrepreneurs - Leadership, Communication and Customer Service Creativity, Innovation and Basic Financial Skills		Activity: Students prepare a mini business plan for a café or restaurant.	Module: 02		15 Hrs.	Chapter	Topics	Hours	2	Managing Hospitality Ventures	15	2.1	Concept and Importance of Business Planning Components of Hospitality Business Plan - Market Analysis and Marketing Strategy - Operations and Layout Planning Financial Planning and Break-even Analysis	2.2	Sources of Finance for Hospitality Start-ups Costing, Pricing and Revenue Management Marketing of Hospitality Ventures
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	Branding, Digital Marketing and CRM	
2.3	Operational Challenges in Hospitality Entrepreneurship Risk and Crisis Management Ethics, Sustainability and Green Hospitality Growth, Expansion and Future Trends in Hospitality Entrepreneurship	
10	Text Books: • Entrepreneurship Development – E. Gordon & K. Natarajan • Entrepreneurship in Hospitality & Tourism – Ahmed Ibrahim • Hotel & Hospitality Entrepreneurship – John Walker • Small Business Management in Hospitality – Robert N. Lussier	
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12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination

Assessment and Evaluation of Marks (Theory Courses)

Theory Courses Evaluation Scheme for Third Year (UG) under NEP
For theory courses with 2 credit points total marks allotted would be 50

Internal Assessment: 20 marks

Semester End Assessment: 30 marks

Marks Allocation for all Theory Courses:

Internal = 20 marks Item	Description	Marks Allotted
Assignment	Best of 1 out of 2 assignments or Presentation on business plan	10 marks
Test	• One test. • 10% of total marks to be MCQ/Match the columns • 10% of the total marks to be fill in the blanks/True or false	10 marks

Duration of the test: 20 minutes for 10 marks test

Questions	Paper Pattern	Unit Modules	Marks Allotted
Q.1	Match the Column/Fill in the blanks/Multiple Choice Questions (1/2 Mark each)	From both modules	10 marks

Q.2	Answer in 1 sentence (1 mark each)	From both modules	10 marks
Q.3	Short notes / descriptive answers /diagrams (Answer any 2 out of 4)	2 questions per module to be set. Each student will choose 1 question per module.	10 marks

Duration of the semester end exam: 1 hour for 30 marks theory exam.

Syllabus

B.Sc. (Hospitality Studies)

(Sem.- V)

Title of Paper: Hotel Accountancy (Theory) (Electives)

Sr. No.	Heading	Particulars
1	Description of the course:	This subject introduces students to accounting principles, double-entry bookkeeping, and financial record-keeping. Students learn to prepare journals, ledgers, and trial balances, and understand cost accounting concepts. Practical problem-solving skills are developed through hands-on exercises, enabling students to apply accounting concepts to real-world scenarios, preparing them for roles in finance and accounting.
2	Vertical:	Electives
3	Type:	Theory
4	Credit:	2 credits
5	Hours Allotted:	30 Hours
6	Marks Allotted:	50 Marks
7	Course Objectives: 1. To introduce students to the fundamentals of accounting and double-entry bookkeeping, including key terms and concepts. 2. To equip students with the skills to prepare and maintain journals, ledgers, and subsidiary books. 3. To enable students to prepare trial balances and final accounts of sole traders with adjustments. 4. To familiarize students with cost accounting concepts, including classification of costs and differences between financial and cost accounting. 5. To develop practical problem-solving skills in accounting.	
8	Course Outcomes: 1. Students will understand accounting principles, terms, and concepts, and apply them in practical scenarios. 2. Students will be able to prepare and maintain accurate accounting records, including journals, ledgers, and subsidiary books. 3. Students will learn to prepare trial balances and final accounts of sole traders, incorporating adjustments. 4. Students will understand cost accounting concepts, classify costs, and differentiate between financial and cost accounting. 5. Students will develop analytical and problem-solving skills, applying accounting concepts to real-world scenarios.	

9

Modules: -**Module 1****15 Hrs.**

Chapter	Topics	Hours
1	<u>Introduction to Accounting & Double Entry Book-Keeping</u>	4
1.1	Terms (Book Keeping, Account, Capital, Asset, Liabilities, Drawing, Goods, Debtor, Creditors, Solvent, Insolvent, Purchases, Sales, Bad debts, Stock)	
1.2	Nature, Importance, Objectives & advantages of accounting	
1.3	Nature & advantages of Double Entry Book –Keeping	
1.4	Classification of accounts.	
2	<u>Journal</u>	4
2.1	Meaning, Importance and Utility of Journal	
2.2	Specimen of Journal	
2.3	Sub – divisions of goods account	
2.4	Discounts – Trade Discount and Cash Discount	
2.5	Simple practical problems	
3	<u>Ledger</u>	3
3.1	Meaning & Importance of ledger & its format	
3.2	Difference Between a Journal and a Ledger	
3.3	Posting entries & balancing ledger account	
3.4	Utility of Ledger	
3.5	Simple practical problems	
4	<u>Subsidiary Books</u>	4
4.1	Meaning and Advantages of Subsidiary Books	
4.2	Types of Subsidiary Books and Cash Book	
4.3	Simple Practical problems on Purchase Book, Sales Book, Purchase – Return Book & Sales Return Book, Cash Book (Single Column)	

Module: 2**15 Hrs.**

Chapter	Topics	Hours
5	<u>Trial Balance</u>	2
5.1	Meaning and Objectives of Trial Balance	
5.2	Format	
5.3	Simple practical problems	
6.	<u>Final Accounts of sole – Trader</u> (with Adjustments)	10
6.1	Importance & need for preparation of Final accounts	
6.2	Practical Problems covering the following adjustments: - Closing stock Prepaid Expenses Outstanding Expenses Depreciation Bad Debts & Provision for Bad debts	
7.	<u>Introduction of Cost Accounting</u>	3

	7.1 Meaning and Objectives of Cost Accounting 7.2 Difference between Financial Accounting & Cost Accounting 7.3 Classification of Cost - Fixed Cost - Variable Cost - Capital Expenditure - Revenue Expenditure - Food Cost - Beverage Cost - Labour Cost - Overhead Cost	
10	Text Books: • Hotel Accounting & Financial Control by Ozi A. D'cunha and Gleson O. D'cunha, The Dicky's Enterprise, Mumbai. • Book - Keeping and Accountancy Std XI, by publisher Vivek Uttam Gosavi, Controller Maharashtra State Textbook Bureau, Prabhadevi Mumbai. • Cost account TY BCom sem V, by <u>Varsha Ainapure</u>, Manan Prakashan, Mumbai • Cost Accounting by C.S. Rayudu, Tata Mc. Grow Hill and Co. Ltd., Mumbai.	
11	Reference Books: • Hotel Accounting & Financial Control by Ozi A. D'cunha and Gleson O. D'cunha, The Dicky's Enterprise, Mumbai. • Book - Keeping and Accountancy Std XI, by publisher Vivek Uttam Gosavi, Controller Maharashtra State Textbook Bureau, Prabhadevi Mumbai. • Cost account TY BCom sem V, by <u>Varsha Ainapure</u>, Manan Prakashan, Mumbai • Cost Accounting by C.S. Rayudu, Tata Mc. Grow Hill and Co. Ltd., Mumbai. • Introduction to Accountancy by T.S. Grewal, S. Chand and Company (P) Ltd., New Delhi	
12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination

Assessment and Evaluation of Marks (Theory Courses)

Theory Courses Evaluation Scheme for Third Year (UG) under NEP
For theory courses with 2 credit points total marks allotted would be 50

Internal Assessment: 20 marks
Semester End Assessment: 30 marks

Internal = 20 marks Item	Description	Marks Allotted
Assignment	Best of 1 out of 2 assignments	10 marks
Test	• One test. • 10% of total marks to be MCQ/Match the columns	10 marks

	10% of the total marks to be fill in the blanks/True or false	
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(Duration of the test: 20 minutes for 10 marks test)

Questions	Paper Pattern	Unit Modules	Marks Allotted
Q.1	Match the Column/Fill in the blanks/Multiple Choice Questions (1/2 Mark each)	From both modules	10 marks
Q.2	Answer any 2 out of 4 questions. There will be 2 theory questions and 2 numerical problems (5 marks each)	Module 1	10 marks
Q.3	Answer any 2 out of 4 questions. There will be 2 theory questions and 2 numerical problems (5 marks each)	Module 2	10 marks

(Duration of the semester end exam: 1 hour for 30 marks theory exam.)

Syllabus

B.Sc. (Hospitality Studies)

(Sem.- V)

Title of Paper: Hospitality Sales & Marketing (Theory) (Electives)

Sr. No.	Heading	Particulars
1	Description of the course:	Hospitality marketing helps management in hotel, travel, restaurants, and guest services bring awareness and consideration of their products and services to guests. Hospitality marketing strategies can play an important role in helping brands drive guest engagement and stay top-of-mind.
2	Vertical:	Electives
3	Type:	Theory
4	Credit:	2 credits
5	Hours Allotted:	30 Hours
6	Marks Allotted:	50 Marks
7	Course Objective 1. To develop a strong conceptual foundation in hospitality marketing, sales, and service marketing principles. 2. To analyze market segmentation, targeting, positioning strategies, and consumer behavior in hospitality markets. 3. To evaluate pricing, yield management, distribution, and promotional strategies used in hospitality businesses. 4. To examine the role of branding, service quality, service gaps, and service blueprinting in enhancing customer satisfaction. 5. To design integrated marketing and sales strategies incorporating digital marketing, e-commerce, relationship marketing, and social media tools.	
8	Course Outcomes: 1. Analyze hospitality markets, consumer behavior, service characteristics, and segmentation strategies to identify target markets and positioning approaches. 2. Evaluate marketing mix elements including product, pricing, distribution, promotion, people, process, and physical evidence for hospitality organizations. 3. Assess the effectiveness of yield management, branding strategies, service quality models, and service gap analysis in improving hospitality performance.	

	4. Examine digital marketing tools, e-marketing strategies, relationship marketing, and social media platforms to determine their impact on hospitality sales growth. 5. Design a comprehensive hospitality marketing and sales plan integrating segmentation, positioning, pricing strategies, promotional mix, digital marketing, and customer relationship management		
9	Modules: -		
	Module 115 Hrs.		
	Chapter	Topics	Hours
	1	Introduction to Marketing	02
	1.1	Marketing	
	1.2	Significance of marketing	
	1.3	Sales vs. marketing	
	1.4	Market	
	2	Services and Services Marketing	05
	2.1	Services	
	2.2	Services marketing	
	2.3	Goods vs. services	
	2.4	Service encounter vs. service chain	
	2.5	Service enhancement in hospitality	
	2.6	Six S analysis	
	2.7	Service gaps	
	3	Target Marketing	03
	3.1	Target market	
	3.2	Target marketing	
	3.3	Market segmentation and its types	
	3.4	Market positioning and positioning strategies	
	3.5	Sales and marketing plan and its components	
	4	Hospitality Marketing Mix	01
	4.1	Brief discussion on hospitality product, price, place, distribution, promotion mix along with additional Ps: people, physical environment and process mix	
	5	Product Mix	04
	5.1	Product and hospitality product and hospitality product mix	
	5.2	Hospitality product levels	
	5.3	Branding	
	5.4	Merits of a strong brand	
	Module: 0215 Hrs.		
	Chapter	Topics	Hours
	1	Hospitality Price Mix	02
	1.1	Price and pricing	
	1.2	Pricing objectives	
	1.3	Pricing strategies (Cost based pricing, break-even pricing, value-based pricing, competition-based pricing, prestige pricing, skimming pricing, penetration pricing, price adjustment strategies, BAR pricing, psychological pricing, promotional pricing, EDLF pricing, yield management)	

	2	Distribution Mix	02
	2.1	Distribution channel and distribution mix	
	2.2	Hospitality distribution channels (Direct bookings, restaurant reservation systems, consortium, management contract, travel agent, tour operators, hotel reps, franchising, strategic alliances)	
	2.3	Push and pull distribution strategies	
	3	Hospitality Promotional Mix	03
	3.1	Hospitality promotional mix	
	3.2	Objectives of promotion	
	3.3	Hospitality promotional tools (Advertising, personal selling, in-house merchandizing, sales promotion, public relation & publicity, direct marketing)	
	4	Additional Ps and Consumer Behaviour	04
	4.1	People mix	
	4.2	Physical evidence	
	4.3	Process mix	
	4.4	Consumer Behaviour	
	4.5	Significance of consumer Behaviour	
	4.6	Factors affecting consumer Behaviour (Cultural, social, demographic, psychological factors)	
	4.7	Buyer's decision-making process	
	5	Digital Marketing	04
	5.1	Digital / E-marketing	
	5.2	Objectives of digital marketing	
	5.3	Relationship marketing	
	5.4	E-commerce	
	5.5	Ways to conduct digital marketing	
	5.6	Importance of social media in hospitality digital marketing	
10	Text Books: - Kotler, P. Bowne,J., Makens, J. Marketing for Hospitality and Tourism (3rd Edition), Pearson Education - Vaz, M. , Seta,M ,(2010), Marketing Management, Manan Prakashan - Lewis, Chambers (2008), Marketing Leadership in Hospitality, 2nd Edition, John Wiley & Sons - Zeithaml, V., Jobitner, M., Grembler, D., (2008), Service Marketing, Mc Graw Hill - Kotler,P., (2009), Marketing Management, PH of India Pvt Ltd. - Andrews, Sudhir. (2007), Front Office Management & Operations, The Tata M'cGraw Hill, New Delhi.		
11	Reference Books: - Kotler, P. Bowne,J., Makens, J. Marketing for Hospitality and Tourism (3rd Edition), Pearson Education - Vaz, M. , Seta,M ,(2010), Marketing Management, Manan Prakashan		

	• Lewis, Chambers (2008), Marketing Leadership in Hospitality, 2nd Edition, John Wiley & Sons • Zeithaml, V., Jobitner, M., Grembler, D., (2008), Service Marketing, Mc Graw Hill • Kotler, P., (2009), Marketing Management, PH of India Pvt Ltd. • Andrews, Sudhir. (2007), Front Office Management & Operations, The Tata M'cGraw Hill, New Delhi.
12	Internal Continuous Assessment: 40%
	External, Semester End Examination 60% Individual Passing in Internal and External Examination

Assessment and Evaluation of Marks (Theory Courses)

Theory Courses Evaluation Scheme for Third Year (UG) under NEP
For theory courses with 2 credit points total marks allotted would be 50

Internal Assessment: 20 marks
Semester End Assessment: 30 marks

Marks Allocation for all Theory Courses:

Internal = 20 marks Item	Description	Marks Allotted
Assignment	Best of 1 out of 2 assignments	10 marks
Test	• One test. • 10% of total marks to be MCQ/Match the columns • 10% of the total marks to be fill in the blanks/True or false	10 marks

Duration of the test: 20 minutes for 10 marks test

Questions	Paper Pattern	Unit Modules	Marks Allotted
Q.1	Match the Column/Fill in the blanks/Multiple Choice Questions (1/2 Mark each)	From both modules	10 marks
Q.2	Answer in 1 sentence (1 mark each)	From both modules	10 marks
Q.3	Short notes / descriptive answers /diagrams (Answer any 2 out of 4)	2 questions per module to be set. Each student will choose 1 question per module.	10 marks

Duration of the semester end exam: 1 hour for 30 marks theory exam.

Syllabus

B.Sc. (Hospitality Studies)

(Sem.- V)

Title of Paper: Retail Management (Theory)

(Electives)

Sr. No.	Heading	Particulars
1	Description of the course:	This course provides an in-depth understanding of retailing concepts and their application within the hospitality industry. It explores the fundamentals of retail management, including value chain analysis, consumer Behaviour, catchment dynamics, distribution channels, merchandising, sourcing, and supply chain management. The course also examines the evolution and growth of retail in hospitality businesses and the integration of store operations, finance, marketing, and human resource management. Emphasis is placed on operational aspects such as POS systems, floor and shelf management, cash handling, retail accounting, and pre-opening activities of hospitality outlets. The course further analyses customer engagement strategies including loyalty programs, CRM systems, shopper marketing, and private labels. In addition, students will explore the impact of technology and digital transformation in hospitality retail, including e-retailing, online catalogues, database management, omni-channel and multi-channel strategies. By integrating offline and online retail models, the course prepares students to evaluate and design effective retail strategies for hospitality businesses in a competitive and technology-driven environment.
2	Vertical:	Electives
3	Type:	Theory
4	Credit:	2 credits
5	Hours Allotted:	30 Hours
6	Marks Allotted:	50 Marks

7	Course Objective: 1. To develop advanced understanding of retail concepts, value chain systems, consumer behaviour, and distribution channels in hospitality retail. 2. To examine retail management processes including merchandising, sourcing, category management, store operations, finance, and HR functions. 3. To analyse the impact of technology such as POS systems, CRM, database management, IT systems, and digital retail platforms in hospitality. 4. To evaluate retail productivity models, loyalty programs, omni-channel strategies, and customer engagement frameworks. 5. To design integrated retail strategies for hospitality businesses combining offline and online retail operations
8	Course Outcomes: 1. Analyse retail formats, consumer segmentation, catchment areas, supply chain systems, and merchandising strategies to determine their influence on hospitality retail performance. 2. Examine retail operations including POS systems, floor and shelf management, cash handling, retail accounting, and HR practices in hospitality outlets. 3. Evaluate CRM systems, loyalty programs, private labels, omni-channel and multi-channel strategies to enhance customer retention and retail productivity. 4. Assess the role of IT, e-retailing, online catalogues, database management, and digitalization in transforming hospitality retail operations. 5. Design a comprehensive hospitality retail business model integrating merchandising, sourcing, store operations, digital platforms, financial planning, and customer engagement strategies.

9	Modules: -		
	Module 1		15
	Hrs.		
	Chapter	Topics	Hours
	1	Basics of Retailing & Marketing 1. Basics of Retailing- Meaning, Nature & Scope of Retailing. 2. Value chain and consumers. 3. Catchments and how these impact retail. 4. Channels of distribution: Types of retailing and the impact of the type of store on different processes in retail. 5. Evolution and growth of retail in hospitality business. 6. Retail management process and types of retail in hospitality. 7. POS systems in hospitality retail 8. Human resource management in hospitality retail.	15

		9. Customer and shopper behaviour: segmentation in retailing. 10. Point of purchase display and packaging 11. Store loyalty and customer engagement 12. Store operations, finance, HR, Marketing: Functions, Category, Buying and Merchandising. 13. Merchandising and sourcing 14. Shopper marketing concepts. 15. Movement of products and services, types of buying and merchandising, supply chain and distribution in offline retail.	
	Module: 02		15 Hrs.
	Chapter	Topics	Hours
	2	Hospitality Retail Operations & Technology - How online retail works: Internet, smart phones, data costs and digitalization. - Loyalty programmes, CRM: Strategic Retail Model for measuring retail productivity. - Customer relationship management (CRM) - Store operations and cash handling. - Floor and shelf management - Retail accounting basics - Pre-opening activities of hospitality outlets - Private labels and their role in retailing, meeting the private label challenges. - Role of IT in hospitality retail operations. - Online menus and catalogues - E-retailing and direct selling in hospitality - Database management basics - Online customer relationship management - Omni-channel and multi-channel	15
10	Text Books: Berman, B. & Evans, J. R. <i>Retail Management: A Strategic Approach</i> Pearson Education → Strong foundation in retail concepts, store operations and customer service.		

	2. Managing Retail, Piyush K. Sinha & Dwarika P. Uniyal 3. Levy, M., Weitz, B. & Grewal, D. <i>Retailing Management</i> McGraw-Hill Education → Clear explanation of retail marketing, branding and store management. 4. Swapna Pradhan <i>Retailing Management: Text and Cases</i> Tata McGraw-Hill → Excellent for Indian retail and hospitality retail examples. 5. Gibson, V. & Fraser, A. <i>Retail Management</i> Cengage Learning → Useful for beginners; covers basics of retail operations and planning
11	Reference Books: 1. Walker, J. R. <i>Introduction to Hospitality Management</i> Pearson Education → Helps link retail concepts with hotel and restaurant operations. 2. Bowie, D., Buttle, F., Brookes, M. & Mariussen, A. <i>Hospitality Marketing</i> Routledge → Good reference for branding, customer service and loyalty in hospitality. 3. Kotler, P., Bowen, J. & Makens, J. <i>Marketing for Hospitality and Tourism</i> Pearson Education → Essential for understanding hospitality marketing and consumer behavior. Technology & E-Retailing References 8. Turban, E., King, D., Lee, J. & Viehland, D. <i>Electronic Commerce: A Managerial Perspective</i> Pearson Education → Covers e-retailing, online customer management and digital strategies. 9. Laudon, K. & Traver, C. <i>E-Commerce: Business, Technology and Society</i> Pearson → Useful for understanding online retail systems and CRM. Additional Learning Resources (Recommended) 10. Hospitality Industry Magazines & Reports • <i>Hotelier India</i> • <i>Hospitality Biz India</i>

	• <i>Restaurant India Magazine</i> 11. Web Resources (for students) • National Restaurant Association of India (NRAI) reports • Indian Hotel & Restaurant Association (FHRAI) publications • Brand websites of leading hospitality chains (Taj, Marriott, Starbucks, McDonald's)	
12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination

Assessment and Evaluation of Marks (Theory Courses)

Theory Courses Evaluation Scheme for Third Year (UG) under NEP

For theory courses with 2 credit points total marks allotted would be 50

Internal Assessment: 20 marks

Semester End Assessment: 30 marks

Marks Allocation for all Theory Courses:

Internal = 20 marks Item	Description	Marks Allotted
Assignment	Best of 1 out of 2 assignments	10 marks
Test	• One test. • 10% of total marks to be MCQ/Match the columns • 10% of the total marks to be fill in the blanks/True or false	10 marks

Duration of the test: 20 minutes for 10 marks test

Questions	Paper Pattern	Unit Modules	Marks Allotted
Q.1	Match the Column/Fill in the blanks/Multiple Choice Questions (1/2 Mark each)	From both modules	10 marks
Q.2	Answer in 1 sentence (1 mark each)	From both modules	10 marks
Q.3	Short notes / descriptive answers /diagrams (Answer any 2 out of 4)	2 questions per module to be set. Each student will choose 1 question per module.	10 marks

Duration of the semester end exam: 1 hour for 30 marks theory exam

Vertical-4 VSC (2)

Syllabus

B.Sc. (Hospitality Studies)

(Sem.- V)

Title of Paper: Personality Development (Practical)(VSC)

Sr. No.	Heading	Particulars
1	Description of the course:	This course is designed to enhance students' personal effectiveness, professional presence, and workplace readiness. It focuses on developing a strong personality foundation by understanding personality theories, traits, and factors that shape individual behaviour. The course introduces Erikson's theory of personality development and provides practical strategies for self-improvement. Students will learn the importance of grooming, professional attire, and body language in creating a positive first impression. The course also develops professional writing skills, including formal letter writing, email etiquette, and CV/resume preparation. Emphasis is placed on effective speaking skills such as extempore speaking and group discussions, along with structured presentation skills covering preparation, delivery, and handling questions. The course concludes with interview skills training, including mock interviews, active listening, and techniques for answering interview questions confidently. Overall, the course aims to build confidence, communication competence, professional etiquette, and employability skills essential for career success
2	Vertical:	VSC
3	Type:	Practical
4	Credit:	2 credits
5	Hours Allotted:	60 Hours
6	Marks Allotted:	50 Marks
7	Course Objective: - Understand the concept, importance, and factors influencing personality development & learn major personality theories, particularly Erikson's theory, and identify personality traits. - Develop personal grooming standards, positive body language & improve professional writing skills including letters, emails, and resume preparation.	

	3. Enhance verbal communication skills through extempore speaking group discussions & develop structured presentation skills including preparation, delivery, and handling questions & strengthen overall professional and interpersonal effectiveness.																																																												
8	Course Outcomes: 1. Explain the concept, importance, determinants of personality development & analyse personality traits and apply Erikson’s theory to understand personal growth stages & demonstrate professional grooming standards and effective body language. 2. Draft formal letters, professional emails, and prepare effective CVs/resumes, deliver structured presentations & participate confidently in extempore speaking and group discussions. 3. Demonstrate effective interview skills including active listening and confident responses & exhibit improved communication skills, confidence, and professional behaviour suitable for workplace environments.																																																												
9	Modules: - <table><tr><td colspan="2">Module 1</td><td>30 Hrs.</td></tr><tr><td>Chapter</td><td>Topics</td><td>Hours</td></tr><tr><td>1</td><td>Introduction</td><td>6</td></tr><tr><td>1.1</td><td>What is Personality Development?</td><td></td></tr><tr><td>1.2</td><td>Importance of Personality Development.</td><td></td></tr><tr><td>1.3</td><td>Factors which help in shaping one's personality.</td><td></td></tr><tr><td>1.4</td><td>Theory of personality (Erikson) & Personality traits.</td><td></td></tr><tr><td>1.5</td><td>Tips for personality development.</td><td></td></tr><tr><td>2.</td><td>Grooming & Body Language</td><td>12</td></tr><tr><td>2.1</td><td>Professional attire & Development</td><td></td></tr><tr><td>2.2</td><td>Aspects of Body language</td><td></td></tr><tr><td>3.</td><td>Professional Writing Skill</td><td>12</td></tr><tr><td>3.1</td><td>Letter Writing</td><td></td></tr><tr><td>3.2</td><td>Email etiquette & message (Formal)</td><td></td></tr><tr><td>3.3</td><td>CV / Resume preparation</td><td></td></tr><tr><td colspan="2">Module 2</td><td>30 Hrs.</td></tr><tr><td>4</td><td>Effective speaking skills</td><td>8</td></tr><tr><td>4.1</td><td>Extempore Speaking</td><td></td></tr><tr><td>4.2</td><td>Group discussions</td><td></td></tr><tr><td>5</td><td>Presentation Skills</td><td>12</td></tr></table>	Module 1		30 Hrs.	Chapter	Topics	Hours	1	Introduction	6	1.1	What is Personality Development?		1.2	Importance of Personality Development.		1.3	Factors which help in shaping one's personality.		1.4	Theory of personality (Erikson) & Personality traits.		1.5	Tips for personality development.		2.	Grooming & Body Language	12	2.1	Professional attire & Development		2.2	Aspects of Body language		3.	Professional Writing Skill	12	3.1	Letter Writing		3.2	Email etiquette & message (Formal)		3.3	CV / Resume preparation		Module 2		30 Hrs.	4	Effective speaking skills	8	4.1	Extempore Speaking		4.2	Group discussions		5	Presentation Skills	12
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	5.1	Pre - Presentation Preparation	
	5.2	Delivering a Presentation	
	5.3	Post - Presentation (Handling Questions)	
	6	Interview Skills	10
	6.1	Mock Interviews	
	6.2	Handling Questions during interviews	
	6.3	Active listening	
10	Text Books: - Thill and Bovee C.L. (2005). Excellence in Business Communication USA Pearson Prentice Hall - Soft Skills in the Hospitality Industry by Graham Miranda Himalaya - Personality Development and Soft Skills by Barun Mitra Oxford Higher - Kumar S and Lata P Communication Skills Oxford University Press - Francis S - Effective Business Communication MacMillan Publishers Ltd		
	Reference Books: - Thill and Bovee C.L. (2005). Excellence in Business Communication USA Pearson Prentice Hall - Soft Skills in the Hospitality Industry by Graham Miranda Himalaya - Personality Development and Soft Skills by Barun Mitra Oxford Higher - Kumar S and Lata P Communication Skills Oxford University Press - Francis S - Effective Business Communication MacMillan Publishers Ltd		
12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination	

Assessment and Evaluation of Marks (Practical Courses)

Internal		External			
Journal	Email /Letter Writing	Group Discussion	Extempore Speaking	Grooming	Total
10	10	10	10	10	50

Vertical-6

CEP

As Per NEP 2020

University of Mumbai



Vertical-6

Syllabus for Community Engagement Project (CEP)

Faculty of Interdisciplinary Studies

Board of Studies in Hospitality Studies

Name of the Programme – B.Sc. (Hospitality Studies)

Semester

V

Credits

2

Duration

**30 hrs (Field Work+ Survey)
+ 15hrs (Discussion + Report Writing)
: Total - 45 hrs**

From the Academic Year

2026-27

Name of Faculty: Faculty of Interdisciplinary Studies

Name of Programme: B.Sc. (Hospitality Studies)

Duration: 30 hrs. (Field Work+ Survey) + 15hrs (Discussion + Report Writing): Total - 45 hrs.

Indicative Topics for CEP

Sr. No.	Name of the Topic
1	Environmental Conservation and Eco-Awareness Initiative Mangrove conservation, tree plantation, park/beach clean-ups, recycling drives, nature trails, eco-awareness campaigns.
2	Support Program for Vulnerable Communities Food, clothing, and toy drives; nursing home visits; care packages for the homeless; animal shelter assistance.
3	Educational and Skill-Based Community Development Program Tutoring, tech workshops for senior citizens, art programs for children, cookbook clubs, educational video creation.
4	Biodiversity Trail and Sustainability Education Program Guided biodiversity trails and sustainability awareness for slum and street children.
5	Culinary Education and Nutrition Outreach Program Nutrition and cooking education for slum and underprivileged children.
6	Civic Hygiene and Public Cleanliness Campaign Cleanliness drives in parks, streets, and community centres.
7	Food Hygiene and Safe Handling Awareness Campaign Safe food preparation practices in community kitchens and public events.
8	Community Kitchen and Meal Support Program Free or subsidized nutritious meals for vulnerable populations.
9	Community Cooking Workshop for Underserved Groups Cooking workshops for low-income families and underserved youth.
10	Surplus Food Redistribution Initiative Partnering with local charities to distribute excess food to those in need.
11	Farm-to-Table Sustainability Initiative Supporting local farmers and reducing food miles.
12	Zero-Waste Kitchen and Sustainability Challenge Waste reduction strategies, composting, nose-to-tail cooking, repurposing leftovers.
13	Community Garden and Urban Farming Project Local produce cultivation for meals and sustainable agriculture education.
14	Cultural Food and Heritage Festival Initiative Celebrating diverse culinary traditions and cultural significance.
15	Culinary Heritage Documentation Project Documenting traditional recipes and food practices through cookbooks or digital archives.
16	Community Dining Initiative Affordable community dining events supporting local social causes.
17	Event Management and Social Catering Support Program Pro bono or discounted catering services for NGOs and charity events.
18	Pop-Up Hospitality and Community Gathering Initiative Affordable healthy food services in underserved areas to foster social connection.

19	Youth Mentorship in Hospitality and Culinary Skills Training at-risk youth in basic hospitality and culinary skills.
20	Hospitality Career Awareness and Guidance Program Career workshops and events with industry professionals.
21	Sustainable Hospitality Certification and Green Initiative Helping local businesses adopt eco-friendly practices and earn green recognition.
22	Sustainable Tourism and Responsible Hospitality Awareness Campaign Public education on sustainable tourism and waste management practices.
23	Social Outreach to Old Age Homes and Orphanages Entertainment and engagement activities for residents.
24	Empathy and Inclusion Program for Marginalized Communities Engagement with street vendors, waste pickers, and low-income workers in Mumbai.
25	Urban Social Welfare and Government Scheme Awareness Initiative Educating communities about schemes like PM Garib Kalyan Yojana, Ayushman Bharat, etc.
26	Education and Livelihood Empowerment Program for Backward and Tribal Communities Skill development, healthcare awareness, and infrastructure support initiatives.
27	Eco-Friendly Hospitality Workshop Inspired by Luxury Standards Training on sustainable practices inspired by premium hotels and catering establishments.
28	Women Empowerment Mentorship Program for local community about women empowerment in culinary and hospitality industry
29	Gender Sensitization and Equality Program awareness in the culinary and hospitality industry Community Engagement Program focused on gender equality and sensitization.
30	Sanitation Awareness and Swachh Bharat Engagement Program Education on cleanliness, waste management, and the effectiveness of the Swachh Bharat Mission in our surroundings/ society premises.
31	Women Empowerment through Hospitality Skill Development Conduct an awareness drive on women empowerment through hospitality-related skills in the local community.
32	Childcare Support and Gender Equality Initiative Organize awareness programs and develop a supportive ecosystem for childcare and gender equality within the local community.
33	Agri-Tourism Promotion and Awareness Initiative Create awareness on Agri-tourism opportunities in the local community.
34	Front Office Career Orientation for Underprivileged Students Provide training for underprivileged junior college students in the local community to introduce Front Office operations as a career option.
35	Inclusive Front Office Operations Development Program Provide specialized training for students with special needs in the local community to introduce Front Office operations as a career option.
36	Financial Literacy Program for Hospitality Entrepreneurs Conduct financial literacy awareness programs for hospitality entrepreneurs in the local community.
37	Senior Citizen Support Collaboration Initiative Collaborate with programs such as 'Good Fellows' to support senior citizens in the local community.

38	Community Kitchen and Food Service Outreach Program Organize community kitchen initiatives and food service programs in old-age homes, orphanages, and similar institutions in the local community.
39	Housekeeping and Hygiene Education for Special Needs Students Conduct practical sessions and classes on good housekeeping practices in schools for students with special needs in the local community.
40	Housekeeping Career Orientation for Underprivileged Students Provide training for underprivileged junior college students in the local community to introduce Housekeeping operations as a career option.
41	Community Tree Plantation and Green Drive Organize tree plantation drives in the local community.
42	Local Tourism and Cultural Heritage Promotion Initiative Promote local tourism and cultural heritage within the local community.
43	Sustainable Tourism and Eco-Friendly Hospitality Awareness Program Conduct awareness programs on sustainable tourism and eco-friendly hotel practices in the local community.
44	Food Preparation and Service Outreach for Underprivileged Schools Organize food preparation and service drives in schools for underprivileged students in the local community.
45	Nutrition, Hygiene, and Healthy Lifestyle Awareness Campaign Conduct awareness programs in schools and residential areas on the importance of nutritious food, balanced diets, hygiene, and healthy lifestyles.
46	Nutrition Education Program for Women and Children Provide nutrition education programs for children and women in the local community.
47	Safe and Healthy Cooking Practices Training Program Conduct practical sessions and classes on safe and healthy cooking practices in the local community.
48	Dining Etiquette and Table Manners Training for Students Conduct practical sessions and classes on dining etiquette for school students in the local community.
49	Grooming and Professional Etiquette Development Program Conduct practical sessions and classes on grooming and professional etiquette in the local community
50	Social Responsibility Awareness in the Hospitality Industry Conduct awareness programs on social responsibility within the hospitality industry in the local community.

The topics are indicative and the faculty members should allot Community Engagement Project that are relevant and important as per core Subject. The Community Engagement Project may be taken individual or in a group up to 5 students with proper guidance from Faculty.

Evaluation Pattern: -

Evaluation during CEP Program involves two key components: -

External Evaluation 60%

Internal Evaluation 40%

Evaluation Chart

(i) External Evaluation (Marks 30)

Criteria	Marks
Objectives, Literature Review, Methodology, Data Analysis, Conclusion and Recommendations	15
Overall Project Report Structure and Style	5
Presentation Skills & Communication	10
Total	30

(ii) Internal Evaluation by Guide (Marks 20)

Criteria	Marks
Attendance, Community interactions completion and interaction with Supervisor	10
Overall Report quality	10
Total	20

*** Please see the Guidelines for Community Engagement Project for UG Students, as per NEP 2020**

Sd/-
Sign of the BOS
Prof. Dopati Banerjee
Chairman/
Ad-hoc BOS in
Hospitality Studies

Sd/-
Sign of the
Offg. Associate Dean
Dr. C.A.Chakradeo
Faculty of
Interdisciplinary
Studies

Sd/-
Sign of the
Offg. Associate Dean
Dr. Kunal Ingle
Faculty of
Interdisciplinary
Studies

Sd/-
Sign of the
Offg. Dean
Prof. A. K. Singh
Faculty of
Interdisciplinary
Studies

Sem. - VI

Sem. - VI
Vertical – 1
Major
Mandatory
(4+4+2)

Syllabus

B.Sc. (Hospitality Studies.)

(Sem.- VI)

Title of Paper: Accommodation Operations Management I (Theory) (Major)

Sr. No.	Heading	Particulars
1	Description of the course:	Accommodations Operations Management – Front Office: Accommodations Operations Management provides in-depth knowledge of front office operations, including reservations, guest services, room allocation, forecasting, budgeting, and revenue management techniques. It develops analytical and operational skills to evaluate performance, manage revenue, and enhance overall hotel profitability and service efficiency.
2	Vertical:	Major
3	Type:	Theory
4	Credit:	2 credits
5	Hours Allotted:	30 Hours
6	Marks Allotted:	50 Marks
7	Course Objectives: 1. To understand the fundamentals of front office operations, including reservations, guest handling procedures, room allocation, and coordination with housekeeping and other departments. 2. To develop knowledge of budgeting and forecasting techniques, including three-day forecast, revenue forecasting, expense estimation, and refining budget plans. 3. To analyze and measure hotel performance using yield and revenue management tools such as ADR, RevPAR, Rate Spread, Potential Average Rate, and Equivalent Occupancy. 4. To evaluate operational and financial performance using daily operations reports, monthly income statements, occupancy ratios, and revenue metrics. 5. To understand revenue management concepts and strategies, including demand forecasting, market segmentation, pricing strategies, inventory management, and distribution channels.	
8	Course Outcomes: 1. Students will perform front office operational procedures efficiently, including reservation handling, check-in and check-out processes, guest complaint handling, upselling, VIP handling, and night audit procedures.	

	- Students will prepare and interpret forecasting and budgeting reports such as three-day forecasts, 90-day forecasts, and room revenue projections. - Students will calculate and analyze key performance indicators (KPIs) including ADR, RevPAR, Occupancy Percentage, ARG, Multiple Occupancy Percentage, and Room Rate Achievement Factor. - Students will evaluate hotel operational performance using financial and statistical reports such as the Daily Operations Report and Monthly Income Statement. - Students will apply revenue management strategies to maximize hotel profitability using tools like demand forecasting, stay controls, rate management, competitive set analysis, and inventory optimization		
9	Modules: -		
	Module 1		15 Hrs.
	Chapter	Topics	Hours
	1	Budgeting for operations 1.1 Three Day Forecast; 1.2 Forecasting room revenue, 1.3 Estimating expenses, 1.4 Refining budget plans	4
	2	Measuring yield 2.1 Potential Average Single Rate 2.2 Potential Average Double Rate 2.3 Multiple Occupancy Percentage 2.4 Rate Spread/ Rate Differential 2.5 Potential Average Rate 2.6 Room Rate Achievement Factor 2.7 Revenue Per Available Room (RevPAR) 2.8 Equivalent Occupancy	5
	3	Evaluating front office operations 3.1 Daily Operations Report, 3.2 Monthly Income Statement 3.3 Occupancy Ratios; 3.4 Occupancy Percentage 3.5 Room Count 3.6 House Count 3.7 Double Occupancy percentage 3.8 Bed Occupancy Percentage 3.9 Foreign Guest Percentage 3.10 Average Daily Rate 3.11 Revenue Per Available Room (RevPAR) 3.12 Average Rate Per Guest (ARG)	6
	Module 02		15 Hrs.
	Chapter	Topics	Hours
	4	Key terms 1. Reservation 2. Check-in 3. Check-out 4. Registration Card 5. Room Tariff	5

	6. Rack Rate 7. Corporate Rate 8. Walk-in Guest 9. FIT (Free Independent Traveller) 10. GIT (Group Inclusive Tour) 11. Overbooking 12. No-show 13. Cancellation Policy 14. Amendment 15. Room Status Report 16. Housekeeping Coordination 17. Occupancy Percentage 18. ADR (Average Daily Rate) 19. RevPAR (Revenue per Available Room) 20. Yield Management 21. Guest History 22. VIP Handling 23. Foreign Exchange (Forex) 24. Cashiering 25. Folio 26. Night Audit 27. Concierge 28. Bell Desk 29. Upselling 30. PMS (Property Management System) 31. Room Allocation 32. Room Blocking 33. Rooming List 34. Guaranteed Reservation 35. Non-Guaranteed Reservation 36. Credit Policy 37. Skipper 38. Late Arrival 39. Early Departure 40. Wake-up Call 41. Guest Complaint Handling 42. Service Recovery 43. Duty Manager 44. Lobby Manager 45. Arrival & Departure List 46. Forecasting 47. House Count 48. Sleeper 49. Under stay 50. C-Form (Foreigners Registration)	
5	Revenue management terms 1. 90-Day Forecast 2. Action Plan 3. Average Daily Rate (ADR) 4. Best Available Rate (BAR) 5. Booking Pace 6. Capacity 7. Central Reservation System (CRS)	6

	8. Channel 9. Channel Contribution Percentage 10. Closed / Closed Out 11. Closed to Arrival (CTA) 12. Competitive Set (Comp Set) 13. Customer Relationship Management (CRM) 14. Cut-Off Date 15. Demand 16. Demand Forecasting 17. Demand Generator 18. Denial 19. Discounting 20. Distressed Inventory 21. Dynamic Packaging 22. Electronic Distribution 23. Forecasting 24. Full Pattern Length of Stay Restriction 25. Global Distribution System (GDS) 26. Group Business 27. Inventory 28. Inventory Management 29. Law of Demand 30. Law of Supply 31. Lost Business 32. Loyalty Program 33. Market Segmentation 34. Market Share 35. Maximum Length of Stay (MaxLOS) 36. Minimum Length of Stay (MinLOS) 37. Net Rate 38. Off-Season 39. Peak Season 40. Pick-Up 41. Price Elasticity of Demand 42. Promotional Pricing 43. Property Management System (PMS) 44. Rack Rate 45. Rate Integrity 46. Reservation Conversion Percentage 47. Run of House (ROH) 48. Stay Controls 49. Wash Factor 50. Yield Management	
6	Passport & Visas 3.1 passport 3.2 Definition & types 3.3 Guidelines for Indian passport holders 3.4 issue of new passport 3.5 issue of minor passport 3.6 lost & found passport	4

10	Text Books: - Andrews, Sudhir, (2007), Front Office Management & Operations, The Tata McGraw Hill, New Delhi. - Bhatnagar S.K, (2002), Front office Management, Frank Bros & Co., New Delhi. - Chakravarti B.K., (1999), Front Office Management in Hotel, CBS Publisher, New Delhi. - Singh R.K., (2006), Front Office Management, Aman Publication New Delhi. - Tewari Jatashankar R., (2009), Hotel Front Office Operations & Management, Oxford University Press, New Delhi	
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12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination

Assessment and Evaluation of Marks (Theory Courses)

Theory Courses Evaluation Scheme for Third Year (UG) under NEP
For theory courses with 2 credit points total marks allotted would be 50

Internal Assessment: 20 marks

Semester End Assessment: 30 marks

Marks Allocation for all Theory Courses:

Internal = 20 marks Item	Description	Marks Allotted
Assignment	Best of 1 out of 2 assignments	10 marks
Test	- One test. 10% of total marks to be MCQ/Match the columns 10% of the total marks to be fill in the blanks/True or false	10 marks

Duration of the test: 20 minutes for 10 marks test

Questions	Paper Pattern	Unit Modules	Marks Allotted
Q.1	Match the Column/Fill in the blanks/Multiple Choice Questions (1/2 Mark each)	From both modules	10 marks

Q.2	Answer in 1 sentence (1 mark each)	From both modules	10 marks
Q.3	Short notes / descriptive answers /diagrams (Answer any 2 out of 4)	2 questions per module to be set. Each student will choose 1 question per module.	10 marks

Duration of the semester end exam: 1 hour for 30 marks theory exam.

Syllabus

B.Sc. (Hospitality Studies)

(Sem.- VI)

Title of Paper: Accommodation Operations Management I (Practical) (Major)

Sr. No.	Heading	Particulars
1	Description of the course:	Accommodations Operations Management – Front Office Case Studies & Professional Skills: Accommodations Operations Management front office develops practical problem-solving and decision-making skills through real-life front office case studies, crisis management scenarios, and service recovery situations. It enhances professional communication, documentation, and presentation abilities, enabling students to confidently analyze and present hotel operations and management practices
2	Vertical:	Major
3	Type:	Practical
4	Credit:	2 credits
5	Hours Allotted:	60 Hours
6	Marks Allotted:	50 Marks
7	Course Objectives:	1. Develop advanced analytical skills in managing front office operations across all stages of the guest cycle (pre-arrival, arrival, occupancy, and departure). 2. Evaluate and respond effectively to complex operational challenges, emergencies, and guest service situations using professional hospitality standards. 3. Design structured solutions, documentation formats, and strategic service approaches that enhance guest satisfaction and operational efficiency.
8	Course Outcomes:	1. Analyze diverse front office scenarios including overbooking, VIP arrivals, service recovery, night audit, and emergency situations to determine appropriate operational responses. 2. Evaluate guest complaints, safety risks, staff conflicts, and crisis situations to recommend effective service recovery, risk mitigation, and decision-making strategies. 3. Design professional incident reports, accident documentation, guest handling strategies, upselling techniques, and structured hotel portfolio presentations demonstrating operational competence.

9

Modules:

Module 1			30 Hrs.
Chapter	Topics	Hours	
1	Role Play Activities: (Transient FIT's, Groups & Special Category Guest) • Pre-arrival stage • Arrival Stage • Occupancy • Departure	12	
2	Case study 1. Overbooking Situation 2. VIP Guest Arrival 3. Guest Complaint & Service Recovery 4. No-Show & Cancellation 5. Foreign Guest Check-in 6. Skipper Case 7. Night Audit 8. Upselling at Check-in 9. Group Check-in (GIT) 10. Emergency Situation at Front Desk	12	
3	Situation handling 1. How would you handle a suspicious visitor roaming in the lobby to ensure guest safety without creating panic? 2. As a Duty Manager, what immediate steps would you take if a wrong room key is issued to another guest? 3. How would you manage a situation where a guest reports a missing valuable item from their room? 4. What actions would you take during a sudden power failure to maintain smooth hotel operations? 5. How would you professionally handle an intoxicated guest disturbing other guests? 6. What steps would you follow if luggage is mistakenly delivered to the wrong room? 7. How would you respond to a corporate guest requesting a special billing format at check-out? 8. What would you do if an airport transfer requested by a guest was not arranged on time? 9. How would you manage a conflict between staff members in front of guests? 10. What strategies would you apply to manage long queues during peak check-out hours?	6	
Module 2			30 Hrs.
Chapter	Topics	Hours	
4	Group discussion (sample topics) 1. Role of Technology in the Hotel Industry 2. Impact of Online Reviews on Hotel Business 3. Customer Satisfaction vs. Profitability 4. Importance of Grooming in Hospitality 5. Artificial Intelligence in Hotels 6. Sustainable Tourism and Eco-Friendly Hotels 7. Importance of Soft Skills in Hospitality 8. Is Practical Training More Important than Theory? 9. Women Leadership in Hospitality Industry	12	

	10. Crisis Management in Hotels 11. Impact of Social Media Marketing on Hospitality 12. Revenue Management Strategies in Hotels 13. Future of Luxury Hotels in India 14. Budget Hotels vs. Five-Star Hotels 15. Importance of Teamwork in Hotel Operations 16. Role of Front Office in Guest Retention 17. Food Delivery Apps vs. Dine-in Experience 18. Customer Loyalty Programs – Are They Effective? 19. Globalization and Its Impact on Hospitality 20. Career Growth Opportunities in the Hotel Industry	
5	Formulas I- Incident locks formats II=Accidental report	8
6	Details of hotels portfolio (PPT presentations of various hotels)	10
10	Text Books: - Andrews, Sudhir, (2007), Front Office Management & Operations, The Tata McGraw Hill, New Delhi. - Bhatnagar S.K, (2002), Front office Management, Frank Bros & Co., New Delhi. - Chakravarti B.K., (1999), Front Office Management in Hotel, CBS Publisher, New Delhi. - Singh R.K., (2006), Front Office Management, Aman Publication New Delhi. - Tewari Jatashankar R., (2009), Hotel Front Office Operations & Management, Oxford University Press, New Delhi	
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12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination

Assessment and Evaluation of Marks (Practical Courses)

Internal		External			
Grooming	Journal	Viva	Activity 1	Written task	Total
10	10	10	10	10	50

Syllabus

B.Sc. (Hospitality Studies)

(Sem.- VI)

Title of Paper: Accommodation Operations Management II (Theory) (Major)

Sr. No.	Heading	Particulars
1	Description of the course:	Accommodations Operations Management – Housekeeping (Advanced): Advanced housekeeping management practices, including risk management, budgeting, supervisory leadership, and pre-opening planning of hotel properties. It emphasizes sustainable and green housekeeping practices, waste management, eco-friendly décor, and effective facility management to ensure operational excellence and environmental responsibility.
2	Vertical:	Major
3	Type:	Theory
4	Credit:	2 credits
5	Hours Allotted:	30 Hours
6	Marks Allotted:	50 Marks
7	Course Objectives: 1. To understand risk management in housekeeping operations. 2. To develop, prepare and control housekeeping budgets effectively. 3. To enhance supervisory and leadership skills. 4. To implement sustainable and green housekeeping practices along with waste management and Eco- friendly décor for the rooms 5. To understand the requirements while preopening of the property and facility management,	
8	Course Outcomes: 1. The students would learn the managing Risk, fire safety and First aid procedure 2. The students would be able to prepare the housekeeping budget and various types of budgets and budget control. 3. The students will understand the importance of supervisory and leadership skills 4. The students will learn the sustainable and green housekeeping practices followed by the Hotels and how to decorate the rooms in ecofriendly manner. 5. The students would learn how to do the preopening of the Hotels along with the role of facility management.	

9	Modules: -		
	Module 1		15 Hrs.
	Chapter	Topics	Hours
	1	Risk & environmental management - Fire safety & accident prevention - Hazards - Prevention - Crisis handling - First aid - Dealing with emergencies - Natural disaster - Bomb threat - Fire - Minimizing theft Guest theft	6
	2	Budget and Budgetary Control • Introduction • Types of budgets • Budget planning process • Preparing the budget	6
	3	Supervisory and leadership skills in housekeeping - Introduction - Role of supervisor - Specific functions of supervisors	3
	Module 02		15 Hrs.
	Chapter	Topics	Hours
	4	Sustainability and modern practices used in hotels - Introduction - sustainable designs and hotel constructions - Green housekeeping practices - Waste segregation	6
	5	Eco-friendly room decorations	2
	6	Preopening of a hotel and Facility Management	5
	7	Glossary	2
10	Text Books: 1. Hotel housekeeping – Operations and management by a. G. Raghubalan & Smritee Raghubalan - Fourth Edition 2. Hotel housekeeping – Operations and management for Hospitality – K.C.K Rakesh Kadam 3. Professional Management of Housekeeping operations – Thomas J. A. Jones - Fourth Edition 4. Singh Malini & George Jaya B., (2008), Housekeeping Operations, Design and Management, 1st Edition, Jaico Publications		

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12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination

Assessment and Evaluation of Marks (Theory Courses)

Theory Courses Evaluation Scheme for Third Year (UG) under NEP
For theory courses with 2 credit points total marks allotted would be 50

Internal Assessment: 20 marks

Semester End Assessment: 30 marks

Marks Allocation for all Theory Courses:

Internal = 20 marks Item	Description	Marks Allotted
Assignment	Best of 1 out of 2 assignments	10 marks
Test	- One test. 10% of total marks to be MCQ/Match the columns 10% of the total marks to be fill in the blanks/True or false	10 marks

Duration of the test: 20 minutes for 10 marks test

Questions	Paper Pattern	Unit Modules	Marks Allotted
Q.1	Match the Column/Fill in the blanks/Multiple Choice Questions (1/2 Mark each)	From both modules	10 marks
Q.2	Answer in 1 sentence (1 mark each)	From both modules	10 marks
Q.3	Short notes / descriptive answers /diagrams (Answer any 2 out of 4)	2 questions per module to be set. Each student will choose 1 question per module.	10 marks

Duration of the semester end exam: 1 hour for 30 marks theory exam.

Syllabus

B.Sc. (Hospitality Studies)

(Sem.- VI)

Title of Paper: Accommodation Operations Management II (Practical) (Major)

Sr. No.	Heading	Particulars
1	Description of the course:	Accommodations Operations Management – Housekeeping emphasizes practical hospitality skills including room layout planning, furniture standards, emergency procedures, and fire safety drills. It develops hands-on competencies in towel art, flower arrangements, first aid, evacuation procedures, and guestroom design layouts to ensure operational readiness and safety compliance.
2	Vertical:	Major
3	Type:	Practical
4	Credit:	2 credits
5	Hours Allotted:	60 Hours
6	Marks Allotted:	50 Marks
7	Course Objectives: 1. To analyze practical hospitality situations through case studies. & To understand standard furniture dimensions and interpret basic diagrams. 2. To explain emergency and evacuation procedures in hospitality settings. & To participate effectively in conducting fire safety drills. 3. To identify and arrange the layout of standard and twin guest rooms.	
8	Course Outcomes: 1. Students will learn various towel art used in hotels & The students will be able to study and handle various flower arrangements done in housekeeping. 2. The students will learn how to handle an emergency situation and how to evacuate form the area in case of a fire and make various bandages as part of first aid training. & The students would understand to carry out the drills 3. The students will be able to draw the various layouts for a guestroom.	

9	Module		
	Module 1		30 Hrs.
	Chapter	Topics	Hours
	1	Linen Origami	8
	2	Bandages / first aid	12
	3	Flower arrangement	10

	Module 2	30 Hrs.
Chapter	Topics	Hours
4	Supervisors' checklist	4
5	Fire prevention and evacuation	6
6	Layout of guestroom- double, twin, physically abled & suite room	20
10	Text Books: • Hotel housekeeping – Operations and management by G. Raghubalan & Smritee Raghublan - Fourth Edition • Hotel housekeeping – Operations and management for Hospitality – K.C.K Rakesh Kadam • Professional Management of Housekeeping operations – Thomas J. A. Jones - Fourth Edition • Singh Malini & George Jaya B., (2008), Housekeeping Operations, Design and Management, 1st Edition, Jaico Publications. • Andrews Sudhir, (2007), Text Book of Hotel Housekeeping Management & Operations, 1st Edition, Tata McGraw Hill	
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12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination

Assessment and Evaluation of Marks (Practical Courses)

Internal		External			
Journal	Bandages/Fire drill	Origami/flower arrangement	Supervisor checklist	Guestroom Layout	Total
10	10	10	10	10	50

Syllabus

B.Sc. (Hospitality Studies)

(Sem.- VI)

Title of Paper: Interior Designing & Aesthetics. (Theory) (Major)

Sr. No.	Heading	Particulars
1	Description of the course:	Accommodations Operations Management equips students with knowledge of hospitality interior elements, including carpets, flooring, window treatments, and color psychology. It also develops practical skills in creating “wow moments,” designing theme-based mood boards, and selecting appropriate linen and soft furnishings to enhance guest comfort and visual appeal
2	Vertical:	Major/
3	Type:	Theory
4	Credit:	2 credits
5	Hours Allotted:	30 Hours
6	Marks Allotted:	50 Marks
7	Course Objectives: 1. To identify different types of carpets and flooring used in hospitality interiors. 2. To understand the principles and elements of interior design. And to apply color psychology concepts in hospitality settings. 3. To recognize various types of windows and window treatments along with the concept of aesthetics in interior design. 4. To create “wow moments” in housekeeping through detailing and presentation and to develop theme-based mood boards for interior planning. 5. To understand the role of appropriate linen and soft furnishings for guest areas.	

8	Course Outcomes: 1. The students will learn various floor coverings and floor finishes used in hotels 2. The students will be able to understand the various colour schemes along with various principles and elements of Interior designing of the Hotels 3. The students will understand having the windows and role and identification of various window treatments in the hotels 4. The students will understand to create the Wow moments for the guests. 5. The students will be able to identify and select appropriate linen and soft furnishings for guest areas.																																				
9	Modules: <table><tr><td colspan="2">Module 1</td><td>15 Hrs.</td></tr><tr><td>Chapter</td><td>Topics</td><td>Hours</td></tr><tr><td>1</td><td>Carpet and flooring • Types • Selection & care </td><td>6</td></tr><tr><td>2</td><td>Interior elements principles • Objectives • Basic types of design • Elements of design • Principles of design </td><td>4</td></tr><tr><td>3</td><td>Colour psychology</td><td>5</td></tr><tr><td colspan="2">Module 2</td><td>15 Hrs.</td></tr><tr><td>Chapter</td><td>Topics</td><td>Hours</td></tr><tr><td>4</td><td>Window and window treatment</td><td>4</td></tr><tr><td>5</td><td>Aesthetics</td><td>4</td></tr><tr><td>6</td><td>Wow moments in HK</td><td>2</td></tr><tr><td>7</td><td>Mood boards (theme based)</td><td>2</td></tr><tr><td>8</td><td>Linen and soft furnishings</td><td>3</td></tr></table>	Module 1		15 Hrs.	Chapter	Topics	Hours	1	Carpet and flooring • Types • Selection & care	6	2	Interior elements principles • Objectives • Basic types of design • Elements of design • Principles of design	4	3	Colour psychology	5	Module 2		15 Hrs.	Chapter	Topics	Hours	4	Window and window treatment	4	5	Aesthetics	4	6	Wow moments in HK	2	7	Mood boards (theme based)	2	8	Linen and soft furnishings	3
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12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination
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Assessment and Evaluation of Marks (Theory Courses)

Theory Courses Evaluation Scheme for Third Year (UG) under NEP
For theory courses with 2 credit points total marks allotted would be 50

Internal Assessment: 20 marks

Semester End Assessment: 30 marks

Marks Allocation for all Theory Courses:

Internal = 20 marks Item	Description	Marks Allotted
Assignment	Best of 1 out of 2 assignments	10 marks
Test	- One test. 10% of total marks to be MCQ/Match the columns 10% of the total marks to be fill in the blanks/True or false	10 marks

Duration of the test: 20 minutes for 10 marks test

Questions	Paper Pattern	Unit Modules	Marks Allotted
Q.1	Match the Column/Fill in the blanks/Multiple Choice Questions (1/2 Mark each)	From both modules	10 marks
Q.2	Answer in 1 sentence (1 mark each)	From both modules	10 marks
Q.3	Short notes / descriptive answers /diagrams (Answer any 2 out of 4)	2 questions per module to be set. Each student will choose 1 question per module.	10 marks

Duration of the semester end exam: 1 hour for 30 marks theory exam.

OR

Syllabus

B.Sc. (Hospitality Studies)

(Sem.- VI)

Title of Paper: Culinary & Restaurant Operations Management I (Theory) (Major)

Sr. No.	Heading	Particulars
1	Description of the course:	Advanced Food Production is a comprehensive course designed to enhance students' expertise in professional culinary arts with emphasis on advanced kitchen operations, international cuisine, charcuterie, bakery & confectionery, food presentation, and modern culinary aesthetics.
2	Vertical:	Major
3	Type:	Theory
4	Credit:	2 credits
5	Hours Allotted:	30 Hours
6	Marks Allotted:	50 Marks
7	Course Objectives: 1. Understand advanced kitchen management systems including workflow, layout planning, and food cost control. 2. Explain stewarding operations, hierarchy, equipment management, and waste disposal systems. 3. Analyse the principles and processes involved in charcuterie, curing, sausages, and forcemeats. 4. Examine international culinary traditions including world breads, cakes, desserts, wines, herbs, and spices. 5. Understand modern concepts of food plating, non-edible displays, sugar art, and food photography.	
8	Course Outcomes: 1. Evaluate kitchen design, workflow systems, and cost control methods for efficient food production operations. 2. Differentiate between various curing, brining, smoking, and sausage-making techniques used in charcuterie. 3. Classify and compare international breads, cakes, desserts, wines, herbs, and spices used in global cuisine. 4. Interpret classical garnishes and advanced plating concepts in relation to culinary presentation standards. 5. Understand, apply modern concepts of food plating, and utilize food photography skills and sugar art.	

9

Modules: -

Module 1		15 Hrs.
Chapter	Topic	Hrs
1	Kitchen Management 1.1 Flow of work 1.2 Layout and design	01
2	Kitchen Stewarding 2.1 Importance of kitchen stewarding. 2.2 Hierarchy of kitchen stewarding. 2.3 Functions of stewarding Manager. 2.4 Equipment's found in stewarding department. 2.5 Garbage Disposal	04
3	Horsd'oeuvres 3.1 Definition 3.2 Guidelines for the preparation of Hors d'oeuvres 3.3 Types of Hors d'oeuvres (Hot & Cold) 3.4 International Hors d'oeuvres.	03
4	Breads, Cakes & Desserts around the world 4.1 classification of world breads (lean, enrich, flat, laminated and specialty bread, artisan and regional varieties) 4.2 International cakes and desserts (classical European, Asian and middle eastern, American and regional specialty)	04
5	Plated Desserts 5.1 Introduction to Plated Desserts 5.2 Elements of Plating 5.3 Principles of Plating 5.4 Plating Techniques 5.5 Modern Components of Plated Desserts 5.6 Food Photography	03
Module 02		15 Hrs.
Chapter	Topic	Hrs
6	Non-Edible Displays 6.1 Ice-carving 6.2 Tallow sculpture 6.3 Fruit and vegetable displays, 6.4 Salt dough 6.5 Sugar & Chocolate Display	04
7	Uses of wines, herbs and spices in cooking	01
8	Food Mathematics 8.1 Measuring Ingredients 8.2 Recipe Scaling 8.4 Basic Food Costing 8.5 Portion Calculation 8.6 Simple Menu Budgeting	04

9	Classical Garnishes		02
	1. A la Francoise	2. Cardinal	
	3. Alaska	4. Waldorf	
	5. Colbert	6. Chasseur	
	7. Noisette	8. Waldorf	
	9. Thermidor	10. Nicoise	
	11. Wellington	12. Bercy	
10	Ice Cream & Frozen Desserts 10.1 Introduction to Ice Cream & Frozen Desserts 10.2 Types of Frozen Desserts 10.3 Role of Ingredients 10.4 Production Process 10.5 Defects, Storage & Fault		04

10	Text Books: 1. Hamlyn, Paul, (1984), <i>Larousse Gastronomique</i>, Hamlyn, London 2. Stevenson, Daniel, (1991), <i>Basic Cookery The Process Approach</i>, Stanley Thornes (Publishers Ltd., England 3. Kinsella John, & Harvey David, (1996), <i>Professional Charcuterie</i>, John Wiley & sons, Canada 4. Leto M.J.& Bode W.K.H., (2007), <i>The Larder Chef Food Preparation & Presentation</i>, Butterworth - Hinemann, UK 5. Campbell John , Foskett David, (2012), <i>Practical Cookery for level 2 NVQ & Apprenticeships</i>, Hodder Education, UK 6. Bali Parvinder S., (2012), <i>International Cuisine & Food Production Management</i>, Oxford University, New Delhi 7. Bali Parvinder S., (2011), <i>Quantity Food Production Operation</i>, Oxford University Press, New Delhi 8. Harbutt Juliet, (2009), <i>The World Encyclopedia of Cheese</i>, Hermes House , London 9. Ramesh P & Jos Wellman, (2009), <i>Professional Cookery -Theory & Practice</i>, Better Yourself Book, Mumbai 10. Basan Ghillie & Jan Terry, (2008), <i>A Practical Cook's Encyclopedia of Malaysia & Singapore</i>, Hermes House , London
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11	Reference Books: 11. Hamlyn, Paul, (1984), <i>Larousse Gastronomique</i>, Hamlyn, London 12. Stevenson, Daniel, (1991), <i>Basic Cookery The Process Approach</i>, Stanley Thornes (Publishers Ltd., England 13. Kinsella John, & Harvey David, (1996), <i>Professional Charcuterie</i>, John Wiley & sons, Canada 14. Leto M.J.& Bode W.K.H., (2007), <i>The Larder Chef Food Preparation & Presentation</i>, Butterworth - Hinemann, UK 15. Campbell John , Foskett David, (2012), <i>Practical Cookery for level 2 NVQ & Apprenticeships</i>, Hodder Education, UK 16. Bali Parvinder S., (2012), <i>International Cuisine & Food Production Management</i>, Oxford University, New Delhi 17. Bali Parvinder S., (2011), <i>Quantity Food Production Operation</i>, Oxford University Press, New Delhi 18. Harbutt Juliet, (2009), <i>The World Encyclopedia of Cheese</i>, Hermes House , London 19. Ramesh P & Jos Wellman, (2009), <i>Professional Cookery -Theory & Practice</i>, Better Yourself Book, Mumbai 20. Basan Ghillie & Jan Terry, (2008), <i>A Practical Cook's Encyclopedia of Malaysia & Singapore</i>, Hermes House , London
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12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination
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Assessment and Evaluation of Marks (Theory Courses)

Theory Courses Evaluation Scheme for Third Year (UG) under NEP
For theory courses with 2 credit points total marks allotted would be 50

Internal Assessment: 20 marks

Semester End Assessment: 30 marks

Marks Allocation for all Theory Courses:

Internal = 20 marks Item	Description	Marks Allotted
Assignment	Best of 1 out of 2 assignments	10 marks
Test	- One test. 10% of total marks to be MCQ/Match the columns 10% of the total marks to be fill in the blanks/True or false	10 marks

Duration of the test: 20 minutes for 10 marks test

Questions	Paper Pattern	Unit Modules	Marks Allotted
Q.1	Match the Column/Fill in the blanks/Multiple Choice Questions (1/2 Mark each)	From both modules	10 marks
Q.2	Answer in 1 sentence (1 mark each)	From both modules	10 marks
Q.3	Short notes / descriptive answers /diagrams (Answer any 2 out of 4)	2 questions per module to be set. Each student will choose 1 question per module.	10 marks

Duration of the semester end exam: 1 hour for 30 marks theory exam.

Syllabus

B.Sc. (Hospitality Studies)

(Sem.- VI)

Title of Paper: Culinary & Restaurant Operations Management I (Practical) (Major)

Sr. No.	Heading	Particulars															
1	Description of the course:	The course integrates theoretical knowledge of kitchen management, stewarding systems, cost control, wines, herbs and spices, classical garnishes, and global culinary traditions with practical exposure to advanced cooking techniques.															
2	Vertical:	Major															
3	Type:	Practical															
4	Credit:	2 credits															
5	Hours Allotted:	60 Hours															
6	Marks Allotted:	50 Marks															
7	Course Objectives: 1. Prepare and present advanced hot and cold kitchen preparations including charcuterie products and international dishes. 2. Produce international breads, cakes, plated desserts, and frozen desserts using professional techniques. 3. Create artistic food displays including sugar work, classical garnishes, and decorative presentations.																
8	Course Outcomes: 1. Execute advanced food production techniques including charcuterie, forcemeats, sausages, and international specialties. 2. Demonstrate proficiency in preparing plated desserts, frozen desserts, and sugar artistry with professional finishing standards. 3. Design and present visually appealing dishes incorporating classical garnishes and modern plating principles																
9	Modules: - <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2">Module 1</td><td style="text-align: right;">30 Hrs.</td></tr> <tr> <td>Chapter</td><td>Topic</td><td>Hrs</td></tr> <tr> <td>1</td><td>High tea menu</td><td></td></tr> <tr> <td>2</td><td>Brunch / Breakfast</td><td></td></tr> <tr> <td>3</td><td>International street food</td><td></td></tr> </table>		Module 1		30 Hrs.	Chapter	Topic	Hrs	1	High tea menu		2	Brunch / Breakfast		3	International street food	
Module 1		30 Hrs.															
Chapter	Topic	Hrs															
1	High tea menu																
2	Brunch / Breakfast																
3	International street food																

4	Mystery Basket	
5	International Bread (Any 5) Plated Desserts Pastry / Cakes	
6	German Menu	
7	Gluten Free Menu / Vegan Menu	
8	Ayurveda Based Menu / Lost Recipes of India	
Module: 2		30 Hrs.
Chapter	Topic	Hrs
9	Mystery Basket	
10	International Bread (Any 5) Plated Desserts Pastry / Cakes	
11	Scandinavia	
12	Indonesia	
13	Vietnam / Japanese / Korean	
14	Mystery Basket	
15	International Bread (Any 5) Plated Desserts Pastry / Cakes	

- 10 Text Books:**
1. Culinary China – *Katrin Schlotter*
 2. Culinary France – *André Dominé*
 3. Culinary Germany – *Christine Metzger*
 4. Culinary Greece – *Marianthi Milona*
 5. Culinary Hungary – *Anikó Gergely*
 6. Culinary Italy – *Claudia Piras*
 7. Culinary Russia – *Marion Trutter*
 8. Culinary Spain – *Marion Trutter*
 9. Culinary: European Specialties – *Michael Ditter & Joachim Römer*
 10. Culinary: The United States: A Culinary Discovery – *G. Chassman & R. Danforth*
 11. Culinary: The Caribbean – *Rosemary Parkinson*
 12. Organic & Wholefoods: Naturally Delicious Cuisine (Culinary Series) – *André Dominé* .
 13. Culinary Southeast Asia – *Rosalind Mowe*

- 11 Reference Books**
1. Culinary China – *Katrin Schlotter*
 2. Culinary France – *André Dominé*
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 11. Culinary: The Caribbean – *Rosemary Parkinson*
 12. Organic & Wholefoods: Naturally Delicious Cuisine (Culinary Series) – *André Dominé* .

	1. Culinaria Southeast Asia – <i>Rosalind Mow</i>	
12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination

Internal Assessment: 20 marks

External Assessment: 30 marks

Assessment will be done as follows:

Internal			External						
Groom- ing	Journal	Indent/Plan of work	Soup /Salad/ Appetizer	Main course	Accompaniment	Baked Product	Dessert	Presen- tation	Total
5	5	10	5	8	2	5	5	5	50

Syllabus

B.Sc. (Hospitality Studies)

(Sem.- VI)

Title of Paper: Culinary & Restaurant Operations Management II (Theory) (Major)

Sr. No.	Heading	Particulars
1	Description of the course:	The course provides comprehensive knowledge and practical skills required in the hospitality and catering industry. It covers culinary techniques, kitchen operations, menu planning, food safety, restaurant service styles, beverage management, guest handling, and hospitality etiquette. With the rapid growth of the hospitality and tourism sector globally and in India, skilled professionals in food production and service are in high demand. Students can also apply their skills to start their own restaurant, bakery, café, or catering business. It appeals to students who are creative, service-oriented, and passionate about food and hospitality. It also complements subjects like marketing, accounting, and customer relationship management in the hospitality sector. With experience, professionals can progress to senior managerial roles in reputed hospitality brands globally. With experience, professionals can progress to senior managerial roles in reputed hospitality brands globally.
2	Vertical:	Major
3	Type:	Theory
4	Credit:	2 credits
5	Hours Allotted:	30 Hours
6	Marks Allotted:	50 Marks
7	Course Objectives:	1. Identify factors to create impulse buying; prepare, fillet, carve, flambé & finish food items from a Gueridon trolley. 2. Plan & operate a Bar operation, manage inventory, and maintain records about Beverage control. 3. Understand and apply cost dynamics. 4. Cycle of control as related to the Food & Beverage industry. 5. Familiarize yourself with the new trends in the Beverage & Wine Industry.

8

Course Outcomes:

1. Evaluate the importance of Gueridon Service as a factor in impulse buying in the Restaurant and its relevance to personalization and customization of service.
2. Assess the objectives of the Food & Beverage Management Function, Appraise the Objectives and Obstacles to Food & Beverage Control in the Food & Beverage Operations.
3. Classify and plan a Bar layout and bar Operations, summarize bar thefts, Bar frauds, and their prevention.
4. Summarize cocktails and mixed drinks according to the method of mixing, Styles, and rules to be observed.
5. The Cycle of control in the Beverage & Wine Industry.

9

Modules: -

Module 1		15 Hrs.
Chapter	Topics	Hours
1	Gueridon Service	4
1.1	Origin, history and definition	
1.2	Advantages and disadvantages of the Gueridon service	
2	Food and Beverage Management.	4
2.1	Objectives of Food & Beverage Management.	
2.2	Food and Beverage Management Function	
3	Food and Beverage Control	4
3.1	Objective of F& B Control.	
3.2	Obstacles of F& B Control.	
4	Bar Operations	3
4.1	Definition & classification of Bars.	
4.2	Layout & parts of the bar. Bar Thefts and frauds. (Nature and prevention.)	

Module 02		15 Hrs.
Chapter	Topics	Hours
5	Cocktails & Mixed drinks	8
5.1	Introduction, History & Definition	
5.2	Bar Equipment. (Glassware, fixed & movable equipment)	
5.3	Styles of Cocktails (Collins, cobbles, coolers, crustas, cups, daisies, egg-nogs, flips, frappes, fixes, fizzes, Highball, juleps)	
6	Cycle of control.	7
	Operational phase	
	Purchasing	
6.1	Methods of purchasing Food / Beverage. (Contract / Daily / Weekly/ Fortnight / Cash and Carry).	
6.2	Selection of a supplier (Purchase specification and Purchase order, Receiving, Storing & Issuing	

	6.3	Quality Inspection, Receiving Records, Bin card, Storage ledger, Indent/Requisition	
		Post Operational Control: Management after the event phase.	
	6.4	Methods of Food Cost Control	
	6.5	Methods of Beverage Cost Control	
10	Text Books: • Andrews S (2009), Food & Beverage Service A Training Manual (Second Edition), Tata McGraw-Hill Publishing Company Limited, New Delhi • KCK Rakesh Kadam / VRK (2016) Chainickaa – Food & Beverage Service and Operation Management – UDH Publishers and Distributors. • Lilicrap, Dennis & Cousins, John, (1994), Food and Beverage Service, Commonwealth Publication, New Delhi • Singaravelavan .R, (2011), Food and Beverage Service, Oxford University Press, Delhi		
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12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination	

Assessment and Evaluation of Marks (Theory Courses)

Theory Courses Evaluation Scheme for Third Year (UG) under NEP
For theory courses with 2 credit points total marks allotted would be 50

Internal Assessment: 20 marks

Semester End Assessment: 30 marks

Marks Allocation for all Theory Courses:

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Duration of the test: 20 minutes for 10 marks test

Questions	Paper Pattern	Unit Modules	Marks Allotted
Q.1	Match the Column/Fill in the blanks/Multiple Choice Questions (1/2 Mark each)	From both modules	10 marks
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Q.3	Short notes / descriptive answers /diagrams (Answer any 2 out of 4)	2 questions per module to be set. Each student will choose 1 question per module.	10 marks

Duration of the semester end exam: 1 hour for 30 marks theory exam.

Syllabus

B.Sc. (Hospitality Studies)

(Sem.- VI)

Title of Paper: Culinary & Restaurant Operations Management II (Practical) (Major)

Sr. No.	Heading	Particulars
1	Description of the course:	The course provides comprehensive knowledge and practical skills required in the hospitality and catering industry. It covers culinary techniques, kitchen operations, menu planning, food safety, restaurant service styles, beverage management, guest handling, and hospitality etiquette. With the rapid growth of the hospitality and tourism sector globally and in India, skilled professionals in food production and service is in high demand. Students can also apply their skills to start their own restaurant, bakery, café, or catering business. It appeals to students who are creative, service-oriented, and passionate about food and hospitality. It also complements subjects like marketing, accounting, and customer relationship management in the hospitality sector. With experience, professionals can progress to senior managerial roles in reputed hospitality brands globally. With experience, professionals can progress to senior managerial roles in reputed hospitality brands globally.
2	Vertical:	Major
3	Type:	Practical
4	Credit:	2 credits
5	Hours Allotted:	60 Hours
6	Marks Allotted:	50 Marks
7	Course Objectives: 1. Perform a skilled demonstration of preparing a flambé dish in front of the guest 2. Expertise in organizing a bar and innovating new mocktails and cocktails 3. Perform duties of managing the inventory of Food & Beverage operations, & Familiarize with Sommelier skills and duties	

8	Course Outcomes: 1. Plan and demonstrate different Gueridon preparations based on the principles of personalization and service customization. 2. Plan the layout of the dispense bar, compile a bar menu and a Wine list, and formulate the service procedure at the Bar. 3. Develop advanced techniques and skills of sommelier ship by measures of introduction, attributes, and jobs of sommeliers, a systematic approach to wine tasting, wine menu planning, and alcoholic beverages.																																																																		
9	<table><tr><td colspan="2">Module: 1</td><td>30 Hrs</td></tr><tr><td>Chapter</td><td>Topic</td><td>Hrs.</td></tr><tr><td>1</td><td>Demonstration & Preparation of (Guéridon or flambé) & tray set up for the below-listed recipes. (Any 5)</td><td>30</td></tr><tr><td></td><td>· Caesar salad.</td><td></td></tr><tr><td></td><td>· Flambé Consommé.</td><td></td></tr><tr><td></td><td>· Scampi a la crème flambé</td><td></td></tr><tr><td></td><td>· Steak Diane*</td><td></td></tr><tr><td></td><td>· Steak* (with choice of sauces – pepper, red wine, mushroom)</td><td></td></tr><tr><td></td><td>· Crepes suzette</td><td></td></tr><tr><td></td><td>· Pineapple Flambé / Banana Flambé</td><td></td></tr><tr><td></td><td>· Irish Coffee / Cafe Serpentine</td><td></td></tr><tr><td></td><td>· Omelette au rhum.</td><td></td></tr><tr><td></td><td>· Roast Chicken/ Turkey/Duck/Lamb (Carving only)</td><td></td></tr><tr><td></td><td>* BEEF may be substituted with any other protein</td><td></td></tr><tr><td></td><td></td><td></td></tr><tr><td colspan="2">Module: 2</td><td>30 Hrs</td></tr><tr><td>Chapter</td><td>Topic</td><td>Hrs.</td></tr><tr><td>1</td><td>Classical Cocktails & Mocktails (Any 8) (Whiskey, Rum, Gin, Vodka, Brandy, Taquila, Wines, Liqueurs, Beers, Molecular Mixology, Flambe Cocktails)</td><td>10</td></tr><tr><td>2</td><td>Flair bartending (screening of videos & practice)</td><td>4</td></tr><tr><td>3</td><td>Sommelier ship: - concepts & Food & Beverage Pairing</td><td>4</td></tr><tr><td>4</td><td>Innovative Mocktail & Cocktails</td><td>8</td></tr><tr><td>5</td><td>Cocktails Snacks (finger food)</td><td>4</td></tr></table>	Module: 1		30 Hrs	Chapter	Topic	Hrs.	1	Demonstration & Preparation of (Guéridon or flambé) & tray set up for the below-listed recipes. (Any 5)	30		· Caesar salad.			· Flambé Consommé.			· Scampi a la crème flambé			· Steak Diane*			· Steak* (with choice of sauces – pepper, red wine, mushroom)			· Crepes suzette			· Pineapple Flambé / Banana Flambé			· Irish Coffee / Cafe Serpentine			· Omelette au rhum.			· Roast Chicken/ Turkey/Duck/Lamb (Carving only)			* BEEF may be substituted with any other protein					Module: 2		30 Hrs	Chapter	Topic	Hrs.	1	Classical Cocktails & Mocktails (Any 8) (Whiskey, Rum, Gin, Vodka, Brandy, Taquila, Wines, Liqueurs, Beers, Molecular Mixology, Flambe Cocktails)	10	2	Flair bartending (screening of videos & practice)	4	3	Sommelier ship: - concepts & Food & Beverage Pairing	4	4	Innovative Mocktail & Cocktails	8	5	Cocktails Snacks (finger food)	4
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12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination

Internal Assessment: 20 marks
External Assessment: 30 marks

Assessment will be done as follows:

Internal			External			
Grooming	Journal	Assignment (Classical Mocktail & Cocktail)	Activity 1 (Guéridon/ Flambé Dish)	Activity 2 (Create an innovative Cocktail & serve it with a creative cocktail snack)	Viva-voce	Total
5	5	10	10	10 + 5	5	50

Syllabus B.Sc. (Hospitality Studies) (Sem.- VI)

Title of Paper: Food & Beverage Styling & Aesthetics. (Theory) (Major)

Sr. No.	Heading	Particulars
1	Description of the course:	This course introduces students to the art and science of Food & Beverage Styling, focusing on visual presentation, plating aesthetics, beverage display, photography coordination, color harmony, texture balance, and current industry trends. Students will learn how visual appeal influences consumer perception, branding, menu psychology, and social media engagement. The module integrates practical styling techniques with industry exposure, enabling students to create visually compelling food and beverage presentations for restaurants, hotels, events, media, and digital platforms.
2	Vertical:	Major
3	Type:	Theory
4	Credit:	2 credits
5	Hours Allotted:	30 Hrs.
6	Marks Allotted:	50 Marks
7	Course Objectives:	1. Understand principles of food aesthetics and visual composition. 2. Apply plating and styling techniques for different cuisines and service styles. 3. Develop beverage styling skills including mocktails, cocktails, and specialty drinks. 4. Integrate color theory, texture, garnish design, and portion balance in presentations. 5. Coordinate styling for photography and digital media. 6. Adapt styling techniques to industry trends and brand requirements
8	Course Outcomes:	1. Demonstrate professional food plating techniques for à la carte and buffet service. 2. Create aesthetically appealing beverage presentations suitable for hospitality outlets. 3. Apply color theory and design principles in culinary presentation.

4. Design theme-based food styling for events and social media marketing.
5. Execute basic food photography styling in collaboration with media teams.
6. Develop industry-ready portfolios showcasing styling competence.

9 Modules:

Module 1		15 Hrs.
Chapter	Topics	Hours
1	Fundamentals of Food Aesthetics • Introduction to Food & Beverage Styling - Importance of F&B styling – scope and challenges • Importance of visual appeal in hospitality – guest perception • Principles of design (balance, contrast, symmetry, focal point) • Basic elements of F&B presentation - • Colour theory in food presentation, texture and height creation • Beverage aesthetics - glassware, garnish design for beverages, latte art basics, trend-based beverage presentation	15
Module 2		15 Hrs.
Chapter	Topics	Hours
2	Professional Plating Techniques • Food styling – types of food styling, classical vs modern plating, elements and techniques of food plating, garnish innovation, plate selection and portion control • Basics of food photography - social media trends (Instagram plating styles), menu shoot coordination, branding and visual storytelling, glossary	15

10 Text Books:

- **Food Styling: The Art of Preparing Food for the Camera" by Delores Custer**
Considered a "bible" of the industry, this comprehensive guide draws on 30 years of experience. It covers tools, equipment, artificial food recipes, and tips for styling in various media (magazines, television, packaging).
- **"The Food Stylist's Handbook: Hundreds of Media Styling Tips, Tricks, and Secrets" by Denise Vivaldo**

	An extensively updated guide covering techniques for chefs, bloggers, and food photographers. It includes advice on, and how to create, perfect, mouthwatering imagery from all angles. "Ultimate Guide to Food Styling: Essential Lessons for Creating Picture-Perfect Dishes" by Julia Konovalova Focuses on the pillars of styling, including backdrops, props, lighting, and composition. It includes chapters for different food categories from soups to desserts. "Food Photography: Pro Secrets for Styling, Lighting, and Shooting" by Lara Ferroni A one-stop guide that blends food photography with styling techniques for food, drinks, and props. It features case studies with lighting diagrams. "More Food Styling for Photographers & Stylists" by Linda Bellingham, Jean Ann Bybee, and Brad G. Rogers A guide focused on creating appetizing art, often used by professionals to improve their visual presentations. "Food Presentation Secrets" by Cara Hobday Provides techniques for plating and making dishes visually appealing, often utilized by chefs to elevate their food presentation.
11	Reference Books: "Food Styling: The Art of Preparing Food for the Camera" by Delores Custer Considered a "bible" of the industry, this comprehensive guide draws on 30 years of experience. It covers tools, equipment, artificial food recipes, and tips for styling in various media (magazines, television, packaging). "The Food Stylist's Handbook: Hundreds of Media Styling Tips, Tricks, and Secrets" by Denise Vivaldo An extensively updated guide covering techniques for chefs, bloggers, and food photographers. It includes advice on, and how to create, perfect, mouthwatering imagery from all angles. "Ultimate Guide to Food Styling: Essential Lessons for Creating Picture-Perfect Dishes" by Julia Konovalova Focuses on the pillars of styling, including backdrops, props, lighting, and composition. It includes chapters for different food categories from soups to desserts. "Food Photography: Pro Secrets for Styling, Lighting, and Shooting" by Lara Ferroni

	A one-stop guide that blends food photography with styling techniques for food, drinks, and props. It features case studies with lighting diagrams. • "More Food Styling for Photographers & Stylists" by Linda Bellingham, Jean Ann Bybee, and Brad G. Rogers A guide focused on creating appetizing art, often used by professionals to improve their visual presentations. • "Food Presentation Secrets" by Cara Hobday Provides techniques for plating and making dishes visually appealing, often utilized by chefs to elevate their food presentation.
12	Internal Continuous Assessment: 40% External, Semester End Examination 60% Individual Passing in Internal and External Examination

Assessment and Evaluation of Marks (Theory Courses)

Theory Courses Evaluation Scheme for Third Year (UG) under NEP
For theory courses with 2 credit points total marks allotted would be 50

Internal Assessment: 20 marks
Semester End Assessment: 30 marks

Marks Allocation for all Theory Courses:

Internal = 20 marks Item	Description	Marks Allotted
Assignment	Best of 1 out of 2 assignments	10 marks
Test	• One test. • 10% of total marks to be MCQ/Match the columns • 10% of the total marks to be fill in the blanks/True or false	10 marks

Duration of the test: 20 minutes for 10 marks test

Questions	Paper Pattern	Unit Modules	Marks Allotted
Q.1	Match the Column/Fill in the blanks/Multiple Choice Questions (1/2 Mark each)	From both modules	10 marks
Q.2	Answer in 1 sentence (1 mark each)	From both modules	10 marks
Q.3	Short notes / descriptive answers /diagrams (Answer any 2 out of 4)	2 questions per module to be set. Each student will choose 1 question per module.	10 marks

Duration of the semester end exam: 1 hour for 30 marks theory exam.

SEM VI
Vertical – 1
Electives
(2+2)

Syllabus

B.Sc. (Hospitality Studies)

(Sem.- VI)

Title of Paper: Hospitality Organizational Behaviour (Theory) (Electives)

Sr. No.	Heading	Particulars
1	Description of the course	The course Hospitality Organizational Behaviour provides students with an understanding of human behaviour in hospitality organizations. It highlights on individual, group, and organizational factors that influence employee performance, teamwork, and service excellence. The course introduces key concepts such as personality, perception, attitudes, values, motivation, stress, frustration, and conflict, with specific relevance to hospitality workplaces. The course also emphasizes organizational culture, Quality of Working Life (QWL), Theory Z, and international organizational behaviour in terms of Global Hospitality. Overall, the course equips students with practical behavioural skills and managerial insights required for effective leadership, organizational change, and career growth in the hospitality industry.
2	Vertical:	Electives
3	Type:	Theory
4	Credit:	2 credits
5	Hours Allotted:	30 Hours
6	Marks Allotted:	50 Marks
7	Course Objective 1. To understand fundamental concepts, scope, and significance of Organizational Behaviour in the hospitality industry. 2. To learn personality, perception, attitudes, and values and their influence on workplace behaviour. 3. To understand principles of group dynamics, work teams, and motivation to hospitality workplace situations. 4. To Learn the causes, impacts, and management of job frustration, job stress, and conflicts within organizations. 5. To understand organizational culture, quality of work life, and international organizational behaviour.	

8	Course Outcomes: 1. Students will understand the meaning, elements, and importance of Organizational Behaviour in hospitality organizations. 2. Students will learn the Organizational Behavior and the role of individual differences such as personality, perception, attitudes, and values. 3. Student will learn about group behaviour, and teamwork concepts to improve performance and service quality. 4. Students will Identify the sources of job frustration, job stress, and conflict in organizations & to Evaluate strategies for managing job stress, frustration, and workplace conflicts. 5. Students will learn about challenges of international organizational behavior including cross-cultural individual and group behavior and organizational change.
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9 **Modules:** - Per credit One module can be created

Module 1: Foundation, Individual & Group Behaviour in Organization			15 Hrs
Chapter	Topics	Hrs	
1	Introduction to Organizational Behaviour 1.1 Definition of Organizational Behaviour, Key Elements of OB & Need for studying Organizational Behaviour	2	
2	Personality & Perception 2.1 Concept & Determinants & Types of Personalities 2.2 Definition, Factors Affecting Perception, How to Improve Perception? & Its Application in OB	4	
3	Attitudes & Values 3.1 Concepts, Formation & Types of Attitudes & Values 3.2 Similarity & Difference between Attitude & Values	4	
4	Foundation of Group Behaviour 4.1 Definition in Characteristics & Types of Groups 4.2 Stages of group development 4.3 Work Teams - Meaning and types	5	
Module:02: Group, Organizational Dynamics & International OB in Organizations			15 Hrs
Chapter	Topics	Hours	
1	Motivation 1.1 Meaning & Motivation cycle of Motivation 1.2 Need for Motivation, Motivational Tools & incentives	3	
2	Job Frustration & Stress 2.1 What is Frustration? How Frustration affects Behavior & how to manage Frustration? 2.2 What is Stress? Symptoms of Stress, Causes of Stress & Consequences of Stress, how to manage Stress?	3	
3	Conflicts	4	

		3.1 Definition of Conflict, Source & types of Conflict, Conflict Management Styles	
	4	Organizational Culture & Quality of Working Life 4.1 Definition of Organizational culture, Types of Cultures, Functions of Cultures, Functions of Cultures 4.2 Theory Z Culture 4.3 What is QWL? & Constituents of QWL	3
	5	International Organizational Behaviour 5.1 Individual Behaviour, Group behaviour in International Organization 5.2 Organizational change & Managerial career	2
10	Text Books: - Organizational Behavior- An evidence based Approach by Fred Luthans - Organizational Behavior- K Ashwathappa - Organizational behavior by Dr. SS Khanaa - Organizational Behaviour; Tenth Edition; Pearson Education Publication Stephen P. Robbins, Timothy A. Judge, Seema Sanghi; (2010); - Understanding Organizational Behaviour; Third Edition ; Oxford Publication Udai Pareek; (2011) - Organizational Behaviour Text & Cases; Second Edition ; McGraw Hill Uma Sekaran; (2004);		
11	Reference Books: - Organizational Behavior- An evidence based Approach by Fred Luthans - Organizational Behavior- K Ashwathappa - Organizational behavior by Dr. SS Khanaa - Organizational Behaviour; Tenth Edition; Pearson Education Publication Stephen P. Robbins, Timothy A. Judge, Seema Sanghi; (2010); - Understanding Organizational Behaviour; Third Edition ; Oxford Publication Udai Pareek; (2011) - Organizational Behaviour Text & Cases; Second Edition ; McGraw HillUma Sekaran; (2004);		
12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination	

Assessment and Evaluation of Marks (Theory Courses)

Theory Courses Evaluation Scheme for Third Year (UG) under NEP
For theory courses with 2 credit points total marks allotted would be 50

Internal Assessment: 20 marks

Semester End Assessment: 30 marks

Marks Allocation for all Theory Courses:

Internal = 20 marks Item	Description	Marks Allotted
Assignment	Best of 1 out of 2 assignments	10 marks

Test	• One test. • 10% of total marks to be MCQ/Match the columns • 10% of the total marks to be fill in the blanks/True or false	10 marks
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Duration of the test: 20 minutes for 10 marks test

Questions	Paper Pattern	Unit Modules	Marks Allotted
Q.1	Match the Column/Fill in the blanks/Multiple Choice Questions (1/2 Mark each)	From both modules	10 marks
Q.2	Answer in 1 sentence (1 mark each)	From both modules	10 marks
Q.3	Short notes / descriptive answers /diagrams (Answer any 2 out of 4)	2 questions per module to be set. Each student will choose 1 question per module.	10 marks

Duration of the semester end exam: 1 hour for 30 marks theory exam.

Syllabus

B.Sc. (Hospitality Studies)

(Sem.- VI)

Title of Paper: Strategic Management Concepts

(Electives)

Sr. No.	Heading	Particulars
1	Description of the course	This course provides students with a comprehensive understanding of strategic management concepts and their application in hotels, restaurants, resorts, and tourism organizations. It introduces the nature and process of strategic management, including SWOT analysis, vision and mission formulation for Hospitality sector. It explores various strategies adopted by hospitality organizations such as market penetration, product and service development, diversification, alliances, mergers, acquisitions, and outsourcing to achieve competitive advantage in a dynamic global environment. It also strategy implementation across key functional areas including operations, marketing, finance of hospitality enterprises.
2	Vertical:	Electives
3	Type:	Theory
4	Credit:	2 credits
5	Hours Allotted:	30 Hours
6	Marks Allotted:	50 Marks
7	Course Objective 1. To introduce the fundamentals of Strategic Management and its relevance in the hospitality and tourism industry. 2. To develop understanding of vision, mission, and organizational direction for hotels, restaurants, and other hospitality organizations. 3. To familiarize students with various business strategies 4. To equip students with knowledge of strategy formulation and implementation across hospitality functions such as operations, marketing, finance, HR, and service delivery. 5. To develop skills in applying strategic decisions to real-life hospitality scenarios including hotel expansion, branding, customer retention, and competitive positioning.	

8

Course Outcomes:

1. Students will be understanding the fundamental concepts of strategic management and their significance in the hospitality and tourism industry.
2. Student will learn the importance of vision and mission statements for hospitality organizations to guide organizational direction.
3. Student will understand various business strategies used by hotels, restaurants, and tourism enterprises.
4. Students will have knowledge of strategy formulation and implementation techniques across key hospitality functions such as operations, marketing, finance, human resources, and service delivery.
5. Students will learn real-life hospitality business situations and recommend appropriate strategic decisions for growth, branding, customer retention, and competitive positioning

9

Modules: -

Module 1: Overview of Strategic Management		15 Hrs.
Chapter	Topics	Hours
1	Introduction to Strategic Management	04
1.1	Strategy – meaning and definition	
1.2	Strategic management – meaning and definition	
1.3	Significance of strategy and strategic management	
1.4	Strategic management process: (Brief discussion on strategy formulation, implementation and evaluation & control)	
1.5	Levels of strategy: (Brief discussion on corporate level, SBU level, functional level and operational level strategy)	
1.6	McKenzie 7 S Framework (Strategy, structure, skill, style, systems, staff, shared values)	
2	Strategic Intent	04
2.1	Definition of strategic intent	
2.2	Vision – meaning, definition and examples	
2.3	Mission - meaning, definition and examples	
2.4	Goals - meaning, definition and examples	
2.5	Objectives - meaning, definition and examples	
2.6	Business – meaning and definition	
2.7	Corporate Social Responsibility – meaning and examples	
3	Environmental analysis	07
3.1	Business environment – meaning and definition	
3.2	Environmental analysis - meaning and definition	
3.3	Internal environment - meaning and definition	
3.4	External environment - meaning and definition Micro level environment and macro level environment (discussion on its components in brief with examples)	
3.5	SWOT analysis	
3.6	Analysis of internal environment – brief discussion	
3.7	Analysis of external environment – brief discussion	
3.8	Analysis of competitor's environment – brief discussion	

Module: 02: Formulation, Implementation & Evaluation		15 Hrs
Chapter	Topics	Hours
4	Strategy formulation	
4.1	Strategy formulation – meaning and definition	07
4.2	<u>Types of strategies:</u> - Stability strategy, - Intensive growth strategies & its types, - Diversification Growth Strategies and its types, - Integrative Growth Strategies and its types, - Mergers & its types Retrenchment strategy & its types	
5	Strategic choice and Implementation	04
5.1	Strategic choice – meaning and definition	
5.2	Strategy implementation – meaning and definition	
5.3	B.C.G Matrix	
6	Strategy Evaluation and Control	04
6.1	Strategy evaluation and control – meaning & definition	
6.2	Strategic evaluation and control process	
6.3	Strategy evaluation and control - significance	
10	Text Books: - Strategic Management Concepts & cases – Fred R David. - Strategic Management and Business Policy Kazmi, A. (2011 3rd ed., The McGraw Hill Companies. - Strategic Planning Formulation of Corporate Strategy, Ramswamy ,V.S., Namakumari, S.(2007) - Strategic Management The Indian Context, 2nd Prentice Hall of India Enz,C., (2010), Srinivasan, R., (2006) - Hospitality Strategic Management 2nd ed. John Wiley and Sons, Inc. Macmillan	
11	Reference Books: - Strategic Management Concepts & cases – Fred R David. - Strategic Management and Business Policy Kazmi, A.(2011 3rd ed., The McGraw Hill Companies. - Strategic Planning Formulation of Corporate Strategy, Ramswamy ,V.S., Namakumari, S.(2007) - Strategic Management The Indian Context 2nd Prentice Hall of India Enz,C., (2010), Srinivasan, R., (2006) - Hospitality Strategic Management 2nd ed. John Wiley and Sons, Inc. Macmille	
12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination

Assessment and Evaluation of Marks (Theory Courses)

Theory Courses Evaluation Scheme for Third Year (UG) under NEP
For theory courses with 2 credit points total marks allotted would be 50

Internal Assessment: 20 marks
Semester End Assessment: 30 marks

Marks Allocation for all Theory Courses:

Internal = 20 marks Item	Description	Marks Allotted
Assignment	Best of 1 out of 2 assignments	10 marks
Test	• One test. • 10% of total marks to be MCQ/Match the columns • 10% of the total marks to be fill in the blanks/True or false	10 marks

Duration of the test: 20 minutes for 10 marks test

Questions	Paper Pattern	Unit Modules	Marks Allotted
Q.1	Match the Column/Fill in the blanks/Multiple Choice Questions (1/2 Mark each)	From both modules	10 marks
Q.2	Answer in 1 sentence (1 mark each)	From both modules	10 marks
Q.3	Short notes / descriptive answers /diagrams (Answer any 2 out of 4)	2 questions per module to be set. Each student will choose 1 question per module.	10 marks

Duration of the semester end exam: 1 hour for 30 marks theory exam.

Syllabus

B.Sc. (Hospitality Studies)

(Sem.- VI)

Title of Paper: Safety and Security in Hotel Establishments (Theory) (Electives)

Sr. No.	Heading	Particulars
1	Description of the course	This course provides comprehensive knowledge of safety and security practices in hotel establishments. It focuses on risk prevention, protection of guests and staff, safeguarding hotel property, emergency preparedness, legal compliance, and the role of security management in hospitality operations.
2	Vertical:	Electives
3	Type:	Theory
4	Credit:	2 credits
5	Hours Allotted:	30 Hours
6	Marks Allotted:	50 Marks
7	Course Objective	1. Introduce the fundamental concepts of safety and security and their significance in hotel operations. 2. Provide knowledge of potential risks, hazards, and security threats faced by guests, employees, and hotel property. 3. Develop understanding of fire prevention, emergency preparedness, and disaster management in hotel establishments. 4. Familiarize students with security systems, equipment, and procedures used in the hospitality industry. 5. Explain the roles and responsibilities of hotel security personnel and coordination with government and local agencies. 6. Create awareness of legal, ethical, and regulatory aspects related to safety, security, and loss prevention.
8	Course Outcomes:	1. Explain the concepts, principles, and importance of safety and security in hotel establishment 2. Identify safety hazards, security threats, and risk factors related to guests, employees, and hotel property 3. Apply fire safety measures, emergency procedures, and disaster management practices in hotel operations.

	4. Demonstrate knowledge of security systems, surveillance, access control, and loss- prevention techniques used in hotels. 5. Analyse the roles and responsibilities of hotel security personnel and coordination with local authorities during emergencies. 6. Comply with legal, ethical, and regulatory requirements related to safety, security, and guest protection.
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9	Modules: - Per credit One module can be created		
	Module 1 : Introduction		15 Hrs
	Chapter	Topics	Hours
	1	Introduction 1.1. Introduction to Safety and Security in Hotels & Importance in Hospitality Industry 1.2. Types of risks in hotel establishments. 1.3. Guest, employee, and property protection & Role of Management in Safety and Security. 1.4. Roles and responsibilities of security personnel & Structure of hotel security department 1.5. Inter departmental Coordination with front office, housekeeping, and engineering 1.6. Liaison with police, fire department, and local authorities 1.7. Ethics and professionalism in hotel security. 1.8. Causes of fire in hotels, fire prevention methods & fire detection and alarm systems. 1.9. Firefighting equipment, evacuation procedures & emergency planning & drills. 1.10. Disaster management: natural and man-made disasters 1.11. Physical security & electronic security system. 1.12. Key control and guestroom security 1.13. Theft fraud prevention & Loss prevention techniques	
Module: 02: Guest, Employee Safety & Legal and Regulatory Aspects			15 Hrs.
	Chapter	Topics	Hours
	2	Guest, Employee Safety & Legal and Regulatory Aspects 2.1. Guest safety measures, personal security & handling suspicious activities. 2.2. Employee safety, health, and welfare & Workplace hazards & accident prevention. 2.3. Safety training, awareness programs & safety laws applicable to hotels. 2.4. Legal responsibilities of hotel management 2.5. Liability issues related to guest safety	

		2.6. Insurance, risk management & Documentation, reporting, and compliance. 2.7. Handling emergencies & crisis situations 2.8. Bomb threats & terrorism awareness 2.9. Cyber security, data protection, Crowd control and VIP security in hotels 2.10. Emerging trends, challenges & AI in hotel security	
10	Text Books: • Walker, J. R. (2017). Introduction to Hospitality Management. Pearson Education. • Hayes, D. K., & Ninemeier, J. D. (2009). Human Resources Management in the Hospitality Industry. Wiley. • Hotel Security Association of India (HSAI). Hotel Security and Safety Guidelines. • National Fire Protection Association (NFPA). Fire Safety Codes and Standards for Hotels. • Bureau of Indian Standards (BIS). Safety Standards and Codes for Commercial Establishments. • Gill, A., & Singh, S. (2019). Hotel Housekeeping Operations and Management. McGraw-Hill Education. • Ministry of Tourism, Government of India. Guidelines on Safety and Security in Hotels. • International Hotel & Restaurant Association (IH&RA). Best Practices in Hotel Safety and Security.		
11	Reference Books: • Walker, J. R. (2017). Introduction to Hospitality Management. Pearson Education. • Hayes, D. K., & Ninemeier, J. D. (2009). Human Resources Management in the Hospitality Industry. Wiley. • Hotel Security Association of India (HSAI). Hotel Security and Safety Guidelines. • National Fire Protection Association (NFPA). Fire Safety Codes and Standards for Hotels. • Bureau of Indian Standards (BIS). Safety Standards and Codes for Commercial Establishments. • Gill, A., & Singh, S. (2019). Hotel Housekeeping Operations and Management. McGraw-Hill Education. • Ministry of Tourism, Government of India. Guidelines on Safety and Security in Hotels. • International Hotel & Restaurant Association (IH&RA). Best Practices in Hotel Safety and Security.		
12	Internal Continuous Assessment: 40%	External, Semester End Examination 60% Individual Passing in Internal and External Examination	

Assessment and Evaluation of Marks (Theory Courses)

Theory Courses Evaluation Scheme for Third Year (UG) under NEP
For theory courses with 2 credit points total marks allotted would be 50

Internal Assessment: 20 marks

Semester End Assessment: 30 marks

Marks Allocation for all Theory Courses:

Internal = 20 marks Item	Description	Marks Allotted
Assignment	Best of 1 out of 2 assignments	10 marks
Test	• One test. • 10% of total marks to be MCQ/Match the columns • 10% of the total marks to be fill in the blanks/True or false	10 marks

Duration of the test: 20 minutes for 10 marks test

Questions	Paper Pattern	Unit Modules	Marks Allotted
Q.1	Match the Column/Fill in the blanks/Multiple Choice Questions (1/2 Mark each)	From both modules	10 marks
Q.2	Answer in 1 sentence (1 mark each)	From both modules	10 marks
Q.3	Short notes / descriptive answers /diagrams (Answer any 2 out of 4)	2 questions per module to be set. Each student will choose 1 question per module.	10 marks

Duration of the semester end exam: 1 hour for 30 marks theory exam.

QUESTION PAPER PATTERN

(Internal & External)

Internal = 20 marks Item	Description	Marks Allotted
Assignment	Best of 1 out of 2 assignments	10 marks
Test	• One test. • 10% of total marks to be MCQ/Match the columns • 10% of the total marks to be fill in the blanks/True or false	10 marks

Duration of the test: 20 minutes for 10 marks test

Questions	Paper Pattern	Unit Modules	Marks Allotted
Q.1	Match the Column/Fill in the blanks/Multiple Choice Questions (1/2 Mark each)	From both modules	10 marks
Q.2	Answer in 1 sentence (1 mark each)	From both modules	10 marks
Q.3	Short notes / descriptive answers /diagrams (Answer any 2 out of 4)	2 questions per module to be set. Each student will choose 1 question per module.	10 marks

Duration of the semester end exam: 1 hour for 30 marks theory exam

LETTER GRADES AND GRADE POINTS:

Semester GPA/ Programme CGPA Semester/ Programme	% of Marks	Alpha-Sign/ Letter Grade Result	Grading Point
9.00 - 10.00	90.0 - 100	O (Outstanding)	10
8.00 - < 9.00	80.0 - < 90.0	A+ (Excellent)	9
7.00 - < 8.00	70.0 - < 80.0	A (Very Good)	8
6.00 - < 7.00	60.0 - < 70.0	B+ (Good)	7
5.50 - < 6.00	55.0 - < 60.0	B (Above Average)	6
5.00 - < 5.50	50.0 - < 55.0	C (Average)	5
4.00 - < 5.00	40.0 - < 50.0	P (Pass)	4
Below 4.00	Below 40.0	F (Fail)	0
Ab (Absent)	-	Ab (Absent)	0

Sd/-
Sign of the BOS
Name: Mrs. Dopati
Banerjee
Chairman/
Co-Ordinator
Ad-hoc BOS in
Hospitality Studies

Sd/-
Sign of the
Offg. Associate
Dean
Dr. C.A.Chakradeo
Faculty of
Interdisciplinary
Studies

Sd/-
Sign of the
Offg. Associate Dean
Dr. Kunal Ingle
Faculty of
Interdisciplinary
Studies

Sd/-
Sign of the
Offg. Dean
Prof. A. K. Singh
Faculty of
Interdisciplinary
Studies

Event Planning and Management in Hospitality Industry

As Per NEP 2020

University of Mumbai



Vertical-6

Syllabus for Event Planning and Management in Hospitality Industry

Faculty of Interdisciplinary Studies

Board of Studies in Hospitality Studies

Name of the Programme – B.Sc. (Hospitality Studies)

Semester

VI

Credits

4

Duration

120 hours

From the Academic Year

2026-27

Syllabus

B.Sc. Hospitality Studies.

(Sem.- VI)

Title of Paper: Event Planning and Management in Hospitality Industry (Practical)

Sr. No.	Heading	Particulars
1	Description of the course:	Event Planning and Management in Hospitality Industry - equips students with practical skills to plan, execute, and manage events in the hospitality industry. Through hands-on experience, students learn to apply management theories, coordinate logistics, secure funding, and manage resources. Key topics include event concept development, budgeting, marketing, and risk management, ensuring students are industry-ready
2	Vertical:	VI (OJT)
3	Type:	Practical
4	Credit:	4 credits
5	Hours Allotted:	60 Hours
6	Marks Allotted:	100 Marks
7	Course Objectives: 1. To understand the concept and scope of event management in the hospitality industry. 2. To apply management theories, practices and principles to plan and execute college events. 3. To develop skills in coordinating and managing events, including logistics and operations. 4. To source out funding for events through sponsorships. 5. To understand the importance of time, money, people, and resource management in events. 6. To manage events effectively using innovative and creative approaches. 7. To analyze the financial, marketing and operational, issues during the event and coming up with ground-breaking solutions for the same. 8. To develop practical skills in event management through hands-on experience. 9. To understand the role of technology in event management and use the same successfully during planning and execution of the event. 10. To develop effective communication and teamwork skills for successful event execution.	
8	Course Outcomes: 1. Students will understand the concept and scope of event management in the hospitality industry. 2. Students will apply management theories and principles to plan and execute events effectively and efficiently. 3. Students will develop skills in coordinating and managing event logistics and operations.	

	4. Students will be able to secure funding for the events through sponsorships. 5. Students will understand the importance of managing time, money, people, and resources in events. 6. Students will manage events using innovative and creative approaches. 7. Students will analyze financial, marketing, and operational issues and develop solutions for them during event planning and execution. 8. Students will demonstrate practical skills in event management through hands-on experience. 9. Students will understand and apply technology in event planning and execution. 10. Students will develop and demonstrate effective communication and teamwork skills for successful execution of events.	
9	Modules:	
Module I: Event Planning and Management		
60 Hours		
Chapters	Topics	Hours
1	Event concept and proposal development: Students create a comprehensive event proposal for a college event based on a concept.	
2	Event forecasting, budgeting and financial management: Student will be required to do volume forecasting, come up with a budget and keep a track of income and expenditure keeping in mind a contingency plan (any unforeseen expenditures) as well.	
3	Event logistics and operations: Hands-on experience with various aspects of event logistics, including venue selection, set-ups, F&B production and service, public relations, décor, ambience and entertainment.	
4	Sponsorship and funding: Students will approach sponsors for sponsorships for managing event funding with special emphasis on ROI.	
5	Event marketing and promotion: Students will create and execute event marketing and promotional plans using social media and other channels.	
Module II: Event Execution and Evaluation		60 Hours
1	Event scheduling and timeline management: Students must create and manage event timelines and schedules.	
2	Event team management and communication: Throughout the event students must practice team management, effective communication, and conflict resolution.	
3	Event risk management and contingency planning: Students must identify and mitigate various risks, creating back-up plans.	
4	Event evaluation and feedback: Student will be evaluated during the event and via post-event feedback. During the event students will be evaluated based on the following points: a. Financial Management (Projected, Estimated, Formats etc....) b. Concept, Theme, Design & Interiors (Housekeeping)	

	c. Publicity, Promotion and Guest Relation (Front Office) d. Revenue Generation (Sales & Marketing) e. Production Planning & Menu Designing (Food Production) f. Service, Planning & Delivery (Food & Beverage) g. Entertainment, Licenses, Security etc.... (Management) h. Drafting of Reports i. Final Report Presentation & Viva	
5	Drafting of report: Each student will have to make a detailed report of the entire event in the prescribed format 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 • Generation of Funds for the Event • Projected Sponsors	
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.)	

Note: The examiner for the event will be appointed by the University not by individual colleges.

Event Planning Marking Scheme:

Internal component: 50 Marks

Attendance (for entire duration of the event – from conceptualiz ing to unwinding)	Conceptualization	Students Performance & Involvement	Sponsorship and Sales & Marketing Initiative	Overall, Success	Total
(10)	(10)	(10)	(10)	(10)	(50)

External Component: 50 Marks

Observation on the day of Event	Role of individual students	Learning Outcome	Challenges faced by Students	Event Report	Total
(20)	(10)	(05)	(05)	(10)	(50)

Reference Books:

- Bowdin, Glenn & McDonnell, (1999), *Events Management*, Ian Elserier, Amsterdam
- McDonnell Ian & Allan Johnny, (1999), *Festival and Special Event Management*, John Wiley & sons, New York
- Tarlow Peter, (2002), *Event Risk Management and Safety*, John Wiley & Sons, New York
- Otoole, William & Mikolaitis, Phyllis, (2002), *Corporate Event Project Management*, John Wiley & Sons, New York.
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- Conway Des, (2004), *The Event Manager's Bible*, How to Book, UK.
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