

REVISED UG SYLLABUS UNDER CBCS
(Implemented from Academic year 2020-21)
PROGRAMME: FOUR YEAR BSc(H& HA) & BHM

Domain Subject: BSc (H&HA) & BHM

Skill enhancement courses (SECs) for Semester V, from 2022-23 (Syllabus with Learning Out comes, References, Co-curricular Activities & Model Q.P. Pattern)

Structure of SECs for Semester – V

(To Choose 3 Pairs from the alternate pairs of SECs)

(For each SEC : Hours / Week : 05, Credits : 4, Max Marks : 100)

Pairs of Skills Enhancement Courses(SEC) under each Series in BSc(H&HA) & BHM for Semester – V

Course No	Series – A Food Production	Course No	Series – B Food and beverage service	Course No	Series – C Rooms Division
16-A	ADVANCE FOOD PRODUCTION-I	16-B	BANQUETING AND BUFFET MANAGEMENT	16-C	ADVANCE ROOM DIVISION MANAEMENT-I
17-A	ADVANCE FOOD PRODUCTION –II	17-B	FOOD AND BEVERAGE CONTROLS	17- C	ADVANCE ROOM DIVISION MANAGEMENT -II
18-A	KITCHEN MANGEMENT	18-B	FOOD AND BEVERAGE MANAGEMENT	18-C	REVENUE MANAGEMENT
19-A	FOOD PHOTOGRAPHY AND PRESENTATION	19- B	QUICK SERVICE RESTAURNAT	19-C	RESORT MANAGEMENT
20-A	FOOD SAFTEY AND QUALITY CONTROL	20-B	INDUSTRIAL CATERING	20-C	FACILITY MANAGEMENT
21-A	BREAD ART	21-B	CRUISE LINE MANAGEMENT	21-C	SPA MANAGEMENT

B.Sc. (H & HA) & BHM SEC 16-A: Advance Food Production I

Periods per week: 4

Internal Examination : 25 Marks

External Examination : 75 Marks

Duration of Exam: 3 Hours.

Nature of Exam : Theory

I: Course Learning Outcomes

After completing the course the student shall be able to:

1. Understand various kinds of food production in Asian and European countries
2. Acquire basic culinary skills and techniques used in Asian and Europe increasing
3. Understand various types of salad and various types of lettuce
4. Acquire and apply Charcuterie skills-culinary art of preparing meat products such as bacon, salami, ham, sausage terrines, galantines, ballotines, pates and Curing.
5. Acquire and apply skills of food presentation, garnishing, food styling and food photography.

II. Syllabus: Total 75hrs (Teaching 60, Training10, Others 05 including IE etc.)

UNIT-I

Asian Cuisine: Chinese, Japan, Thai, Indo, and Philippine, special ingredients, equipment's, tools, preparation & technology involved.

- Geographic location
- Historical background
- Staple food with regional influences

UNIT-II

European Cuisine: - French, Italy & Germany – special ingredients, equipments, preparation. & technology involved.

- Geographic location
- Historical background
- Staple food with regional influences

UNIT- III

Garde Manger: Layout equipments, larder control, chef Garde Manger – Role & Responsibility, Preparations: Horsd'oeuvres, Pickles, marinades and aspic, Chaud froid, Scandinavian cold buffet,

Salads: Composition of salad, Types of salad, various types of lettuce and greens Salad dressings and its types, Salient features of salad making

UNIT- IV

Charcuterie Products : Sausages – casings – force meat, Meat loaf – galantine – ballotines, Mousse, Terrines –pates, Curing agents

UNIT- V

Food Presentation & Styling - Basic Presentations, Modern Presentations, Use of Technology, Contemporary Plates, Unconventional Garnishes, Food Styling – Food Photography, Use of Non Edible Components.

III. Reference Text Books:

1. Theory Of Catering, Ronald Kinton Victor Cesarani, Elst, 1999
2. The Larder Chef- food preparation & presentation, W. K. H. Bode, Mario Jack

Leto, Heinemann professional Publishing, 1989 3rd ed.

3. Practical Cookery, Victor Ceserani, David Foskett, John Campbell, Hodder Educationgroup 2008 11th ed.

IV. Co-Curricular Activities:

A. Mandatory (student training by teacher in related real time field skills: total 10 hours):

1. **For Teachers:** Training of students by the teacher (using actual field material) in classroom and field for a total of not less than 10 hours on techniques in advanced food production covering Asian and European cuisines and salad preparation techniques.
 - a. Preparation of Asian Cuisine: Chinese, Japan, Thai, Indo, and Philippine (ref. unit-1)
 - b. Preparation of European Cuisine: French, Italy & Germany (ref. unit-2)
 - c. Preparation of cold foods (such as meats, fish, and salads) (Ref. unit-3)
 - d. Preparation of Charcuterie - meat products such as bacon, salami, ham, sausage, terrines, galantines, ballotines, pâtés, and confit. (ref. unit 4)
 - e. Food presentation techniques to pulling all five senses into the experience of eating: Color, arrangement, balance, texture, and how easy it is for guests to eat. (ref. unit.5)
2. **For Students:** Individual Fieldwork/Project work on identified real time situations with respect to preparation of Asian and European cuisines. On practical aspects dealt with by Chef. Each student has to make observations and submit to the teacher a handwritten Fieldwork/Project work Report, not exceeding 10 pages, on his/her observations etc.
3. Max marks for Fieldwork/Project work Report: 05.
4. Suggested Format for Fieldwork/Project work Report: (not more than 10 pages): Title page, student details, contents, objective, step-wise work done, findings, conclusions and acknowledgements.
5. Unit tests (IE).

B. Suggested Co-Curricular Activities

1. Training of students by a related field expert.
2. Assignments including technical assignments like working with hotel and restaurants for observation of Asian and European cuisines, salads and cold food items.
3. Seminars, Conferences, discussions by inviting concerned institutions
4. Field Visit
5. Invited Lectures and presentations on related topics.

V. Suggested Question Paper Pattern:

Max. Marks 75

Time: 3 hrs

SECTION - A (Total 25 marks)

Answer any FIVE Questions (5×5 Marks)

Out of Eight covering all units

SECTION - B (Total 50 marks)

Answer any FIVE Questions (5×10 Marks)

Out of Eight covering all units.

B.Sc. (H & HA) & BHM SEC 17-A: Advance Food Production II

Periods per week: 4

Internal Examination : 25 Marks

External Examination : 75 Marks

Duration of Exam: 3 Hours.

Nature of Exam : Theory

I: Course Learning Outcomes

After completing the course the student shall be able to:

1. Conceptualization of types of breads used for sandwiches, fillings and their garnishes
2. Acquiring icing and meringues preparation methods and factors for stability.
3. Understanding different types of gateaux and identifying faults and remedies
4. Applying frozen dessert and chocolate in advanced culinary preparation
5. Applying sustainability knowledge, in food handling and preparation

II. Syllabus: Total 75hrs (Teaching 45, Training 25, Others 05 including IE etc.)

UNIT I

Sandwiches: Sandwiches- definition, Types and parts, Types of breads used, Different fillings and their classification, Spreads and garnishes making, Storing of sandwiches.

UNIT II

Icings and Meringues : Icings- types and uses, Methods of preparation, Recipes and difference between icings and toppings, Meringues- definition and types, Preparation methods, Factors affecting stability, Cooking of meringues.

UNIT III

Cakes and Gateaux : Cakes and gateaux- definition, Types, Regional specialties, Role of different ingredients used, Faults and remedies, Care and precautions.

UNIT IV

Frozen Desserts and Chocolates: Frozen desserts- types and classification, Ice-creams - definition, Method of preparation, Role of stabilizers, Over run, Additives and preservatives Used, Chocolates- definition, History, types, manufacturing and processing, Tempering Cocoa butter, White chocolate and its applications

UNIT V

Sustainable Food & Beverage Production - Importance of Sustainability in Food Operations, Farm to Fork, Organic Food, Sustainable Culinary Practices, Waste Disposal

III. Reference Text Books

1. Food Styling: Art Of Preparing Food For Camera By Delores Custer , Publisher: JohnWiley
2. Eating Culture: An Anthropological Guide to Food by Gillian Mary Crowther, Publisher: University of Toronto Press
3. Practical Cookery, Victor Ceserani, David Foscett, John Campbell, Hodder

Educationgroup 2008 11th ed.

4. Theory of Bakery and Confectionary : Ashok Kumar Yogambal PHI -Publishers

IV. Co-Curricular Activities:

A. Mandatory (student training by teacher in related real time field skills: total 10 hours):

1. **For Teachers:** Training of students by the teacher (using actual field material) in classroom and field for a total of not less than 25 hours on techniques in advanced food production covering Sandwiches, Icings and Meringues, frozen desserts and Chocolates and Cakes and Gateaux their preparations and techniques.
 - a. Preparation of Sandwiches, making of fillings and garnishes (ref. unit-1)
 - b. Preparation of Icings and Meringues (ref. unit-2)
 - c. Preparation of Cakes and Gateaux (such role of different ingredients, remedies etc) (Ref. unit-3)
 - d. Preparation of Frozen Desserts and chocolates (such as ice creams, frozen desserts, use of Cocoa). (ref. unit 4)
2. **For Students:** Individual Fieldwork/Project work on identified real time situations with respect to preparation of Asian and European cuisines. On practical aspects dealt with by Chef. Each student has to make observations and submit to the teacher a handwritten Fieldwork/Project work Report, not exceeding 10 pages, on his/her observations etc.
3. Max marks for Fieldwork/Project work Report: 05.
4. Suggested Format for Fieldwork/Project work Report: (not more than 10 pages): Title page, student details, contents, objective, step-wise work done, findings, conclusions and acknowledgements.
5. Unit tests (IE).

B. Suggested Co-Curricular Activities

1. Training of students by a related field expert.
2. Assignments including technical assignments like working with hotel and restaurants for observation of Asian and European cuisines, salads and cold food items.
3. Seminars, Conferences, discussions by inviting concerned institutions
4. Field Visit
5. Invited Lectures and presentations on related topics.

V. Suggested Question Paper Pattern:

Max. Marks 75

Time: 3 hrs

SECTION - A (Total 25 marks)

Answer any FIVE Questions (5×5 Marks)

Out of Eight covering all units

SECTION - B (Total 50 marks)

Answer any FIVE Questions (5×10 Marks)

Out of Eight covering all units.

B. Sc (H & HA) & BHM SEC18-A: Kitchen Management

Periods per week : 4
Internal : 25
Examination : 75 Marks

Duration of Exam: 4 Hours.
Nature of Exam: THEORY

I. Course learning outcomes

After completing the course the student shall be able to:

1. Understanding about Kitchen Management
2. Grasping the knowledge of Banquets and Menu preparation.
3. Having knowledge of Procedures and Principles of Out Door Catering
4. Covering ambient Cook chill systems used in Kitchen.
5. To Create Awareness about Food safety and Standards Act 2006

II. Syllabus: Total 75hrs (Teaching 45, Training 25, Others 05 including IE etc.)

UNIT- 1 Kitchen Management:

Work Flow Layout, Stewarding, Staffing, Stores Management, Indenting, Production Planning, New Product Development, Use Of Internet and other technologies in Food Production

UNIT- II Banquet Preparations:

Types of banquets, Themes, Production, menu preparation Low calorie food, advantages, disadvantages, menu examples, preparation

UNIT-III Out -door Catering:

Concept, Principles, Limitations, Menus, planning, Check list and precautions

UNIT-IV Cook chill systems:

Purpose of chilling food, Cook chill process, Finishing kitchens, Distribution of cook chill and types of containers to preserve food. Cook freeze system

UNIT- V: The Food Safety and Standards Act, 2006:

Duties and Responsibilities of Food Inspector, Food Safety and Standards Authority of India, General Principles of Food Safety, General Provisions as to Articles of Food, Provisions Relating to Import, special Responsibilities as to Food Safety, Offences and Penalties

III. Reference Text Books

1. Professional Cooking by Wayne Giselline..
2. International Cook Book, Cavendish House
3. Principles of Hospitality Law - Michael Boella and Alan Pannett

IV. Co-Curricular Activities:

A. Mandatory (student training by teacher in related real time field skills: total 10 hours):

1. **For Teachers:** Training of students by the teacher (using actual field material) in classroom and field for a total of not less than 25 hours on Kitchen Management, Banquet Preparations, Outdoor catering, Cook and chill systems and The Food Safety And Standards Act, 2006.
1. Demonstrate the Procedures for making Workforce layout, staffing, store Management, and Production planning
2. Ensure students has the capabilities in Menu Preparation and Production for Banqueting

3. Conceptualize the idea of Outdoor catering and Menu, Planning and Making Check list
4. Understand the Purpose of Cook chill system and its usefulness in Outdoor and indoor catering.
5. Understand the Food safety and Standards 2006 Act to run a Kitchen.

2. For Students: Individual Fieldwork/Project work on identified real time situations with respect to Kitchen Management On practical aspects dealt with by Professional Chef. Each student has to make observations and submit to the teacher a handwritten Fieldwork/Project work Report, not exceeding 10 pages, on his/her observations etc.

3. Max marks for Fieldwork/Project work Report: 05.

4. Suggested Format for Fieldwork/Project work Report: (not more than 10 pages): Title page, student details, contents, objective, step-wise work done, findings, conclusions and acknowledgements.

5. Unit tests (IE).

B. Suggested Co-Curricular Activities

1. Training of students by a related field expert.
2. Assignments including technical assignments like working with food photography,
3. Seminars, Conferences, discussions by inviting concerned institutions
4. Field Visit
5. Invited Lectures and presentations on related topics.

V. Suggested Question Paper Pattern:

Max. Marks 75

Time: 3 hrs

SECTION - A (Total 25 marks)

Answer any FIVE Questions (5×5 Marks)

Out of Eight covering all units

SECTION - B (Total 50 marks)

Answer any FIVE Questions (5×10 Marks)

Out of Eight covering all units.

B.Sc (H & HA) & BHM SEC19-A: Food Photography and Presentation

Periods per week :4

Internal Examinations : 25 Marks

External Examination : 75 Marks

Duration of Exam : 4 Hours.

Nature of Exam : Theory

Objective of the Course : To instruct the students with an in depth knowledge of Food Photography and Presentation who wish to adapt and learn the fine art of Presentation and about right method of presentation and photography.

I. Course learning outcomes:

After completing the course the student shall be able to:

1. Elements of photography and presentation
2. Orientation of essential equipments and prop styles
3. Presentation of menu through latest photography
4. Basic concept of lighting
5. Master garnishing

II. Syllabus: Total 75hrs (Teaching 45, Training 25, Others 05 including IE etc.)

UNIT I:

Introduction To Food Photography & Presentation: A brief look at Food photography and History. Role of Food photographer, food stylist, prop stylist & their assistants - Elements of Food photography & presentation - Basics of the food photography & presentation

UNIT II

Food Photography Equipment and Set Up, Camera Setting & Modes: The essential equipment used by Food photographer. Equipment used by Food stylist & Prop stylist. Setting up the equipment - Exposure triangle - Aperture, shutter speed, ISO – Finding balance, Metering & white balance - Camera modes – Auto & manual mode, aperture & shutter priority

UNIT III

Basic Props & Set Ups Used In Food Photography: Selection of props, different types of props used - Combing and styling the props for the shoot - Prop setting for the shoot.

UNIT IV

Lighting & Photography Composition: Natural light photography - Artificial light photography - Subject placement, Rule of thirds, Focus, Depth of field, Perspective & Angle. Planning the shot, creating the scene, featuring the dish, Heights & Colour

UNIT V

Presentation of starter, soups, salads, Main course with accompaniments and desserts. Food Photography – Styling Techniques and latest Trends: Minimalist, The Architect, The Artist, contemporary, European, Asian influences, Naturalist, Dramatic Flair, Desserts – Contemporary & Classic Food garnishes, Plate garnishes, Platter presentation & buffet presentation

III. Reference Books and Text Books

1. Plate to Pixel: Digital Food Photography & Styling by Helene Dujardin,
2. Digital Food Photography by Lou Manna.
3. Food Photography: From Snapshots to Great Shots by Nicole S Young.
4. Lighting for food and drink photography by Steve Bavister.

Food Styling Books

1. Food Styling: The Art of Preparing Food for the Camera by Delores Custer
2. Food Styling for Photographers: A Guide to Creating Your Own Appetizing Art by Linda Bellingham and Jean Ann Bybee.
3. The Food Stylist's Handbook by Denise Vivaldo
4. Food Presentation Secrets: Styling Techniques of Professionals by Cara Hobday and Jo Denbury
5. Working the Plate: The Art of Food Presentation by Christopher

IV. Co-Curricular Activities:

A. Mandatory (student training by teacher in related real time field skills: total 10 hours):

1. For Teachers: Training of students by the teacher (using actual field material) in classroom and field for a total of not less than 25 hours on techniques in Food Photography and Presentation.

1. Explain basic photography knowledge and DSLR usage.
2. Create a table composition for photographing the products.
3. Define special shooting techniques for food photography.
4. Apply the use of natural light to photograph tabletop objects with the necessary light setting .
5. Explain the importance of pre-shoot planning in food photography.
6. Apply plate preparation techniques for the camera.
7. Use photo editing techniques in various applications.

2. For Students: Individual Fieldwork/Project work on identified real time situations with respect to Food Photography and Presentation. On practical aspects dealt by Expert Food Photographer. Each student has to make observations and submit to the teacher a handwritten Fieldwork/Project work Report, not exceeding 10 pages, on his/her observations etc.

3. Max marks for Fieldwork/Project work Report: 05.

4. Suggested Format for Fieldwork/Project work Report: (not more than 10 pages): Title page, student details, contents, objective, step-wise work done, findings, conclusions and acknowledgements.

5. Unit tests (IE).

B. Suggested Co-Curricular Activities

1. Training of students by a related field expert.
2. Assignments including technical assignments like working with hotel and restaurants for observation of Asian and European cuisines, salads and cold food items.
3. Seminars, Conferences, discussions by inviting concerned institutions
4. Field Visit
5. Invited Lectures and presentations on related topics.

V. Suggested Question Paper Pattern:

Max. Marks 75

Time: 3 hrs

SECTION - A (Total 25 marks)

Answer any FIVE Questions (5×5 Marks)

Out of Eight covering all units

SECTION - B (Total 50 marks)

Answer any FIVE Questions (5×10 Marks)

Out of Eight covering all units.

B.Sc (H & HA) & BHM SEC20-A: Food Safety and Quality Control

Periods per week : 4

Internal : 25

Examination : 75 Marks

Duration of Exam : 3 Hours.

Nature of Exam : Theory

I. Course learning outcomes

After completing the course the student shall be able to:

1. Standardize food safety and understanding microbial growth
2. Should be able prepare Audit Check list of Haccp
3. To make students be able to understand good Manufacturing Practices
4. Learning quality assurance through HACCP
5. Safety through sanitation in food

II. Syllabus: Total 75hrs (Teaching 45, Training 25, Others 05 including IE etc.)

UNIT- I

Standard Operating Procedures Preparing scope, quality policy and quality objectives of food processing company, Defining Standard operating procedure – purpose- Format -developing and implementing, effective writing. SOP for purchasing raw materials, receiving raw materials, storage, cleaning, holding, cooling, freezing, thawing, reheating, personal hygiene, facility and equipments. Systems in laboratory accreditation ; Food as a tourism Product

UNIT- II

Audit Check List Preparation of HACCP based SOP checklist - personal hygiene, food preparation, hot holding, cold holding, refrigerator, freezer and milk cooler, food storage and dry storage, cleaning and sanitizing, utensils and equipments, large equipments, garbage storage and disposal and pest control.

UNIT- III

Pre-requisite Program Good Manufacturing Practices –Personal hygiene – occupational health and safety specification, Food Plant Sanitation Management - Plant facilities construction and maintenance - exterior of the building- interior of the building- equipments. Storage, transportation, traceability, recalling procedures, training.

UNIT- IV

HACCP principle Conduct a hazard analysis, CCP identification, establish critical limits for each CCP, establish CCP monitoring, procedures, establish corrective actions procedures, establish procedures for HACCP verification and validation, documenting, the HACCP Program.

UNIT- V

Implementation of HACCP and conducting audit HACCP for jam, biscuit, bread, dairy, meat, fish and egg industries. Conducting of open meeting and close meeting in auditing, preparation of audit reports for different department audit excerscise

III. REFERENCE TEXT BOOKS:

- 1.Andres Vasconcellos J. 2005. Quality Assurance for the Food industry – A practical approach. CRC press.
2. InteazAlli. 2004. Food quality assurance - Principles & practices. CRC Press New York.
3. Sara Mortimore and Carol Wallace. 2013. HACCP - A practical approach. Third Edition.Chapman and Hall, London.
4. Roday, S. 1998. Food Hygiene and Sanitation, Tata McGraw-Hill Education.

IV. Co-Curricular Activities:

A. Mandatory (student training by teacher in related real time field skills: total 10 hours):

1. **For Teachers:** Training of students by the teacher (using actual field material) in classroom and field for a total of not less than 25 hours on techniques HACCP and Food Saftey and Quality Control.

1. Explain Food safety SOPs
2. Understand HACCP
3. Understand Good Manufacturing & hygiene Practices
4. Explain HACCP hazard analysis
5. Understand HACCP audits

2. **For Students:** Individual Fieldwork/Project work on identified real time situations with respect to Food Saftey and Quality control On practical aspects dealt with by Chef. Each student has to make observations and submit to the teacher a handwritten Fieldwork/Project work Report, not exceeding 10 pages, on his/her observations etc.

3. Max marks for Fieldwork/Project work Report: 05.

4. Suggested Format for Fieldwork/Project work Report: (not more than 10 pages): Title page, student details, contents, objective, step-wise work done, findings, conclusions and acknowledgements.

5. Unit tests (IE).

B. Suggested Co-Curricular Activities

1. Training of students by a related field expert.
2. Assignments including technical assignments like working with hotel and restaurants for observation of Asian and European cuisines, salads and cold food items.
3. Seminars, Conferences, discussions by inviting concerned institutions
4. Field Visit
5. Invited Lectures and presentations on related topics.

V. Suggested Question Paper Pattern:

Max. Marks 75

Time: 3 hrs

SECTION - A (Total 25 marks)

Answer any FIVE Questions (5×5 Marks)

Out of Eight covering all units

SECTION - B (Total 50 marks)

Answer any FIVE Questions (5×10 Marks)

Out of Eight covering all units.

B.sc (H & HA) And BHM SEC 21 -A: Bread Art

Periods per week : 4

Internal : 25

Examination : 75 Marks

Duration of Exam : 3 Hours.

Nature of Exam : Theory

I. Course learning outcomes

After completing the course the student shall be able to:

1. To understand the Gluten nature structure and its characteristics.
2. To understand the principles of preparing Biscuits and muffins.
3. To understand the principles of preparing Yeast Breads.
4. To know how to evaluate the quality of Bread.
5. To know about the Salt dough and its importance in presentations.

II. Syllabus: Total 75hrs (Teaching 45, Training 25, Others 05 including IE etc.)

UNIT-I

GLUTEN : Gluten and its native state and elastic nature, structural characteristics of Gluten when denatured by heat. Quantity & Quality of Gluten in all Flours.

UNIT-II

BISCUITS & MUFFINS : Principles of preparing Biscuits and Muffins. Effects of mixing methods on texture and palatability of Breads.

UNIT-III

YEAST BREAD : Principles of preparing yeast Breads. Ingredients used in bread making and their roles during mixing and baking.

UNIT -IV

BREAD FAULTS : Criteria of quality for evaluating breads, faults in Dough making, temperature control, end product faults.

UNIT- V

SALT DOUGH ; Qualities and uses in decoration/ presentations. Colouring, improving the edibility factor of Salt Dough.

III. Reference TEXT Books:

1. Wilfred J.Fance- The new international confectioner-virtue-london, 1981.
2. Michel roux, Albert roux - Roux brothers on Patisserie - Little brown publications, 1993.
3. Peter T.Boyle- Sugar work – Van Nostrand Reinhold co.,New York,1982.
4. Wayne Gisslen- Professional baking, 2nd edition-Wiley Publications,Singapore, 1984.
5. Joseph Amendola - Understanding Baking, revised II edition- Wiley Publications,2002

IV. Co-Curricular Activities:

A. Mandatory (student training by teacher in related real time field skills: total 10 hours):

1. **For Teachers:** Training of students by the teacher (using actual field material) in classroom and field for a total of not less than 25 hours on techniques in Art of Bread Making.

1. Analyse and evaluate product quality based on colour, taste and texture
- 2: Produce various shapes with hands on participation
- 3: Compare straight dough, sponge dough and other various method.
- 4: Formulate ingredients and mixing for quick bread
- 5: Design the art and science of baking.

2. **For Students:** Individual Fieldwork/Project work on identified real time situations with respect to preparation of Bread. On practical aspects dealt with by Chef. Each student has to make observations and submit to the teacher a handwritten Fieldwork/Project work Report, not exceeding 10 pages, on his/her observations etc.

3. Max marks for Fieldwork/Project work Report: 05.

4. Suggested Format for Fieldwork/Project work Report: (not more than 10 pages): Title page, student details, contents, objective, step-wise work done, findings, conclusions and acknowledgements.

5. Unit tests (IE).

B. Suggested Co-Curricular Activities

1. Training of students by a related field expert.
2. Assignments including technical assignments like working with hotel and restaurants for observation of Asian and European cuisines, salads and cold food items.
3. Seminars, Conferences, discussions by inviting concerned institutions
4. Field Visit
5. Invited Lectures and presentations on related topics.

V. Suggested Question Paper Pattern:

Max. Marks 75

Time: 3 hrs

SECTION - A (Total 25 marks)

Answer any FIVE Questions (5×5 Marks)

Out of Eight covering all units

SECTION - B (Total 50 marks)

Answer any FIVE Questions (5×10 Marks)

Out of Eight covering all units.

B.Sc (H & HA) & BHM SEC16-B:Banquet and Buffet Management

Periods per week : 4

Internal : 25

Examination : 75 Marks

Duration of Exam: 3 Hours.

Nature of Exam : Theory

I. Course learning outcomes

After completing the course the student shall be able to:

1. This course focuses on Planning and Organization of F & B operations in different outlets.
2. Function Catering, Buffets, Guéridon Service, MICE management and Banqueting procedure have been detailed for the knowledge of students.
3. Etiquette and dining room rules of service
4. Communicating efficiently

II. Syllabus: Total 75hrs (Teaching 45, Training25, Others 05 including IE etc.)

UNIT -I

Planning & Operating Various F&B Outlet - Layout of Functional and ancillary areas, Objective of a Good Layout, Steps in Planning, Factors to be Considered While Planning, Various Set Ups For Seating, Planning Staff & Equipments Requirement

UNIT-II

Banquet and Off-Premise Operations and Management - Types of Functions, Organizational Structure of Banquet Department, Banquet Booking Procedures and Documentation, Menu Planning, Organization and Methods of Service in Function Catering, Function Sales, Toast Procedures & Protocol, Banquet SOP's, Off-Premises Catering, Managing off-Premises Catering, Introduction to Informal Banquet (Reception, Cocktail Parties, Convention, Seminar, Exhibition, Fashion Shows, Trade Fair, Wedding)

UNIT-III

Buffets - Types of Buffet (Display, Sit Down, Fork, Finger, Cold Buffet, Breakfast Buffets) Factors to Plan Buffets, Area Requirement, Planning and Organization, Sequence of Food, Equipment and Supplies, Check List

UNIT-IV

Mice Management - Introduction & Concept of MICE, Value of MICE for Hospitality Industry, Transportation, Attractions & Supporting Infrastructure, Public Sector, Client Management, Budgeting for MICE, Sponsorship and Financial Analysis, Negotiations (Negotiable & Non-Negotiable Items), Legal Issues in MICE Industry, Service Contractors (New Concepts)

UNIT-V

Managing F & B Outlets - Indenting and Maintaining Par-Stocks, Advertisement/Selling Techniques, Garbage Disposal, Situation Handling, Employee Requirement, Setting up Operational Procedures

III. Reference Text Books:

1. Food and Beverage Service by Cousins, Lillicrap and Weekes, Publisher: Hodder Education
2. Modern Restaurant Service by John Fuller, Publisher: Hutchinson's
3. Professional Food & Beverage Service Management by Brian Varghese, Publisher: Laxmi Pub.
4. Food & Beverage Service by Bobby George & Sandeep Chatterjee, Publisher: Jaico Publishing

IV. Co-Curricular Activities:

A. Mandatory (student training by teacher in related real time field skills: total 10 hours):

1. For Teachers: Training of students by the teacher (using actual field material) in classroom and field for a total of not less than 10 hours on techniques of Banquet management.

- Providing sessions on Planning & Operating Various F&B Outlet. Ref : Unit - 1
- Explain Banquet and Off-Premise Operations and Management with leading examples (Ref : Unit-2)
- Explain the type and procedure of buffet. Ref: Unit-3
- Introduce the Mice Management with floor sessions. Ref : Unit-4
- Give floor sessions of F&B outlets and discuss the situation handling. Ref: Unit-5

2. For Students:

- Students will learn social and state occasions.
- Students will learn about function sheet and prospectus.
- Students will understand the concept of contract of agreement.
- Students will learn about banquet bar and space area calculation.
- Students will learn about how to book a banquet.

3. Max marks for Fieldwork/Project work Report: 05.

4. Suggested Format for Fieldwork/Project work Report: (not more than 10 pages): Title page, student details, contents, objective, step-wise work done, findings, conclusions and acknowledgements.

5. Unit tests (IE).

B. Suggested Co-Curricular Activities

1. Training of students by a related field expert.
2. Assignments including technical assignments like working with hotel and restaurants for observation of Asian and European cuisines, salads and cold food items.
3. Seminars, Conferences, discussions by inviting concerned institutions
4. Field Visit
5. Invited Lectures and presentations on related topics.

V. Suggested Question Paper Pattern:

Max. Marks 75

Time: 3 hrs

SECTION - A (Total 25 marks)

Answer any FIVE Questions (5×5 Marks)

Out of Eight covering all units

SECTION - B (Total 50 marks)

Answer any FIVE Questions (5×10 Marks)

Out of Eight covering all units.

B.Sc (H & HA) & BHM SEC17-B : Food & Beverage Control

Periods per week : 4

Internal : 25
Examination : 75 Marks

Duration of Exam : 3 Hours.
Nature of Exam : Theory

I. Course learning outcomes

After completing the course the student shall be able to:

- 1.Acquire knowledge of f & b management controls
- 2.Understanding cost control through purchase control; receiving controls
- 3.Also understand cost control through storing and issuing of inventory control

II. Syllabus: Total 75hrs (Teaching 45, Training25, Others 05 including IE etc.)

UNIT- I

Food & Beverage Management & Control - Objectives , Control Cycl (Planning, Organizing, Coordinating, Directing, and Controlling), Factors Affecting Food and Beverage Management Control (External Factors and Internal Factors).

UNIT-II

Purchasing Control - Types of Perishable and Non-Perishable Products, Quality Purchasing, Standing Purchase Specifications, Purchasing Procedure and Different Methods of Food Purchasing, Methods of Purchasing in Hotels, Purchase Order Forms, Economic Order Quantity, Carrying Cost, Frauds in Purchasing

UNIT-III

Receiving Controls - Aims of Receiving, Job Description of Receiving Clerk/Personnel, Equipment Required for Receiving, Documents by the Supplier (Including Format - Delivery Notes, Bills/Invoices, Credits Notes, Statements), Records Maintained in the Receiving Department (Goods Received Book, Daily Receiving Report, Meat Tags), Receiving Procedure, Blind Receiving, Assessing the Performance and Efficiency of Receiving Department, Potential Frauds in Receiving, Hygiene in Receiving Areas and Its Relative Importance

UNIT-IV

Storing and Issuing Control - Aims of Store Control, Job Description of Food Store Room Clerk/Personnel, Conditions of Facilities and Equipment, Arrangements of Food, Location of Storage Facilities, Security and Stock Control, Stock Records Maintained Bin Cards (Stock Record Cards/Books), Issuing Control and Procedure (Requisitions, Transfer Notes), Frauds in Storing and Issuing

UNIT-V

Inventory Control -Importance and Objectives of Inventory Control, method (Physical & Perpetual), Inventory Management Techniques, Monthly Inventory and Stock Taking, ABC and VED Analysis, Par Stock

III. Reference Text Books:

1. The Complete Food and Beverage Cost Control Book by H. Berberoglu, Publisher: Shelox Bound.
2. Food and Beverage Cost Control By L. R. Dopson and D. K. Hayes, Publisher: Wiley.
3. Practical Food and Beverage Cost Control by Clement Ojugeo, Publisher: Cengage Learning
4. Food & Beverage Cost Control by Donald A Bell, Publisher: McCutchan
5. Culinary Economics by Y B Mathur, Publisher: IK Publications

IV. Co-Curricular Activities:

A. Mandatory (student training by teacher in related real time field skills: total 10 hours):

1. For Teachers: Training of students by the teacher (using actual field material) in classroom and field for a total of not less than 25 hours on techniques in Food and Beverage Controls.

- a) Providing sessions on control cycle (planning, organizing, coordinating, directing and controlling) Ref unit -1
- b) Explaining with leading examples on perishables and non-perishables products , quality purchasing, SPS, purchasing procedure and different methods of food purchasing in hotels and how to fill purchasing order form. Ref unit 2
- c) Making them understand the aims, jobs description of receiving with proper documents. Ref unit 3
- d) Emphasis on storing and issuing control aims and jobs description. Ref unit 4
- e) Explaining with leading examples of storing and issuing control. Ref unit 5

1. For Students:

- Students will able to learn about basic terms of accounting.
 - Students will able to learn about cost control with its role.
 - Students will able to learn about the branches of accounting with relationship between various branches.
 - Students will come to know about how financial transactions are being recorded in journals and then after in ledgers.
3. Each student has to make observations and submit to the teacher a handwritten Fieldwork/Project work Report, not exceeding 10 pages, on his/her observations etc. .
Max marks for Fieldwork/Project work Report: 05.
4. Suggested Format for Fieldwork/Project work Report: (not more than 10 pages): Title page, student details, contents, objective, step-wise work done, findings, conclusions and acknowledgements.
5. Unit tests (IE).

B. Suggested Co-Curricular Activities

- Case Study on F&B Control is very important.
- Guest lecture on the same curriculum.
- Exchange programme need to be done.
- Field visit to the hotel and companies.
- **V. Suggested Question Paper Pattern:**

Max. Marks 75

Time: 3 hrs

SECTION - A (Total 25 marks)

Answer any FIVE Questions (5×5 Marks)

Out of Eight covering all units

SECTION - B (Total 50 marks)

Answer any FIVE Questions (5×10 Marks)

Out of Eight covering all units.

B.Sc (H & HA) & BHM SEC 18-B: Food & Beverage Management

Periods per week : 4

Internal : 25
Examination : 75 Marks

Duration of Exam : 3 Hours.
Nature of Exam : Theory

I. Course learning outcomes

After completing the course the student shall be able to:

1. The purchasing, receiving, storing, issuing and preparation of food and beverages within the establishment for final provision and service to the customer.
2. The formulation of an efficient control system within the food and beverage department.
3. Monitoring food and beverage prices and achieving competitive rates while still ensuring quality standards.
4. Pricing restaurant and special function menus to achieve desired profit margins.
5. Compiling on a daily, weekly and monthly basis, all relevant food and beverage information on costs and sales that may be used by management for forecasting, planning, budgeting etc.
6. Reconciling actual and forecast costs and sales, and initiating corrective action if discrepancies occur, and finding out and eliminating the causes, for example, bad portion control, incorrect pricing etc.
7. Training, directing, motivating and monitoring of all food and beverage department staff.
8. Co-operating with other departments to become a significant contributor to the organizations short and long term profitability.
9. Obtaining in a regular, structured and systematic way, feedback from customers, so that their comments, complaints and compliments may be taken into account to improve the overall standard of service.

II. Syllabus: Total 75hrs (Teaching 45, Training 25, Others 05 including IE etc.)

UNIT-I F&B MANAGEMENT

Introduction, Objectives of F&B Management, Responsibilities of F&B Management, Constraints to F&B Management.

UNIT-II MENU MANAGEMENT

Introduction, Types of Menu, Menu Planning Considerations & Constraints, Menu Costing and Pricing, Menu Merchandising, Menu Engineering, Menu Fatigue, Menu as an In-House Marketing Tool.

UNIT-III FOOD AND BEVERAGE PROMOTIONS

Advertising, identifying the media, promoting festivals, up selling, telephone selling, suggestive selling, Merchandizing & Sales Promotion

UNIT- IV F&B MANAGEMENT IN FAST-FOOD AND POPULAR CATERING

Introduction, Basic Policies -financial, marketing and catering, Control & Performance Measurement.

UNIT -V F&B MANAGEMENT IN HOTELS AND QUALITY RESTAURANTS

Introduction, Basic Policies -financial, marketing and catering, Control & Performance Measurement. F&B management in function catering.

III. Reference Text Books:

1. Food & Beverage Management By: Bernard Davis & Sally Stone Published by: Butterworth-Heinemann Ltd.
2. Food & Beverage Control By: Richard Kotas and Bernard Davis
3. Principles of Food , Beverage, and labour Cost Control By: Paul R. Dittmer, Published by: John Wiley & Sons
4. Food & Beverage Operation - Cost Control & Systems Management, Charles Levinson, Prentice Hall
5. Food & Beverage Management By: Bernard Davis & Sally Stone Published by: Butterworth-Heinemann Ltd. UK

IV. Co-Curricular Activities:

A. Mandatory (student training by teacher in related real time field skills: total 10 hours):

1. For Teachers: Training of students by the teacher (using actual field material) in classroom and field for a total of not less than 25 hours on techniques in Food and Beverage Controls.

- A) Providing sessions on control cycle (planning, organizing, coordinating, directing and controlling) Ref unit -1
- B) Explaining with leading examples on perishables and non-perishables products , quality purchasing, SPS, purchasing procedure and different methods of food purchasing in hotels and how to fill purchasing order form. Ref unit 2
- C) Making them understand the aims, jobs description of receiving with proper documents. Ref unit 3
- D) Emphasis on storing and issuing control aims and jobs description. Ref unit 4
- E) Explaining with leading examples of storing and issuing control. Ref unit 5

2. For Students:

- 1.) Providing sessions on F&B Management, objectives, Responsibility and Constraints. Ref: Unit -1
 - 2.) Providing notes on Menu Management Ref: Unit- 2
 - 3.) Explaining Material Management Ref : Unit-3
 - 4.) Writing notes on F&B MANAGEMENT IN FAST-FOOD AND POPULAR CATERING. Ref : Unit -4
 - 5.) Session on F&B MANAGEMENT IN HOTELS AND QUALITY RESTAURANTS. Ref: Unit-5
- Each student has to make observations and submit to the teacher a handwritten Fieldwork/Project work Report, not exceeding 10 pages, on his/her observations etc. . Max marks for Fieldwork/Project work Report: 05.

Suggested Format for Fieldwork/Project work Report: (not more than 10 pages): Title page, student details, contents, objective, step-wise work done, findings, conclusions and acknowledgements.

5. Unit tests (IE).

B. Suggested Co-Curricular Activities

1. Students will make projects
2. Students will make case study
3. Students will learn the outcomes and do menu planning.

V. Suggested Question Paper Pattern:

Max. Marks 75

Time: 3 hrs

SECTION - A (Total 25 marks)

Answer any FIVE Questions (5×5 Marks)

Out of Eight covering all units

SECTION - B (Total 50 marks)

Answer any FIVE Questions (5×10 Marks)

Out of Eight covering all units.

B.Sc.(H & HA)& BHM SEC 19-B : QUICK SERVICE RESTAURNAT

Periods per week: 4

Internal : 25

Examination : 75 Marks

Duration of Exam: 3 Hours.

Nature of Exam : Theory

I. Course learning outcomes

After completing the course the student shall be able to:

1. Understand about Quick Service Restaurant and its functioning
2. Getting to know How to develop the Menu and Menu Planning in QSR
3. Fast food menu, pricing strategy and recipe standardization
4. Understanding Human Resource Issues and Handling of customers
5. Orientation on Marketing and Franchising of QSR

II. Syllabus: Total 75hrs (Teaching 45, Training 25, Others 05 including IE etc.)

UNIT- 1

Introduction to quick service restaurant management, Planning, control and food, Identify the differences and similarities between commercial and non-commercial food service operations, steps required to implement a cost control system. Importance and function of an operating budget as a planning and control tool

UNIT- II

Menu control in QSR, Menu as the foundation for control in a food service operation control systems necessary, to monitor the purchasing, receiving, storing, issuing, production and service functions in a food service operation, stock control, auditing and budgeting Menu planning, and food safety, Managing delivery time is a key area of focus for a QSR

UNIT- III Cost & quality control in QSR

Interpretation of cost control and financial data and corrective actions necessary to manage an effective food service operation revenue control and theft prevention procedures, labor cost control procedures.

UNIT- IV Human resource management in QSR

Human resource management issues that are involved in operating a quick service restaurant. Identifying customer service and guest relations policies that must be in place for the successful operation of a quick service restaurant

UNIT -V Marketing & franchising of QSR

Employees, public relations, Marketing & Franchising quick service restaurants Collaborating with the right brands, local tastes and the conditions in the immediate market with international brands

III. Reference Text Books:

- 1) Quick Service Restaurants, Franchising, and Multi Unit Chain Management by Francis A Kwansa H.G. Parsa
- 2) QUICKSERVICE RESTAURANT TRENDS by National Restaurant Association. Industry Transaction & Profile Annual Report:
- 3) Quick Service Restaurants 2011 Edition(Paperback) by Bvr Staff
- 4) Quick Service That Sells! The Art of Profitable Hospitality for Quick Service Restaurants by bill Roberts Christopher downell

IV. Co-Curricular Activities:

A. Mandatory (student training by teacher in related real time field skills: total 10 hours):

- 1. For Teachers:** Training of students by the teacher (using actual field material) in classroom and field for a total of not less than 25 hours on techniques in Quick Service Restaurant
 - A) Providing sessions on Quick Service Restaurant (planning, organizing, coordinating, directing and controlling) Ref unit -1
 - B) Explaining with Menu control in QSR, Menu as the foundation for control in a food service operation control Ref unit 2
 - C) Making them understand the aims, Cost & quality control in QSR Interpretation of cost control and financial data and corrective actions
 - D) Emphasis on storing and issuing control aims and jobs description. Ref unit 4
 - E) Explaining with leading examples of storing and issuing control. Ref unit 5
- 2. For Students:**
 - 1.) Providing sessions on F&B Management, objectives, Responsibility and Constraints. Ref: Unit -1
 - 2.) Providing notes on Menu Control in QSR Ref: Unit- 2
 - 3.) Explaining Material Management Ref : Unit-3
 - 4.) Writing notes on F&B Management In Fast-Food And Popular Catering. Ref : Unit -4
 - 5.) Session on F&B Management In Hotels And Quality Restaurants. Ref: Unit-5
- 3.** Each student has to make observations and submit to the teacher a handwritten Fieldwork/Project work Report, not exceeding 10 pages, on his/her observations etc. Max marks for Fieldwork/Project work Report: 05.
- 4.** Suggested Format for Fieldwork/Project work Report: (not more than 10 pages): Title page, student details, contents, objective, step-wise work done, findings, conclusions and acknowledgements.
- 5.** Unit tests (IE).

B. Suggested Co-Curricular Activities

4. Students will make projects
5. Students will make case study
6. Students will learn the outcomes and do menu planning.

V. Suggested Question Paper Pattern:

Max. Marks 75

Time: 3 hrs

SECTION - A (Total 25 marks)

Answer any FIVE Questions (5×5 Marks)

Out of Eight covering all units

SECTION - B (Total 50 marks)

Answer any FIVE Questions (5×10 Marks)

Out of Eight covering all unit

B. Sc (H & HA) & BHM SEC20-B : INDUSTRIAL CATERING

Periods per week: 4

Internal : 25

Examination : 75 Marks

Duration of Exam : 3 Hours.

Nature of Exam : Theory

Objective: To create awareness about the various operation of industrial canteens in private and public sector organizations and thereby reveal the scope of career opportunities.

I. Course learning outcomes

After completing the course the student shall be able to:

1. Understand industrial catering concept and scope ; four pillar theory
2. Operation of industrial canteen through layout and facilities
3. Getting to know duties and responsibilities of canteen staff
4. Canteen menu planning and portion control
5. Should be able to handle revenue management and crisis management in industrial catering

II. Syllabus: Total 75hrs (Teaching 45, Training25, Others 05 including IE etc.)

UNIT- I Concept

Industrial canteen- concept and scope, Factories Act pertaining to Industrial canteens, Management of Canteen, Departmental/ outsourced canteens, Canteen a major welfare measure to employees, Harmony in Canteen – The Four pillar theory

UNIT- II Layout & Facilities

Layout of canteen, Legal obligations, factors to be considered while designing a canteen, Furniture, Kitchen equipments, Service equipments, Cleaning equipments, selection criteria, care and maintenance, Waste disposal.

UNIT- III Hierarchy

Various staff and hierarchy in canteen, Attributes of a canteen staff, Recruitment & Training, Duties and responsibilities of canteen manager and supervisor. Work allocation, Uniform and discipline of canteen employees.

UNIT IV Menu

Menu planning, Types of canteen menu, Factors to be considered while planning a canteen menu. Dining habits of employees. Portion control

UNIT V Revenue Management

Canteen budget- Factors to be considered. Tenders, Purchase procedure, Subsidy, Store intent and costing.

Crisis management

Common problems facing in canteens and their remedies, communication methods and check lists, accidents and breakdowns, common procedure and practices

III. Reference Text Books

1. Industrial Catering by K C Alexander
2. Industrial catering management by Coates, Dennis, S.

IV. Co-Curricular Activities:

A. Mandatory (student training by teacher in related real time field skills: total 10 hours):

1. **For Teachers:** Training of students by the teacher (using actual field material) in classroom and field for a total of not less than 25 hours on techniques in Industrial Catering
 - A) Imparting indepth knowledge of Industrial Canteen its concept and scope (Factories Act in reference to Canteen) Ref unit -1
 - B) Educate the Legalites in Layout and Facilities of Industrial Canteen Ref unit 2
 - C) Making them understand Various Hierarchy in the Industrial Canteen , Work allocation Ref Unit 3
 - D)How to develop an Menu for Industrial Catering and Set up menu Ref unit 4
 - E) How to handle Revenue and Crisis in Industrial Catering Ref unit 5

2. For Students:

- 1.) To do research and Visit an Industrial Canteen site and evaluate the operation and understand the scope Unit 1
 - 2.) To Draw the Layout of the Industrial canteen and identifying the Facilities need and Projecting the requirements Unit 2
 - 3.) Making a detailed sketch of the operations and need of Human resource and their Work Allocation. Unit 3
 - 4.) Keeping in mind the subsidized Prices and also taking in consideration the Work Atmosphere of the industrial Workers Planning a Menu.
 - 5.) Various Forms and formats for Revenue Management and Crisis Management.
3. Student has to make observations and submit to the teacher a handwritten Fieldwork/Project work Report, not exceeding 10 pages, on his/her observations etc. Max marks for Fieldwork/Project work Report: 05.
 4. Suggested Format for Fieldwork/Project work Report: (not more than 10 pages): Title page, student details, contents, objective, step-wise work done, findings, conclusions and acknowledgements.
 5. Unit tests (IE).

B. Suggested Co-Curricular Activities

1. Students will make projects
2. Students will make case study
3. Students will learn the outcomes and do menu planning.

V. Suggested Question Paper Pattern:

Max. Marks 75

Time: 3 hrs

SECTION - A (Total 25 marks)

Answer any FIVE Questions (5×5 Marks)

Out of Eight covering all units

SECTION - B (Total 50 marks)

Answer any FIVE Questions (5×10 Marks)

Out of Eight covering all unit

B. Sc(H & HA) & BHM SEC21-B : CRUISE OPERATIONS

Periods per week: 4

Internal : 25

Examination : 75 Marks

Duration of Exam : 3 Hours.

Nature of Exam : Theory

I. Course learning outcomes

After completing the course the student shall be able to:

1. Experienced the contemporary cruise experience.
2. Compared the different cruise categories in the industry.
3. Examined the Onboard Services in the cruise line industry.
4. About Managing Facilities On Cruise.
5. Defined the Maritime issues, Legislation and Safety in Cruise Industry.

II. Syllabus: Total 75hrs (Teaching 45, Training 25, Others 05 including IE etc.)

UNIT - I Cruise Operations and Cruise Products:

History and Image of cruising – Cruise brands and Brand value and vessel classification.

UNIT- II Cruise Geography and Itinerary planning: Primary cruising regions: The Caribbean – Europe and the Mediterranean – North America – Oceania and the South Pacific – other Cruise Destinations.

UNIT- III

Itinerary planning:

Itinerary planning – Tourist Motivation – Shore Excursions – Case studies

UNIT- IV

On Board Services: Roles and responsibilities on a cruise ship – Management of hotel services – Customer Service – Management of F&B services – Food production and service delivery system – Customer demands and operation capabilities – Planning wine list.

UNIT -V

Management of facilities on Cruise: Revenue and Yield management – Administering accommodation – Aesthetics and Ergonomics – Accommodation systems – Environmental Issues – Training staff – Skill Development – Learning and development – Learning of Cultures.

UNIT V

Maritime Issues, Legislation and Safety: Shipping Industry – Marine Security – Marine Pollution – Sanitation and Cleanliness – Maritime Organizations – Vessel Sanitation Program – Safety and risk assessing – Providing services to customers with special needs – The Norovirus.

III. Reference Text Books:

1. Cruise operations management; By Philip Gibson
2. Cruise operations management: hospitality perspectives; By Philip Gibson
3. Selling the sea: an inside look at the cruise industry; By Bob Dickinson
4. Cruising : a guide to the cruise line industry; By Marc Mancini
5. Introduction to Hospitality Book by John R. Walker

IV. Co-Curricular Activities:

A. Mandatory (student training by teacher in related real time field skills: total 10 hours):

1. **For Teachers:** Training of students by the teacher (using actual field material) in classroom and field for a total of not less than 25 hours on techniques in Quick Service Restaurant
 - A) Create Awareness about Cruise Operations and Cruise Products (Ref unit -1)
 - B) Explaining the Onboarding procedures for different Departmental Staff and their responsibilities (Ref unit 3)
 - C) Making them understand the procedure of Itinerary planning and ability to understand the geography of Cruise.(Ref Unit 2)
 - D) Emphasis on Revenue and yield management in Cruise lines and essence of Aesthetic values maintained in Cruise. Ref unit 4
 - E) Explaining the Maritime issues and Legislation and safety in Cruise line and Importance of Sanitation and Hygiene in Cruise Lines . Ref unit 5

2. For Students:

- 1.) Providing sessions on Cruise lines and making them aware about career options in cruiselines. Ref: Unit -1
- 2.) Ability to make the Cruise lines Itinerary for the guest and having the clear idea of Geography of cruise lines travel Ref: Unit- 2
- 3.) Explaining the onboarding procedures of Cruise Lines Ref : Unit-3
- 4.) How to analyze the Revenue and yield of cruise and Ergonomics Ref : Unit -4
- 5.) Session on Maritime Security, Pollution and safety . Ref: Unit-5

Each student has to make observations and submit to the teacher a handwritten Fieldwork/Project work Report, not exceeding 10 pages, on his/her observations etc.
Max marks for Fieldwork/Project work Report: 05.

4. Suggested Format for Fieldwork/Project work Report: (not more than 10 pages): Title page, student details, contents, objective, step-wise work done, findings, conclusions and acknowledgements.
5. Unit tests (IE).

B. Suggested Co-Curricular Activities

1. Students will make projects
2. Students will make case study
3. Students will learn the outcomes and do menu planning.

V. Suggested Question Paper Pattern:

Max. Marks 75

Time: 3 hrs

SECTION - A (Total 25 marks)

Answer any FIVE Questions (5×5 Marks)

Out of Eight covering all units

SECTION - B (Total 50 marks)

Answer any FIVE Questions (5×10 Marks)

Out of Eight covering all unit

B.sc (H & HA) SEC16-C: Advance Rooms Division Management I

Periods per week: 4

Internal : 25

Examination : 75Marks

Duration of Exam: 3Hours.

Nature of Exam : Theory

I. Course learning outcomes

After completing the course the student shall be able to:

1. Grasping job ,description job listing and duties and responsibilities ; understanding orientation process etc.
2. Should be able to identify functions of management with relation to front office and housekeeping department
3. Understanding housekeeping controls
4. Understanding how to measure performance in rooms division
5. Grasping revenue management techniques

II. Syllabus: Total 75hrs (Teaching 45, Training25, Others 05 including IE etc.)

UNIT I Managing Human Resources, Training and Scheduling f/o & h/k staff:

Preparing job lists and job descriptions for front office and housekeeping staff, Source of internal and external recruiting, Role of executive housekeeper and front office manager in selecting staff Orientation process – the role of the ex. HK and FOM, Developing job breakdowns for the H.K and F.O job positions, Skills training - the four step training method (prepare, present, Practice, Follow up), Developing staffing guides for room attendants, supervisors , general workers Alternative scheduling techniques- (part-time employees, flexible work hour compressed schedules, job sharing), Cross training and incentive programs for staff

UNIT II Planning of F office Operations:

Identify and describe the functions of management with relation to front office and housekeeping department. Establishing room rates through market condition approach rule of thumb approach and the Hubbart formula. Forecasting room availability, forecasting data, percentage of walk ins, percentage of overstay, percentage of No-shows, percentage of under stays, percentage of early

arrivals, forecast formula, forecast forms, importance of forecasting. Budgeting for front office, forecasting room revenue, estimating expenses

UNIT III House Keeping Controls:

Establishing par levels and inventories/ control of linen & uniform, guest loan items, machines & equipment, cleaning supplies, guest supplies, the role of the housekeeper in planning operating and capital budgets, Budgeting housekeeping expenses Controlling expense, Purchasing systems

UNIT IV Measuring Performance in the Rooms Division:

Importance and calculation of operational statistics, Percentage of single occupancy, Percentage if multiple occupancy, Percentage if domestic and foreign occupancies, ARR of ADR

Average rate per guest, Average length of stay, Rev PAR, Daily operations report its importance Sales Mix or Clientele Mix, its calculation,

UNIT V Revenue Management:

The concept of revenue management, Hotel industry applications – capacity management, discount allocation, duration control, Measuring yield – potential average single rate, potential average double rate, rate spread, multiple occupancy, potential average rate, room rate achievement factor, yield statistics Elements of Revenue Management – group room sales, transient room sales, food and beverage activity, special events, Using revenue management – Potential high and low demand tactics

III. REFERENCE BOOKS:

1. Front Office Operations And Management, Ahmed Ismail, Thomson Delmar, 2002
2. Housekeeping Management, Margaret M Kappa, Eiah & La, 2nd Ed./1997
3. Hotel Hostel & Hospital Housekeeping, Joan C Branson, Margaret Lennox, Hodder

IV. Co-Curricular Activities:

A. Mandatory (student training by teacher in related real time field skills: total 10 hours):

1. **For Teachers:** Training of students by the teacher (using actual field material) in classroom and field for a total of not less than 10 hours on techniques in advanced room division management
 - a. Preparation of Schedules and Staffing: reference through Duty Roasters followed in 5 star Hotel (Ref: unit 1)
 - b. Preparation of HR tools and Techniques : Forms and Formats, Skill development manuals, Training Manuals through HR (ref. unit-1)
 - c. Preparation of Front Office Operations (such as Management Functions, Occupancy Reports (detailed) carried in Hotels) (Ref. unit-2)
 - d. Preparation of House keeping Desk Operations – Linen and Uniform room , budgeting carried out in OPL Laundry in 5 star hotel. (ref. unit 3)
 - e. Room Division Performance calculations and reports: in detailed report of Operational Statistics used by FOM in 5 star hotel such as ADR, Rev Par and sales mix techniques (ref. unit.4)
 - f. Presenting concept of Revenue Management: in Depth Calculation of Yield and Revenue management through computer generated reports and calculation. Implication on daily business by 5 Star Business Hotel. (Ref : unit 5)
2. **For Students:** Group Fieldwork/Project work on identified real time situations with respect to Revenue Management and its concept. On practical, Each student has to make observations and submit to the teacher a handwritten Fieldwork/Project work Report, not exceeding 10 pages, on his/her observations including samples of reports , forms and formats.

3. Max marks for Fieldwork/Project work Report: 05.
4. Suggested Format for Fieldwork/Project work Report: (not more than 10 pages): Title page, student details, contents, objective, step-wise work done, findings, conclusions and acknowledgements.
5. Unit tests (IE)
6. Case Studies: Real time situation related to concern topic, need to be analysed and answer with best possible answer. Need to be presented in team.

B. Suggested Co-Curricular Activities

1. Training of students by a related field expert.
2. Assignments including technical assignments like calculations, numerical solving, report reading techniques
3. Seminars, Conferences, discussions by inviting concerned institutions
4. Hotel Visit
5. Invited Lectures and presentations on related topics.

V. Suggested Question Paper Pattern:

Max. Marks 75

Time: 3 hrs

SECTION - A (Total 25 marks)

Answer any FIVE Questions (5×5 Marks)

Out of Eight covering all units

SECTION - B (Total 50 marks)

Answer any FIVE Questions (5×10 Marks)

Out of Eight covering all unit

B.sc (H & HA) & BHM SEC17-C: Advance Rooms Davison Management

Periods per week :4

Internal :25

Examination :75 Marks

Duration of Exam : 3Hours.

Nature of Exam :Theory

I. Course learning outcomes

After completing the course the student shall be able to:

1. To develop understanding of training needs of front office and housekeeping
2. Importance of service quality in hotel management
3. Deriving importance of guest loyalty and its association with culture
4. Picking up the art of new set up operations for housekeeping
5. Appreciating and understanding designing hotel room ambience and hotel facilities design

II. Syllabus: Total 75hrs (Teaching 45, Training25, Others 05 including IE etc.)

UNIT-I

Training for Rooms division – Training (Meaning & definition), Training Need Analysis, Training Schedule, Steps of Training, Train the Trainer, Employee Development, Training for New and Old Employees

UNIT -II

Service Quality - Defining Service Quality and Guest satisfaction, Experienced Service Quality Models, Model of Service Quality Gaps, Guest Satisfaction and Retention, Dimensions of Guest Satisfaction, Tools to Achieve Continuous Guest Satisfaction by Practising Service Quality, Positive Effects by Practicing Service Quality in the Hospitality Industry, Measurement Models of Service Quality and Guest Satisfaction in Hotel Industry, Introduction to SERVQUAL, Guest Perceptions of Quality in Hotels, Measuring Guest Satisfaction

UNIT- III

Guest Loyalty & Culture- Definition of Culture, Dimension of Culture Difference for Guests . Impact of Culture on Guest Satisfaction & Loyalty, the Importance of Guest Loyalty in the Hotel Industry, Definition of Guest Loyalty, Loyalty Prerequisites, Guest Satisfaction

UNIT- IV

New Set-up Operations - Role of Housekeeper in a New Property, Pre-Opening Operations: Temporary Storage, Moving into the Property, Disposition of Spares, and Importance of Checklists for New Set ups

UNIT- V

Managing Internal Environment - Noise Control, Air Conditioning Control, Indoor Air Quality, Odour Control, Light Control Facility Planning and Management - Factors Considered in Planning & Designing the Hotel Facilities, Stages in Developing a Property, Hotel Design Process Designing Hotel Room Ambience - Key Design Elements to Perfecting Guest Room Ambience, Technical Guest Room Management Solutions, Defining Interiors & Design Considerations in Boutique Hotels, Energy Management

III. Reference Text Books:

1. Managing Front Office Operations by Kasavana& Brooks, Publisher:AHLEI
2. The Professional Housekeeper by Schneider, Tucker &Scoviak, Publisher:Wiley
3. Total Quality Management by Besterfield, Publisher:Pearsons
4. Hotel Front Office Operations and Management by Jatashankar R. Tiwari, Publisher:OU
5. Hotel Hostel and Hospital Housekeeping by Branson & Margaret, Publisher: Hodder

IV. Co-Curricular Activities:

A. Mandatory (student training by teacher in related real time field skills: total 10 hours):

1. **For Teachers:** Training of students by the teacher (using actual field material) in classroom and field for a total of not less than 10 hours on techniques in advanced room division management
 - a. Preparation of L& D Aspects in Hotel: reference through training schedules prepared by HR in Hotels. (Ref: unit 1)
 - b. Preparation of Train the Trainer Programme : Reference through Hotel and Service industry TTT programme, Video Presentation and techniques by Hotel (ref. unit-1)
 - c. Preparation of Guest relations Operation for Service Quality: Reference through Feedback collection by Feedback form, trip advisor and real time feedback collected from 5 star Hotel (Ref. unit-2)
 - d. Preparation of Loyalty Program – Reference through Hotel Websites and loyalty reports from brand like Accor, Taj and Marriott (ref. unit 3)
 - e. Pre- Opening Property: in detailed reports of various challenges and real time

- issues with Pre Opening hotels near by. (ref. unit.4)
- f. Presenting concept of Accommodation Operation: in Depth report on maintenance with reference to noise control, light control, indoor air quality (Ref : unit 5)
- For Students:** Group Fieldwork/Project work on identified real time situations with the new or Pre-Opening Hotels and its Operations. On practical, Each student has to make observations and submit to the teacher a handwritten Fieldwork/Project work Report, not exceeding 10 pages, on his/her observations including samples of reports , forms and formats.
 - Max marks for Fieldwork/Project work Report: 05.
 - Suggested Format for Fieldwork/Project work Report: (not more than 10 pages): Title page, student details, contents, objective, step-wise work done, findings, conclusions and acknowledgements.
 - Model presentation and report writing on Designing Hotel room
 - Case Studies: Real time situation related to concern topic, need to be analysed and answer with best possible answer. Need to be presented in team.

B. Suggested Co-Curricular Activities

- Training of students by a related field expert.
- Assignments including technicals of Training need and trend analysis of Training
- Seminars, Conferences, discussions by inviting concerned institutions
- Hotel Visit
- Invited Lectures and presentations on related topics.

V. Suggested Question Paper Pattern:

Max. Marks 75

Time: 3 hrs

SECTION - A (Total 25 marks)

Answer any FIVE Questions (5×5 Marks)

Out of Eight covering all units

SECTION - B (Total 50 marks)

Answer any FIVE Questions (5×10 Marks)

Out of Eight covering all units.

B.sc (H & HA) & BHM SEC18-C: Revenue Management

Periods per week :4

Internal : 25

Examination : 75 Marks

Duration of Exam: 3 Hours.

Nature of Exam : Theory

I. Course learning outcomes

After completing the course the student shall be able to:

- Grasping concepts of revenue management and how to be used in hospitality industry
- Understanding market segmentation, yieldable segments and differential pricing
- How to apply forecasting benefits, plan room inventory management
- Understanding distribution channel management

5. acquiring knowledge of hotel performance-index through Revpar, TrevPar ect

II. Syllabus: Total 75hrs (Teaching 45, Training 25, Others 05 including IE etc.)

UNIT-I

History, Definitions, Meaning, Benefits and Prospects of Revenue Management. The Purpose of Business and Fallacies of the Concept of Profit and Return on Investment. The 10 principles of Revenue Management. The Revenue Manager in the Hospitality Industry – Challenges of managing Hard Constraints and Soft constraints The Revenue Manager Position. The Revenue Management Team. Ethical Aspects of Revenue Management. Role of Costs in Pricing. Role of value and its link with Quality and Service

UNIT-II

Market Segmentation: What is Market Segmentation and its importance in Revenue Management. Yieldable and Non Yieldable segments. Meaning of Differential Pricing Limits to Differential Pricing. Application of Differential Pricing.

UNIT-III

Forecasting, The Importance/Benefits of Forecasting Demand. Past Data, Current data and Future Data (including Group Room sales Trends and the concept of Unconstrained Demand and Last Room value). Demand Forecasts and Strategic Pricing. Displacement Calculation. What is (Rooms) Inventory Management?. Characterizing rooms for optimum inventory management. Discounting Rack Rates. Stay Restrictions (Duration Controls). Selective Overbooking (capacity management) as an Inventory Control strategy. Binomial Distribution, Cumulative Binomial Distribution, The Painless Binomial. Marginal Analysis-Critical Fractile Method. The Twelve Principles of Inventory and Price Management

UNIT-IV

Distribution Channel Management: Electronic channels. Non electronic channels Principles of Distribution Channel Management. Competitive Set Analysis, Benchmarking and Rate Shopping

UNIT-V

Formulae and Calculations: The classical measures revisited – Occupancy, Multiple Occupancy and ADR - Hotel Key Performance Index (KPI) REVPAR, TREVPAR, TREVPEC, GOPPAR, REVPAM and REVPASH Forecasting Calculation Aids: Percentage of walk-ins, Percentage of Under stays, Percentage of No-Shows, Percentage of overstays. Measuring Yield and Evaluating RM Efforts: Potential Average Single Rate, Potential Average Double Rate, Rate Spread, Potential Average rate, Room Rate Achiever Factor, Yield Percentage, Occupancy Index Analysis, ADR Index Analysis, REVPAR Index Analysis and Market Share Analysis

III. REFERENCE Text BOOKS

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

IV Co-Curricular Activities:

- A. Mandatory (student training by teacher in related real time field skills: total 10 hours):

1. **For Teachers:** Training of students by the teacher (using actual field material) in classroom and field for a total of not less than 10 hours on techniques in revenue management
 - a. Preparation of Revenue Management Concepts: Reference through Revenue Management Team at hotel (Ref: unit 1)
 - b. Preparation of Market Segmentation based on sales and revenue management: A report on BOB Sales and channelizing revenue from different market segments (BTC, MNC, Collective Tour etc.) (ref. unit-2)
 - c. Preparation of Revenue Forecasting: Collection of data and useful statistics, report sample and format collection from Hotel (Ref. unit-3)
 - d. Preparation of Reports on Distribution Channels- Revenue generation report through different segments and market based. Implication and importance through different mode of channelizing business and revenue impact (ref. unit 4)
 - e. Presenting concept of Revenue Management: in Depth Calculation of Yield and Revenue management through computer generated reports and calculation. Implication on daily business by 5 Star Business Hotel. (Ref : unit 5)
2. **For Students:** Group Fieldwork/Project work on identified real time situations with respect to Revenue Management. On practical, Each student has to make observations and submit to the teacher a handwritten Fieldwork/Project work Report, not exceeding 10 pages, on his/her observations including samples of reports , forms and formats.
3. Max marks for Fieldwork/Project work Report: 05.
4. Suggested Format for Fieldwork/Project work Report: (not more than 10 pages): Title page, student details, contents, objective, step-wise work done, findings, conclusions and acknowledgements.
5. Unit tests (IE)
6. Case Studies: Real time situation related to concern topic, need to be analysed and answer with best possible answer. Need to be presented in team.

B. Suggested Co-Curricular Activities

1. Training of students by a related field expert.
2. Assignments including technical assignments like calculations, numerical solving, report reading techniques
3. Seminars, Conferences, discussions by inviting concerned institutions
4. Hotel Visit and report Creation
5. Invited Lectures and presentations on related topics.

V. Suggested Question Paper Pattern:

Max. Marks 75

Time: 3 hrs

SECTION - A (Total 25 marks)

Answer any FIVE Questions (5×5 Marks)

Out of Eight covering all units

SECTION - B (Total 50 marks)

Answer any FIVE Questions (5×10 Marks)

Out of Eight covering all units.

B.sc (H & HA)& BHM SEC19-C : RESORT MANAGEMENT

Periods per week : 4

Internal : 25

Examination : 75 Marks

Duration of Exam: 3 Hours.

Nature of Exam : Theory

I. Course learning outcomes

After completing the course the student shall be able to:

1. Understanding basic characteristic of resorts
2. Gambit structure of resort complex overview
3. Various types of resort
4. Identifying external challenges of resort management
5. Identifying internal challenges of resort management

II. Syllabus: Total 75hrs (Teaching 45, Training 25, Others 05 including IE etc.)

UNIT- I

Resort Management- Historical perspective, Indian scenario, basic characteristics, phases of resort planning and development, Trends and factors in developed tourist markets leading to growth to resort concept.

UNIT -II

Basic element of a resort complex- Lodging facilities, land escaping, Dining and Drinking facilities, Family oriented services, shops and entertainment services

UNIT -III

Mountain based resorts – introduction - development process – visitor profile. Beach resorts – marinas - introduction – development process – profile of visitors – environmental impacts and management. Golf/tennis resorts – introduction - market segments – visitor profiles. Health resorts/ Ayurvedic resorts).

UNIT- IV

External challenges for resort management: Changing market and competitive conditions – global demand trends – benefit segmentation – market segmentation – competition

UNIT- V

Internal challenges for resort management: Planning and financial management – planning process– phases of resort development – functional tools of resort development – planning and financial feasibility

III. REFERENCE TEXT BOOKS:

- a. Peter E Murphy (2007), The Business of Resort Management, Butterworth Heinemann Robert Christie Mill (2008), Resorts Management and Operations, Wiley.
- b. Jagmohan Negi (2008), Hotel, Resort and Restaurant: Planning, Designing and Construction, Kanishka Publications, New Delhi.
- c. Percy K Singh (2006), Hotel Lodging, Restaurant and Resort Management, Kanishka Publications, New Delhi.
- d. Chuck Y Gee (1996), Resort Development and Management , AHMA, USA

IV. Co-Curricular Activities:

A. Mandatory (student training by teacher in related real time field skills: total 10 hours):

1. **For Teachers:** Training of students by the teacher (using actual field material) in classroom and field for a total of not less than 10 hours on techniques in revenue management
 - a. Making the student aware about the History of Resorts and its perspective Clients (Ref: unit 1)
 - b. In-depth study into Resort Management and how to plan various types of resorts (ref. unit-2)
 - c. Detail Reports and Formats to be maintained by Mountain Resorts and Facilities Provided their (Ref Unit 3)
 - d. Preparation of marketing Strategies based on the demand and needs of the guest for resorts (Ref Unit 4)
 - e. Financial planning of resorts and its implementations (Ref : unit 5)
2. **For Students:** Group Fieldwork/Project work on identified real time situations with respect to Revenue Management. On practical, Each student has to make observations and submit to the teacher a handwritten Fieldwork/Project work Report, not exceeding 10 pages, on his/her observations including samples of reports, forms and formats.
3. Max marks for Fieldwork/Project work Report: 05.
4. Suggested Format for Fieldwork/Project work Report: (not more than 10 pages): Title page, student details, contents, objective, step-wise work done, findings, conclusions and acknowledgements.
5. Unit tests (IE)
Case Studies: Real time situation related to concern topic, need to be analyzed and answer with best possible answer. Need to be presented in team.

B. Suggested Co-Curricular Activities

1. Training of students by a related field expert.
2. Assignments including technical assignments like calculations, numerical solving, report reading techniques
3. Seminars, Conferences, discussions by inviting concerned institutions
4. Spa Visit and report Creation
5. Visit to Resort and understanding in detail the functioning of Resort and its Management

V. Suggested Question Paper Pattern:

Max. Marks 75

Time: 3 hrs

SECTION - A (Total 25 marks)

Answer any FIVE Questions (5×5 Marks)

Out of Eight covering all units

SECTION - B (Total 50 marks)

Answer any FIVE Questions (5×10 Marks)

Out of Eight covering all units.

B.sc (H & HA) & BHM SEC 20-C: Facility Planning

Periods per week : 4

Internal : 25

Examination : 75 Marks

Duration of Exam: 3 Hours.

Nature of Exam : Theory

I Course learning outcomes

After completing the course the student shall be able to:

- 1.Acquire and apply energy management and cost control in various aspects like guest room chillers etc.
- 2.Should get understanding of land scaling, building and its exterior and parking area facilities
- 3.Acquire and do lodge planning and design in all functional and non functional areas
- 4.Should be able to do blueprint for restaurant and kitchen

II. Syllabus: Total 75hrs (Teaching 45, Training25, Others 05 including IE etc.)

UNIT- I

ENERGY MANAGEMENT: background, energy pricing, energy cost control and building systems, reducing guest room energy costs, reducing food and beverage production and service energy costs, reducing boiler and chilling energy costs, energy management and conservation systems.

UNIT -II

BUILDING AND EXTERIOR FACILITIES: roof, exterior walls, windows and doors, structural frame, foundation elevators, storm water drainage systems, utilities, landscaping and grounds.

UNIT- III

PARKING AREAS: parking lots, structural features, layout considerations, maintenance, parking garages, accessibility requirements for parking areas, valet parking,

UNIT- IV

LODGING PLANNING AND DESIGN: development process, feasibility studies, space allocation programme, operational criteria, budget, preliminary schedule, site design, Hotel design, guest rooms and suites, lobby, food and beverage outlets, functional areas, recreational facilities,

back of the house areas.

UNIT- V

FOOD SERVICE PLANNING AND DESIGN: concept development, feasibility, regulations, planning layout, receiving areas, storage areas, kitchen, office space, sample blue print.

III. TEXT BOOKS AND REFERENCES:

1. Hospitality Facilities management and Design By: David M. Stipanuk, Harold Roffmann
Published: Educational Institute, AHMA
2. How things work-The Universal Encyclopedia of Machines, Volume 1&2
3. The Management of Maintenance and Engineering Systems in the Hospitality Industry By:
Frank D. Borsenik & Alan T, Stutts Published: John Willey & Sons Inc. NY
4. Air Conditioning Engineering By: W.P.Jones

IV. Co-Curricular Activities:

A. Mandatory (student training by teacher in related real time field skills: total 10 hours):

1. **For Teachers:** Training of students by the teacher (using actual field material) in classroom and field for a total of not less than 10 hours on techniques in revenue management
 - a. Creating Awareness of Sources of Energy and how to utilize with minimal Wastage (.Ref: unit 1)
 - b. Understanding about Building Exteriors and Facilities Provided and their uses age (ref. unit-2)
 - c. Making the student understand the needs for Parking areas and its importance in Hotel operations (Ref Unit 3)
 - d. Understanding the Budgetary Requirements for Planning Loading and Planning and Designing (Ref. Unit 4)
 - e. Making a presentation of Design of Food and beverage outlets (Ref : unit 5)
2. **For Students:** Group Fieldwork/Project work on identified real time situations with respect to Revenue Management. On practical, Each student has to make observations and submit to the teacher a handwritten Fieldwork/Project work Report, not exceeding 10 pages, on his/her observations including samples of reports , forms and formats.
3. Max marks for Fieldwork/Project work Report: 05.
4. Suggested Format for Fieldwork/Project work Report: (not more than 10 pages): Title page, student details, contents, objective, step-wise work done, findings, conclusions and acknowledgements.
5. Unit tests (IE)
6. Case Studies: Real time situation related to concern topic, need to be analyzed and answer with best possible answer. Need to be presented in team.

B. Suggested Co-Curricular Activities

1. Training of students by a related field expert.
2. Assignments including technical assignments like calculations, numerical solving, report reading techniques
3. Seminars, Conferences, discussions by inviting concerned institutions
4. Spa Visit and report Creation
 5. Invited hotel Architect and Engineer to give presentations on How to develop a

Hotel Design and usage of the facilities. .

V. Suggested Question Paper Pattern:

Max. Marks 75

Time: 3 hrs

SECTION - A (Total 25 marks)

Answer any FIVE Questions (5×5 Marks)

Out of Eight covering all units

SECTION - B (Total 50 marks)

Answer any FIVE Questions (5×10 Marks)

Out of Eight covering all units.

B.Sc. (H & HA) & BHM SEC21 - C: SPA Management

Periods per week : 4

Internal : 25

Examination : 75 Marks

Duration of Exam: 3 Hours.

Nature of Exam : Theory

Objectives: To familiarize with the various aspects of SPA business.
To develop the fundamental spa operations and management skills and knowledge.

I. Course learning outcomes

After completing the course the student shall be able to:

1. Understand Spark client management
2. Familiarize students to SPA industry
3. Understanding SPA facility design and construction
4. Overview of policies and procedures of SPA operations
5. Acquiring SPA financial and spa marketing knowledge

UNIT- 1

Introduction to Spa industry: Definitions, origin, spa towns, famous natural spas of the world - Spa industry today - Types of spas.

Spa offerings: Brief overview of Modern Spa Treatments: by technique, origin, provider, and facility & equipment – Spa menu development.

UNIT-II

Establishing the business:-Vision, Mission, planning process, the business plan, start up costs – types of spa ownership.

Spa facility Design and construction – Spa concept development – layout of a spa (treatment room –dry and wet room setups, lockers and changing room, reception, waiting area etc) - Spa design process - general spa design considerations – design considerations by spa area - design trends – Interior design and decoration

UNIT-III

SPA OPERATIONS AND MANAGEMENT- Policies and procedures – industry best practices – Developing and implementation of SOPs – SOP training – opportunities for feedback. Spa Human Resources: Organizational structure – spa personnel –international certification of personnel (CIBTAC, CIDESCO etc) - HR practices – Employee policies and procedures.

Spa facility operations: Facility management and its elements – maintenance safety and

sanitation - sanitation policy and procedure – managing Equipments – inventory management

UNIT-IV

SPA CLIENT MANAGEMENT: spa client profile, client management- client experience – pampering and luxury, - achieving consistency - SOPs in client management - provider and client etiquettes

UNIT-V

SPA FINANCIAL MANAGEMENT AND MARKETING

The balance sheet, - Income statement, - Cash flow statement, - Forecasting, budgeting and budgetary controls – staff compensation. Spa marketing: Motivations of health tourist – profiling wellness tourists – “time-poor, cash-rich elites” – market segmentation – Marketing mix for spas - Branding – packaging – distribution and pricing – Marketing communications – common spa promotion ideas and practices-

III. Reference Text Books:

- 1) Mary S Wisnom, Lisa L Capozio (2012), Spa Management- An introduction, Pearson.
- 2) Erica Miller (1996), Day Spa Techniques, Milady Thomson Learning
- 3) M. Smith and L Puczek (2009), Health and Wellness Tourism, Butterworth Heinemann
- 4) Sonali Kulkarni (2008), Spa and Health Tourism, Book Enclave ,Jaipur.
- 5) Terry Tamminen (2005), The Ultimate Guide to Spas and Hot Tubs, Mc GrawHill

IV. Co-Curricular Activities:

A. Mandatory (student training by teacher in related real time field skills: total 10 hours):

1. **For Teachers:** Training of students by the teacher (using actual field material) in classroom and field for a total of not less than 10 hours on techniques in revenue management
 - a. Creating Awareness of SPA and about its functionality and its usefulness to Clients. (Ref: unit 1)
 - b. Preparation of SPA Designing and Layout of Spa and Establishing of Mission and Vision Statements for SPA (ref. unit-2)
 - c. Preparation of SPA operational and Training and Need of International Accreditations (Ref Unit 3)
 - d. Preparation of SOP`S for SPA Client Management system9 Ref Unit 4)
 - e. Presenting of Marketing plans and Financial budget preparation for SPA (Ref : unit 5)
2. **For Students:** Group Fieldwork/Project work on identified real time situations with respect to Revenue Management. On practical, each student has to make observations and submit to the teacher a handwritten Fieldwork/Project work Report, not exceeding 10 pages, on his/her observations including samples of reports, forms and formats.
3. Max marks for Fieldwork/Project work Report: 05.
4. Suggested Format for Fieldwork/Project work Report: (not more than 10 pages): Title page, student details, contents, objective, step-wise work done, findings, conclusions and acknowledgements.
5. Unit tests (IE)

Case Studies: Real time situation related to concern topic, need to be analysed and answer with best possible answer. Need to be presented in team.

B. Suggested Co-Curricular Activities

1. Training of students by a related field expert.

2. Assignments including technical assignments like calculations, numerical solving, report reading techniques
3. Seminars, Conferences, discussions by inviting concerned institutions
4. Spa Visit and report Creation
5. Invited Lectures and presentations on SPA and its Management aspects.

V. Suggested Question Paper Pattern:

Max. Marks 75

Time: 3 hrs

SECTION - A (Total 25 marks)

Answer any FIVE Questions (5×5 Marks)

Out of Eight covering all units

SECTION - B (Total 50 marks)

Answer any FIVE Questions (5×10 Marks)

Out of Eight covering all units.